1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Which option describes the role of Assignment Objects for Assignment Manager?

A. describe when a record should be assigned to candidates

B. identify the types of data to assign using Assignment Manager

C. identify the people that will be assigned to records

D. evaluate all people for a matching skill in order to assign records

Correct Answer: B

QUESTION 2

What Inbox view would an end user usually NOT have available?

A. Inbox Items List

B. Completed Items List

C. Submitted Items List

D. All Inbox Types

Correct Answer: D

QUESTION 3

Select two statements that are true regarding predefined responsibilities.

A. Views cannot be added or removed from predefined responsibilities.

B. A copy of a predefined responsibility can be tailored to meet your needs.

C. New predefined responsibilities can be added during configuration.

D. They are optionally loaded during database installation.

Correct Answer: AB

QUESTION 4

In which three scenarios would the use of an MVG control be appropriate?

A. Associate one 01 more Contacts to a given Account.

B. Assign a Service Request by selecting an Owner from a list of Employees.

C. Add a Product to many Product Catalogues and allow each Product Catalogue to have one or more Products.

D. Select the members of the Sales team responsible for a Sales Opportunity.

E. Enter the preferred method of communication (that is, fax, phone, email, and so on) for a Contact.

Correct Answer: ABD

QUESTION 5

Which two statements about a global deployment are correct?

A. Real time exchange rates for currencies do not require third-party software.

B. Dates, currency, numbers, and phone numbers are formatted based on the local.

C. Data entered by the user is automatically translated by a special object manager languages.

D. Siebel offers language-specific object managers that localize user interface elements.

E. Users must manually convert times into their local time zone.

Correct Answer: BD

Reference: http://docs.oracle.com/cd/E14004_01/books/GlobDep/GlobDepOverview8.html

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