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QUESTION 1

Which of the following are part of CRM e-service solution?

There are 4 correct answers to this question.

Response:

A. Installed Base Management

B. Billing and Payment

C. Knowledge Management

D. Complaints and Returns Management

E. Customer Segmentation

Correct Answer: ABCD

QUESTION 2

The objects to be exchanged between CRM and SAP ECC systems can be filtered using filter criteria. With reference to 'filter criteria' which of the following statements are true?

There are 2 correct answers to this question.

Response:

A. For the initial load toward the SAP R/3 system, there is no filtering of the load objects.

B. The filter for business objects are predefined (stored in table SMOFFILFLD) whereas filters for Customizing or condition objects can be set on existing fields.

C. Master Data, Customizing and condition objects can be filtered at the source only.

Correct Answer: AB

QUESTION 3

You have been asked to solve a CRM middleware problem. Business partners created in SAP CRM are not being transferred to SAP ERP. What would you do to solve the problem?

There are 3 correct answers to this question.

Response:

A. Check number range assignments in SAP ERP and SAP CRM.

B. Check mBDOC processing in SAP ERP.

C. Check erroneous BDOC messages in SAP CRM.

D. Check RFC connections.

Correct Answer: ACD

QUESTION 4

Extended UI enhancements can be implemented using the `Component Enhancement workbench\\'

concept.

Which of the following is NOT part of this concept?

Please choose the correct answer.

Response:

A. An enhancement set is used to group several component enhancements together.

B. An enhancement set can be defined independently of Easy Enhancement Workbench extensions.

C. An enhancement set can be created using the Easy Enhancement Workbench.

Correct Answer: C

QUESTION 5

Your customer wants to do billing from CRM rather than from ERP or external systems. Where is

controlled that billing will take place in CRM?

Please choose the correct answer.

Response:

A. Item Category of the Sales transaction item

B. Transaction Type

C. Leading transaction type of the Sales Transaction

D. Middleware Settings

Correct Answer: A

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