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Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Which feature provides advanced search capabilities across a broad set of data?

A. Siebel Search

B. Siebel Advanced Search

C. Query Assistant

D. Siebel Search Assistant

E. Siebel Data Quality

Correct Answer: A

Reference: http://docs.oracle.com/cd/E16348_01/books/Fundamentals/Fund_aboutuserinterface8.html

QUESTION 2

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 3

You are in the application, when you click on Help - > About View In the application toolbar, you find that you are looking, at the Account Opportunities View. What three other pieces of Information would be displayed in the Help - > About View?

A. The top applet is based on the Account business component.

B. The view is based on the Opportunity business component.

C. Both the top and bottom applets are based on the Account business component.

D. The view is based on the Account business object.

E. The bottom applet is based on the Opportunity business component.

Correct Answer: ABE

QUESTION 4

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 5

Identify the object that you would select to examine the run time event\\\'s properties if a workflow process is invoked by a run-time event.

A. the step labeled "Start"

B. the connector labeled "Default"

C. the step labeled "Oppty > $IM

D. the connector ending at the step labeled "End"

E. the step labeled "End"

Correct Answer: A

Reference:

http://docs.oracle.com/cd/B40099_02/books/BPFWorkflow/BPFWorkflow_Design10.html#wp1237 675 (bulleted point # 2, topic: How to Run-time event invokes a workflow process)