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Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

A business analyst must understand the integration options available to identify the most appropriate solution for the customer.

Your customer has a large number of systems that need to be integrated with one another. They have been struggling with their integration because all of the systems have slightly different data structures. Now they are adding Siebel applications to their enterprise and are becoming overwhelmed with the challenge of integrating all of their systems. Which solution would you recommend to your customer?

A. Use EAI to bring all of the data from all of the systems into the Siebel application.

B. Use an Integration Server to connect the systems.

C. Create a peer to peer connection between each system.

D. Run a batch process every night to get all data into the Siebel application and then peer-to-peer to all other systems.

Correct Answer: A

QUESTION 2

Your client has the following requirement: "When creating a contact, the Last Name, first Name and Address fields are mandatory. Contacts will be sorted in alphabetical order by last Name and cannot be deleted once created". Which three options must be implemented to meet the requirement?

A. Set Business Component Field Property "Sort Specification" on the "Last Name" field of the Contact BC to ASCENDING.

B. Set Business Component Property "Sort Specification" on the Contact BC to Last Name.

C. Set Business Component Field Property "Required" to "TRUE" on the Contact Last Name, First Name, and Address fields.

D. Set Business Component Field Property "No Delete" to "TRUE" on the mandatory fields for the Contact Business Component.

E. Set Business Component Property "No Delete" to "TRUE" on the Contact Business Component.

Correct Answer: ACE

QUESTION 3

Which option is NOT a benefit of using Siebel Workflow to automate business processes?

A. enforcement of best practices

B. lower risk than using scripting

C. a simple user interface that increases productivity

D. consistent application of business logic

Correct Answer: B

QUESTION 4

You are in the application, when you click on Help - > About View In the application toolbar, you find that you are looking, at the Account Opportunities View. What three other pieces of Information would be displayed in the Help - > About View?

A. The top applet is based on the Account business component.

B. The view is based on the Opportunity business component.

C. Both the top and bottom applets are based on the Account business component.

D. The view is based on the Account business object.

E. The bottom applet is based on the Opportunity business component.

Correct Answer: ABE

QUESTION 5

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