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

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QUESTION 1

Which of the following is correct for SAP CRM Interactive reports? There are 2 correct answers to this question.

Response:

A. They can created on CRM web UI by users.

B. They require a separate SAP BW system.

C. They can be created in SAP CRM GUI.

D. They are created via in Web UI using a wizard.

Correct Answer: AD

QUESTION 2

You are tasked with creating an Organizational Model in SAP CRM. The client wants to use both Sales and Service in SAP CRM, and logistics in SAP ERP. One of the organization element is called "Singapore Sales and Services". Which of the following are relevant questions to ask the client?

There are 2 correct answers to this question.

Response:

A. Is the SAP CRM Org model to be used via RFC calls from SAP ERP? This would allow us to keep only the SAP CRM Org model and not to create an ERP Org model at all.

B. Is the Org model to be used in automatic org determination in SAP CRM?

C. Do we want the same Org model to be used for both Sales and Service or shouldwe create Service Org model and a Sales Org model separately in SAP CRM?

D. Is the Org model cannot used in an automatic org determination in SAP CRM?

Correct Answer: BC

QUESTION 3

You are responsible for data loads of business objects such as Business Partners and Sales Orders from

CRM to ERP. What can you do to reduce the data load?

Please choose the correct answer.

Response:

A. Apply filter in the Communication station.

B. Apply filter in the Administration console.

C. Apply filter in BDOC modeller.

D. Apply filter in Business Adaptor Objects.

Correct Answer: D

QUESTION 4

You can define rules in Customizing for automatic organizational data determination. Which of the

following are valid rule types?

There are 2 correct answers to this question.

Response:

A. Responsibility rule type

B. Organization rule type

C. Territory rule type

D. Sales Org Rule type

E. ERP Rule type

Correct Answer: AB

QUESTION 5

Interaction Center Profiles can be designed for? There are 3 correct answers to this question. Response:

A. Individual positions

B. Groups of agents

C. Common for all the Interaction center

D. Individual Leads

E. Groups of Sales

Correct Answer: ABC

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