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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q32-Q37):

NEW QUESTION # 32

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. Case responsibility determination
- B. Service level determination
- C. A filter option for the case summary
- D. Business role assignment
- E. To control validity of the service catalog

Answer: A,B,C

NEW QUESTION # 33

Which of the following steps are required to set up SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Log in with initial user
- B. Create organizational structure
- C. Create business role
- D. Assign employee to organizational units

Answer: A,C

NEW QUESTION # 34

Which actions are prerequisites for using registered products? Note: There are 2 correct answers to this question.

- A. Use existing customer records
- B. Create an installed base
- C. Activate the service in the business role
- D. Create numeric ranges for customers

Answer: A,B

Explanation:

To use registered products in SAP Service Cloud V2, using existing customer records is a prerequisite, as registered products must be associated with a customer (account or contact) to track ownership. Additionally, creating an installed base is required, as registered products are typically grouped within an installed base to manage customer assets. According to SAP documentation, "Registered products are linked to customer records and installed bases to enable service processes like case management." Creating numeric ranges for customers (C) is not relevant to registered products. Activating the service in the business role (D) is necessary for accessing features but is not a direct prerequisite for using registered products.

Reference:

SAP Help Portal: Registered Products in SAP Service Cloud V2

SAP Learning: Product and Installed Base Setup

NEW QUESTION # 35

Which of the following master data entities are included in the out-of-the-box package for integration between SAP Service Cloud Version 2 and SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Account Groups
- B. Maintenance Plan
- C. Equipment
- D. Contacts

Answer: C,D

Explanation:

The out-of-the-box integration package between SAP Service Cloud V2 and SAP S/4HANA includes master data entities such as Contacts and Equipment. Contacts are synchronized to manage customer relationships, while Equipment is integrated to support asset and service management processes. According to SAP documentation, "Standard integration includes master data like Contacts and Equipment to enable seamless service processes between SAP Service Cloud V2 and SAP S/4HANA." Account Groups (C) are not part of the standard master data integration. Maintenance Plan (D) is specific to SAP S/4HANA Asset Management and not included in the out-of-the-box integration for Service Cloud V2.

Reference:

SAP Help Portal: Integration with SAP S/4HANA in SAP Service Cloud V2

SAP Community: Master Data Integration for Service Cloud

NEW QUESTION # 36

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

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

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 # 37

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