SAP

C_C4H520_02 Exam

Certified Application Associate - SAP Field Service Management 2005

Questions & Answers
Dmeo

Version: 4.0

Question: 1

What information is stored in the QR code used in the Customer Self-Service portal?

A. Customer Self-Service portal URL
B. Moment-Sets specific short URL
C. SAP Field Service Management URL
D. Equipment specific short URL

Answer: D

Explanation:

Question: 2

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.

Answer: A C D

Explanation:

Question: 3

How do you activate the integrated checkout feature in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

A. Create custom business rules.
B. Activate permissions.
C. Enable company settings.
D. Configure checkout workflow steps.
E. Adjust cloud account settings.

Answer: B C D

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Explanation:

Question: 4

For which steps of the end-to-end service process is SAP Field Service Management responsible? Note: There are 2 correct answers to this question.

A. Mobile service execution
B. Ticket and case creation

C. Workforce management
D. Customer feedback management

Answer: A C

Explanation:

Question: 5

What is one of the main use cases for a Smartform?

A. Provide smart progress feedback to the dispatcher.
B. Generate a list of service team availability.
C. Capture customer feedback.
D. Provide a script for service execution.

Answer: D

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