

SAP

Exam C_TCRM20_73

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

Version: 6.0

[Free Questions]

Question No : 133

Your customer asks you for the difference between 'Quotations' & '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

Answer: D

Question No : 134

In a business transaction, which of the following can be defined by a pricing procedure?

Please choose the correct answer.

Response:

- A. Determine whether a specific condition type is mandatory.
- B. Define the combination of fields that an individual condition record consists of.
- C. Define the search strategy that the system uses to search for valid data in a specific condition type.
- D. Determine the applicable tax based on ship to party.

Answer: A

Question No : 135

Which of the following form part of the three step billing process in SAP CRM?

There are 3 correct answers to this question.

Response:

- A. Input processing
- B. Output processing
- C. Order integration
- D. Billing
- E. Company code definition

Answer: A,B,D

Question No : 136

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 No : 137

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

Answer: C

Question No : 138

Your customer wants to do billing from CRM rather than from ERP or external systems. Where is controlled that billing will take place in CRM?

Please choose the correct answer.

Response:

- A. Item Category of the Sales transaction item
- B. Transaction Type
- C. Leading transaction type of the Sales Transaction
- D. Middleware Settings

Answer: A

Question No : 139

The advantage of using Business Documents (BDocs) as a data container for processing business objects that logically belong together (for example, all data about one order or one partner) and for transporting them in a single unit is that this avoids having to process or transport several individual table entries.

Please choose the correct answer.

Response:

- A. True
- B. False

Answer: A

Question No : 140

Which of the following are true aspects of Org Management in CRM?

There are 2 correct answers to this question.

Response:

- A. Definition of rules to determine the responsible Org Unit.
- B. Definition of employee master data.
- C. Set up of Payroll processes.
- D. Multiple functions of an Org Unit

Answer: A,D

Question No : 141

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

Answer: A,B

Question No : 142

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: A,B,D,E

Question No : 143

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 No : 144

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 No : 145

You are discussing CRM with a colleague who specialises in the Portal system. Which of the following can you use to justify the use of CRM Webclient without a Portal?

Please choose the correct answer.

Response:

- A. CRM Webclient requires the Portal, which is why it is being introduced in a phased approach.
- B. The Portal is more convenient to create menus and page content.
- C. CRM Webclient is designed to operate without the Portal.
- D. The Webclient uses roles that differentiates what users see, similar to the role the Portal has.
- E. CRM Webclient allows connectivity to other SAP system transactions should it be required.

Answer: A

Question No : 146

A Service order can have which of the following items?

There are 4 correct answers to this question.

Response:

- A. Service
- B. Service part
- C. Miscellaneous
- D. Sales
- E. Tool

Answer: A,B,D,E