

Clarify CRM Interview Questions And Answers Guide.



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Clarify CRM Job Interview Preparation Guide.

Question # 1

Tell me how is smart client different from thick and thin client?

Answer:-

The clarify smart GUI is developed in Java Swing and can be deployed on application servers like web logic,web sphere. JNPL technique is used to launch the application from desktop.

The older clarify thick client is developed in VB5 and can be customized using ClearBasic language in front end.

POMS layer is used access the data from backend data servers.Clarify application can communicate to external world other system system usinf Tuxedo server connectivity.

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Question # 2

What is Smart Client?

Answer:-

Smart client can be worked as thick client or thin client.

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Question # 3

The use of the eorder Application in the ClarifyCRM is (Multiple choice)

- A) Search for products
- B) Save the shopping list
- C) Create cases
- D) Log notes, views, status

Answer:-

Explanation: eOrder is order management application in clarify that provides end to end support from order initiation to product delivery on customer side.

(A, B), other options are provided from eSupport

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Question # 4

In clarify CRM billing manager the relation between the paymeans and billing arrangement is

- A) One to One
- B) One to many
- C) Many to one
- D) Many to Many

Answer:-

Many to one, as many paymeans can be connected to a particular billing arrangement.

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Question # 5

The use of the eSupport Application in the ClarifyCRM is (Multiple choice)

- A) Search for Solutions
- B) Create cases
- C) Field Services
- D) Create work cases

Answer:-

Explanation: eSupport is customer facing application in Clarify that is used for on going support to the customer. Once the customer creates a case in eSupport he is served by the CSRs using iSupport application which is Agent facing.

B. Create cases

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Question # 6

Which of the following statements about the ClarifyCRM Business Objects (CBO's) is true

- A) These are Generic Business objects that can be instantiated to access any ClarifyCRM database table or view
- B) They combine workflow, activity logging and processing of database objects
- C) Designed for use in web applications and interfaces to other applications which support COM or Java beans
- D) They are used to manage the complete order delivery service.

Answer:-

Answer: A We can't create a CBO's in clarify but we can create a Generic Business objects.

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Question # 7

What is the full form of CDO?

- A) Common Data Objects

Answer:-

CDO means Clarify CRM Data Objects not Common Data Objects as i suppose These are the Client side data objects.

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Question # 8

Which of the following statement(s) is true about the Bean Factory

- A) It is used to instantiate the Application Beans
- B) Called by controller and from within Application Beans
- C) Forms the integral part of the Adapter class.
- D) Selects the appropriate Beans version to instantiate based on Class Map table.

Answer:-

A, Explanation: If we want to creat a load,save or Message Bean we need to instantiate the Bean Factory.

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Question # 9

Window Manager system consists of the

- A) WMSendMessage function
- B) Message dispatcher
- C) Message handlers
- D) Message invokers.

Answer:-

A, B

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Question # 10

The _____ binding element is designed to replace server-side Scriptlet code ina JSP that performs conditional testing on dynamic data with Java Script code on the client

- A) Switch
- B) Combo Box
- C) Choice List
- D) TextBox

Answer:-

A) Switch

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Question # 11

Worker Beans, Save Beans and _____ together make up the Application beans in the ClarifyCRM.

- A) Load Beans
- B) Child Worker Beans
- C) Child Load Beans
- D) Child Save Beans

Answer:-

A) Load Beans

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Question # 12

Which of the following is/are true about savebeans "â€"

- A) Uses CBOs for database operation.
- B) May use Beanfactory to create other savebeans for complex database operation.
- C) They are Http aware.
- D) They can be customized by subclassing.

Answer:-

(A,D)

Beanfactory is used for intantiating child load and save beans



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Question # 13

Load/Save/ChildLoadBean/ChildSaveBean are HTTP aware

- A) True
- B) False

Answer:-

- B) False

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Question # 14

Controller servlet can be customized.

- A) True
- B) False

Answer:-

- B) False

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Question # 15

What is the full form of CDOCOL

- A) Common Data Objects Collection

Answer:-

CDOCOL means ClarifyCRM data Object Collection.

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Question # 16

What is clarify CRM?

Answer:-

As much as my knowledge clarify CRM is the product of clarify Inc. .It stands for clarify Customer Relationship Management.Oracle and front-office vendor Clarify Inc. this week will further extend customer-relationship management to the Web when they unveil application modules that address online support and sales, as well as more conventional interactions with customers.Clarify will introduce its second version of Clarify eFrontOffice, a software suite that handles electronic interactions such as Web customer service, online marketing, and guided E-commerce selling. The new applications include Clarify Customer Portal, which stores customer information and lets customers communicate with a company via methods such as E-mail and online chat. Clarify eOrder lets customers shop online, then takes orders and manages them through fulfillment; it works in conjunction with Clarify eConfigurator, which determines customer needs and then helps configure complex products. Clarify eMerchandising lets businesses draw from customer analysis data and develop personalized marketing campaigns and product offerings.Computer manufacturer Amdahl Corp., already a Clarify customer, is adopting eService, eOrder, and eMerchandising. The Sunnyvale, Calif., company anticipates that offering self-service on the Web will lower the cost of sales and service and make Amdahl easier to do business with. But it goes beyond that-self-service will also make it easier for customers to navigate Amdahl's product offerings."Amdahl's products are so complex that any one salesperson can't know the whole portfolio. You can have the system targeted to specific customer needs" by using the Web products, says John Keenan, project director at DMR Consulting, the Amdahl consulting subsidiary handling the implementation.AMR Research analyst Peggy Menconi says Clarify's new products help bring E-commerce and CRM closer. But she doubts that businesses, most of which have E-commerce initiatives under way, will rip out their existing software to replace it with software from Clarify or any other CRM vendor.

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Question # 17

Which of the following is not a clarify specific bean

- A) xbean
- B) actionbean
- C) workerbean
- D) containerbean

Answer:-

ContainerBean

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Question # 18

What does the term management mean?

Answer:-

management is the clear understanding of what your cutomers want or need.

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Question # 19

What is yanking?

- A) The acceptance of the workflow object like case from the common pool or queue, by the user
- B) create activities and activities logs
- C) create and update payment channels and add this information to the clarify database
- D) None of the above.

Explanation: This is an activity performed by the responsible person responsible for handling the particular case.



Answer:-

The acceptance of the workflow object like case from the common pool or queue, by the user

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Question # 20

The class which acts as interface between the C++ and the Java layer of clarify

- A) KJNIDisp
- B) KJNPDisp
- C) KJNLDisp
- D) KKNIDisp

Answer:-

- A) KJNIDisp

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Question # 21

For any activity like update and insert, performed in the clarify CRM, a log is created called activity log. Name the table in which it is stored

- A) act_entry
- B) pay_means
- C) log_entry
- D) act_log

Answer:-

Explanation: The table contains a log for almost anything that is performed on clarify by users. Even the actions executed by process manager and Rule engine are also logged.

Act_entry

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Question # 22

Which of the following is true about the auto destination servlets in ClarifyCRM

- A) Specify the rule_type parameter within the web.xml file
- B) Uses the auto destination rules stored in the table_rule
- C) Can be configured to use two different types of rules to determine what queues or users to use when dispatching/assigning objects.
- D) They are used to start the communication without instantiating the interaction

Explanation: AutoDestinationServlet is used for routing workflow objects such as case, Change Requests, Sub cases to users according to pre-defined rules.

Answer:-

- C) Can be configured to use two different types of rules to determine what queues or users to use when dispatching/assigning objects.

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Question # 23

In clarify CRM billing manager the relation between the case and the site is

- A) One to One
- B) One to many
- C) Many to one
- D) Many to Many

Answer:-

- C. One site can have many cases where as one Case can't have more than one site. So Many to one.

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Question # 24

Which tag contains the reference of the target worker bean

- A) WBInfo
- B) WBCdoInfo
- C) WBSendInfo
- D) SubmitInfo

Answer:-

- A) WBInfo

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Question # 25

Which method on the client side is used to indicate that the node value has been changed

- A) ifFieldDirty()
- B) isFieldDirty()
- C) isDirtyField()
- D) ifDirtyField()

Answer:-

- B) isFieldDirty()

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Question # 26

This method is main entry point for the worker bean processing and is called by the controller servlet. The name of the method is

- A) void processIncomingRequest(HttpServletRequest request, HttpServletResponse response, BeanFactory beanFactory)
- B) void processIncomingRequest(HttpServletRequest request, BeanFactory beanFactory ,HttpServletResponse response)
- C) void processIncomingRequest(BeanFactory beanFactory , HttpServletRequest request, HttpServletResponse response)
- D) void processIncomingRequest(HttpServletResponse response, HttpServletRequest request, BeanFactory beanFactory)

Answer:-

- A) void processIncomingRequest(HttpServletRequest request, HttpServletResponse response, BeanFactory beanFactory)

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Question # 27

The use of the Sales application in the ClarifyCRM is (Multiple choice)

- A) Enable agents to work on the sales objects
- B) Manage accounts, leads
- C) Manage opportunities
- D) Manage Field services

Answer:-

Both Managing Accounts,Leads and Oppurtunities

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Question # 28

What is the type ID for case object?

- 1) 0
- 2) 775
- 3) 44
- 4) 411
- 5) 52

Answer:-

Type Id for CASE object : 0

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Question # 29

Tell me does clarify database has explicit primary keys defined for the tables?

Answer:-

NO. Primary key are not defined in the Clarify Database. The restrictions and relationships are managed by the application itself.

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Question # 30

Worker bean calls _____ method to create, _____ method to initialize and _____ method to initiate the creation of CBO's within Save Bean

- A) createSaveBean(), setUpSaveBean(), SB.init()
- B) setUpSaveBean(), createSaveBean(),SB.init()
- C) SB.init(), createSaveBean(), setUpSaveBean()
- D) createSaveBean(), SB.init(), setUpSaveBean()

Answer:-

- B) setUpSaveBean(), createSaveBean(),SB.init()

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Question # 31

TLD file is an XML document that defines the _____.

- A) custom tags,
- B) operations
- C) attributes
- D) tag handlers.

Answer:-

TLD file defines the following features:

- 1) Defines what are the various basic operations we can do with the TLD file.
- 2) Defines the various attributes available for the TLD.
- 3) It also mentions the tag handler class.

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Question # 32

The use of the iSupport application in the ClarifyCRM is (Multiple choice)

- A) Enable agents to work on the support and part request objects
- B) Manage accounts, leads
- C) To work on creation, assignment, dispatch and acceptance of the work cases.
- D) Manage Field services which require clear logistics order operations

Answer:-



- A) Enable agents to work on the support and part request objects
- C) To work on creation, assignment, dispatch and acceptance of the work cases.

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Question # 33

How to add business partner in sap crm

Answer:-

Business partner get in to CRM system through various sites.1. Direct creation of BP in CRM system.2.ELM3.User Creations through Mkt. Campaign Internet sales4.Through CIC5.Transfer from R/3

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Question # 34

In CRM, Who is a customer?

Answer:-

In CRM a customer can either be prospective, current.

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Question # 35

What is meant by relationship?

Answer:-

A relationship in CRM is anything that connects two partners

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Question # 36

Which of the following statements is false about the use of objId in the Clarify CRM database.

- A) objId never appear in any form of the ClarifyCRM application
- B) The value of the objId can be changed by the end user.
- C) objId is not dependent on any actual data changes to the data.
- D) Use of objId results in consistent and faster handling of searches in the database.

Explanation: The value of the objId cannot be changed by the end user.

Answer:-

It is B. The value of objid cannot be updated by the user.

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Question # 37

In clarify CRM billing manager the relation between the case and the contact is

- A) One to One
- B) One to many
- C) Many to one
- D) Many to Many

Answer:-

C, One contact can create many cases. where as a case will have only one contact.

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Question # 38

Worker beans are HTTP aware

- A) True
- B) False

Answer:-

A , Explanation: Data request or UI request will go to ControlServlet then it will generate a HTTP request to Particular Worker Bean.

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Question # 39

The toolbox configuration files for the ClarifyCRM Administrator are defined in

- A) /commonjsp/desktop/Clarify.xml
- B) /commonjsp/desktop/iAdmin.xml
- C) /commonjsp/desktop/Admin.xml
- D) /commonjsp/desktop/Toolbox.xml

Answer:-

B) /commonjsp/desktop/iAdmin.xml

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Question # 40

What are the two types of binding defined in clarify

- A) Control Level Binding



- B) Page level binding
- C) Data level binding
- D) Html binding

Answer:-

Control Binding
Data Binding

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Question # 41

Select the correct answers based upon the statements below I. Cdochoicelist " contains all items in choice list II. CDOUserChoiceList " generates the list for the user defined choice list

- A) I
- B) II
- C) Neither of the above
- D) Both a and b

Answer:-

CDOChoiceList - used for Clarify Choice list.
CDOUserChoiceList - Used for User defined choice list

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Question # 42

How to design test cases for Clarify CRM?

Answer:-

Please share your answers.

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Question # 43

What is the process of upgradeshion?

Answer:-

Upgradation is a long process and can be divided into following steps:

1. Go for feasibility of upgration suggested.
2. Ask Business partner to get in to CRM system and adds through various sites.
3. Direct creation of BP in CRM system.
4. Implement the BP.

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Question # 44

What is Internal IO and External IO?

Answer:-

The internal io are created through EAI Siebel Wizard.These object have their base type as siebel business objects.

The internal io are used in EAI Siebel Adapter BS through query methods.

External io are created during importing an External WSDL.They have xml as their base type and are often used to describe the structure of xml.

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Question # 45

In clarify CRM billing manager the relation between financial account and the billing arrangement is

- A) One to One
- B) One to many
- C) Many to one
- D) Many to Many

Answer:-

It is One to One.For every account there is one Billing site and one Billing Contact.

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Question # 46

Loading of the page in clarify is faster because of the following reason

- A) Use lightweight objects
- B) Split jsp
- C) Both client and server work on the different machine
- D) Use of the ejbs

Answer:-

Explanation: In Clarify the GUI and Data are two separate requests to server. Once the gui comes to client machine, it is only the data that is fetched from server. This makes application loading much faster compared to normal web application where each request refreshes both the data and gui.

Correct Answer is B - Split JSP

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Question # 47



To add the shortcut keys to the Menu items we use the one of the following property

- A) shortcutKey
- B) cutshortKey
- C) hotkey
- D) menuitemshortcutkey

Answer:-

- C) hotkey

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Question # 48

ClfyMenu custom tag used to create application menus consists of _____ and is defined as part of _____.

- A) clfy:menu , clarify.tld
- B) clfy:menuitem, clarifyMenu.tld
- C) clfy:menu, clarifyMenu.tld
- D) Clfy:menu, clarify.tld

Answer:-

- A) clfy:menu , clarify.tld

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Question # 49

Which one of the following is predefined Out of Box values for source and target windows of data transfer.

- A) THIS, OPENER
- B) OPENED, PARENT
- C) WINDOW
- D) All of these

Answer:-

- D) All of these

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Question # 50

What is the name of the feature by which the window manager automatically checks for the unsaved changes while closing the window and prompts the user to save any changes

- A) window dirty bit checking
- B) window bit checking
- C) dirty bit window checking
- D) clarify checking.

Answer:-

- A) window dirty bit checking

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Question # 51

Which flag should be used in the command line of clarify.exe to launch clear basic debugger in runtime, in clarify thick client _____?

Answer:-

- cbdebugger

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Question # 52

What is the use of binding framework in Clarify?

Answer:-

Used to bind the values with CDO and CDOCOLS fields

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