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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. The event types are enabled by default and cannot be changed.
- B. In the Customer Hub screen configuration
- C. In the timeline configuration
- D. In the general configuration of Agent Desktop

Answer: C

NEW QUESTION # 15

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

- A. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- B. It is not possible to change an existing Case Type, so deactivate it and create a new one.
- C. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- D. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.

Answer: C

NEW QUESTION # 16

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

- A. Product
- B. Employee
- C. Account
- D. Account hierarchy

Answer: C

NEW QUESTION # 17

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Define a custom screen for the mashup.
- B. Create a mashup to embed the web page of the external solution.
- C. Use the web page URL of the external solution for extracting input parameters in the mashup.
- D. Include a dedicated step pointing to the mashup in one of the phases of the case type.
- E. Develop a custom business object.

Answer: B,C,D

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

NEW QUESTION # 18

Which of the following account master data can be included when creating account master data objects? Note: There are 2 correct answers to this question.

- A. Contract data
- B. Title
- C. Account team member
- D. Role

Answer: C,D

Explanation:

When creating account master data objects in SAP Service Cloud V2, Role can be included to define the account's function (e.g., customer, prospect). Account team member is also included to assign employees responsible for managing the account. According to SAP documentation, "Account master data includes attributes such as Role and Account Team Members to support customer relationship management." Title (B) is typically associated with contacts, not accounts. Contract data (D) is managed separately and not part of account master data creation.

Reference:

SAP Help Portal: Account Master Data in SAP Service Cloud V2

SAP Learning: Account Management Configuration

NEW QUESTION # 19

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