



1Z0-219^{Q&As}

Siebel Customer Relationship Management (CRM) 8 Business Analyst

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QUESTION 1

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 2

You are completing a solution to a business requirement, which includes a Siebel workflow process. This workflow updates accounts records with updated corporate information and must run weekly for all accounts. What would be the best method for invoking the workflow?

- A. By a run-time event
- B. Using a custom control
- C. By a workflow policy
- D. Using the workflow simulator

Correct Answer: C

Reference: http://docs.oracle.com/cd/B14099_19/integrate.1012/b14062/app_siebworkflows.htm

QUESTION 3

As business analyst, you may need to create responsibilities to allow users to access views within the Siebel application. Select two advantages of creating a single responsibility for each logical group of views.

- A. Less administration is required over time as views are changed.
- B. The users may have access to views that they do not need.
- C. Managers and executives are assigned to fewer responsibilities.
- D. Less duplication of views is found across responsibilities.

Correct Answer: AD



QUESTION 4

A Business Analyst has a requirement where users need real-time access to detailed credit card information from .1 mainframe system. A decision has been made to replicate this data within the Siebel application. Which two Integration tools could be used to meet this requirement?

- A. Active X Control
- B. Enterprise Integration Manager
- C. Object Interface
- D. Virtual Business Component
- E. EAI Connector

Correct Answer: BD

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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