



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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**QUESTION 1**

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 2

How can you translate a Smartform?

- A. Select the translation language within the designer.
- B. Export it to XML, translate, and upload.
- C. Download it to Microsoft Word, translate, and then upload.
- D. Maintain the translation of the Smartform in the company settings.

Correct Answer: B

QUESTION 3

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 4

You are a field service technician using an iOS device, and you have just completed a repair. How can you check the travel time to the next repair location address?



- A. Click on the navigation icon within the home page.
- B. Click on the navigation icon within the service call.
- C. Click on the navigation icon within the activity.
- D. Click on the navigation icon within the equipment.

Correct Answer: C

QUESTION 5

Which field is mandatory when you create a service call on the SAP Field Service Management mobile app?

- A. Priority
- B. Contact
- C. Business Partner
- D. Equipment

Correct Answer: C

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