



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

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 3

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 4

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 5

You are completing a solution to a business requirement, which includes a Siebel workflow process. This workflow updates accounts records with updated corporate information and must run weekly for all accounts. What would be the best method for invoking the workflow?

- A. By a run-time event
- B. Using a custom control
- C. By a workflow policy
- D. Using the workflow simulator

Correct Answer: C

Reference: http://docs.oracle.com/cd/B14099_19/integrate.1012/b14062/app_siebworkflows.htm

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