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QUESTION 1

Which capabilities are offered by partner processing within SAP CRM?

(Choose correct answer)

Response:

A. Partner processing determines which internal and external partners are involved.

B. Partner processing which sources the system should search to find the involved partners.

C. Partner processing determines which partners are mandatory within business transactions.

D. Rest all answers are correct

Correct Answer: D

QUESTION 2

Which of the following statements regarding marketing attributes are correct?

There are 2 correct answers to this question.

Response:

A. Marketing attributes can be assigned to a business partner.

B. Marketing attributes can be used in the SAP CRM Web Channel.

C. Marketing attributes always can have only one value selected.

D. Marketing attributes can only be assigned to one attribute set

Correct Answer: AB

QUESTION 3

Which of the following processes, among others, belong to SAP CRM Sales?

There are 3 correct answers to this question.

Response:

A. Activity Management.

B. Complaint Management.

C. Account and Contact Management.

D. Territory management.

Correct Answer: ACD

QUESTION 4

Which of the following are part of SAP CRM Marketing? There are 2 correct answers to this question. Response:

A. Campaign Management

B. Customer Segmentation

C. Installed Base Management

D. Incentive and Commission Management

Correct Answer: BC

QUESTION 5

Which of the following SAP software components can be integrated with SAP CRM to allow you to compile

and synchronize all the relevant data used to monitor and measure the success of your enterprise?

Please choose the correct answer.

Response:

A. SCM

B. HCM

C. BW

D. SRM

Correct Answer: C

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