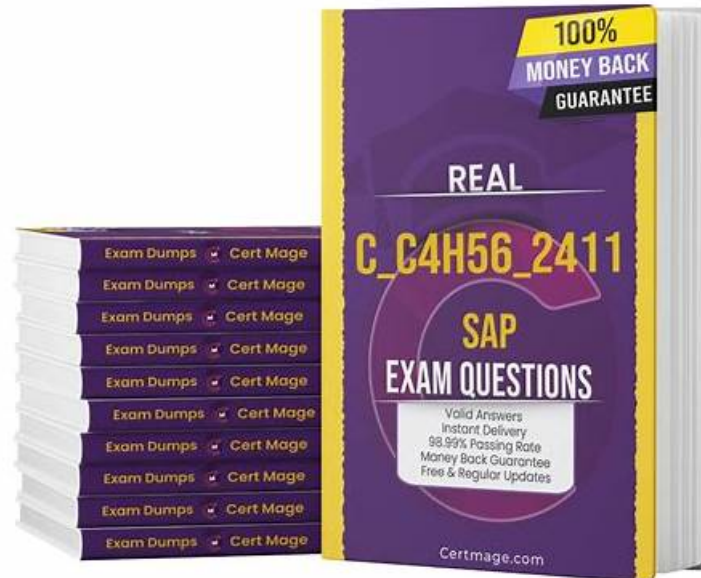


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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q52-Q57):

NEW QUESTION # 52

You want to change the standard text of the Related Entities tab in the case object. Which of the following is the correct option?

- A. Screen adaptation
- **B. Language adaptation**
- C. Case extensibility
- D. Page layout

Answer: B

Explanation:

To change the standard text of the Related Entities tab in the case object in SAP Service Cloud Version 2, the Language adaptation tool is used. This tool allows administrators to modify UI labels, including tab names, to align with business terminology or language requirements. According to SAP documentation, "Language adaptation enables the customization of standard text, such as tab names, to meet specific business needs." Screen adaptation (A) is not a standard term in SAP Service Cloud V2. Page layout (B) controls the arrangement of fields and sections, not text changes. Case extensibility (D) is used for adding custom fields or objects, not renaming tabs.

Reference:

SAP Help Portal: Language Adaptation in SAP Service Cloud V2

SAP Learning: UI Customization in SAP Service Cloud

NEW QUESTION # 53

Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.

- **A.**
- **B.**
- C.
- D.

Answer: A,B

NEW QUESTION # 54

What do you need to configure to access cases in SAP Service Cloud Version 2?

- A. Assign the employee to a case type.
- B. Create access rights for read mode.
- **C. Assign the business service case to a business role.**
- D. Assign access rights directly to the user.

Answer: C

Explanation:

To access cases in SAP Service Cloud V2, the business service case must be assigned to a business role. Business roles define the permissions and access rights for users, including access to specific objects like cases. According to SAP documentation, "Assign the business service case to a business role" is a critical step to ensure users have the necessary permissions to view and manage cases.

Creating access rights for read mode (B) is not a standard configuration step for case access. Assigning the employee to a case type (C) is related to routing, not access. Assigning access rights directly to the user (D) is not supported, as access is managed through business roles.

Reference:

SAP Help Portal: Business Role Configuration in SAP Service Cloud V2

SAP Learning: Access Management in SAP Service Cloud

NEW QUESTION # 55

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

- **A. Set up rule(s) for case routing to employees.**
- **B. Set up rule(s) for case routing to teams.**
- C. Define case types and assign responsible teams and employees.

- D. Set up rules with BRF+.

Answer: A,B

NEW QUESTION # 56

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

Answer: B,C

NEW QUESTION # 57

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