Oracle 1Z0-219 Exam

Volume: 74 Questions

Question No : 1
In which three scenarios would the use of an MVG control be appropriate?

A. Associate one 01 more Contacts to a given Account.

B. Assign a Service Request by selecting an Owner from a list of Employees.

C. Add a Product to many Product Catalogues and allow each Product Catalogue to have one or more Products.

D. Select the members of the Sales team responsible for a Sales Opportunity.

E. Enter the preferred method of communication (that is, fax, phone, email, and so on) for a Contact.

Answer: A,B,D

Question No : 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.

Answer: A,C,E

Question No : 3
Siebel Search can display results drawn from:

A. a configurable set of fields in multiple Siebel entities

B. the Siebel File System

C. the Siebel repository

D. external data sources

Answer: D

Question No : 4
Select the two characteristics that describe a dynamic picklist and pick applet.

A. Always display values in a single column drop down list.

B. Data is only added via an Administration Data View.

C. Data that users enter will be made available for other users to select.

D. Allow users to select multiple records.

E. Allow users to select a single record.

Answer: C,E

Question No : 5
Which is the correct term for a list of task steps grouped under a common display name?

A. Task Group

B. Task Set

C. Task Chapter

D. Task Unit

E. Task Book

Answer: C

Question No : 6
Business analysts must be familiar with the navigation options available in the Siebel application In order to design and recommend the appropriate navigation configurations to meet customer requirements.
When your customer clicks the text In the status field in their Sales Opportunity list applet, they need to go to the Fulfillment view when the status Is "complete" or the Contact view when the status is "open.
What type navigation is this?

A. Static drilldown

B. Dynamic drilldown

C. Applet toggle

D. Thread bar

Answer: B

Question No : 7
Which two statements about a global deployment are correct?

A. Real time exchange rates for currencies do not require third-party software.

B. Dates, currency, numbers, and phone numbers are formatted based on the local.

C. Data entered by the user is automatically translated by a special object manager languages.

D. Siebel offers language-specific object managers that localize user interface elements.

E. Users must manually convert times into their local time zone.

Answer: B,D

Question No : 8
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.

Answer: A,D

Question No : 9
What are the two characteristics of Multitenancy?

A. Agents cannot manually assume appropriate role based on inbound work items.

B. It allows a Call Center agent to support multiple clients at once.

C. It allows users to navigate through multi-interactions.

D. It requires users to change position to access appropriate data.

E. It allows up-to-date overview of customer service effectiveness.

Answer: A,B

Question No : 10
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

Answer: B

Question No : 11
What relationship between entities is rare in the Siebel logical model?

A. 1:1 (one-to-one relationship)

B. 1:M (one to-many relationship)

C. M:I (many to one relationship)

D. M:M (many to many relationship)

Answer: A

Question No : 12
Business analysts must be able to use Siebel Workflow to automate business rules. Which type of workflow step would you use to reuse a previously defined workflow process?

A. Siebel Operation

B. Business Service

C. User Interact

D. Sub Process

Answer: D

Question No : 13
You have a requirement to ensure that different roles have different accesses to opportunity data. Sales Representatives should have the ability to update, but not delete opportunity records once created. Sales manager, on the other hand, should be able to update and delete all opportunity records. Which statement is true?

A. It is not possible to meet this requirement because the "No Update" and "No Delete" business component properties apply to all applets, which are mapped to the business component.

B. Two separate applets can be configured, one for sales representatives and one for sales managers, where the applet "No Delete" Properties differ, restricting deletion of opportunity records on the Sales representatives applet and allowing deletion on the sales manager applet.

C. Out of the box, Siebel does not allow for deletion of opportunity records - this requirement cannot be met the configuration.

D. The only way to meet this requirement would be to create a copy of the opportunity business component, and make the "No Delete" BC property = "Y" for the new BC, and also make a copy of the Opportunity applet and map it to the new/copied Opportunity.

Answer: B

Oracle 1Z0-219 Exam

Question No : 14
A Siebel iHelp item can:

A. navigate the user to the correct view

B. enter default field values

C. show reference material from Siebel Bookshelf

D. suggest a value for a field

E. highlight list columns or controls used in a step

F. include branching logic

Answer: A

Question No : 15
Which three statements are true with regards to a Siebel Mobile Web client?

A. It has access has to a local executable (.exe file).

B. It has access to local .srf and .cfg files.

C. It has access to a local Synchronization Manager.

D. It has access to a local Enterprise Manager.

E. It has access to a local database.

Answer: A,B,E

Question No : 16
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. Interactive assignment

C. Batch assignment

D. Just in time assignment

Answer: B

Question No : 17
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

Answer: C

Question No : 18
Which part of the Siebel architecture contains the Siebel Repository File, Configuration File, and Siebel Web templates?

A. Siebel Web Client

B. Third-party Web server

C. Siebel Gateway Name Server

D. Siebel Server

Answer: D

Question No : 19
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

Answer: C

Question No : 20
What is used to capture relationships between Siebel database tables?

A. Index

B. User key

C. Primary key

D. Foreign key

Answer: D

Question No : 21
For which three types of Siebel objects can a user perform assessments?

A. Partners

B. Service Requests

C. Accounts

D. Contacts

E. Opportunities

F. Activities

Answer: C,D,E

Question No : 22
Select the three employee applications.

A. Siebel Sales

B. Siebel Partner Manager

C. Siebel Call Center

D. Siebel eService

E. Siebel Finance

Answer: A,B,C

Question No : 23
How can you add the necessary objects to the Object Explorer if the object types that you need are not displayed in the tools Object Explorer?

A. Right click the Object explorer window and select Show All.

B. Select View > Objects and select All, then click the Add button.

C. Select View > Options and select the Object Explorer tab and select objects to add.

D. Right click the Object Explorer window and select Add Objects, then select the objects to add.

Answer: C

Question No : 24
Select the four horizontal applications.

A. Siebel Sales

B. Siebel Partner Portal

C. Siebel Remote

D. Siebel Finance

E. Siebel Call Center

Answer: A,B,C,E

Question No : 25
Which feature provides advanced search capabilities across a broad set of data?

A. Siebel Search

B. Siebel Advanced Search

C. Query Assistant

D. Siebel Search Assistant

E. Siebel Data Quality

Answer: A

Question No : 26
When does data get written to the Siebel database during Task execution using the Siebel task UI?

A. at the end of each step in the task

B. when the user clicks the Save button

C. when the user pauses the task

D. when the user clicks the Submit button

Answer: D

Question No : 27
What Inbox view would an end user usually NOT have available?