C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management 2005

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QUESTION 1

Which of the following reports will face a hard stop when you generate it in SAP Field Service Management?

A. A nightly activity list report generated via business rules that executes in 250 seconds

B. A report that references 21 different DTOs

C. A spare parts list that has 1500 pages

D. A service call summary for the week that returns 1000 records

Correct Answer: B

QUESTION 2

How would a field service technician update the service assignment status?

A. By opening the service assignments

B. By setting the relevant workflow step

C. By navigating to the address on the service assignments

D. By adding a checklist

Correct Answer: B

QUESTION 3

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 4

What are the SAP Field Service Management service call statuses that can be mapped to ERP? Note: There are 3 correct answers to this question.

A. Ready to Plan

B. Planned

C. Technically Complete

D. Cancelled

E. Released

Correct Answer: ACD

QUESTION 5

Which scenarios can you cover within the SAP C/4HANA solution portfolio? Note: There are 2 correct answers to this question.

A. Self-service

B. In-house repair

C. Service fulfillment

D. Contact center

Correct Answer: AB

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