



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 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

QUESTION 2

The CRM system recognizes up to different product types. In this context, which of the following statements are true?

(Choose Correct Answers)

Response:

- A. Six different product types are predefined and cannot be changed.
- B. ERP material master data can be transferred to the CRM system.
- C. If the material master data of a connected ERP system is transferred to the CRM system, only limited changes can be made to the corresponding products.
- D. Rest all answers are correct

Correct Answer: D

QUESTION 3

A Sales Order can be created via several channels in SAP CRM (e.g. Customer Webshop). Which application can be integrated with SAP CRM to ensure that the order is delivered in a timely manner?

Please choose the correct answer.

Response:

- A. SAP SCM



- B. SAP EVM
- C. SAP SRM
- D. SAP BI

Correct Answer: A

QUESTION 4

Which of the below are processing types are used by SAP CRM Actions?

There are 3 correct answers to this question.

Response:

- A. Smart form
- B. SAP Script
- C. Workflow
- D. Methods
- E. Classes

Correct Answer: ACD

QUESTION 5

In SAP CRM Quotation Management, your customer has requirement that all quotes, that have been accepted by a customer within a specific time limit, be closed (i.e. Status set to completed). How would you best achieve this?

Please choose the correct answer.

Response:

- A. Define an Incompletion Procedure.
- B. Define an Action Profile.
- C. Define an Alert Profile.
- D. Define Quote validity.

Correct Answer: C

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