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Question 1

Question Type: MultipleChoice

Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

- A) Changing the customer in the main ticket updates the customers in the related sub-tickets.
- B) You can change the status of multiple sub-tickets from the main ticket.
- C) Multiple tickets can be linked to a customer hierarchy using the Grouping feature
- D) Opening the main ticket allows you to see all the connected sub-tickets.

Answer:

B, D

Question 2

Question Type: MultipleChoice

Which of the following are benefits of ticket hierarchies in SAP Service Cloud? Note: There are 2 correct answers to this question.

Options:

- A) Changing the customer in the main ticket updates the customers in the related sub-tickets.
- B) You can change the status of multiple sub-tickets from the main ticket.
- C) Multiple tickets can be linked to a customer hierarchy using the Grouping feature
- D) Opening the main ticket allows you to see all the connected sub-tickets.

Answer:

B, D

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