



# C\_TCRM20\_73<sup>Q&As</sup>

SAP Certified Application Associate - CRM Foundation with SAP CRM  
7.0 EhP3

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**QUESTION 1**

You are tasked with creating an Organizational Model in SAP CRM. The client wants to use both Sales and Service in SAP CRM, and logistics in SAP ERP. One of the organization element is called "Singapore Sales and Services". Which of the following are relevant questions to ask the client?

There are 2 correct answers to this question.

Response:

- A. Is the SAP CRM Org model to be used via RFC calls from SAP ERP? This would allow us to keep only the SAP CRM Org model and not to create an ERP Org model at all.
- B. Is the Org model to be used in automatic org determination in SAP CRM?
- C. Do we want the same Org model to be used for both Sales and Service or should we create Service Org model and a Sales Org model separately in SAP CRM?
- D. Is the Org model cannot used in an automatic org determination in SAP CRM?

Correct Answer: BC

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**QUESTION 2**

For which of the given processes is CRM Billing required for invoicing?

There are 3 correct answers to this question.

Response:

- A. Service parts management
- B. Service order management
- C. Financial service and leasing
- D. Intellectual Property Management
- E. Sales order management

Correct Answer: ACD

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**QUESTION 3**

Which of the following are functional enhancements of the Service Contract that generate follow-up documents at specified points in time as individual or periodic scheduling?

Please choose the correct answer.

Response:



- A. Service Orders
- B. Service Plans
- C. Service level agreements

Correct Answer: B

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#### QUESTION 4

Which of the following type of condition is not used by CRM actions?

Please choose the correct answer.

Response:

- A. Start Condition
- B. Schedule Condition
- C. Execute Condition
- D. Stop Condition

Correct Answer: B

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#### QUESTION 5

Which assignments in customizing can be implemented when setting up Organization data determination in business transactions?

Please choose the correct answer.

Response:

- A. An organization data profile has to be assigned to the transaction type.
- B. A determination rule has to be assigned to a transaction type
- C. For determination rule type `Org Model\\`, responsibilities have to be assigned directly in the rule.

Correct Answer: A

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