

Oracle Apps CRM Interview Questions And Answers Guide.



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Oracle Apps CRM Job Interview Preparation Guide.

Question # 1

How to send the SMS in oracle sales to sales representative in oracle sales?

Answer:-

Using Oracle workflow notification we can send the notification to the sales users(Sales Representatives).

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Question # 2

How is oracle istore and oracle inventory related?

Answer:-

Oracle inventory is tightly integrated with Oracle iStore. All the products(items in inventory terms) are first defined in inventory. Items not part of inventory are not visible in iStore. The attributes should be set appropriately as per the requirement. The category sets should be defined as per the iStore requirement.

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Question # 3

What is flow of service contract?

Answer:-

To create a Service Contract below are the various setup has to defined

1. Create a Contract(Service agreement or Extended or subscription) depends on the business requirement
2. Enter the service line item defined in inventory as service coverage
3. Enter Line> Effectivity> item for which the service contract is required
4. Enter the pricelist,Sales credit etc
5. Check for QA
6. Submit for approval
- 7 Check the status of the contract is "Active"

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Question # 4

Which is a better career move, Oracle Apps or Siebel?

Answer:-

Learn basics of Oracle CRM like TCA architecture,Resource Management etc because the future product from Oracle i.e. Fusion Apps(Customer Data Model)is based on Oracle CRM(EBS - R12) and rest of functionality is based on Siebel

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Question # 5

Explain the flow of Field service from the users perspective?

Answer:-

Generally field service is used when customer support is used apart from this u can use with other modules.....i will explain taking customer support to field service.....example take a white goods company sold a product to end user he got some problem with that he calls



the customer support and discloses his problem the agent
chks the problem by asking some questions pre defined and
its really needs fs then he escalates the problem to fs guy...

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Question # 6

How to design territory manager?

Answer:-

Territory manager is stand alone moudle.
Go through Territory manager PDF

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Question # 7

How many Componenets are there in Service Contract?

Answer:-

A contract lifecycle includes
Creation
Approval
Entitlement / Fulfillment
Pricing
Billing
Managing Contracts

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Question # 8

If the value set is of type table then how many tables can we attach in the value set?

Answer:-

If the Value set is of table type then we can attach as
many tables required by joining them to form the inline
view.

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Global Guideline Team
<https://GlobalGuideline.com>
Info@globalguideline.com