C_C4H520_02^{Q&As}

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SAP Certified Application Associate - SAP Field Service Management 2005

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QUESTION 1

Which of the following activities are carried out by a crowd owner within the Single Tenant Crowd Service? Note: There are 3 correct answers to this question.

A. Review company certificates.

B. Approve technician skills.

C. Review and close assignments.

D. Accept an assignment.

E. Register a partner company.

Correct Answer: ABE

QUESTION 2

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 3

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 4

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 5

You want to make an activity available on the service technician\\\'s mobile device using the planning board. Which of the following are mandatory steps? Note: There are 2 correct answers to this question.

A. Click and release the assignment.

B. Check the availability of the technician.

C. Drop the activity onto the technician.

D. Identify a suitable technician by skills.

Correct Answer: AC

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