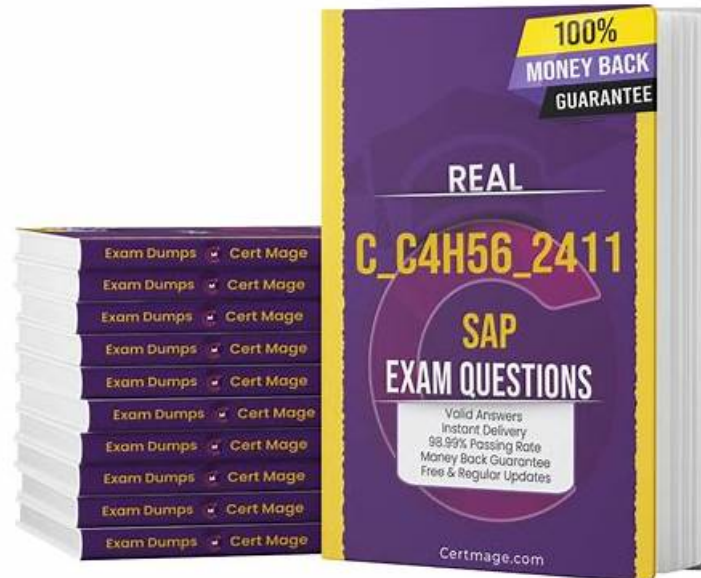


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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q69-Q74):

### NEW QUESTION # 69

You want to use CTI with automatic creation of interaction logs within the Agent Desktop. Which of the following activation steps

are mandatory? Note: There are 2 correct answers to this question.

- **A. Enable Activity Creation**
- B. Maintain mapping table for CTI and SAP Service Cloud Solution
- **C. Maintain Provider ID**
- D. Enable Microsoft Teams Integration for Activities

**Answer: A,C**

Explanation:

To enable CTI (Computer Telephony Integration) with automatic creation of interaction logs in the Agent Desktop, administrators must Enable Activity Creation to ensure interactions (e.g., calls) are logged automatically. Additionally, Maintain Provider ID is mandatory to identify the CTI provider and establish the integration. According to SAP documentation, "Enabling Activity Creation and maintaining the Provider ID are required steps to configure CTI for automatic interaction logging." Maintaining mapping table (A) is optional and depends on specific integration requirements. Enabling Microsoft Teams Integration (D) is unrelated to CTI interaction logs.

Reference:

SAP Help Portal: CTI Integration in SAP Service Cloud V2

SAP Community: Configuring Interaction Logs for CTI

#### NEW QUESTION # 70

Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- **A. Subcategory**
- **B. Category**
- C. Cause category
- D. Incident category

**Answer: A,B**

#### NEW QUESTION # 71

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

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

**Answer: B,C,E**

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 # 72

Which of the following account types can be used in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- **A. Contacts**

- B. Individual customers
- C. Groups
- D. Channel partners

Answer: A,B

#### NEW QUESTION # 73

Which of the following features can be used to tailor the user interface for the business? Note: There are 2 correct answers to this question.

- A. Language adaptation
- B. Business role
- C. Homepage branding
- D. Content security policy

Answer: A,C

Explanation:

To tailor the user interface in SAP Service Cloud V2, Homepage branding allows administrators to customize the look and feel of the homepage, including logos and color schemes, to align with corporate branding. Language adaptation enables the modification of field labels and texts to support different languages or business-specific terminology. According to SAP documentation, "Homepage branding and language adaptation are key features for customizing the user interface to meet business needs." Business role (B) controls access and permissions, not UI customization. Content security policy (C) is a security feature, not related to UI tailoring.

Reference:

SAP Help Portal: User Interface Customization in SAP Service Cloud V2

SAP Learning: UI Adaptation and Branding

#### NEW QUESTION # 74

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