

## SAP ОБУЧЕНИЕ

### ПРИМЕРНИ ВЪПРОСИ: P\_CRMSRV\_71

Забележка: Примерните въпроси са изготвени единствено за целите на вашата самоподготовка и не са включени в реалните изпити за сертификация. Справянето с тези въпроси не ви гарантира успешното преминаване на изпита. Същинският изпит обхваща по-широк кръг от теми, затова преди явяване на изпит за сертификация се запознайте с всички тематични области, посочени в описанието на изпита. .

SAP Certified Application Professional – Service with SAP EhP1 for SAP CRM 7.0

#### Въпроси:

1. Your customer has a high volume of complaints.  
How can you improve the automation of complaints and returns processing?  
Please select the correct answer.

a)	<input type="radio"/>	Use batch jobs to fill the complaints due list.
b)	<input type="radio"/>	Assign element types and business object types to the transaction type.
c)	<input type="radio"/>	Set up and activate the Business Rule Framework (BRF).
d)	<input type="radio"/>	Set up an access sequence to improve the workflow.

2. Your customer wants to analyze costs and revenues for executed campaigns.  
Which mandatory requirements do you discuss with your customer?  
Please select the correct answer.

a)	<input type="radio"/>	cProjects implementation in SAP CRM
b)	<input type="radio"/>	Profitability Analysis activation in SAP CRM
c)	<input type="radio"/>	Project System (PS) set-up in SAP ERP
d)	<input type="radio"/>	cProjects implementation in SAP ERP

3. Some accounts are not replicated from SAP CRM to SAP ERP.  
What would you do?  
Please select the correct answer.

a)	<input type="radio"/>	Check in the Administration Console whether the site "CRM" has the subscription "All Business Partners" assigned.
b)	<input type="radio"/>	Restart the Monitoring Cockpit.
c)	<input type="radio"/>	Set the middleware parameter "DISTRIBUTE_BUSINESS_PARTNERS" to TRUE.
d)	<input type="radio"/>	Check whether the account has a relevant role such as "Sold-To Party".

4. How can you add counters to installed base components?  
Please select the correct answer.

a)	<input type="radio"/>	Assign action profiles to the installed base category.
b)	<input type="radio"/>	Configure counter determination based on the reference product.
c)	<input type="radio"/>	Assign counter templates to the installed base header.
d)	<input type="radio"/>	Create and assign counters manually.

5. Your customer wants to maintain service products in the SAP CRM WebClient.  
Which of the following activities is mandatory to maintain qualification requirements for service products?  
Please select the correct answer.

a)	<input type="radio"/>	Assign the appropriate relationship category to the relevant product category.
b)	<input type="radio"/>	Assign the appropriate set type to the relevant service product.
c)	<input type="radio"/>	Assign the appropriate set type to the relevant product category.
d)	<input type="radio"/>	Assign the appropriate relationship category to the relevant service product.

6. A customer uses SAP CRM service contracts and wants to enter price agreements within the service contracts.  
How do you enable the use of price agreements in service contracts?  
Please select the correct answer.

a)	<input type="radio"/>	Create a price agreement determination procedure.
b)	<input type="radio"/>	Maintain conditions in the service product master.
c)	<input type="radio"/>	Assign a customer pricing procedure to the business partner.
d)	<input type="radio"/>	Define and assign a condition group.

7. Service technicians create confirmations in SAP CRM for service orders that result in a withdrawal of the used spare parts in SAP ERP.  
What do you need to do to integrate Logistics?

a)	<input type="radio"/>	Set up customer consignment stocks in SAP CRM.
b)	<input type="radio"/>	Assign the plant and storage location to service organizational units in SAP CRM.
c)	<input type="radio"/>	Replicate the relevant service characteristics to Logistics in SAP ERP.
d)	<input type="radio"/>	Assign a purchase organization to a plant in SAP ERP.

8. Your customer would like to minimize the amount of time required to create a service transaction.  
Which business transactions can be created based on service order templates.  
Please select the correct answer.

a)	<input type="radio"/>	Warranty claims
b)	<input type="radio"/>	Service contracts
c)	<input type="radio"/>	Service agreements
d)	<input type="radio"/>	In-house repair orders

9. A service order is created and a valid warranty is determined. A special warranty rebate is applied to the service order.

Which of the listed parameters triggers the warranty rebate?  
Please select the correct answer.

a)	<input type="radio"/>	Condition maintenance group
b)	<input type="radio"/>	Item category
c)	<input type="radio"/>	Accounting indicator
d)	<input type="radio"/>	Valuation type

10. A customer wants to repair items in-house.  
What can you set up for the in-house repair order?  
Note: There are two (2) correct answers to this question.

a)	<input type="radio"/>	Automatic warranty check for the customer-specific object
b)	<input type="radio"/>	Confirmation of time and parts directly in the in-house repair order
c)	<input type="radio"/>	Specific action profiles for the in-house repair order
d)	<input type="radio"/>	Logistics execution of returns on the CRM side

### Отговори:

1 a) Incorrect	2 a) Incorrect	3 a) Incorrect	4 a) Incorrect	5 a) Correct
1 b) Incorrect	2 b) Incorrect	3 b) Incorrect	4 b) Incorrect	5 b) Incorrect
1 c) Correct	2 c) Correct	3 c) Incorrect	4 c) Incorrect	5 c) Incorrect
1 d) Incorrect	2 d) Incorrect	3 d) Correct	4 d) Correct	5 d) Incorrect
6 a) Incorrect	7 a) Incorrect	8 a) Incorrect	9 a) Incorrect	10 a) Correct
6 b) Incorrect	7 b) Correct	8 b) Incorrect	9 b) Incorrect	10 b) Incorrect
6 c) Incorrect	7 c) Incorrect	8 c) Incorrect	9 c) Correct	10 c) Correct
6 d) Correct	7 d) Incorrect	8 d) Correct	9 d) Incorrect	10 d) Incorrect