

C_TCRM20_73^{Q&As}

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

Pass SAP C_TCRM20_73 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/c_tcrm20_73.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SAP Official
Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



QUESTION 1

Which of the following SAP CRM interaction channels focuses on indirect sales and on partner relationship management?

Please choose the correct answer.

Response:

- A. Interaction Channel.
- B. Partner Channel management.
- C. Web Channel.
- D. Field Applications.

Correct Answer: B

QUESTION 2

How can certain partners be mandatory in a CRM transaction? Please choose the correct answer.

Response:

- A. Using the mandatory flag within the partner function itself.
- B. Using the mandatory partner flag on the partner determination procedure.
- C. Using the minimum occurrence for the respective partner function in the partner determination procedure.
- D. Incompletion procedure of the transaction type.

Correct Answer: C

QUESTION 3

You have to configure the download of business objects from SAP ERP to SAP CRM. Which steps are part of the initial downloads of business objects from ERP to CRM?

There are 2 correct answers to this question.

Response:

- A. Monitor download via the download monitor (Transaction R3AS).
- B. Define clock size for Adaptor objects (Transaction R3AC1).
- C. Assign subscription in the Administration Console (Transaction SMOEAC).

D. Activate the replication and Realignment Queue (Transaction SMOHQUEUE).

Correct Answer: AB

QUESTION 4

Sources for a access sequence could be: There are 3 correct answers to this question. Response:

- A. Territory Management.
- B. Organizational Model
- C. Business Partner relationships
- D. Installation component
- E. Pricing Hierarchy

Correct Answer: ABE

QUESTION 5

Which of the following form part of the three step billing process in SAP CRM?

There are 3 correct answers to this question.

Response:

- A. Input processing
- B. Output processing
- C. Order integration
- D. Billing
- E. Company code definition

Correct Answer: ABD

QUESTION 6

Which of the following business transactions can be created within SAP CRM?

There are 3 correct answers to this question.

Response:

- A. Sales Order
- B. Purchase Order

C. Service request

D. Delivery

E. Problem

Correct Answer: ACE

QUESTION 7

The objects to be exchanged between CRM and SAP ECC systems can be filtered using filter criteria. With reference to 'filter criteria' which of the following statements are true?

There are 2 correct answers to this question.

Response:

A. For the initial load toward the SAP R/3 system, there is no filtering of the load objects.

B. The filter for business objects are predefined (stored in table SMOFFILFLD) whereas filters for Customizing or condition objects can be set on existing fields.

C. Master Data, Customizing and condition objects can be filtered at the source only.

Correct Answer: AB

QUESTION 8

Your company is implementing SAP CRM and SAP ERP in phase 1. They are planning a phase 2 to

include SAP SRM and SAP SCM. Their goal is to minimize changes and therefore costs.

They ask your for an opinion on when to install the Solution Manager.

Please choose the correct answer.

Response:

A. SAP Solution manager should be implemented between Phase 1 and Phase 2.This would ensure that resources are available.

B. SAP Solution manager should be implemented at the beginning of Phase 1 as it is only used for project planning and configuration via roadmaps. If we don't implement it in phase 1, we should not implement it at all.

C. SAP Solution manager should be implemented at the beginning of phase 1 as it can configure to help systems via roadmaps and it is required by SAP for software maintenance of SAP CRM and the other SAP systems in our landscape.

D. SAP project manager should be implemented between Phase 1 and Phase 2.This would ensure that users are available.

Correct Answer: A

QUESTION 9

Which of the following actions can Interaction Center agents start when processing inbound phone calls?

There are 3 correct answers to this question.

Response:

- A. Qualify a lead.
- B. Identify the account.
- C. Start the interactive script editor.
- D. Identify an installed base component/object.
- E. Create a new alert.

Correct Answer: ABD

QUESTION 10

Which of the following are the capabilities of the CRM Solution?

There are 3 correct answers to this question.

Response:

- A. Partner Channel Management.
- B. Survey Applications.
- C. Field Applications.
- D. E-Commerce.

Correct Answer: ACD

QUESTION 11

For which of the given processes is CRM Billing required for invoicing?

There are 3 correct answers to this question.

Response:

- A. Service parts management
- B. Service order management
- C. Financial service and leasing

D. Intellectual Property Management

E. Sales order management

Correct Answer: ACD

QUESTION 12

The advantage of using Business Documents (BDocs) as a data container for processing business objects that logically belong together (for example, all data about one order or one partner) and for transporting them in a single unit is that this avoids having to process or transport several individual table entries.

Please choose the correct answer.

Response:

A. True

B. False

Correct Answer: A

QUESTION 13

You can integrate CRM activity management with groupware applications. This means that you can synchronize business activities and tasks in your CRM calendar and groupware calendar. In this context, which of the following statements are true?

(Choose Correct Answer)

Response:

A. Data is exchanged in both directions

B. Groupware integration with CRM Enterprise is server-based

C. The SAP Groupware Adapter is used

D. Message transfer is performed using XML-SOAP.

E. Reat all answers are correct

Correct Answer: E

QUESTION 14

Account hierarchies can be mapped in CRM. For example, purchasing collaboration, chains, and so on.

Which of the following statements are true?

There are 3 correct answers to this question.

Response:

- A. Accounts are assigned to defined hierarchy nodes.
- B. Group hierarchies originally maintained in SAP CRM cannot be transferred to the ERP system.
- C. Customer hierarchies from the ERP system can be loaded into SAP CRM, but the changes that can be made to them there are restricted.
- D. There are no prerequisites for transferring a customer hierarchy from the ERP back End

Correct Answer: ABC

QUESTION 15

Which of the following are part of SAP CRM Marketing? There are 2 correct answers to this question. Response:

- A. Campaign Management
- B. Customer Segmentation
- C. Installed Base Management
- D. Incentive and Commission Management

Correct Answer: BC

[C_TCRM20_73 VCE
Dumps](#)

[C_TCRM20_73 Study
Guide](#)

[C_TCRM20_73 Exam
Questions](#)