



Free Questions for $C_{24}H_{56}I_{34}$ by vceexamstest

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Question 1

Question Type: MultipleChoice

Which elements are used to calculate the due dates defined in Service Level Agreements? Note: There are 2 correct answers to this question.

Options:

- A- Service contract
- B- Working calendar
- C- Maintenance plan
- D- Operating hours

Answer:

B, D

Question 2

Question Type: MultipleChoice

What options are available to automatically assign an employee or team to a case? Note: There are 2 correct answers to this question.

Options:

- A- Define case types and assign responsible teams and employees.
- B- Set up rule(s) for case routing to employees.
- C- Set up rule(s) for case routing to teams.
- D- Set up rules with BRF+.

Answer:

B, C

Question 3

Question Type: MultipleChoice

Which configuration can you use to trigger a warning message based on custom logic?

Options:

- A- Create an autoflow
- B- Create a determination
- C- Create a validation
- D- Create a page layout

Answer:

C

Question 4

Question Type: MultipleChoice

Which actions could you take to control the reaction times of a case? Note: There are 3 correct answers to this question.

Options:

- A- Change the priority.

- B-** Assign a territory to the case.
- C-** Assign a different team to the case.
- D-** Adjust the SLA.
- E-** Escalate the case.

Answer:

A, D, E

Question 5

Question Type: MultipleChoice

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

Options:

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

D- Access rights for cases are limited to read access.

Answer:

C

Question 6

Question Type: MultipleChoice

Which tool can you use to rename the cases facet?

Options:

A- Adaptation tool

B- Workflow with action type field update

C- Language adaptation tool

D- Page layout

Answer:

C

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