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Question 1

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.

Options:

A- Service Level Agreements are not activated as a service.

B- Service Level Agreements are not configured in fine-tuning.

C- The determination rules have been configured but not activated.

D- A workflow rule was not scheduled to trigger the determination.

Answer:

A, B

Question 2

Which of the following actions can a Service Agent execute from the case "More Action" button? Note: There are 3 correct answers to this question.

Options:

A- Delete

B- Summary

C- Mark as unread

D- Handover

E- Escalate

Answer:

B, C, E

Question 3

Question Type: **MultipleChoice**

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

Question 4

Question Type: **MultipleChoice**

Which options can be used to control the access rights of a user? Note: There are 2 correct answers to this question.

Options:

A- Remove personal data from the business user

B- Assign employee to organizational unit

C- Assign restriction rules

D- Create territory hierarchy levels
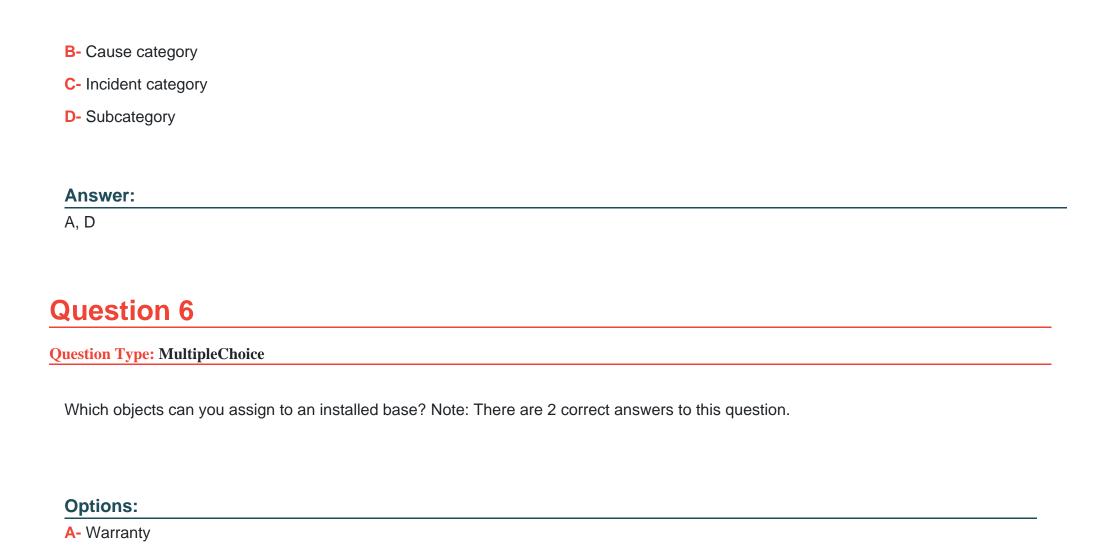
Answer:

A, C

Question 5

Question Type: **MultipleChoice**

Which categories can you use when creating a service catalog in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

Options:

A- Category

B- Cause category

C- Incident category

D- Subcategory

Answer:

A, D

Question 6

Question Type: **MultipleChoice**

Which objects can you assign to an installed base? Note: There are 2 correct answers to this question.

Options:

A- Warranty

B- Maintenance plan

C- Customer

D- Registered product

Question 7

Question Type: MultipleChoice

Which actions are necessary to use installed bases in cases? Note: There are 2 correct answers to

this question.

Options:

A- A customer needs to be assigned to the installed base.

B- The installed base must be set to active status.

C- At least one registered product must be assigned to the installed base.

D- An active service contract must be added to the installed base.

Answer:

A, B

Question 8

Which configuration steps are mandatory to link customer e-mails with cases? Note: There are 2 correct answers to this question.

Options:

A- Set up a rule to route the e-mail to the tenant's technical e-mail address.

B- Maintain and activate at least one e-mail channel.

C- Assign the team responsible for handling cases.

D- Create a case routing rule.

Answer:

B, D

Question 9

Which objects are needed to create a registered product? Note: There are 2 correct answers to this question.

Options:

A- Installed base

B- Product

C- Customer

D- Contract

Answer:

B, C

Question 10

Question Type: **MultipleChoice**

Which user types are available within SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

Options:

A- Business

B- Administration

C- Technical

D- Development

Answer:

A, C