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Question 1

Question Type: MultipleChoice

Which activities can you perform in the Administration module? Note: There are 2 correct answers to this question.

Options:

- A- Define service workflows.
- B- Edit Smartform templates.
- C- Maintain session configuration.
- D- Perform system monitoring.

Answer:

A, C

Question 2

Question Type: MultipleChoice

Who Typically creates Smartform Templates in SAP Field Service management? Choose the correct answer.

Options:

- A- End Customer
- B- Field Coordinator
- C- Service Engineer
- D- BackOffice Administrator

Answer:

D

Question 3

Question Type: MultipleChoice

Which action in the Time and Material journal allows an approver to send the material record back to the technician to resubmit?

Options:

- A- Decline
- B- Review
- C- Duplicate
- D- Request change

Answer:

D

Question 4

Question Type: MultipleChoice

What object corresponds to the service call in ERP? Choose the correct answer

Options:

- A- Service Contract

- B- Quotation
- C- Sales Order
- D- Service Order

Answer:

D

Question 5

Question Type: MultipleChoice

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.

Options:

A- Workforce management

- B-** Parts Logistics
- C-** Customer Feedback Management
- D-** Mobile Field service execution

Answer:

C, D

Question 6

Question Type: MultipleChoice

How are labels used within the Smartforms and Feedback module?

Options:

- A-** To filter the list of Smartforms
- B-** To add a label to be used as reference by the field engineer
- C-** To act as a reference for generating a Smartform report
- D-** To identify the elements in the Smartform

Answer:

A

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