



# C\_C4H520\_02<sup>Q&As</sup>

SAP Certified Application Associate - SAP Field Service Management  
2005

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#### QUESTION 1

In which scenario of service engagement does SAP Field Service Management primarily provide capabilities to complement the SAP Service Cloud portfolio?

- A. Video chat
- B. No touch
- C. E-mail interaction
- D. High touch

Correct Answer: D

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#### QUESTION 2

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.

Correct Answer: AC

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#### QUESTION 3

Which of the following reports will face a hard stop when you generate it in SAP Field Service Management?

- A. A nightly activity list report generated via business rules that executes in 250 seconds
- B. A report that references 21 different DTOs
- C. A spare parts list that has 1500 pages
- D. A service call summary for the week that returns 1000 records

Correct Answer: B

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#### QUESTION 4

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

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#### QUESTION 5

As a business, you want to build up your pool of crowd workers. Which entities best describe crowd workers? Note: There are 3 correct answers to this question.

- A. Partners
- B. Subsidiaries
- C. Freelancers
- D. Managers
- E. Dispatchers

Correct Answer: ABC

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