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SAP C C4H520 02

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QUESTION NO: 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 NO: 2

Which SAP Analytics Cloud stories are available to download for SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Field Service Performance Dashboard
- B. Field Service Smartforms and Feedback
- C. Field Service Capacity Overview
- D. Field Service Checkout Report

ANSWER: B D

QUESTION NO: 3

What can you do using the data loader in the Master Data module? Note: There are 3 correct answers to this question.

- A. Read data records.
- B. Delete data records.
- C. Merge data records.
- D. Create data records.
- E. Overwrite data records.

ANSWER: C D E

QUESTION NO: 4

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.

ANSWER: C

QUESTION NO: 5

You want your customers to be able to create service requests from the Customer Self-Service portal. What are the prerequisites for providing this function? Note: There are 3 correct answers to this question.

- A. You must have Moment-Sets defined for equipment.
- B. You must have auto-release of assignments.
- C. You must have equipment records against your account.
- D. You must have business rules configured.
- E. You must have a portal user account.

ANSWER: A C E

QUESTION NO: 6

Which of the following styles is available on a label element in Smartforms and Feedback?

- A. Underline
- B. Strikethrough
- C. Italicize
- D. Bold

ANSWER: D

QUESTION NO: 7

For which of the following steps in the service call lifecycle is the dispatcher typically responsible? Note: There are 2 correct answers to this question.

- A. Set the service call to Technically Completed.
- B. Set the service call to Finished.
- C. Release the assignment.
- D. Perform the activity checkout.

ANSWER: B C

QUESTION NO: 8

What are the components of a trigger in a business rule? Note: There are 3 correct answers to this question.

- A. Action
- B. Conditions
- C. Execution count
- D. Event
- E. Variables

ANSWER: B D E

QUESTION NO: 9

Which of the following is supported in business rules?

- A. Linked list
- B. Stack
- C. Array
- D. Heap

ANSWER: C

QUESTION NO: 10

Which field is mandatory when you create a service call on the SAP Field Service Management mobile app?

- A. Priority

B. Contact

C. Business Partner

D. Equipment

ANSWER: C