



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

A Siebel iHelp item is typically modified by:

- A. end users
- B. application administrators or business analysts
- C. business automation administrators
- D. developers or members of the Siebel implementation team

Correct Answer: A

QUESTION 2

In the Siebel Web client, you drill down on the hyperlink for Fern Woodley, a contact for the XYZ Company account, and then on the hyperlink for Ms. Woodley's 500 x Printer Repair Kit opportunity. What feature In the Siebel Web client user interface would you use to quickly return to the XYZ Company account record?

- A. the Accounts screen tab
- B. the Contact view tab
- C. the Site Map icon on the application toolbar
- D. the thread bar
- E. the Site Map menu item in the Navigate application menu

Correct Answer: D

QUESTION 3

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

QUESTION 4

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 5

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

- A. Contact
- B. Opportunity
- C. User
- D. Account

Correct Answer: A

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