1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

To determine the base table for Siebel opportunities, you would use Siebel tools to examine:

A. the Main Table property for the Opportunity business object definition

B. the Name property for the Opportunity table definition

C. the Name property for the Table child object definition for the Opportunity business compete definition

D. the Table property for the Opportunity business component definition

Correct Answer: D

Explanation: A Business Object is a collection of Business Components which are based on Tables, so You can see the base table of the Opportunity BC in the BC properties.

QUESTION 2

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)

QUESTION 3

Customer Adaptive Forecasting is a new feature that:

A. allows sales representatives to roll up and submit forecasts to managers outside of their reporting hierarchy

B. allows sales managers to view forecasts from cross-functional teams across organizations

C. allows sales managers to roll up and submit forecasts to managers inside of their reporting hierarchy

D. both A and B

E. both A and C

Correct Answer: D

Reference: http://docs.oracle.com/cd/E16348_01/books/Forecast/Forecast_Setup20.html (first two bulleted points on the page)

QUESTION 4

Select the two statements that describe business objects.

A. A business object is referenced by a view.

B. A business object is referenced by an applet.

C. Only one business component may be part of a business object.

D. One or more business components may be part of a business object.

E. A business object defines one or more master business components.

Correct Answer: AD

Reference: https://sites.google.com/site/vinayjainorg/Home/siebel-interview-questions/siebel- interview-question5 (What is a business object)

QUESTION 5

Select the four horizontal applications.

A. Siebel Sales

B. Siebel Partner Portal

C. Siebel Remote

D. Siebel Finance

E. Siebel Call Center

Correct Answer: ABCE

Reference: http://www.lsi.us.es/docencia/get.php?id=5278 (slide 3)