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Vendor:Oracle

Exam Code:1Z0-219

Exam Name:Siebel Customer Relationship
Management (CRM) 8 Business Analyst

Version:Demo

QUESTION 1

Which feature provides advanced search capabilities across a broad set of data?

- A. Siebel Search
- B. Siebel Advanced Search
- C. Query Assistant
- D. Siebel Search Assistant
- E. Siebel Data Quality

Correct Answer: A

Reference: http://docs.oracle.com/cd/E16348_01/books/Fundamentals/Fund_aboutuserinterface8.html

QUESTION 2

Which object is the parent object in the object type hierarchy?

- A. Applet User Prop
- B. List
- C. Applet
- D. List Column
- E. List Locale

Correct Answer: C

Reference: http://docs.oracle.com/cd/B40099_02/books/ConfigApps/ConfigApps_OverviewArch2.html

QUESTION 3

Identify the object that you would select to examine the run time event's properties if a workflow process is invoked by a run-time event.

- A. the step labeled "Start"
- B. the connector labeled "Default"
- C. the step labeled "Oppty > \$IM"
- D. the connector ending at the step labeled "End"
- E. the step labeled "End"

Correct Answer: A

Reference:

http://docs.oracle.com/cd/B40099_02/books/BPFWorkflow/BPFWorkflow_Design10.html#wp1237675 (bulleted point # 2, topic: How to Run-time event invokes a workflow process)

QUESTION 4

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

QUESTION 5

Identify the three statements that are true when creating new records using Quick Fill template.

- A. Only Administrators can create new Quick Fill Templates.
- B. Templates are used to store default values for fields.
- C. Saving values to single-value fields, which are read only, is not supported.
- D. Saving values to multi-value fields, which are read only, is not supported.
- E. To use a Quick Fill template to create a new record, the user should click the Quick fill button

Correct Answer: BCD

Reference: http://docs.oracle.com/cd/B40099_02/books/Fundamentals/Fund_recordtasks3.html

QUESTION 6

A Call Center agent needs to assign multiple Technical Support resources to a complex service request. What is the maximum number of users that can be assigned as the Owner?

- A. One
- B. more than one

- C. no limit
- D. This depends on the type of SR created.
- E. none of the above

Correct Answer: A

QUESTION 7

Customer Adaptive Forecasting is a new feature that:

- A. allows sales representatives to roll up and submit forecasts to managers outside of their reporting hierarchy
- B. allows sales managers to view forecasts from cross-functional teams across organizations
- C. allows sales managers to roll up and submit forecasts to managers inside of their reporting hierarchy
- D. both A and B
- E. both A and C

Correct Answer: D

Reference: http://docs.oracle.com/cd/E16348_01/books/Forecast/Forecast_Setup20.html (first two bulleted points on the page)

QUESTION 8

Which two requirements could be met by setting business component properties?

- A. All new opportunity records should have a default sales stage of "Prospecting."
- B. Contact records should be sorted by Last Name, then by First Name.
- C. Once created, Account records cannot be deleted.
- D. Only the owner of an opportunity record can change the value of the "Revenue" field.
- E. Service Request records may not be saved without a specified owner.

Correct Answer: BC

QUESTION 9

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 10

A Siebel iHelp item is typically modified by:

- A. end users
- B. application administrators or business analysts
- C. business automation administrators
- D. developers or members of the Siebel implementation team

Correct Answer: A

QUESTION 11

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 (page 188, and 190)

QUESTION 12

If a Call Center agent has the ability to invoke Assignment Manager, view a list of assignees generated, and then overrides or confirm the assignee in the list, which assignment manager mode are they using?

- A. Dynamic assignment
- B. Batch assignment
- C. Just in time assignment

Correct Answer: B

Reference:

http://docs.oracle.com/cd/E14004_01/books/AssignMgrAdm/AssignMgrAdm_Overview6.html (topic: interactive assignment)