

Oracle

Exam 1z0-219

Siebel Customer Relationship Management (CRM) 8 Business Analyst

Version: 6.8

[Total Questions: 74]

Question No : 1

Which three client types require a locally Installed .srf file?

- A. Web client
- B. Handheld client
- C. Wireless Web client
- D. Mobile Web client
- E. Developer Web client

Answer: B,D,E

Reference:

http://dream2real.weebly.com/uploads/6/1/3/9/6139766/11_siebel_client_types.pdf (slide 10, second sub-bulleted point of the first bullet)

Question No : 2

Which two statements are correct?

- A. Business components contain data for one fundamental business entity in the enterprise
- B. A business component is a collection of related business object that represent a major area of business.
- C. The business consists of UI object definitions that specify the content of user interface.
- D. A view refers to one business component whose data can be viewed and edited through a form
- E. A view display, one or more applets which reference business component from the business

Answer: A,E

Question No : 3

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

Answer: D

Question No : 4

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.

Answer: A,B

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

Question No : 5

What is used to capture relationships between Siebel database tables?

- A. Index
- B. User key
- C. Primary key
- D. Foreign key

Answer: D

Question No : 6

For which three types of Siebel objects can a user perform assessments?

- A. Partners

- B. Service Requests
- C. Accounts
- D. Contacts
- E. Opportunities
- F. Activities

Answer: C,D,E

Reference:

http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAssessments6.html

Question No : 7

You are completing a solution to a business requirement, which includes a Siebel workflow process. This workflow updates accounts records with updated corporate information and must run weekly for all accounts. What would be the best method for invoking the workflow?

- A. By a run-time event
- B. Using a custom control
- C. By a workflow policy
- D. Using the workflow simulator

Answer: C

Reference:

http://docs.oracle.com/cd/B14099_19/integrate.1012/b14062/app_siebworkflows.htm

Question No : 8

What information does Siebel Audit Trail NOT display for an audited record?

- A. The ID of users who perform operations on the record
- B. The operations that are performed on the record
- C. Before and after values of the record's modified fields
- D. The last name of the users who perform operations on the record
- E. The time and date that the record was operated on

Answer: D

Reference:

http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAuditTrail14.html

Question No : 9

Which is the correct term for a list of task steps grouped under a common display name?

- A. Task Group
- B. Task Set
- C. Task Chapter
- D. Task Unit
- E. Task Book

Answer: C

Reference:

http://docs.oracle.com/cd/B40099_02/books/BusProcFramework/BusProcFramework_UIConcepts39.html

Question No : 10

You have the choice of doing Single Instance Deployment Architecture or a Multiple Instance Deployment Architecture. You have chosen the Single Instance Deployment. Select two benefits of a Single Instance Deployment.

- A. It provides a consistent view of all global data.
- B. A single database can be taken offline without impacting other regions.
- C. A single database can support multiple languages.
- D. Multiple databases support resilience.
- E. It minimizes demands on communication bandwidths.

Answer: A,C

Question No : 11

Which cannot be part of an access group?

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

Answer: E

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

Question No : 12

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.

Answer: B

Question No : 13

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.

Answer: A,D,E