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 can you search for in an SAP CRM B2B Web shop?

Note: There are 3 correct answers to this question.

A. Opportunities

B. Quotations

C. Leads

D. Orders E. Contracts

Correct Answer: BDE

QUESTION 2

What can you do in the SAP CRM Web Channel?

Note: There are 2 correct answers to this question.

A. Create opportunities.

B. Configure products using the Internet pricing and configurator (IPC).

C. Create billing plans.

D. Create orders with reference to a marketing campaign.

Correct Answer: BD

QUESTION 3

You want to download existing SAP ERP customers to SAP CRM.

Which Customizing steps must you perform?

A. Create your own account group for the data transfer from SAP ERP to SAP CRM.

B. Create the business partner account life cycle.

C. Set up the mapping for the classification customer and an account group (PIDE).

D. Set up the same number ranges in both systems (they must be equal).

Correct Answer: C

QUESTION 4

You want to create a product promotion to be used in the Interaction Center or in the Web shop, and want to offer accessories for the new product.

Where do you maintain accessories for the new product?

A. In product master maintenance

B. In Trade Promotion Management

C. In the cross-sell/ up-sell/ down-sell rules

D. In the top n list

Correct Answer: A

QUESTION 5

What are Customizing characteristics for a new transaction type?

Note: There are 2 correct answers to this question.

A. A transaction type can have multiple profiles and procedures assigned to it.

B. A transaction type can have only one leading transaction category.

C. A transaction type must have an item category assigned to it.

D. A transaction type can have multiple internal number range object assignments.

Correct Answer: AB

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