

# Latest Version: 7.0

## Question: 1

How does the integration scenario with S/4HANA look like? Choose the correct answer.

- A. Service request is created in S4/HANA, planning and dispatching is done in FSM and execution is done via FSM Mobile app
- B. Service request is created in FSM, planning and dispatching is done in FSM and execution is done via FSM Mobile app
- C. Service request is created in FSM, planning and dispatching is done in S/4HANA and execution is done via FSM Mobile app
- D. Service request is created in S4/HANA, planning and dispatching is done in S/4HANA and execution is done via S/4HANA Mobile app

**Answer: A**

## Question: 2

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

- A. Sales Order
- B. Service Order
- C. Service Contract
- D. Quotation

**Answer: B**

## Question: 3

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

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

**Answer: A**

### Question: 4

Which web service is used when integrating FSM? Choose the correct answer.

- A. REST
- B. SOAP
- C. XML-RPC
- D. R2D2

**Answer: A**

### Question: 5

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

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

**Answer: A**

### Question: 6

Which actions can you use in a Business Rule configuration? Note: There are 3 correct answers to this question.

- A. Delete Object
- B. Delete Report
- C. Create Object
- D. Build Query
- E. Create Requirement

**Answer: A B C**

### Question: 7

What are prerequisites when integrating FSM with SAP CRM? Note: There are 2 correct answers to this question.

- A. Define value mapping for product types
- B. Setup IFlows in CPI

**Answer: A B**

### Question: 8

Which of the following elements can be used in Smart forms? Note: There are 3 correct answers to this question.

- A. Picker, Series, Status, Text Input
- B. Picker, Description, Series, Status
- C. Picker, Formula, Series, Status
- D. Status, Series, Attachment, Text Input
- E. Picker, Status, Series, Number Input

**Answer: A D E**

### Question: 9

What is mandatory to fill when creating a smart form? Choose the correct answer.

- A. Category
- B. Version
- C. Label
- D. Revision

**Answer: A**

### Question: 10

How are Labels used within the Smart forms and Feedback Module? Choose the correct answer.

- A. To act as a reference for generating a Smart form Report
- B. To Filter the list of Smart forms.
- C. To add a label to be used as reference by the Field Engineer
- D. To identify the elements in the smart form.

**Answer: B**