C_TCRM20_73^{Q&As}

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

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QUESTION 1

Which of the following processes are included in SAP CRM Sales? There are 3 correct answers to this question.

Response:

A. Complaints Management

B. Account and Contact Management

C. Case Management

D. Activity Management

E. Opportunity Management

Correct Answer: BDE

QUESTION 2

Which of the following are true aspects of Org Management in CRM?

There are 2 correct answers to this question.

Response:

A. Definition of rules to determine the responsible Org Unit.

B. Definition of employee master data.

C. Set up of Payroll processes.

D. Multiple functions of an Org Unit

Correct Answer: AD

QUESTION 3

In a CRM transaction, which of the following elements influence the determination of Item Category?

There are 3 correct answers to this question.

Response:

A. Transaction Type

B. Item Category Group

C. Item Category Usage

D. Leading Transaction Type

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E. Product Type

Correct Answer: ABC

QUESTION 4

Using specific personalization options, certain users can display special keys in the CRM WebClient UI. A

user can use these keys to start the UI configuration directly.

Please choose the correct answer.

Response:

A. True

B. False

Correct Answer: A

QUESTION 5

From a technical point of view, the SAP CRM product master is a collection or arrangement of which of the

following?

Please choose the correct answer.

Response:

A. Classifications

B. Set Types

C. Hierarchies

Correct Answer: B

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