

# C\_C4H520\_02<sup>Q&As</sup>

SAP Certified Application Associate - SAP Field Service Management  
2005

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**QUESTION 1**

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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**QUESTION 2**

What is SAP's approach to integrating SAP S/4HANA Service with SAP Field Service Management?

- A. Cloud-based using SAP Cloud Platform Integration
- B. Cloud-based using the FSM Cloud Connector
- C. On-premise-based using SAP Process Integration
- D. On-premise-based using the SAP CRM middleware

Correct Answer: A

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**QUESTION 3**

For which steps of the end-to-end service process is SAP Field Service Management responsible? Note: There are 2 correct answers to this question.

- A. Mobile service execution
- B. Ticket and case creation
- C. Workforce management
- D. Customer feedback management

Correct Answer: AC

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**QUESTION 4**

Which objects can be synchronized and viewed on the mobile app?

- A. Project, Skills, Service Call

- B. Activity, Project, Opportunities
- C. Activity, Business Partner, Skills
- D. Activity, Service Call, Quotations

Correct Answer: D

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#### QUESTION 5

You want to make an activity available on the service technician's mobile device using the planning board. Which of the following are mandatory steps? Note: There are 2 correct answers to this question.

- A. Click and release the assignment.
- B. Check the availability of the technician.
- C. Drop the activity onto the technician.
- D. Identify a suitable technician by skills.

Correct Answer: AC

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