



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Your client, company XYZ has set up the following assignment rule for the assignment of Call representatives to new Service Requests: Assuming all six candidates meet the rule criteria, which three statements are true about how Assignments Manager will assign a new SR based on workload distribution rule?

The screenshot shows the Siebel Assignments Manager interface. The top section displays the configuration for a rule named "High Priority Modem Service". The rule is assigned to "Service Request" objects. The "Candidate Details" section shows "Person Candidates Source" and "Organization Candidates Source" both set to "From Rule", with an "Assignee Filter" of "One, Best Fit" and a "Candidate Passing Score" of 30. Below this, a table titled "Workload Distribution Rule" shows the rule's parameters: "Total Open Service Requests" (50), "Service Request" (Assignment Object), "Score" (50), "Required" (Always), and "Maximum Workload" (10). The bottom section, titled "The list of candidate Sales representatives at company XYZ are:", contains a table with the following data:

Candidate	Workload (# SRs currently assigned)
CSR REP 1	5
CSR REP 2	1
CSR REP 3	0
CSR REP 4	3
CSR REP 5	10
CSR REP 6	15

- A. CSR Rep 4 will be assigned the new SR because he has the lowest passing workload score.
- B. CSR Rep 3 will be assigned the new SR because he has the highest workload score.
- C. CSR Rep 6 will be assigned the new SR because he has the lowest workload score.
- D. More than one candidate qualifies for assignment based on the workload distribution rule.
- E. CSR Rep 6 will be eliminated because his current workload > maximum workload in the workload distribution rule.

Correct Answer: D

QUESTION 2

Business analysts must be able to use Siebel Workflow to automate business rules. Which type of workflow step would you use to reuse a previously defined workflow process?

- A. Siebel Operation
- B. Business Service
- C. User Interact



D. Sub Process

Correct Answer: D

QUESTION 3

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 4

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 5

Which statement defines a dynamic drilldown?

- A. Clicking a contact name hyperlink always navigates you to the contact details.
- B. Clicking a contact name hyperlink navigates you to contact details for US contracts and account details for non-US contacts.
- C. Clicking an account name navigates you to the last field of the current record in the current list



D. Clicking an account record navigates you to sales team details.

Correct Answer: B

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