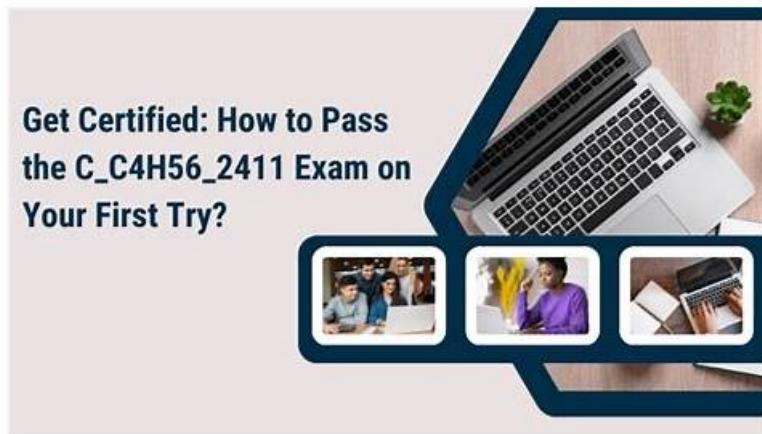


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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q56-Q61):

NEW QUESTION # 56

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Case responsibility determination
- B. A filter option for the case summary
- C. To control validity of the service catalog
- D. Business role assignment
- E. Service level determination

Answer: A,B,E

NEW QUESTION # 57

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

Answer: A,D,E

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 # 58

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Assign an employee to several organizational units.
- B. Make sure that each organizational unit can have only one function at a time.
- C. Use the Reporting Line function for selection.
- D. Make sure an organizational node can only be set up with a replication process from the back end.

Answer: C

NEW QUESTION # 59

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.

□

- A. Cases by Category
- B. Cases by SLA
- C. Cases by Source/Channel
- D. Cases by Service Team
- E. Cases by Priority

Answer: A,C,E

NEW QUESTION # 60

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. An autoflow
- B. A field attribute
- C. A workflow
- D. A determination

Answer: D

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used.

Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

NEW QUESTION # 61

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