

C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

Which of the following are activities that you can perform in the Master Data module for standalone versions of SAP Field Service Management? Note: There are 3 correct answers to this question.

- A. Query data for reporting purposes.
- B. Import data from external systems.
- C. Export data for backup and archiving.
- D. Manage master data in an ERP system.
- E. Create new data object records.

Correct Answer: BCE

QUESTION 2

How would a field service technician update the service assignment status?

- A. By opening the service assignments
- B. By setting the relevant workflow step
- C. By navigating to the address on the service assignments
- D. By adding a checklist

Correct Answer: B

QUESTION 3

Which advanced settings can you use to create a dashboard? Note: There are 2 correct answers to this question.

- A. Data transfer object (DTO)
- B. Object type
- C. Sample chart
- D. Query

Correct Answer: AD

QUESTION 4

What should you advise a customer to do when integrating SAP Field Service Management with SAP CRM? Note: There are 3 correct answers to this question.

- A. Enter value list mappings for product types.
- B. Check the list of the existing known limitations.
- C. Ensure that the SAP Field Service Management system version is supported.
- D. Maintain code list mappings for service call types.
- E. Validate the RFC destination and IDoc setup.

Correct Answer: ACD

QUESTION 5

How do FSM SQL queries differ from regular SQL queries? Note: There are 3 correct answers to this question.

- A. You can only reference DTOs via alias.
- B. You can only reference DTOs via variable definition.
- C. T-SQL is supported.
- D. DTOs have version control to support backwards compatibility.
- E. Core SQL is supported.

Correct Answer: ACD

QUESTION 6

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

QUESTION 7

As a technician, you have just completed a job. You now need to book a second visit for the customer. What option is available in the SAP Field Service Management mobile app for you to do this?

- A. Create a follow-up activity from the Expenses page.
- B. Create a follow-up activity from the Efforts page.

- C. Create a follow-up activity from within the service call.
- D. Create a follow-up activity from the Smartform page.

Correct Answer: C

QUESTION 8

How can you set up authorizations in the Administration module in SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Assign user groups to permissions.
- B. Assign permissions to user groups.
- C. Assign user groups to users.
- D. Assign users to permissions.

Correct Answer: BC

QUESTION 9

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 10

Which actions are available for a technician within an activity record? Note: There are 3 correct answers to this question.

- A. Send as E-Mail
- B. Edit Business Partner
- C. Create Effort
- D. Create Equipment

E. Add Smartform

Correct Answer: CDE

QUESTION 11

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 12

For which SAP Field Service Management objects is a bi-directional flow supported when you integrate with SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Service call
- B. Activity
- C. Time and Material journal
- D. Service contract

Correct Answer: AB

QUESTION 13

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

QUESTION 14

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 15

Which operations can be performed by default on embedded report templates? Note: There are 2 correct answers to this question.

- A. The SAP support team can modify report templates.
- B. Administrators can preview report templates.
- C. Users can delete report templates.
- D. Users can modify report templates.

Correct Answer: BC

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