SAP EDUCATION

PREP GUIDE: P_CRMSRV_70

SAP Certified Application Professional – Service with SAP CRM – <u>print view</u>

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.

Introduction

Advanced Professional certifications require proven project experience, business process knowledge, and a more detailed understanding of SAP solutions. Professional certifications are targeting profiles with approximately four to seven years of experience. Besides the recommended education courses also practical job experience is required and tested. With professional-level certification, you can:

- Demonstrate both your experience and your expertise through a rigorous testing process
- Promote a more globally applicable accreditation
- Lead as well as execute tasks and engagements
- Access a community of SAP professional-level certified peers

If you are a consultant with more than four years of experience, you probably are already in possession of the knowledge you need to pass the exam. This certification preparation guide is designed to provide some guidance to the topics covered in the exam, sample questions, and study resources.

Exam Competency Areas

The certification test for "SAP Certified Application Professional – Service with SAP CRM 7.0" verifies profound knowledge in the area of Service of SAP Customer Relationship Management version 7.0. This certificate proves that the candidate has an advanced understanding within this profile and is able to apply these skills practically and provide guidance in project implementation.

Software components: SAP CRM 7.0

Number of Questions: 80

Duration: 180 minutes

Competency Areas: The following list helps you to identify the competency areas covered in this test. The percentage indicates the portion of the test dedicated to a particular competency area.

1. You should be able to interpret complex customer requirements into feasible solutions, applying your substantial project experience and high level analytical skills, in the following areas (40%).

Topics / Learning Options:

- **Service Order Management (CR700)**
  This is one of the main areas for certification. Expect questions in this topic that are related to new service order functionality within CRM 7.0, functionality of service order templates and transactions which combine sales and service items.

- **Service Confirmation and Billing (CR700)**

  In this topic, questions are found on Service Confirmations and the corresponding bookings in ERP Controlling and Logistics, about when to use CRM or ERP billing functionality and understand the functionality of Billing Blocks and how to use them.

- **Resource Planning Application (CR700)**

  For this you should know the latest functionalities of the Resource Planning Application and the changes compared to previous releases. Expect also questions about the integration with ERP Human Capital Management and the way a resource planner will assign the demands to certain resources.

- **Complaints and Returns (CR700)**

  Here you can expect questions on implementing Complaint Management scenarios, on integrating quality notifications, how to use categories in complaints and the way returns are integrated with ERP

- **Service Agreements and Contracts (CR700)**

  This is another main topic of the certification. Expect questions about standard customizing functionalities like date management, text management, copy control, and/or action profiles. Expect also questions about Service Level agreements, contract determination in service orders and about the latest features of Service Contract Management in CRM 7.0

- **Service Plans (CR700)**

  This part includes questions about implementing and optimizing Service Plan scenarios.

2. You should be able to autonomously build solid customer solutions based on profound understanding of the application and your project experience in the following areas (40%).

Topics / Learning Options:

- **Special Processes and Scenarios (CR700)**

  This topic includes questions in the area of Case Management, In-house Repair orders, Warranty Claims and IT Service Management. Expect also questions in the area of serial number functionality and warranty determination.

- **Master Data (CR100, CR700)**

  This is a major topic for this exam. You should be familiar with account management, organizational model, products and installed bases. Expect detailed questions in the area of service products and configurable products, counters, ERP integration for equipments and organizational data determination.

- **ERP Integration (CR100, CR300, CR700)**

  In this topic, questions are posed on the CRM integration with ERP Controlling, Logistics, Sales and Master data. Expect questions on how to configure these scenarios

- **CRM User Interface (CR580)**

  This topic focuses on the Webclient UI, the Business Role concept, the Application Enhancement Tool and the impact of upgrading to the latest release with regards to the User Interface

3. You should be able to perform identified tasks in the following areas, based on your basic understanding during system implementation, configuration, and testing (20%).

Topics / Learning Options:

- **CRM Middleware (CR500)**

  For this topic you should be familiar with general settings for the data exchange, initial load of customer master data from ERP, external interfaces and settings for Bdoc error handling.

- **CRM Business Scenarios (CR900, CR600, CR700, CR410)**

  This includes a basic understanding of the following topics: CRM Analytics, Marketing, Service and Interaction Center. For marketing you need to know the structuring of marketing elements, data sources for segmentation and campaign analysis.

- **Extended Topics (SOA100, SM001, NW001, SAPNW)**
  This topic combines questions on the delivery of Enterprise Services (ES) bundles, Solution Manager and NetWeaver Master Data Management scenarios.

Sample Questions

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.

1. A customer is already using CRM service contracts and wants to be able 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)   Assign a Customer Pricing Procedure to the business partner.

b)   Assign a Customer Pricing Procedure to the business partner.

c)   Maintain conditions in the service product master.

d)   Define and assign a Condition Group.

2. Your customer has a high volume of complaints.

How can you automate the complaints and returns processing as far as possible?

Note: There are 2 correct answers to this question.

a)   Set up and activate the Business Rule Framework (BRF).

b)   Use Batch jobs to fill the complaints due list.

c)   Set up investigation workflow for different decision levels.

d)   Set up an access sequence to improve the workflow.

3. Some business partners are not replicated from SAP CRM to SAP ERP.

Which setting would you check?

Please choose the correct answer.

a)   The business partner master data has a relevant role like "Sold-To Party" and a classification like "Customer".

b)   The CRM site in the administration console has the subscription "All Business Partners".

c)   The business partner master data has the correct account group for R/3 Integration.

d)   The middleware parameter "DISTRIBUTE_BUSINESS_PARTNERS" is activated.

4. Your customer wants to add counters to installed base components.

How can they assign them?

Please choose the correct answer.

a)   Via counter templates assigned to the installed base header

b)   Via action profiles linked to the installed base category

c)   Via counter determination based on the reference product

d)   Via manual counter creation and counter assignment

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

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

Please choose the correct answer.

a)   Assign the appropriate set type to the relevant product category.

b)   Assign the appropriate relationship category to the relevant service product.

c)   Assign the appropriate relationship category to the relevant product category.

d)   Assign the appropriate set type to the relevant service product.

6. A customer wants to repair items in-house instead of sending technicians on-site.

What can you set up for the In-House Repair Order?

Note: There are 2 correct answers to this question.

a)   Automatic warranty check for the customer-specific object

b)   Logistics execution of returns on the CRM-side

c)   Specific action profiles for the In-House Repair Order

d)   Confirmation of time and parts directly in the In-House Repair Order

7. Your customer wants to analyze expenses that occur with executed campaigns.

Which mandatory requirements do you discuss with your customer?

Note: There are 2 correct answers to this question.

a)   cProjects implementation in SAP ERP

b)   Project System (PS) set up in SAP ERP

c)   Maintenance of a numbering logic in SAP CRM for Marketing Projects

d)   Profitability analysis activation in SAP CRM

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

Which type of transaction can be created based on service order templates?

Please choose the correct answer.

a)　　　　　　　In-house repair orders

b)　　　　　　　Service Contracts

c)　　　　　　　Warranty Claims

d)　　　　　　　Service Agreements

9. Service technicians create confirmations in SAP CRM for completed service orders. The service confirmation results in a withdrawal of the used spare parts in SAP ERP.

What needs to be done to enable the logistics integration?

Please choose the correct answer.

a)　　　　　　　Assign plant and storage location to service organizational units in SAP CRM.

b)　　　　　　　Set up customer consignment stocks in SAP ERP.

c)　　　　　　　Define transfer parameters for the goods movement in SAP CRM.

d)　　　　　　　Replicate relevant service characteristics to logistics in SAP ERP.

10. 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)　　　　　　　Valuation type

b)　　　　　　　Condition maintenance group

c)　　　　　　　Item category

d)　　　　　　　Accounting Indicator

Expert Guidance

In preparing for this exam, it is important to remember that the exam covers a broad range of topics, and therefore it is not possible to ask many questions on any one topic. Certain topics, such as Service Order Management, Service Contract Management and Master Data receive more emphasis than topics such as the In-house Repair process or IT Service Management. Also, be advised that although this exam is focused on CRM Service, you will be asked questions regarding other CRM scenarios and functionalitities like Sales, Marketing, Middleware, Interaction Center and Webclient UI as well. You should use the percentage guides from the Exam Competency Areas section above to guide the allocation of your preparation time.

As shown in the sample exam questions, a good understanding of various business scenarios is helpful when choosing the best answer from a list of possible approaches. For these types of questions where multiple answers are correct, it may be helpful to use a selection/elimination strategy. You can possibly eliminate answers that are factually wrong, while selecting answers that are clearly correct. This leaves fewer answers where you might not be sure, thus speeding up the selection process.

The majority of the questions in this exam are multiple choice questions, which require you to select the single correct option, whilst others are multiple response questions. In the multiple response questions, be sure to note the advice in the question on the number of correct responses. You must choose the number of options indicated as there is no partial scoring and multiple response questions are scored as either correct or incorrect.

While several answers may be very similar in their wording, take sufficient time to clearly understand the meaning of each answer rather than rushing. That will help in distinguishing which answer(s) is/are correct. Functionality questions are normally about the primary functions of the software, not obscure or secondary features and options.

Especially in the area of Service Orders, Service Confirmations, Billing and ERP integration sufficient practical knowledge is needed. Most of the questions in these areas are not discussed directly in the training material and require an understanding of for example the integration of SAP CRM with the ERP backend. Expect questions where you get a screenshot and where you should give an indication how to solve this, even if these are steps in ERP Logistics or Controlling.

If you are a consultant with more than four years of relevant CRM (Service) experience, you probably are already in possession of the knowledge you need to pass the exam. But keep in mind that this exam requires probably a broader knowledge then the CRM scenarios which you implemented in your projects. Don't expect many questions which you can read directly in the CRM course material, but use this material, especially the CR700, as a guide to get a complete overview of all the funtionalities of CRM Service.

Next to that, be sure that your knowledge is up to date. CRM Service has many new features in CRM 7.0. Expect questions that ask about upgrading or implementing new CRM 7.0 functionalities. Much information on this can be found in the Online Knowledge Products (see Resource Page).

Resource Page

SAP Service Marketplace Online Knowledge Products: http://service.sap.com/okp > CRM 7.0 > Service. Here you will find a great source of presentations (PDF), SAP Tutor (SIM) and eBooks (HTM/SWF) on CRM 7.0 Service.

SAP Help Portal: http://help.sap.com/ > SAP Business Suite > SAP Customer Relationship Mgmt. > SAP CRM 7.0

a. Release Notes
Overview of what features are new and changed in a release of SAP CRM.

b. Application Help
Detailed information intended for consultants and project team members about the business scenarios and functional possibilities of SAP CRM.

c. Online Knowledge Products
See Online Knowledge Products above.

Solutions

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