Hi All,

Here's the recap of Day 1:

Unit 1.1: Introduction to Siebel

1. CRM stands for Customer Relationship management.
    a. CRM is a system for recording and storing all information related to customer interactions.
    b. CRM can be used by executives to create sales projections, by sales reps to maintain contact with clients, by shipping clerks to verify addresses, and by the billing department to create invoices.
    c. Watch this video : https://mediaexchange.accenture.com/media/1_kj9flqam
2. Siebel is CRM Product owned by Oracle since 2005.
    a. Watch this youtube link for more info on Siebel : https://www.youtube.com/watch?v=gNCZ_hLeloo
    b. Siebel CRM is considered as the best in terms of managing a large customer base and contacting them regularly.
    c. The company was first rooted in 1993 (by thomas siebel) at California and was famous for its sales force automation products in its early stage.
    d. The company expanded its working into the broader CRM market and was known as a dominant CRM vendor in 2002 covering up to 45% of the total market share. In 2005, it was owned by the Oracle Corporation and is working under that since then.
    e. It is tailor made for Industries and can support multiple languages.
    f. We saw few examples of Siebel applications : Sales (for selling products such as books) ; Call center (for faster and effective resolution of customer complaints) ; Partner Portal (For partners to collaborate and fix issues)
    g. Benefits include Business Process Automation, Analytics, Customer Care.
    h. 3 Interactivity Modes : SI / HI / OUI
    i. Download bookshelf for the specific version of Siebel you are using.

Unit 1.2: Siebel Features

1. We login to Siebel application using URL : localhost/callcenter_enu
2. URL indicates the Web Server/ApplicationName_Language of the application
3. Upon successful login we see the Home Page.
4. We explored different UI elements such as Application Level Menu Bar, Global Tool Bar, Link Bar, Screen Tabs, Views and Applets.
5. Siebel Entities:
    a. Account : Anyone external to your organization. E.g., Customers, Vendors, Competitors.
    b. Contact : With whom we do business. E.g., Customers
    c. Opportunity : Revenue generating event.

d. Asset : Instance of product purchased. E.g, Sim card, Phone number
e. Service Request : Customer asks. E.g., Customer complaints, Customer asking for a demo / service
f. Activities : Tasks performed to accomplish a job.
6. Navigation in Siebel using hyperlinks and buttons.
7. Sorting and Reordering columns in a List Applet
8. Freezing list columns
9. We can modify our preferences on application in Tools → User Preference . We can change time zones, alter look and feel of application for our liking.

For folks without D2L Access, please use this link to view materials.

Video links:

Module Names	Unit Name	Video links
Foundation	Unit 1.1 - Introduction to Siebel	https://mediaexchange.accenture.com/media/1_tif1x7l5
		https://mediaexchange.accenture.com/media/1_5x1sewxw
		https://mediaexchange.accenture.com/media/1_kj9flqam
	Unit 1.2 - Siebel Features	https://mediaexchange.accenture.com/media/1_lszqkdjl
		https://mediaexchange.accenture.com/media/1_78ikkqcg
	Unit 1.3 - Data Manipulation and Queries	https://mediaexchange.accenture.com/media/1_jjhmam1i
		https://mediaexchange.accenture.com/media/1_zr22o152

Hi All,

Here's day 2 unit's recap:

Unit 1.3: Data Manipulation and Queries

1. Create new record : Click on [+] button or select New Record menu item.

2. Edit record : Blank fields are editable, Greyed fields are non-editable, Asterix indicates mandatory.
3. Save record : Step off the record (or) Type Ctrl+S (or) click Save Record menu item.
4. Copy record : Click Copy Record menu item (or) Type Ctrl+B
5. Delete record : Click on [bin] button (or) Click Delete Record menu item (or) Type Ctrl+D
6. We saw special types of controls such as Calendar, Calculator, Pisklists, MVG, Text Area, Check box.
7. Query record : Click [Query] button (or) Query Record menu item (or) Press Alt+Q
8. You can also use simple and compound operators for querying.
9. Queries can be saved for future use by click on Query → Save Query As. These saved queries are called as predefined queries.

Unit 2.1: Views and Responsibilities

1. Controlling access to data is done at 3 levels in Siebel.
2. Application Level Access control deals with numbers of screen we have access to, it depends on the License keys purchased.
3. View Level Access control deals with restriction of views. Responsibility contains views. These are assigned to users.
   a. User will have access to views which is union of all the views associated to responsibilities.
   b. Views (M:M) Responsibility (M:M) Users
   c. Navigate to Administration Application → Responsibility to view all responsibility and its details.
4. Seed Responsibility : Created during installation of Siebel. They can are not editable and delete able.
5. New Responsibility : Copy seed responsibility (or) Click New [+] button and provide the name
6. Add or remove views for each responsibility
7. Assign them to users
8. Clear Cache has to be done to copy the latest data into Run Time tables for faster access by the Siebel web client. This is compulsory.
9. Testing Responsibility : Log in using the User Id and check for the number of views visible.

Module 2 Unit 2.2: Organization Structure

1. Record Level Access Control : deals with data assignment to Employees/ Position/ Organization in Siebel.
   a. It is independent of Views and Responsibilities.
2. Division : Logical grouping. Every division belongs to only one organization.
   a. To create division goto Administration – Group → Internal Division
   b. Add values : Division Name, Parent Division
   c. Currencies are set at division level
3. Organization : Physical Entity. Every Organization is a division(this statements holds good by the way we create it).

a. To create organization goto Administration – Group → Internal Division
b. Add these values : Division Name, Parent Division, Organization Flag (enable)
c. Once the organization flag is set, it cannot be undone.
4. Position : Indicates job level in a company.
   a. User can login without position
   b. User cannot view / edit / create data without position
   c. User can possess multiple position, but one position will be made primary. Primary position is also called current position.
   d. Once logged in, the user will see data belonging to the current position and its organization data.
   e. While you are logged in, you can change the position to see related data.
   f. To create position : goto Administration – Group → Position
      i. Add values : Position , Division, Start Date, End Date, Parent Position.
      ii. Parent position is necessary to set up the position hierarchy.
5. Every position belongs to one division. Every division belongs to one organization.

Hi All,

Please find the recap of the units :

Module 2 Unit 2.3: Controlling Access to Customer and Master Data

1. Data is assigned to Position/Organization/Employee in Siebel.
2. Data can be classified in two categories:
   a. Customer Data
      i. Dynamic and Transactional in nature.
      ii. Created by the users of the application.
      iii. This is access controlled using Employee/ Position/Organization.
      iv. E.g. include Account, Contact, Opportunity, Quote, Service Request, Asset, Partner.
      v. Visibility Filter Dropdown :
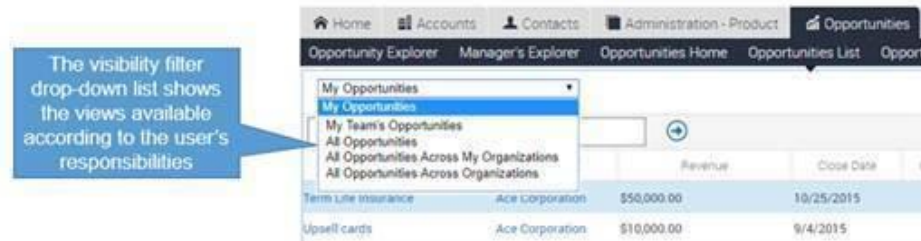
      1. When you select any of these values, you will be navigated to different views.
      vi. Personal Access Control : Says data can be assigned to creator of data or a person is assigned to data or group of people can be assigned to data.

1. <u>MY VIEWS</u> : show records where you are assigned to data or you belong to the team data is assigned to.
   a. E.g., My Accounts , My Contacts, My Service Request
2. <u>MY PERSONAL VIEWS</u> : show records created by you or assigned to you only.
   a. E.g., My Personal Contacts
vii. Position Access Control :
   1. <u>Single Position Access Control</u> : Data is assigned to single position.
   2. <u>Team Access Control</u> : Data is assigned to team of people.
   3. <u>Manager Access Control</u> : shows Data created by you, your direct and indirect reportees.
      a. E.g., My Team's Views such as My Team's Accounts
viii. Organization Access Control :
   1. ALL VIEWS : shows data that belong to your current position's organization.
   2. ALL ACROSS MY ORGANIZATION VIEWS : shows data that belong to your current position's organization and its child organization.
   3. ALL ACROSS ORGANIZATION VIEWS : shows data of entire Enterprise.
ix. Administration Views : shows enterprise data along with orphan records.
b. Master Data:
   i. Static and managed by administrators.
   ii. Visibility is controlled using catalogues and categories.
   iii. Each catalogue contains categories.
   iv. Each category contains individual products.
      1. E.g, in Amazon you open Home Appliances (Catalogue) → Kitchen Appliances (Category) → Grinders (products)
   v. If Catalogue is made Public, individual category can still be made private.
   vi. If Catalogue is Private, individual category remains private.
   vii. When a catalogue / category is private, then access groups must be assigned to it.
   viii. Access groups tell us who has access to those private catalogue/category.
      1. E.g., in Amazon you select Books (catalogue) → Auto Biographies (Category) → Mein Kemp (Product)
         a. This product is sold only in Indian Sub-continent.
         b. Therefore the category can be made private and be given access to only people belonging to Indian Sub-Continent.

Module 3 Unit 3.1: Siebel Physical Architecture

1. Siebel Physical Architecture constitutes of : Web Client , Web Server, Gateway Server, Enterprise Server, Siebel Server, Components, Database, File System, Files.
2. Web Client
   a. Hosted on end user's browser
   b. Because of Open UI(OUI) it is now device and browser independent.
3. Web Server
   a. Contains 3 parts.

1. Virtual Directory

    Accepts the requests and passes it SWSE.

2. Siebel Web Server Extensions(SWSE)
   i. Parses through the request
   ii. Identifies if it is Siebel request
   iii. Routes the request to concerned Siebel server
3. Eapps.cfg

    Contains connection information about all the servers and components.

4. Gateway Server
   a. Hosted as a service in windows.
   b. Captures dynamically the status of the servers and components.
   c. Updates a file called siebns.dat
   d. Load balancing can be achieved here.
5. Enterprise Server
   a. Logical grouping of all Siebel servers.
6. Siebel Server
   a. It on these servers components are hosted.
7. Server Component
   a. Hosted on Siebel server
   b. Each component performs one specific job.
   c. 3 processing modes : Interactive , Batch , Background.
8. Database : Data is stored here. We also have a DB Server.
9. File System : all file attachments are compressed and stored.
10. Files :
    a. .srf File : stands for Siebel Repository File. It is a binary file containing objects.
    b. .cfg File : stands for configuration file and is specific to an application. Web Client refers to cfg file.
    c. .swt File : stands for Siebel Web Template file. This gives the layout for the UI elements.

Module 3 Unit 3.2: Siebel Web Clients

5 types of Web Clients are available.

1. Siebel Web Client
   a. Also called near zero footprint client and thin client
   b. Should be connected to the network, open browser, type in URL and login with correct credentials.
2. Siebel Wireless Web Client
   a. Using Web enabled Mobile phone connecting to Siebel application via browser.
3. Siebel Mobile Web Client
   a. Also called as Thick client.
   b. Connects to local database and file system.
   c. Runs on Windows system
   d. URL contains port number and not application name and language.
4. Siebel Handheld Web Client

        a. Runs on windows phones
        b. Connects to local database and file system.
5. Siebel Developer Web Client
        a. Connects to server database and file system.
        b. One can access the server DB even when the servers are down.

Module 4 Unit 4.1 : Siebel Server Configuration

1. Server Manager is used to create / track status / monitor server components
2. Server manager can be operated using Siebel UI or Command line interface.
3. Components provides a specific functionality. These can be grouped into Component Groups
4. Administration – Server Configuration and Administration – Server Management are the screen to access server manager.
5. Administration – Server Configuration Screen:
        a. Enterprises Explorer (Link Bar)
            You will fin details of Enterprise server, Siebel Server, Component Groups, Parameters in tree applet.

        b. Enterprise (Link Bar) → Component Groups (View Tab)
            Component Groups and its components along with server details are found.

            By Enabling component group, all the components will be enabled.
        c. Enterprise (Link Bar) → Synchronize (View Tab)
            Should be done for Batch components alone.
        d. Enterprise (Link Bar) → Component Definition (View Tab)
            Components and its parameters are visible here
        e. Servers (Link Bar) → Events (View Tab)
            Can increase log levels for Siebel Servers.

        f. Servers (Link Bar) → Components (View Tab) → Events (View Tab)
   Can increase log levels for Siebel Server Components.

Module 4 Unit 4.2 : Siebel Server Management

1. Administration – Server Configuration Screen:
        a. Enterprises (Link Bar)
            • To view status of every Siebel server and components
            • Can start or stop server and components
        b. Jobs (Link Bar)
            • Jobs are create to submit a request to server to instantiate a component.
            • This is done only for Batch components.

- Steps to create a job : Create a job → Select Component → pick parameter and values → Submit the job.
  c. Tasks (Link Bar)
    - Tasks indicates that component has been instantiated.
    - Status of task indicates the functioning of the component.
    - Logs are also generated based on the log levels set on the components, they can be viewed under Log (View Tab).

Module 5 Unit 5.1 : Siebel Object Model

1. Siebel Application architecture or Logical architecture is as shown below.
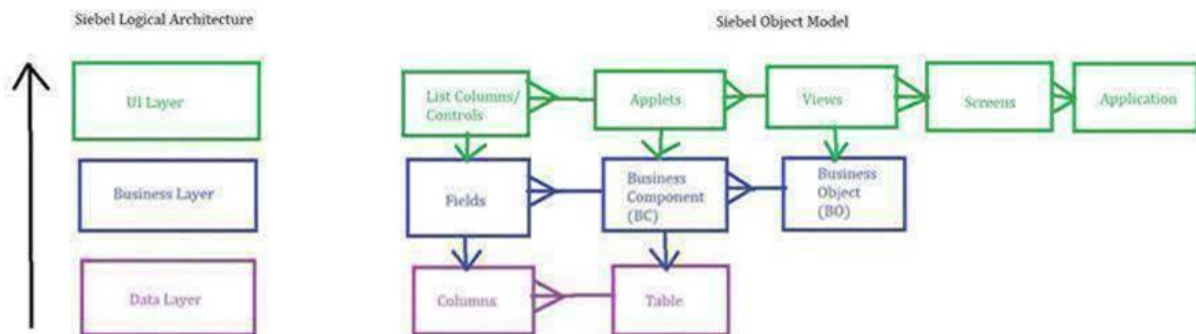
2. Object Type indicates the Property names, Object definition indicates the property values.
3. Object definition is the metadata of Siebel application.
4. Siebel Object, as shown in picture, indicates the objects that are part of every layer in Siebel.
5. Data Layer consists of : Table , Columns , User Keys, Indexes
6. Business Layer consists of : Business Component, Fields, Business Objects, Joins, Links, MVG, Business Service.
    a. Join : Establishes relationship between BC and table which is not base table
    b. Link : Establishes relationship between 2 BCs.
    c. Business Component : refers to one table and it is called Base Table
    d. Fields : refer to columns of table
    e. Business Object : Group of BC are called BO. It has a primary BC and many child BCs.
7. UI Layer consists of : Applet, Views, Screen, Application, SWT, CSS , Images.
    a. Applet : is where we edit and create data. Refers to one BC. List columns & Controls are mapped to fields of BC.
    b. View : contains many applets and refers to one Business Object.
    c. Screen : contains views. This is decided by license keys. Every screen provided a specific functionality.
    d. SWT / CSS / Images : used for beautification of Siebel application.

Module 5 Unit 5.2: Introduction to Siebel Tools

1. Siebel Tools : is an IDE for editing / creating object definitions.
2. Developers login to tools on local database to edit and create object definitions.
3. Object Explorer Window : Displays all object types
4. Object List Editor : Displays all object definitions
5. 3 Tabs are available on Object Explorer Window:
    a. TYPES
        i. Displays all object types in hierarchical format.
        ii. This is the default tab
        iii. To enable / disable object types goto View (Menu) → Options → Development Tools Options (window pop ups) → Object Explorer (tab) → Enable or disable object types.
    b. FLAT
        i. Removes all hierarchy, all object types are displayed separately.
        ii. Used to find parent of a child object definition
    c. DETAILS
        i. Displays all the objects specific to object type in the window.
6. Toolbars are very essential and is widely used. We can customize toolbars displayed inside tools. Also drag & drop to align.
7. Properties Window:
    a. To open goto View (Menu) → Windows → Properties Window.
    b. Displays all the properties of the selected object definition in one window.
8. Editor Window:
    a. Available for Applets, View.. etc.
    b. Right click on object → Edit Web Template
9. Palette window : displays items that can be added into editor
10. Design Canvas : Available for Workflow Flows and Task Flows.
11. Windows can be stacked one upon another. They can also be docked (pin and unpin it).
12. We can query , sort and filter object definitions in Siebel Tools.

Hi All,

Module 5 Unit 5.3 : Configuration Strategy and Process

1. Configuration Strategy Guidelines are:
    a. Explore existing object definitions before creating new ones.
    b. Designing is done using Top – Down Approach
    c. Development is done using Bottom – Up Approach
    d. Scripting should be the last resort, configuration has best performance
    e. Performance tuning to be done to achieve agreed standards.
2. Local Environment is provided to every developer to isolate each other's work.
    a. Also, it enables us to test thoroughly before pushing changes to the server

b. Every developer will be equipped with : Siebel Tools, Local DBF (prior to IP 16), Mobile Web Client.
3. Repository is collection of all object definitions. Siebel Tools is connected to a repository.
4. Project : consists of many object definitions.
   a. Parent object definition has project property, its child object definitions by default belong to the same project.
5. GET and CHECK OUT are mechanisms used to fetch objects from server. CHECK IN is used to push changes from local to server.
   a. To check out / get individual object : select the object → Right click → Check out object → select the objects → Click Get/ CHECK OUT.
   b. To check in / undo check out objects : goto Tools (Menu) → Check In → select the objects → click CHECK IN / UNDO CHECK OUT.

Mechanism	Fetches Objects From	Pushes Objects to	Lock on Server	Lock on Local
GET	Server	Local	-	-
CHECK OUT	Server	Local	Yes	Yes
CHECK IN	Local	Server	Removed	Removed
CHECK IN with maintain lock	Local	Server	Retained	Retained
UNDO CHECKOUT	-	-	Removed	Retained

6. By default Object Check Out / Check In (OCCI) is enabled.
   a. To enabled Project check out/check in : Open server tools → Select the project → Right Click → click Toggle allows object locking.
   b. Allows object locking will be unchecked. Now that project can be checked out/ checked in.
   c. Either OCCI or Project check out/check in can be enabled.
   d. To checkout / get project : goto Tools (Menu) → Check out → Select the project → Click Get/ CHECK OUT.
   e. To check in / undo check out project : goto Tools (Menu) → Check In → select the objects → click CHECK IN / UNDO CHECK OUT.
7. To edit any object definition, it should be locked. Select any object → Right Click → Lock Object.

Module 5 Unit 5.4 : Managing and Editing Object Definition

1. Editing object definitions
   a. To edit any object, first lock the object
   b. Changed flag indicates the object is changed
2. Creating object definitions
   a. Right click → Create New Record on Object List Editor window
   b. Alternatively, use New Object wizard for creating object definitions
3. Validating object definitions

a. Some objects can be validated in tools.
b. Select object → Right click → Validate → click on start
c. Object is validated against set of rules (errors and warnings) preloaded into Siebel tools.
4. All objects needs to be compiled into Client/Objects/enu/Siebel_Sia.srf.
a. To compile objects, select objects → right click → compile selected objects →after verifying the srf path click on Compile button
b. Auto-start web client when enabled, the mobile web client comes up in its own.
c. Debug settings must be in place, to open mobile web client to open in debug mode.
5. Archiving in Siebel
a. Take back up of the selected objects.
b. Archived files are saved with .sif extensions.
6. Importing object definitions
a. Tools (Menu)→ Import from Archive / Archive(s)..
b. We can import one or multiple files. Reorder the files before importing can also be done.
c. Conflict Resolution:
i. OVERWRITE

Repository	File	Result
X	-	Deletes Repository object (X)
-	X	Inserts File object
X1	X2	Updates repo with File

Local object will be overridden by the objects from the file.

ii. MERGE

Repository	File	Result
X	-	Repository Remains as is
-	X	Inserts file objects
X1	X2	File objects are Update

iii. DO NOT IMPORT
File objects would not be imported into the repository.
7. Comparing object definitions
a. Two object can be compare using Siebel tools.
b. Pink indicates difference, Green indicates non difference between objects.

Module 5 Unit 5.7: Configuring Applets

1. Applets refer to a BC and contains controls or list columns which refer to fields of the BC.
2. Each applet is shaped using web template.
3. Applet Types:
a. Form Applet : Displays more details of single record.
b. List Applet: Displays multiple records and has hyperlinks to navigate to different views

4. Applet Properties:
    a. Name : Name of applet
    b. Business Component : BC the applet refers to
    c. Class : C++ Classes which provides the run time behavior of the applet
    d. Title : display title of the applet
    e. No Delete / No Insert / No Merger / No Update : If any of these edit properties are enabled then that operation cannot be performed
    f. Search Specification : Filters the records based on this expression before displaying the records
5. Form Applet
    a. Contains controls
    b. Control Properties:
        i. Name : name of the control
        ii. Field : field to which control belongs to
        iii. Caption / Caption - String Reference / Caption - String Override : display name of the control on UI
        iv. HTML Type : Field (Always retain this value while creating controls)
        v. Runtime : enable (to make control visible on UI, enable the flag)
    c. Applet Modes:
        i. Base : Applet will be readonly
        ii. Edit : All operations can be performed
6. List Applet
    a. Contains List , List Columns and Controls.
        i. List → serves as container for all list columns
        ii. List Columns → mapped to fields of the BC
        iii. Controls → All buttons are created as controls
    b. List Column Properties:
        i. Name : Name of the list column
        ii. Field : field to which it belongs to
        iii. Display Name / Display Name- String Reference / Display Name – String Override : display name of the list column on UI
        iv. HTML Type : Field (Always retain this value while creating controls)
        v. Runtime : enable (to make control visible on UI, enable the flag)
        vi. Available : enable (makes the list column to be available in the UI)
        vii. Show in List : enable(makes the list column to be displayed by default on the applet, else it would be in the available columns not in selected columns)
    c. Applet Modes:
        i. Base : Applet will be readonly
        ii. Edit : can edit record or run query
        iii. Edit List : All operations can be performed
    d. Number of records displayed depends on HTML number of rows property on the applet. If empty then it will refer to NumberOfRows property in cfg.
7. Symbolic Strings
    a. Used extensively in Multi Lingual applications
    b. Created once and used for display names of all UI elements.

1. Which interactivity mode supports explicit commit alone?
   Standard-Interactivity(SI)
2. Which entity in siebel Competitor belongs to ?
   Account
3. How do we navigate to User Preference view in siebel ?
   Tools --> User Preferences
4. Choose the right operator to perform case insensitive search.
   ~LIKE
5. A user sees the union of all the views in the assigned responsibilities. State True or False.
   TRUE
6. _____ are a set of responsibilities provided with the Siebel application. Fill up the blanks.
   Seed Responsibility
7. Which access control assign permissions to the individual data items with in an application?
   Record
8. Which of the following is mandatory to set up company structure in Siebel?
   Division
9. Where is the siebns.dat file located ?
   \\<Install Dir>\gtwysrvr\ADMIN
10. The _____ Client is similar to the Siebel Mobile Web client, but runs on handheld devices
    Siebel Handheld
11. Higher log levels generate larger log files. State True or False.
    TRUE
12. Paused state indicates the task is _____
    temporarily in a suspended state
13. Siebel web templates are like XML files which are not stored in the repository. State TRUE or FALSE.
    False
14. What is the job of Virtual Directories?

    receives inbound requests and forwards to SWSE
15. Runtime property for a control / list column must be set always. State True or False
    True
16. A user sees the union of all the views in the assigned responsibilities. State True or False.
    True

17. If an employee doesn't have primary position, will he/she be able to login ?

    Yes

18. Which tab removes all hierarchy and shows all object types in a single list in Siebel Tools?

    Flat

19. From the below URL fetch the web server name:

    http://lx3123.Arizona.com/esales_deu

    lx3123.Arizona.com

20. What happens when you click on the "Enable" button post assinging the component group to a Siebel Server

    Enabling allocates memory on the server

21. Which client is best suited for:

    Disconnected remote users needing access to their data

    Siebel Mobile Web Client

    Siebel Handheld Web Client

22. The difference between a web page and view web template is... Select all the appropriate statements.

    Web Pages provide the structure of UI that surrounds the view

    View Web template provides the template forthe view

23. Where is the siebns.dat file located?

    \\<install Dir>\gtwysrvr\ADMIN

24. The _____ Client is similar to the Siebel Mobile Web client, but runs on handheld devices.

    Siebel Handheld

25. Higher log levels generate larger log files. State True or False.

    True

26. Paused state indicates the task is _____

    Temporarily in a suspended state

27. What is the configuration strategy behind designing Siebel application?

    Top-Down approach

28. What is the need for local development environment?

    To isolate each other's work

29. An applet is a user interface object that allows the user to view, enter, and modify data.

    True

30. Which window displays the properties and the property values for the object selected in the Object List Editor?

    Properties Window

31. Field is the child object for which of the parent object definitions?

Business Component

32. Identify the non-CRM product from the list below.
    A. SIEBEL
    B. PEOPLESOFT
    C. SALESFORCE
    D. SUGAR

33. Which interactive mode is browser independent?
    A. High interactivity
    B. Standard interactivity
    C. Open UI

34. From the below URL fetch the web server name:
    http://lx3123.Arizona.com/esales_deu
    A. http
    B. lx3123.Arizona.com
    C. esales
    D. Deu

35. With which entity do we do business:
    A. Account
    B. Contact
    C. Opportunity
    D. Asset

36. What does an asterisk next to a field on UI denotes?
    A. Mandatory

37. A greyed-out field on UI denotes:
    B. Non-Editable

38. Which access control entity deals with license keys?
    A. Application-level access control

39. _____ are a collection of responsibilities which Siebel applications provide.
    A. Seed Responsibility

40. View level access control is achieved through Responsibilities.
    A. True

41. Choose the incorrect statement regarding record level access control:
    A. Data access control is not dependent on views and responsibilities of users
    B. Different users with the same responsibility may see different data on the same view
    C. Assigns permissions to individual records within an application
    D. We can assign Siebel records to a division

42. Which record-level access control deals with a company's division or a branch of an agency?

A. Position

B. Organization

C. Access control

43. All Organizations are Divisions?

A. True

B. False

44. If an employee doesn't have primary position. Will he/she be able to login?

A. No

45. If a user doesn't have any responsibility, will he/she be able to login to the application?

Ans. Yes. But he/she will not be able to see any views

46. All users are employees. Is this statement correct?

Ans. No its incorrect. Users may be partners or customers.

47. More than one Access control mechanism can be used for restricting record. Is this correct?

Ans. Yes it could be Person, Position and Organization based

48. Is opportunity entity belong to a team based on position?

Ans. Yes.

49. _____ Data is dynamic and transactional.

A. Customer

B. Master

50. Sarah is a sales agent. She logs into Siebel application and navigates to a contact view which displays records directly owned by only her. Which view she must be accessing?

A. My Contact

B. My Personal Contact

C. My Team's Contacts

51. Which controls access to Catalogues and Categories?

A. Positions

B. Organizations

C. Access Groups

D. Access Controls

E. Userlist

52. Which component on Siebel Web Server detects inbound Siebel request and then forwards it to Siebel Web Server Extension

A. Virtual Directory

B. SWSE

C. Eapps.cfg

53. Which file specifies initialization settings at run time?

A. .srf file

B. .cfg file

C. .swt file

54. Disconnected remote users needing access to their data
    Ans. Mobile Web Client
55. A user with a cell phone needing access to his or her data
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59. A _____ is created to instantiate a Siebel Server component.
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    C. Profiles
    D. Services
60. A request for running one or more Siebel Server tasks in known as a component job.
    A. True
    B. False
61. A _____ establishes a relationship between a business component and a table which is not the base table.
    A. Join
62. A _____ is an object that containing collection of related applets displayed by Siebel CRM in the Siebel client.
    B. View
63. Which is the default tab in Object Explorer?
    A. Types
64. Which tab is used for removing all hierarchy and displaying all object types in a single list?
    B. Flat
65. Projects are mechanism to organize object definitions that enables to work exclusively as a group.
    Ans. True

66. You use check out option after the objects are edited and tested.

    Ans. False

67. Locking projects locally allows the developer to modify and test locally.

    Ans. True

68. Object COCI is enables on all projects by default.

    Ans. True

69. The steps to create a new object definition are displayed. Correct the sequence of steps.

    Ans. C. Select the desired object type in the list editor

      B. Create a new record in OBLE

       A. Assign values to the properties

70. The steps to validate a object definition are listed here. Correct the sequence of steps.

    Ans. B. Select and right click the object definition

       A. Select validate   C. Click Start

71. Compiling updates, the .srf with latest version of object definitions.

    Ans. True

72. Identify the statements that are true regarding Archiving object definitions.

    A. Object definitions are archived to a .dbf file by default

    B. Object definitions can be imported into different repository of any Siebel version

    C. Multiple archive files can be imported in a single operation

73. The unique identifier linked with each record in a Siebel Enterprise database is known as

    ___

    Ans. ROW_ID

74. Most prebuilt 1:1 Extension tables have the same name as that of the base table with suffix_X

    Ans. True

75. Which type of table is EIM_OPTY?

    Ans. Interface table

76. Identify the incorrect statement regarding Siebel Web Templet Files.

    A. They are xml files

    B. They are stored in the Siebel repository

    C. They have swe: tags

    D. They have .swt extension

    E. They specify how to render the view for the application

77. The List Web Templet determines the position of buttons and sequence of list columns.

    Ans. True

78. List applets display multiple records in a list and contain fields for each record displayed in a single row.

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79. The list applet modes are displayed. Match the right options.

Ans. A. Base- Displays records but does not allow editing

B. Edit- Uses a templet to edit record or run query

C. Edit List- Permits in-line editing in list applet

80. View references one or more applets and is associated with a business object that defines the relationship between the Business Component.

Ans. True

81. Arrange the following statements in correct sequence regarding registering a view.

Ans. C. Copy the name of view from tools

b. Register the view in the Administration-Application> Views

a. Assign the view to a Responsibility

82. A container page is a web page that describes the elements that surround the view.

Ans. True

83. Match the following:

Ans. A. Aggregate Category- Contains set of views and is accessed as a link in the link bar

b. Aggregate View- The view that can be accessed either from the link bar or visibility filter drop down list

c. Detail view- Is a view that appears as a separate link bar under view tab

84. The aggregate category view does not specify a view.

Ans. True

1. Where is the siebns.dat file located?
   Ans. \\\<install Dir>\gtwysrvr\ADMIN
2. The _____ Client is similar to the Siebel Mobile Web client, but runs on handheld devices.
   Ans. Siebel Handheld
3. Higher log levels generate larger log files. State True or False.
   Ans. True
4. Paused state indicates the task is _____
   Ans. Temporarily in a suspended state
5. What is the configuration strategy behind designing Siebel application?
   Ans. Top-Down approach
6. What is the need for local development environment?
   Ans. To isolate each other's work
7. An applet is a user interface object that allows the user to view, enter, and modify data.
   Ans. True
8. Which window displays the properties and the property values for the object selected in the Object List Editor?
   Ans. Properties Window
9. Field is the child object for which of the parent object definitions?
   Ans. Business Component
10. Identify the non-CRM product from the list below.
    A. SIEBEL
    B. PEOPLESOFT
    C. SALESFORCE
    D. SUGAR
11. Which interactive mode is browser independent?
    A. High interactivity
    B. Standard interactivity
    C. Open UI
12. From the below URL fetch the web server name:
    http://lx3123.Arizona.com/esales_deu
    A. http
    B. lx3123.Arizona.com
    C. esales
    D. Deu
13. With which entity do we do business:
    A. Account
    B. Contact
    C. Opportunity
    D. Asset
14. What does an asterisk next to a field on UI denotes?
    A. Mandatory
15. A greyed-out field on UI denotes:
    B. Non-Editable
16. Which access control entity deals with license keys?
    A. Application-level access control
17. _____ are a collection of responsibilities which Siebel applications provide.
    A. Seed Responsibility

18. View level access control is achieved through Responsibilities.
    A. True
19. Choose the incorrect statement regarding record level access control:
    A. Data access control is not dependent on views and responsibilities of users
    B. Different users with the same responsibility may see different data on the same view
    C. Assigns permissions to individual records within an application
    D. We can assign Siebel records to a division
20. Which record-level access control deals with a company's division or a branch of an agency?
    A. Position
    B. Organization
    C. Access control
21. All Organizations are Divisions?
    A. True
    B. False
22. If an employee doesn't have primary position. Will he/she be able to login?
    A. No
23. If a user doesn't have any responsibility, will he/she be able to login to the application?
    Ans. Yes. But he/she will not be able to see any views
24. All users are employees. Is this statement correct?
    Ans. No its incorrect. Users may be partners or customers.
25. More than one Access control mechanism can be used for restricting record. Is this correct?
    Ans. Yes it could be Person, Position and Organization based
26. Is opportunity entity belong to a team based on position?
    Ans. Yes.
27. _____ Data is dynamic and transactional.
    A. Customer
    B. Master
28. Sarah is a sales agent. She logs into Siebel application and navigates to a contact view which displays records directly owned by only her. Which view she must be accessing?
    A. My Contact
    B. My Personal Contact
    C. My Team's Contacts
29. Which controls access to Catalogues and Categories?
    A. Positions
    B. Organizations
    C. Access Groups
    D. Access Controls
    E. Userlist
30. Which component on Siebel Web Server detects inbound Siebel request and then forwards it to Siebel Web Server Extension
    A. Virtual Directory
    B. SWSE
    C. Eapps.cfg
31. Which file specifies initialization settings at run time?
    A. .srf file
    B. .cfg file
    C. .swt file

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