



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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**QUESTION 1**

What options does a technician have to record travel time against an activity in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- A. From the Equipment menu after checkout
- B. From the activity record after the workflow step is set to Finished
- C. From the Efforts menu by selecting the activity object type
- D. From the Home page menu by creating a manual entry
- E. From the activity menu by creating a manual entry

Correct Answer: CDE

QUESTION 2

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

QUESTION 3

Which customizations are possible with the Screen Configuration feature? Note: There are 3 correct answers to this question.

- A. Can only be defined for mobile screens
- B. Can be used for field validation expressions
- C. Able to display custom translations
- D. Can define color coding E. Used to display, hide, sort, and group fields

Correct Answer: BCD

QUESTION 4



What should you advise a customer to do when integrating SAP Field Service Management with SAP CRM? Note: There are 3 correct answers to this question.

- A. Enter value list mappings for product types.
- B. Check the list of the existing known limitations.
- C. Ensure that the SAP Field Service Management system version is supported.
- D. Maintain code list mappings for service call types.
- E. Validate the RFC destination and IDoc setup.

Correct Answer: ACD

QUESTION 5

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 6

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 7

What is SAP's approach to integrating SAP S/4HANA Service with SAP Field Service Management?



- A. Cloud-based using SAP Cloud Platform Integration
- B. Cloud-based using the FSM Cloud Connector
- C. On-premise-based using SAP Process Integration
- D. On-premise-based using the SAP CRM middleware

Correct Answer: A

QUESTION 8

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 9

Which SAP Analytics Cloud stories are available to download for SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Field Service Performance Dashboard
- B. Field Service Smartforms and Feedback
- C. Field Service Capacity Overview
- D. Field Service Checkout Report

Correct Answer: BD

QUESTION 10

What are the SAP Field Service Management service call statuses that can be mapped to ERP? Note: There are 3 correct answers to this question.

- A. Ready to Plan
- B. Planned
- C. Technically Complete



D. Cancelled

E. Released

Correct Answer: ACD

QUESTION 11

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 12

You are an administrator who needs to activate the Reserved Materials feature in the mobile app. Which permission operations must you maintain for the RESERVEDMATERIAL object type? Note: There are 2 correct answers to this question.

A. Read

B. Delete

C. Create

D. Update

Correct Answer: AD

QUESTION 13

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



QUESTION 14

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 15

Which report template can you use to visualize the time, material, and expenses linked to an activity?

- A. Time and Material Journal
- B. Service Checkout
- C. Service Call
- D. Checklist

Correct Answer: A

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