



C_C4H520_02^{Q&As}

SAP Certified Application Associate - SAP Field Service Management
2005

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QUESTION 1

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

Correct Answer: A

QUESTION 2

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

QUESTION 3

Which objects can you approve using the Time and Material journal? Note: There are 3 correct answers to this question.

- A. Quotation
- B. Expenses
- C. Efforts
- D. Work time
- E. Mileage

Correct Answer: BCE

QUESTION 4

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.

Correct Answer: ACE

QUESTION 5

Which functionality is possible when the Smartform template is set to Translation status? Note: There are 2 correct answers to this question.

- A. The template can be edited.
- B. The template can be assigned to an activity.
- C. The template can be exported in XML format.
- D. The template can be assigned to an equipment.

Correct Answer: AC

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