

CR100

CRM Customizing Fundamentals

Product Group	:	
Solution	:	SAP CRM
Sub-solution	:	
Component	:	
Delivery Methods	:	Classroom
Level	:	Details, Configuration & Transaction
Exam	:	80 questions
Sample Questions	:	PDF Link
Cut Score	:	51%
Duration	:	5 days
Languages	:	English

Topic Areas

Please see below the list of topics that will be covered within this certification and the courses that cover them:

Prerequisites

Essential

SAPCRM Overview of the SAP CRM solution

Recommended

[SCM600](#) Business Processes in Sales Order Management

Course based on software release

SAP CRM 7.0 EHP2

SAP ERP Central Component 6.0 EHP6

Content

CRM basic data:

Account Management

Organizational model

Product master

Customizing settings for each object

CRM business transactions

Overview of generic functions in business transactions

Activity management

Customizing for these objects

Process control and determination

Partner determination

Actions

Overview of pricing in CRM

CRM Billing

Basics concepts of CRM middleware

Introduction to the CRM WebClient User Interface