SAP EDUCATION

SAMPLE QUESTIONS: P_CRMSRV_71

SAP Certified Application Professional – Service with SAP EhP1 for SAP CRM 7.0

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 has a high volume of complaints.

How can you improve the automation of complaints and returns processing?

Please choose the correct answer.

a)	O	Use batch jobs to fill the complaints due list.
b)	O	Assign element types and business object types to the transaction type.
c)	O	Set up and activate the Business Rule Framework (BRF).
d)	O	Set up an access sequence to improve the workflow.

2. Your customer wants to analyze costs and revenues for executed campaigns.

Which mandatory requirements do you discuss with your customer?

Please choose the correct answer.

a)	O	cProjects implementation in SAP CRM
b)	O	Profitability Analysis activation in SAP CRM
c)	O	Project System (PS) set-up in SAP ERP
d)	O	cProjects implementation in SAP ERP

3. Some accounts are not replicated from SAP CRM to SAP ERP.

What would you do?

Please choose the correct answer.

a)	O	Check in the Administration Console whether the site "CRM" has the subscription "All Business Partners" assigned.
b)	O	Restart the Monitoring Cockpit.
c)	O	Set the middleware parameter "DISTRIBUTE_BUSINESS_PARTNERS" to TRUE.
d)	O	Check whether the account has a relevant role such as "Sold-To Party".

4. How can you add counters to installed base components?

Please choose the correct answer.

a)	O	Assign action profiles to the installed base category.
b)	O	Configure counter determination based on the reference product.
c)	O	Assign counter templates to the installed base header.
d)	O	Create and assign counters manually.

5. Your customer wants to maintain service products in the SAP CRM WebClient.

Which of the following activities is mandatory to maintain qualification requirements for service products?

Please choose the correct answer.

a)	O	Assign the appropriate relationship category to the relevant product category.
b)	O	Assign the appropriate set type to the relevant service product.
c)	O	Assign the appropriate set type to the relevant product category.
d)	O	Assign the appropriate relationship category to the relevant service product.

6. A customer uses SAP CRM service contracts and wants to enter price agreements within the service contracts.

How do you enable the use of price agreements in service contracts?

Please choose the correct answer.

a)	O	Create a price agreement determination procedure.
b)	O	Maintain conditions in the service product master.
c)	O	Assign a customer pricing procedure to the business partner.
d)	O	Define and assign a condition group.

7. Service technicians create confirmations in SAP CRM for service orders that result in a withdrawal of the used spare parts in SAP ERP.

What do you need to do to integrate Logistics?

a)	O	Set up customer consignment stocks in SAP CRM.
b)	O	Assign the plant and storage location to service organizational units in SAP CRM.
c)	O	Replicate the relevant service characteristics to Logistics in SAP ERP.
d)	O	Assign a purchase organization to a plant in SAP ERP.

8. Your customer would like to minimize the amount of time required to create a service transaction.

Which business transactions can be created based on service order templates.

Please choose the correct answer.

a)	O	Warranty claims
b)	O	Service contracts
c)	O	Service agreements
d)	O	In-house repair orders

9. A service order is created and a valid warranty is determined. A special warranty rebate is applied to the service order.

Which of the listed parameters triggers the warranty rebate?

Please choose the correct answer.

a)	O	Condition maintenance group
b)	O	Item category
c)	O	Accounting indicator
d)	O	Valuation type

10. A customer wants to repair items in-house.

What can you set up for the in-house repair order?

Note: There are 2 correct answers to this question.

a)	O	Automatic warranty check for the customer-specific object
b)	O	Confirmation of time and parts directly in the in-house repair order
c)	O	Specific action profiles for the in-house repair order
d)	O	Logistics execution of returns on the CRM side

Solutions

1 a) Incorrect	**2** a) Incorrect	**3** a) Incorrect	**4** a) Incorrect	**5** a) Correct
1 b) Incorrect	2 b) Incorrect	3 b) Incorrect	4 b) Incorrect	5 b) Incorrect
1 c) Correct	2 c) Correct	3 c) Incorrect	4 c) Incorrect	5 c) Incorrect
1 d) Incorrect	2 d) Incorrect	3 d) Correct	4 d) Correct	5 d) Incorrect
6 a) Incorrect	**7** a) Incorrect	**8** a) Incorrect	9 a) Incorrect	10 a) Correct
6 b) Incorrect	7 b) Correct	8 b) Incorrect	9 b) Incorrect	10 b) Incorrect
6 c) Incorrect	7 c) Incorrect	8 c) Incorrect	9 c) Correct	10 c) Correct
6 d) Correct	7 d) Incorrect	8 d) Correct	9 d) Incorrect	10 d) Incorrect