



# 1Z0-219<sup>Q&As</sup>

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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### QUESTION 1

Siebel period definitions cannot be changed or added to.

- A. True
- B. False

Correct Answer: B

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### QUESTION 2

Which three statements about static picklists are true?

- A. The values in a static picklist are typically displayed in a single column drop-down list.
- B. The users can select only values that appear in the picklist.
- C. The values displayed in a static picklist are maintained by an administrator.
- D. The values displayed in a static picklist can be filtered dynamically based on the value in a parent picklist.
- E. The values that users enter into the picklist column are available to other users.

Correct Answer: CDE

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### QUESTION 3

An agent working in a call center receives a call for a request for service. The agent authenticates the caller and captures the details of the request. She records that the calls was received from Joanne Smith who is a nurse from Dr. Jones\\'s office. She is calling to inquire about a status of a medical claim that was submitted by Dr. Jones\\'s office. Select the three business entities that would be required to support this business process.

- A. Contact
- B. Quote
- C. Activity
- D. Service Request
- E. Opportunity

Correct Answer: ADE

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#### QUESTION 4

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](http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAssessments6.html)

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#### QUESTION 5

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)

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