



C_TCRM20_73^{Q&As}

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

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QUESTION 1

What is a pricing procedure in a business transaction used for?

Please choose the correct answer. Response:

- A. To define the search strategy that the system uses to search for valid data in a specific condition type.
- B. To define the combination of fields that an individual condition record consists of.
- C. To determine the valid condition types and their calculation sequence in the business transaction.
- D. To determine whether calculated subtotals are hidden or displayed on the pricing screens.

Correct Answer: C

QUESTION 2

Which of the following business transactions can be created within SAP CRM?

There are 3 correct answers to this question.

Response:

- A. Sales Order
- B. Purchase Order
- C. Service request
- D. Delivery
- E. Problem

Correct Answer: ACE

QUESTION 3

Which of the following statements regarding basic customizing of business transactions is correct?

There are 2 correct answers to this question.

Response:

- A. A transaction type contains all relevant item categories.
- B. An item category can be linked to only one transaction type.
- C. An item category can contain other item categories.
- D. A transaction type may have no item category determination.



Correct Answer: CD

QUESTION 4

Account hierarchies can be mapped in CRM. For example, purchasing collaboration, chains, and so on.

Which of the following statements are true?

There are 3 correct answers to this question.

Response:

- A. Accounts are assigned to defined hierarchy nodes.
- B. Group hierarchies originally maintained in SAP CRM cannot be transferred to the ERP system.
- C. Customer hierarchies from the ERP system can be loaded into SAP CRM, but the changes that can be made to them there are restricted.
- D. There are no prerequisites for transferring a customer hierarchy from the ERP back End

Correct Answer: ABC

QUESTION 5

Which of the following statements are correct for Partner Determination Procedure customizing?

There are 3 correct answers to this question.

Response:

- A. Access sequence is assigned to Partner function.
- B. Access sequence is assigned to partner determination procedure.
- C. Partner determination procedure can not be assigned to item category.
- D. Partner function category is assigned to partner function.
- E. Partner function set up can influence calendar maintenance.

Correct Answer: ADE

QUESTION 6

What is integrated in the SAP ERP system that acts the same was as an adaptor in SAP CRM for communicating with other systems?

Please choose the correct answer.



Response:

- A. Netweaver
- B. Middleware
- C. Interaction Modeller
- D. Plug In

Correct Answer: D

QUESTION 7

You have some new agents working in the interaction centre. What functionality can you use to guide them better in their conversation with the customers.

Please choose the correct answer.

Response:

- A. Interactive Scripting
- B. Knowledge Article routing
- C. Service level workflows
- D. User level workflows

Correct Answer: A

QUESTION 8

Date management enables you to process the dates that are relevant for you in one document. You are planning to use it in contracts (cancellation dates and runtimes).

Which of the following would you need to work with when configuring Date Management?

There are 2 correct answers to this question.

Response:

- A. Date Profile
- B. Date Availability You are going to customize SAP CRM billing, which of the statements are correct? There are 2 correct answers to this question.
- C. Date Type
- D. Date Category



Correct Answer: AC

QUESTION 9

Which of the following statements concerning pricing in SAP CRM business transactions is true?

Please choose the correct answer.

Response:

- A. Only pricing procedures defined in CRM can be used in a CRM transaction.
- B. Once pricing has been determined for a transaction, it cannot be redetermined.
- C. Pricing results can be copied from a Quotation or a Contract into the Sales Order.
- D. A transaction type can have only one condition type.

Correct Answer: C

QUESTION 10

Mapping exists between business partners in SAP CRM and ERP customers (in both directions). This can be displayed using which transaction?

Please choose the correct answer.

Response:

- A. SC27
- B. MAP 01
- C. MAP
- D. MAPI
- E. PIDE

Correct Answer: E

QUESTION 11

Which of the below tool shows that which queue an agent is currently working in is called?

Please choose the correct answer.

Response:

- A. Navigation Bar



- B. Call List Management
- C. Manager Dashboard
- D. Intent-Driven Interaction

Correct Answer: C

QUESTION 12

You can integrate CRM activity management with groupware applications This means that you can synchronize business activities and tasks in your CRM calendar and groupware calendar. In this context, which of the following statements are true?

(Choose Correct Answer)

Response:

- A. Data is exchanged in both directions
- B. Groupware integration with CRM Enterprise is server-based
- C. The SAP Groupware Adapter is used
- D. Message transfer is performed using XML-SOAP.
- E. Reat all answers are correct

Correct Answer: E

QUESTION 13

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

QUESTION 14



For SAP Field applications, which of the following features and functions are available on the laptop without connecting to the SAP CRM Server?

There are 3 correct answers to this question.

Response:

- A. Determination of prices and discounts
- B. Creation of Quotations
- C. Maintenance of Calendar entries
- D. Availability check

Correct Answer: ABC

QUESTION 15

Partner processing involves which of the following? There are 4 correct answers to this question. Response:

- A. Partner function category
- B. Partner function
- C. Partner determination procedure
- D. Access Sequence
- E. Partner Item Category

Correct Answer: ABCD

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