1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

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

A. Contact

B. Opportunity

C. User

D. Account

Correct Answer: A

QUESTION 3

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 4

In Siebel Tools, how would you most easily find all references to a specific property value?

A. Use the Types tab

B. Use the Flat tab

C. Use the Detail tab

D. Use the Repository Search

Correct Answer: D

QUESTION 5

Identify the object that you would select to examine the run time event\\'s properties if a workflow process is invoked by a run-time event.

A. the step labeled "Start"

B. the connector labeled "Default"

C. the step labeled "Oppty > $IM

D. the connector ending at the step labeled "End"

E. the step labeled "End"

Correct Answer: A

Reference:

http://docs.oracle.com/cd/B40099_02/books/BPFWorkflow/BPFWorkflow_Design10.html#wp1237 675 (bulleted point # 2, topic: How to Run-time event invokes a workflow process)