

SAP EDUCATION

SAMPLE QUESTIONS: P_CRMSLS_71

SAP Certified Application Professional - Sales 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. Your customer uses the SAP ERP billing function for SAP CRM sales processes. During testing, the sales documents do not appear in the SAP ERP billing due list, although the goods issue has been posted.

What could be the reason for this?

Please choose the correct answer.

a)	<input type="radio"/>	The billing relevance of the item category in SAP CRM is set to "Delivery-Related Billing".
b)	<input type="radio"/>	The order was only partially delivered.
c)	<input type="radio"/>	No billing unit is defined and assigned to a sales organization.
d)	<input type="radio"/>	A billing block is set for the item category of the sales transaction.

2. Your customer wants to combine both sales-related and service-related items into one document.

How do you set this up in Customizing?

Please choose the correct answer.

a)	<input type="radio"/>	Use the leading transaction category "Service Process" and assign the "Sales" transaction category to the respective transaction type.
b)	<input type="radio"/>	Use the leading transaction category "Mixed Document" and assign both the "Sales" and "Service Process" transaction categories to the respective transaction type.
c)	<input type="radio"/>	Use the leading transaction category "Sales" and assign the "Service Process" transaction category to the respective transaction type.

d)	<input type="radio"/>	Use the leading transaction category "Sales" and, in item category determination, assign an item category belonging to the item object type "CRM Service Product Item" to the respective transaction type.
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3. Your customer wants to analyze expenses that occur with executed campaigns.

How do you implement this requirement?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Maintain a numbering logic in SAP CRM for Marketing Projects.
b)	<input type="radio"/>	Activate profitability analysis in SAP CRM.
c)	<input type="radio"/>	Set up Project System (PS) in SAP ERP.
d)	<input type="radio"/>	Implement cProjects in SAP ERP.

4. How can you assign a business role to a user?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Assign the business role to the employee that is assigned to the user.
b)	<input type="radio"/>	Assign a determination rule to the business role.
c)	<input type="radio"/>	Set the CRM_UI_PROFILE parameter in the user profile.
d)	<input type="radio"/>	Assign the business role to a position or organizational unit.
e)	<input type="radio"/>	Assign a unique PFCG role to each business role and assign the PFCG role to the user.

5. A sales order has not been replicated from SAP CRM to SAP ERP.

What do you check to find out why?

Note: There are 3 correct answers to this question?

a)	<input type="radio"/>	Whether there is a BDoc error message in SAP ERP
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b)	<input type="radio"/>	Whether there is a BDoc error message in SAP CRM
c)	<input type="radio"/>	Whether there is a subscription for business transactions in the Administration Console in SAP CRM.
d)	<input type="radio"/>	Whether the order contains an error in SAP CRM
e)	<input type="radio"/>	Whether there is a delivery block on the order in SAP CRM

6. How can you determine the responsible organizational unit for your SAP CRM sales documents based on the region of your customer?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Assign the attribute "region" to the respective organizational units in the organizational model.
b)	<input type="radio"/>	Assign the determination rule to an organizational data profile that is assigned to the transaction type.
c)	<input type="radio"/>	Assign a partner determination procedure to the transaction type.
d)	<input type="radio"/>	Create a determination rule with the region as a container attribute.
e)	<input type="radio"/>	Set the region as a hierarchy level within your territory management structure.

7. Your customer wants to be able to plan and evaluate the sales tasks and activities in Opportunity Management.

What do you activate to implement this business process?

a)	<input type="radio"/>	Classification criteria of the sales history
b)	<input type="radio"/>	Categories of sales activities
c)	<input type="radio"/>	Hierarchies of sales activities
d)	<input type="radio"/>	Components of the sales methodology

8. Your customer wants to restrict partner functions that can be added manually in a sales transaction.

How do you implement this requirement?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Set "Block Determination" in the partner determination procedure.
b)	<input type="radio"/>	Set "Block" in the partner functions.
c)	<input type="radio"/>	Define partner functions in the partner determination procedure.
d)	<input type="radio"/>	Set "User Interface Settings" in the partner determination procedure.
e)	<input type="radio"/>	Set "Permitted Functions" in the partner determination procedure.

9. Your customer has a pricing scenario in which a surcharge in the pricing procedure should be 5% of the net-value, up to a maximum of \$ 50.

Which techniques can you use to meet this requirement?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Scale type
b)	<input type="radio"/>	Condition value formulas
c)	<input type="radio"/>	Access sequence
d)	<input type="radio"/>	Requirements

10. Your customer wants to have the user status in the order header automatically set to "complete" once all items are completed.

What do you advice?

Please choose the correct answer.

a)	<input type="radio"/>	Automatic update of the header status is a standard function.
b)	<input type="radio"/>	Assign the same status profile to the business transaction type and the item category.
c)	<input type="radio"/>	Assign the status profile to the business transaction type.
d)	<input type="radio"/>	The status in the header can only be updated manually if a modification is implemented.

11. How can you integrate existing SAP ERP sales contracts with sales processes in SAP CRM?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Maintain sales contracts in ERP after download from CRM and create release orders in either CRM or ERP.
b)	<input type="radio"/>	Maintain sales contracts in ERP only and create release orders in either CRM or ERP.
c)	<input type="radio"/>	Maintain sales contracts in CRM after download from ERP and create release orders in either CRM or ERP.
d)	<input type="radio"/>	Maintain sales contracts and create release orders in ERP directly via the CRM Web UI.

12. A customer requires a special order transaction type ZR "Release Order" as a follow-up transaction for quantity contracts (transaction type QCTR).

Which Customizing settings are necessary?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Select an appropriate partner determination procedure for the transaction type ZR.
b)	<input type="radio"/>	Activate "Contract Determination" in the transaction type ZR.
c)	<input type="radio"/>	Assign transaction category "Sales Contract" to the transaction type ZR.
d)	<input type="radio"/>	Activate "Contract Determination" in the transaction type QCTR.
e)	<input type="radio"/>	Set up copying control from source transaction type QCTR to target transaction type ZR.

13. Where do you determine whether the availability check in an SAP CRM sales order is carried out in SAP ERP or SAP SCM?

Please choose the correct answer.

a)	<input type="radio"/>	Customizing for the transaction type
b)	<input type="radio"/>	CRM Middleware Administration Console
c)	<input type="radio"/>	Customizing for the transaction item type

d)	<input type="radio"/>	CRM Middleware parameter settings
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14. You have set up credit management checks in your SAP ERP system. This function should also be used when creating sales orders in SAP CRM.

Which implementation steps are mandatory to fulfill this requirement?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Assign credit control areas to billing units in SAP CRM.
b)	<input type="radio"/>	Transfer credit management master data from SAP ERP to SAP CRM.
c)	<input type="radio"/>	Maintain automatic credit control in SAP CRM Customizing.
d)	<input type="radio"/>	Assign credit groups to the relevant item categories in SAP CRM.
e)	<input type="radio"/>	Set the credit check indicator for the relevant transaction types in SAP CRM.

15. You want to determine the employee responsible for an order depending on the territory assigned to the sold-to party, and have therefore created a new rule. When testing the rule with "Display Relationships", the respective sold-to party was found, but the determination in the order was not successful.

What could be the reasons for this?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	The rule is not assigned to the transaction type.
b)	<input type="radio"/>	The rule is not active.
c)	<input type="radio"/>	The rule policy has expired.
d)	<input type="radio"/>	The territory relationships have not been updated.

Solutions

1 a) Correct	2 a) Correct	3 a) Correct	4 a) Incorrect	5 a) Incorrect
1 b) Incorrect	2 b) Incorrect	3 b) Incorrect	4 b) Incorrect	5 b) Correct
1 c) Incorrect	2 c) Incorrect	3 c) Correct	4 c) Correct	5 c) Correct
1 d) Incorrect	2 d) Incorrect	3 d) Incorrect	4 d) Correct	5 d) Correct
			4 e) Correct	5 e) Incorrect
6 a) Correct	7 a) Incorrect	8 a) Incorrect	9 a) Incorrect	10 a) Correct
6 b) Correct	7 b) Incorrect	8 b) Incorrect	9 b) Correct	10 b) Incorrect
6 c) Incorrect	7 c) Incorrect	8 c) Correct	9 c) Incorrect	10 c) Incorrect
6 d) Correct	7 d) Correct	8 d) Incorrect	9 d) Correct	10 d) Incorrect
6 e) Incorrect		8 e) Correct		
11 a) Incorrect	12 a) Correct	13 a) Incorrect	14 a) Incorrect	15 a) Incorrect
11 b) Correct	12 b) Correct	13 b) Incorrect	14 b) Incorrect	15 b) Correct
11 c) Incorrect	12 c) Incorrect	13 c) Incorrect	14 c) Incorrect	15 c) Incorrect
11 d) Correct	12 d) Incorrect	13 d) Correct	14 d) Correct	15 d) Correct
	12 e) Correct		14 e) Correct	

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