1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Select the two characteristics that describe a dynamic picklist and pick applet.

A. Always display values in a single column drop down list.

B. Data is only added via an Administration Data View.

C. Data that users enter will be made available for other users to select.

D. Allow users to select multiple records.

E. Allow users to select a single record.

Correct Answer: CE

QUESTION 2

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

Correct Answer: D

QUESTION 3

Which three statements are true when running Assignment Manager in Interactive Mode?

A. It can be used to assign any assignment object by default.

B. The Assignment Manager creates a list of qualified employees for the assignment object.

C. A list of qualified employees is displayed to the user, sorted by the descending order of scores.

D. It automatically assigns the owner to the highest scoring candidate, but allows manual reassignment from the list of qualified employees.

E. It allows the user to select the desired candidate for the assignment.

Correct Answer: CDE

QUESTION 4

What information does Siebel Audit Trail NOT display for an audited record?

A. The ID of users who perform operations on the record

B. The operations that are performed on the record

C. Before and after values of the record\\'s modified fields

D. The last name of the users who perform operations on the record

E. The time and date that the record was operated on

Correct Answer: D

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminAuditTrail14.html

QUESTION 5

When determining how to best control access to data, the business analyst must have an understanding of the differences between master data and customer data. Which two are examples of master data?

A. Literature

B. FAQs

C. Quotes

D. Accounts

Correct Answer: AB

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