



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

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 3

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

QUESTION 4

Which statement describes directory server authentication?

- A. It is the default authentication method for Siebel applications.
- B. It typically uses a single reserved database login for all users.
- C. It does not require additional infrastructure components, such as security adapters.
- D. The user authentication is performed by a third-party service at the web server level.

Correct Answer: B

QUESTION 5

What are the two characteristics of Multitenancy?

- A. Agents cannot manually assume appropriate role based on inbound work items.
- B. It allows a Call Center agent to support multiple clients at once.
- C. It allows users to navigate through multi-interactions.
- D. It requires users to change position to access appropriate data.
- E. It allows up-to-date overview of customer service effectiveness.

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E14004_01/books/PDF/CommSrvAdm.pdf (page 188, and 190)

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