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SAP Certified Associate - Implementation Consultant - SAP Service Cloud

Version 2 Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

- A. Assign employee to organizational unit
- B. Remove personal data from the business user
- C. Assign restriction rules
- D. Create territory hierarchy levels

Answer: A,C

NEW QUESTION # 50

What is the only way to change an active case type?

- A. Execute the Create New Version action.
- B. It is not possible to change an existing case type.
- C. Edit the name of the existing case type.
- D. Copy an existing case type.

Answer: D

NEW QUESTION # 51

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Service category
- B. Account
- C. Service team
- D. Employee

Answer: C,D

NEW QUESTION # 52

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Maintenance plans
- B. Templates
- C. Agent Desktop
- D. Live activity configuration

Answer: C,D

Explanation:

In SAP Service Cloud V2, Live activity configuration can be activated to enable real-time interaction features like phone or chat channels. The Agent Desktop is also a service that can be activated to provide agents with a centralized interface for case management. According to SAP documentation, "Services such as Live Activity Configuration and Agent Desktop can be activated to enhance service delivery in SAP Service Cloud V2." Maintenance plans (A) are managed in SAP S/4HANA, not Service Cloud V2. Templates (B) are configured but not activated as a service.

Reference:

SAP Help Portal: Service Activation in SAP Service Cloud V2

SAP Learning: Agent Desktop and Live Activity Setup

NEW QUESTION # 53

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

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

Answer: B

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 # 54

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