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Exam : **C_C4H520_02**

Title : SAP Certified Application
Associate - SAP Field Service
Management 2005

Vendor : SAP

Version : DEMO

NO.1 Where can service workflow steps be used in SAP Field Service Management?

- A. In customer self-service when submitting a self-service request
- B. In SAP Crowd Service when dispatching a service call
- C. In the mobile application when executing an activity
- D. In the Web application when planning a service

Answer: C

NO.2 What can you use to create and manage different absence and reservation types in order to accurately reflect a technician's availability?

- A. Activity
- B. Service call
- C. Assignment
- D. Time slots

Answer: D

NO.3 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. Time and Material journal
- B. Service call
- C. Service contract
- D. Activity

Answer: B,D

NO.4 What can you personalize in the Customer Self-Service portal? Note: There are 3 correct answers to this question.

- A. Menu icons
- B. Portal background image
- C. Main and accent colors
- D. Portal logo
- E. Landing page

Answer: B,C,D

NO.5 For which of the following steps in the service call lifecycle is the dispatcher typically responsible? Note:

There are 2 correct answers to this question.

- A. Release the assignment.
- B. Set the service call to Finished.
- C. Set the service call to Technically Completed.
- D. Perform the activity checkout.

Answer: A,B

NO.6 Which of the following is a mandatory field when you create a Smartform template?

- A. Label

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

Answer: C

NO.7 What options does a technician have to record travel time against an activity in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- A. From the activity menu by creating a manual entry
- B. From the Home page menu by creating a manual entry
- C. From the Equipment menu after checkout
- D. From the activity record after the workflow step is set to Finished
- E. From the Efforts menu by selecting the activity object type

Answer: A,B,E

NO.8 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. Cancelled
- B. Released
- C. Ready to Plan
- D. Technically Complete
- E. Planned

Answer: A,C,D