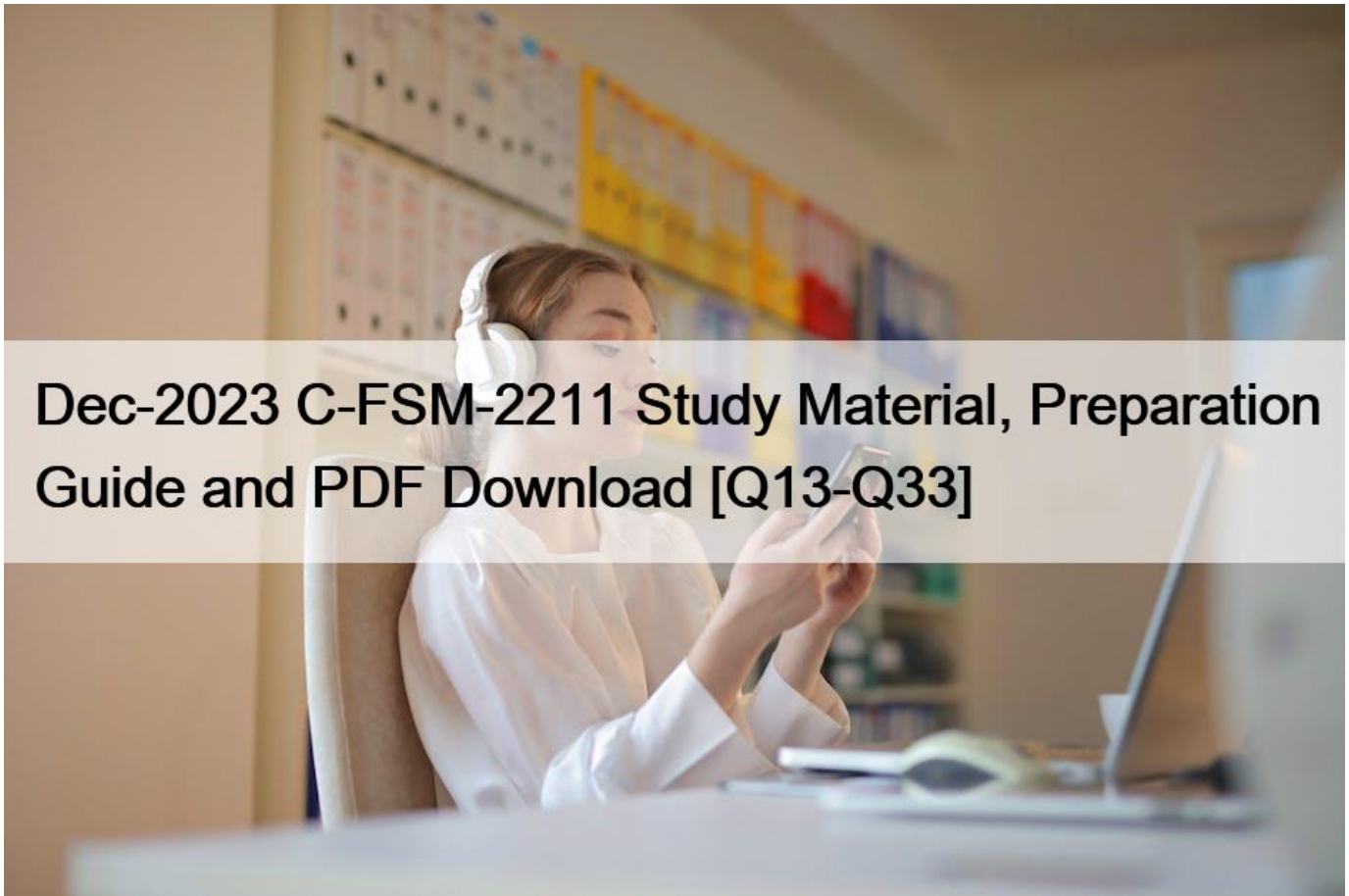# Dec-2023 C-FSM-2211 Study Material, Preparation Guide and PDF Download [Q13-Q33

Dec-2023 C-FSM-2211 Study Material, Preparation Guide and PDF Download Free C-FSM-2211 Certification Sample Questions with Online Practice Test NO.13 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.
* Perform the activity checkout.
* Set the service call to Finished.
* Set the service call to Technically Completed.
* Release the assignment.

NO.14 How are labels used within the Smartforms and Feedback module?
* To filter the list of Smartforms
* To add a label to be used as reference by the field engineer
* To act as a reference for generating a Smartform report
* To identify the elements in the Smartform

NO.15 What are the key advantages of utilizing the SAP Field Service management Self-Service? Note: There are 2 correct answers

to this question.
* Interactive Dialogue using AI chatbot allows for No touch service scenarios
* QR code scanning helps you to easily identify the affected Appliance
* Smart forms help you structure your service processes
* Online capabilities help you to capture electronic signatures

NO.16 Which Customer steps are part of SAP Field Service management Self-service? Note: There are 3 correct answers to this question.
* Record the Progress of the Incident
* Scan a QR Code
* Record the incident via the website
* Monitor the Execution Stage
* Assign parts to the incident

NO.17 What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.
* Use pre-assembled queries.
* Modify an existing query or create a new query.
* Import queries.
* Use pre-assembled reports.

NO.18 What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.
* Crowd workers can reschedule assignments within a set time frame
* Intelligent scheduling to determine the best qualified technician
* Configurable onboarding platform to invite partners
* Crowd workers can accept or reject assignments within a set time frame
* Automatic determination of activity effort and materials consumed

NO.19 What are the benefits of using activity feedback? Note Generate checklist reports for the customer.
* Assist technicians to record time and materials.
* Assist technicians to capture resolutions.
* Generate QA reports with the captured data.
* There are 2 correct answers to this question.

NO.20 How does the data loader help you prepare and send data to the SAP Field Service Management cloud database?

Note: There are 2 correct answers to this question.
* You can use it to define and upload new custom data objects.
* You can use it to download a template for a selected data object type.
* You can use it to upload a formatted and populated data record file.
* You can use it to download a list of master data object records.

NO.21 Which key concepts are applied to ensure a secure cloud connection when accessing Field Service management?

Note:There are 2 correct answers to this question.
* SSL-Encrypted cloud communication
* Hardware redundancy control
* Outage Protection
* Sophisticated Cloud Service Firewall

NO.22 Which features are available in the Smartform designer? Note: There are 3 correct answers to this question.

* Copy template
* Preview report
* Import translations
* Design new icons
* Create custom elements

NO.23 As a technician, you want to complete multiple activities, which processes allows you to do that in SAP Field Service management Mobile App? Choose the correct answer.
* Standard Checkout
* Save Efforts
* Complete Smartform
* Group Checkout

NO.24 What are some of the main security characteristics of the SAP Field Service Management mobile app? Note:

There are 2 correct answers to this question.
* Advanced perimeter security
* SSL-secured communication
* Full backup protection of customer data
* OAuth token for login-free access

NO.25 Which activities can you perform in the Administration module? Note: There are 2 correct answers to this question.
* Define service workflows.
* Edit Smartform templates.
* Maintain session configuration.
* Perform system monitoring.

NO.26 Which actions can you use in a Business Rule configuration? Note: There are 3 correct answers to this question.
* Delete Report
* Create Requirement
* Build Query
* Delete Object
* Create Object

NO.27 As an administrator, you can maintain settings at different levels within an account. Which statements explain how you apply these settings? Note: There are 2 correct answers to this question.
* You apply company-level settings to all databases.
* You apply company-level settings to a specific database.
* You apply account-level settings to all databases.
* You apply account-level settings to a specific database.

NO.28 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.
* Check the availability of the technician.
* Drop the activity onto the technician.
* Click and release the assignment.
* Identify a suitable technician by skills.

NO.29 What objects can you create/update in MDM module? Note: There are 3 correct answers to this question.

* Service Call
* Service Contract
* Equipment
* Activity
* Business Partner

NO.30 Which module in SAP Field Service management is used to create documentation and guidelines for Service Execution?
* Master Data
* Smartforms and Feedback
* Administration
* Planning and Dispatching

NO.31 What is correct regarding user permissions? Note: There are 2 correct answers to this question.
* Users are assigned to user groups
* User groups are assigned to permissions
* Permissions are assigned to user groups
* Users are assigned to permissions

NO.32 What information is stored in the QR code used in the Customer Self-Service portal?
* Customer Self-Service portal URL
* Equipment specific short URL
* SAP Field Service Management URL
* Moment-Sets specific short URL

NO.33 Which actions are possible with the data loader? Note: There are 2 correct answers to this question.
* Export
* Choose Data update option
* Enable data validation
* Generate sample upload file

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