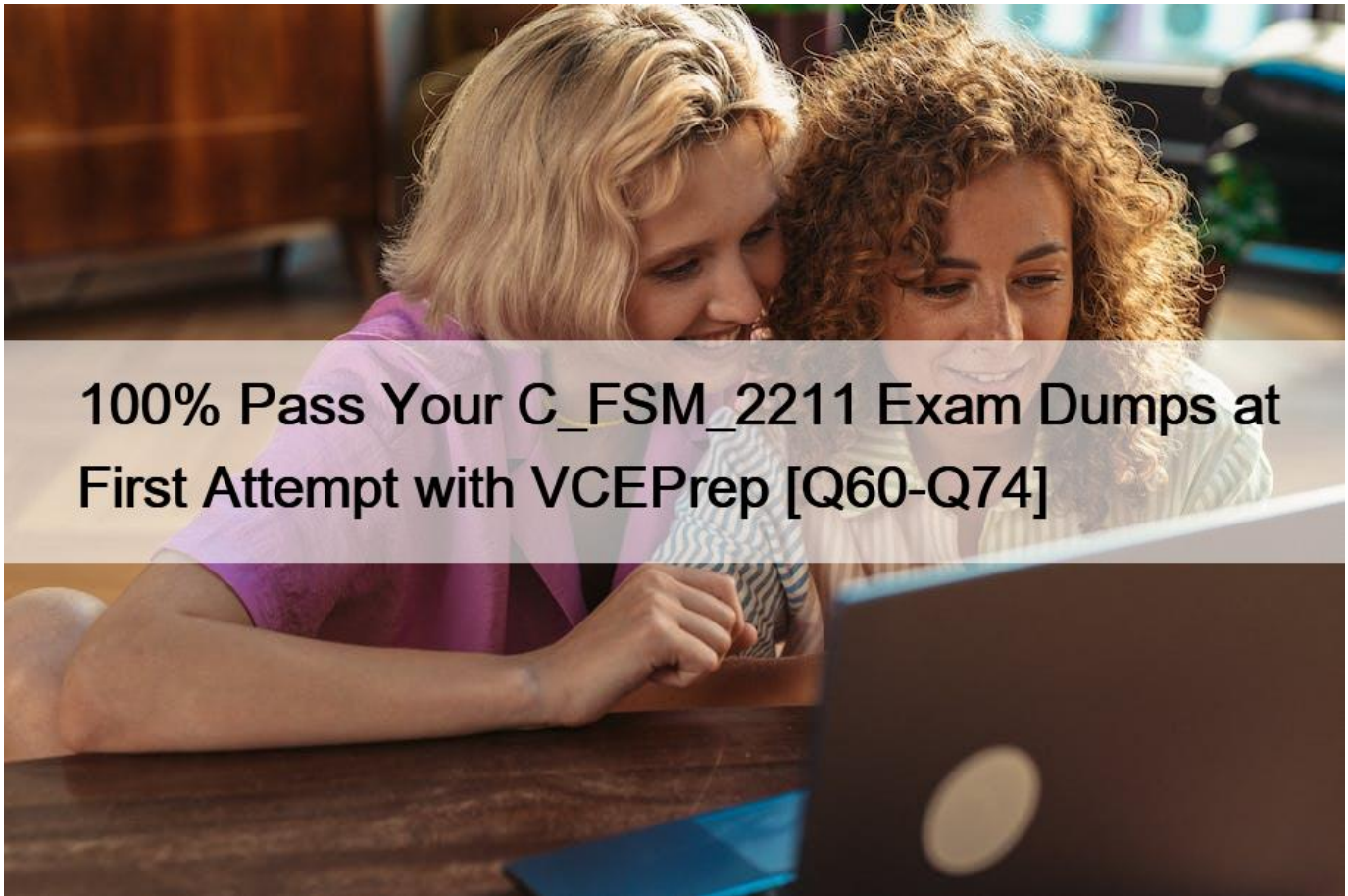


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SAP C_FSM_2211 Exam Syllabus Topics:

Topic 1- Outline the use cases of Smartforms and how to create and use them- Explain the basic concepts of integration between SAP Field Service Management
Topic 2- Know the main architectural components as well as the basic features of the administration module- Explain the entire end-to-end execution steps starting from consumer self-service
Topic 3- Explain where to find analytic reports in SAP Field Service Management- Outline the features of Planning and Dispatching and know how to create and assign a service call
Topic 4- Mobile SAP Field Service Management application- Know the advantages of using business rules and how to apply them for different use cases
Topic 5- Explain the basic concept of Crowd service- Explain the features of mobile Field Service Management application and know how to accept

NEW QUESTION 60

Which business objects permissions do you need to enable to use the Time and Material journal? Note: There are 2 correct answers

to this question.

- * EXPENSE
- * MILEAGE
- * WORKTIME
- * ACTIVITY

NEW QUESTION 61

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

NEW QUESTION 62

How can a developer update a record in SAP Field Service Management through the API?

- * Using a REST-based service
- * Using an OData service
- * Using an RFC-enabled service
- * Using a SOAP-based service

NEW QUESTION 63

Which prerequisites are necessary to integrate SAP Field Service Management with SAP Analytics Cloud?

Note: There are 2 correct answers to this question.

- * Delete recent browser history and cookies.
- * Allow browser cookie settings to accept sapbusinessobjects.cloud.
- * Set CoreSystems.FeatureFlag.AR.SAC.Enabled to TRUE.
- * Set REPORTDATA UI Permission to VISIBLE.

NEW QUESTION 64

Which action in the Time and Material journal allows an approver to send the material record back to the technician to resubmit?

- * Decline
- * Review
- * Duplicate
- * Request change

NEW QUESTION 65

What can you select creating a dashboard report? Note: There are 3 correct answers to this question.

- * Chart Title
- * Chart Category
- * Sample Chart
- * Chart Type
- * Visualization Type

NEW QUESTION 66

Which objects can be synchronized and viewed on the mobile app?

- * Activity, Project, Opportunities
- * Project, Skills, Service Call
- * Activity, Service Call, Quotations
- * Activity, Business Partner, Skills

NEW QUESTION 67

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

NEW QUESTION 68

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

NEW QUESTION 69

How can you create a service call in SAP Field Service management? Note: There are 3 correct answers to this question.

- * Manually in the Web Application with in the master data
- * Automatically when submitting a new service call from the Self-Service Portal
- * Manually in Web Application within Planning and dispatching
- * Automatically Via the cloud connector from an SAP ERP On-premise system
- * Automatically via the cloud connector from an SAP CRM on-premise system

NEW QUESTION 70

What does a report template contain?

Note: There are 3 correct answers to this question.

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

NEW QUESTION 71

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.

NEW QUESTION 72

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

NEW QUESTION 73

Your customer has integrated SAP Field Service Management with SAP S/4HANA. How can they achieve a working service process flow?

- * Create the service request in SAP Field Service Management, dispatch and execute in SAP S/4HANA, and then send the service confirmations to SAP Field Service Management.
- * Create the service request in SAP Field Service Management, dispatch and execute in SAP Field Service Management, and then send the service confirmations to SAP S/4HANA.
- * Create the service request in SAP S/4HANA, dispatch and execute in SAP Field Service Management, and then send service confirmations to SAP S/4HANA.
- * Create the service request in SAP S/4HANA, dispatch and execute in SAP S/4HANA, and then send service confirmations to SAP Field Service Management.

NEW QUESTION 74

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

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

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