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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q34-Q39):

NEW QUESTION # 34

Which of the following describe how access restrictions are governed in SAP Service Cloud Version2?

- A. You can decide if access rights override any restrictions you have defined.
- B. Restricted access rights override any unrestricted access you have defined.
- C. Unrestricted access rights override any restrictions you have defined.
- D. If the access rights are contradictory, the system automatically grants no access.

Answer: C

Explanation:

In SAP Service Cloud Version 2, access restrictions are governed by a set of rules that determine user permissions and access levels. When there is a conflict between access rights, "Unrestricted access rights override any restrictions you have defined." This means that if a user is granted unrestricted access rights in one area, these rights will take precedence over any other specific restrictions that might have been set, ensuring that users retain access to critical functions and information necessary for their roles.

NEW QUESTION # 35

What functionality can you use to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator? Note: There are 2 correct answers to this question.

- A. Business flow
- B. Custom entity
- C. Configure the relevant action
- D. Mashup

Answer: C,D

Explanation:

You can use mashups and actions to grant user access to an SAP S/4HANA transaction in SAP Service Cloud Version 2 as an administrator. Mashups are web-based applications that combine data or functionality from different sources, such as SAP S/4HANA. Actions are predefined or custom operations that can be executed on business objects, such as opening an SAP S/4HANA transaction. To enable user access to an SAP S/4HANA transaction, you need to create a mashup for the transaction URL and configure the relevant action to call the mashup. References = SAP Service Cloud Version 2 | SAP Help Portal, SAP Service Cloud Version 2 Integration Guides for SAP S/4HANA, SAP Service Cloud Version 2 Mashups, SAP Service Cloud Version 2 Actions

NEW QUESTION # 36

Which of the following services can be activated in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Agent Desktop
- B. Initial user
- C. Live activity configuration
- D. Templates

Answer: A,D

NEW QUESTION # 37

What can the categories in the service catalog be used for? Note: There are 3 correct answers to this question.

- A. To control validity of the service catalog
- B. Case responsibility determination
- C. Business role assignment
- D. Service level determination
- E. A filter option for the case summary

Answer: B,D,E

Explanation:

Service catalog categories are used for:

- * B. Service Level Determination: Maps categories to specific SLAs (e.g., priority, response time).
- * C. Filter in Case Summary: Organizes cases by category for reporting and analysis.
- * E. Case Responsibility Determination: Routes cases to teams/agents based on category expertise.

Why other options are incorrect:

- * A. Validity Control: Managed via validity periods, not categories.
- * D. Business Role Assignment: Governed by roles/organizational units, not categories.

References:

- * SAP Help Portal: "Service Catalog Use Cases".

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

Answer: A,C,D

Explanation:

In the All Cases workload app, the following standard charts for cases are available:

Cases by Source/Channel: This chart shows the distribution of cases by the source or channel from which they were created, such as email, phone, web, or chat. You can use this chart to analyze the preferred communication methods of your customers and the workload of your service agents.

Cases by Priority: This chart shows the distribution of cases by the priority level that was assigned to them, such as low, medium, high, or urgent. You can use this chart to monitor the urgency and importance of your cases and prioritize your service actions accordingly.

Cases by Category: This chart shows the distribution of cases by the category that was assigned to them, such as product, service, or complaint. You can use this chart to identify the main types of issues or requests that your customers have and improve your service quality and efficiency. References = Creating the Statuses for Cases; All Cases Worklist

NEW QUESTION # 39

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