# C_TCRM20_72 Q&As

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

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**QUESTION 1**

You want to define when an action should be processed, for example, \'immediate\', \'when saving\', or \'using selection report\'.

Which of the following can you use?

A. Start condition

B. Post Processing Framework

C. Processing time

D. Schedule condition

Correct Answer: C

**QUESTION 2**

You have to configure the replication of business objects from SAP ERP to SAP CRM. Which of the following are relevant process steps?

Note: There are 2 correct answers to this question.

A. Define the block size for adapter objects.

B. Monitor downloads via the download monitor.

C. Assign BDocs in the administration console.

D. Activate the replication and realignment queue.

Correct Answer: AB

**QUESTION 3**

A business scenario requires you to create a new customer-specific transaction type for quotations. Which of the following are possible subsequent tasks after you create this transaction type?

Note: There are 2 correct answers to this question.

A. Maintain item category determination.

B. Maintain copying control.

C. Maintain a business context profile.

D. Maintain a dispatching rule policy.

Correct Answer: AB

**QUESTION 4**

Starting with a quotation document, you want to create a follow-up sales order document. Which of the following can you use to influence the copying control for business transactions?

Note: There are 3 correct answers to this question.

A. Copying control for transaction history

B. Copying control for item categories

C. Copying routines using a BAdI

D. Copying control for transaction types

E. Copying control for transaction profile

Correct Answer: BCD

**QUESTION 5**

Which of the following tasks are performed by users assigned to the standard Interaction Center Manager business role?

Note: There are 3 correct answers to this question.

A. Maintain categorization schemas.

B. Manage call lists.

C. Create rule policies.

D. Process the agent inbox.

E. Maintain Internet Transaction Server settings.

Correct Answer: ABC

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