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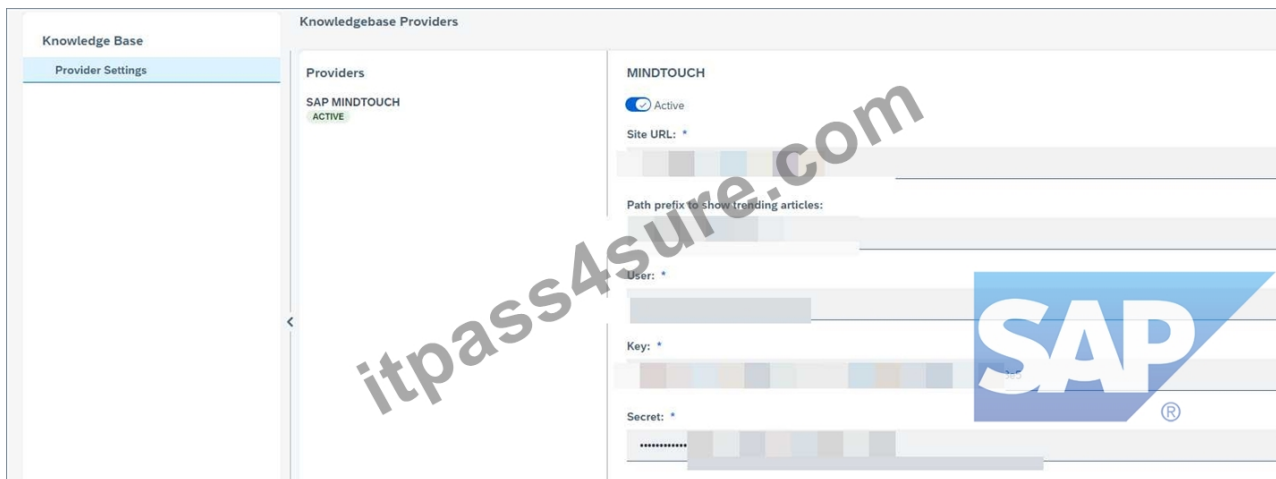
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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q29-Q34):

NEW QUESTION # 29

What steps must the administrator perform to give service agents access to knowledge base articles? Note: There are 2 correct answers to this question.



- A. Configure the relevant integration flow.
- **B. Maintain the knowledge base provider settings in SAP Service Cloud Version 2.**
- C. Set up knowledge base articles in SAP Service Cloud Version 2.
- **D. Obtain API token credentials from the knowledge base provider.**

Answer: B,D

NEW QUESTION # 30

What can you do with Microsoft Teams integration? Note: There are 3 correct answers to this question.

- **A. Make outbound calls.**
- **B. Create appointments.**
- **C. Share workspaces.**
- D. Send e-mails to customers.
- E. Hand over cases.

Answer: A,B,C

NEW QUESTION # 31

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. An autoflow
- **B. A determination**
- C. A workflow
- D. A field attribute

Answer: B

Explanation:

To assign a value to a field based on another field's value calculation in SAP Service Cloud V2, a determination is used. Determinations are rules that automatically calculate and set field values based on predefined conditions or calculations. According to SAP documentation, "Determinations are used to calculate and assign field values dynamically based on other field values or conditions." A workflow (A) manages process flows, not field calculations. A field attribute (B) defines field properties, not calculations. An autoflow (D) automates actions but is not used for field value calculations.

Reference:

SAP Help Portal: Determination Rules in SAP Service Cloud V2

SAP Community: Field Value Calculations

NEW QUESTION # 32

Which objects can you configure for registered products?

- A. Installed Base Types
- **B. Warranty Type**
- C. Custom Party Roles
- D. Functional Location Source

Answer: B

Explanation:

In SAP Service Cloud V2, Warranty Type is a configurable object for registered products, allowing administrators to define warranty details such as duration and coverage, which are then associated with registered products. According to SAP documentation, "Warranty types can be configured and assigned to registered products to manage service entitlements." Installed Base Types (A) are configured for installed bases, not registered products directly. Functional Location Source (C) is relevant in SAP S/4HANA, not Service Cloud V2. Custom Party Roles (D) are used for case routing or relationships, not registered product configuration.

Reference:

SAP Help Portal: Registered Products and Warranty Management

SAP Community: Product Configuration in SAP Service Cloud

NEW QUESTION # 33

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. Set up rules with BRF+.
- D. Define case types and assign responsible teams and employees.

Answer: A,B

NEW QUESTION # 34

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