C_TCRM20_73^{Q&As}

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

Pass SAP C_TCRM20_73 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/c_tcrm20_73.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SAP Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

Which of the below tool shows that which queue an agent is currently working in is called?

Please choose the correct answer.

Response:

A. Navigation Bar

B. Call List Management

C. Manager Dashboard

D. Intent-Driven Interaction

Correct Answer: C

QUESTION 2

Which of the following SAP software components can be integrated with SAP CRM to allow you to compile

and synchronize all the relevant data used to monitor and measure the success of your enterprise?

Please choose the correct answer.

Response:

A. SCM

B. HCM

C. BW

D. SRM

Correct Answer: C

QUESTION 3

Which of the following business transactions can be created within SAP CRM?

There are 3 correct answers to this question.

Response:

A. Sales Order

B. Purchase Order

C. Service request

D. Delivery

E. Problem

Correct Answer: ACE

QUESTION 4

Your customer asks you for the difference between `Quotations\\' and `Sales Orders\\'. Which of the following is

possible only in Quotations and not in Sales Orders?

Please choose the correct answer.

Response:

A. Availability check

B. Automatic Partner determination

C. Organizational data determination

D. Probability

Correct Answer: D

QUESTION 5

In pricing, which of the following statements are correct for condition maintenance?

There are 2 correct answers to this question.

Response:

A. A condition maintenance group bundles condition types and condition tables for condition maintenance.

B. Within condition records, the number of levels in a value scale is limited to five.

C. General Condition maintenance in the SAP CRM system can be carried out by using the CRM Webclient UI.

D. In general condition maintenance context (GCM), you can maintain you can maintain conditions that

are in the condition maintenance group and that are assigned to the GCM.

Correct Answer: AD

QUESTION 6

Your customer is discussing a hierarchically structured marketing project in SAP CRM. The customer makes the
following statements, with which of these do you agree?

Please choose the correct answer.

Response:

A. Marketing plans focus on the operative level, whereas Campaigns focus on the strategic level.

B. It is possible to create a campaign without assignment to a marketing plan.

C. Target groups have to be assigned on marketing plan level.

D. Target groups are assigned to a (Only One) Profile or a Profile set and not directly to the marketing plan.

Correct Answer: B

QUESTION 7

Account hierarchies can be mapped in CRM. For example, purchasing collaboration, chains, and so on.

Which of the following statements are true?

There are 3 correct answers to this question.

Response:

A. Accounts are assigned to defined hierarchy nodes.

B. Group hierarchies originally maintained in SAP CRM cannot be transferred to the ERP system.

C. Customer hierarchies from the ERP system can be loaded into SAP CRM, but the changes that can be made to them there are restricted.

D. There are no prerequisites for transferring a customer hierarchy from the ERP back End

Correct Answer: ABC

QUESTION 8

Which of the following statements are correct regarding CRM Middleware?

There are 3 correct answers to this question.

Response:

A. SAP CRM Middleware requires additional server and software.

B. Index server is used for the faster access to the product data needed by web applications.

C. Internet Pricing and Configurator (IPC) provides configuration and pricing datafor web applications.

D. CRM Server is connected to mobile clients via Communication station.

Correct Answer: BCD

QUESTION 9

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 10

Which of the statements below is true for call lists?

Please choose the correct answer.

Response:

A. Calls lists have to be processed by organizational units.

B. Call lists have to be activated before processing is possible.

C. Call lists have to be maintained using CRM Marketing functions.

D. Call lists have to contain interactive scripts.

Correct Answer: B

QUESTION 11

The navigation bar profile controls the links in the Web Client UI. Which of the following objects can be

assigned directly to a Nav Bar profile?

There are 2 correct answers to this question.

Response:

A. Direct Link Groups

B. Work Centers

C. Layout Components

D. Access Link Groups

Correct Answer: AB

QUESTION 12

The account hierarchy allows you to group accounts in a multi-level group hierarchy. Which of the

following are the two categories of account hierarchies?

There are 2 correct answers to this question.

Response:

A. Contract management

B. Account classification

C. Pricing

D. Statistical

Correct Answer: CD

QUESTION 13

Which of the following tools allow you to change field labels on an SAP CRM WebClient UI view?

There are 2 correct answers to this question.

Response:

A. Application Enhancement Tool

B. Design Layer Customizing

C. UI Configuration Tool

D. UI Personalization

Correct Answer: BC

QUESTION 14

Which of the following can be a of Business partner source in SAP CRM?

There are 2 correct answers to this question.

Response:

A. External List Management.

B. SAP APO

C. SAP ECC

D. BI (Leads)

E. CRM web channel self registration via web shop

Correct Answer: BD

QUESTION 15

You can integrate CRM activity management with groupware applications This means that you can synchronize business activities and tasks in your CRM calendar and groupware calendar. In this context, which of the following statements are true?

(Choose Correct Answer)

Response:

A. Data is exchanged in both directions

B. Groupware integration with CRM Enterprise is server-based

C. The SAP Groupware Adapter is used

D. Message transfer is performed using XML-SOAP.

E. Reat all answers are correct

Correct Answer: E

Latest C_TCRM20_73 Dumps

C_TCRM20_73 VCE Dumps

C_TCRM20_73 Braindumps