1Z0-219$^{Q\&As}$

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

An agent working in a call center receives a call for a request for service. The agent authenticates the caller and captures the details of the request. She records that the calls was received from Joanne Smith who is a nurse from Dr. Jones\\'s office. She is calling to inquire about a status of a medical claim that was submitted by Dr. Jones\\'s office. Select the three business entities that would be required to support this business process.

A. Contact

B. Quote

C. Activity

D. Service Request

E. Opportunity

Correct Answer: ADE

QUESTION 3

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 4

Siebel period definitions cannot be changed or added to.

A. True

B. False

Correct Answer: B

QUESTION 5

Which option describes the role of Assignment Objects for Assignment Manager?

A. describe when a record should be assigned to candidates

B. identify the types of data to assign using Assignment Manager

C. identify the people that will be assigned to records

D. evaluate all people for a matching skill in order to assign records

Correct Answer: B

QUESTION 6

To determine the base table for Siebel opportunities, you would use Siebel tools to examine:

A. the Main Table property for the Opportunity business object definition

B. the Name property for the Opportunity table definition

C. the Name property for the Table child object definition for the Opportunity business compete definition

D. the Table property for the Opportunity business component definition

Correct Answer: D

Explanation: A Business Object is a collection of Business Components which are based on Tables, so You can see the base table of the Opportunity BC in the BC properties.

QUESTION 7

Which statement describes directory server authentication?

A. It is the default authentication method for Siebel applications.

B. It typically uses a single reserved database login for all users.

C. It does not require additional infrastructure components, such as security adapters.

D. The user authentication is performed by a third-party service at the web server level.

Correct Answer: B

QUESTION 8

Customer Adaptive Forecasting is a new feature that:

A. allows sales representatives to roll up and submit forecasts to managers outside of their reporting hierarchy

B. allows sales managers to view forecasts from cross-functional teams across organizations

C. allows sales managers to roll up and submit forecasts to managers inside of their reporting hierarchy

D. both A and B

E. both A and C

Correct Answer: D

Reference: http://docs.oracle.com/cd/E16348_01/books/Forecast/Forecast_Setup20.html (first two bulleted points on the page)

QUESTION 9

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 10

Which Siebel business entity represents people with whom you do business?

A. Contact

B. Opportunity

C. User

D. Account

Correct Answer: A

QUESTION 11

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 12

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. Which two are examples of master data?

A. Literature

B. FAQs

C. Quotes

D. Accounts

Correct Answer: AB

QUESTION 13

What are the two characteristics of Multitenancy?

A. Agents cannot manually assume appropriate role based on inbound work items.

B. It allows a Call Center agent to support multiple clients at once.

C. It allows users to navigate through multi-interactions.

D. It requires users to change position to access appropriate data.

E. It allows up-to-date overview of customer service effectiveness.

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E14004_01/books/PDF/CommSrvAdm.pdf (page 188, and 190)

QUESTION 14

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 15

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)