



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

How can you set up authorizations in the Administration module in SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Assign user groups to permissions.
- B. Assign permissions to user groups.
- C. Assign user groups to users.
- D. Assign users to permissions.

Correct Answer: BC

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

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 4



Which features are available in the Smartform designer? Note: There are 3 correct answers to this question.

- A. Preview report
- B. Copy template
- C. Import translations
- D. Design new icons
- E. Create custom elements

Correct Answer: ABC

QUESTION 5

What are the benefits of using activity feedback? Note: There are 2 correct answers to this question.

- A. Generate QA reports with the captured data.
- B. Generate checklist reports for the customer.
- C. Assist technicians to record time and materials.
- D. Assist technicians to capture resolutions.

Correct Answer: AB

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