

# C\_TCRM20\_73<sup>Q&As</sup>

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

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**QUESTION 1**

The account hierarchy allows you to group accounts in a multi-level group hierarchy. Which of the following are the two categories of account hierarchies?

There are 2 correct answers to this question.

Response:

- A. Contract management
- B. Account classification
- C. Pricing
- D. Statistical

Correct Answer: CD

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**QUESTION 2**

Which of the following steps are part of CRM Billing? There are 3 correct answers to this question. Response:

- A. Input Processing.
- B. Order integration.
- C. Billing
- D. Output processing.

Correct Answer: ACD

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**QUESTION 3**

Business Roles are the Key to a CRM implementation. What is controlled by the Business roles?

(Choose correct answer)

Response:

- A. The layout, technical and functional profiles
- B. The navigation bar profile which in turn defines Work Centre pages, Work Center link groups and direct link groups.
- C. The role configuration key and the associated PFCG roles
- D. Rest all answers are correct

Correct Answer: D

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## QUESTION 4

Which one of the following are functional enhancements of the Service Contract that generate followup documents at specified points in time as individual or periodic scheduling?

Please choose the correct answer.

Response:

- A. Service Order
- B. Service Plan
- C. Service level agreements
- D. Quotation Order

Correct Answer: B

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## QUESTION 5

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

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