

1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

A Siebel iHelp item can:

- A. navigate the user to the correct view
- B. enter default field values
- C. show reference material from Siebel Bookshelf
- D. suggest a value for a field
- E. highlight list columns or controls used in a step
- F. include branching logic

Correct Answer: A

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminiHelp6.html (Topic: To create an ihelp step, bulleted point #1)

QUESTION 2

Select the three employee applications.

- A. Siebel Sales
- B. Siebel Partner Manager
- C. Siebel Call Center
- D. Siebel eService
- E. Siebel Finance

Correct Answer: ABC

QUESTION 3

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 4

Siebel Search can display results drawn from:

A. a configurable set of fields in multiple Siebel entities

B. the Siebel File System

C. the Siebel repository

D. external data sources

Correct Answer: D

QUESTION 5

Select the two characteristics that describe a dynamic picklist and pick applet.

A. Always display values in a single column drop down list.

B. Data is only added via an Administration Data View.

C. Data that users enter will be made available for other users to select.

D. Allow users to select multiple records.

E. Allow users to select a single record.

Correct Answer: CE

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