

SAP

C_C4H520_02 Exam

**Certified Application Associate - SAP Field Service
Management 2005**

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

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
