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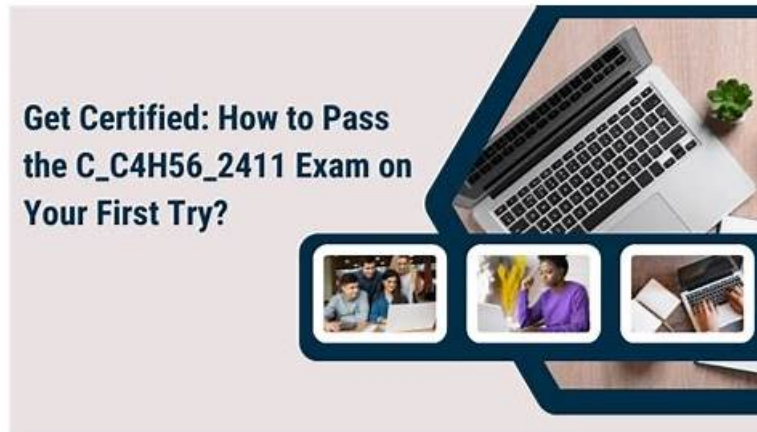
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q80-Q85):

NEW QUESTION # 80
Which actions could you perform to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Assign a territory to the case.
- B. Adjust the SLA.
- C. Escalate the case.
- D. Change the priority.
- E. Assign a different team to the case.

Answer: B,C,D

Explanation:
To control the reaction times of a case in SAP Service Cloud V2, you can adjust the SLA to redefine response timelines, change the

priority to increase urgency and trigger faster response times, and escalate the case to prioritize it for immediate action. According to SAP documentation, "Reaction times can be managed by adjusting SLAs, changing case priority, or escalating cases to ensure timely responses." Assigning a territory (D) affects routing but not reaction times directly. Assigning a different team (E) may influence handling but does not inherently control reaction times.
Reference:
SAP Help Portal: Case Management and SLA Configuration
SAP Community: Managing Case Reaction Times

NEW QUESTION # 81
Which attribute can you assign to a warranty?

- A. Non-covered categories
- B. Duration
- C. Dates
- D. Registered products

Answer: B

NEW QUESTION # 82
Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. Security policy
- B. Employee role
- C. Business role
- D. User profile

Answer: A,C

Explanation:
When creating a user in SAP Service Cloud V2, you can assign a Business role to define the user's access rights and permissions for specific objects and views. Additionally, a Security policy can be assigned to enforce password requirements and other security settings. According to SAP documentation, "During user creation, administrators assign business roles and security policies to ensure proper access and compliance." Employee role (B) is not a standard object for user assignment in Service Cloud V2. User profile (C) is a configuration setting, not an assignable object.
Reference:
SAP Help Portal: User Management in SAP Service Cloud V2
SAP Learning: Business Role and Security Policy Configuration

NEW QUESTION # 83
How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. The status schema cannot be adapted.
- B. Change the existing status schema.
- C. Add or remove statuses in the existing status schema.
- D. Use code list restrictions.

Answer: B,C

Explanation:
In SAP Service Cloud V2, the status schema of a case type can be adapted by changing the existing status schema to modify the sequence or behavior of statuses. Administrators can also add or remove statuses in the existing status schema to tailor the case lifecycle to business needs. According to SAP documentation, "The status schema of a case type can be adapted by modifying the existing schema or adding/removing statuses as required." The status schema cannot be adapted (A) is incorrect, as adaptations are supported. Code list restrictions (D) limit dropdown values, not status schema changes.
Reference:
SAP Help Portal: Case Type Configuration in SAP Service Cloud V2
SAP Learning: Status Schema Management

NEW QUESTION # 84

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service category
- B. Account
- C. Employee
- D. Service team

Answer: C,D

Explanation:
In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.
Reference:
SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2
SAP Learning: Case Routing Rules

NEW QUESTION # 85

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