

1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Identify the three main components of an assignment rule.

- A. Assignment Objects
- B. Object Attributes
- C. Comparison Method
- D. Candidates
- E. Rule Group
- F. Skill
- G. Workload
- H. Criteria

Correct Answer: ADE

Reference: <http://www.siebeloracle.com/siebel-assignment-rules-and-assignment-criteria/>

QUESTION 2

Business analysts must be familiar with the navigation options available in the Siebel application. In order to design and recommend the appropriate navigation configurations to meet customer requirements.

When your customer clicks the text in the status field in their Sales Opportunity list applet, they need to go to the Fulfillment view when the status is "complete" or the Contact view when the status is "open."

- A. Static drilldown
- B. Dynamic drilldown
- C. Applet toggle
- D. Thread bar

Correct Answer: B

QUESTION 3

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 4

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)

QUESTION 5

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

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