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SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q57-Q62):

NEW QUESTION # 57

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

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

Answer: B,D

Explanation:

In SAP Service Cloud V2, categories in service catalogs are used to organize and manage service-related objects. Tasks and Cases can utilize service catalog categories to classify and streamline service processes, such as assigning SLAs or routing cases. According to SAP documentation, "Service catalog categories can be applied to Tasks and Cases to support service level determination and case management." Phone calls (B) are interactions, not categorized via service catalogs. Registered products (D) are managed under installed bases, not service catalogs.

Reference:

SAP Help Portal: Service Catalog Configuration in SAP Service Cloud V2

SAP Community: Service Catalog Usage

NEW QUESTION # 58

Which object is mandatory to configure a case routing rule to a team?

- A. Case Designer Step Assignment
- B. Party Role
- C. Employee
- **D. Case Type**

Answer: D

Explanation:

To configure a case routing rule to a team in SAP Service Cloud V2, the Case Type is mandatory. Case Type defines the category and process flow of the case, serving as a primary condition for routing rules. According to SAP documentation, "The Routing rules for Cases are maintained in SAP Service Cloud Version 2 by administrators in the following path: Settings → Cases → Case Routing to Team → Case Routing to Employees," and Case Type is a key attribute used to determine routing conditions. Party Role (A) is optional and used for specific scenarios. Employee (B) is the target of routing, not a mandatory object for configuration. Case Designer Step Assignment (C) is part of the case designer but not required for team routing rules.

Reference:

SAP Learning: Configuring Case Routing Rules learning.sap.com

SAP Help Portal: Case Routing Configuration

NEW QUESTION # 59

What features are available in the SAP CX AI Toolkit?

- **A. Draft emails**
- B. Create knowledge articles
- C. Predict product availability
- D. Analyze financial reliability

Answer: A

Explanation:

The SAP CX AI Toolkit in SAP Service Cloud Version 2 includes features to enhance customer experience processes. Draft emails is a key feature, allowing AI to generate email responses based on case context, improving agent efficiency. According to SAP documentation, "The SAP CX AI Toolkit provides capabilities such as drafting emails to streamline service interactions." Predict product availability (A) is relevant to supply chain solutions, not the CX AI Toolkit. Create knowledge articles (C) is a manual process, not AI-driven. Analyze financial reliability (D) is not a feature of the CX AI Toolkit.

Reference:

SAP Help Portal: SAP CX AI Toolkit in SAP Service Cloud V2

NEW QUESTION # 60

Which of the following elements are mandatory to create a new product? Note: There are 2 correct answers to this question.

Create Product ✕

Product ID

Product Name *

Unit of Measure *

Product Group

Description



- A. Price
- B. Unit of measure
- C. Product group
- D. Sales area data

Answer: B,C

NEW QUESTION # 61

Which types of master data can be used in case routing? Note: There are 2 correct answers to this question.

- A. Contact
- B. Account hierarchy
- C. Responsible employee
- D. Team

Answer: C,D

NEW QUESTION # 62

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