

## C-C4H520-02 Exam Dumps Free Test Engine Verified By SAP Certified Application Associate Certified Experts [Q36-Q56]



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C-C4H520-02 Exam Certification Details:

Duration:180 minsCut Score:61%Exam:80 questions

**Q36.** Who Typically creates Smartform Templates in SAP Field Service management? Choose the correct answer.

- \* BackOffice Administrator
- \* Field Coordinator
- \* Service Engineer
- \* End Customer

**Q37.** Which Scenario do you need a service call instead of an activity in SAP Field Service management? Note:

There are 2 correct answers to this question.

- \* When you need to set up a meeting with a customer
- \* When you need to record a problem for a customer
- \* When you need to send an Engineer to the customer
- \* When you need to plan an Appointment at the Customer

**Q38.** What needs to be done to view the activity on the mobile device? Note: There are 2 correct answers to this question.

- \* The dispatcher needs to release the assignment
- \* The activity has to be assigned to the technician
- \* The service call needs to be assigned
- \* The activity needs to be in status finished

**Q39.** How do you activate the integrated Checkout feature in SAP Field Service management Mobile App?

Note: There are 3 correct answers to this question.

- \* Configure Checkout workflow step
- \* Create Custom Business Rules
- \* Adjust Cloud Account settings
- \* Activate Permissions
- \* Enable Company Settings

**Q40.** 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

**Q41.** 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

**Q42.** In which scenario of Service engagement does SAP Field service management primarily provide capabilities to complement?

Choose the correct answer.

- \* High Touch
- \* No Touch
- \* Video Chat
- \* E-mail Interaction

**Q43.** What does the dispatcher need to do when searching for a technician in the planning board? Choose the correct answer.

- \* Use a filter
- \* Use a business rule
- \* Use a UDF

**Q44.** For which steps of the end-to-end service process is SAP Field Service Management responsible? Note: There are 2 correct answers to this question.

- \* Mobile service execution

- \* Ticket and case creation
- \* Workforce management
- \* Customer feedback management

**Q45.** What does a report template contain? Note: There are 3 correct answers to this question.

- \* Translation Files
- \* Style Files
- \* Images
- \* Integration files
- \* Output Templates

**Q46.** How would a field service technician update the service assignment Status? Choose the correct answer.

- \* By opening the Service assignments.
- \* By navigating to the address on the Service assignments.
- \* By Setting the relevant workflow step
- \* By adding a checklist

**Q47.** What are some functionalities of the SAP Field Service Management solution? Note: There are 2 correct answers to this question.

- \* Customer self-service
- \* Service level agreement
- \* Automated scheduling
- \* Ticket routing rules

**Q48.** What objects can you create/update in MDM module? Note: There are 3 correct answers to this question.

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

**Q49.** What options does a technician have to record travel time against an activity in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.

- \* From the Equipment menu after checkout
- \* From the activity record after the workflow step is set to Finished
- \* From the Efforts menu by selecting the activity object type
- \* From the Home page menu by creating a manual entry
- \* From the activity menu by creating a manual entry

**Q50.** As a technician, you just have completed a job. you now need to book a second visit for the Customer.

What option is available in SAP Field service mobile App for you to do this? Choose the correct answer.

- \* Create a follow up activity from the Smart form page
- \* Create a follow up activity from the Expenses page
- \* Create a follow up activity from the Efforts page
- \* Create a follow up activity from within the Service call.

**Q51.** What object is bidirectional when integrating FSM with C4C? Choose the correct answer.

- \* Activity
- \* Service Contract

- \* Equipment
- \* Item

**Q52.** In Which steps of the end to end service process does SAP Field service management contribute to the overall customer experience? Note: There are 2 correct answers to this question.

- \* Customer Feedback Management
- \* Mobile Field service execution
- \* Parts Logistics
- \* Workforce management

**Q53.** 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.

- \* You must have Moment-Sets defined for equipment.
- \* You must have auto-release of assignments.
- \* You must have equipment records against your account.
- \* You must have business rules configured.
- \* You must have a portal user account.

**Q54.** What is SAP's approach to integrating SAP S/4HANA Service with SAP Field Service Management?

- \* Cloud-based using SAP Cloud Platform Integration
- \* Cloud-based using the FSM Cloud Connector
- \* On-premise-based using SAP Process Integration
- \* On-premise-based using the SAP CRM middleware

**Q55.** How would a field service technician update the service assignment status?

- \* By opening the service assignments
- \* By setting the relevant workflow step
- \* By navigating to the address on the service assignments
- \* By adding a checklist

**Q56.** Which functionality is possible when the Smartform template is set to Translation status?

- \* The template can be edited.
- \* The template can be assigned to an activity.
- \* The template can be exported in XML format.
- \* The template can be assigned to an equipment.

## SAP C-C4H520-02 Certification Exam Topics:

Topic Areas  
Topic Details, Courses, Books  
**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 Crowd Workforce < 8%** Explain the basic concept of Crowd service and the benefits it brings into SAP Field Service Management. C4H520 (SAP FSM 2005) **Mobile SAP Field Service Management application > 12%** Explain the features of mobile Field Service Management

application and know how to accept, execute and close a service call. C4H520 (SAP FSM 2005) **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) **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 **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

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