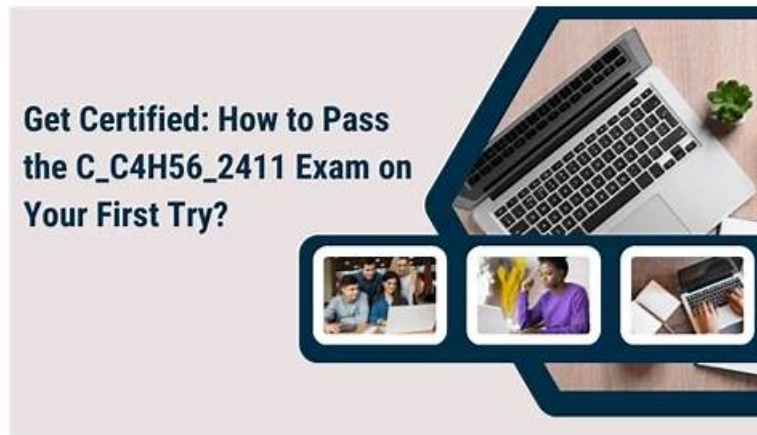


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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q67-Q72):

NEW QUESTION # 67

You want to assign employees, status, a service catalog, and a hierarchy to cases. Which of the following configuration options is correct? Note: Scroll down to view all possible answer options.

Case Type

Name	Description	Version Description	Version Status
ZIB5	Case Business Scenario	Sample Case Type	START

Self-Service: ☐ No

General Case Flow Relationship Settings

General Settings

Status Schema	Number Range	Party Schema	Catalog
B75 Status Schema	Case Type Case Business Scenario Workflow number range table	Case for Employees	ZIB5_CatLOG

Features Settings

☒ Case Hierarchy ☐ Task Management ☐ Forms ☐ Business Documents

• A.

Case Type

Name	Description	Version Description	Version Status
ZIB5	Case Business Scenario	Sample Case Type	START

Self-Service: ☐ No

General Case Flow Relationship Settings

General Settings

Status Schema	Number Range	Party Schema	Catalog
B75 Status Schema	Case Type Case Business Scenario Workflow number range table	Case for Employees	ZIB5_CatLOG

Features Settings

☐ Case Hierarchy ☒ Task Management ☐ Forms ☐ Business Documents

• B.

• C.

Case Type

Name	Description	Version Description	Version Status
ZIB5	Case Business Scenario	Sample Case Type	START

Self-Service: ☐ No

General Case Flow Relationship Settings

General Settings

Status Schema	Number Range	Party Schema	Catalog
B75 Status Schema	Case Type Case Business Scenario Workflow number range table	Case for Employees	ZIB5_CatLOG

Features Settings

☒ Case Hierarchy ☐ Task Management ☐ Forms ☐ Business Documents

• D.

Case Type

Name	Description	Version Description	Version Status
ZIB5	Case Business Scenario	Sample Case Type	START

Self-Service: ☐ No

General Case Flow Relationship Settings

General Settings

Status Schema	Number Range	Party Schema	Catalog
B75 Status Schema	Case Type Case Business Scenario Workflow number range table	Case for Employees	ZIB5_CatLOG

Features Settings

☒ Case Hierarchy ☐ Task Management ☐ Forms ☒ Business Documents

Answer: B

NEW QUESTION # 68

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Conditions can be based on extension fields.
- B. Too many rules affect system performance.
- C. Autoflow rules must be assigned to the business role.
- D. Conditions can be based on standard fields.
- E. Optimization from the back end is done automatically when too many autoflow rules exist.

Answer: A,B,D

Explanation:

When using autoflow rules in SAP Service Cloud V2, administrators must consider that conditions can be based on standard fields (e.g., case type, priority) to trigger automated actions. Too many rules can affect system performance, as excessive rules increase processing time. Additionally, conditions can be based on extension fields, allowing customization to meet specific business needs. According to SAP documentation, "Autoflow rules support conditions based on standard and extension fields, but administrators should monitor rule volume to avoid performance issues." Optimization from the back end (C) is not automatic for autoflow rules. Assigning autoflow rules to business roles (E) is not required, as rules are system-wide.

Reference:

SAP Help Portal: Autoflow Configuration in SAP Service Cloud V2

SAP Community: Best Practices for Autoflow Rules

NEW QUESTION # 69

Which objects can you use to route a case to an employee?

- A. Source
- B. Mashup
- C. Autoflow
- D. Input fields in the Case Designer

Answer: A

Explanation:

In SAP Service Cloud V2, the Source of a case (e.g., email, phone, social media) can be used as a condition to route a case to an employee. According to SAP documentation, "You can configure the rules to determine the Service Level for a certain ticket depending on several parameters like Ticket Type, Service Category, Source, Channel ID etc." Source is a standard attribute in routing rules to determine the appropriate employee or team.

Mashup (A) is used for external integrations, not routing. Autoflow (B) automates actions but does not route cases to employees.

Input fields in the Case Designer (C) collect data but are not used for routing.

Reference:

SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Case Routing Rules Configuration

NEW QUESTION # 70

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

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

Answer: C

NEW QUESTION # 71

Which of the following actions can be configured for autoflow? Note: There are 3 correct answers to this question.

- **A. Send event notifications**
- **B. Send info notifications**
- **C. Send emails**
- D. Send object update
- E. Send event email template

Answer: A,B,C

Explanation:

Autoflow in SAP Service Cloud V2 automates actions based on case conditions. Configurable actions include sending info notifications to inform users of specific events, sending event notifications for system-triggered updates, and sending emails to customers or agents. According to SAP documentation, "Autoflow supports actions such as sending info notifications, event notifications, and emails to automate case-related communications." Send event email template (A) is not a standard autoflow action. Send object update (D) is not a distinct action, though autoflow can update objects indirectly.

Reference:

SAP Help Portal: Autoflow Actions in SAP Service Cloud V2

SAP Community: Configuring Autoflow Rules

NEW QUESTION # 72

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