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QUESTION 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.

Correct Answer: A

QUESTION 2

Which of the following describes an accurate SAP CRM user interface strategy?

Note: There are 3 correct answers to this question.

A. Administrators use the CRM WebClient UI.

B. Administrators use the SAP GUI.

C. Administrators use the People-Centric UI.

D. Advanced business users use the SAP GUI.

E. Business users use the CRM WebClient UI.

Correct Answer: ABE

QUESTION 3

What can you do in the SAP CRM Web Channel?

Note: There are 2 correct answers to this question.

A. Create opportunities.

B. Configure products using the Internet pricing and configurator (IPC).

C. Create billing plans.

D. Create orders with reference to a marketing campaign.

Correct Answer: BD

QUESTION 4

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.

Correct Answer: AB

QUESTION 5

There are several Interaction Center (IC) functions that help agents to work effectively within the IC application.

Which of the following features are related to agent guidance?

Note: There are 2 correct answers to this question.

A. Knowledge article routing

B. Service-level workflows

C. Interactive scripting

D. Intent-driven interaction

Correct Answer: CD

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