

# C\_TCRM20\_73<sup>Q&As</sup>

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

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### QUESTION 1

The account hierarchy allows you to group accounts in a multi-level group hierarchy. Which of the following are the two categories of account hierarchies?

There are 2 correct answers to this question.

Response:

- A. Contract management
- B. Account classification
- C. Pricing
- D. Statistical

Correct Answer: CD

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### 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

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### QUESTION 3

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

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#### QUESTION 4

Your customer already uses ERP and wants to implement CRM. Which of the following need to be considered when creating Sales Orders in CRM?

There are 2 correct answers to this question.

Response:

A. Sales Orders can be created with reference to an opportunity.

B. Sales Orders can be transferred to ERP only if they have no errors.

C. Billing of Sales Orders must be done in CRM.

D. Sales Orders can be delivered in CRM

Correct Answer: AB

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#### QUESTION 5

In CRM billing output processing, date can be send to which of the following?

There are 4 correct answers to this question.

Response:

A. Printer

B. Fax

C. Email

D. SAP BI

E. SAP APO

Correct Answer: ABCD

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**QUESTION 6**

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

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**QUESTION 7**

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

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**QUESTION 8**

Your customer wants to do billing from CRM rather than from ERP or external systems. Where is controlled that billing will take place in CRM?

Please choose the correct answer.

Response:

- A. Item Category of the Sales transaction item
- B. Transaction Type
- C. Leading transaction type of the Sales Transaction
- D. Middleware Settings

Correct Answer: A

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**QUESTION 9**

Which of the following are relevant documents within the Service process in SAP CRM?

There are 2 correct answers to this question.

Response:

- A. Service notification.
- B. Billing document.
- C. Service Order
- D. Opportunity

Correct Answer: AC

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**QUESTION 10**

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

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**QUESTION 11**

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

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**QUESTION 12**

How can certain partners be mandatory in a CRM transaction? Please choose the correct answer.

Response:

- A. Using the mandatory flag within the partner function itself.
- B. Using the mandatory partner flag on the partner determination procedure.
- C. Using the minimum occurrence for the respective partner function in the partner determination procedure.
- D. Incompletion procedure of the transaction type.

Correct Answer: C

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**QUESTION 13**

When you create an activity and then see that it should have been created as a follow-up transaction to an existing case, you can use subsequently linking functionality to link this activity to an existing transaction.

Under these circumstances, which of the following statements hold true?

There are 3 correct answers to this question.

Response:

- A. You can subsequently link header to header
- B. You can subsequently link Item to Item but not schedule line to schedule line
- C. You have configured object relationship profile.
- D. The document flow is updated automatically.

Correct Answer: ACD

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**QUESTION 14**

Business Roles are the Key to a CRM implementation. What is controlled by the Business roles?

(Choose correct answer)

Response:

- A. The layout, technical and functional profiles
- B. The navigation bar profile which in turn defines Work Centre pages, Work Center link groups and direct link groups.
- C. The role configuration key and the associated PFCG roles
- D. Rest all answers are correct

Correct Answer: D

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#### QUESTION 15

Which of the following statements are correct regarding copying and follow up if a transaction?

Please choose the correct answer.

Response:

- A. You can choose the transaction type during follow up.
- B. Header data is copied and you can select items during copying a transaction.
- C. Transaction history is updated after copying a transaction.
- D. Whether a transaction type can be copied or not, is customized in the copying control of transactions.

Correct Answer: A

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