

DUMPS ARENA

SAP Certified Associate - SAP Field Service Management 2005

SAP C C4H520 02

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which key concepts are applied to ensure a secure cloud connection when accessing the SAP Field Service Management solution? Note: There are 2 correct answers to this question.

- A. Sophisticated cloud firewall
- B. Outage protection
- C. Hardware redundancy control
- D. SSL-encrypted cloud communication

ANSWER: A D**QUESTION NO: 2**

How would a field service technician update the service assignment status?

- A. By opening the service assignments
- B. By setting the relevant workflow step
- C. By navigating to the address on the service assignments
- D. By adding a checklist

ANSWER: B**QUESTION NO: 3**

How can you translate a Smartform?

- A. Select the translation language within the designer.
- B. Export it to XML, translate, and upload.
- C. Download it to Microsoft Word, translate, and then upload.
- D. Maintain the translation of the Smartform in the company settings.

ANSWER: B**QUESTION NO: 4**

Which activities can you perform in the Administration module? Note: There are 2 correct answers to this question.

- A. Perform system monitoring.
- B. Define service workflows.
- C. Edit Smartform templates.
- D. Maintain session configuration.

ANSWER: B D

QUESTION NO: 5

Which business objects permissions do you need to enable to use the Time and Material journal? Note: There are 2 correct answers to this question.

- A. ACTIVITY
- B. MILEAGE
- C. WORKTIME
- D. EXPENSE

ANSWER: B D

QUESTION NO: 6

What can you personalize in the Customer Self-Service portal? Note: There are 3 correct answers to this question.

- A. Landing page
- B. Menu icons
- C. Portal background image
- D. Main and accent colors
- E. Portal logo

ANSWER: C D E

QUESTION NO: 7

The dispatcher drags and drops a service call onto a technician's schedule on the planning board. What must happen next to allow the technician to sync and view the assigned service call on the mobile app?

- A. The technician must release the assignment.

- B. The technician must approve the assignment.
- C. The dispatcher must release the assignment.
- D. The dispatcher must approve the assignment.

ANSWER: C

QUESTION NO: 8

How do FSM SQL queries differ from regular SQL queries? Note: There are 3 correct answers to this question.

- A. You can only reference DTOs via alias.
- B. You can only reference DTOs via variable definition.
- C. T-SQL is supported.
- D. DTOs have version control to support backwards compatibility.
- E. Core SQL is supported.

ANSWER: A C D

QUESTION NO: 9

How are labels used within the Smartforms and Feedback module?

- A. To act as a reference for generating a Smartform report
- B. To add a label to be used as reference by the field engineer
- C. To filter the list of Smartforms
- D. To identify the elements in the Smartform

ANSWER: C

QUESTION NO: 10

How can a developer update a record in SAP Field Service Management through the API?

- A. Using a REST-based service
- B. Using an RFC-enabled service
- C. Using an OData service
- D. Using a SOAP-based service

ANSWER: A