



C_TCRM20_73^{Q&As}

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

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QUESTION 1

Your customer wants to use a new business activity for capturing trade fair contacts that can be used as follow up documents for leads. Which of the following settings mandatory to fulfil these requirements?

There are 3 correct answers to this question.

Response:

- A. Define a transaction type for the Trade Fair contacts using a leading business transaction category '\\Business Activity\\'.
- B. Set up Copy control for source transaction type '\\Lead\\' and target transaction type '\\Trade fair contact\\'.
- C. Maintain item category determination for the trade fair contact.
- D. Implement a BADI for copy control.

Correct Answer: ABC

QUESTION 2

A Sales Order can be created via several channels in SAP CRM (e.g. Customer Webshop). Which application can be integrated with SAP CRM to ensure that the order is delivered in a timely manner?

Please choose the correct answer.

Response:

- A. SAP SCM
- B. SAP EVM
- C. SAP SRM
- D. SAP BI

Correct Answer: A

QUESTION 3

You can integrate CRM activity management with groupware applications. This means that you can synchronize business activities and tasks in your CRM calendar and groupware calendar. In this context, which of the following statements are true?

(Choose Correct Answer)

Response:



- A. Data is exchanged in both directions
- B. Groupware integration with CRM Enterprise is server-based
- C. The SAP Groupware Adapter is used
- D. Message transfer is performed using XML-SOAP.
- E. Reat all answers are correct

Correct Answer: E

QUESTION 4

You have some new agents working in the interaction centre. What functionality can you use to guide them better in their conversation with the customers.

Please choose the correct answer.

Response:

- A. Interactive Scripting
- B. Knowledge Article routing
- C. Service level workflows
- D. User level workflows

Correct Answer: A

QUESTION 5

In pricing, which of the following statements are correct for condition maintenance?

There are 2 correct answers to this question.

Response:

- A. A condition maintenance group bundles condition types and condition tables for condition maintenance.
- B. Within condition records, the number of levels in a value scale is limited to five.
- C. General Condition maintenance in the SAP CRM system can be carried out by using the CRM Webclient UI.
- D. In general condition maintenance context (GCM), you can maintain you can maintain conditions that are in the condition maintenance group and that are assigned to the GCM.

Correct Answer: AD



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