

C_TCRM20_73^{Q&As}

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

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QUESTION 1

The objects to be exchanged between CRM and SAP ECC systems can be filtered using filter criteria.

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. Master Data, Customizing and condition objects can be filtered at the source only.
- C. The filter for business objects are predefined (stored in table SMOFFILFLD) whereas filters for Customizing or condition objects can be set on existing fields.

Correct Answer: AC

QUESTION 2

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 3

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 data for web applications.

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

Correct Answer: BCD

QUESTION 4

Which of the following type of condition is not used by CRM actions?

Please choose the correct answer.

Response:

- A. Start Condition
- B. Schedule Condition
- C. Execute Condition
- D. Stop Condition

Correct Answer: B

QUESTION 5

Which of the following are possible sources in access sequences used in partner determination?

There are 2 correct answers to this question.

Response:

- A. Buying center
- B. Target groups
- C. Business partner relationships
- D. Preceding transactions

Correct Answer: CD

QUESTION 6

Account classification can be used to classify your account according to any criteria you choose. In that context, which of the following statements is correct?

There are 3 correct answers to this question.

Response:

- A. Account classification influences the header fields that are displayed within an account.
- B. Classification categories are fixed and cannot be enhanced.
- C. To each classification category, any number of criteria and attributes can be assigned.
- D. To each classification category, a fixed number of criteria and any number of attributes can be assigned.

Correct Answer: ABD

QUESTION 7

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 8

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

Correct Answer: A

QUESTION 9

You are responsible for data loads of business objects such as Business Partners and Sales Orders from CRM to ERP. What can you do to reduce the data load?

Please choose the correct answer.

Response:

- A. Apply filter in the Communication station.
- B. Apply filter in the Administration console.
- C. Apply filter in BDOC modeller.
- D. Apply filter in Business Adaptor Objects.

Correct Answer: D

QUESTION 10

You can define rules in Customizing for automatic organizational data determination. Which of the following are valid rule types?

There are 2 correct answers to this question.

Response:

- A. Responsibility rule type
- B. Organization rule type
- C. Territory rule type
- D. Sales Org Rule type
- E. ERP Rule type

Correct Answer: AB

QUESTION 11

The objects to be exchanged between CRM and SAP ECC systems can be filtered using filter criteria. 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.

Correct Answer: AB

QUESTION 12

Which of the following are the capabilities of the CRM Solution?

There are 3 correct answers to this question.

Response:

A. Partner Channel Management.

B. Survey Applications.

C. Field Applications.

D. E-Commerce.

Correct Answer: ACD

QUESTION 13

Which of the following statements are correct for Partner Determination Procedure customizing?

There are 3 correct answers to this question.

Response:

A. Access sequence is assigned to Partner function.

B. Access sequence is assigned to partner determination procedure.

C. Partner determination procedure can not be assigned to item category.

D. Partner function category is assigned to partner function.

E. Partner function set up can influence calendar maintenance.

Correct Answer: ADE

QUESTION 14

Which tools are used to configure the SAP CRM WebClient UI?

There are 3 correct answers to this question?

Response:

A. Graphical Modeler

- B. Administration Console
- C. UI Configuration Too
- D. Skin Workbench
- E. Application Enhancement Tool

Correct Answer: CDE

QUESTION 15

Using specific personalization options, certain users can display special keys in the CRM WebClient UI. A user can use these keys to start the UI configuration directly.

Please choose the correct answer.

Response:

- A. True
- B. False

Correct Answer: A

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