C_TCRM20_73 Q&As

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

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QUESTION 1

Your company is running SAP CRM and SAP ERP but not using SAP Portal. What would you do if a user

needed access to the ERP transaction of "Bill of Material"?

Please choose the correct answer.

Response:

A. Implement single sign on certificates.

B. Start the Virtual machine container (VMS).

C. Install CRM Internet Transaction Server (ITS).

D. Not possible without the portal.

Correct Answer: C

QUESTION 2

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 3

Which of the following statements are correct regarding CRM Business Partners?

Please choose the correct answer.

Response:

A. Business partner categories can be freely defined.

B. Once assigned a business partner category can be changed later.

C. Business partner roles can be freely defined.

D. Business partner relationships can be freely defined.

Correct Answer: B

QUESTION 4

Which of the following statements are correct regarding Transaction processing?

There are 2 correct answers to this question.

Response:

A. Sales assistant is a part of CRM Sales order processing.

B. Delivery documents can be replicated from ECC to CRM.

C. Sales orders can be created as a follow up document from an opportunity.

D. ATP check for a sales order can be done using SAP BW.

Correct Answer: AC

QUESTION 5

With reference to the CRM middleware, which of the following statements are FALSE?

Please choose the correct answer.

Response:

A. CRM Middleware provides seamless back-end integration

B. CRM Middleware provides groupware integration

C. CRM Middleware Synchronizes Mobile Clients

D. It requires no additional software, installation or servers.

E. It supports integration with only MS Exchange and no other groupware.

Correct Answer: E

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