



# C\_TCRM20\_73<sup>Q&As</sup>

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

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### QUESTION 1

Which of the following describes the structure of a CRM business transaction?

Please choose the correct answer.

Response:

- A. Transaction channels
- B. Customizing headers
- C. Transaction determination procedure
- D. Header, Item and Schedule lines

Correct Answer: D

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### QUESTION 2

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

Correct Answer: D

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### QUESTION 3

Interactive script can be used for each of the following? There are 2 correct answers to this question. Response:

- A. Telesales
- B. Telemarketing
- C. Teleservice
- D. Teleleads

Correct Answer: AC

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#### QUESTION 4

Account classification can be used to classify your accounts according to any criteria you choose. Which of the following statements is correct?

Please choose the correct answer.

Response:

- A. You can assign any number of criteria and attributes to each classification category.
- B. Classification categories are fixed and cannot be enhanced.
- C. Account classification influences the header fields that are displayed within an account.
- D. Account classification allows the assignment of several classification attributes to one account.

Correct Answer: D

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#### QUESTION 5

Sources for a access sequence could be: There are 3 correct answers to this question. Response:

- A. Territory Management.
- B. Organizational Model
- C. Business Partner relationships
- D. Installation component
- E. Pricing Hierarchy

Correct Answer: ABE

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