C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management 2005

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QUESTION 1

What are the SAP Field Service Management service call statuses that can be mapped to ERP? Note: There are 3 correct answers to this question.

A. Ready to Plan

B. Planned

C. Technically Complete

D. Cancelled

E. Released

Correct Answer: ACD

QUESTION 2

Which of the following reports will face a hard stop when you generate it in SAP Field Service Management?

A. A nightly activity list report generated via business rules that executes in 250 seconds

B. A report that references 21 different DTOs

C. A spare parts list that has 1500 pages

D. A service call summary for the week that returns 1000 records

Correct Answer: B

QUESTION 3

In which scenario of service engagement does SAP Field Service Management primarily provide capabilities to complement the SAP Service Cloud portfolio?

A. Video chat

B. No touch

C. E-mail interaction

D. High touch

Correct Answer: D

QUESTION 4

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

QUESTION 5

You are a service planner in SAP Field Service Management. How can you find a suitable technician in the planning board?

A. Use a checklist.

B. Use a workflow.

C. Use a filter.

D. Use a business rule.

Correct Answer: C

QUESTION 6

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

QUESTION 7

As an administrator, which actions can you take on the Time and Material journal tab? Note: There are 3 correct answers to this question.

A. Release

B. Delete

C. Approve

D. Close

E. Review

Correct Answer: BCE

QUESTION 8

Which action in the Time and Material journal allows an approver to send the material record back to the technician to resubmit?

A. Decline

B. Review

C. Duplicate

D. Request change

Correct Answer: D

QUESTION 9

Which of the following is supported in business rules?

A. Linked list

B. Stack

C. Array

D. Heap

Correct Answer: C

QUESTION 10

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 11

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

QUESTION 12

As an administrator, you can maintain settings at different levels within an account. Which statements explain how you apply these settings? Note: There are 2 correct answers to this question.

A. You apply account-level settings to all databases.

B. You apply account-level settings to a specific database.

C. You apply company-level settings to all databases.

D. You apply company-level settings to a specific database.

Correct Answer: AD

QUESTION 13

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 14

How can a developer update a record in SAP Field Service Management through the API?

A. Using a REST-based service

B. Using an RFC-enabled service

C. Using an OData service

D. Using a SOAP-based service

Correct Answer: A

QUESTION 15

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

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