

C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

What information is stored in the QR code used in the Customer Self-Service portal?

- A. Customer Self-Service portal URL
- B. Moment-Sets specific short URL
- C. SAP Field Service Management URL
- D. Equipment specific short URL

Correct Answer: D

QUESTION 2

What can you set in a scheduled business rule? Note: There are 2 correct answers to this question.

- A. Notification
- B. Frequency
- C. Condition
- D. Order

Correct Answer: BD

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

QUESTION 4

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 5

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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