

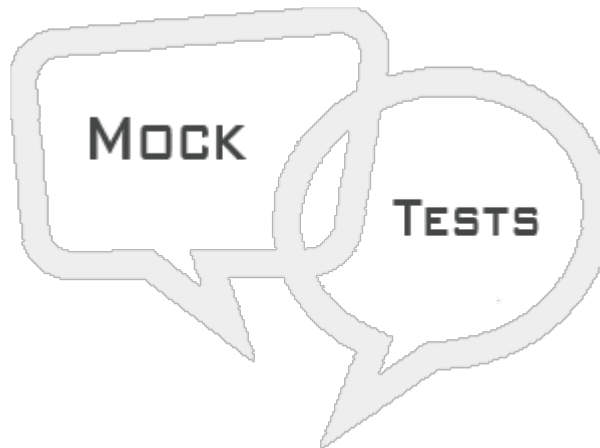
SAP CRM MOCK TEST

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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 III

Q 1 - Which of the following Transactions can be used for creating Utilities for dictionary tables?

- A - SE14
- B - SE15
- C - SE16
- D - SE17

Q 2 - Which of the following document is used to ensure that a specific quantity of product will be delivered at specific time period and at specific price?

- A - Lead
- B - Opportunity
- C - Sales Quotation
- D - Activity management

Q 3 - Arrange the following steps in correct order for Quotation and Order Management?

- A - Create Quotation, Enter Product and Configure, Send Quotation, Check Availability, Pricing and Value
- B - Create Quotation, Enter Product and Configure, Check Availability, Pricing and Value, Send Quotation

C - Create Quotation, Enter Product and Configure, Send Quotation, Pricing and Value, Check Availability

D - Create Quotation, Send Quotation, Enter Product and Configure, Check Availability, Pricing and Value

Q 4 - When a Quotation has been sent, which of the following can be used to take the first feedback from the customer?

A - Lead

B - RFx

C - Activity

D - Opportunity

Q 5 - In Customer Relationship Management, which of the following allows customer to release the products or services at previously agreed conditions?

A - Sales Order

B - Quotation Order

C - Outline Agreement

D - Service Agreement

Q 6 - Which of the following field in an Outline agreement is used to define contract start date and end date and duration of contract?

A - Releasable Product Details

B - Date rules

C - Completion rules

D - Price Agreements

Q 7 - In SAP CRM, Availability check can be performed in SAP APO, SAP ECC or in external non-SAP system?

A - True

B - False

Q 8 - Which of the following document contains information about special discounts that are paid to a customer occasionally?

A - Request for Quotation

B - Sales Order

C - Outline Agreement

Q 9 - Which of the following is not a function in Marketing SAP CRM?

A - Managing marketing campaigns, marketing-campaign process, including design, execution, coordination, optimization, and monitoring.

B - To analyze the customer behavior, products, market channels, trends, profitability, and other important information related to customer.

C - To create personalized product proposals for each Web site visitor and it involves existing or new customers to the company.

D - To manage, monitor, capture and save all the critical details about customers, products, partners and prospects.

Q 10 - In SAP CRM Marketing, you can assign you can assign marketing plans to each other and can also assign marketing plans to a campaign?

A - True

B - False

Q 11 - Which of the following can be used to improve the visibility of all marketing and promotional activities and increase coordination between teams for market campaigns?

A - Marketing Calendar

B - Marketing Plan

C - Marketing Elements

D - None of these

Q 12 - In CRM for mobile, you can download application for which of the following using Apple Store?

A - SAP CRM Sales

B - SAP CRM Sales on demand

C - SAP Cloud for Customer

D - All of the above

Q 13 - Which of the following are the key functions that can be performed using SAP CRM?

A - Sales

B - Finance

C - ERP

ANSWER SHEET

Question Number	Answer Key
1	A
2	C
3	B
4	C
5	C
6	B
7	A
8	D
9	D
10	B
11	A
12	A
13	A