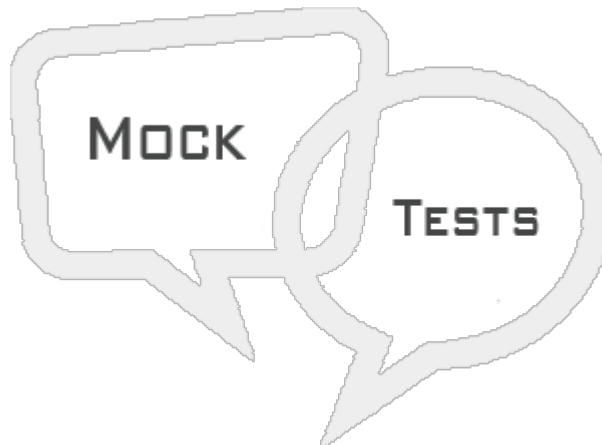


SAP CRM MOCK TEST

Advertisements

This section presents you various set of Mock Tests related to **SAP CRM**. You can download these sample mock tests at your local machine and solve offline at your convenience. Every mock test is supplied with a mock test key to let you verify the final score and grade yourself.



SAP CRM MOCK TEST I

Q 1 - Which of the following is a submodule in SAP Customer Relationship Management CRM?

- A - SAP CRM Sales
- B - SAM CRM Marketing
- C - SAP CRM Analytics
- D - SAP CRM Service
- E - All of the above

Q 2 - Which of the following is known as part of SAP On Demand solution?

- A - Sybase
- B - SAP MDM
- C - Sales on demand
- D - All of the above

Q 3 - With acquisition of Hybris, SAP CRM Web Channel is no longer in use and all the companies that has CRM Web Channel WCEM license, SAP recommends to use SAP Hybris to manage E-Commerce and Marketing needs?

- A - True

B - False

Q 4 - In SAP CRM, which of the following component contains Adapter and CRM Middleware to communicate with hand held devices?

- A - SAP CRM Server
- B - SAP Enterprise Portal
- C - SAP Mobile Clients
- D - Handheld devices

Q 5 - Which of the following is the latest SAP CRM version?

- A - CRM 9.0
- B - CRM 7.0(EHP2)
- C - CRM 2012
- D - CRM Enterprise

Q 6 - Which of the following is incorrect about maintaining divisions in CRM?

- A - When you are using CRM with ECC, there is a need to maintain a dummy division.
- B - You can also use a header division in CRM so that dummy division for data transfer is not required.
- C - To use division at header level in business transactions in CRM, you can select the check box- "Division not act".
- D - To use division at header level in business transactions in CRM, you can select the indicator- "Header Div Act".

Q 7 - In SAP CRM RDS, RDS stands for?

- A - Rapid Deployment System
- B - Rapid Development Solution
- C - Rapid Data Solution
- D - Rapid Deployment Solution

Q 8 - Which of the following T-code is used to access Customer Interaction Center in SAP Easy access?

- A - CIC0
- B - COMMPR01
- C - CRM_UI

D - None of these

Q 9 - In SAP CRM Web Client, which of the following area involves where changes happen with user actions and where user works?

A - Navigation bar

B - Header Area

C - Work Area

D - All of the above

Q 10 - Which of the following functions are supported using CRM 7.0 Web Channel?

A - E-Commerce

B - E-Selling

C - Direct Sales

D - Online Shopping

Q 11 - In SAP CRM Web Client Work Area, where do you navigate to to display alerts, business transactions and alerts that are assigned or pending to user?

A - Home

B - Work List

C - Email inbox and calendar

D - Header

Q 12 - In SAP CRM, which of the following areas are focused using CRM business by design?

A - Internet Sales

B - Partner Channel Management

C - Online and E-commerce sales

D - Customer Contact Management

ANSWER SHEET

Question Number	Answer Key
1	E
2	C

3	A
4	A
5	B
6	C
7	D
8	A
9	C
10	A
11	B
12	D