1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

Which two statements are true regarding Siebel iHelp?

A. iHelp items cannot be imported or exported.

B. iHelp items can be downloaded to regional and local databases.

C. Activation and expiration dates for the iHelp item are optional.

D. The "Private" field controls which users have visibility to the iHelp item.

E. To Indicate that the iHelp item is complete and ready for general use, the administrator clicks the "Publish" button.

Correct Answer: BC

Reference: http://docs.oracle.com/cd/B40099_02/books/AppsAdmin/AppsAdminiHelp5.html (5th bulleted point on the page from top; check Remote support, second row of the table)

QUESTION 2

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 3

Your client, company XYZ has set up the following assignment rule for the assignment of Call representatives to now Service Requests: Assuming all six candidates meet the rule criteria, which three statements are true about how Assignments Manager will assign a new SR based on workload distribution rule?

A. CSR Rep 4 will be assigned the new SR because he has the lowest passing workload score.

B. CSR Rep 3 will be assigned the new SR because he has the highest workload score.

C. CSR Rep 6 will be assigned the new SR because he has the lowest workload score.

D. More than one candidate qualifies for assignment based on the workload distribution rule.

E. CSR Rep 6 will be eliminated because his current workload > maximum workload in the workload distribution rule.

Correct Answer: D

QUESTION 4

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. What are the examples of master data? (choose two)

A. Literature

B. Products

C. Contacts

D. Accounts

Correct Answer: AB

Reference: http://docs.oracle.com/cd/E05553_01/books/eSales/eSalesCreatManagProdCat2.html

QUESTION 5

If a Call Center agent has the ability to invoke Assignment Manager, view a list of assignees generated, and then overrides or confirm the assignee in the list, which assignment manager mode are they using?

A. Dynamic assignment

B. Batch assignment

C. Just in time assignment

Correct Answer: B

Reference:

http://docs.oracle.com/cd/E14004_01/books/AssignMgrAdm/AssignMgrAdm_Overview6.html (topic: interactive assignment)

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