



# 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

What can be used with CRM Service to model complex objects like devices or machines, that will enable you to manage services for them?

Please choose the correct answer.

Response:

- A. Case Management.
- B. Installed Base Management.
- C. Service Contracts.
- D. Product with accessories.

Correct Answer: B

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### QUESTION 2

For which of the given processes is CRM Billing required for invoicing?

There are 3 correct answers to this question.

Response:

- A. Service parts management
- B. Service order management
- C. Financial service and leasing
- D. Intellectual Property Management
- E. Sales order management

Correct Answer: ACD

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### QUESTION 3

You want to be notified when BDOC messages are not executed properly. How do you enable this?

Please choose the correct answer.

Response:

- A. BDOC modeller
- B. Error handler settings



- C. Using LUW (Logical Unit of Work)
- D. CRM Middleware with Computing Center Management System (CCMS) integration.

Correct Answer: D

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#### QUESTION 4

The marketing organization is a characteristic of the marketing plans and campaigns. You can use it to define how your enterprise structures the responsibilities for the marketing activities. The marketing Organization can be used for?

Response:

- A. Authorization checks
- B. Automatically entering and checking marketing attributes
- C. Partner determination
- D. Workflow Routing
- E. Cost Planning
- F. Rest all answers are correct

Correct Answer: F

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#### QUESTION 5

You would like to exchange condition type information from the CRM system to the ERP system and vice-versa. In this scenario, which of the following statements are true?

There are 2 correct answers to this question.

Response:

- A. SAP CRM condition types cannot be loaded into R/3
- B. Condition types have a source system assigned
- C. All R/3 condition types can be loaded into CRM

Correct Answer: AB