Question 1

Where in the SAP Field Service Management Mobile App can you capture Customer Signature? Note: There are 2 correct answers to this question.

Options:

A- Checkout Report

B- Service Call

C- Business Partner

D- Smartform

Answer:

A, D

Question 2

What is the purpose of a visibility condition in Smartforms? Note: There are 2 question.

Options:

A- It is used to hide specific elements.

B- It is used to change Smartform mode from development to active.

C- It is used to hide specific chapters.

D- It is used to hide a Smartform from the mobile device.

Answer:

A, C

Question 3

Question Type: **MultipleChoice**

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.

Options:

A- EXPENSE

B- MILEAGE

C- WORKTIME

D- ACTIVITY

Answer:

A, B

Question 4

Question Type: MultipleChoice

Which statements apply to Reserved Material? Note: There are 2 correct answers to this question

Options:

A- Is used to book material in advance for a technician

B- Enabling stock integration with ERP for standalone scenarios

C- Organization of parts for a particular activity and reservation of stock

D- Reserve parts for service call reporting

Answer:

A, C

Question 5

Question Type: **MultipleChoice**

Which aspect of SAP Field Service Management helps businesses to expand their service area beyond their own list of qualified technicians?

Options:

A- Customer Self-Service

B- Crowd Service

C- Service Contracts

D- Service Maps

Answer:

B

Question 6

Question Type: **MultipleChoice**

Which Customer steps are part of SAP Field Service management Self-service? Note: There are 3 correct answers to this question.

Options:

A- Record the Progress of the Incident

B- Scan a QR Code

C- Record the incident via the website

D- Monitor the Execution Stage

E- Assign parts to the incident

Question 7

Question Type: MultipleChoice

After an existing template has been modified and released, what options are given to the user? Note There are 2 correct answers to this question.

Options:

A- Deactivate other versions.

B- Delete other versions.

C- Reactivate other versions.

D- Export other versions.

Answer:

A, B

Question 8

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.

Options:

A- Standard Checkout

B- Save Efforts

C- Complete Smartform

D- Group Checkout

Answer:

D

Question 9

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

Options:

A- On-premise-based using the SAP CRM middleware

B- Cloud-based using SAP Cloud Platform Integration

C- On-premise-based using SAP Process Integration

D- Cloud-based using the FSM Cloud Connector

Answer:

B

Question 10

Question Type: **MultipleChoice**

For which of the following steps in the service call lifecycle is the dispatcher typically responsible? Note: There are 2 correct answers to this question.

A- Perform the activity checkout.

B- Set the service call to Finished.

C- Set the service call to Technically Completed.

D- Release the assignment.

Answer:

B, D

Question 11

Question Type: **MultipleChoice**

Which of the following styles is available on a label element in Smartforms and Feedback?

Options:

A- Strikethrough

B- Bold

C- Italicize

D- Underline

Answer:

B