



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

SAP Certified Application Associate - SAP Field Service Management  
2005

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### QUESTION 1

Which operations can be performed by default on embedded report templates? Note: There are 2 correct answers to this question.

- A. The SAP support team can modify report templates.
- B. Administrators can preview report templates.
- C. Users can delete report templates.
- D. Users can modify report templates.

Correct Answer: BC

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### QUESTION 2

As a technician, you have just completed a job. You now need to book a second visit for the customer. What option is available in the SAP Field Service Management mobile app for you to do this?

- A. Create a follow-up activity from the Expenses page.
- B. Create a follow-up activity from the Efforts page.
- C. Create a follow-up activity from within the service call.
- D. Create a follow-up activity from the Smartform page.

Correct Answer: C

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### QUESTION 3

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 4**

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 5**

Which objects can you approve using the Time and Material journal? Note: There are 3 correct answers to this question.

- A. Quotation
- B. Expenses
- C. Efforts
- D. Work time
- E. Mileage

Correct Answer: BCE

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