



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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**QUESTION 1**

You scan a QR code paired with self-service and you are NOT allowed to request service for the equipment. What is missing?

- A. The equipment is reported as Operational.
- B. The equipment has NO previous history.
- C. The equipment does NOT have Moment-Sets.
- D. The equipment does NOT have an external ID.

Correct Answer: C

QUESTION 2

The field technician needs to visit a customer for regular maintenance of all their printers. For each printer, the same type of data needs to be captured in the Smartform. What Smartform element is used to create such a functionality?

- A. Series
- B. Picker
- C. Attachments
- D. Drop-down list

Correct Answer: A

QUESTION 3

How would a field service technician update the service assignment status?

- A. By opening the service assignments
- B. By setting the relevant workflow step
- C. By navigating to the address on the service assignments
- D. By adding a checklist

Correct Answer: B

QUESTION 4

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

QUESTION 5

What can you do using the data loader in the Master Data module? Note: There are 3 correct answers to this question.

A. Read data records.

B. Delete data records.

C. Merge data records.

D. Create data records.

E. Overwrite data records.

Correct Answer: CDE

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