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Oracle Other Oracle Certification

1z0-610: Siebel CRM OnDemand 2006 administrator Exam

Practice Exam: 1z0-610 Exams

Exam Number/Code: 1z0-610

Exam Name: Siebel CRM OnDemand 2006 administrator Exam

Questions and Answers: 85 Q&As

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Exam : Oracle 1Z0-610

Title : Siebel CRM OnDemand 2006 administrator Exam

1. In setting up a new Role in your company, you need a Phone Sales Agent to have access to Account, Contact, and Opportunity records. The Phone Sales Agent should be able to Read and Create Opportunities, but have read-only access to Accounts and Contacts. This role will not need access to any tabs other than Home, Accounts, Contacts, and Opportunities. The Phone Sales Agent cannot convert leads. Which Role Control mechanism is used to ensure that agents are not able to convert leads?

- A.Privileges
- B.Record Type Access Level
- C.Access Levels
- D.Manager Visibility

Answer: A

2. Your customer is concerned about the Siebel CRM OnDemand environment going down, negatively affecting his business. Which of the following can you cite to reassure your customer that Siebel CRM OnDemand is designed for High Availability? Choose three.

- A.Clustered servers
- B.Redundancy within the hardware and network components
- C.Load Balancing
- D.Database de-normalization
- E.JavaScript usage

Answer: ABC

3. Your customer is concerned about the Siebel CRM OnDemand environment providing the necessary security to protect their data. Which of the following can you cite to reassure your customer that Siebel CRM OnDemand is designed for High Security? Choose three.

- A.Reliable high-bandwidth Internet access
- B.Single-layer LAN architecture to isolate data
- C.128-bit encryption through secure socket layer (SSL)
- D.System of Wireless networks providing WiFi access points
- E.Anti-virus protection at the server-level

Answer: ACE

4. By default, how are sales quotas tracked in CRM OnDemand?

- A.Quotas are tracked on the Sales Quota Dashboard
- B.Quotas are tracked on the My Sales Quota Report
- C.Quotas are tracked through automatically generated forecasts
- D.Quotas are tracked on the Opportunities screen

Answer: C

5. Your company has decided to change the password requirements and force new policies into effect immediately.

As the Administrator, what must you do?

- A. Click the Reset All Passwords button on the company Profile, and then modify the password controls.
- B. Modify the password controls and distribute new default passwords to all users.
- C. Modify the password controls only. Changes take effect with each users next login.
- D. Modify the password controls and then click the Reset All Passwords button on the Company Profile.

Answer: D

6. The first task in administering a company is verifying and updating the information contained in the company profile.

Where does the company information contained in the company profile initially come from?

- A. Information gathered from the .ini files installed on the users computer
- B. Information provided during the initial sign-up for Siebel CRM OnDemand
- C. Information provided by the account executive from Siebel
- D. There is no information in the company profile before the Administrator updates the profile

Answer: B

7. Bill Williams is a manager of a sales team. His role gives him Read/Create default access to accounts. Jane Jones is a sales representative who reports to Bill Williams. Her role gives her Create-Only default access to accounts, and Read/Edit/Delete owner access. Jane owns the ACE Industries account record in Siebel CRM OnDemand.

Jane changes the owner on the ACE Industries account to Frank Ford, a sales representative who does not report to Bill Williams, but to a sales manager on another team. What kind of access does Jane now have to the ACE Industries record?

- A. No Access
- B. Read/Create
- C. Read/Edit/Delete
- D. Read-Only

Answer: A

8. Click the Exhibit button to view the exhibit required to answer this question.

The exhibit shows how the user hierarchy is set up for your company in Siebel CRM OnDemand. Manager visibility is activated. Sales Managers have Read/Edit Owner Access and Read Only Default access to records. Sales Reps have Read/Edit/Delete access to records they own. Service Techs have edit access to records they own. Fulfillment has read-only access to records they own.

What level of access does manager visibility allow Julie access to records that Paul owns?

- A. None
- B. Read/Edit/Delete
- C. Read only
- D. Read/Edit

Answer: D

9. Which of the following settings are available to the Administrator for setting sign-in and password controls? Choose three.

- A. Maximum number of sign-in attempts allowed
- B. New password must be different from old password checkbox
- C. Alpha-numeric password required checkbox
- D. Minimum password length requirement
- E. Maximum password length requirement

Answer: ABD

10. Which is NOT a valid method of adding users to the CRM OnDemand database?

- A. Perform a Quick Add to add up to five users at one time

- B. User self-registration at www.crmondemand.com
- C. Add users individually by clicking the New User button
- D. Import users directly into the database

Answer: B

11. Your customer is concerned about the Siebel CRM OnDemand environment performing slowly, negatively affecting her business. Which of the following can you cite to reassure your customer that Siebel CRM OnDemand is designed for High Performance? Choose three.

- A. Load Balancing
- B. Extensive JavaScript usage
- C. Redundancy within the hardware and network components
- D. Database caching
- E. Extensive indexing

Answer: ADE

12. Which is NOT included in any of the Owner Access levels?

- A. Create
- B. Read
- C. Edit
- D. Delete

Answer: A

13. Which statements are true of the Primary Contact in Siebel CRM OnDemand? Choose two.

- A. The primary contact receives product updates and other important information
- B. The primary contact is able to add and modify users
- C. The primary contact can be any active user
- D. The primary contact defaults to the Administrator role

Answer: AC

14. In setting up a new Role in your company, you need a Phone Sales Agent to have access to Account, Contact, and Opportunity records. The Phone Sales Agent should be able to Read and Create Opportunities, but have read-only access to Accounts and Contacts. This role will not need access to any tabs other than Home, Accounts, Contacts, and Opportunities. The Phone Sales Agent cannot convert leads. Which Role Control mechanism is used to ensure that agents can see only the Home, Accounts, Contacts, and Opportunities tabs?

- A. Privileges
- B. Record Type Access Level
- C. Tab Access
- D. Manager Visibility

Answer: C

15. Why is it important that the Fiscal Year start date is set correctly for your company?

- A. Ensures that the Siebel CRM OnDemand license renews on the correct date
- B. Ensures that the calendar displays dates correctly
- C. Ensures that the correct currency is used for report calculations
- D. Ensures that reports and forecasts present data appropriately

Answer: D

16. You have two Service Representatives in your company that currently have the same role. You want one of them to be able to delete service request records, but not the other. How is this accomplished?

- A. You will need a separate role for each Service Representative
- B. Set Default access to service request records to Read/Create/Edit and the Owner access Full
- C. Add delete to the privileges for the Service Representative who should have delete access
- D. CRM OnDemand cannot be configured in this way

Answer: A

17. What happens if you do not map every field in your source file during an import?

- A. You receive a warning message, but can choose to continue without mapping the non-required fields
- B. The Next button on the mapping step does not become active until all fields are mapped
- C. You do not receive an alert, but no records will get imported into CRM OnDemand
- D. You receive an alert, and cannot continue until all required and non-required fields are mapped

Answer: A

18. Siebel CRM OnDemand calculates expected revenue based on the probability associated with the sales stage and the opportunity revenue. Using the sales stage probabilities below, what is the expected revenue of a \$100,000 opportunity in the Qualified Lead stage?

Qualified Lead = 30% Building Vision = 50% Short List = 70% Negotiation = 90% Closed/Won = 100%

- A. \$3,000
- B. \$70,000
- C. \$30,000
- D. \$100,000

Answer: C

19. Click the Exhibit button to view the exhibit required to answer this question.

The exhibit shows how the user hierarchy is set up for your company in Siebel SRM OnDemand. Manager visibility is activated. Sales Managers have Read/Edit Owner Access and Read Only Default access to records. Sales Reps have Read/Edit/Delete access to records they own. Service Techs have edit access to records they own. Fulfillment has read-only access to records they own.

What level of access does manager visibility provide to Julie for records that Don owns?

- A. None
- B. Create/Read
- C. Read/Edit
- D. Read-Only
- E. Full

Answer: C

20. Click the Exhibit button to view the exhibit required to answer this question.

How many additional users can be added to your company based on the Additional Information section of the Company Profile screen shown in the exhibit?

- A. 21
- B. 61
- C. 19
- D. 40

Answer: A

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