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

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QUESTION 1

Which of the following statement is correct for SAP CRM Product Master?

There are 2 correct answers to this question.

Response:

A. One product can have one relationship only.

B. Competitor product can be maintained in SAP CRM.

C. Additional data that is maintained under CRM data using set types and attributes can be replicated to SAP ECC via middleware.

D. You can maintain your own categories and hierarchies in CRM.

Correct Answer: BD

QUESTION 2

Your customer already uses ERP and wants to implement CRM. Which of the following need to be

considered when creating Sales Orders in CRM?

There are 2 correct answers to this question.

Response:

A. Sales Orders can be created with reference to an opportunity.

B. Sales Orders can be transferred to ERP only if they have no errors.

C. Billing of Sales Orders must be done in CRM.

D. Sales Orders can be delivered in CRM

Correct Answer: AB

QUESTION 3

Which of the following are part of CRM e-service solution?

There are 4 correct answers to this question.

Response:

A. Installed Base Management

B. Billing and Payment

C. Knowledge Management

D. Complaints and Returns Management

E. Customer Segmentation

Correct Answer: ABCD

QUESTION 4

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 5

The fastest place to access a link on CRM Web UI is in

Please choose the correct answer.

Response:

A. A logical link group

B. A direct link group

C. A work center link group

D. A navigation link group

E. A system link group

Correct Answer: B

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