

TCRM20

CRM Fundamentals II

Product Group	:	
Solution	:	SAP CRM
Sub-solution	:	
Component	:	
Delivery Methods	:	Certification
Level	:	Consultant Academy Training
Exam	:	
Sample Questions	:	PDF Link
Cut Score	:	
Duration	:	10days
Languages	:	English

Prerequisites

Essential

- Basic business knowledge of CRM processes and concepts
- TCRM10 CRM # Fundamentals I

Recommended

- Knowledge of SAP ERP sales business processes; for example:
- TSCM60 Order Fulfilment I or
- [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

- Customizing fundamentals for CRM - CRM business transactions
 - Overview of generic functions in business transactions
 - Activity management
 - Customizing for these objects
- Customizing fundamentals for CRM - Process control and determination
 - Partner determination
 - Actions
 - Overview of pricing in CRM
 - CRM billing
- CRM Middleware: basic concepts of CRM middleware, replication administration, data exchange, monitoring, and error handling
- User interface (UI) technology in SAP CRM
- Case Study: implementation of example scenarios using specific business processes
- Certification examination on the content of the courses TCRM10 and [TCRM20](#)