

C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

Which advanced settings can you use to create a dashboard? Note: There are 2 correct answers to this question.

- A. Data transfer object (DTO)
- B. Object type
- C. Sample chart
- D. Query

Correct Answer: AD

QUESTION 2

What can you personalize in the Customer Self-Service portal? Note: There are 3 correct answers to this question.

- A. Landing page
- B. Menu icons
- C. Portal background image
- D. Main and accent colors
- E. Portal logo

Correct Answer: CDE

QUESTION 3

What can you do using the data loader in the Master Data module? Note: There are 3 correct answers to this question.

- A. Read data records.
- B. Delete data records.
- C. Merge data records.
- D. Create data records.
- E. Overwrite data records.

Correct Answer: CDE

QUESTION 4

For which of the following steps in the service call lifecycle is the dispatcher typically responsible? Note: There are 2

correct answers to this question.

- A. Set the service call to Technically Completed.
- B. Set the service call to Finished.
- C. Release the assignment.
- D. Perform the activity checkout.

Correct Answer: BC

QUESTION 5

After an existing template has been modified and released, what options are given to the user? Note: There are 2 correct answers to this question.

- A. Delete other versions.
- B. Reactivate other versions.
- C. Deactivate other versions.
- D. Export other versions.

Correct Answer: AC

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