



# 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

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

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### QUESTION 2

You are responsible for the initial data load from SAP ERP to SAP CRM. Which categories of data do you have to consider?

There are 3 correct answers to this question.

Response:

- A. Corporate objects
- B. Customizing objects
- C. CRM-specific objects
- D. Condition objects
- E. Business objects

Correct Answer: BDE

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### QUESTION 3

Which of the following SAP CRM interaction channels focuses on indirect sales and on partner relationship management?

Please choose the correct answer.

Response:



- A. Interaction Channel.
- B. Partner Channel management.
- C. Web Channel.
- D. Field Applications.

Correct Answer: B

#### QUESTION 4

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

#### QUESTION 5

Which of the following statements are correct regarding CRM Middleware?

There are 3 correct answers to this question.

Response:

- A. SAP CRM Middleware requires additional server and software.
- B. Index server is used for the faster access to the product data needed by web applications.
- C. Internet Pricing and Configurator (IPC) provides configuration and pricing data for web applications.
- D. CRM Server is connected to mobile clients via Communication station.

Correct Answer: BCD

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