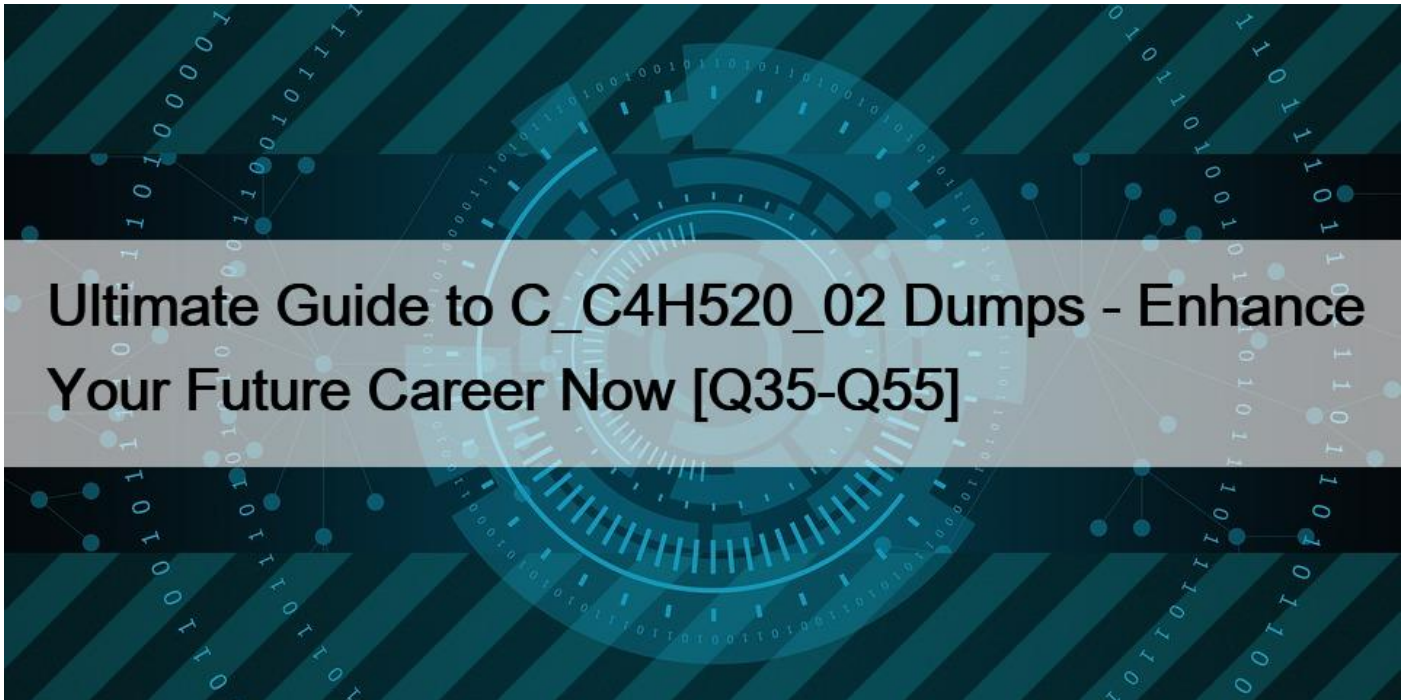


Ultimate Guide to C_C4H520_02 Dumps - Enhance Your Future Career Now [Q35-Q55]



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C_C4H520_02 Exam Certification Details:

Sample Questions: SAP C_C4H520_02 Exam Sample Question Languages:EnglishExam:80 questions

NO.35 What object can you use to create absence and reservation types for a technician in the planning board?

Choose the correct answer.

- * Time Slots
- * Activity
- * Service Call
- * Service Contract

NO.36 You want to make an activity available on the service technician's mobile device using the planning board.

Which of the following are mandatory steps? Note: There are 2 correct answers to this question.

- * Click and release the assignment.
- * Check the availability of the technician.
- * Drop the activity onto the technician.

- * Identify a suitable technician by skills.

NO.37 Which of the following are activities that you can perform in the Master Data module for standalone versions of SAP Field Service Management? Note: There are 3 correct answers to this question.

- * Query data for reporting purposes.
- * Import data from external systems.
- * Export data for backup and archiving.
- * Manage master data in an ERP system.
- * Create new data object records.

NO.38 Which activities can be Synchronized and viewed on mobile App? Choose the correct answer.

- * Projects, skills, Service Call
- * Activity, Project, Opportunities
- * Activities, business Partner, Skills
- * Activity Service Call, Quotations

NO.39 Which of the following are data object types that you can maintain in the Master Data module? Note: There are 3 correct answers to this question.

- * Item
- * Service call
- * Service contract
- * Smartform
- * Equipment

NO.40 Which actions can you use in a Business Rule configuration? Note: There are 3 correct answers to this question.

- * Delete Object
- * Delete Report
- * Create Object
- * Build Query
- * Create Requirement

NO.41 Which customizations are possible with the Screen Configuration feature? Note: There are 3 correct answers to this question.

- * Can only be defined for mobile screens
- * Can be used for field validation expressions
- * Able to display custom translations
- * Can define color coding
- * Used to display, hide, sort, and group fields

NO.42 How can you set up user authorizations in Administration module in SAP Field Service management?

Note: There are 2 correct answers to this question.

- * Assign User groups to users
- * Assign permissions to user groups
- * Assign user groups to permissions
- * Assign users to permissions

NO.43 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.

- * Set the service call to Technically Completed.

- * Set the service call to Finished.
- * Release the assignment.
- * Perform the activity checkout.

NO.44 Which of the following is a mandatory field when you create a Smartform template?

- * Version
- * Label
- * Description
- * Category

NO.45 You are an administrator who needs to activate the Reserved Materials feature in the mobile app. Which permission operations must you maintain for the RESERVEDMATERIAL object type? Note: There are 2 correct answers to this question.

- * Read
- * Delete
- * Create
- * Update

NO.46 Which aspect of Self-Service Configuration allow a customer to create a service request? Choose the correct answer.

- * Workflow assignments
- * Branding
- * QR Codes
- * Moment-sets

NO.47 What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.

- * Use pre-assembled reports.
- * Use pre-assembled queries.
- * Modify an existing query or create a new query.
- * Import queries.

NO.48 You are an administrator responsible for maintaining settings at account and company level. Which of the following settings would you maintain in company level? Note: There are 2 correct answers to this question.

- * Screen Configurations
- * Password Policy
- * Business Rules
- * User Groups

NO.49 Where can Service Workflow steps can be used in SAP Field Service management? Choose the correct answer.

- * In Mobile Application when executing an activity
- * In Field Service Management Crowd service when dispatching a call
- * In the Web Application when planning a Service
- * In Customer Self-Service when submitting a self-service request

NO.50 Which objects can you approve using the Time and Material journal? Note: There are 3 correct answers to this question.

- * Mileage
- * Quotation
- * Worktime
- * Efforts
- * Expenses

NO.51 How Does SAP Field Service Management Crowd Service allow you to cater to next generation employees? Choose the

correct answer.

- * By adopting your workforce to accommodate for workers shifting perspectives
- * By giving service technicians the ability to register for upcoming certifications
- * By helping Employees learn more about next generation technologies
- * By giving service technicians the ability to schedule the additional training

NO.52 How can you set up authorizations in the Administration module in SAP Field Service Management? Note:

There are 2 correct answers to this question.

- * Assign user groups to permissions.
- * Assign permissions to user groups.
- * Assign user groups to users.
- * Assign users to permissions.

NO.53 Which Actions are available for a Service Technician with in an activity report? Note: There are 3 correct answers to this question.

- * Send as E-mail
- * Add Smartform
- * Create Effort
- * Create Equipment
- * Edit Business Partner

NO.54 Which of the following statements are correct? Note: There are 2 correct answers to this question.

- * Company specific configuration is applied to one database
- * Company specific configuration is applied to all databases
- * Account specific configuration is applied to one database
- * Account specific configuration is applied to all databases

NO.55 How are labels used within the Smartforms and Feedback module?

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

SAP C_C4H520_02 Certification Exam Topics:

Topic Areas
Topic Details, Courses, Books
Master Data Management 8% - 12% Explain all the components of Master Data Management and know how the data model is used within SAP Field Service Management. C4H520 (SAP FSM 2005) **Business Rules < 8%** Know the advantages of using business rules and how to use them along with some use cases. C4H520 (SAP FSM 2005) **Business rules notifications Administration: Permissions and Configurations 8% - 12%** Know the basic features of administration modules and where to access company settings, business rules and permission settings. C4H520 (SAP FSM 2005) **SAP Field Services Management and SAP Service Cloud < 8%** Describe how SAP Field Service Management fits into SAP

Service Cloud and basic functionalities of SAP Field Service Management. C4H520 (SAP FSM 2005) **Analytics and Reports**
8% - 12% Explain where to find analytic reports on SAP FSM and how effectively use them for reporting purposes. C4H520 (SAP
FSM 2005) Admin Query API **Workforce management** > **12%** Outline the features of Workforce Management and know how to
create and assign a service call. C4H520 (SAP FSM 2005) Workforce management

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