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Question 1

Question Type: MultipleChoice

What are some of the main security characteristics of the SAP Field Service Management mobile app? Note: There are 2 correct answers to this question.

Options:

- A- Advanced perimeter security
- B- SSL-secured communication
- C- Full backup protection of customer data
- D- OAuth token for login-free access

Answer:

B, C

Question 2

Question Type: MultipleChoice

Which functionality is possible when the Smartform template is set to Translation status?

Options:

- A- The template can be assigned to an activity.
- B- The template can be exported in XML format.
- C- The template can be assigned to an equipment.
- D- The template can be edited.

Answer:

B, D

Question 3

Question Type: MultipleChoice

What can you select creating a dashboard report? Note: There are 3 correct answers to this question.

Options:

- A- Chart Title
- B- Chart Category
- C- Sample Chart
- D- Chart Type
- E- Visualization Type

Answer:

A, C, D

Question 4

Question Type: MultipleChoice

Your customer has integrated SAP Field Service Management with SAP S/4HAN

Options:

A- How can they achieve a working service process flow?

A- 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.

B- Create the service request in SAP Field Service Management, dispatch and execute in SAP Field Service Management, and then send the service confirmations to SAP S/4HANA.

C- Create the service request in SAP S/4HANA, dispatch and execute in SAP Field Service Management, and then send service confirmations to SAP S/4HANA.

D- 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.

Answer:

C

Question 5

Question Type: MultipleChoice

What aspect of SAP Field service management helps meet customer expectations for real time services.

Choose the correct answer..

Options:

- A- SAP Field service management company
- B- SAP Field service management Customer Self-Service
- C- SAP Field Service management Account Service
- D- SAP Field Service Management Crowd Service

Answer:

D

Question 6

Question Type: MultipleChoice

Which aspect of Self-Service Configuration allows a customer to create a service request? Choose the correct answer.

Options:

- A- Workflow assignments

B- Moment-sets

C- Branding

D- QR Codes

Answer:

D

Question 7

Question Type: MultipleChoice

Which statement best describes the possibility to export offline data from the mobile app?

Options:

A- Offline data can be exported as soon as you have access to the mobile app.

B- Offline data can be exported from the mobile app with administrator authorization.

C- Offline data remains encrypted on the device and CANNOT be exported from the mobile app.

D- Offline data can be exported from the mobile app with technician authorization.

Answer:

C

Question 8

Question Type: MultipleChoice

Which actions are possible with the data loader? Note: There are 2 correct answers to this question.

Options:

A- Export

B- Choose Data update option

C- Enable data validation

D- Generate sample upload file

Answer:

B, D

Question 9

Question Type: MultipleChoice

Which features are available in the Smartform designer? Note: There are 3 correct answers to this question.

Options:

- A- Copy template
- B- Preview report
- C- Import translations
- D- Design new icons
- E- Create custom elements

Answer:

A, B, C

Question 10

Question Type: MultipleChoice

As an administrator, you can maintain settings at different levels within an account. Which statements explain how you apply these settings? Note: There are 2 correct answers to this question.

Options:

- A-** You apply company-level settings to all databases.
- B-** You apply company-level settings to a specific database.
- C-** You apply account-level settings to all databases.
- D-** You apply account-level settings to a specific database.

Answer:

B, C

Question 11

Question Type: MultipleChoice

What are the key advantages of utilizing the SAP Field Service management Self-Service? Note: There are 2 correct answers to this question.

Options:

- A-** Interactive Dialogue using AI chatbot allows for No touch service scenarios
- B-** QR code scanning helps you to easily identify the affected Appliance
- C-** Smart forms help you structure your service processes
- D-** Online capabilities help you to capture electronic signatures

Answer:

A, B

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