C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management 2005

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QUESTION 1

Your customer has integrated SAP Field Service Management with SAP S/4HANA. How can they achieve a working service process flow?

A. Create the service request in SAP Field Service Management, dispatch and execute in SAP Field Service Management, and then send the service confirmations to SAP S/4HANA.

B. Create the service request in SAP Field Service Management, dispatch and execute in SAP S/4HANA, and then send the service confirmations to SAP Field Service Management.

C. Create the service request in SAP S/4HANA, dispatch and execute in SAP Field Service Management, and then send service confirmations to SAP S/4HANA.

D. Create the service request in SAP S/4HANA, dispatch and execute in SAP S/4HANA, and then send service confirmations to SAP Field Service Management.

Correct Answer: C

QUESTION 2

You scan a QR code paired with self-service and you are NOT allowed to request service for the equipment. What is missing?

A. The equipment is reported as Operational.

B. The equipment has NO previous history.

C. The equipment does NOT have Moment-Sets.

D. The equipment does NOT have an external ID.

Correct Answer: C

QUESTION 3

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 4

The field technician needs to visit a customer for regular maintenance of all their printers. For each printer, the same type of data needs to be captured in the Smartform. What Smartform element is used to create such a functionality?

A. Series

B. Picker

C. Attachments

D. Drop-down list

Correct Answer: A

QUESTION 5

As an administrator, you can maintain settings at different levels within an account. Which statements explain how you apply these settings? Note: There are 2 correct answers to this question.

A. You apply account-level settings to all databases.

B. You apply account-level settings to a specific database.

C. You apply company-level settings to all databases.

D. You apply company-level settings to a specific database.

Correct Answer: AD

QUESTION 6

How can you filter equipment records in the Master Data module? Note: There are 2 correct answers to this question.

A. By group

B. By type

C. By skill

D. By territory

Correct Answer: BC

QUESTION 7

Which features are available in the Smartform designer? Note: There are 3 correct answers to this question.

A. Preview report

B. Copy template

C. Import translations

D. Design new icons

E. Create custom elements

Correct Answer: ABC

QUESTION 8

As a technician, you want to record expenses. Which objects can you record expenses against? Note: There are 3 correct answers to this question.

A. Equipment

B. Service call

C. Activity

D. Business partner

E. Purchase order

Correct Answer: ACD

QUESTION 9

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 10

As a business, you want to build up your pool of crowd workers. Which entities best describe crowd workers? Note: There are 3 correct answers to this question.

A. Partners

B. Subsidiaries

C. Freelancers

D. Managers

E. Dispatchers

Correct Answer: ABC

QUESTION 11

What can you do with a picker element within Smartforms? Note: There are 2 correct answers to this question.

A. You can use it to select an object from a list.

B. You can link picker and attachment elements together.

C. You can link two picker elements together.

D. You can use it to pick PNG files.

Correct Answer: AC

QUESTION 12

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 13

As an administrator, which actions can you take on the Time and Material journal tab? Note: There are 3 correct answers to this question.

A. Release

B. Delete

C. Approve

D. Close

E. Review

Correct Answer: BCE

QUESTION 14

You are an administrator responsible for maintaining settings at account and company level. Which of the following settings do you maintain at company level? Note: There are 2 correct answers to this question.

A. User groups

B. Password policy

C. Screen configurations

D. Business rules

Correct Answer: CD

QUESTION 15

In which scenario of service engagement does SAP Field Service Management primarily provide capabilities to complement the SAP Service Cloud portfolio?

A. Video chat

B. No touch

C. E-mail interaction

D. High touch

Correct Answer: D

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