

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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