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Vendor: Oracle

Exam Code: 1z0-219

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

Version: Demo

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QUESTION NO: 1

When does data get written to the Siebel database during Task execution using the Siebel task UI?

- A. at the end of each step in the task
- B. when the user clicks the Save button
- C. when the user pauses the task
- D. when the user clicks the Submit button

Answer: D

Reference: http://dream2real.weebly.com/uploads/6/1/3/9/6139766/39_the_task_ui.pdf (slide 13)

QUESTION NO: 2

What relationship between entities is rare in the Siebel logical model?

- A. 1:1 (one-to-one relationship)
- B. 1:M (one to-many relationship)
- C. M:1 (many to one relationship)
- D. M:M (many to many relationship)

Answer: A

Reference: <http://www.siebeloracle.com/reusing-tables-siebel/> (bulleted point #3)

QUESTION NO: 3

What Siebel feature limits the user's ability to change a picklist value from one value to another?

- A. Siebel Audit Trail
- B. Siebel Dynamic picklists
- C. Siebel State Model
- D. Siebel Object Manager

Answer: C

Explanation:

QUESTION NO: 4

Which statement is true about access to views and data?

- A. Users with the same responsibility have the same view and data access.
- B. View access for a responsibility in one organization will be different in another organization.
- C. View access and data access are completely independent of one another.
- D. User ID, position, and responsibility control access to data.

Answer: C

Explanation:

QUESTION NO: 5

In which three scenarios would the use of an MVG control be appropriate?

- A. Associate one or more Contacts to a given Account.
- B. Assign a Service Request by selecting an Owner from a list of Employees.
- C. Add a Product to many Product Catalogues and allow each Product Catalogue to have one or more Products.
- D. Select the members of the Sales team responsible for a Sales Opportunity.
- E. Enter the preferred method of communication (that is, fax, phone, email, and so on) for a Contact.

Answer: A,B,D

Explanation:

QUESTION NO: 6

As business analyst, you may need to create responsibilities to allow users to access views within the Siebel application. Select two advantages of creating a single responsibility for each logical

group of views.

- A. Less administration is required over time as views are changed.
- B. The users may have access to views that they do not need.
- C. Managers and executives are assigned to fewer responsibilities.
- D. Less duplication of views is found across responsibilities.

Answer: A,D

Explanation:

QUESTION NO: 7

Identify the three main components of an assignment rule.

- A. Assignment Objects
- B. Object Attributes
- C. Comparison Method
- D. Candidates
- E. Rule Group
- F. Skill
- G. Workload
- H. Criteria

Answer: A,D,E

Reference: <http://www.siebeloracle.com/siebel-assignment-rules-and-assignment-criteria/>

QUESTION NO: 8

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

Answer: C

Explanation:

QUESTION NO: 9

Identify three types of users of Siebel Business Applications.

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

Answer: A,D,E

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

QUESTION NO: 10

Which two statements about a global deployment are correct?

- A. Real time exchange rates for currencies do not require third-party software.
- B. Dates, currency, numbers, and phone numbers are formatted based on the local.
- C. Data entered by the user is automatically translated by a special object manager languages.
- D. Siebel offers language-specific object managers that localize user interface elements.
- E. Users must manually convert times into their local time zone.

Answer: B,D

Reference: http://docs.oracle.com/cd/E14004_01/books/GlobDep/GlobDepOverview8.html

QUESTION NO: 11

When determining how to best control access to data, the business analyst must be aware of who is able to see data exposed in the various types of views.

What type of data is displayed in the All Service Requests view?

- A. Records assigned to a user
- B. Records assigned to a position

- C. Records assigned to an organization
- D. records assigned to an enterprise

Answer: C

Explanation:

QUESTION NO: 12

Select the four horizontal applications.

- A. Siebel Sales
- B. Siebel Partner Portal
- C. Siebel Remote
- D. Siebel Finance
- E. Siebel Call Center

Answer: A,B,C,E

Reference: <http://www.lsi.us.es/docencia/get.php?id=5278> (slide 3)

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