1Z0-219$^{Q\&As}$

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

A user working in a call center receives a call and is presented with a new opportunity for an existing contract. The user authenticates the contact and proceeds to add the new opportunity. Identity the four Steps to add an opportunity to it contact.

A. Search for contact information

B. Create contact

C. Verify account information

D. Add an activity to the contact

E. Add quote to contact

F. Add opportunity to contact

Correct Answer: ACDF

QUESTION 3

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 4

In Siebel Tools, how would you most easily find all references to a specific property value?

A. Use the Types tab

B. Use the Flat tab

C. Use the Detail tab

D. Use the Repository Search

Correct Answer: D

QUESTION 5

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)

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