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**SAP Certified Application Associate - SAP Service Cloud  
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## SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q11-Q16):

### NEW QUESTION # 11

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop?

Note: There are 3 correct answers to this question.

- A. Edit customer details
- B. Access interactions and notes in the timeline tab
- C. Launch a customer survey
- D. View customer details
- E. Create a new e-mail message or a new case from the What Would You like to do? area

**Answer: A,B,D**

Explanation:

In the Customer Hub in Agent Desktop, a service agent can perform the following actions:

Edit customer details: The agent can update the customer's personal and business information, such as name, address, phone number, email, account, and contact person. The agent can also add or remove tags to the customer<sup>1</sup>.

View customer details: The agent can see the customer's basic information, such as name, address, phone number, email, account, and contact person. The agent can also see the customer's tags, which are keywords that help to categorize and identify the customer<sup>1</sup>.

Access interactions and notes in the timeline tab: The agent can view the chronological history of interactions with the customer, such as cases, calls, emails, chats, surveys, and visits. The agent can also see the notes that were added by other agents or by the customer<sup>2</sup>.

The agent cannot perform the following actions in the Customer Hub in Agent Desktop:

Create a new e-mail message or a new case from the What Would You like to do? area: This action can only be done from the Communication Panel, which is a separate area in the Agent Desktop that shows the incoming and outgoing communication items, such as emails, calls, chats, and messages<sup>3</sup>.

Launch a customer survey: This action can only be done from the Survey tabstrip, which is a separate tabstrip in the Customer Hub that shows the surveys that were sent to or received from the customer. The agent can launch a new survey from this tabstrip by selecting a survey template and a communication channel<sup>4</sup>.

References = 1: Customer Hub - SAP Online Help, 2: Timeline - SAP Online Help, 3: [Communication Panel - SAP Online Help], 4: [Survey - SAP Online Help]

### NEW QUESTION # 12

How can you adapt the status schema of a case type? Note: There are 2 correct answers to this question.

- A. Add or remove statuses in the existing status schema.
- B. Change the existing status schema.
- C. Copy an existing status schema.
- D. Create a new version of a status schema.

**Answer: B,D**

Explanation:

You can adapt the status schema of a case type by adding or removing statuses in the existing status schema, or by creating a new version of a status schema. Adding or removing statuses allows you to customize the support process for different case types.

Creating a new version of a status schema enables you to modify the existing status schema without affecting the cases that are already using it. You cannot copy or change the existing status schema directly, as this would impact the existing cases and their service level agreements. References = Creating the Statuses for Cases, Creating a Case Type

### NEW QUESTION # 13

Which master data is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2?

- A. Account
- B. Employee
- C. Product
- D. Account hierarchy

**Answer: A**

Explanation:

According to the SAP Service Cloud Version 2 documents and learning resources, the master data that is synchronized bidirectionally between SAP S/4HANA and SAP Service Cloud Version 2 is Account. Account is a master data object that represents a business partner, such as a customer, a competitor, or a supplier, in SAP Service Cloud Version 2. Account can be replicated from SAP S/4HANA to SAP Service Cloud Version 2, and vice versa, using the integration package SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP S/4HANA or SAP S/4HANA Cloud. The integration package uses the OData service API\_BUSINESS\_PARTNER to exchange account data between the two systems.

### NEW QUESTION # 14

Which element can be used to restrict access to views?

- A. Business roles
- B. Code list restrictions
- C. Service levels
- D. Field extensions

**Answer: A**

### NEW QUESTION # 15

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

**Answer: A,B,D**

Explanation:

mashup

### NEW QUESTION # 16

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