

# 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)	<input type="radio"/>	Complaints Management
b)	<input type="radio"/>	Account and Contact Management
c)	<input type="radio"/>	Case Management
d)	<input type="radio"/>	Activity Management
e)	<input type="radio"/>	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)	<input type="radio"/>	Action profile
b)	<input type="radio"/>	Text determination procedure
c)	<input type="radio"/>	Text profile
d)	<input type="radio"/>	Notes assignment profile

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

Please choose the correct answer.

a)	<input type="radio"/>	Calls lists have to be processed by organizational units.
b)	<input type="radio"/>	Call lists have to be activated before processing is possible.
c)	<input type="radio"/>	Call lists have to be maintained using CRM Marketing functions.
d)	<input type="radio"/>	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)	<input type="radio"/>	Field groups
b)	<input type="radio"/>	Product categories
c)	<input type="radio"/>	Base hierarchies
d)	<input type="radio"/>	Attributes

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

Note: There are 3 correct answers to this question.

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

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

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 can be used in the SAP CRM Web Channel.
c)	<input type="radio"/>	Marketing attributes always can have only one value selected.
d)	<input type="radio"/>	Marketing attributes can only be assigned to one attribute

		set.
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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 type="radio"/>	Input processing
b)	<input type="radio"/>	Output processing
c)	<input type="radio"/>	Order integration
d)	<input type="radio"/>	Billing
e)	<input type="radio"/>	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)	<input type="radio"/>	You can assign any number of criteria and attributes to each classification category.
b)	<input type="radio"/>	Classification categories are fixed and cannot be enhanced.
c)	<input type="radio"/>	Account classification influences the header fields that are displayed within an account.
d)	<input type="radio"/>	Account classification allows the assignment of several classification attributes to one account.

9. For which of the following purposes do you use the marketing organization attribute?

Note: There are 3 correct answers to this question?

a)	<input type="radio"/>	Identification of planning profiles
b)	<input type="radio"/>	Workflow routing
c)	<input type="radio"/>	Cost planning

d)	<input type="radio"/>	Mapping to objectives and tactics
e)	<input type="radio"/>	Authorization checks

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

Note: There are 3 correct answers to this question?

a)	<input type="radio"/>	Graphical Modeler
b)	<input type="radio"/>	Administration Console
c)	<input type="radio"/>	UI Configuration Tool
d)	<input type="radio"/>	Skin Workbench
e)	<input type="radio"/>	Application Enhancement Tool

11. 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)	<input type="radio"/>	Application Enhancement Tool
b)	<input type="radio"/>	Design Layer Customizing
c)	<input type="radio"/>	UI Configuration Tool
d)	<input type="radio"/>	UI Personalization

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

Note: There are 2 correct answers to this question?

a)	<input type="radio"/>	Buying center
b)	<input type="radio"/>	Target groups
c)	<input type="radio"/>	Business partner relationships
d)	<input type="radio"/>	Preceding transactions

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

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

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

Note: There are 3 correct answers to this question.

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

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

Please choose the correct answer.

a)	<input type="radio"/>	To define the search strategy that the system uses to search for valid data in a specific condition type.
b)	<input type="radio"/>	To define the combination of fields that an individual condition record consists of.
c)	<input type="radio"/>	To determine the valid condition types and their calculation sequence in the business transaction.
d)	<input type="radio"/>	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) Correct	10 b) Incorrect
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) Incorrect	10 d) Correct
	7 e) Incorrect		9 e) Incorrect	10 e) Correct
11 a) Incorrect	12 a) Incorrect	13 a) Incorrect	14 a) Incorrect	15 a) Incorrect
11 b) Correct	12 b) Incorrect	13 b) Incorrect	14 b) Correct	15 b) Incorrect
11 c) Correct	12 c) Correct	13 c) Correct	14 c) Incorrect	15 c) Correct
11 d) Incorrect	12 d) Correct	13 d) Incorrect	14 d) Correct	15 d) Correct
			14 e) Correct	15 e) Correct
16 a) Incorrect				
16 b) Incorrect				
16 c) Correct				
16 d) Incorrect				

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