

Siebel Interview Questions And Answers Guide.



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Siebel Job Interview Preparation Guide.

Question # 1

What is OOTB functionality in Siebel?

Answer:-

OOTB = Out Of The Box

There are quite a few vanilla functionalities available within the product in Siebel.

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Question # 2

How to create Event Handler?

Answer:-

Go to Administration, then Communications, then All Event Handlers and follow these steps:

- * Add a new record in the Event Handler list
- * Enter name
- * Specify the configuration to associate this event handler
- * Specify the event response to associate the event handler
- * Specify the profile to associate the event handler (Optional)
- * Enter name of device event this event handler will matches to.
- * Specify the order in which this event handler will be checked

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Question # 3

What is Audit trail in Siebel?

Answer:-

- * An audit trail keeps a track of the changes made to the data in Siebel.
- * Any user who has accessed an item.
- * An operation performed along with its time and its previous values.

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Question # 4

What is siebmtsh.exe in Siebel servers?

Answer:-

When Siebel servers are up the siebmtsh.exe process gets created. The number of these processes is directly proportional to the number of object managers that are enabled.

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Question # 5

Define Caching and Purging in Siebel?

Answer:-

- * Purging is an EAI data mapping engine methods.
- * This can be used only in the development mode.
- * It should be used to purge the database of an existing map.
- * This method is used when you want to change the map and run after changing the map.

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Question # 6

What is Out bounded picklist?

Answer:-



Out bounded picklist:

In this process, the user can enter any values outside the drop down.

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Question # 7

What is Inbounded picklist?

Answer:-

Inbounded picklist:

In this process, values can not be entered by the users, other than specifying in drop down.

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Question # 8

Define link specification?

Answer:-

Link specification is a field object type property. At the time of setting its value to true for a certain field the link specification can be retrieved in the child business component.

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Question # 9

What is MVG Applet?

Answer:-

MVG Applet:

This applet is based on 1-M or M-M link which displays the child records that are related to the parent, that initiates the MVG ,and H2E can add, query and delete the records of MVG and H2E.

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Question # 10

What is Pick Applet?

Answer:-

Pick Applet:

A join based applet and displays every record that is available in the table and H2E. For example, if a pick applet of address on different accounts applets is created, all these addresses are available in the database and H2E.

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Question # 11

List 3 major steps in event handler process?

Answer:-

- 1) An event occurs that is similar to a call that is being disconnected. The events are forwarded by the telephony switch that communicates to the middleware server.
- 2) The events are forwarded by the middleware server and communicates the client business service.
- 3) The business service of the communications client serves the event and executes any action that is defined in the config data, or forwards the events to business service methods, or Siebel VB or Siebel eScript code.

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Question # 12

Explain the difference between Siebel 6 and Siebel 7?

Answer:-

One of the main differences between Siebel 6 and Siebel 7 is the introduction of thin client and S_PARTY table which was newly introduced in Siebel 7. Introduction of thin client in Siebel 7.

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Question # 13

Define State Model?

Answer:-

Provide a data driven method for extending workflow control based on the status SR Open Cancelled, you define the state model.

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Question # 14

Define complex join?

Answer:-

Complex joins are joins which have following differences from a PK-FK joins # Complex joins can have conditional mappings like >,<,>=,NOT,AND,etc apart from '=' whereas the PK-FK joins are always '='. # PK-FK joins are always (1-N), whereas complex joins can have (1 - 0,1) and (0,1 - N) kind of relationships.

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**Question # 15**

What is Contacts in Siebel terms?

Answer:-

Contacts are individuals with whom a company does business or expects to do business in the future.

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Question # 16

What is opportunity in Siebel terms?

Answer:-

An opportunity is a potential revenue-producing event related to one or more companies or individuals.

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Question # 17

How to make field conditionally required?

Answer:-

We can make a field conditionally by using Field user property.

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Question # 18

What is assets in Siebel terms?

Answer:-

An asset is any equipment item or component that has a unique identity. Items with serial numbers are automatically assets.

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Question # 19

What is Siebel Force Active?

Answer:-

The Force Active setting of TRUE indicates to the system that it must obtain data for the field every time the business component is accessed, even if the field is not displayed in the current applet; this adds the field to the SQL query each time.

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Question # 20

Explain the difference between a web client, dedicated client and mobile client?

Answer:-

In web client, the application is accessed through a web browser; no software needs to be installed on the m/c except the web browser. It connects through the web server.

In dedicated client we need to install the client software on m/c. Dedicated Client connects directly to Siebel Database. Mobile Client connects through the Siebel Server.

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Question # 21

What is Siebel Link Specification?

Answer:-

The fields with Link Specification property TRUE are retrieved every time a business component is queried.

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Question # 22

What is account in Siebel terms?

Answer:-

An account is any external organization with which your company does business. It negotiates agreements, receives service and bills, and raises trouble tickets. An account is usually the central entity of a Siebel CRM implementation.

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Question # 23

Explain the difference between bounded and unbounded picklist?

Answer:-

We can enter free text in-case of Unbounded Pick-list. But, in-case of Bounded Pick-list, we can not enter free-text.

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Question # 24

Can we use custom BSs in WFs?

**Answer:-**

Yes, For changing Priorities.

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Question # 25

What is the use of message categories?

Answer:-

Developer can define custom standard messages and use the message Id in script rather than changing it everywhere.

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Question # 26

How to make MVF required?

Answer:-

By using Siebel scripting. If there is a Primary Id specified by making that field required.

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Question # 27

What is the use of Auto Primary?

Answer:-

The AutoPrimary property determines the setting of a primary child record for a given parent record. If necessary, the Auto Primary property also determines the default value of the primary selection.

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Question # 28

How can we create Drilldown in Form applet?

Answer:-

Usually Drilldowns will be in List Applets only. But, in Siebel 6 there are Drilldowns on Form applets also. But, these are not similar to those in List Applets. In order to go to the target view we need to right click on the applet, on the menu shown we can find the available Drilldowns with Title as "Go To XYZ View".

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Question # 29

What are the possible values for Auto Primary?

Answer:-

The possible values for Auto Primary are as follows:

DEFAULT:

The first record automatically becomes the primary.

NONE:

You must manually specify the primary using the MVG applet.

SELECTED:

Selecting a primary on one MVL causes the selection of a primary on the others.

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Question # 30

How to check no match properties in Link?

Answer:-

When a multi-value link has been configured with a primary join?which is the typical situation?there are circumstances in which the foreign key used by this join to identify the primary record is unable to find the primary. For example, this can happen when the primary record has been deleted from the multi-value group or the multi-value group is newly created and has no records.

In such cases, the multivalue link can be configured to update the primary foreign key to a value of NULL, or to a special value of NoMatchRowId, depending on your requirements. This behavior is configured through the Check No Match property of the Multi Value Link object type, and has performance consequences.

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Question # 31

How Dynamic Pick-list is used to Update join fields?

Answer:-

Actually we cannot modify the join fields we cannot do any modifications and updations on that fields to do these things we create the dynamic picklist or pick-applet. Dynamic picklist to modify (to enter new records) in the join fields.

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Question # 32

How to make an MVG applet read only?

Answer:-

By checking the no Update property in MVG Field. If the base record is read only and we need to make the MVG applet read only, one has to use BC user property Parent Read Only Field in the MVG BC.



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Question # 33

How to display red asterisk in front of a non required field?

Answer:-

If the field is required in BC level and it is exposed in UI the asterisk will come automatically if non-required we need to give the name of JPG file in caption property of FORM applet controls.

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Question # 34

When to use an Associate applet?

Answer:-

To relate data from two separate entities (many -2-many relationships).

In M:M link relation ship, we have to use Inter Or Intersection Or Association Table. In master detail view inter-table is restricted to the user to interact to the detail applet in that view, due to that res ion that association applet is use to interaction

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Question # 35

Tell me what happened if you inactivate vanilla fields?

Answer:-

It is not recommended to inactivate fields within business components. It might lead to unexpected behavior.

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Question # 36

What are the other features supported by High Interactivity mode?

Answer:-

* Browser scripting.

* Implicit commit, which allows the application to automatically save a record when the user steps off it.

* User interface features, such as drag and drop column reordering, drag and drop file attachments, keyboard shortcuts, smart controls for calendar, calculator and currency functions, and applet scroll bars.

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Question # 37

Described the use of validation in BC?

Answer:-

Validation is based on a set of rules that help make sure that the configuration changes are logically consistent with existing object definitions and one another.

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Question # 38

Where to define visibility applet and visibility modes?

Answer:-

In Object explore select View and set the properties for visibility applets.

Visibility Modes are defined in BCs.

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Question # 39

How view comes in dropdowns?

Answer:-

The Visibility Applet property of the view object determines whether a view appears in the Show: combo box on the toolbar or as a View tab.

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Question # 40

What is Standard Interactivity mode?

Answer:-

Standard Interactivity mode resembles most traditional Web applications. Page refreshes occur often, such as when users create new records, submit forms, and browse through lists of records. Customer applications are deployed in Standard Interactivity mode.

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Question # 41

Explain the difference between siebel 7.x and 8.x?

Answer:-

1) Siebel 8.0 has introduced Task UI for task automations.



2) Business user properties have become drop down list in tools and hence no need to remember syntax for each.

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Question # 42

Described intersection tables?

Answer:-

Intersection tables are used in M: M link. There we establish the relationship between the parent and child BCs by mentioning the inter child column and inter parent column.

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Question # 43

What is persistency?

Answer:-

To trouble shoot or debug the workflow in workflow process log by drilling down on, persistency level and frequency it affects the performance- stores the state information.

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Question # 44

When to use sub process in WF?

Answer:-

WF process is created at BO level, if we deal with multiple business objects.

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Question # 45

How to create link that as M:M relationship?

Answer:-

Establish an M: M link relationship between parent and child BCs we need to define foreign key for the relationship in the intersection table. We need to mention the inter child column and inter parent column.

For a many to many relationship, you need the following:

- 1) Parent BC
- 2) Child BC
- 3) Link

In the link you mention th following

- 1) Parent BC Name
- 2) Child BC Name
- 3) Inter-table Name
- 4) Inter Parent Column Name(stores row_id of Parent BC)
- 5) Inter Child Column Name
(store Row_id of child table)

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Question # 46

When to clone a BC, Applet, View?

Answer:-

Under some special situation one should go for cloning of BCs, Applets and views. As a general rule, unless you are certain that you need to make a copy of an object definition, modify rather than copy an existing object definition. One should not copy objects which are based on specialized class.

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Question # 47

What are the optimization techniques in EIM?

Answer:-

- 1) Limit base tables and columns to be processed by using : only base Tables,ignore base Tables,only base Columns,ignore base Columns.
- 2) Always delete batches from EIM tables upon completion. Leaving old batches in the EIM table wastes space and can adversely affect performance. For other suggestions on working with batches.
- 3) Run independent EIM jobs in parallel. Two or more EIM processes can be started simultaneously by using the Siebel Server Manager.
- 4) Trace Flag Settings, using Synonyms, primary key only Parameters Limiting the Number of Records and Rows for Merge Processes. like this many techniques are there which will optimize the EIM process.

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Question # 48

Explain the difference between search specifications and search expressions?

Answer:-

SetSearchSpec sets the search specification for a particular field, whereas SetSearchExpr allows for the setting of an entire search expression on the business component.

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Question # 49

Define specialized classes?

Answer:-

A class property gives an object access to specific functionality. The class refers to a dynamic-link library (DLL) that is installed on the client or server machine and holds the required functionality.

Specialized classes exist for business components or applets that have specialized behavior or features. Examples of specialized modules include Quotes, Forecasting, and Correspondence. Anything other than CSSBusComp, CSSBCBase, CSSFrame, CSSFrameList is specialized class.

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Question # 50

Explain the difference between static and a dynamic pick list?

Answer:-

Static pick list draws the values from pick list data managed by administrator. The values displayed in static pick list don't change during run time. It can be bounded or unbounded. The values for all static pick lists are stored in S_LST_OF_VAL table.

The dynamic pick list draws values from a business component with records edited by users. It is used to update joined fields.

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Question # 51

What is Reverse join?

Answer:-

Reverse Join:

The ?Source Field? in the join spec holds the foreign key where the ?Destination Column? provides the primary key. The pickmaps on the joined field provide the mapping between these when a value from the pick BC is picked from the pick applet. As a result, the primary key value (specified in ?Destination Column?) is copied into the column on which the source field is based on.

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Question # 52

What is Indirect link?

Answer:-

Indirect Link:

The parent business component of a multi-value link (MVL) is usually the same as the business component in which the MVL is defined. However, by using the Source Field property of the [Multi Value Link] object, it is also possible to create an MVL whose parent business component is related to the current business component indirectly via a join or via another MVL.

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Question # 53

What is High Interactivity mode?

Answer:-

High Interactivity mode is designed to resemble a Windows client. It supports fewer browsers than Standard Interactivity mode, but it includes a set of features that make data entry easier for users. For example, page refreshes do not occur as often as they do in Standard Interactivity mode. Users can create new records in a list, save the data, and continue browsing without a page refresh having to occur.

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Question # 54

How to handle error handling in WFs?

Answer:-

Persistency, Exception points and write to file, Write a error handling workflow.

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Question # 55

Define Localisation?

Answer:-

Modify the object definitions in the local repository.

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Question # 56

Explain the difference between Employee facing and Customer facing applications?

Answer:-

Employee facing applications are those which are used by internal employees of the organization, these are High Interactivity application. Whereas Customer facing applications are those which are used and accessed by outside users and are on Standard Interactivity.

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Question # 57

How to create an LOV?

**Answer:-**

In Application Administration screen, go to LOV Explorer and create the LOV type first. Then on come List of Values in Application Administration and associate values for that LOV type.

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Question # 58

What is the use of primary Id field in links?

Answer:-

Primary ID Field property specifies the name of the field in the master business component that holds the row ID values pointing to primary records in the detail business component.

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Question # 59

Explain the difference between predefaults and post defaults?

Answer:-

The Pre Default Value property of a field (Predefaults Value in the Object List Editor) automatically assigns a value to that field for a new record. The user can modify the field if it is displayed and not set to Read Only.

The Post Default Value property of a field assigns a value to a field before the record is written to the database, if one has not been entered by the user.

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Question # 60

Explain the difference between fields and single value fields?

Answer:-

Multivalue field has the child values from a child BC for the parent record configured through MVL. Single value field will be either from the base table or joined table. The Difference between Single Value Field (SVF) and Multi Value Field(MVF).

SVF- a field in BC which references a column in a table.

MVF- a field in parent BC which references a field in child BC Field-Identifies and defines a field in a business component. All fields making up a business component record contain entries from both Single Value Field and Multi Value Field object types.

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Question # 61

Explain the difference between static and dynamic toggles?

Answer:-

Static Toggle allows users to toggle between applets by selecting the name of the applet from the Show drop-down list.

Dynamic Toggle Automatically toggles between applets based on the value of a field in a parent applet.

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Question # 62

Explain the difference between Siebel 7.5.2 and 7.7 Versions?

Answer:-

Having lot of differences between siebel 7.7 and 7.5.2. the primary difference among them is " Symbolic strings are available in Siebel 7.7 and not available in 7.5.2". hence the future scope for up-gradation like things are high in Siebel 7.7.

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Question # 63

What is SIEBEL?

Answer:-

SIEBEL is the leading provider of Customer Relationship Management (CRM) software.

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Question # 64

What difference between Fields and single value fields?

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Question # 65

What is the difference between 1:1 and 1:M extension tables?



Answer:-

1:1 extension table is like an extension to the base table. if we do not have the required table space in the base table for creating new extension columns, we will use the 1:1 extension table's columns using an implicit join.
in contrast, 1:M extension tables are used for parent child relationship with the base table. where the 1:M extension has only related to the base table. for example, for a contact (S_CONTACT) there will be a number of specialities in the extension table(S_CONTACT_XM) with the parent child relationship.

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Question # 66

What is complex join? Difference with Foreign key Primary Key join?

Answer:-

Complex joins are joins which have following differences from a PK-FK joins
Complex joins can have conditional mappings like >,<,>=,NOT,AND,etc apart from '=' whereas the PK-FK joins are always '='.
PK-FK joins are always (1-N), whereas complex joins can have (1 - 0,1) and (0,1 - N) kind of relationships

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Question # 67

What is Localisation?

Answer:-

Modify the object definitions in the local repository.

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Question # 68

What is different between bounded and unbounded picklist?

Answer:-

We can enter free text incase of Unbounded Picklist. But, incase of Bounded Picklist, we can not enter freetext.

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Question # 69

Dynamic Picklist is used to Update Join Fields? How?

Answer:-

Actualy we cannot modify the join fields we cannot do any modifications and updations on that fields to do these things we create the dynamic picklist or pickapplet.dynamic picklist to modify (to enter new records)in the join fields

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Question # 70

What is the primary difference between Siebel 7.5.2 and 7.7 Versions?

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Question # 71

Optimization techniques in EIM?

Answer:-

- 1) Limit base tables and columns to be processed by using : only base Tables,ignore base Tables,only base Columns,ignore base Columns.
- 2) Always delete batches from EIM tables upon completion. Leaving old batches in the EIM table wastes space and can adversely affect performance. For other suggestions on working with batches.
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- 4) Trace Flag Settings, using Synonyms, primary key only Parameters
Limiting the Number of Records and Rows for Merge Processes.
like this many techniques are there which will optimize the EIM process

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Question # 72

How can a particular user among four users with same responsblity can have access to particular view and this view should not be visible to other users?

Answer:-

The new views which are to be restricted from the other 3 users can be grouped up in a seperate responsibility and then the 1st user can be assigned that the newly created responsibility. This will save time and will ensure smooth operations as well.

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Question # 73

How to create Drilldown in Form applet?

Answer:-

Usually Drilldowns will be in List Applets only. But, in Siebel 6 there are Drilldowns on Form applets also. But, these are not similar to those in List Applets. in



order to go to the target view we need to right click on the applet, on the menu shown we can find the available Drilldowns with Title as "Go To XYZ View".

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Question # 74

What is the difference between MVG and Dynamic PickList?

Answer:-

A1: A new value could be added through an MVG where as Dynamic Pick Applet could only be used to pick a value from a pick applet which could be constrained to show relevant data. A value entered through an MVG will show up in a Dynamic Pick Applet if the Dynamic Pick Applet is based on that MVG.

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