



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

You are a service planner in SAP Field Service Management. How can you find a suitable technician in the planning board?

- A. Use a checklist.
- B. Use a workflow.
- C. Use a filter.
- D. Use a business rule.

Correct Answer: C

QUESTION 2

As a technician, you want to record expenses. Which objects can you record expenses against? Note: There are 3 correct answers to this question.

- A. Equipment
- B. Service call
- C. Activity
- D. Business partner
- E. Purchase order

Correct Answer: ACD

QUESTION 3

What can you do using the data loader in the Master Data module? Note: There are 3 correct answers to this question.

- A. Read data records.
- B. Delete data records.
- C. Merge data records.
- D. Create data records.
- E. Overwrite data records.

Correct Answer: CDE

QUESTION 4



For which SAP Field Service Management objects is a bi-directional flow supported when you integrate with SAP Service Cloud? Note: There are 2 correct answers to this question.

- A. Service call
- B. Activity
- C. Time and Material journal
- D. Service contract

Correct Answer: AB

QUESTION 5

Which of these describe the purpose of the Reserved Material feature? Note: There are 2 correct answers to this question.

- A. Booking material for a specific service call and defined location
- B. Defining which material the customer needs to purchase before the technician can start the work
- C. Organizing spare parts to be taken to the physical location of the job
- D. Reserving material that has already been used for previous services

Correct Answer: AC

QUESTION 6

What is the purpose of a visibility condition in Smartforms? Note: There are 2 correct answers to this question.

- A. It is used to hide a Smartform from the mobile device.
- B. It is used to change Smartform mode from development to active.
- C. It is used to hide specific chapters.
- D. It is used to hide specific elements.

Correct Answer: CD

QUESTION 7

What can you set in a scheduled business rule? Note: There are 2 correct answers to this question.

- A. Notification
- B. Frequency
- C. Condition



D. Order

Correct Answer: BD

QUESTION 8

For which scenarios do you need a service call instead of an activity in SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. When you need to send an engineer to the customer
- B. When you need to set up a meeting with the customer
- C. When you need to record a problem for the customer
- D. When you need to plan an appointment at the customer

Correct Answer: AC

QUESTION 9

What are the SAP Field Service Management service call statuses that can be mapped to ERP? Note: There are 3 correct answers to this question.

- A. Ready to Plan
- B. Planned
- C. Technically Complete
- D. Cancelled
- E. Released

Correct Answer: ACD

QUESTION 10

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



QUESTION 11

Which of the following is a mandatory field when you create a Smartform template?

- A. Version
- B. Label
- C. Description
- D. Category

Correct Answer: D

QUESTION 12

As an administrator, which actions can you take on the Time and Material journal tab? Note: There are 3 correct answers to this question.

- A. Release
- B. Delete
- C. Approve
- D. Close
- E. Review

Correct Answer: BCE

QUESTION 13

The dispatcher drags and drops a service call onto a technician's schedule on the planning board. What must happen next to allow the technician to sync and view the assigned service call on the mobile app?

- A. The technician must release the assignment.
- B. The technician must approve the assignment.
- C. The dispatcher must release the assignment.
- D. The dispatcher must approve the assignment.

Correct Answer: C

QUESTION 14

Which of the following are activities that you can perform in the Master Data module for standalone versions of SAP



Field Service Management? Note: There are 3 correct answers to this question.

- A. Query data for reporting purposes.
- B. Import data from external systems.
- C. Export data for backup and archiving.
- D. Manage master data in an ERP system.
- E. Create new data object records.

Correct Answer: BCE

QUESTION 15

After an existing template has been modified and released, what options are given to the user? Note: There are 2 correct answers to this question.

- A. Delete other versions.
- B. Reactivate other versions.
- C. Deactivate other versions.
- D. Export other versions.

Correct Answer: AC

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