

B.SC. (I. T.) SEM. - VI (2011 COURSE) : SUMMER - 2018
SUBJECT : ELECTIVE – I: SIEBEL CRM

Day : **Saturday**
Date : **26/05/2018**

Time : **10.00 am to 12.00 Noon**
Max. Marks : 40

S-2018-0991

N.B.:

- 1) Attempt **ANY FIVE** questions.
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Draw neat and labeled diagrams **WHEREVER** necessary.
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- Q.1** Explain below concepts in Siebel: **[08]**
- a) Localization
 - b) Integration
- Q.2** What is EAI and EAM? Explain their significance in Siebel CRM. **[08]**
- Q.3** Describe the relationship between: **[08]**
- a) List, Forms and View
 - b) Business Components and Business Objects
- Q.4** What is CRM? Explain the advantages of using Siebel CRM. **[08]**
- Q.5** Differentiate between Explicit join and implicit join with examples. **[08]**
- Q.6** Describe the types of authentication supported by Siebel and Business Applications. **[08]**
- Q.7** Describe the following: **[08]**
- a) Primary key
 - b) Foreign key
 - c) Indexes
 - d) Users key

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