



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

SAP Certified Application Associate - SAP Field Service Management  
2005

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### QUESTION 1

As a technician, you have just completed a job. You now need to book a second visit for the customer. What option is available in the SAP Field Service Management mobile app for you to do this?

- A. Create a follow-up activity from the Expenses page.
- B. Create a follow-up activity from the Efforts page.
- C. Create a follow-up activity from within the service call.
- D. Create a follow-up activity from the Smartform page.

Correct Answer: C

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### QUESTION 2

What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.

- A. Configurable onboarding platform to invite partners
- B. Automatic determination of activity effort and materials consumed
- C. Crowd workers can reschedule assignments within a set time frame
- D. Intelligent scheduling to determine the best qualified technician
- E. Crowd workers can accept or reject assignments within a set time frame

Correct Answer: ADE

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### QUESTION 3

As a technician, you want to record expenses. Which objects can you record expenses against? Note: There are 3 correct answers to this question.

- A. Equipment
- B. Service call
- C. Activity
- D. Business partner
- E. Purchase order

Correct Answer: ACD

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### QUESTION 4



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Which objects can be synchronized and viewed on the mobile app?

- A. Project, Skills, Service Call
- B. Activity, Project, Opportunities
- C. Activity, Business Partner, Skills
- D. Activity, Service Call, Quotations

Correct Answer: D

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#### QUESTION 5

The field technician needs to visit a customer for regular maintenance of all their printers. For each printer, the same type of data needs to be captured in the Smartform. What Smartform element is used to create such a functionality?

- A. Series
- B. Picker
- C. Attachments
- D. Drop-down list

Correct Answer: A

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