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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

Answer: B,C,E

NEW QUESTION # 15

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

Agent Desktop

General Settings

Live Interaction Widget Settings (selected)

Timeline Settings

CTI Configuration

Live Interaction Widget Settings

Provider Details

Active Provider Name * Provider ID *

Provider URL *

Channels

Type	ID	Active	Identify Customer By
Phone	PHONE	<input checked="" type="checkbox"/>	Phone
WhatsApp	MSG_WAPP	<input checked="" type="checkbox"/>	Phone

- A. Add the phone channel to the live interaction widget.
- B. Add a mashup service in Agent Desktop.
- C. Obtain API token credentials from the CTI provider.
- D. Integrate with a third-party Computer Telephony Integrator (CTI) provider.

Answer: A,D

NEW QUESTION # 16

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

Deactivate

Copy To New Case Type

SAP

Create New Version (highlighted with a red box)

- A. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- B. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- C. It is not possible to change an existing Case Type, so deactivate it and create a new one.

- D. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.

Answer: D

NEW QUESTION # 17

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- A. Business flow
- B. Mashup
- C. Custom entity
- D. Configure the relevant action

Answer: B,D

NEW QUESTION # 18

Which actions could you take to control the reaction times of a case? Note: There are 3 correct answers to this question.

- A. Assign a different team to the case.
- B. Adjust the SLA.
- C. Escalate the case.
- D. Assign a territory to the case.
- E. Change the priority.

Answer: A,C,E

NEW QUESTION # 19

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