



Oracle

1Z0-219 Exam

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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Question: 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: D

Explanation:

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: 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 objects 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 components from the business

Answer: A,E

Question: 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: 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

Explanation:

Reference:

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

Question: 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: 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

Explanation:

Reference:

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

Question: 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

Explanation:

Reference:

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

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