

C_TCRM20_72^{Q&As}

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

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QUESTION 1

Which of the following are part of a typical SAP CRM service process?

Note: There are 2 correct answers to this question.

- A. Billing a service level agreement
- B. Performing resource planning for a service order
- C. Performing resource planning for a service confirmation
- D. Billing a service confirmation

Correct Answer: BD

QUESTION 2

You are setting up actions triggering follow-up processes.

Which of the following process types can you select within the action definition?

Note: There are 3 correct answers to this question.

- A. Smart Form mail
- B. SAPscript
- C. Method call
- D. Schedule conditions
- E. Workflow

Correct Answer: ACE

QUESTION 3

You have maintained authorization roles (PFCG roles).

To which objects can you assign these roles?

Note: There are 2 correct answers to this question.

- A. Business roles
- B. Organizational units
- C. Users
- D. Business partner

Correct Answer: AC

QUESTION 4

Which of the following are key capabilities of the SAP CRM application?

Note: There are 3 correct answers to this question.

- A. Business planning
- B. Field applications
- C. Partner channel management
- D. Analytics
- E. Profitability analysis

Correct Answer: BCD

QUESTION 5

What is the common way to define multiple organizational structures in SAP CRM?

- A. Define multiple organizational structures using a matrix within the organizational model.
- B. Maintain organizational structures in SAP ERP and replicated them to SAP CRM.
- C. Integrate organizational structures for sales, service, and marketing in one organizational model.
- D. Use SAP GUI.

Correct Answer: C

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