



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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**QUESTION 1**

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 2

You are a consultant who needs to explain the Reserved Material feature of SAP Field Service Management to a customer. Which statements can you use to describe the capabilities of reserved material? Note: There are 2 correct answers to this question.

- A. You can approve consumed reserved materials in the Time and Material journal.
- B. You can plan and reserve materials in both the Web and mobile applications.
- C. The system will update the inventory count of reserved materials in a standalone scenario.
- D. A planner can create service calls with reserved materials from an integrated ERP system.

Correct Answer: BD

QUESTION 3

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 4

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 5

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

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