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Question: 1

Which of the following is a primary component of the SAP CRM WebClient User Interface?

- A. Header and Navigation Bar
- B. Service Order Management
- C. Middleware Integration
- D. Service Contract Management

Answer: A

Question: 2

In SAP CRM, which transaction type is used to create a service order?

- A. SRVO
- B. SRVR
- C. SRVQ
- D. SRVC

Answer: A

Question: 3

In SAP CRM, what is the purpose of a service order?

- A. To manage customer accounts
- B. To handle service requests
- C. To manage service quotations
- D. To manage service confirmations

Answer: B

Question: 4

In SAP CRM, what is the purpose of a service contract?

- A. To manage customer accounts
- B. To handle service orders
- C. To define the terms and conditions for providing services to customers
- D. To manage service confirmations

Answer: C

Question: 5

What is the purpose of the Home Page in the SAP CRM WebClient UI?

- A. To display personal information and provide access to frequently used tools
- B. To manage service orders
- C. To configure middleware settings
- D. To handle service contract management

Answer: C

Question: 6

Which of the following is a key feature of SAP CRM's IT Service Management?

- A. Service Quotation
- B. Service Order Management
- C. Service Confirmation
- D. Service Request Management

Answer: A

Question: 7

Which of the following is a key feature of SAP CRM's IT Service Management?

- A. Service Quotation
- B. Service Order Management
- C. Service Confirmation
- D. Service Request Management

Answer: B

Question: 8

Which of the following is a key component of service order management in SAP CRM?

- A. Service Confirmation
- B. Service Quotation
- C. Service Request
- D. Service Contract

Answer: A

Question: 9

Which of the following is a middleware solution used in SAP CRM?

- A. SAP Cloud Integration
- B. SAP Service Cloud
- C. SAP S/4HANA
- D. SAP Field Service Management

Answer: A

Question: 10

Which of the following is a key feature of service contract management in SAP CRM?

- A. Service Order Management
- B. Service Quotation
- C. Service Confirmation
- D. Service Level Agreements

Answer: D

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