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SAP Certified - SAP Field Service Management



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Question: 1

Which of the following statements are correct?
There are two correct answers.

- A. Roles define what the user can do on account level.
- B. Admin Policy Groups define what the user can do on account level.
- C. Admin Policy Groups define what the user can do on company level.
- D. Roles define what the user can do on company level.

Answer: A,C

Explanation:

- Roles in SAP FSM are assigned to users and control what actions a user can perform on the account level (like access to modules, features, or global permissions).
- Admin Policy Groups are applied at the company level and determine what users can do within that company, including field service settings, approvals, and configuration access.

Question: 2

The Field Service Management Cloud and mobile apps have no limitations in terms of overall database size (data and attachments) and the amounts of records in tables/DTOs.
Choose the correct answer.

- A. True
- B. False

Answer: B

Explanation:

While SAP FSM is cloud-based and scalable, it does have practical limitations on:

- Database size (both data and attachments)
- Number of records in tables/DTOs
- Performance and storage considerations mean you cannot have unlimited data, even if the system is cloud-hosted.

Question: 3

A Company in SAP Field Service Management uses a repository of master data which is shared between all companies within the account
Choose the correct answer.

- A. True
- B. False

Answer: B

Explanation:

- In SAP FSM, each company maintains its own master data (like customers, equipment, service items).
- Master data is not shared across companies in the same account.
- This allows companies within the same account to operate independently and maintain data isolation.

Question: 4

Which of the following features are part of company configuration?
There are four correct answers.

- A. Company settings
- B. Service workflows
- C. Admin policy groups
- D. Screen configuration
- E. Password policy
- F. Custom translations

Answer: A,B,D,F

Question: 5

What information do I need to create a custom label translation?
There are three correct answers.

- A. Translation value
- B. Object type
- C. Language
- D. Translation key

Answer: A,C,D

Question: 6

Which of these configuration options can be used to help ensure that data volumes on mobile devices can be kept under control?
There are three correct answers.

- A. Permissions
- B. Data Sync Rules
- C. Company settings

Answer: A,B,C

Explanation:

Permissions (A) [?]

By controlling which users can access which data, you can reduce the amount of unnecessary data synced to mobile devices.

Data Sync Rules (B) [?]

These define which records are synced to mobile devices, when they are synced, and how frequently. This is the primary tool for controlling mobile data volume.

Company settings (C) [?]

Certain company-level settings, like default data retention, sync frequency, and offline limits, help manage data on mobile devices.

Key point: Controlling mobile data is a combination of permissions, sync rules, and company settings — all three are used together.

Question: 7

The Service Workflow guides a dispatcher in the process from creating to dispatching and closing service orders.

Choose the correct answer.

- A. True
- B. False

Answer: B

Question: 8

How can you use Analytics Dashboards in SAP Field Service Management?

Choose the correct answer.

- A. Generate reports using JasperSoft or HTML templates.
- B. Drill down into the data and show results with customized visualization.
- C. Present Key Performance Indicators by using Charts.

Answer: C

Explanation:

- Analytics Dashboards in FSM are primarily designed to present KPIs to managers and stakeholders.

- They allow you to visualize key metrics through charts and graphs, giving a quick overview of performance.
- Drill-downs and custom visualizations are features of reporting tools, not the standard FSM Analytics Dashboards.
- JasperSoft or HTML templates are used in report generation, not in dashboards.

Question: 9

Which of the following are ways that reports can be generated in SAP Field Service Management?
There are four correct answers.

- A. Manually on a mobile device
- B. Manually on the FSM web interface
- C. Automatically by a business rule
- D. Automatically by using an API call

Answer: A,B,C,D

Explanation:

- Reports in FSM can be generated manually via the mobile app or web interface, and automatically via business rules or API integrations.
- These four options cover the complete set of report generation methods.

Question: 10

Which statements are true with regards to the difference between online and offline reports?
There are three correct answers.

- A. Online reports are generated in the FSM cloud and returned to the client (mobile or web).
- B. All data required for an online report is read from the FSM cloud.
- C. Offline reports are generated by the mobile device without needing a data connection to the FSM cloud.
- D. The data required for an offline report can be read from either the FSM Cloud or from the FSM mobile app.

Answer: A,B,C

Explanation:

- Online reports are always generated in the FSM cloud and require a live connection.
- Offline reports are generated locally on the mobile device using data that has been previously synced, allowing work without internet access.
- Option D is incorrect because offline reports do not fetch live data from the cloud; they rely on cached/synced data.

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