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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q54-Q59):

NEW QUESTION # 54

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

- A. Integrate with a third-party Computer Telephony Integrator (CTI) provider.
- B. Add the phone channel to the live interaction widget.
- C. Add a mashup service in Agent Desktop.
- D. Obtain API token credentials from the CTI provider.

Answer: A,B

NEW QUESTION # 55

Which tool can you use to rename the cases facet?

- A. Page layout
- B. Adaptation tool
- C. Workflow with action type field update
- D. Language adaptation tool

Answer: D

NEW QUESTION # 56

Which of the following are mandatory to maintain when you want to create a new business user? Note: There are 2 correct answers to this question.

- A. Business role
- B. Organization
- C. Employee
- D. E-mail

Answer: A,C

NEW QUESTION # 57

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

- A. Set up a rule to route the e-mail to the tenant's technical e-mail address.
- B. Maintain and activate at least one e-mail channel.
- C. Assign the team responsible for handling cases.
- D. Create a case routing rule.

Answer: B,D

NEW QUESTION # 58

What features are available in the SAP CX AI Toolkit?

- A. Analyze financial reliability
- B. Predict product availability
- C. Create knowledge articles
- D. Draft emails

Answer: D

Explanation:

The SAP CX AI Toolkit in SAP Service Cloud Version 2 includes features to enhance customer experience processes. Draft emails is a key feature, allowing AI to generate email responses based on case context, improving agent efficiency. According to SAP documentation, "The SAP CX AI Toolkit provides capabilities such as drafting emails to streamline service interactions." Predict product availability (A) is relevant to supply chain solutions, not the CX AI Toolkit. Create knowledge articles (C) is a manual process, not AI-driven. Analyze financial reliability (D) is not a feature of the CX AI Toolkit.

Reference:

SAP Help Portal: SAP CX AI Toolkit in SAP Service Cloud V2

NEW QUESTION # 59

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