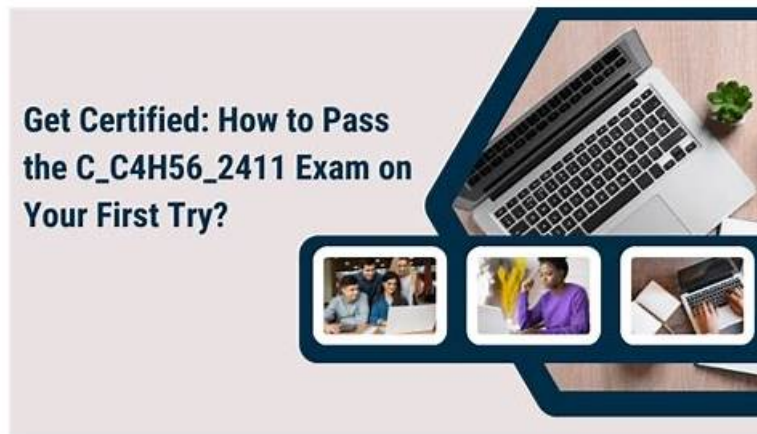


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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q23-Q28):

### NEW QUESTION # 23

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Account hierarchy
- B. Service Team
- C. Contact
- D. Responsible employee

**Answer: B,D**

Explanation:

In SAP Service Cloud V2, case routing can utilize master data such as Responsible employee to assign cases to specific individuals

based on conditions like expertise or availability. Service Team is also used to route cases to predefined teams. According to SAP documentation, "Case routing rules can leverage master data like Responsible Employee and Service Team to determine case assignments." Contact (B) is a case attribute but not typically used for routing. Account hierarchy (C) is used for account management, not routing.

Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2

SAP Learning: Master Data in Case Routing

#### NEW QUESTION # 24

Which of the following options is correct in the configuration, if you want to assign an escalated case with priority urgent to a team?

Note: Scroll down to view all possible answer options.

□

- A. Option C
- B. Option D
- C. Option A
- **D. Option B**

**Answer: D**

#### NEW QUESTION # 25

Which of the following actions do you need to grant access to the relevant service objects? Note: There are 2 correct answers to this question.

- **A. Assign a business role to a user**
- **B. Assign a business role to an employee**
- C. Assign a business role to a service organization
- D. Set up the case designer with the assignment step employee

**Answer: A,B**

Explanation:

To grant access to service objects (e.g., cases) in SAP Service Cloud V2, administrators must assign a business role to a user to define their permissions for accessing specific objects. Similarly, assigning a business role to an employee ensures the employee has the necessary access rights linked to their user account. According to SAP documentation, "Access to service objects is granted by assigning business roles to users or employees." Assigning a business role to a service organization (B) is not a standard action, as roles are assigned to individuals. Setting up the case designer with the assignment step employee (D) is for case routing, not object access.

Reference:

SAP Help Portal: Business Role Assignment in SAP Service Cloud V2

SAP Learning: Access Management for Service Objects

#### NEW QUESTION # 26

Which of the following actions can be performed in relation to registered products? Note: There are 2 correct answers to this question.

- **A. Assign a technician**
- **B. Establish a hierarchy**
- C. Define an expiration date
- D. Maintain a bill of materials

**Answer: A,B**

#### NEW QUESTION # 27

Which of the following are required to grant access to business users? Note: There are 2 correct answers to this question.

- **A. User ID**

- B. Access restriction
- C. Assignment to an organizational unit
- **D. Employee**

**Answer: A,D**

Explanation:

To grant access to business users in SAP Service Cloud V2, a User ID is required to create a user account with login credentials. Additionally, associating the user with an Employee record is necessary to link the user to organizational roles and permissions. According to SAP documentation, "Creating a User ID and linking it to an Employee record are essential steps to grant access to business users." Access restriction (C) is configured via business roles, not a direct requirement. Assignment to an organizational unit (D) is optional and depends on the organizational structure.

Reference:

SAP Help Portal: User Management in SAP Service Cloud V2

SAP Learning: Business User Setup

## NEW QUESTION # 28

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