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## **SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q20-Q25):**

### **NEW QUESTION # 20**

Which of the following can you use to explore released APIs?

- A. SAP Integration Suite
- **B. SAP Business Accelerator Hub**
- C. SAP Application Interface Framework

**Answer: B**

Explanation:

The SAP Business Accelerator Hub is the primary tool for exploring released APIs for SAP solutions, including SAP Service Cloud V2. It provides a centralized repository to discover, test, and consume APIs. According to SAP documentation, "The SAP Business Accelerator Hub allows developers to explore and access released APIs for SAP cloud solutions." SAP Integration Suite (B) is used for integration but not for exploring APIs. SAP Application Interface Framework (C) is specific to SAP S/4HANA for interface management, not API exploration.

Reference:

SAP Help Portal: SAP Business Accelerator Hub

SAP Community: API Discovery in SAP Cloud Solutions

### **NEW QUESTION # 21**

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

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

**Answer: C**

### **NEW QUESTION # 22**

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Send an email to SAP Cloud Support.
- B. Create a Support Case in SAP for Me.
- **C. Create an incident in the Built-In Support.**
- **D. Create a case of case type Incident.**

**Answer: C,D**

### **NEW QUESTION # 23**

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Priority
- B. Completion due on
- C. Day of the week
- D. Maintenance plan

**Answer: A,B**

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 [community.sap.com/SAP Help Portal: SLA Setup in SAP Service Cloud V2](https://community.sap.com/SAP Help Portal: SLA Setup in SAP Service Cloud V2)

#### NEW QUESTION # 24

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Cases
- B. Tasks
- C. Registered products
- D. Phone calls

**Answer: A,B**

Explanation:

In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases. According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.

Reference:

SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2

SAP Community: Service Catalog Usage

#### NEW QUESTION # 25

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