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Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

What is an example of limiting data displayed in the My Opportunities view to opportunities assn with a job role within the organization?

A. opportunities associated with their user ID

B. opportunities for which they are the primary

C. opportunities associated with their position

D. opportunities that they created

Correct Answer: C

QUESTION 2

What relationship between entities is rare in the Siebel logical model?

A. 1:1 (one-to-one relationship)

B. 1:M (one to-many relationship)

C. M:l (many to one relationship)

D. M:M (many to many relationship)

Correct Answer: A

Reference: http://www.siebeloracle.com/reusing-tables-siebel/ (bulleted point #3)

QUESTION 3

When determining how to best control access to data, the business analyst must have an understanding of the differences between master data and customer data. What are the examples of master data? (choose two)

A. Literature

B. Products

C. Contacts

D. Accounts

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E05553_01/books/eSales/eSalesCreatManagProdCat2.html

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QUESTION 4

What Inbox view would an end user usually NOT have available?

A. Inbox Items List

B. Completed Items List

C. Submitted Items List

D. All Inbox Types

Correct Answer: D

QUESTION 5

Which statement is false about divisions?

A. Divisions belong to organizations and have no direct effect on visibility.

B. To implement Siebel Business applications, you must create at least one new division.

C. A division is automatically created when you create an organization.

D. The administrator cannot delete a division once it is created.

E. An organization can contain multiple divisions.

Correct Answer: A

Reference: http://docs.oracle.com/cd/B40099_02/books/Secur/Secur_AccessControl18.html (second paragraph)

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