

SAP

Exam C_TCRM20_72

**SAP Certified Application Associate - CRM Fundamentals with SAP
CRM 7.0 EhP2**

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Topic break down

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Topic 1, CRM Middleware

Question No : 1 - (Topic 1)

When setting up data transfer of Customizing objects from SAP ERP to SAP CRM, what do you need to consider?

- A. Filtering is possible. Filter criteria defined in SAP CRM will be automatically synchronized with SAP ERP.
- B. Filtering is possible. Filter criteria defined in SAP CRM must be manually synchronized with SAP ERP.
- C. Filtering is possible. Filter criteria defined in SAP ERP will be automatically synchronized with SAP CRM.
- D. Filtering is not possible. Manual deletion of unwanted data in CRM is required after the data transfer has completed.

Answer: A

Question No : 2 - (Topic 1)

Which of the following object types can you define in the CRM Middleware administration console?

Note: There are 3 correct answers to this question.

- A. Business objects
- B. Publications
- C. Customizing objects
- D. Subscriptions
- E. Sites

Answer: B,D,E

Topic 3, SAP CRM Basic Functions

Question No : 3 - (Topic 3)

You want to define when an action should be processed, for example, 'immediate', 'when

saving', or 'using selection report'.

Which of the following can you use?

- A. Start condition
- B. Post Processing Framework
- C. Processing time
- D. Schedule condition

Answer: C

Question No : 4 - (Topic 3)

You need to specify which units are responsible for creating billing documents in your organization.

How can you achieve this?

- A. Set specific sales organizations as billing units within the organizational model.
- B. Set up a billing unit as a CRM business partner with the role "billing unit."
- C. Create specific objects called "billing units" within the organizational model.
- D. Assign billing units to the customers.

Answer: B

Topic 6, SAP CRM Scenarios

Question No : 5 - (Topic 6)

Through a marketing campaign call list, an agent made a call to a prospect, who expressed interest.

Which transaction types can the agent use to capture the prospect's interest?

Note: There are 2 correct answers to this question.

- A. Quotation

- B. Opportunity
- C. Activity
- D. Lead

Answer: C,D

Question No : 6 - (Topic 6)

What do you have to do to execute a marketing campaign?

Note: There are 2 correct answers to this question.

- A. Release the action "Execute campaign"
- B. Set the status to "released".
- C. Assign a product to your campaign.
- D. Assign a target group to your campaign.

Answer: B,D

Topic 7, SAP CRM Transactional Processing

Question No : 7 - (Topic 7)

Starting with a quotation document, you want to create a follow-up sales order document.

Which of the following can you use to influence the copying control for business transactions?

Note: There are 3 correct answers to this question.

- A. Copying control for transaction history
- B. Copying control for item categories
- C. Copying routines using a BAdI
- D. Copying control for transaction types
- E. Copying control for transaction profile

Answer: B,C,D

Question No : 8 - (Topic 7)

What are Customizing characteristics for a new transaction type?

Note: There are 2 correct answers to this question.

- A. A transaction type can have multiple profiles and procedures assigned to it.
- B. A transaction type can have only one leading transaction category.
- C. A transaction type must have an item category assigned to it.
- D. A transaction type can have multiple internal number range object assignments.

Answer: A,B

Topic 8, SAP Technology and Integration

Question No : 9 - (Topic 8)

Which of the following components of SAP Solution Manager support the implementation phase of an SAP CRM project?

Note: There are 2 correct answers to this question.

- A. Implementation and test tools, for example the IMG or the Test Workbench
- B. Roadmaps providing links to accelerators and tools that perform project tasks
- C. Wizards that support the technical installation of the SAP CRM system
- D. Skill-based allocation reports to assign qualified employees to the project

Answer: A,B

Question No : 10 - (Topic 8)

What is the advantage of the SAP enhancement package concept?

- A. When you use SAP enhancement packages, you no longer need to do any customizing, anything is preconfigured.
- B. You can selectively activate business functions to use specific functions or processes.
- C. You no longer need to run test cases because they are automatically triggered in the background when you implement an SAP enhancement package.

D. When you use SAP enhancement packages, you no longer need to implement SAP Support Packages.

Answer: B