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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q33-Q38):

### NEW QUESTION # 33

What steps must an administrator perform to enable the phone channel in Agent Desktop? Note: There are 2 correct answers to this question.

The screenshot shows the SAP Agent Desktop configuration interface. On the left, a sidebar lists 'Agent Desktop' with sub-items: 'General Settings', 'Live Interaction Widget Settings' (selected), and 'Timeline Settings'. The main area is titled 'CTI Configuration' and contains 'Live Interaction Widget Settings'. Under 'Provider Details', there is an 'Active' toggle switch (checked), and input fields for 'Provider Name', 'Provider ID', and 'Provider URL'. The 'Provider URL' field is highlighted with a red box. Below this is a 'Channels' section with a table. The table has columns: 'Type', 'ID', 'Active', and 'Identify Customer By'. There are two rows: 'Phone' and 'WhatsApp'. The 'Phone' row has 'PHONE' as the ID, is 'Active' (checked), and 'Identify Customer By' is set to 'Phone'. The 'WhatsApp' row has 'MSG\_WAPP' as the ID, is 'Active' (checked), and 'Identify Customer By' is set to 'Phone'. The 'Phone' row's 'Type' dropdown is also highlighted with a red box.

- A. Add a mashup service in Agent Desktop.
- B. Add the phone channel to the live interaction widget.
- C. Obtain API token credentials from the CTI provider.
- D. Integrate with a third-party Computer Telephony Integrator (CTI) provider.

**Answer: B,D**

### NEW QUESTION # 34

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

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

**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 # 35

When using autoflow rules, which of the following do you need to consider? Note: There are 3 correct answers to this question.

- A. Conditions can be based on standard fields.
- B. Too many rules affect system performance.
- C. Optimization from the back end is done automatically when too many autoflow rules exist.
- D. Autoflow rules must be assigned to the business role.
- E. Conditions can be based on extension fields.

**Answer: A,B,E**

### NEW QUESTION # 36

Service agents working on a specific case type in SAP Service Cloud Version 2 need to access and perform defined actions in an external solution. What steps must an administrator perform to make this possible? Note: There are 3 correct answers to this question.

- A. Develop a custom business object.
- B. Use the web page URL of the external solution for extracting input parameters in the mashup.
- C. Define a custom screen for the mashup.
- D. Create a mashup to embed the web page of the external solution.
- E. Include a dedicated step pointing to the mashup in one of the phases of the case type.

**Answer: B,D,E**

Explanation:

To enable service agents to access and perform actions in an external solution for a specific case type, administrators must create a mashup to embed the web page of the external solution to integrate it into the Agent Desktop. They should use the web page URL of the external solution for extracting input parameters in the mashup to pass case-specific data. Additionally, including a dedicated step pointing to the mashup in one of the phases of the case type ensures agents can access the external solution during case processing. According to SAP documentation, "Creating a mashup, configuring its URL parameters, and integrating it into the case type via a dedicated step are required for external solution access." Developing a custom business object (A) is unnecessary for this scenario. Defining a custom screen for the mashup (D) is not a standard requirement.

Reference:

SAP Help Portal: Mashup Configuration in SAP Service Cloud V2

SAP Community: External Solution Integration

### NEW QUESTION # 37

You are setting up an organizational structure for a new implementation. Which of the following is possible while performing this task?

- A. Assign an employee to several organizational units.
- B. Make sure an organizational node can only be set up with a replication process from the back end.
- C. Use the Reporting Line function for selection.
- D. Make sure that each organizational unit can have only one function at a time.

**Answer: C**

### NEW QUESTION # 38

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