

# C\_TCRM20\_72<sup>Q&As</sup>

SAP Certified Application Associate - CRM Fundamentals with SAP  
CRM 7.0 EHP2

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**QUESTION 1**

Which of the following can you search for in an SAP CRM B2B Web shop?

Note: There are 3 correct answers to this question.

- A. Opportunities
- B. Quotations
- C. Leads
- D. Orders E. Contracts

Correct Answer: BDE

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**QUESTION 2**

Which of the following object types can you define in the CRM Middleware administration console?

Note: There are 3 correct answers to this question.

- A. Business objects
- B. Publications
- C. Customizing objects
- D. Subscriptions
- E. Sites

Correct Answer: BDE

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**QUESTION 3**

What does partner processing within SAP CRM determine?

Note: There are 3 correct answers to this question.

- A. The partners that are mandatory within business transactions
- B. The framework that is accessible for an Interaction Center agent
- C. The users who are authorized to maintain different business transactions
- D. The internal and external partners that are involved in transactions
- E. The sources that the system accesses to search for involved partners

Correct Answer: ADE

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## QUESTION 4

Within partner processing for transactions in SAP CRM, how do you make certain partner functions mandatory?

- A. Use the mandatory partner indicator within the partner function itself.
- B. Use the mandatory partner indicator on the partner determination procedure.
- C. Use the minimum occurrence for a partner function in the access sequence.
- D. Use the minimum occurrence for the respective partner function in the partner determination procedure.

Correct Answer: D

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## QUESTION 5

You want to gather information from your customers.

Which option within SAP CRM supports this requirement?

- A. E-mail Response Management System
- B. Partner Channel Management
- C. CRM Web Channel
- D. Survey tool

Correct Answer: D

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