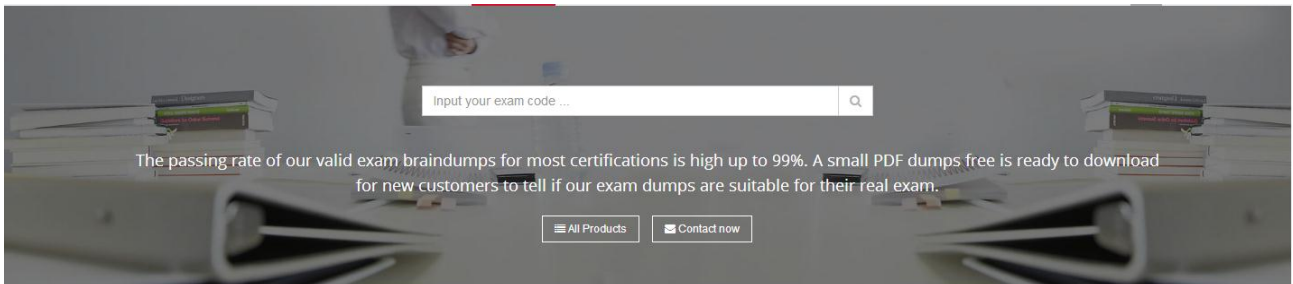


# RealExamFree



## Why Choose Us



### QUALITY AND VALUE

RealExamFree Practice Exams are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development - no all dumps.



### TESTED AND APPROVED

We are committed to the process of vendor and third party approvals. We believe professionals and executives alike deserve the confidence of quality coverage these authorizations provide.



### EASY TO PASS

If you prepare for the exams using our RealExamFree testing engine, it is easy to succeed for all certifications in the first attempt. You don't have to deal with all dumps or any free torrent / rapidshare all stuff.



### TRY BEFORE BUY

RealExamFree offers free demo of each product. You can check out the interface, question quality and usability of our practice exams before you decide to buy.

## Try Before You Buy

Download a free sample of any of our exam questions and answers

- ✓ 24/7 customer support, Secure shopping site
- ✓ Free One year updates to match real exam scenarios
- ✓ If you failed your exam after buying our products we will refund the full amount back to you.

Select a vendor... | Select an exam... | Your email address | [Free Download](#)

## Customer Reviews



The exam is easy. many questions are same with practice paper before. Pass it easily

**Dominic**



It is worthy it. I am happy about my score. Thank you for the dumps.

**Gloria**



Don't waste too much time on what you are not good at. Let others help you. Yes. I am lucky to order this exam cram and pass test casually. Wonderful!

**Nat**



It is very a good dumps. It is same with real exam. best dumps without one of. the only.

**Joanna**

<http://www.realexamfree.com>

Most international real exam & valid exam braindumps & dumps free

**Exam** : **C\_TCRM20\_73**

**Title** : SAP Certified Application  
Associate - CRM Fundamentals  
with SAP CRM 7.0 EhP3

**Vendor** : SAP

**Version** : DEMO

**NO.1** Which one of the following are functional enhancements of the Service Contract that generate followup documents at specified points in time as individual or periodic scheduling?

Please choose the correct answer.

Response:

- A. Service Order
- B. Service Plan
- C. Service level agreements
- D. Quotation Order

**Answer:** B

**NO.2** Which of the following are part of SAP CRM Marketing?

There are 2 correct answers to this question.

Response:

- A. Campaign Management
- B. Customer Segmentation
- C. Installed Base Management
- D. Incentive and Commission Management

**Answer:** BC

**NO.3** Which of the following form part of the three step billing process in SAP CRM?

There are 3 correct answers to this question.

Response:

- A. Input processing
- B. Output processing
- C. Order integration
- D. Billing
- E. Company code definition

**Answer:** ABD

**NO.4** Interactive script can be used for each of the following?

There are 2 correct answers to this question.

Response:

- A. Telesales
- B. Telemarketing
- C. Teleservice
- D. Teleleads

**Answer:** AC

**NO.5** The business partner category must be defined when creating a new business partner and it cannot be changed later on.

Please choose the correct answer.

Response:

- A. True
- B. False

**Answer:** A

**NO.6** What are the benefits of CRM Analytics?

There are 3 correct answers to this question.

Response:

- A.** CRM interactive reports can be used to analyze activities, leads, and opportunities.
- B.** Analysis scenarios provide predefined packages and content for controlling customer-focused processes.
- C.** CRM Analytics can be used to transfer SAP ERP documents to the SAP CRM system for analysis.
- D.** CRM Analytics can be used to predict customer behavior.
- E.** CRM Analytics can be used to measure CRM service transaction profitability in real time.

**Answer:** ABD

**NO.7** Which of the following statements are correct regarding copying and follow up if a transaction?

Please choose the correct answer.

Response:

- A.** You can choose the transaction type during follow up.
- B.** Header data is copied and you can select items during copying a transaction.
- C.** Transaction history is updated after copying a transaction.
- D.** Whether a transaction type can be copied or not, is customized in the copying control of transactions.

**Answer:** A

**NO.8** Interaction Center Profiles can be designed for?

There are 3 correct answers to this question.

Response:

- A.** Individual positions
- B.** Groups of agents
- C.** Common for all the Interaction center
- D.** Individual Leads
- E.** Groups of Sales

**Answer:** ABC

**NO.9** You want to systematically create service orders from a service contract at specified periods.

What do you need to define?

Please choose the correct answer

Response:

- A.** A product service letter
- B.** Service Level Agreements
- C.** A service plan
- D.** Counters

**Answer:** C

**NO.10** Which of the following components can be synced between MS outlook or Lotus Notes and SAP CRM?

There are 2 correct answers to this question.

Response:

- A.** Task
- B.** Interaction log
- C.** Business Partners
- D.** Appointments

**Answer:** AC