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QUESTION 1

While reviewing a customer's interaction history within the Interaction Center you discover that some interactions are missing from the interaction history.

What may explain this?

- A. An IS-U Customer Contact failed to replicate to SAP CRM.
- B. An interaction record does not have the status "completed".
- C. A previous interaction was not saved manually prior to ending the interaction.
- D. A utility contract does not exist for the customer.

Correct Answer: A

QUESTION 2

You enter a meter reading manually and receive a message informing you that the reading failed a relative tolerance validation.

What type of meter reading validation is this?

- A. Meter reading control validation
- B. Fixed validation
- C. Independent validation
- D. Dependent validation

Correct Answer: C

QUESTION 3

Customer service agents use the account display transaction (FPL9) to display information. How do you add an additional field to the display?

- A. Define a new user selection variant that includes the additional field.
- B. Define a new list type that includes the additional field.
- C. Change the list type configuration to include the additional field.
- D. Change the line layout variant to include the additional field.

Correct Answer: D



QUESTION 4

What is the SAP recommended approach for a company to validate address data with external vendors?

- A. Activate the '\\City file active\\' option in Customizing for Central Address Management.
- B. Implement implicit enhancements using the Enhancement Framework.
- C. Implement an interface using the Business Add-In (BAI) ADDRESS_CHECK.
- D. Create an ALE interface based on intermediate documents (IDocs).

Correct Answer: C

QUESTION 5

You post a receivable for a contract account and receivable account 154001 is determined by the system.

What information could you change within the posting document that would enable the system to determine a different receivable account?

- A. The account determination ID for the contract account
- B. The document date on the header
- C. The main transaction of the posting item
- D. The sub transaction of the posting item

Correct Answer: C

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