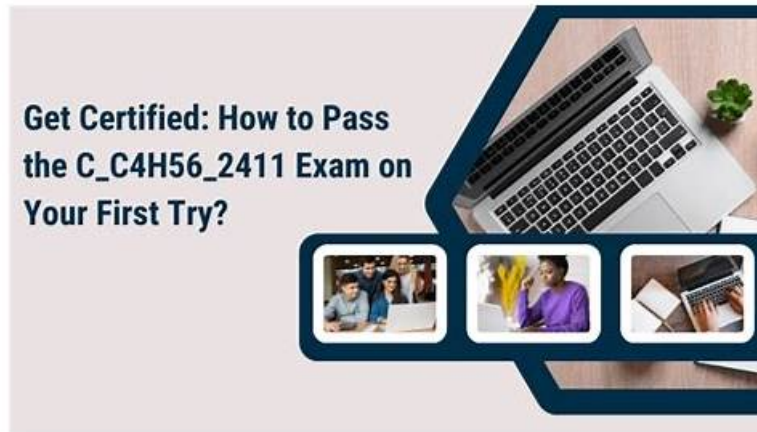


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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q70-Q75):

### NEW QUESTION # 70

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to this question.

- A. A customer needs to be assigned to the installed base.
- B. At least one registered product must be assigned to the installed base.
- C. An active service contract must be added to the installed base.
- D. The installed base must be set to active status.

Answer: A,C

### NEW QUESTION # 71

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service category
- B. Employee
- C. Service team
- D. Account

**Answer: B,C**

Explanation:

In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.

Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2

SAP Learning: Case Routing Rules

### NEW QUESTION # 72

What functionality can be enabled to assist agents with case resolution?

- A. Configure templates for responses.
- B. Integrate a knowledge base.
- C. Integrate Microsoft Teams.
- D. Create and assign surveys to the case.

**Answer: B**

### NEW QUESTION # 73

Which of the following business services will all service agents need to have assigned?

- A. Case
- B. Case Type
- C. Activity Manager
- D. BuiltInSupportService

**Answer: A**

Explanation:

All service agents in SAP Service Cloud V2 need the Case business service assigned to their business role to access and manage cases, which is the core object for service processes. According to SAP documentation, "The Case business service must be assigned to all service agents to enable case management functionalities." BuiltInSupportService (B) is for support interactions with SAP, not agent tasks. Activity Manager (C) is for managing activities, not mandatory for all agents. Case Type (D) is a configuration object, not a business service.

Reference:

SAP Help Portal: Business Services in SAP Service Cloud V2

SAP Learning: Service Agent Role Configuration

### NEW QUESTION # 74

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. Employee role
- B. User profile
- C. Business role

- **D. Security policy**

**Answer: C,D**

## NEW QUESTION # 75

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