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Question 1

Question Type: MultipleChoice

Which element can be used to restrict access to views?

Options:

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

Answer:

C

Question 2

Question Type: MultipleChoice

Which field can be used to determine Service Level Agreements?

Options:

- A- Account role
- B- Custom field
- C- Reading value of a registered product
- D- Event in case

Answer:

C

Question 3

Question Type: MultipleChoice

Which milestone can you use for service levels?

Options:

A- Warranty validity

B- Created-on date

C- Status

D- Initial review date

Answer:

D

Question 4

Question Type: MultipleChoice

Which of the following are mandatory to maintain when you want to create a new business user?

Note: There are 2 correct answers to this question.

Options:

- A- Employee
- B- Business role
- C- Organization
- D- E-mail

Answer:

B

Question 5

Question Type: MultipleChoice

You are configuring SAP Service Cloud Version 2 to automatically assign employees to a case. Which feature can help with this?

Options:

- A- Escalation
- B- Routing
- C- Prioritization settings

D- Process for cases

Answer:

B

Question 6

Question Type: MultipleChoice

Which of the following are required to grant business user access? Note: There are 2 correct answers to this question.

Options:

A- User ID

B- Access restriction

C- Employee

D- Assignment to an organizational unit

Answer:

A, C

Question 7

Question Type: MultipleChoice

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

Options:

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

Answer:

B

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