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**SAP Certified Associate - Implementation Consultant - SAP Service Cloud**

## Version 2 Sample Questions (Q51-Q56):

### NEW QUESTION # 51

You have determined that one of your products has a known fault. You want to ensure that all cases with that product are automatically assigned to the escalation team. Which feature in SAP Service Cloud Version 2 would you use to do this?

- A. Service categories
- B. Notifications
- C. SLA
- D. Case routing

**Answer: D**

### NEW QUESTION # 52

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

- A. Party Role
- B. Case Designer Step Assignment
- 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.

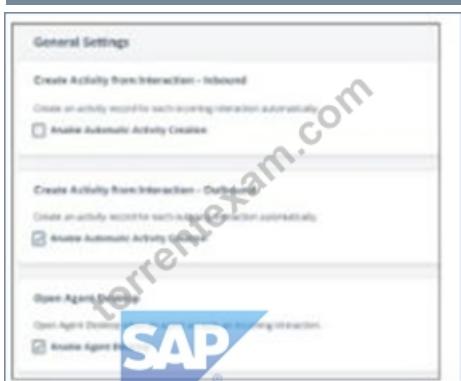
Reference:

SAP Learning: Configuring Case Routing Rules [learning.sap.com](http://learning.sap.com)

SAP Help Portal: Case Routing Configuration

### NEW QUESTION # 53

Which screenshots show the correct configuration activities to meet the requirements for incoming service issues? Note: There are 2 correct answers to this question, scroll down to view all possible answer options.

- A. 
- B. 

General Settings

**SAP**

Create Activity from Interaction

Create an activity record for each incoming interaction automatically

Enable Automatic Activity Creation

Create Activity from Interaction - Outbound

Create an activity record for each outgoing interaction automatically

Enable Automatic Activity Creation

Open Agent Desktop

Open Agent Desktop when an agent accepts an incoming interaction

Enable Agent Desktop

Open Agent Desktop

Open Agent Desktop when an agent accepts an incoming interaction

Enable Agent Desktop

- C.
- D.

**Answer: A,B**

#### NEW QUESTION # 54

Which of the following actions do you need to perform to receive inbound calls in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Deactivate Live Activity Center.
- B. **Activate the native CTI.**
- C. Purchase an additional CTI license.
- D. **Use a CTI widget to connect the CTI solution.**

**Answer: B,D**

Explanation:

To receive inbound calls in SAP Service Cloud V2, administrators must activate the native CTI (Computer Telephony Integration) to enable telephony capabilities. Additionally, a CTI widget must be used to connect the CTI solution to the Agent Desktop, allowing agents to handle calls. According to SAP documentation, "Activating native CTI and configuring the CTI widget are required to enable inbound call handling." Deactivating Live Activity Center (A) is not relevant to inbound calls. Purchasing an additional CTI license (D) may depend on the provider but is not a mandatory configuration step.

Reference:

SAP Help Portal: CTI Configuration in SAP Service Cloud V2

SAP Community: Inbound Call Setup

#### NEW QUESTION # 55

You have configured the Service Level Agreements and their determination rules, but they are not derived in the case. Which of the following could be a reason for this? Note: There are 2 correct answers to this question.

- A. A workflow rule was not scheduled to trigger the determination.
- B. **Service Level Agreements are not configured in fine-tuning.**
- C. **The determination rules have been configured, but not activated.**
- D. Service Level Agreements are not activated as a service.

**Answer: B,C**

## NEW QUESTION # 56

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