



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

How can you translate a Smartform?

- A. Select the translation language within the designer.
- B. Export it to XML, translate, and upload.
- C. Download it to Microsoft Word, translate, and then upload.
- D. Maintain the translation of the Smartform in the company settings.

Correct Answer: B

QUESTION 2

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 3

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 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

Correct Answer: D

QUESTION 5

Which scenarios can you cover within the SAP C/4HANA solution portfolio? Note: There are 2 correct answers to this question.

- A. Self-service
- B. In-house repair
- C. Service fulfillment
- D. Contact center

Correct Answer: AB

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