

C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.

- A. Configurable onboarding platform to invite partners
- B. Automatic determination of activity effort and materials consumed
- C. Crowd workers can reschedule assignments within a set time frame
- D. Intelligent scheduling to determine the best qualified technician
- E. Crowd workers can accept or reject assignments within a set time frame

Correct Answer: ADE

QUESTION 2

How do you activate the integrated checkout feature in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- A. Create custom business rules.
- B. Activate permissions.
- C. Enable company settings.
- D. Configure checkout workflow steps.
- E. Adjust cloud account settings.

Correct Answer: BCD

QUESTION 3

Which of these describe the purpose of the Reserved Material feature? Note: There are 2 correct answers to this question.

- A. Booking material for a specific service call and defined location
- B. Defining which material the customer needs to purchase before the technician can start the work
- C. Organizing spare parts to be taken to the physical location of the job
- D. Reserving material that has already been used for previous services

Correct Answer: AC

QUESTION 4

Where can service workflow steps be used in SAP Field Service Management?

- A. In customer self-service when submitting a self-service request
- B. In the Web application when planning a service
- C. In SAP Crowd Service when dispatching a service call
- D. In the mobile application when executing an activity

Correct Answer: D

QUESTION 5

Which SAP Analytics Cloud stories are available to download for SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Field Service Performance Dashboard
- B. Field Service Smartforms and Feedback
- C. Field Service Capacity Overview
- D. Field Service Checkout Report

Correct Answer: BD

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