[Dec-2023 C-FSM-2211 Exam Dumps - Free Demo & 365 Day Updates [Q53-Q77
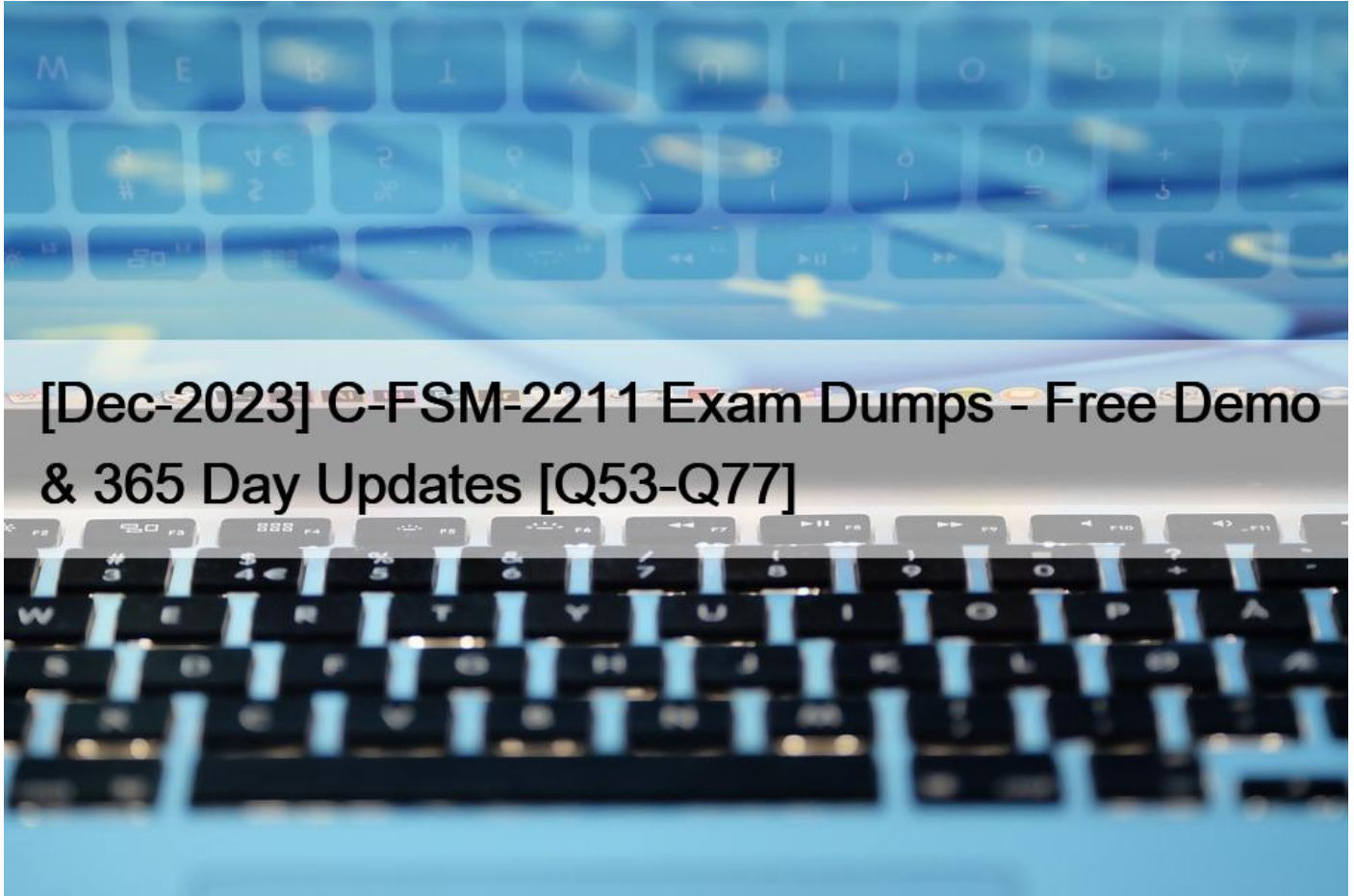

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NO.53 What does a report template contain?

Note: There are 3 correct answers to this question.
* Output Templates
* Images
* Style Files
* Integration files
* Translation Files

NO.54 Where can you define the user access to the SAP Field Service management Mobile app? Choose the correct answer.
* In the SAP Field Service management Crowd Service Marketplace
* In the SAP Field Service management Mobile app
* In the SAP Field Service Management Web App
* In the SAP Field Service management Self-Service Portal

NO.55 What options does a technician have to record travel time against an activity in the SAP Field Service Management mobile app? Note: There are 3 correct answers to this question.
* From the Home page menu by creating a manual entry
* From the Equipment menu after checkout
* From the activity menu by creating a manual entry
* From the activity record after the workflow step is set to Finished
* From the Efforts menu by selecting the activity object type

NO.56 Which customizations are possible with the Screen Configuration feature? Note: There are 3 correct answers to this question.
* Used to display, hide, sort, and group fields
* Can be used for field validation expressions
* Can only be defined for mobile screens
* Can define color coding
* Able to display custom translations

NO.57 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.
* Customer feedback management
* Mobile service execution
* Workforce management
* Ticket and case creation

NO.58 In Which steps of the end to end service process does SAP Field service management contribute to the overall customer experience?

Note: There are 2 correct answers to this question.
* Workforce management
* Parts Logistics
* Customer Feedback Management
* Mobile Field service execution

NO.59 As an administrator, which actions can you take on the Time and Material journal tab? Note: There are 3 correct answers to this question.
* Close
* Delete
* Review
* Release
* Approve

NO.60 What are some of the SAP Crowd Service capabilities? Note: There are 3 correct answers to this question.
* Crowd workers can reschedule assignments within a set time frame
* Intelligent scheduling to determine the best qualified technician
* Configurable onboarding platform to invite partners
* Crowd workers can accept or reject assignments within a set time frame
* Automatic determination of activity effort and materials consumed

NO.61 What objects can you create/update in MDM module? Note: There are 3 correct answers to this question.
* Service Call
* Service Contract

* Equipment
* Activity
* Business Partner

NO.62 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.
* Check the availability of the technician.
* Drop the activity onto the technician.
* Click and release the assignment.
* Identify a suitable technician by skills.

NO.63 Which chart types are available in settings to create a report? Note: There are 3 correct answers to this question.
* Column
* Line
* Area
* Pie
* Scatter

NO.64 What are the typical steps you perform in the planning and dispatching App? Note: There are 2 correct answers to this question.
* Create Equipment
* Update contacts
* Assign Technicians
* Approve Efforts

NO.65 Which statement best describes the possibility to export offline data from the mobile app?
* Offline data can be exported as soon as you have access to the mobile app.
* Offline data can be exported from the mobile app with administrator authorization.
* Offline data remains encrypted on the device and CANNOT be exported from the mobile app.
* Offline data can be exported from the mobile app with technician authorization.

NO.66 What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.
* Use pre-assembled queries.
* Modify an existing query or create a new query.
* Import queries.
* Use pre-assembled reports.

NO.67 What can you do using the data loader in the Master Data module? Note: There are 3 correct answers to this question.
* Create data records.
* Merge data records.
* Delete data records.
* Overwrite data records.
* Read data records.

NO.68 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.
* Released
* Ready to Plan

* Cancelled
* Technically Complete
* Planned

NO.69 Which aspect of SAP Field Service Management helps businesses to expand their service area beyond their own list of qualified technicians?
* Customer Self-Service
* Crowd Service
* Service Contracts
* Service Maps

NO.70 What can you use to create and manage different absence and reservation types in order to accurately reflect a technician’s availability?
* Time slots
* Assignment
* Service call
* Activity

NO.71 Which of the following are activities that you can perform in the Master Data module for standalone versions of SAP Field Service Management? Note: There are 3 correct answers to this question.
* Import data from external systems.
* Manage master data in an ERP system.
* Export data for backup and archiving.
* Query data for reporting purposes.
* Create new data object records.

NO.72 What statements are correct regarding company types? Choose the correct answer.
* Usage of ERP Master data in ERP scenario
* Reserved material as organization of parts for a particular activity and reservation of stock
* Inventory Management can be used in standalone scenarios
* Define value mapping for product types

NO.73 Your customer has integrated SAP Field Service Management with SAP S/4HANA. How can they achieve a working service process flow?
* Create the service request in SAP Field Service Management, dispatch and execute in SAP S/4HANA, and then send the service confirmations to SAP Field Service Management.
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* Create the service request in SAP S/4HANA, dispatch and execute in SAP S/4HANA, and then send service confirmations to SAP Field Service Management.

NO.74 Which module in SAP Field Service management is used to create documentation and guidelines for Service Execution?
* Master Data
* Smartforms and Feedback
* Administration
* Planning and Dispatching

NO.75 What are prerequisites when integrating FSM with SAP CRM? Note: There are 2 correct answers to this question.

* Define value mapping for product types
* Define Moment set
* Configure workflow step
* Setup IFIows in CPI

NO.76 What needs to be done for the service call by the dispatcher at the end? Note: There are 2 correct answers to this question.
* Set Status to Finished
* Edit Reserved material
* Approve EMME
* Set Status to technically complete

NO.77 What are some of the available options to create dashboard reports? Note: There are 2 correct answers to this question.
* Use Pre-assembled Reports
* Import Report Templates
* Use Pre-assembled queries
* Import Queries

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