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