

# SAP

*C\_C4H520\_02*

*SAP Certified Application Associate - SAP Field Service Management 2005*



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## **Product Version**

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# Latest Version: 6.0

## Question: 1

What information is stored in the QR code used in the Customer Self-Service portal?

- A. Customer Self-Service portal URL
- B. Moment-Sets specific short URL
- C. SAP Field Service Management URL
- D. Equipment specific short URL

**Answer: D**

## Question: 2

What should you advise a customer to do when integrating SAP Field Service Management with SAP CRM? Note: There are 3 correct answers to this question.

- A. Enter value list mappings for product types.
- B. Check the list of the existing known limitations.
- C. Ensure that the SAP Field Service Management system version is supported.
- D. Maintain code list mappings for service call types.
- E. Validate the RFC destination and IDoc setup.

**Answer: A C D**

## Question: 3

How do you activate the integrated checkout feature in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- A. Create custom business rules.
- B. Activate permissions.
- C. Enable company settings.
- D. Configure checkout workflow steps.
- E. Adjust cloud account settings.

**Answer: B C D**

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### Question: 4

For which steps of the end-to-end service process is SAP Field Service Management responsible? Note: There are 2 correct answers to this question.

- A. Mobile service execution
- B. Ticket and case creation
- C. Workforce management
- D. Customer feedback management

**Answer: A C**

### Question: 5

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.

**Answer: D**

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