# 1Z0-219 Q&As

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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**QUESTION 1**

Which two authentication methods use security adapters to authenticate against directory servers?

A. Web Single Sign-On (Web SSO)

B. LDAP authentication

C. Database authentication

D. ADSI authentication

Correct Answer: BD

Reference: http://docs.oracle.com/cd/B40099_02/books/Secur/Secur_SecAdaptAuth8.html

**QUESTION 2**

What are the two characteristics of Multitenancy?

A. Agents cannot manually assume appropriate role based on inbound work items.

B. It allows a Call Center agent to support multiple clients at once.

C. It allows users to navigate through multi-interactions.

D. It requires users to change position to access appropriate data.

E. It allows up-to-date overview of customer service effectiveness.

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E14004_01/books/PDF/CommSrvAdm.pdf (page 188, and 190)

**QUESTION 3**

Which feature provides advanced search capabilities across a broad set of data?

A. Siebel Search

B. Siebel Advanced Search

C. Query Assistant

D. Siebel Search Assistant

E. Siebel Data Quality

Correct Answer: A

Reference: http://docs.oracle.com/cd/E16348_01/books/Fundamentals/Fund_aboutuserinterface8.html

**QUESTION 4**

How can you add the necessary objects to the Object Explorer if the object types that you need are not displayed in the tools Object Explorer?

A. Right click the Object explorer window and select Show All.

B. Select View > Objects and select All, then click the Add button.

C. Select View > Options and select the Object Explorer tab and select objects to add.

D. Right click the Object Explorer window and select Add Objects, then select the objects to add.

Correct Answer: C

**QUESTION 5**

Identify two mechanisms for record update where state model cannot be enforced.

A. Siebel Visual Basic

B. Workflow Processes

C. Workflow Policy Programs

D. Enterprise Integration Manager

E. Siebel eScript

Correct Answer: CD

Reference: http://docs.oracle.com/cd/E14004_01/books/PDF/AppsAdmin.pdf (page 231, second paragraph)

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