



C_TCRM20_72^{Q&As}

SAP Certified Application Associate - CRM Fundamentals with SAP
CRM 7.0 EHP2

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QUESTION 1

Which of the following describes an accurate SAP CRM user interface strategy?

Note: There are 3 correct answers to this question.

- A. Administrators use the CRM WebClient UI.
- B. Administrators use the SAP GUI.
- C. Administrators use the People-Centric UI.
- D. Advanced business users use the SAP GUI.
- E. Business users use the CRM WebClient UI.

Correct Answer: ABE

QUESTION 2

How can an SAP end user with the role "Sales Professional" generate a report of all the activities with the status "open"?

Note: There are 2 correct answers to this question.

- A. Create a new interactive report using the application wizard.
- B. Use the SAP InfoSet in the SAP GUI.
- C. Use the search function for activities.
- D. Create a new BI interactive dashboard with a BW query.

Correct Answer: AC

QUESTION 3

Which of the following are key capabilities of the SAP CRM application?

Note: There are 3 correct answers to this question.

- A. Business planning
- B. Field applications
- C. Partner channel management
- D. Analytics
- E. Profitability analysis



Correct Answer: BCD

QUESTION 4

Which tasks can you accomplish using the design layer?

Note: There are 2 correct answers to this question.

- A. Define the colors used in the CRM WebClient UI.
- B. Define table paddings in the CRM WebClient UI.
- C. Change field labels.
- D. Hide certain fields.

Correct Answer: CD

QUESTION 5

A customer plans to implement CRM Field Applications.

Which of the following functions and features are available on the customer's laptop without connecting to the back-end system?

Note: There are 3 correct answers to this question.

- A. Determination of prices and discounts
- B. Determination of product availability
- C. Maintenance of calendar entries
- D. Creation of outbound deliveries
- E. Creation of quotations

Correct Answer: ACE

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