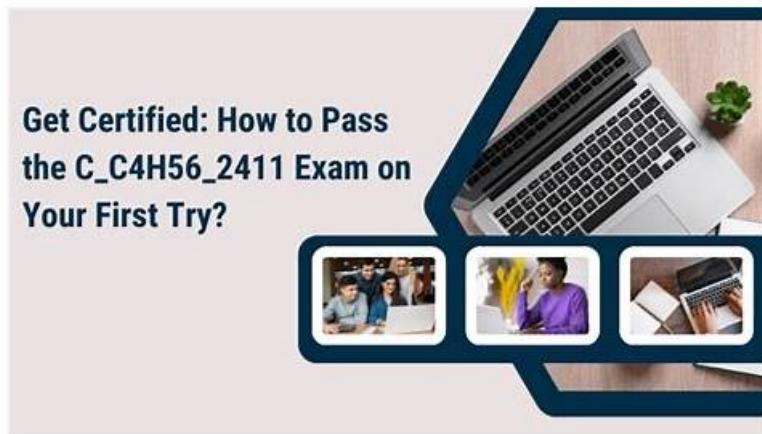


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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q20-Q25):

NEW QUESTION # 20

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

- E. Use the web page URL of the external solution for extracting input parameters in the mashup.

Answer: A,B,E

NEW QUESTION # 21

Which elements can you use to define a service level? Note: There are 2 correct answers to this question.

- A. Day of the week
- B. Completion due on
- C. Priority
- D. Maintenance plan

Answer: B,C

Explanation:

Service levels in SAP Service Cloud V2 are defined to set timelines and priorities for case handling. Completion due on is a key element used to specify the due date for case resolution within an SLA. Priority is another critical element, as it determines the urgency of the case and influences the SLA timeline. According to SAP documentation, "Service Levels are defined in the SAP Service Cloud V2 to set the timeline for different types of Case (Ticket) based on the situation and priority." Maintenance plan (A) is related to service contracts, not SLAs. Day of the week (C) is part of operating hours configuration but not a direct element for defining service levels.

Reference:

SAP Community: Set Up Service Level In SAP Service Cloud V2 community.sap.com SAP Help Portal: SLA Setup in SAP Service Cloud V2

NEW QUESTION # 22

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

Answer: A,C

NEW QUESTION # 23

What functionality can you use to trigger an SAP S/4HANA transaction from the Agent Desktop? Note: There are 2 correct answers to this question.

- A. Custom entity
- B. Action
- C. Business flow
- D. Mashup

Answer: B,D

Explanation:

To trigger an SAP S/4HANA transaction from the Agent Desktop in SAP Service Cloud V2, Action can be configured to initiate specific transactions or processes in S/4HANA, such as creating a service order. Mashup is another functionality that allows embedding or linking to external S/4HANA transactions within the Agent Desktop interface. According to SAP documentation, "Actions and mashups enable seamless integration with SAP S/4HANA by triggering transactions directly from the Agent Desktop." Business flow (B) is not a standard term in Service Cloud V2 for this purpose. Custom entity (D) is used for data modeling, not triggering transactions.

Reference:

SAP Help Portal: Agent Desktop Integration with SAP S/4HANA

SAP Community: Mashup and Action Configuration

NEW QUESTION # 24

You have created and activated a new case type, but you forgot to assign a service catalog to it. How can you assign a service catalog to your new case type?

- A. Execute the Create New Version action from the existing Case Type, then enter the Service Catalog and activate the new version.
- B. Delete the Case Type and create a new Case Type with the required Service Catalog assigned to it.
- C. Deactivate the Case Type, assign the Service Catalog, save, and activate it again.
- D. It is not possible to change an existing Case Type, so deactivate it and create a new one.

Answer: A

NEW QUESTION # 25

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