

SAP EDUCATION

SAMPLE QUESTIONS: C_TCRM20_71

SAP Certified Application Associate - CRM Fundamentals with SAP CRM 7.0 EhP1

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

Questions

1. Which of the following processes are included in SAP CRM

Sales? Note: There are 3 correct answers to this question.

a)	☐	Complaints Management
b)	☐	Account and Contact Management
c)	☐	Case Management
d)	☐	Activity Management
e)	☐	Opportunity Management

2. Text data can be maintained in business transactions at header or item level.

What identifies which text types are available to a particular business transaction or item category?

Please choose the correct answer.

a)	☐	Action profile
b)	☐	Text determination procedure
c)	☐	Text profile
d)	☐	Notes assignment profile

3. Which of the statements below is true for call lists?

Please choose the correct answer.

a)	☐	Calls lists have to be processed by organizational units.
b)	☐	Call lists have to be activated before processing is possible.
c)	☐	Call lists have to be maintained using CRM Marketing functions.
d)	☐	Call lists have to contain interactive scripts.

4. Which of the following elements are contained in product master set types?

Please choose the correct answer.

a)	☐	Field groups
b)	☐	Product categories
c)	☐	Base hierarchies
d)	☐	Attributes

5. Which of the following are examples of business transactions in SAP CRM?

Note: There are 3 correct answers to this question.

a)	☐	Appointments/meetings
b)	☐	Campaigns
c)	☐	Call lists
d)	☐	Rebate agreements
e)	☐	Service confirmations

6. Which of the following statements regarding marketing attributes are correct?

Note: There are 2 correct answers to this question.

a)	☐	Marketing attributes can be assigned to a business partner.
b)	☐	Marketing attributes can be used in the SAP CRM Web Channel.
c)	☐	Marketing attributes always can have only one value selected.
d)	☐	Marketing attributes can only be assigned to one attribute set

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

Note: There are 3 correct answers to this question.

a)	☐	Input processing
b)	☐	Output processing
c)	☐	Order integration
d)	☐	Billing
e)	☐	Company code definition

8. Account classification can be used to classify your accounts according to any criteria you choose. Which of the following statements is correct?

Please choose the correct answer.

a)	☐	You can assign any number of criteria and attributes to each classification category.
b)	☐	Classification categories are fixed and cannot be enhanced.
c)	☐	Account classification influences the header fields that are displayed within an account.
d)	☐	Account classification allows the assignment of several classification attributes to one account.

9. Which tools are used to configure the SAP CRM WebClient UI?

Note: There are 3 correct answers to this question?

a)	☐	Graphical Modeler
b)	☐	Administration Console
c)	☐	UI Configuration Tool
d)	☐	Skin Workbench
e)	☐	Application Enhancement Tool

10. Which of the following tools allow you to change field labels on an SAP CRM WebClient UI view?

Note: There are 2 correct answers to this question.

a)	☐	Application Enhancement Tool
b)	☐	Design Layer Customizing
c)	☐	UI Configuration Tool
d)	☐	UI Personalization

11. Which of the following are possible sources in access sequences used in partner determination?

Note: There are 2 correct answers to this question?

a)	☐	Buying center
b)	☐	Target groups
c)	☐	Business partner relationships
d)	☐	Preceding transactions

12. Which of the following SAP software components can be integrated with SAP CRM to allow you to compile and synchronize all the relevant data used to monitor and measure the success of your enterprise?

Please choose the correct answer.

a)	☐	SCM
b)	☐	HCM
c)	☐	BW
d)	☐	SRM

13. You are responsible for the initial data load from SAP ERP to SAP CRM.

Which categories of data do you have to consider?

Note: There are 3 correct answers to this question.

a)	☐	Corporate objects
b)	☐	Customizing objects
c)	☐	CRM-specific objects
d)	☐	Condition objects
e)	☐	Business objects

14. Which of the following are key elements of a service contract within SAP CRM?

Note: There are 3 correct answers to this question.

a)	☐	Resource planning
b)	☐	In-house repairs
c)	☐	Service level
d)	☐	Object list
e)	☐	Billing plan

15. What is a pricing procedure in a business transaction used for?

Please choose the correct answer.

a)	☐	To define the search strategy that the system uses to search for valid data in a specific condition type.
b)	☐	To define the combination of fields that an individual condition record consists of.
c)	☐	To determine the valid condition types and their calculation sequence in the business transaction.
d)	☐	To determine whether calculated subtotals are hidden or displayed on the pricing screens.

Solutions

1 a) Incorrect	2 a) Incorrect	3 a) Incorrect	4 a) Incorrect	5 a) Correct
1 b) Correct	2 b) Correct	3 b) Correct	4 b) Incorrect	5 b) Incorrect
1 c) Incorrect	2 c) Incorrect	3 c) Incorrect	4 c) Incorrect	5 c) Incorrect
1 d) Correct	2 d) Incorrect	3 d) Incorrect	4 d) Correct	5 d) Correct
1 e) Correct				5 e) Correct
6 a) Correct	7 a) Correct	8 a) Incorrect	9 a) Incorrect	10 a) Incorrect
6 b) Correct	7 b) Correct	8 b) Incorrect	9 b) Incorrect	10 b) Correct
6 c) Incorrect	7 c) Incorrect	8 c) Incorrect	9 c) Correct	10 c) Correct
6 d) Incorrect	7 d) Correct	8 d) Correct	9 d) Correct	10 d) Incorrect
	7 e) Incorrect		9 e) Correct	
11 a) Incorrect	12 a) Incorrect	13 a) Incorrect	14 a) Incorrect	15 a) Incorrect
11 b) Incorrect	12 b) Incorrect	13 b) Correct	14 b) Incorrect	15 b) Incorrect
11 c) Correct	12 c) Correct	13 c) Incorrect	14 c) Correct	15 c) Correct
11 d) Correct	12 d) Incorrect	13 d) Correct	14 d) Correct	15 d) Incorrect
		13 e) Correct	14 e) Correct	

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