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Question 1

Question Type: MultipleChoice

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.

Options:

- 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

Question 2

Question Type: MultipleChoice

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

Options:

- 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 3

Question Type: MultipleChoice

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

Options:

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

Answer:

C, D, E

Question 4

Question Type: MultipleChoice

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.

Options:

- 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 5

Question Type: MultipleChoice

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

Options:

- 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 6

Question Type: MultipleChoice

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

Options:

- A- Object type
- B- Permissions
- C- Variables
- D- Actions

E- Conditions

Answer:

C, D, E

Question 7

Question Type: MultipleChoice

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

Options:

A- Action

B- Conditions

C- Execution count

D- Event

E- Variables

Answer:

B, D, E

Question 8

Question Type: MultipleChoice

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

Options:

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

Answer:

C, D, E

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

C, D, E

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