

CERTIFICATION TEST

SAP CERTIFIED APPLICATION ASSOCIATE - CRM FOUNDATION WITH SAP CRM 2005

Booking Code

- C_CR10_50

The certification test SAP Certified Application Associate - CRM Foundation with mySAP CRM 2005 verifies the basic knowledge in the area of the mySAP Customer Relationship Management. This certificate proves that the candidate has a basic overall understanding within this consultant profile of the CRM solutions, and can implement this knowledge practically in projects under guidance of an experienced consultant. This certificate is the ideal -although not mandatory- prerequisite for the qualification to CRM Application Professional in any of the specialist areas. It is recommended as an entry-level qualification to allow consultants to get acquainted with the fundamentals of CRM.

Software

- Software components: CRM 5.0, SAP ERP 2005 (ECC 6.0), SAP NetWeaver 2004s

Number of Questions

60

Duration

1 day

Notes

- Certification exam is included in course TCRM10 (CRM-Fundamentals) and is also offered in separate certification events at many SAP locations.
- Please note that you are not allowed to use any reference materials during the certification test (no access to online documentation or to any SAP system).

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.

Competency	Importance	Topic	Primary	Way(s) to attain Alternative	Other
CRM Base Customizing	> 20%	Actions	TCRM10	CR100	
		Activity Management	TCRM10	CR100	
		Business partner	TCRM10	CR100	
		CRM Billing	TCRM10	CR100	
		Organizational Management	TCRM10	CR100	
		Partner Processing	TCRM10	CR100	
		Pricing Fundamentals	TCRM10	CR100	
		Product master	TCRM10	CR100	
Transactional Processing	TCRM10	CR100			
CRM Middleware	< 10%	Data Exchange with Mobile Clients	TCRM10	CR500	
		Data Exchange with non-SAP Systems	TCRM10	CR500	
		Data Exchange with R/3 Backend	TCRM10	CR500	
		Middleware-Setup and -Maintenance	TCRM10	CR500	
		Monitoring of the Middleware	TCRM10	CR500	
SAP CRM Solution Overview	11-20%	Architecture	TCRM10	SAPCRM	
		Foundation & Architecture	TCRM10	SAPCRM	
		mySAP CRM Analytics	TCRM10	SAPCRM	
		mySAP CRM Channel Management	TCRM10	SAPCRM	
		mySAP CRM Field Applications	TCRM10	SAPCRM	
		mySAP CRM Implementation & Operation	TCRM10	SAPCRM	
		mySAP CRM Interaction Center	TCRM10	SAPCRM	
		mySAP CRM Marketing	TCRM10	SAPCRM	
		mySAP CRM Sales	TCRM10	SAPCRM	
mySAP CRM Service	TCRM10	SAPCRM			
CRM People-Centric User Interface	< 10%				