



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

SAP Certified Application Associate - SAP Field Service Management  
2005

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#### QUESTION 1

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

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#### QUESTION 2

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.

Correct Answer: D

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#### QUESTION 3

What is SAP's approach to integrating SAP S/4HANA Service with SAP Field Service Management?

- A. Cloud-based using SAP Cloud Platform Integration
- B. Cloud-based using the FSM Cloud Connector
- C. On-premise-based using SAP Process Integration
- D. On-premise-based using the SAP CRM middleware

Correct Answer: A

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#### QUESTION 4

Which features are available in the Smartform designer? Note: There are 3 correct answers to this question.



- A. Preview report
- B. Copy template
- C. Import translations
- D. Design new icons
- E. Create custom elements

Correct Answer: ABC

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#### QUESTION 5

What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.

- A. Use pre-assembled reports.
- B. Use pre-assembled queries.
- C. Modify an existing query or create a new query.
- D. Import queries.

Correct Answer: BC

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