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

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QUESTION 1

Which of the following are the capabilities of the CRM Solution?

There are 3 correct answers to this question.

Response:

A. Partner Channel Management.

B. Survey Applications.

C. Field Applications.

D. E-Commerce.

Correct Answer: ACD

QUESTION 2

Mapping exists between business partners in SAP CRM and ERP customers (in both directions). This can

be displayed using which transaction?

Please choose the correct answer.

Response:

A. SC27

B. MAP 01

C. MAP

D. MAPI

E. PIDE

Correct Answer: E

QUESTION 3

Date management enables you to process the dates that are relevant for you in one document. You are

planning to use it in contracts (cancellation dates and runtimes).

Which of the following would you need to work with when configuring Date Management?

There are 2 correct answers to this question.

Response:

A. Date Profile

B. Date Availability You are going to customize SAP CRM billing, which of the statements are correct? There are 2 correct answers to this question.

C. Date Type

D. Date Category

Correct Answer: AC

QUESTION 4

There are standard tasks performed by the Interaction Center Manager. Which of the following activities

can be related to the Interaction Center manager?

Please choose the correct answer.

Response:

A. Rule policy creation.

B. SLA definition.

C. Script forwarding.

D. User rules creation

Correct Answer: A

QUESTION 5

Text data can be maintained in a business transaction at the header or item level. What identifies which

texts will be available in a transaction?

Please choose the correct answer.

Response:

A. Text profile

B. Text determination procedure

C. Notes assignment profile

D. Text Types

Correct Answer: B

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