SAP

C_TCRM20_73 Exam

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

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Version: 6.0

Question: 1

There is a pre defined data transfer from SAP ERP to SAP CRM. With reference to filtering of customizing data, which of the following is true?
Please choose the correct answer.
Response:

A. Filtering is not possible. Data that is not required in SAP CRM has to be manually deleted after the full load.
B. Filtering is possible. Filter criteria defined in CRM will be automatically synchronized with ERP.
C. Filtering is possible. Filter criteria defined in CRM must be manually synchronized with ERP.
D. Filtering criteria need to be defined only in ERP.

Answer: B

Question: 2

You would like to exchange condition type information from the CRM system to the ERP system and vice-versa. In this scenario, which of the following statements are true?

There are 2 correct answers to this question.
Response:
A. SAP CRM condition types cannot be loaded into R/3
B. Condition types have a source system assigned
C. All R/3 condition types can be loaded into CRM

Answer: AB

Question: 3

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

Answer: AB

Question: 4

The objects to be exchanged between CRM and SAP ECC systems can be filtered using filter criteri
a. With reference to 'filter criteria' which of the following statements are true?
There are 2 correct answers to this question.
Response:
A. For the initial load toward the SAP R/3 system, there is no filtering of the load objects.
B. The filter for business objects are predefined (stored in table SMOFFILFLD) whereas filters for Customizing or condition objects can be set on existing fields.
C. Master Data, Customizing and condition objects can be filtered at the source only.

Answer: AB

Question: 5

What can be used with CRM Service to model complex objects like devices or machines, that will enable you to manage services for them?
Please choose the correct answer.
Response:

A. Case Management.
B. Installed Base Management.
C. Service Contracts.
D. Product with accessories.

Answer: B

Question: 6

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.

Answer: E

Question: 7

Which of the following statements are correct regarding copying and follow up if a transaction?
Please choose the correct answer.
Response:

A. You can choose the transaction type during follow up.
B. Header data is copied and you can select items during copying a transaction.
C. Transaction history is updated after copying a transaction.
D. Whether a transaction type can be copied or not, is customized in the copying control of transactions.

Answer: A

Question: 8

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

Answer: ACD

Question: 9

What are the different types of 'Logical Links' available in customizing?
There are 4 correct answers to this question.
Response:

A. Link
B. Work Center
C. URL
D. Launch transaction
E. BI Report

Answer: ABDE

Question: 10

What is integrated in the SAP ERP system that acts the same was as an adaptor in SAP CRM for communicating with other systems?

Please choose the correct answer.

Response:

A. Netweaver
B. Middleware
C. Interaction Modeller
D. Plug In

Answer: D

Question: 11

Which of the following settings within the action processing determines when an action should be processed (e.g. 'immediate', 'when saving' or 'using selection report')

Please choose the correct answer.

Response:

A. Processing time
B. Start Condition
C. Schedule Condition
D. Processing Type

Answer: A

Question: 12

Which of the following components can be synced between MS outlook or Lotus Notes and SAP CRM?

There are 2 correct answers to this question.

Response:

A. Task
B. Interaction log
C. Business Partners
D. Appointments

Answer: AC

Question: 13

You have some new agents working in the interaction centre. What functionality can you use to guide them better in their conversation with the customers.

Please choose the correct answer.

Response:

A. Interactive Scripting

B. Knowledge Article routing
C. Service level workflows
D. User level workflows

Answer: A

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