



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

You have the choice of doing Single Instance Deployment Architecture or a Multiple Instance Deployment Architecture. You have chosen the Single Instance Deployment. Select two benefits of a Single Instance Deployment.

- A. It provides a consistent view of all global data.
- B. A single database can be taken offline without impacting other regions.
- C. A single database can support multiple languages.
- D. Multiple databases support resilience.
- E. It minimizes demands on communication bandwidths.

Correct Answer: AC

QUESTION 2

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 3

An agent working as a sales representative receives a call from an existing customer who is their head office and requesting a quote for 100 BlackBerry devices. The customer request that the quote be faxed to him. Select the step that describes the correct order of the manual process steps for achieving this process flow.

- A. Search for contract, Verify Account, Add Activity for Contract, Add Opportunity to Contract, Auto Create Quote, Modify Quote, Add Products to Opportunity, Add Line Items, And Print Quote and Send to Customer.
- B. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Products to



Opportunity, Auto-Create Quote, Modify Quote, Add Line Items, and Print Quote and Send to Customer

C. Search for Contact, Verify Account, Add Products to Opportunity, Auto Create Quote, Modify Quote, Add Line Items, and Print Quote and Send to Customer

D. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Products to Opportunity, Create Order, Auto-Create Quote. Modify Quote, Add Line Items, and Print Quote and Send to Customer

E. Search for Contact, Verify Account, Add Activity for Contact, Add Opportunity to Contact, Add Line Items, Add Products to Opportunity, Auto-Create Quote, Modify Quote, and Print Quote and send to Customer

Correct Answer: C

QUESTION 4

In the Siebel Web client, you drill down on the hyperlink for Fern Woodley, a contact for the XYZ Company account, and then on the hyperlink for Ms. Woodley's 500 x Printer Repair Kit opportunity. What feature In the Siebel Web client user interface would you use to quickly return to the XYZ Company account record?

A. the Accounts screen tab

B. the Contact view tab

C. the Site Map icon on the application toolbar

D. the thread bar

E. the Site Map menu item in the Navigate application menu

Correct Answer: D

QUESTION 5

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



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