



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

A user working in a call center receives a call and is presented with a new opportunity for an existing contract. The user authenticates the contact and proceeds to add the new opportunity. Identity the four Steps to add an opportunity to it contact.

- A. Search for contact information
- B. Create contact
- C. Verify account information
- D. Add an activity to the contact
- E. Add quote to contact
- F. Add opportunity to contact

Correct Answer: ACDF

QUESTION 3

Which three statements about static picklists are true?

- A. The values in a static picklist are typically displayed in a single column drop-down list.
- B. The users can select only values that appear in the picklist.
- C. The values displayed in a static picklist are maintained by an administrator.



- D. The values displayed in a static picklist can be filtered dynamically based on the value in a parent picklist.
- E. The values that users enter into the picklist column are available to other users.

Correct Answer: CDE

QUESTION 4

When determining how to best control access to data, the business analyst must have an understanding of the differences between master data and customer data. What are the examples of master data? (choose two)

- A. Literature
- B. Products
- C. Contacts
- D. Accounts

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E05553_01/books/eSales/eSalesCreatManagProdCat2.html

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