

SAP

C_C4H520_02 Exam

**Certified Application Associate - SAP Field Service
Management 2005**



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Question: 1

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.

- A. You apply account-level settings to all databases.
- B. You apply account-level settings to a specific database.
- C. You apply company-level settings to all databases.
- D. You apply company-level settings to a specific database.

Answer: A, D

Question: 2

What are the SAP Field Service Management service call statuses that can be mapped to ERP? Note: There are 3 correct answers to this question.

- A. Ready to Plan
- B. Planned
- C. Technically Complete
- D. Cancelled
- E. Released

Answer: A, C, D

Question: 3

How can you translate a Smartform?

- A. Select the translation language within the designer.
- B. Export it to XML, translate, and upload.
- C. Download it to Microsoft Word, translate, and then upload.
- D. Maintain the translation of the Smartform in the company settings.

Answer: B

Question: 4

What are the components of a trigger in a business rule? Note: There are 3 correct answers to this question.

- A. Action
- B. Conditions
- C. Execution count
- D. Event
- E. Variables

Answer: B, D, E

Question: 5

Where can you reference custom fields in a business rule? Note: There are 3 correct answers to this question.

- A. Object type
- B. Permissions
- C. Variables
- D. Actions
- E. Conditions

Answer: C, D, E

Question: 6

How can you set up authorizations in the Administration module in SAP Field Service Management? Note: There are 2 correct answers to this question.

- A. Assign user groups to permissions.
- B. Assign permissions to user groups.
- C. Assign user groups to users.
- D. Assign users to permissions.

Answer: B, C

Question: 7

Which of the following activities are carried out by a crowd owner within the Single Tenant Crowd Service? Note: There are 3 correct answers to this question.

- A. Review company certificates.
- B. Approve technician skills.
- C. Review and close assignments.
- D. Accept an assignment.
- E. Register a partner company.

Answer: A, B, E

Question: 8

Which actions are available for a technician within an activity record? Note: There are 3 correct answers to this question.

- A. Send as E-Mail
- B. Edit Business Partner
- C. Create Effort
- D. Create Equipment
- E. Add Smartform

Answer: C, D, E

Question: 9

How would a field service technician update the service assignment status?

- A. By opening the service assignments
- B. By setting the relevant workflow step
- C. By navigating to the address on the service assignments
- D. By adding a checklist

Answer: B

Question: 10

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.

- A. Click and release the assignment.
- B. Check the availability of the technician.
- C. Drop the activity onto the technician.
- D. Identify a suitable technician by skills.

Answer: A, B

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