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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q12-Q17):

NEW QUESTION # 12

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

Answer: A,C

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 # 13

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.

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

Answer: A

NEW QUESTION # 14

Which of the following options can be used to determine employees in cases based on conditions? Note: There are 2 correct answers to this question.

- **A. Assignment step in the Case Designer**
- B. Input step in the Case Designer
- **C. Routing rules**
- D. Autoflow

Answer: A,C

Explanation:

In SAP Service Cloud Version 2, determining employees for case assignment based on conditions is achieved through specific configuration options. The Assignment step in the Case Designer allows administrators to define rules within the case process to assign cases to specific employees or teams based on attributes like priority, case type, or account details. This step is part of the dynamic case designer, which provides flexibility in routing cases to the appropriate employee.

Additionally, Routing rules are a core feature in SAP Service Cloud V2 for case assignment. These rules enable administrators to configure conditions (e.g., case type, priority, or account) to route cases to either a team or a specific employee. According to the SAP documentation, "SAP Service Cloud Version 2 includes a flexible, easy-to-configure routing rule definition engine. You can decide whether to route Cases to a team, or to a specific employee." The routing rules are maintained under Settings → Cases → Case Routing to Team → Case Routing to Employees.

The Input step in the Case Designer is used to collect data or input from users but does not directly determine employee assignment. Autoflow is used for automating actions like sending notifications or updating fields, not for employee determination.

Reference:

SAP Help Portal: Configuring Case Routing Rules learning.sap.com

SAP Learning: Configuring Case Routing Rules, SAP Service Cloud Version 2

NEW QUESTION # 15

What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct

answers to this question.

- **A. Mashup**
- B. Business flow
- C. Custom entity
- **D. Action**

Answer: A,D

Explanation:

To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop." Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.

Reference:

SAP Help Portal: Agent Desktop Integration with SAP S/4HANA

SAP Community: Mashup and Action Configuration

NEW QUESTION # 16

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.

- A. Maintenance plan
- **B. Operating hours**
- **C. Working calendar**
- D. Service contract

Answer: B,C

NEW QUESTION # 17

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