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## 學習資料

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**Exam** : **1Z0-219**

**Title** : Siebel Customer  
Relationship Management  
(CRM) 8 Business Analyst

**Version** : DEMO

1.Which three client types require a locally Installed .srf file?

- A. Web client
- B. Handheld client
- C. Wireless Web client
- D. Mobile Web client
- E. Developer Web client

**Answer:** BDE

2.Which two statements are correct.?

- A. Business components contain data for one fundamental business entity in the enterprise
- B. A business component is a collection of related business object that represent a major area of business.
- C. The business consists of UI object definitions that specify the content of user interface.
- D. A view refers to one business component whose data can be viewed and edited through a form
- E. A view display, one or more applets which reference business component from the business

**Answer:** A,E

3.Which client accesses local .cfg and .srf files and directly accesses a local database and Siebel file System?

- A. Web Client
- B. Wireless Web Client
- C. Dedicated Web Client
- D. Handheld Client

**Answer:** D

4.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

5.What is used to capture relationships between Siebel database tables?

- A. Index
- B. User key
- C. Primary key
- D. Foreign key

**Answer:** D

6.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

7.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

8.What information does Siebel Audit Trail NOT display for an audited record?

- A. The ID of users who perform operations on the record
- B. The operations that are performed on the record
- C. Before and after values of the record's modified fields
- D. The last name of the users who perform operations on the record
- E. The time and date that the record was operated on

**Answer:** D

9.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

10.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.

**Answer:** A,C