



# C\_C4H520\_02<sup>Q&As</sup>

SAP Certified Application Associate - SAP Field Service Management  
2005

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#### QUESTION 1

Which aspect of SAP Field Service Management helps businesses to expand their service area beyond their own list of qualified technicians?

- A. Customer Self-Service
- B. Service Contracts
- C. Service Maps
- D. Crowd Service

Correct Answer: D

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#### QUESTION 2

Which key concepts are applied to ensure a secure cloud connection when accessing the SAP Field Service Management solution? Note: There are 2 correct answers to this question.

- A. Sophisticated cloud firewall
- B. Outage protection
- C. Hardware redundancy control
- D. SSL-encrypted cloud communication

Correct Answer: AD

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#### QUESTION 3

What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.

- A. Use pre-assembled reports.
- B. Use pre-assembled queries.
- C. Modify an existing query or create a new query.
- D. Import queries.

Correct Answer: BC

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#### QUESTION 4

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

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#### QUESTION 5

Which action in the Time and Material journal allows an approver to send the material record back to the technician to resubmit?

- A. Decline
- B. Review
- C. Duplicate
- D. Request change

Correct Answer: D

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