



# C\_TCRM20\_72<sup>Q&As</sup>

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

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**QUESTION 1**

Sales representatives using the CRM WebClient UI complain that the navigation bar has recently changed. Links they used in the past are no longer available. You have to investigate this issue. Which of the following changes definitely does not cause this behavior and can be excluded?

- A. Changes in the organizational model
- B. Changes in the navigation bar profile
- C. Changes in the business transaction profile
- D. Changes in business role Customizing

Correct Answer: C

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**QUESTION 2**

What does partner processing within SAP CRM determine?

Note: There are 3 correct answers to this question.

- A. The partners that are mandatory within business transactions
- B. The framework that is accessible for an Interaction Center agent
- C. The users who are authorized to maintain different business transactions
- D. The internal and external partners that are involved in transactions
- E. The sources that the system accesses to search for involved partners

Correct Answer: ADE

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**QUESTION 3**

Within an activity transaction, which of the following is used to record information gathered from a customer visit or telephone call?

Note: There are 2 correct answers to this question.

- A. Activity goal
- B. Product promotion list
- C. Questionnaire
- D. Campaign To-Dos

Correct Answer: AC

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#### QUESTION 4

You want to be notified when BDoc messages are not executed properly.

What would you configure?

- A. qRFC monitor
- B. Error handler
- C. Middleware broker
- D. Subscription in admin console

Correct Answer: B

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#### QUESTION 5

Your customer is upgrading a system from SAP CRM 7.0 to SAP EHP2 for SAP CRM 7.0.

What should you consider during this upgrade project?

Note: There are 2 correct answers to this question.

- A. "Core" business functions are automatically activated after the technical upgrade.
- B. Test catalogs for the business functions are included.
- C. Enhancements delivered with EHP1 are part of the new software.
- D. Enhancement package installation replaces Support Package installation.

Correct Answer: BC

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#### QUESTION 6

Which of the following describes the business object of a transaction?

- A. Default item category
- B. Business agreement settings
- C. Leading business transaction category
- D. Transaction details

Correct Answer: C

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#### QUESTION 7



What is the function of business partner roles?

- A. To identify the business partner number range
- B. To specify the tax rate
- C. To classify a business partner
- D. To determine the responsible sales organization

Correct Answer: C

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#### QUESTION 8

Which of the following components of SAP Solution Manager support the implementation phase of an SAP CRM project?

Note: There are 2 correct answers to this question.

- A. Implementation and test tools, for example the IMG or the Test Workbench
- B. Roadmaps providing links to accelerators and tools that perform project tasks
- C. Wizards that support the technical installation of the SAP CRM system
- D. Skill-based allocation reports to assign qualified employees to the project

Correct Answer: AB

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#### QUESTION 9

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

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#### QUESTION 10



Which assignment in Customizing allows you to restrict users from creating personalized layouts of overview pages or tables in SAP CRM UI?

- A. Assignment of a layout profile in navigation bar maintenance
- B. Assignment of a layout profile in business role maintenance
- C. Assignment of a function profile in authorization role maintenance
- D. Assignment of a function profile in business role maintenance

Correct Answer: D

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#### QUESTION 11

Which of the following is used to model complex objects for your customers within SAP CRM Service?

- A. Product components
- B. Installed base management
- C. Package quotation
- D. Warranties

Correct Answer: B

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#### QUESTION 12

When replicating business partners from SAP CRM to SAP ERP, what information in the business partner record determines the account groups that are assigned to a customer master?

- A. Business partner category
- B. Account grouping
- C. Account type
- D. Classification

Correct Answer: D

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#### QUESTION 13

Within partner processing for transactions in SAP CRM, how do you make certain partner functions mandatory?

- A. Use the mandatory partner indicator within the partner function itself.
- B. Use the mandatory partner indicator on the partner determination procedure.
- C. Use the minimum occurrence for a partner function in the access sequence.



D. Use the minimum occurrence for the respective partner function in the partner determination procedure.

Correct Answer: D

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#### QUESTION 14

Which of the following statements best describes the structure of adapter objects in Customizing?

- A. They always contain a maximum of two database tables.
- B. They always contain exactly one database table.
- C. They always contain more than two database tables.
- D. They always contain one or more database tables.

Correct Answer: D

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#### QUESTION 15

What is the common way to define multiple organizational structures in SAP CRM?

- A. Define multiple organizational structures using a matrix within the organizational model.
- B. Maintain organizational structures in SAP ERP and replicated them to SAP CRM.
- C. Integrate organizational structures for sales, service, and marketing in one organizational model.
- D. Use SAP GUI.

Correct Answer: C

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