# Question 1

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

## Options:

**A-** SAP Service Cloud

**B-** SAP Analytics Cloud

**C-** SAP ERP

**D-** SAP SuccessFactors

## Answer:

C

# Question 2

Which actions are prerequisites to implement registered products? Note: There are 2 correct answers to this question.

## Options:

**A-** Activate Registered Products in Scoping

**B-** Create an Installed Base

**C-** Create numeric ranges for customers

**D-** Create customer records

## Answer:

A, D

# Question 3

**Question Type:** **MultipleChoice**

You plan a product recall with the help of automatically generated tickets. Which tool do you use?

**A-** Realignment runs

**B-** Activity planner

**C-** Maintenance plan

**D-** Ticket routing rules

**Answer:**

C

# Question 4

**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 5

**Question Type:** **MultipleChoice**

Which actions are required to allow contract management in SAP Service Cloud? Note: There are 2 correct answers to this question.

## Options:

**A-** Use Fine Tuning to activate Service Contract Management

**B-** Activate Create Contracts in Detail View

**C-** Use Fine Tuning to manage the numeric range for contracts

**D-** Activate Service Contract Management in Scoping

# Question 6

**Question Type: MultipleChoice**

Which tools can you use to dispatch a service technician to an open demand ticket? Note: There are 3 correct answers to this question.

**Options:**

**A-** Field Service Management

**B-** Activity Planner

**C-** Manual Routing

**D-** Multi Resource Scheduling

**E-** Time recording

**Answer:**

B, C, D

# Question 7

Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

## Options:

**A-** Organization

**B-** Service category

**C-** Territory

**D-** Employee

**E-** Account

## Answer:

B, C, E

# Question 8

Which objects are determined when you are using ticket routing in SAP Service Cloud? Note: There are 3 correct answers to this question.

## Options:

**A-** Organization

**B-** Service category

**C-** Territory

**D-** Employee

**E-** Account

## Answer:

B, C, E

# Question 9

**Question Type: MultipleChoice**

Which actions are required to allow contract management in SAP Service Cloud? Note: There are 2 correct answers to this question.

## Options:

**A-** Use Fine Tuning to activate Service Contract Management

**B-** Activate Create Contracts in Detail View

**C-** Use Fine Tuning to manage the numeric range for contracts

**D-** Activate Service Contract Management in Scoping

## Answer:

C, D

# Question 10

**Question Type: MultipleChoice**

You are integrating SAP Service Cloud with SAP ERP. In which system is the pricing procedure stored?

**A-** SAP Service Cloud

**B-** SAP Analytics Cloud

**C-** SAP ERP

**D-** SAP SuccessFactors

## Answer:

C

# Question 11

**Question Type:** **MultipleChoice**

Which tools can you use to dispatch a service technician to an open demand ticket? Note: There are 3 correct answers to this question.

## Options:

**A-** Field Service Management

**B-** Activity Planner

**C-** Manual Routing

**D-** Multi Resource Scheduling

**E-** Time recording

## Answer:

B, C, D

# Question 12

**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