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## **SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q38-Q43):**

### **NEW QUESTION # 38**

Which of the following standard charts are available in the All Cases worklist? Note: There are 3 correct answers to this question.

- A. Cases by Service Team
- B. Cases by Priority
- C. Cases by Source/Channel
- D. Cases by SLA
- E. Cases by Category

**Answer: B,D,E**

Explanation:

Standard charts in the All Cases worklist include:

- \* Cases by Priority (B): Visualizes case distribution by urgency levels.
- \* Cases by Category (C): Groups cases based on their service type or issue category.
- \* Cases by SLA (D): Tracks compliance with service level agreements.

Why other options are incorrect:

- \* A. Cases by Source/Channel: Not a default chart (may require customization).
- \* E. Cases by Service Team: Typically configured via custom reporting.

References:

- \* SAP Service Cloud User Guide: "Standard Analytics in Case Worklist".

### NEW QUESTION # 39

You cannot access cases in SAP Service Cloud Version 2. What could be the reason?

- A. The employee is not assigned to the correct business role.
- B. Access rights are directly assigned to the business user.
- C. Access rights for cases are limited to read access.
- D. Access to the Case app is NOT enabled for the business user.

**Answer: A,D**

Explanation:

You cannot access cases in SAP Service Cloud Version 2 if you do not have the appropriate access rights or permissions. There are two possible reasons for this: either access to the Case app is not enabled for the business user, or the employee is not assigned to the correct business role. Access to the Case app is enabled by adding the Case work center and the relevant work center views to the business role assigned to the business user. The business role defines the functional scope and access rights of the user for specific tasks and operations. If the business user does not have the Case work center or the necessary work center views in their business role, they will not be able to access cases in SAP Service Cloud Version 2. Alternatively, the employee may have the Case work center and work center views in their business role, but they may not be assigned to the correct business role in the first place. The business role assignment is done in the Employee work center, where the administrator can assign one or more business roles to each employee. If the employee is not assigned to the business role that has the Case work center and work center views, they will not be able to access cases in SAP Service Cloud Version 2. References = Creating Business Roles, section "How to Add a Work Center to a Business Role" and "How to Add a Work Center View to a Business Role"; Assigning Business Roles to Employees, section "How to Assign a Business Role to an Employee"

### NEW QUESTION # 40

Which of the following are mandatory attributes when creating a case? Note: There are 2 correct answers to this question.

- A. Status
- B. Subject
- C. Installed base
- D. Case type

**Answer: A,B**

Explanation:

When creating a case, you need to enter the mandatory attributes that are marked with an asterisk (\*) in the user interface. These attributes are status and subject. Status indicates the current state of the case, such as new, in process, or completed. Subject is a brief description of the case that helps to identify and categorize it.

Installed base and case type are optional attributes that you can use to provide more information about the case, such as the customer's assets or the nature of the service request. References = Solution Guide for SAP Service Cloud Version 2, section "Cases"

### NEW QUESTION # 41

What is one of the main uses for warranty management in SAP Service Cloud Version 2?

- A. The warranty is assigned to a registered product.

- B. The warranty is assigned to a contract.
- C. The system can be set up so that certain service levels are not covered.
- D. Routing rules can be applied to warranties.

**Answer: A**

Explanation:

One of the main uses for warranty management in SAP Service Cloud Version 2 is to associate a warranty with a registered product. This allows the service agent to automatically determine the warranty coverage and validity when creating a case for a customer who owns the registered product. The warranty can include information such as the duration, the coverage option, and the start date. The warranty is created in the Products work center and then assigned to the registered product in the Registered Products work center. References = Managing Warranties - SAP Learning, Creating a Warranty - SAP Learning, Solution Guide for SAP Service Cloud Version 2, page 88

**NEW QUESTION # 42**

You want to assign a value to a specific field based on another field value calculation. Which of the Can you create the following to enable the field calculation?

- A. A page layout
- B. A workflow
- **C. A determination**
- D. An autoflow

**Answer: C**

**NEW QUESTION # 43**

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