



C_TCRM20_73^{Q&As}

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

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QUESTION 1

Which tools are used to configure the SAP CRM WebClient UI?

There are 3 correct answers to this question?

Response:

- A. Graphical Modeler
- B. Administration Console
- C. UI Configuration Too
- D. Skin Workbench
- E. Application Enhancement Tool

Correct Answer: CDE

QUESTION 2

Which of the following are functional enhancements of the Service Contract that generate follow-up documents at specified points in time as individual or periodic scheduling?

Please choose the correct answer.

Response:

- A. Service Orders
- B. Service Plans
- C. Service level agreements

Correct Answer: B

QUESTION 3

You have to configure the download of business objects from SAP ERP to SAP CRM. Which steps are part of the initial downloads of business objects from ERP to CRM?

There are 2 correct answers to this question.

Response:

- A. Monitor download via the download monitor (Transaction R3AS).
- B. Define clock size for Adaptor objects (Transaction R3AC1).



C. Assign subscription in the Administration Console (Transaction SMOEAC).

D. Activate the replication and Realignment Queue (Transaction SMOHQUEUE).

Correct Answer: AB

QUESTION 4

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

QUESTION 5

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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