

1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Which three statements are true when running Assignment Manager in Interactive Mode?

- A. It can be used to assign any assignment object by default.
- B. The Assignment Manager creates a list of qualified employees for the assignment object.
- C. A list of qualified employees is displayed to the user, sorted by the descending order of scores.
- D. It automatically assigns the owner to the highest scoring candidate, but allows manual reassignment from the list of qualified employees.
- E. It allows the user to select the desired candidate for the assignment.

Correct Answer: CDE

QUESTION 2

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

Correct Answer: D

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 3

Identify three types of users of Siebel Business Applications.

- A. Employees
- B. Contacts
- C. Customers
- D. Affiliates
- E. Partners

Correct Answer: ADE

Reference: <http://www.oracle.com/us/corporate/accessibility/siebel-accessibility-guide-163219.pdf> (page 7, second paragraph)

QUESTION 4

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 5

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

Correct Answer: CDE

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

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