

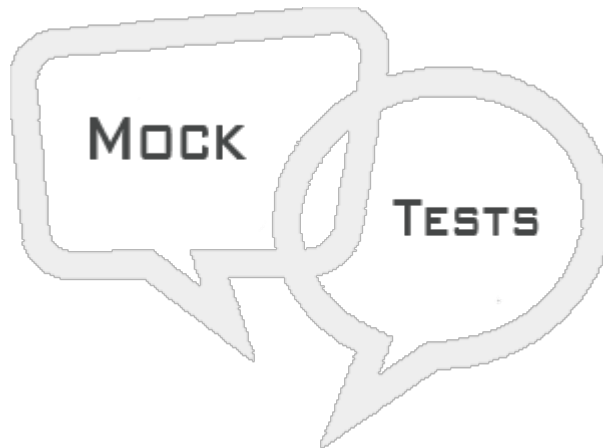
SAP CRM MOCK TEST

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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 II

Q 1 - In SAP CRM, Marketing Calendar interface which of the following option is not available?

- A - Marketing Analysis
- B - Worklist
- C - Accounts and Products
- D - None of these

Q 2 - In SAP CRM Web UI Configuration tool, which of the option allows you to view pop ups that are used to configure a page?

- A - Configure Page
- B - Configurable Area
- C - Personalization
- D - All of the above

Q 3 - In Web UI Configuration tool, you can use reset to Default option to set the property value back to the default value of the application?

- A - True
- B - False

Q 4 - Which of the following sales channels that can be managed by SAP CRM Sales?

- A - Direct Sales
- B - Tele Sales
- C - Channel Sales
- D - E-Selling
- E - All of these

Q 5 - Which of the following is not a sales functions to be performed in SAP CRM?

- A - To effectively manage travel and expense management for field sales personnel to record, review, and update travel information, enter receipts, and maintain time sheets.
- B - SAP CRM is used by organizations to manage, monitor, capture and save all the critical details about customers, products, partners and prospects.
- C - It help organizations to develop, implement, and manage compensation plans easily by defining incentives and commissions for sales agents.
- D - To check the total volume forecast plus corresponding promotional and non-promotional costs.

Q 6 - You have to use Planning function that is integrated in account management functions and can be integrated with SAP ECC and BI and reduces the effort to maintain data and increase data accuracy?

- A - True
- B - False

Q 7 - Which of the following feature in CRM includes email or a telephone call or a customer visit or a follow up call, request to set the status to complete etc.?

- A - Account Planning
- B - CRM Sales
- C - Activity Management
- D - None of these

Q 8 - Which of the following is a part of Activity Management in CRM?

- A - They can create tasks that helps to manage their workload.
- B - They can access the fact sheet for valuable information about accounts.
- C - They can monitor activities using the worklist and search facilities.
- D - To link an opportunity to sales project

E - All of these

Q 9 - Which of the following application can be used to check the campaign a specific target group is using in CRM?

A - Customer Account Information

B - Marketing Contact Summary

C - Segment Builder

D - All of the above

Q 10 - Which of the following Transaction can be used to create standard activity journal?

A - CRM_ACT_STD_JRNL

B - CRM_STD_ACT_JRNL

C - CRM_JRNL

D - CRM_ACT_JRNL

Q 11 - An Opportunity is defined as sales prospect, requested service or product, sales volume and a sales probability and is also known as Lead in CRM?

A - True

B - False

Q 12 - Which of the following is not used to define the source of opportunities in sales cycle?

A - Trade Fair

B - Bid Invitation

C - Calling or an email

D - Request for Quotation

ANSWER SHEET

Question Number	Answer Key
1	C
2	B
3	B

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