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C_FSM_2601

ExamName: SAP Certified - SAP Field Service Management

Exam Version: 6.0

Questions & Answers Sample PDF

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Question 1. (Multi Select)

Which of the following statements are correct?

There are two correct answers.

- A: Roles define what the user can do on account level.
- B: Admin Policy Groups define what the user can do on account level.
- C: Admin Policy Groups define what the user can do on company level.
- D: Roles define what the user can do on company level.

Answer: A, C

Explanation:

- Roles in SAP FSM are assigned to users and control what actions a user can perform on the account level (like access to modules, features, or global permissions).
- Admin Policy Groups are applied at the company level and determine what users can do within that company, including field service settings, approvals, and configuration access.

Question 2. (Single Select)

The Field Service Management Cloud and mobile apps have no limitations in terms of overall database size (data and attachments) and the amounts of records in tables/DTOs.

Choose the correct answer.

- A: True
- B: False

Answer: B

Explanation:

While SAP FSM is cloud-based and scalable, it does have practical limitations on:

- Database size (both data and attachments)
- Number of records in tables/DTOs

- Performance and storage considerations mean you cannot have unlimited data, even if the system is cloud-hosted.

Question 3. (Single Select)

The Service Workflow guides a dispatcher in the process from creating to dispatching and closing service orders.

Choose the correct answer.

- A: True
- B: False

Answer: B

Question 4. (Single Select)

How can you use Analytics Dashboards in SAP Field Service Management?

Choose the correct answer.

- A: Generate reports using JasperSoft or HTML templates.
- B: Drill down into the data and show results with customized visualization.
- C: Present Key Performance Indicators by using Charts.

Answer: C

Explanation:

- Analytics Dashboards in FSM are primarily designed to present KPIs to managers and stakeholders.
- They allow you to visualize key metrics through charts and graphs, giving a quick overview of performance.
- Drill-downs and custom visualizations are features of reporting tools, not the standard FSM Analytics Dashboards.
- JasperSoft or HTML templates are used in report generation, not in dashboards.

Question 5. (Multi Select)

Which of the following are ways that reports can be generated in SAP Field Service Management?

There are four correct answers.

- A: Manually on a mobile device
- B: Manually on the FSM web interface
- C: Automatically by a business rule
- D: Automatically by using an API call

Answer: A, B, C, D

Explanation:

- Reports in FSM can be generated manually via the mobile app or web interface, and automatically via business rules or API integrations.
- These four options cover the complete set of report generation methods.

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