



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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**QUESTION 1**

What are the components of a trigger in a business rule? Note: There are 3 correct answers to this question.

- A. Action
- B. Conditions
- C. Execution count
- D. Event
- E. Variables

Correct Answer: BDE

QUESTION 2

How do you activate the integrated checkout feature in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- A. Create custom business rules.
- B. Activate permissions.
- C. Enable company settings.
- D. Configure checkout workflow steps.
- E. Adjust cloud account settings.

Correct Answer: BCD

QUESTION 3

You want your customers to be able to create service requests from the Customer Self- Service portal. What are the prerequisites for providing this function? Note: There are 3 correct answers to this question.

- A. You must have Moment-Sets defined for equipment.
- B. You must have auto-release of assignments.
- C. You must have equipment records against your account.
- D. You must have business rules configured.
- E. You must have a portal user account.

Correct Answer: ACE



QUESTION 4

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 5

What are some functionalities of the SAP Field Service Management solution? Note: There are 2 correct answers to this question.

- A. Customer self-service
- B. Service level agreement
- C. Automated scheduling
- D. Ticket routing rules

Correct Answer: AC

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