



C_TCRM20_73

SAP CRM Certification Questions & Answers



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C_TCRM20_73

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

80 Questions Exam – 63% Cut Score – Duration of 180 minutes

C_TCRM20_73 Practice Test

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C_TCRM20_73 Questions and Answers Set

Question 1.

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

Note: Please choose the correct answer.

- 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.

Answer: c

Question 2.

What is the Integrated Communication Interface (ICI) used for in SAP CRM?

Note: Please choose the correct answer.

- a) To enable communication between SAP CRM and mobile clients
- b) To enable communication between SAP CRM and SAP SCM
- c) To enable communication between SAP CRM and Computer Telephony
- d) To enable communication between SAP CRM and SAP ERP

Answer: c

Question 3.

Which of the following are key elements of a service contract within SAP CRM?

Note: There are 3 correct answers to this question.

- a) Resource planning
- b) In-house repairs
- c) Service level
- d) Object list
- e) Billing plan

Answer: c, d, e

Question 4.

Your customer wants to use a new business activity to capture trade fair contacts. Which of the following settings are mandatory to fulfill this requirement?

Note: There are 2 correct answers to this question.

- a) Maintain item category determination for the trade fair contact transaction type.
- b) Create a new task type to initiate follow-up activities with the trade fair contacts.
- c) Define a transaction type for the trade fair contacts with leading transaction category "business activity."
- d) Maintain business-activity-relevant data for the trade fair contact transaction type.
- e) Maintain questionnaire determination for the trade fair contact transaction type.

Answer: c, d

Question 5.

You are responsible for the initial data load from SAP ERP to SAP CRM. Which categories of data do you have to consider?

Note: There are 3 correct answers to this question.

- a) Corporate objects
- b) Customizing objects
- c) CRM-specific objects
- d) Condition objects
- e) Business objects

Answer: b, d, e

Question 6.

For which of the given processes is CRM Billing required for invoicing?

Note: There are 3 correct answers to this question.

- a) Service parts management
- b) Service order management
- c) Financial service and leasing
- d) Intellectual Property Management
- e) Sales order management

Answer: a, c, d

Question 7.

Which of the following SAP software components can be integrated with SAP CRM to allow you to compile and synchronize all the relevant data used to monitor and measure the success of your enterprise?

Note: Please choose the correct answer.

- a) SCM
- b) HCM
- c) BW
- d) SRM

Answer: c

Question 8.

Which of the following components embedded in the CRM middleware are part of the CRM Web Channel environment?

Note: There are 2 correct answers to this question.

- a) Index server and search engine.
- b) Consolidated database (CDB).
- c) Internet Pricing and Configurator (IPC)
- d) Communication management software

Answer: a, c

Question 9.

Which of the following are possible sources in access sequences used in partner determination?

Note: There are 2 correct answers to this question.

- a) Buying center
- b) Target groups
- c) Business partner relationships
- d) Preceding transactions

Answer: c, d

Question 10.

Which of the following actions can Interaction Center agents start when processing inbound phone calls?

Note: There are 3 correct answers to this question.

- a) Qualify a lead.
- b) Identify the account.
- c) Start the interactive script editor.
- d) Identify an installed base component/object.
- e) Create a new alert.

Answer: a, b, d

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