



# 1Z0-219<sup>Q&As</sup>

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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### QUESTION 1

Identify the three statements that are true when creating new records using Quick Fill template.

- A. Only Administrators can create new Quick Fill Templates.
- B. Templates are used to store default values for fields.
- C. Saving values to single-value fields, which are read only, is not supported.
- D. Saving values to multi-value fields, which are read only, is not supported.
- E. To use a Quick Fill template to create a new record, the user should click the Quick fill button

Correct Answer: BCD

Reference: [http://docs.oracle.com/cd/B40099\\_02/books/Fundamentals/Fund\\_recordtasks3.html](http://docs.oracle.com/cd/B40099_02/books/Fundamentals/Fund_recordtasks3.html)

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### QUESTION 2

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](http://docs.oracle.com/cd/E05553_01/books/eSales/eSalesCreatManagProdCat2.html)

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### 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

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

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#### QUESTION 5

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](http://docs.oracle.com/cd/E16348_01/books/Fundamentals/Fund_aboutuserinterface8.html)

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#### QUESTION 6

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 7

Which cannot be part of an access group?

- A. Position
- B. Organization
- C. Household
- D. User List
- E. Person

Correct Answer: E

Reference: <http://siebelweb.com/configuration/siebel-access-control-mechanisms/> (topic: Access- group access control)

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### QUESTION 8

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

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### QUESTION 9

A Siebel iHelp item can:

- A. navigate the user to the correct view
- B. enter default field values
- C. show reference material from Siebel Bookshelf
- D. suggest a value for a field
- E. highlight list columns or controls used in a step
- F. include branching logic



Correct Answer: A

Reference: [http://docs.oracle.com/cd/B40099\\_02/books/AppsAdmin/AppsAdminiHelp6.html](http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminiHelp6.html) (Topic: To create an ihelp step, bulleted point #1)

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#### QUESTION 10

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#wp1237675](http://docs.oracle.com/cd/B40099_02/books/BPFWorkflow/BPFWorkflow_Design10.html#wp1237675) (bulleted point # 2, topic: How to Run-time event invokes a workflow process)

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#### QUESTION 11

Business analysts must be able to use Siebel Workflow to automate business rules. Which type of workflow step would you use to reuse a previously defined workflow process?

- A. Siebel Operation
- B. Business Service
- C. User Interact
- D. Sub Process

Correct Answer: D

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#### QUESTION 12

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

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### QUESTION 13

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.

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### QUESTION 14

A Call Center agent needs to assign multiple Technical Support resources to a complex service request. What is the maximum number of users that can be assigned as the Owner?

- A. One
- B. more than one
- C. no limit
- D. This depends on the type of SR created.
- E. none of the above

Correct Answer: A

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### QUESTION 15

Which statement is true about access to views and data?



- A. Users with the same responsibility have the same view and data access.
- B. View access for a responsibility in one organization will be different in another organization.
- C. View access and data access are completely independent of one another.
- D. User ID, position, and responsibility control access to data.

Correct Answer: C

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