

Latest Version: 8.0

Subjects

1. Service Master Data
2. Service Contracts
3. Service Order Management
4. Managing Clean Core
5. In-House Repair
6. Organizational Data
7. Analytics
8. Recurring Service
- 9.

Topic: 1
Service Master Data

Question: 1

Which object can you assign a personnel number to?

- A. Organizational unit
- B. Service team
- C. Task list operation
- D. Work center

Answer: D

Service Master Data

Question: 2

When extending a functional location hierarchy, how is a new functional location initially assigned to it?

- A. Automatically based on the functional location category
- B. Automatically based on the structure indicator
- C. Manually by using the list editing transaction
- D. Manually by using the install function

Answer: B

Service Master Data

Question: 3

For which objects can you define measuring points?

Note: There are 2 correct answers to this question.

- A. Functional locations
- B. Serial numbers
- C. Pieces of equipment
- D. Material

Answer: A, C

Service Master Data

Question: 4

What are the prerequisites when creating a configurable product?

Note: There are 2 correct answers to this question.

- A. Assigning a variant class to a product
- B. Defining configurable characteristics
- C. Assigning a characteristic to a serial number
- D. Creating a configuration profile

Answer: A, B

Service Master Data

Question: 5

Which of the following steps are required when creating a product bundle?

Note: There are 2 correct answers to this question.

- A. Maintain rules to combine different products
- B. Create a bundle product
- C. Assign components or component groups to a product bundle
- D. Assign a bill of material to a product bundle

Answer: B, C

Service Master Data

Question: 6

To which of the following can you assign production resources and tools?

Note: There are 2 correct answers to this question.

- A. Service order
- B. Task list operation
- C. Maintenance order operation
- D. Product bundle

Answer: B, C

Service Master Data

Question: 7

Which of the following can be assigned to a serial number profile?

- A. Equipment class
- B. Configuration profile
- C. Equipment category
- D. Stock determination strategy

Answer: C

Service Master Data

Question: 8

What are the benefits of maintaining bills of material (BOMs) with BOM usage 4 (Plant Maintenance)?
Note: There are 2 correct answers to this question.

- A. Spare parts planning in service order template
- B. Structuring of technical assets
- C. Spare parts planning in task list
- D. Spare parts planning in service order

Answer: C, D

Service Master Data

Question: 9

Which business process requires serial numbers?

- A. Installing and dismantling pieces of equipment
- B. Creating a service order for an on-site service process
- C. Tracking the warranty of a technical object
- D. Tracking material items as pieces of equipment

Answer: C

Service Master Data

Question: 10

From which of the following business objects can you access the items of bills of material (BOMS) with BOM usage S (S4 Service)?

- A. Service request
- B. Service entry sheet
- C. Service order
- D. Service confirmation

Answer: C