

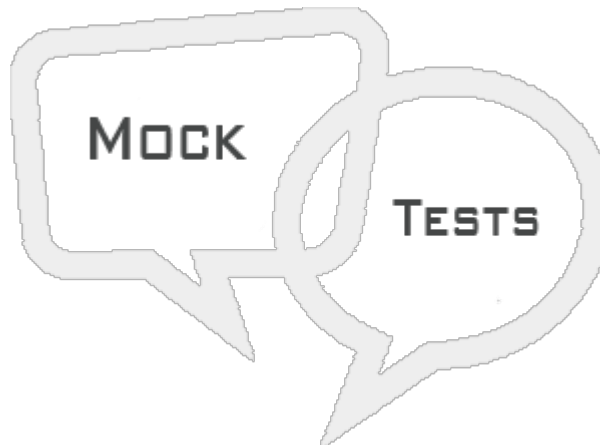
SAP CRM MOCK TEST

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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 IV

Q 1 - To perform campaign execution, you should have atleast one campaign created in CRM?

A - True

B - False

Q 2 - Which of the following is incorrect about Service Request and Service Ticket?

A - Service Ticket was introduced in CRM 4.0 and was variant of IC interaction Center service order business transaction.

B - Service request was introduced in CRM 4.0 and was variant of IC interaction Center service order business transaction.

C - Service requests are used to fulfill the service requests submitted by the customer.

D - Service ticket was introduced to provide add on industry service to support service desk scenarios.

Q 3 - Service Requests are available in CRM 7.0 and are introduced to provide functionality in service tickets?

A - True

B - False

Q 4 - Which of the following is correct about Service Request?

- A - Only IC roles
- B - Print/Print Preview
- C - Display Object Relationship
- D - Escalation Management

Q 5 - Which of the following deals with the delivery of service parts to the customer?

- A - Quotation Order
- B - Sales Order
- C - Service Order
- D - Lead

Q 6 - Which of the following can be used by customer to return a service part for which was not used?

- A - Service Request
- B - Complaint
- C - Return
- D - Service Order

Q 7 - Which of the following return is performed for the articles which are marked as non-returnable?

- A - Surplus Return
- B - Recall Return
- C - Rapid Return
- D - Standard Return

Q 8 - Warranty management is used to identify warranties while processing service business transaction like service order and complaints?

- A - True
- B - False

Q 9 - Which of the following component of Interaction Center can be used to add notes to business transactions?

- A - Account Information
- B - Scratch Pad
- C - Communication Information
- D - None of the above

Q 10 - In Interaction Center, which of the following can be used to monitor agent status, queue status and different improvement actions that can be taken?

- A - IC Agent
- B - IC Manager
- C - IC Sales Executive
- D - IC Owner

Q 11 - Which of the following is SAP's next generation platform?

- A - Business Objects 4.x
- B - Business One
- C - Sales on Solution
- D - Sybase Unwired Platform

Q 12 - Which of the following scenario data is exchanged between two different organizations or business partners. Communication between two companies is done when a middleware is used like SAP Process Integrator PI/XI?

- A - B2B Scenario
- B - B2C Scenario
- C - C2C Scenario
- D - None of these

Q 13 - Which of the following can be used to calculate cost for business transactions related to service orders, sales, quotations and product campaigns using discount, taxes, surcharge, etc?

- A - Pricing
- B - Taxes
- C - Billing
- D - Warranty

ANSWER SHEET

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