



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

There are 2 correct answers to this question.

Response:

- A. Index server and search engine.
- B. Consolidated database (CDB).
- C. Internet Pricing and Configurator (IPC)
- D. Communication management software

Correct Answer: AC

QUESTION 2

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

There are 3 correct answers to this question.

Response:

- A. Service parts management
- B. Service order management
- C. Financial service and leasing
- D. Intellectual Property Management
- E. Sales order management

Correct Answer: ACD

QUESTION 3

Which assignments in customizing can be implemented when setting up Organization data determination in business transactions?

Please choose the correct answer.

Response:

- A. An organization data profile has to be assigned to the transaction type.



B. A determination rule has to be assigned to a transaction type

C. For determination rule type `Org Model\\`, responsibilities have to be assigned directly in the rule.

Correct Answer: A

QUESTION 4

Which of the following components can be synced between MS outlook or Lotus Notes and SAP CRM?

There are 2 correct answers to this question.

Response:

A. Task

B. Interaction log

C. Business Partners

D. Appointments

Correct Answer: AC

QUESTION 5

Which of the following processes, among others, belong to SAP CRM Sales?

There are 3 correct answers to this question.

Response:

A. Activity Management.

B. Complaint Management.

C. Account and Contact Management.

D. Territory management.

Correct Answer: ACD

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