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Vendor:SAP

Exam Code:C_C4H520_02

Exam Name:SAP Certified Application Associate -
SAP Field Service Management 2005

Version:Demo

QUESTION 1

Which objects can you approve using the Time and Material journal? Note: There are 3 correct answers to this question.

- A. Quotation
- B. Expenses
- C. Efforts
- D. Work time
- E. Mileage

Correct Answer: BCE

QUESTION 2

The field technician needs to visit a customer for regular maintenance of all their printers. For each printer, the same type of data needs to be captured in the Smartform. What Smartform element is used to create such a functionality?

- A. Series
- B. Picker
- C. Attachments
- D. Drop-down list

Correct Answer: A

QUESTION 3

For which scenarios do you need a service call instead of an activity in SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. When you need to send an engineer to the customer
- B. When you need to set up a meeting with the customer
- C. When you need to record a problem for the customer
- D. When you need to plan an appointment at the customer

Correct Answer: AC

QUESTION 4

Which scenarios can you cover within the SAP C/4HANA solution portfolio? Note: There are 2 correct answers to this question.

- A. Self-service
- B. In-house repair
- C. Service fulfillment
- D. Contact center

Correct Answer: AB

QUESTION 5

Which business objects permissions do you need to enable to use the Time and Material journal? Note: There are 2 correct answers to this question.

- A. ACTIVITY
- B. MILEAGE
- C. WORKTIME
- D. EXPENSE

Correct Answer: BD

QUESTION 6

Which customizations are possible with the Screen Configuration feature? Note: There are 3 correct answers to this question.

- A. Can only be defined for mobile screens
- B. Can be used for field validation expressions
- C. Able to display custom translations
- D. Can define color coding E. Used to display, hide, sort, and group fields

Correct Answer: BCD

QUESTION 7

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

QUESTION 8

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 9

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 10

How can you benefit from enabling service workflow steps? Note: There are 3 correct answers to this question.

- A. You can provide a predefined script for service execution.
- B. You can configure execution checkpoints.
- C. You can trigger actions based on standard system events.
- D. You can improve the link between back office and field.
- E. You can standardize service process flows.

Correct Answer: BCE

QUESTION 11

Which of the following styles is available on a label element in Smartforms and Feedback?

- A. Underline
- B. Strikethrough
- C. Italicize
- D. Bold

Correct Answer: D

QUESTION 12

What can you personalize in the Customer Self-Service portal? Note: There are 3 correct answers to this question.

- A. Landing page
- B. Menu icons
- C. Portal background image
- D. Main and accent colors
- E. Portal logo

Correct Answer: CDE