

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

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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### QUESTION 1

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

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### QUESTION 2

Which three statements are true with regards to a Siebel Mobile Web client?

- A. It has access has to a local executable (.exe file).
- B. It has access to local .srf and .cfg files.
- C. It has access to a local Synchronization Manager.
- D. It has access to a local Enterprise Manager.
- E. It has access to a local database.

Correct Answer: ADE

Reference: [http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11\\_siebel\\_client\\_types.pdf](http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11_siebel_client_types.pdf) (slide 10)

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### QUESTION 3

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 4

Which part of the Siebel architecture contains the Siebel Repository File, Configuration File, and Siebel Web templates?

- A. Siebel Web Client
- B. Third-party Web server
- C. Siebel Gateway Name Server
- D. Siebel Server

Correct Answer: D

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#### QUESTION 5

Which statement defines a dynamic drilldown?

- A. Clicking a contact name hyperlink always navigates you to the contact details.
- B. Clicking a contact name hyperlink navigates you to contact details for US contracts and account details for non-US contacts.
- C. Clicking an account name navigates you to the last field of the current record in the current list
- D. Clicking an account record navigates you to sales team details.

Correct Answer: B

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#### QUESTION 6

What Inbox view would an end user usually NOT have available?

- A. Inbox Items List
- B. Completed Items List
- C. Submitted Items List
- D. All Inbox Types

Correct Answer: D

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#### QUESTION 7

How can you add the necessary objects to the Object Explorer if the object types that you need are not displayed in the tools Object Explorer?

- A. Right click the Object explorer window and select Show All.
- B. Select View > Objects and select All, then click the Add button.
- C. Select View > Options and select the Object Explorer tab and select objects to add.
- D. Right click the Object Explorer window and select Add Objects, then select the objects to add.

Correct Answer: C

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#### QUESTION 8

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)

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#### QUESTION 9

When determining how to best control access to data, the business analyst must be aware of who is able to see data exposed in the various types of views. What type of data is displayed in the All Service Requests view?

- A. Records assigned to a user
- B. Records assigned to a position
- C. Records assigned to an organization
- D. records assigned to an enterprise

Correct Answer: C

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#### QUESTION 10

Which client accesses local .cfg and .srf files and directly accesses a local database and Siebel file System?

- A. Web Client
- B. Wireless Web Client
- C. Dedicated Web Client
- D. Handheld Client

Correct Answer: D

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#### QUESTION 11

Which statement is false about divisions?

- A. Divisions belong to organizations and have no direct effect on visibility.
- B. To implement Siebel Business applications, you must create at least one new division.
- C. A division is automatically created when you create an organization.
- D. The administrator cannot delete a division once it is created.
- E. An organization can contain multiple divisions.

Correct Answer: A

Reference: [http://docs.oracle.com/cd/B40099\\_02/books/Secur/Secur\\_AccessControl18.html](http://docs.oracle.com/cd/B40099_02/books/Secur/Secur_AccessControl18.html) (second paragraph)

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#### QUESTION 12

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 13

Identify two mechanisms for record update where state model cannot be enforced.

- A. Siebel Visual Basic
- B. Workflow Processes
- C. Workflow Policy Programs
- D. Enterprise Integration Manager
- E. Siebel eScript

Correct Answer: CD

Reference: [http://docs.oracle.com/cd/E14004\\_01/books/PDF/AppsAdmin.pdf](http://docs.oracle.com/cd/E14004_01/books/PDF/AppsAdmin.pdf) (page 231, second paragraph)

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### QUESTION 14

What is an example of limiting data displayed in the My Opportunities view to opportunities assn with a job role within the organization?

- 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

Correct Answer: C

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### QUESTION 15

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. Identify 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

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