Siebel CRM 8 Business Analyst – Exam Study Guide

The Siebel CRM 8 Business Analyst Exam Study Guide is designed to highlight the training options mapped to each exam topic to guide students in their preparation to pass the Siebel CRM 8 Business Analyst (1Z1-219).

The exam objectives are defined by learner or practitioner level of knowledge.

Learner-level: questions require the candidate to recall information to derive the correct answer
Practitioner-level: questions require the candidate to derive the correct answer from an application of their knowledge

For each exam topic there have been identified alternative training options that are available at Oracle. Please note that some of the training recommended can cover multiple exam topics.

The exam covers 26 topics:

**Topic 1: Introducing Siebel Applications**

**Objectives**
- Describe Siebel Customer Relationship Management (CRM) applications
- Give examples of employee and partner Siebel CRM applications

**Level**
- Learner
- Learner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC
  - Siebel 8.1.x Application Administration RWC

**Topic 2: Using the Siebel Web Client**

**Objectives**
- Start and log in to a Siebel application
- Navigate screens and views in the application

**Level**
- Practitioner
- Practitioner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC
  - Navigating Siebel 8.0 Applications Ed 1 RWS
  - Siebel 8.1.x Application Administration RWC
**Topic 3: Working with Data in the Siebel User Interface**

**Objectives**
- Create, modify, and delete records
- Query for records

**Level**
- Practitioner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC
  - Siebel 8.1.x Application Administration RWC

**Topic 4: Common Siebel Business Entities**

**Objectives**
- Identify common business entities (Accounts, Contacts, Activities, Opportunities, and Quotes)
- Describe relationships between these entities

**Level**
- Learner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC

**Topic 5: Using Siebel Business Entities**

**Objectives**
- Give an example of how a company could use Siebel business entities to support a business process

**Level**
- Practitioner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC

**Topic 6: Exploring Siebel Sales**

**Objectives**
- Describe how Siebel Sales users manage opportunities
- Describe how forecasts can be used
- Describe advanced Siebel Sales features

**Level**
- Learner
Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC

Topic 7: Exploring Siebel Call Center

Objectives

Use Siebel Call Center to assign and handle service requests
Describe advanced Siebel Call Center features

Level
Learner
Learner

Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC

Topic 8: Other Siebel CRM Features

Objectives

Use iHelp for assistance with complex procedures
Describe the Universal Inbox functionality
Run a Siebel Report
Use Audit Trail to examine changes to a record
Describe how to use Siebel Search to locate information

Level
Practitioner
Learner
Practitioner
Learner

Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Fundamentals Ed 2 RWC
  - Siebel 8.1.x Application Administration RWC

Topic 9: Administering Siebel Applications

Objectives

Describe how administrative users manage Siebel data and functionality
Identify commonly used administrative screens

Level
Learner
Practitioner

Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training

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Topic 10: Exploring the Siebel Architecture

Objectives
- Identify the major architectural components and their roles
- Describe how different Siebel client types access data

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 11: Securing Siebel Applications

Objectives
- Describe the major entities that support security within a Siebel application
- Describe the types of authentication supported by Siebel CRM Applications

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 12: Controlling Access to Views

Objectives
- Describe the relationships among views, users, and responsibilities
- Outline two strategies for assigning views to responsibilities

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC
Topic 13: Controlling Access to Customer Data

Objectives
- Describe the Siebel mechanisms that determine access to customer data records
- Describe the relationship between views and access control mechanisms

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 14: Creating the Company Structure

Objectives
- Create position, division, and organization hierarchies
- Create employees and users

Level
- Practitioner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 15: Understanding Object Definitions

Objectives
- Describe the major types of object definitions
- Describe the relationships between them
- Use About View

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC
**Topic 16: Using Siebel Tools to Examine Object Definitions**

**Objectives**
- Explain the differences between an object type and an object definition
- Use Siebel Tools to examine parent and child object definitions
- Determine relationships between object definitions

**Level**
- Learner
- Practitioner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

**Topic 17: The Siebel Data Model**

**Objectives**
- Describe the role of tables, columns, keys, indexes, and data types
- Describe how cardinality between tables is represented
- Describe 1:1 and 1:M extension tables

**Level**
- Learner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

**Topic 18: Siebel Business Components**

**Objectives**
- Describe business components (BCs)
- Describe properties of BCs and BC fields
- Map UI controls and list columns to BC fields

**Level**
- Learner
- Practitioner

**Training Options**
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC
Topic 19: Siebel Business Objects

Objectives
- Define a business object
- Describe how links are used to relate business components within a business object

Level
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 20: Picklists and Multi-Value Groups

Objectives
- Identify different types of picklists
- Define a multi-value group (MVG)

Level
- Practitioner
- Learner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 21: Customizing UI Elements

Objectives
- Specify UI elements as part of a solution

Level
- Practitioner

Training Options
- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

Topic 22: Siebel Workflow

Objectives
- Describe the different steps of a workflow process
- Describe the behavior of workflow processes
- Examine existing workflow processes

Level
- Practitioner
- Learner
- Practitioner
Contrast methods used to invoke workflow processes

Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

**Topic 23: Siebel Assignment Manager**

**Objectives**
- Describe Siebel Assignment Manager
- Identify the parts of an assignment rule

**Training Options**

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

**Topic 24: Siebel Task UI**

**Objectives**
- Describe Siebel Task UI
- Invoke and complete a task

**Training Options**

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

**Topic 25: Preparing for a Global Deployment**

**Objectives**
- Define terms related to a global deployment
- Describe Siebel internationalized features
- Discuss requirements and best practices for a global deployment

**Training Options**
Topic 26: Integrating Siebel Applications

Objectives

- Explain the business need for integration
- Describe Siebel integration solutions at the data, business, and UI layer
- Define service-based integration

Level

- Learner
- Learner
- Learner

Training Options

- Instructor Led Training (delivered by Oracle University)
  - Siebel 8.1.x Business Analyst - LVC
- Online Training
  - Siebel 8.0 Technical Foundations
  - Siebel 8.1.x Application Administration RWC

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