1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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

Correct Answer: AE

QUESTION 2

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 (Topic: To create an ihelp step, bulleted point #1)

QUESTION 3

Which two statements are true regarding Siebel iHelp?

A. iHelp items cannot be imported or exported.

B. iHelp items can be downloaded to regional and local databases.

C. Activation and expiration dates for the iHelp item are optional.

D. The "Private" field controls which users have visibility to the iHelp item.

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E. To Indicate that the iHelp item is complete and ready for general use, the administrator clicks the "Publish" button.

Correct Answer: BC

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminiHelp5.html (5th bulleted point on the page from top; check Remote support, second row of the table)

QUESTION 4

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. Identity 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

QUESTION 5

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 (page 231, second paragraph)

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