Vendor:SAP

Exam Code:C_TCRM20_73

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

Version: Demo

QUESTION 1

The business partner category must be defined when creating a new business partner and it cannot be

changed later on.

Please choose the correct answer.

Response:

A. True

B. False

Correct Answer: A

QUESTION 2

Which of the following are factors used in the item category determination customizing? There are 3 correct answers to this question.

Response:

A. Item Category Group

B. Transaction Type

C. Org Data Profile

D. Item Category of higher level item

Correct Answer: ABD

QUESTION 3

Which of the following are true of SAP CRM Products?

Please choose the correct answer.

Response:

A. They can be created in CRM

B. They can be created in ECC and replicated to CRM

C. They can have customer specific attributes

D. They have company code data

E. They can be maintained as relationship with other products

Correct Answer: A

QUESTION 4

Which one of the following are functional enhancements of the Service Contract that generate followup

documents at specified points in time as individual or periodic scheduling?

Please choose the correct answer.

Response:

A. Service Order

B. Service Plan

C. Service level agreements

D. Quotation Order

Correct Answer: B

QUESTION 5

You can add external application to the CRM WebClient UI by using the transaction launcher and SAP

Internet Transaction Server (ITS). These include:

(Choose correct answer)

Response:

A. Web sites of your choice

B. Transactions in an ERP system

C. Administration transactions in the CRM system

D. Rest all answers are correct

Correct Answer: D

QUESTION 6

You would like to classify accounts according to freely defined criteria. What CRM functionality could you

use?

Please choose the correct answer.

Response:

A. BP role

B. BP classification

C. Account Classification

D. BP Category

Correct Answer: B

QUESTION 7

Customer-specific adjustments to the UI must be performed using a role configuration key.

Please choose the correct answer.

Response:

A. True

B. False

Correct Answer: A

QUESTION 8

You have been asked to solve a CRM middleware problem. Business partners created in SAP CRM are not being transferred to SAP ERP. What would you do to solve the problem?

There are 3 correct answers to this question.

Response:

A. Check number range assignments in SAP ERP and SAP CRM.

B. Check mBDOC processing in SAP ERP.

C. Check erroneous BDOC messages in SAP CRM.

D. Check RFC connections.

Correct Answer: ACD

QUESTION 9

Your company is adding SAP CRM to a landscape that includes SAP ERP. You need to evaluate options

to reuse SAP ERP functionality.

Which of the following functions related to SAP CRM processes are available in SAP ERP?

There are 3 correct answers to this question.

Response:

A. Logistics execution.

B. Billing.

C. Campaign management.

D. Service Contracts.

Correct Answer: ABD

QUESTION 10

Your customer wants to use a new business activity for capturing trade fair contacts that can be used as

follow up documents for leads. Which of the following settings mandatory to fulfil these requirements?

There are 3 correct answers to this question.

Response:

A. Define a transaction type for the Trade Fair contacts using a leading businesstransaction category \\'Business Activity\\'.

B. Set up Copy control for source transaction type \\'Lead\\' and target transaction type \\'Trade fair contact\\'.

C. Maintain item category determination for the trade fair contact.

D. Implement a BADI for copy control.

Correct Answer: ABC

QUESTION 11

Which of the following are used for Billing item category determination?

There are 2 correct answers to this question.

Response:

A. Source transaction type

B. Source Payer

C. Source item category

D. Source Sold-to-party

E. Source business partner

Correct Answer: AC

QUESTION 12

Sources for a access sequence could be: There are 3 correct answers to this question. Response:

A. Territory Management.

B. Organizational Model

C. Business Partner relationships

D. Installation component

E. Pricing Hierarchy

Correct Answer: ABE