C_TCRM20_72^{Q&As}

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

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QUESTION 1

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

QUESTION 2

You want to assign a key account manager to a customer.

How can you do this in the standard SAP CRM system?

A. Create a business partner template

B. Create a business partner relationship

C. Create an account hierarchy

D. Create an account classification

Correct Answer: B

QUESTION 3

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 4

Which of the following areas in SAP CRM focuses on an indirect sales process?

A. Web Channel Management

B. Partner Channel Management

C. Live Web Collaboration

D. Lead Management

Correct Answer: B

QUESTION 5

Which assignments do you need to make in Customizing when setting up organizational data determination in business transactions?

Note: There are 2 correct answers to this question.

A. You must assign at least one determination rule to a transaction type.

B. For the "Organizational Model" determination rule type, you have to assign responsibilities directly in the rule.

C. You have to assign an organizational data profile to a transaction type.

D. You must assign at least one determination rule to an organizational data profile.

Correct Answer: CD

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