



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

As a business, you want to build up your pool of crowd workers. Which entities best describe crowd workers? Note: There are 3 correct answers to this question.

- A. Partners
- B. Subsidiaries
- C. Freelancers
- D. Managers
- E. Dispatchers

Correct Answer: ABC

QUESTION 2

What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.

- A. Configurable onboarding platform to invite partners
- B. Automatic determination of activity effort and materials consumed
- C. Crowd workers can reschedule assignments within a set time frame
- D. Intelligent scheduling to determine the best qualified technician
- E. Crowd workers can accept or reject assignments within a set time frame

Correct Answer: ADE

QUESTION 3

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

QUESTION 4



Where can service workflow steps be used in SAP Field Service Management?

- A. In customer self-service when submitting a self-service request
- B. In the Web application when planning a service
- C. In SAP Crowd Service when dispatching a service call
- D. In the mobile application when executing an activity

Correct Answer: D

QUESTION 5

Which of the following reports will face a hard stop when you generate it in SAP Field Service Management?

- A. A nightly activity list report generated via business rules that executes in 250 seconds
- B. A report that references 21 different DTOs
- C. A spare parts list that has 1500 pages
- D. A service call summary for the week that returns 1000 records

Correct Answer: B

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