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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q63-Q68):

NEW QUESTION # 63
Where are employee working hours maintained?

- A. Holiday calendar
- B. Business role

- C. Business user data
- D. Employee data

Answer: D

Explanation:
Employee working hours in SAP Service Cloud V2 are maintained in the Employee data. This includes details such as working hours, time zones, and availability, which are used for scheduling and case routing. According to SAP documentation, "Under the Operating Hours, you can define the working hours of the service agent" within the employee data settings.
Holiday calendar (A) defines non-working days, not individual hours. Business role (B) manages access rights, not working hours. Business user data (D) includes user credentials but not working hour details.
Reference:
SAP Community: Service Level Agreement in SAP Cloud for Customer community.sap.com SAP Help Portal: Employee Data Configuration

NEW QUESTION # 64
What steps are required to convert incoming emails into cases? Note: There are 2 correct answers to this question.

- A. Define the default email template for incoming enquiries.
- B. Enable the email channel within the CTI configuration.
- C. Create an email channel for the object type Cases and enter the default case type to be used.
- D. Create and activate a case type.

Answer: C,D

Explanation:
To convert incoming emails into cases in SAP Service Cloud V2, administrators must create an email channel for the object type Cases and enter the default case type to be used, which defines how emails are mapped to cases. Additionally, creating and activating a case type is required to ensure the system recognizes the case structure for email conversions. According to SAP documentation, "Setting up an email channel for Cases and activating a case type are mandatory steps for email-to-case functionality." Enabling the email channel within CTI configuration (A) is incorrect, as email channels are separate from CTI. Defining the default email template (C) is optional for outbound responses, not inbound conversions.
Reference:
SAP Help Portal: Email-to-Case Configuration in SAP Service Cloud V2
SAP Community: Email Channel Setup

NEW QUESTION # 65
Which of the following can you use to explore released APIs?

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

Answer: A

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 # 66
What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Create installed bases.
- B. Assign products to existing accounts.
- C. Create an interaction log.
- D. Display confirmed entities.
- E. Create a service catalog.

Answer: A,C,D

NEW QUESTION # 67
Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Contact
- B. Account hierarchy
- C. Responsible employee
- D. Team

Answer: C,D

NEW QUESTION # 68
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