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## **SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q51-Q56):**

### **NEW QUESTION # 51**

How can service agents create cases? Note: There are 2 correct answers to this question.

- A. In the Related Service Object facet of registered products, Create button (+) and select Case.
- B. In the case worklist, Create button (+) and select Case.
- **C. In Agent Desktop, click the Create button (+) and select Case.**
- D. In the Account General facet, Create button (+) and select Case.

**Answer: C,D**

Explanation:

Agents can create cases via:

- \* A. Agent Desktop Create Button: Direct case creation from the primary interface.
- \* B. Account General Facet: Create cases linked to a specific account for context.

Why other options are incorrect:

- \* C. Related Service Object Facet: Typically used for adding products/installed bases, not case creation.
- \* D. Case Worklist: Focuses on existing cases, not creation.

References:

- \* SAP Service Cloud Agent Desktop Guide: "Creating Cases".

## NEW QUESTION # 52

Which of the following objects can be displayed in the Entities facet of the Customer Hub screen?

Note: There are 2 correct answers to this question.

- A. Cases
- B. Service orders
- C. Registered products
- D. Maintenance plan

**Answer: A,C**

Explanation:

The Entities facet of the Customer Hub screen can display the following objects: Cases, Registered Products, Installed Bases, and Service Contracts. These objects are related to the customer and can provide useful information for service agents. Cases are requests for support that contain details about the customer issue and the resolution process. Registered Products are items that the customer has purchased or registered with the company. Installed Bases are collections of registered products that are installed at a specific location. Service Contracts are agreements that define the terms and conditions of the service delivery for the customer.

References = Creating a Case Type, Explaining the Support for the Customer Service Process

## NEW QUESTION # 53

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

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

**Answer: C**

## NEW QUESTION # 54

For which objects can you utilize categories in service catalogs? Note: There are 2 correct answers to this question.

- A. Phone calls
- B. Cases
- C. Registered products
- D. Tasks

**Answer: B,C**

## NEW QUESTION # 55

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- A. Mashup
- B. Configure the relevant action
- C. Business flow

- D. Custom entity

**Answer: A,B**

## NEW QUESTION # 56

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