

# C\_TCRM20\_73<sup>Q&As</sup>

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

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### QUESTION 1

Which assignments in customizing can be implemented when setting up Organization data determination in business transactions?

Please choose the correct answer.

Response:

- A. An organization data profile has to be assigned to the transaction type.
- B. A determination rule has to be assigned to a transaction type
- C. For determination rule type `Org Model\\`, responsibilities have to be assigned directly in the rule.

Correct Answer: A

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### QUESTION 2

Text data can be maintained in a business transaction at the header or item level. What identifies which texts will be available in a transaction?

Please choose the correct answer.

Response:

- A. Text profile
- B. Text determination procedure
- C. Notes assignment profile
- D. Text Types

Correct Answer: B

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### QUESTION 3

There is a pre defined data transfer from SAP ERP to SAP CRM. With reference to filtering of customizing data, which of the following is true?

Please choose the correct answer.

Response:

- A. Filtering is not possible. Data that is not required in SAP CRM has to be manually deleted after the full load.
- B. Filtering is possible. Filter criteria defined in CRM will be automatically synchronized with ERP.

- C. Filtering is possible. Filter criteria defined in CRM must be manually synchronized with ERP.
- D. Filtering criteria need to be defined only in ERP.

Correct Answer: B

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#### QUESTION 4

Which of the following are part of CRM e-service solution?

There are 4 correct answers to this question.

Response:

- A. Installed Base Management
- B. Billing and Payment
- C. Knowledge Management
- D. Complaints and Returns Management
- E. Customer Segmentation

Correct Answer: ABCD

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#### QUESTION 5

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

There are 3 correct answers to this question.

Response:

- A. Appointments/meetings
- B. Campaigns
- C. Call lists
- D. Rebate agreements
- E. Service confirmations

Correct Answer: ADE

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