1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Identify the three statements that are true when creating new records using Quick Fill template.

A. Only Administrators can create new Quick Fill Templates.

B. Templates are used to store default values for fields.

C. Saving values to single-value fields, which are read only, is not supported.

D. Saving values to multi-value fields, which are read only, is not supported.

E. To use a Quick Fill template to create a new record, the user should click the Quick fill button

Correct Answer: BCD

Reference: http://docs.oracle.com/cd/B40099_02/books/Fundamentals/Fund_recordtasks3.html

QUESTION 2

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

QUESTION 3

You have the choice of doing Single Instance Deployment Architecture or a Multiple Instance Deployment Architecture. You have chosen the Single Instance Deployment. Select two benefits of a Single Instance Deployment.

A. It provides a consistent view of all global data.

B. A single database can be taken offline without impacting other regions.

C. A single database can support multiple languages.

D. Multiple databases support resilience.

E. It minimizes demands on communication bandwidths.

Correct Answer: AC

QUESTION 4

Identify three types of users of Siebel Business Applications.

A. Employees

B. Contacts

C. Customers

D. Affiliates

E. Partners

Correct Answer: ADE

Reference: http://www.oracle.com/us/corporate/accessibility/siebel-accessibility-guide-163219.pdf (page 7, second paragraph)

QUESTION 5

An agent working as a sales representative receives a call from an existing customer who is their head office and requesting a quote for 100 BlackBerry devices. The customer request that the quote be faxed to him. Select the step that describes the correct order of the manual process steps for achieving this process flow.

A. Search for contract, Verify Account, Add Activity for Contract, Add Opportunity to Contract, Auto Create Quote, Modify Quote, Add Products to Opportunity, Add Line Items, And Print Quote and Send to Customer.

B. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Products to Opportunity, Auto-Create Quote, Modify Quote, Add Line Items, and Print Quote and Send to Customer

C. Search for Contact, Verify Account, Add Products to Opportunity, Auto Create Quote, Modify Quote, Add Line Items, and Print Quote and Send to Customer

D. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Products to Opportunity, Create Order, Auto-Create Quote. Modify Quote, Add Line Items, and Print Quote and Send to Customer

E. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Line Items, Add Products to Opportunity, Auto-Create Quote, Modify Quote, and Print Quote and send to Customer

Correct Answer: C

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