

C_TCRM20_72^{Q&As}

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

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QUESTION 1

You have maintained authorization roles (PFCG roles).

To which objects can you assign these roles?

Note: There are 2 correct answers to this question.

- A. Business roles
- B. Organizational units
- C. Users
- D. Business partner

Correct Answer: AC

QUESTION 2

Which of the following are controlled directly by a business role? Note: There are 3 correct answers to this question.

- A. The assignment of the role configuration key and the associated PFCG role
- B. The navigation bar profile
- C. The role profile key for access to SAP GUI-based transactions
- D. The assignment of layout profiles, technical profiles, and function profiles
- E. The assignment of users to a position in the organizational model

Correct Answer: ABD

QUESTION 3

There are several ways to adapt a CRM WebClient UI application.

Which of the following tasks can you perform using the UI Configuration Tool?

- A. Assign design objects to context nodes.
- B. Exchange the standard logo.
- C. Create a tile layout for an overview page.
- D. Create a quick link.

Correct Answer: C

QUESTION 4

What tasks does an Interaction Center agent typically perform?

Note: There are 3 correct answers to this question.

- A. Searches for an e-mail using the Interaction Center inbox.
- B. Qualifies a lead using a survey.
- C. Provides a solution to customer requests using the knowledge search.
- D. Answers questions on invoice amounts using the knowledge search.
- E. Runs a marketing campaign.

Correct Answer: ABC

QUESTION 5

When setting up data transfer of Customizing objects from SAP ERP to SAP CRM, what do you need to consider?

- A. Filtering is possible. Filter criteria defined in SAP CRM will be automatically synchronized with SAP ERP.
- B. Filtering is possible. Filter criteria defined in SAP CRM must be manually synchronized with SAP ERP.
- C. Filtering is possible. Filter criteria defined in SAP ERP will be automatically synchronized with SAP CRM.
- D. Filtering is not possible. Manual deletion of unwanted data in CRM is required after the data transfer has completed.

Correct Answer: A

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