

SAP EDUCATION

SAMPLE QUESTIONS:

SAP Certified Application Specialist - Social Services Management with SAP CRM 7.0 EHP3

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

Questions

1. For which purpose is a follow-up decision created in SAP Social Services?

Note: There are 2 correct answers to this question.

a)	☐	To create a new version of a previous benefit application
b)	☐	To adjust an approved decision
c)	☐	To create a new version of a previous benefit decision
d)	☐	To simulate possible changes of circumstances

2. How can the entitlement determination be re-triggered in SAP Social Services?

Please choose the correct answer.

a)	☐	It can be manually re-triggered if the decision is NOT assessed or approved.
b)	☐	It can be automatically re-triggered if a change is made in the decision period.
c)	☐	It can always be re-triggered manually.
d)	☐	It can ONLY be manually re-triggered if the decision is assessed or approved.

3. What processes are covered by SAP Public Sector Collections and Disbursement (PSCD)?

Note: There are 3 correct answers to this question.

a)	☐	Collecting incoming payments
b)	☐	Managing outstanding payments
c)	☐	Calculating income tax
d)	☐	Generating balance sheets
e)	☐	Distributing revenues

4. How can you combine decision categories within a decision flow in SAP Social Services?

Note: There are 3 correct answers to this question.

a)	☐	Within one decision flow with separate eligibility and benefit entitlement decisions, the decision flow always needs to start with an entitlement decision.
b)	☐	Within one decision flow, you can use decisions of decision categories 'Eligibility Decision' and 'Entitlement Decision' to separate eligibility results from benefit entitlements.
c)	☐	Within one decision flow with separated eligibility and benefit entitlement decisions, one eligibility decision can be followed by several entitlement decisions.
d)	☐	Within one decision flow with separate eligibility and benefit entitlement decisions, the payment of benefit amounts is directly triggered by the first positive eligibility decision.
e)	☐	Within one decision flow, you can configure that the system always uses decisions of decision category 'Mixed Decision'.

5. How do you configure benefit decisions with different decision categories in SAP Social Services?
Please choose the correct answer.

a)	☐	The decision category of a benefit decision is selected by the user when creating a benefit decision.
b)	☐	The decision category of a benefit decision is determined by the system based on the decision content.
c)	☐	The decision category of a benefit decision is assigned to the transaction type.
d)	☐	The decision category of a benefit decision is defined via the related case type.

6. What data does SAP recommend that you use in the decision basis of SAP Social Services?

Note: There are 2 correct answers to this question.

a)	☐	Transaction-specific data
b)	☐	Social person data
c)	☐	Master data
d)	☐	Case-specific data

7. Which process can only be triggered from a decision basis top entity?

Please choose the correct answer.

a)	☐	Entity activation
b)	☐	Entity verification
c)	☐	Data collection
d)	☐	Consistency check

8. You are using the decision basis in SAP Social Services.

When is the follow-up social service plan created?

Please choose the correct answer.

a)	☐	After a social application is approved and saved
b)	☐	After a previous social service plan is approved and saved
c)	☐	After any top entity is activated and saved
d)	☐	After any entity is activated and saved

9. When you create a deduction item in an SAP Social Services deduction plan, which combination of data is mandatory?

Please choose the correct answer.

a)	☐	Payment family, due date rule, and payment frequency
b)	☐	Payment family, due date rule, payment frequency and social deduction plan type
c)	☐	Payment family and social deduction plan type
d)	☐	Payment family and due date rule

10. In SAP Social Services, which type of document is displayed in the planned payments?

Please choose the correct answer.

a)	☐	Gross entitlement document
b)	☐	Net entitlement document
c)	☐	Gross payment document
d)	☐	Net calculation document

11. In the social service plan, which partner function defines the business partner who receives the posting documents in SAP Public Sector Collections and Disbursement (PSCD)?

Please choose the correct answer.

a)	☐	Alternative payee
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b)	☐	Payment recipient
c)	☐	Main partner
d)	☐	Beneficiary

12. The applicant wants to submit a web form in the online self-service submitting process.

What does the applicant require in SAP Social Services?

Please choose the correct answer.

a)	☐	A dummy business partner in the SAP CRM system
b)	☐	A business partner in the SAP CRM system
c)	☐	A personal ID in the SAP ERP system
d)	☐	A business partner in the SAP ERP system

13. Which partner functions are mandatory in the partner determination profile of the SAP Social Service Plan transaction type?

Note: There are 3 correct answers to this question.

a)	☐	Case processed by
b)	☐	Employee responsible
c)	☐	Approved by
d)	☐	Main partner
e)	☐	Alternative payee

14. In SAP Social Services, what is a standard status in the "Manage benefit application" process?
Please choose the correct answer.

a)	☐	Rejected
b)	☐	Deleted
c)	☐	Case assigned
d)	☐	Closed

15. What is the result once a decision is assessed in SAP Social Services?
Please choose the correct answer.

a)	☐	The net display simulation and approval function are NOT available anymore.
b)	☐	Manual adjustments are still possible.
c)	☐	The entitlement adjustment which generates a non-entitled item is triggered.
d)	☐	Net calculation is executed.

16. Which of the following functionalities for SAP Social Services are customized attributes of the benefit program?

Note: There are 2 correct answers to this question.

a)	☐	Decision category
b)	☐	Decision basis type
c)	☐	Decision type
d)	☐	Decision unit profile

Solutions

1 a) Incorrect	2 a) Correct	3 a) Correct	4 a) Incorrect	5 a) Incorrect
1 b) Correct	2 b) Incorrect	3 b) Correct	4 b) Correct	5 b) Incorrect

1 c) Correct	2 c) Incorrect	3 c) Incorrect	4 c) Correct	5 c) Correct
1 d) Incorrect	2 d) Incorrect	3 d) Incorrect	4 d) Incorrect	5 d) Incorrect
		3 e) Correct	4 e) Correct	

6 a) Correct	7 a) Incorrect	8 a) Incorrect	9 a) Correct	10 a) Incorrect
6 b) Incorrect	7 b) Incorrect	8 b) Incorrect	9 b) Incorrect	10 b) Incorrect
6 c) Incorrect	7 c) Correct	8 c) Incorrect	9 c) Incorrect	10 c) Incorrect
6 d) Correct	7 d) Incorrect	8 d) Correct	9 d) Incorrect	10 d) Correct
11 a) Incorrect	12 a) Incorrect	13 a) Incorrect	14 a) Incorrect	15 a) Incorrect
11 b) Correct	12 b) Correct	13 b) Correct	14 b) Incorrect	15 b) Incorrect
11 c) Incorrect	12 c) Incorrect	13 c) Correct	14 c) Correct	15 c) Correct
11 d) Incorrect	12 d) Incorrect	13 d) Correct	14 d) Incorrect	15 d) Incorrect
		13 e) Incorrect		
16 a) Incorrect				
16 b) Correct				
16 c) Incorrect				
16 d) Correct				

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