

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

SAP Certified Application Associate - SAP Field Service Management  
2005

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**QUESTION 1**

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

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**QUESTION 2**

Which report template can you use to visualize the time, material, and expenses linked to an activity?

- A. Time and Material Journal
- B. Service Checkout
- C. Service Call
- D. Checklist

Correct Answer: A

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**QUESTION 3**

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

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**QUESTION 4**

You want your customers to be able to create service requests from the Customer Self- Service portal. What are the prerequisites for providing this function? Note: There are 3 correct answers to this question.

- A. You must have Moment-Sets defined for equipment.

- B. You must have auto-release of assignments.
- C. You must have equipment records against your account.
- D. You must have business rules configured.
- E. You must have a portal user account.

Correct Answer: ACE

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#### QUESTION 5

Which functionality is possible when the Smartform template is set to Translation status? Note: There are 2 correct answers to this question.

- A. The template can be edited.
- B. The template can be assigned to an activity.
- C. The template can be exported in XML format.
- D. The template can be assigned to an equipment.

Correct Answer: AC

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