



# C\_TCRM20\_72<sup>Q&As</sup>

SAP Certified Application Associate - CRM Fundamentals with SAP  
CRM 7.0 EHP2

**Pass SAP C\_TCRM20\_72 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

[https://www.geekcert.com/c\\_tcrm20\\_72.html](https://www.geekcert.com/c_tcrm20_72.html)

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by SAP Official  
Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

Which of the following tasks are performed by users assigned to the standard Interaction Center Manager business role?

Note: There are 3 correct answers to this question.

- A. Maintain categorization schemas.
- B. Manage call lists.
- C. Create rule policies.
- D. Process the agent inbox.
- E. Maintain Internet Transaction Server settings.

Correct Answer: ABC

---

### QUESTION 2

Which profile is required in a business role to work with the Central Sharing Tool?

- A. A specific layout profile
- B. A specific function profile
- C. A specific technical profile
- D. A specific navigation bar profile

Correct Answer: B

---

### QUESTION 3

What tasks does an Interaction Center agent typically perform?

Note: There are 3 correct answers to this question.

- A. Searches for an e-mail using the Interaction Center inbox.
- B. Qualifies a lead using a survey.
- C. Provides a solution to customer requests using the knowledge search.
- D. Answers questions on invoice amounts using the knowledge search.
- E. Runs a marketing campaign.

Correct Answer: ABC

---



#### QUESTION 4

You want to create a product promotion to be used in the Interaction Center or in the Web shop, and want to offer accessories for the new product.

Where do you maintain accessories for the new product?

- A. In product master maintenance
- B. In Trade Promotion Management
- C. In the cross-sell/ up-sell/ down-sell rules
- D. In the top n list

Correct Answer: A

---

#### QUESTION 5

You have decided to utilize the product master concepts to capture some new characteristics by using a new product hierarchy.

Which of the following are steps to enhance a product master in SAP CRM with new fields?

Note: There are 3 correct answers to this question.

- A. Create new attributes and a set type.
- B. Assign a product category to a product master.
- C. Assign a set type to a product category.
- D. Maintain a product catalogue with a list of characteristics.
- E. Assign a new product type to a set type.

Correct Answer: ABC

[C\\_TCRM20\\_72 VCE Dumps](#)

[C\\_TCRM20\\_72 Practice Test](#)

[C\\_TCRM20\\_72 Study Guide](#)