

1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Which three client types require a locally installed .srf file?

- A. Web client
- B. Handheld client
- C. Wireless Web client
- D. Mobile Web client
- E. Developer Web client

Correct Answer: D

Reference: http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11_siebel_client_types.pdf (slide 10, second sub-bulleted point of the first bullet)

QUESTION 2

Siebel period definitions cannot be changed or added to.

- A. True
- B. False

Correct Answer: B

QUESTION 3

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 4

Which two statements are true regarding Siebel iHelp?

- A. iHelp items cannot be imported or exported.
- B. iHelp items can be downloaded to regional and local databases.
- C. Activation and expiration dates for the iHelp item are optional.
- D. The "Private" field controls which users have visibility to the iHelp item.
- E. To indicate that the iHelp item is complete and ready for general use, the administrator clicks the "Publish" button.

Correct Answer: BC

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminiHelp5.html (5th bulleted point on the page from top; check Remote support, second row of the table)

QUESTION 5

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 6

A Call Center agent needs to assign multiple Technical Support resources to a complex service request. What is the maximum number of users that can be assigned as the Owner?

- A. One
- B. more than one
- C. no limit
- D. This depends on the type of SR created.
- E. none of the above

Correct Answer: A

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

Which two statements about the ROW_ID column are true?

- A. ROW_ID is used as a primary key for all Data tables.
- B. If required, a Siebel Developer should reconfigure the format of the ROW_ID to make it more meaningful to the business.
- C. ROW_IDs can be migrated and maintained along with other column data from one Siebel environment to another.
- D. ROW_ID is a column that exists on every table in the Siebel Data Model.
- E. You can find the ROW_ID of any record in the application by selecting the record and clicking Help > About Record in the Application Toolbar.

Correct Answer: AD

Reference:

http://dream2real.weebly.com/uploads/6/1/3/9/6139766/16_the_siebel_data_model.pdf (slide 26, slide 5)

QUESTION 9

Select the two statements that describe business objects.

- A. A business object is referenced by a view.
- B. A business object is referenced by an applet.
- C. Only one business component may be part of a business object.
- D. One or more business components may be part of a business object.

E. A business object defines one or more master business components.

Correct Answer: AD

Reference: <https://sites.google.com/site/vinayjainorg/Home/siebel-interview-questions/siebel-interview-question5> (What is a business object)

QUESTION 10

Which two requirements could be met by setting business component properties?

- A. All new opportunity records should have a default sales stage of "Prospecting."
- B. Contact records should be sorted by Last Name, then by First Name.
- C. Once created, Account records cannot be deleted.
- D. Only the owner of an opportunity record can change the value of the "Revenue" field.
- E. Service Request records may not be saved without a specified owner.

Correct Answer: BC

QUESTION 11

Which cannot be part of an access group?

- A. Position
- B. Organization
- C. Household
- D. User List
- E. Person

Correct Answer: E

Reference: <http://siebelweb.com/configuration/siebel-access-control-mechanisms/> (topic: Access- group access control)

QUESTION 12

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 13

As business analyst, you may need to create responsibilities to allow users to access views within the Siebel application. Select two advantages of creating a single responsibility for each logical group of views.

- A. Less administration is required over time as views are changed.
- B. The users may have access to views that they do not need.
- C. Managers and executives are assigned to fewer responsibilities.
- D. Less duplication of views is found across responsibilities.

Correct Answer: AD

QUESTION 14

Identify three types of users of Siebel Business Applications.

- A. Employees
- B. Contacts
- C. Customers
- D. Affiliates
- E. Partners

Correct Answer: ADE

Reference: <http://www.oracle.com/us/corporate/accessibility/siebel-accessibility-guide-163219.pdf> (page 7, second paragraph)

QUESTION 15

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

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