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QUESTION 1

Customer-specific adjustments to the UI must be performed using a role configuration key.

Please choose the correct answer.

Response:

A. True

B. False

Correct Answer: A

QUESTION 2

The navigation bar profile controls the links in the Web Client UI. Which of the following objects can be

assigned directly to a Nav Bar profile?

There are 2 correct answers to this question.

Response:

A. Direct Link Groups

B. Work Centers

C. Layout Components

D. Access Link Groups

Correct Answer: AB

QUESTION 3

Interactive script can be used for each of the following? There are 2 correct answers to this question. Response:

A. Telesales

B. Telemarketing

C. Teleservice

D. Teleleads

Correct Answer: AC

QUESTION 4

From a technical point of view, the SAP CRM product master is a collection or arrangement of which of the following?

Please choose the correct answer.

Response:

A. Classifications

B. Set Types

C. Hierarchies

Correct Answer: B

QUESTION 5

Which of the following statements concerning pricing in SAP CRM business transactions is true?

Please choose the correct answer.

Response:

A. Only pricing procedures defined in CRM can be used in a CRM transaction.

B. Once pricing has been determined for a transaction, it cannot be redetermined.

C. Pricing results can be copied from a Quotation or a Contract into the Sales Order.

D. A transaction type can have only one condition type.

Correct Answer: C

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