

1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

If a Call Center agent has the ability to invoke Assignment Manager, view a list of assignees generated, and then overrides or confirm the assignee in the list, which assignment manager mode are they using?

- A. Dynamic assignment
- B. Batch assignment
- C. Just in time assignment

Correct Answer: B

Reference:

http://docs.oracle.com/cd/E14004_01/books/AssignMgrAdm/AssignMgrAdm_Overview6.html (topic: interactive assignment)

QUESTION 2

Your client has the following requirement: "When creating a contact, the Last Name, first Name and Address fields are mandatory. Contacts will be sorted in alphabetical order by last Name and cannot be deleted once created". Which three options must be implemented to meet the requirement?

- A. Set Business Component Field Property "Sort Specification" on the "Last Name" field of the Contact BC to ASCENDING.
- B. Set Business Component Property "Sort Specification" on the Contact BC to Last Name.
- C. Set Business Component Field Property "Required" to "TRUE" on the Contact Last Name, First Name, and Address fields.
- D. Set Business Component Field Property "No Delete" to "TRUE" on the mandatory fields for the Contact Business Component.
- E. Set Business Component Property "No Delete" to "TRUE" on the Contact Business Component.

Correct Answer: ACE

QUESTION 3

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 4

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 5

What Siebel feature limits the user's ability to change a picklist value from one value to another?

- A. Siebel Audit Trail
- B. Siebel Dynamic picklists
- C. Siebel State Model
- D. Siebel Object Manager

Correct Answer: C

QUESTION 6

In the Siebel Web client, you drill down on the hyperlink for Fern Woodley, a contact for the XYZ Company account, and then on the hyperlink for Ms. Woodley's 500 x Printer Repair Kit opportunity. What feature In the Siebel Web client user interface would you use to quickly return to the XYZ Company account record?

- A. the Accounts screen tab
- B. the Contact view tab
- C. the Site Map icon on the application toolbar

- D. the thread bar
- E. the Site Map menu item in the Navigate application menu

Correct Answer: D

QUESTION 7

Which three statements are true with regards to a Siebel Mobile Web client?

- A. It has access has to a local executable (.exe file).
- B. It has access to local .srf and .cfg files.
- C. It has access to a local Synchronization Manager.
- D. It has access to a local Enterprise Manager.
- E. It has access to a local database.

Correct Answer: ADE

Reference: http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11_siebel_client_types.pdf (slide 10)

QUESTION 8

For which three types of Siebel objects can a user perform assessments?

- A. Partners
- B. Service Requests
- C. Accounts
- D. Contacts
- E. Opportunities
- F. Activities

Correct Answer: CDE

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAssessments6.html

QUESTION 9

A Business Analyst has a requirement where users need real-time access to detailed credit card information from .1 mainframe system. A decision has been made to replicate this data within the Siebel application. Which two Integration tools could be used to meet this requirement?

- A. Active X Control

B. Enterprise Integration Manager

C. Object Interface

D. Virtual Business Component

E. EAI Connector

Correct Answer: BD

QUESTION 10

You have the choice of doing Single Instance Deployment Architecture or a Multiple Instance Deployment Architecture. You have chosen the Single Instance Deployment. Select two benefits of a Single Instance Deployment.

A. It provides a consistent view of all global data.

B. A single database can be taken offline without impacting other regions.

C. A single database can support multiple languages.

D. Multiple databases support resilience.

E. It minimizes demands on communication bandwidths.

Correct Answer: AC

QUESTION 11

When does data get written to the Siebel database during Task execution using the Siebel task UI?

A. at the end of each step in the task

B. when the user clicks the Save button

C. when the user pauses the task

D. when the user clicks the Submit button

Correct Answer: D

Reference: http://dream2real.weebly.com/uploads/6/1/3/9/6139766/39_the_task_ui.pdf (slide 13)

QUESTION 12

Select two statements that are true regarding predefined responsibilities.

- A. Views cannot be added or removed from predefined responsibilities.
- B. A copy of a predefined responsibility can be tailored to meet your needs.
- C. New predefined responsibilities can be added during configuration.
- D. They are optionally loaded during database installation.

Correct Answer: AB

QUESTION 13

In Siebel Tools, how would you most easily find all references to a specific property value?

- A. Use the Types tab
- B. Use the Flat tab
- C. Use the Detail tab
- D. Use the Repository Search

Correct Answer: D

QUESTION 14

Which three statements about static picklists are true?

- A. The values in a static picklist are typically displayed in a single column drop-down list.
- B. The users can select only values that appear in the picklist.
- C. The values displayed in a static picklist are maintained by an administrator.
- D. The values displayed in a static picklist can be filtered dynamically based on the value in a parent picklist.
- E. The values that users enter into the picklist column are available to other users.

Correct Answer: CDE

QUESTION 15

You are completing a solution to a business requirement, which includes a Siebel workflow process. This workflow updates accounts records with updated corporate information and must run weekly for all accounts. What would be the best method for invoking the workflow?

- A. By a run-time event
- B. Using a custom control
- C. By a workflow policy
- D. Using the workflow simulator

Correct Answer: C

Reference: http://docs.oracle.com/cd/B14099_19/integrate.1012/b14062/app_siebworkflows.htm

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