

Oracle 1Z0-1153

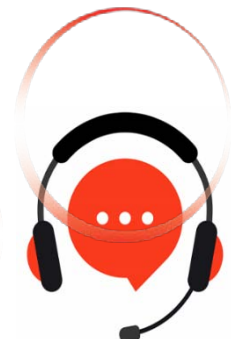
Oracle Siebel CRM Professional

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Question: 1

Two developers work in separate workspaces branched from the same parent. While one developer is still mid-change, other delivered changes accumulate in the parent. Before delivering, that developer wants to pull the latest parent changes into their own workspace so any conflicts surface and are resolved locally first.

Which Workspaces operation does this?

- A. Checkpoint
- B. Deliver
- C. Rebase
- D. Export SRF

Answer: C

Question: 2

Call center agents keep handling the same recurring product question. Management wants a vetted, reusable answer that agents can associate with matching service requests to resolve them faster and give customers consistent responses.

Which Siebel Service capability meets this need?

- A. Associate a knowledge base Solution with the request
- B. Record the answer as an activity on each service request
- C. Turn on Audit Trail for the service request
- D. Configure Assignment Manager skill rules for the request

Answer: A

Question: 3

Leads generated from several marketing sources must first be qualified, then distributed to the right sales representatives based on territory and workload.

Which combination best meets this end-to-end requirement?

- A. Marketing lead management qualifies the leads, and Siebel Remote distributes them to reps by territory and workload
- B. Marketing lead management qualifies the leads, and Assignment Manager routes them to reps
- C. Marketing segmentation qualifies the leads, and Workflow monitoring distributes them

D. Order Management qualifies the leads, and the Document Server routes them

Answer: B

Question: 4

When an order is completed, several downstream systems must each be notified in near real time. Each system subscribes independently, and Siebel should not have to call each one directly or wait for a response.

Which integration mechanism best fits this requirement?

- A. Inbound REST API
- B. EAI Siebel Adapter query
- C. Synchronous request/response web service
- D. Event Pub/Sub

Answer: D

Question: 5

Agents working in the Open UI browser client need to interact with files and applications on their local desktops so that content can be exchanged with Siebel records.

Which productivity tool is designed to provide this desktop-to-Siebel integration?

- A. Desktop Integration Siebel Agent (DISA)
- B. Siebel iHelp in-application guidance
- C. Siebel Document Server for template merges
- D. Siebel Remote for disconnected users

Answer: A

Question: 6

During installation, the Siebel Installer sets up the Gateway, one or more Siebel Servers, and the web tier. In the completed topology, inbound HTTP requests from browsers first reach the web server tier before being routed to an Application Object Manager.

Which installed piece represents that web server tier?

- A. The Siebel Gateway name and registry service
- B. The Siebel Web Server Extension (SWSE) on the web server
- C. The Siebel File System shared attachment and document store
- D. The EAI Object Manager that hosts integration processing

Answer: B

Question: 7

A developer is building a new detail view that must present an account together with its related contacts and each contact's activities, navigating between them through their defined relationships. Which repository object groups the required business components and their links so the view can present them together?

- A. Applet
- B. Business component
- C. Business object
- D. Integration object

Answer: C

Question: 8

Operations wants to be warned before users are affected when a Siebel component's error rate or queue depth crosses a threshold, rather than hearing about problems from end users. Which capability delivers this?

- A. Configure metrics-based dashboards with alerts on threshold breaches
- B. Enable Audit Trail so that threshold breaches are recorded for review
- C. Run a weekly report summarizing last week's component incidents
- D. Periodically log in and visually check each component's status by hand

Answer: A

Question: 9

Field technicians frequently work in locations with no network connectivity. They must be able to view and update their assigned records while fully offline on a laptop, then reconcile those changes with the server once they reconnect.

Which Siebel capability is designed for this requirement?

- A. Siebel Mobile
- B. Siebel Remote
- C. Siebel Cloud Manager
- D. Desktop Integration Siebel Agent (DISA)

Answer: B

Question: 10

Users report slow Application Object Manager response, and error spikes are suspected. A colleague proposes enabling Audit Trail to find the root cause.

What is the correct assessment?

- A. Audit Trail is correct because it records the full sequence of system errors over time
- B. Audit Trail is correct once responsibilities are granted to the AOM component
- C. Audit Trail is correct because it captures component CPU and memory utilization metrics
- D. Audit Trail is the wrong tool; use the observability platform's logs and metrics

Answer: D

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