Exam : **1Z0-605**

Title : Siebel7.7 Business Analyst Core Exam

Version : Demo

1. 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.Which are examples of master data? Choose two.

A. Literature

B.   Products

C.   Contacts

D. Accounts

Answer: AB

2. Properly planning and conducting business process workshops is a critical element of the Business Analyst role.Which is NOT a valid part of the questioning framework for a business process workshop?

A. Verifying that the process meets the customer's needs

B. Using the Siebel application demonstration as the primary enabler of the process

C. Confirming that the process supports the stated business objectives

D. Verifying that the steps in the process reflect the customer's activities

Answer: B

3. The business analyst must consider the functional dependencies of the functionalities being implemented to determine how implementations should be phased. Based on functional dependence, which functionality would be implemented first?

A. Fulfillment

B. Orders

C. Quotes

D. Opportunities

Answer: D

4. Which is a hosted solution that provides core functionality to casual users, business partners, and remote divisions?

A. Siebel CRM Enterprise

B. Siebel CRM Professional Edition

C. Siebel CRM OnDemand

D. Siebel Analytics **Answer:**

C

5. If you need to edit your company structure in the Siebel application, which of the following are you able to do? Choose two.

A. Change the name of an organization

B. Remove an organization

C. Delete a division

D. Change a division's organization

Answer: AD

6. If hyperlinks in Siebel Tools do not appear, what might the problem be?

A. The Drilldown Add-in has not been installed

B. The Web update protection key is invalid

C. Tools is not properly connected to the datasource

D. You do not have the Developer responsibility

Answer: D

7. Limiting data displayed in the My Opportunities view to opportunities associated with a job role within

the organization is an example of what?

A. Opportunities associated with their user ID B.

Opportunities for which they are the primary C.

Opportunities associated with their position D.

Opportunities that they created

Answer: C

8. 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

Answer: C

9. Which statement about views and responsibilities is true?

A. Each responsibility assigned to a user must have entirely separate views assigned

B. A Manager responsibility and User responsibility may share views

C. Manager and User responsibilities will have completely different views

D. Users have access to the views associated with only one responsibility at a time

Answer: B

10. When a user does not have access to any views in a screen, which is true?

A. Neither the screen tab nor the Site Menu option is displayed

B. The views are listed only on the Site Map

C. The views are only accessible through a drilldown

D. The Screen containing the views is empty **Answer:**

A

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11. Based on the About View screen shown below, what is the Contact business component on the Accounts screen?


```
About View - Microsoft Internet Explorer                          _ □ ×
        Screen Accounts Screen
          View Account Detail - Contacts View
Business object Account
        Applets Applet[0]: Account Entry Applet; Applet[1]: Account Contact List Applet;
      BusComps BusComp[0]: Account; BusComp[1]: Contact;
                                                                    OK
```

A. Child business component

B. Business object

C. Grandchild business component

D. Parent business component

Answer: A

12. Based on the About View screen shown below, what is the parent business component on the Accounts screen?


```
About View - Microsoft Internet Explorer                          _ □ ×
        Screen Accounts Screen
          View Account Detail - Contacts View
Business object Account
        Applets Applet[0]: Account Entry Applet; Applet[1]: Account Contact List Applet;
      BusComps BusComp[0]: Account; BusComp[1]: Contact;
                                                                    OK
```

A. Contact

B. Account Entry

C. Account

D. Account Detail

Answer: C

13. Business analysts must be able to describe the relationship between Siebel software components to successfully identify customer requirements.   What is the role of the Enterprise Server in the Siebel architecture?

A. Platform that supports the interactive, batch, and background processing for all Siebel clients

B. Groups Siebel Servers in a logical way so Siebel Server Manager can administer them

C. Controls server components running on a machine

D. Stores component definitions and assignments, operational parameters, and connectivity information

Answer: B

14. Business analysts must be able to describe the relationship between Siebel software components to successfully identify customer requirements.   What is the role of the Siebel Server in the Siebel architecture?

A. Groups Siebel Servers in a logical way so Siebel Server Manager can administer them

B. Stores component definitions and assignments, operational parameters, and connectivity information

C. Platform that supports the interactive, batch, and background processing for all Siebel clients

D. Dynamically generates database-specific SQL statements in response to Object Manager requests

Answer: C

15. Your customer has a number of legacy systems that work differently from the Siebel application. How would you determine, and show your customer, whether it is best to modify the Siebel application or modify the customer's current business processes?

A. Leave the decision entirely up to your customer

B. Explain that the Siebel application should never be modified

C. Perform a cost-benefit analysis to decide which approach is best

D. Examine the available development resources to see if the work can be done before the project deadline

Answer: C

16. A business analyst must understand the integration options available to identify the most appropriate solution for the customer.Your customer has a large number of systems that need to be integrated with one another. They have been struggling with their integration because all of the systems have slightly different data structures. Now they are adding Siebel applications to their enterprise and are becoming overwhelmed with the challenge of integrating all of their systems. Which solution would you recommend to your customer?

A. Use EAI to bring all of the data from all of the systems into the Siebel application

B. Use an Integration Server to connect the systems

C. Create a peer-to-peer connection between each system

D. Run a batch process every night to get all data into the Siebel application and then peer-to-peer to all other systems

Answer: B

17. A business analyst works with the customer on developing good business objectives for the implementation project. Identify the most acceptable business objectives below. Choose three.

A. Increase sales by 10% in Q3

B. Decrease turnover company-wide

C. Ensure customer ratings of 7.5 or greater within 6 months

D. Provide sales personnel with access to all accounts in their region

E. Add maiden name field to all account detail screens

Answer: ACD

18. A business analyst works with the customer on developing good business objectives for the implementation project. Identify the three most acceptable business objectives below. Choose three.

A. Decrease revenue losses by 30% within two quarters

B. Add four additional customers each month for the first year

C. Change the color of all screens in the application to match the company color scheme

D. Increase customer survey responses by 5% with each survey

E. Increase customer loyalty in the south region

Answer: ABD

19. On an implementation project, there are strong indicators from the organization that implementing the new application will meet resistance. You fear that this may impact the success of your project. Which element of your project will most directly address this issue?

A. Superior technology B.

Change management C.

Business processes D.

Technical support

Answer: B

20. What effect does considering the change management implication have on an implementation?

A. Positively affects user adoption and long-term net benefits

B. Dramatically shortens implementation time

C. Significantly reduces the cost of implementation

D. Reduces the number of people required to work on the implementation

Answer: A

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