C_TCRM20_72 $^{Q\&As}$

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

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QUESTION 1

What is the purpose of condition maintenance groups in CRM pricing?

A. To determine which condition types can be changed manually within a business transaction

B. To control the condition exclusion logic in business transactions

C. To determine which condition types have to be maintained in SAP CRM and which in SAP ERP

D. To bundle condition tables and condition types for condition maintenance

Correct Answer: D

QUESTION 2

Which of the following are possible influencing factors used in Customizing for item category determination?

Note: There are 3 correct answers to this question.

A. Item category usage

B. Org. data profile

C. Customer/material info record

D. Transaction type

E. Item category group

Correct Answer: ADE

QUESTION 3

Which of the following components of SAP Solution Manager support the implementation phase of an SAP CRM project?

Note: There are 2 correct answers to this question.

A. Implementation and test tools, for example the IMG or the Test Workbench

B. Roadmaps providing links to accelerators and tools that perform project tasks

C. Wizards that support the technical installation of the SAP CRM system

D. Skill-based allocation reports to assign qualified employees to the project

Correct Answer: AB

QUESTION 4

Which of the following are standard CRM Web Channel scenarios?

Note: There are 2 correct answers to this question.

A. Business to Consumer (B2C)

B. Business to Business (B2B)

C. Business to Partner (B2P)

D. Business to Employee (B2E)

Correct Answer: AB

QUESTION 5

You have decided to utilize the product master concepts to capture some new characteristics by using a new product hierarchy.

Which of the following are steps to enhance a product master in SAP CRM with new fields?

Note: There are 3 correct answers to this question.

A. Create new attributes and a set type.

B. Assign a product category to a product master.

C. Assign a set type to a product category.

D. Maintain a product catalogue with a list of characteristics.

E. Assign a new product type to a set type.

Correct Answer: ABC