

SAP EDUCATION

SAMPLE QUESTIONS: C_TCRM20_70

SAP Certified Application Associate – CRM Fundamentals with SAP CRM 7.0 – [print view](#)

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. In account management in SAP CRM 7.0, life cycle stages allow you to retain the different stages of a business partner over time.

Which statements are true concerning these life cycle stages?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	More than one life cycle stage can be assigned to a business partner at a time.
b)	<input type="radio"/>	Life cycle stages are freely definable in customizing.
c)	<input type="radio"/>	Life cycle stages can automatically determine the roles assigned to the business partner
d)	<input type="radio"/>	Account life cycle is delivered as a hidden function and must be activated in the UI configuration tool.
e)	<input type="radio"/>	Account life cycle replaces the business partner classification such as prospect, customer etc.

2. What for can you use the marketing organization characteristic?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	For identification of planning profiles
b)	<input type="radio"/>	For workflow routing
c)	<input type="radio"/>	For cost planning
d)	<input type="radio"/>	For mapping to objectives and tactics
e)	<input type="radio"/>	For authorization checks

3. Set types in the product master of CRM can be displayed on various views.

What is contained in these set types?

Please choose the correct answer.

a)	<input type="radio"/>	Base hierarchies
b)	<input type="radio"/>	Field groups
c)	<input type="radio"/>	Profile sets
d)	<input type="radio"/>	Attributes
e)	<input type="radio"/>	Characteristics

4. What are examples of a business transaction in CRM?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Campaigns
b)	<input type="radio"/>	Service confirmations
c)	<input type="radio"/>	Appointments/meetings
d)	<input type="radio"/>	Rebate agreements
e)	<input type="radio"/>	Call lists

5. What statements are correct for Marketing Attributes?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Marketing Attributes can be assigned to a business partner.
b)	<input type="radio"/>	Marketing Attributes always can have only one value selected.
c)	<input type="radio"/>	Marketing Attributes can only be assigned to one attribute set.
d)	<input type="radio"/>	Marketing Attributes can be used in the CRM Web Channel.

6. Service Contracts are long-term agreements between customers and companies.

What are the key elements of a Service Contract within CRM?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Product proposals
b)	<input type="radio"/>	Object list
c)	<input type="radio"/>	Service level
d)	<input type="radio"/>	In house repairs
e)	<input type="radio"/>	Billing plan

7. Which of the following SAP software components can be integrated with SAP CRM to allow you to compile and synchronize all relevant data utilized for monitoring and measuring the success of your enterprise?

Please choose the correct answer.

a)	<input type="radio"/>	SRM
b)	<input type="radio"/>	HCM
c)	<input type="radio"/>	BW
d)	<input type="radio"/>	SCM

8. You have been made responsible for the initial data load from SAP ERP to SAP CRM.

What categories of data do you have to consider?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Customizing objects
b)	<input type="radio"/>	Condition objects
c)	<input type="radio"/>	Business objects
d)	<input type="radio"/>	CRM specific objects
e)	<input type="radio"/>	Corporate objects

9. There are different levels of flexibility needed by various users when it comes to access to CRM Business roles. For example, the project team and the software testing group need quick access to many different roles while end users get only one role and hardly ever need to change it.

What option do you have to assign roles to these types of users?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	For end users assign a role using the user parameter CRM_UI_PROFILE.
b)	<input type="radio"/>	For software testers and the project team allow them to change their role using the user parameter CRM_UI_PROFILE.
c)	<input type="radio"/>	For end users, assign the CRM business role to a position on the organizational model when they log in they will be prompted to select their appropriate position.
d)	<input type="radio"/>	For software testers and the project team allow them to change their role with the BSP application CRM_ROLE_SELECTION.
e)	<input type="radio"/>	For End Users, assign the CRM business role to a position on the organizational model and then assign their user id or the business partner connected to them to the same position.

10. In partner processing for CRM business transactions, what are possible data sources to find Business Partners to the access sequence?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Group hierarchy
b)	<input type="radio"/>	Preceding transactions
c)	<input type="radio"/>	Target groups

d)	<input type="radio"/>	Buying center
e)	<input type="radio"/>	Business partner relationships

Solutions

1 a) Incorrect	2 a) Incorrect	3 a) Incorrect	4 a) Incorrect	5 a) Correct
1 b) Correct	2 b) Correct	3 b) Incorrect	4 b) Correct	5 b) Incorrect
1 c) Correct	2 c) Correct	3 c) Incorrect	4 c) Correct	5 c) Incorrect
1 d) Correct	2 d) Incorrect	3 d) Correct	4 d) Correct	5 d) Correct
1 e) Incorrect	2 e) Correct	3 e) Incorrect	4 e) Incorrect	

6 a) Incorrect	7 a) Incorrect	8 a) Correct	9 a) Incorrect	10 a) Correct
6 b) Correct	7 b) Incorrect	8 b) Correct	9 b) Correct	10 b) Correct
6 c) Correct	7 c) Correct	8 c) Correct	9 c) Incorrect	10 c) Incorrect
6 d) Incorrect	7 d) Incorrect	8 d) Incorrect	9 d) Incorrect	10 d) Incorrect
6 e) Correct		8 e) Incorrect	9 e) Correct	10 e) Correct

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