



QUESTION & ANSWER

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Exam : **C_FSM_2211**

Title : SAP Certified Application
Associate - SAP Field
Service Management

Version : DEMO

1.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.

- A. You can use it to define and upload new custom data objects.
- B. You can use it to download a template for a selected data object type.
- C. You can use it to upload a formatted and populated data record file.
- D. You can use it to download a list of master data object records.

Answer: A, B

2.Which objects can you approve using the Time and Material journal? Note: There are 3 correct answers to this question.

- A. Work time
- B. Quotation
- C. Efforts
- D. Mileage
- E. Expenses

Answer: C, D, E

3.For which steps of the end-to-end service process is SAP Field Service Management responsible? Note: There are 2 correct answers to this question.

- A. Customer feedback management
- B. Mobile service execution
- C. Workforce management
- D. Ticket and case creation

Answer: B, C

4.What information is stored in the QR code used in the Customer Self-Service portal?

- A. Customer Self-Service portal URL
- B. Equipment specific short URL
- C. SAP Field Service Management URL
- D. Moment-Sets specific short URL

Answer: B

5.Which customizations are possible with the Screen Configuration feature? Note: There are 3 correct answers to this question.

- A. Used to display, hide, sort, and group fields
- B. Can be used for field validation expressions
- C. Can only be defined for mobile screens
- D. Can define color coding
- E. Able to display custom translations

Answer: A, B, E