# 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**

With reference to the Organization Structure in CRM, which of the following statements are FALSE?

Please choose the correct answer.

Response:

A. You can edit the organizational model using the CRM WebClient UI.

B. The organizational structure in the CRM system can be different from the structure in the ERP system.

C. Validity periods can be specified when creating organizational objects and object attributes, and when assigning organizational objects and object characteristics.

D. Organizational units can be created as business partners. The system automatically creates an account for an organizational unit with the role "Organizational unit."

E. The organizational structure in the CRM system should be the same as in the ERP system.

Correct Answer: E

**QUESTION 2**

Interaction Center Profiles can be designed for? There are 3 correct answers to this question. Response:

A. Individual positions

B. Groups of agents

C. Common for all the Interaction center

D. Individual Leads

E. Groups of Sales

Correct Answer: ABC

**QUESTION 3**

What is the difference between `life cycle\\' and `role\\'?

Please choose the correct answer.

Response:

A. A business partner may have several roles at the same time, but a life cycle stage is the status that the business partner has at a specific point in time.

B. An account may be assigned several business partner roles, but just one life cycle stage.

C. The account life cycle is delivered as a hidden function and must be activated in the UI configuration tool.

D. Rest all answers are correct

Correct Answer: D

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**QUESTION 4**

Synchronisation to mobile clients is managed through which of the following?

Please choose the correct answer.

Response:

A. Administration console

B. Mobile application studio

C. Administration Guide

D. Mobile Dev studio

Correct Answer: B

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**QUESTION 5**

Extended UI enhancements can be implemented using the `Component Enhancement workbench\\'

concept.

Which of the following is NOT part of this concept?

Please choose the correct answer.

Response:

A. An enhancement set is used to group several component enhancements together.

B. An enhancement set can be defined independently of Easy Enhancement Workbench extensions.

C. An enhancement set can be created using the Easy Enhancement Workbench.

Correct Answer: C

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