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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which of the following are mandatory to maintain when you want to create a new business user? Note: There are 2 correct answers

to this question.

Create Business User

Employee Data

Name *

User Details

User ID *

SAP

Valid Until

Security Policy

Business Roles

- A. Organization
- B. Employee
- C. E-mail
- D. Business role

Answer: B,D

NEW QUESTION # 17

What can you do with Agent Desktop in SAP Service Cloud Version 2? Note: There are 3 correct answers to this question.

- A. Create installed bases.
- B. Create an interaction log.
- C. Display confirmed entities.
- D. Assign products to existing accounts.
- E. Create a service catalog.

Answer: A,B,C

NEW QUESTION # 18

What actions do you need to perform to create an incident for SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Create a case of case type Incident.
- B. Send an email to SAP Cloud Support.
- C. Create an incident in the Built-In Support.
- D. Create a Support Case in SAP for Me.

Answer: A,C

NEW QUESTION # 19

You want to control the access of fields in SAP Service Cloud Version 2. Which element can help you implement the business need?

- A. Page layout
- B. Determination rule
- C. Approval
- D. Case routing

Answer: A

Explanation:

To control field access in SAP Service Cloud V2, Page layout is used to define which fields are visible, editable, or hidden for specific business roles or users. According to SAP documentation, "Page layouts allow administrators to control field access by configuring visibility and editability based on business requirements." Determination rule (A) is for field value calculations. Approval (B) manages case approvals, not field access. Case routing (C) assigns cases, not controls fields.

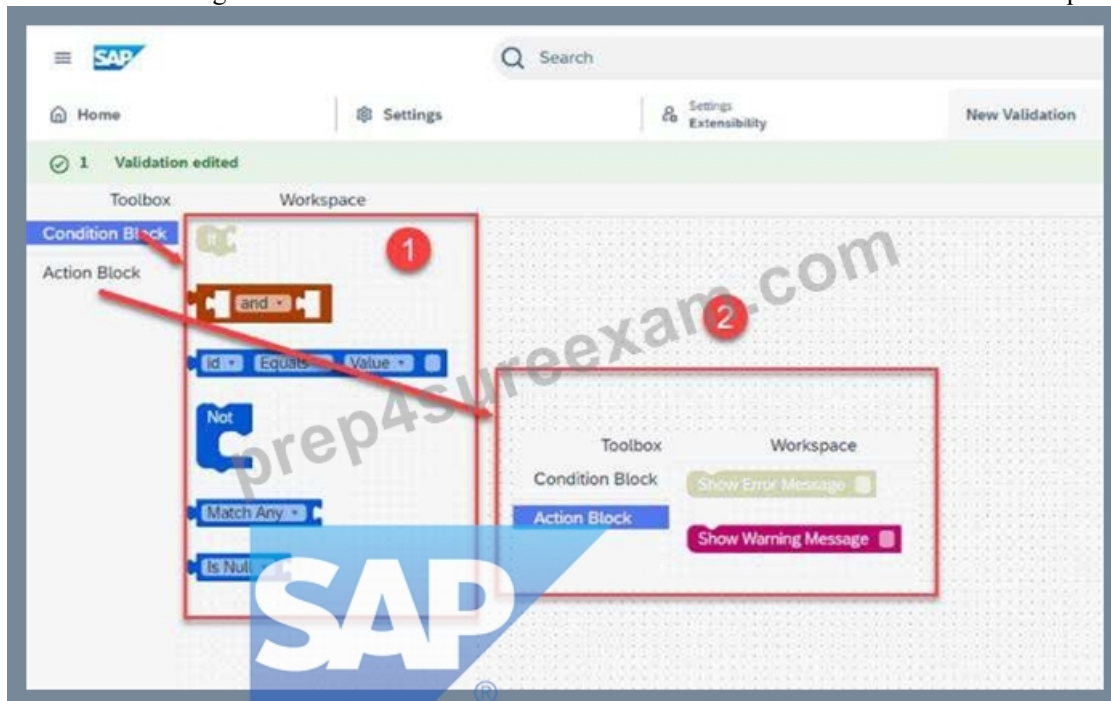
Reference:

SAP Help Portal: Page Layout Configuration in SAP Service Cloud V2

SAP Community: Field Access Control

NEW QUESTION # 20

Which of the following blocks are available in the validation editor? Note: There are 2 correct answers to this question.



- A. Workflow
- B. Action
- C. Message
- D. Condition

Answer: B,D

NEW QUESTION # 21

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