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SAP C_FSM_2211

SAP Certified Associate - SAP Field Service Management

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Question: 1

What object is bidirectional when integrating FSM with C4C? Choose the correct answer.

- A. Service Contract
- B. Service call
- C. Equipment Item
- D. Activity

Answer: D

Question: 2

What can you do with a picker element within Smartforms? Note: There are 2 correct answers to this question.

- A. You can use it to pick PNG files.
- B. You can link two picker elements together.
- C. You can link picker and attachment elements together.
- D. You can use it to select an object from a list.

Answer: B D

Question: 3

Which of the following are valid statuses for Smartform?

- A. New, Editing, Archived
- B. New, Editing, Released
- C. Editing, Deactivated, Released
- D. Editing, Translation, Closed

Answer: C

Question: 4

As an administrator, which actions can you take on the Time and Material journal tab? Note: There are 3 correct answers to this question.

- A. Close
- B. Delete
- C. Review
- D. Release
- E. Approve

Answer: B C E

Question: 5

What is correct regarding user permissions? Note: There are 2 correct answers to this question.

- A. Users are assigned to user groups
- B. User groups are assigned to permissions
- C. Permissions are assigned to user groups
- D. Users are assigned to permissions

Answer: A C

Question: 6

Which object corresponds to service call in C4C? Choose the correct answer.

- A. Sales Order
- B. Ticket
- C. Ibase
- D. Service Request

Answer: B

Question: 7

What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.

- A. Crowd workers can reschedule assignments within a set time frame
- B. Intelligent scheduling to determine the best qualified technician
- C. Configurable onboarding platform to invite partners
- C. Crowd workers can accept or reject assignments within a set time frame
- D. Automatic determination of activity effort and materials consumed

Answer: A C D

Question: 8

Which of the following are data object types that There are 3 correct answers to this question.

- A. Item
- B. Service call
- C. Smartform
- D. Equipment
- E. Service contract

Answer: A D E

Question: 9

How can you translate a Smartform?

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

Answer: C

Question: 10

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

Answer: C D E



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