SAP

C_C4H520_02

SAP Field Service Management

E EXAMKILLER

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SAP

Exam C_C4H520_02

SAP Certified Application Associate - SAP Field Service Management

Version: 3.0

[Total Questions: 80]

Question No : 1

What are some of the main security characteristics of the SAP Field Service Management mobile app? Note: There are 2 correct answers to this question.

A. Advanced perimeter security
B. SSL-secured communication
C. Full backup protection of customer data
D. OAuth token for login-free access

Answer: B,C

Question No : 2

What can you do with a picker element within Smartforms? Note: There are 2 correct answers to this question.

A. You can use it to select an object from a list.
B. You can link picker and attachment elements together.
C. You can link two picker elements together.
D. You can use it to pick PNG files.

Answer: A,C

Question No : 3

As an administrator, you want to send automatic notifications to your technician when you are finished modifying the approval status of an effort item related to your technician's service call. Which company setting will you activate within the administration module?

A. CoresSystems.Mobile.ApprovedEffortsModificationAllowed
B. CoreSystems.CoresystemsFSM.DL.Notifications.Enabled
C. CoreSystems.CoresystemsFSM.Mobile.
D. PushNotifications.ActivityChanges.En

Answer: A

Question No : 4

Which action in the Time and Material journal allows an approver to send the material record back to the technician to resubmit?

A. Decline
B. Review
C. Duplicate
D. Request change

Answer: D

Question No : 5

You are an administrator responsible for maintaining settings at account and company level. Which of the following settings do you maintain at company level? Note: There are 2 correct answers to this question.

A. User groups
B. Password policy
C. Screen configurations
D. Business rules

Answer: C,D

Question No : 6

Which of the following activities are carried out by a crowd owner within the Single Tenant Crowd Service? Note: There are 3 correct answers to this question.

A. Review company certificates.
B. Approve technician skills.
C. Review and close assignments.
D. Accept an assignment.
E. Register a partner company.

Answer: A,B,E

Question No : 7

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.

Answer: A,C

Question No : 8

You scan a QR code paired with self-service and you are NOT allowed to request service for the equipment. What is missing?

A. The equipment is reported as Operational.
B. The equipment has NO previous history.
C. The equipment does NOT have Moment-Sets.
D. The equipment does NOT have an external ID.

Answer: C

Question No : 9

What can you personalize in the Customer Self-Service portal? Note: There are 3 correct answers to this question.

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

Answer: C,D,E

Question No : 10

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

Answer: A,C

Question No : 11

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.

Answer: A,C,E

Question No : 12

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

Question No : 13

Which key concepts are applied to ensure a secure cloud connection when accessing the SAP Field Service Management solution? Note: There are 2 correct answers to this question.

A. Sophisticated cloud firewall

B. Outage protection

C. Hardware redundancy control

D. SSL-encrypted cloud communication

Answer: A,D

Question No : 14

Which of the following is supported in business rules?

A. Linked list

B. Stack

C. Array

D. Heap

Answer: C

Question No : 15

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.

Answer: B,C,E

Question No : 16

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

Answer: A,C,D

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

Answer: A,B

Which prerequisites are necessary to integrate SAP Field Service Management with SAP Analytics Cloud? Note: There are 2 correct answers to this question.

A. Set REPORTDATA UI Permission to VISIBLE.
B. Set CoreSystems.FeatureFlag.AR.SAC.Enabled to TRUE.
C. Allow browser cookie settings to accept sapbusinessobjects.cloud.
D. Delete recent browser history and cookies.

Answer: B,C

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.

Answer: C,D,E

Which SAP Analytics Cloud stories are available to download for SAP Field Service Management? Note: There are 2 correct answers to this question.

A. Field Service Performance Dashboard
B. Field Service Smartforms and Feedback
C. Field Service Capacity Overview
D. Field Service Checkout Report

Answer: B,D

How do FSM SQL queries differ from regular SQL queries? Note: There are 3 correct answers to this question.

A. You can only reference DTOs via alias.
B. You can only reference DTOs via variable definition.
C. T-SQL is supported.
D. DTOs have version control to support backwards compatibility.
E. Core SQL is supported.

Answer: A,C,D

How can a developer update a record in SAP Field Service Management through the API?

A. Using a REST-based service
B. Using an RFC-enabled service
C. Using an OData service
D. Using a SOAP-based service

Answer: A

Question No : 23

Which field is mandatory when you create a service call on the SAP Field Service Management mobile app?

A. Priority
B. Contact
C. Business Partner
D. Equipment

Answer: C

Question No : 24

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

Answer: A,C

Question No : 25

How can you filter equipment records in the Master Data module? Note: There are 2 correct answers to this question.

A. By group
B. By type
C. By skill
D. By territory

Answer: B,C

Question No : 26