



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

SAP Certified Application Associate - SAP Field Service Management  
2005

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### QUESTION 1

You want to make an activity available on the service technician's mobile device using the planning board. Which of the following are mandatory steps? Note: There are 2 correct answers to this question.

- A. Click and release the assignment.
- B. Check the availability of the technician.
- C. Drop the activity onto the technician.
- D. Identify a suitable technician by skills.

Correct Answer: AC

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### QUESTION 2

How can you benefit from enabling service workflow steps? Note: There are 3 correct answers to this question.

- A. You can provide a predefined script for service execution.
- B. You can configure execution checkpoints.
- C. You can trigger actions based on standard system events.
- D. You can improve the link between back office and field.
- E. You can standardize service process flows.

Correct Answer: BCE

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### QUESTION 3

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

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### QUESTION 4

You want your customers to be able to create service requests from the Customer Self- Service portal. What are the



prerequisites for providing this function? Note: There are 3 correct answers to this question.

- A. You must have Moment-Sets defined for equipment.
- B. You must have auto-release of assignments.
- C. You must have equipment records against your account.
- D. You must have business rules configured.
- E. You must have a portal user account.

Correct Answer: ACE

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#### QUESTION 5

In which scenario of service engagement does SAP Field Service Management primarily provide capabilities to complement the SAP Service Cloud portfolio?

- A. Video chat
- B. No touch
- C. E-mail interaction
- D. High touch

Correct Answer: D

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