1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

A Business Analyst has a requirement where users need real-time access to detailed credit card information from .1 mainframe system. A decision has been made to replicate this data within the Siebel application. Which two Integration tools could be used to meet this requirement?

A. Active X Control

B. Enterprise Integration Manager

C. Object Interface

D. Virtual Business Component

E. EAI Connector

Correct Answer: BD

QUESTION 3

Which two authentication methods use security adapters to authenticate against directory servers?

A. Web Single Sign-On (Web SSO)

B. LDAP authentication

C. Database authentication

D. ADSI authentication

Correct Answer: BD

Reference: http://docs.oracle.com/cd/B40099_02/books/Secur/Secur_SecAdaptAuth8.html

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.

Correct Answer: AB

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

QUESTION 5

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)

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