

Document

#4

Section Three: Siebel screens and views

Instructions: Answer the questions using the appropriate figure.

Last Name	First Name	Member ID	Zip/Postal code	Status	Phone #	Product	Address	City	State
SMITH	JOSEPH	100847589	700846735	ACTIVE	(999) 999-9999	SEA	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	137252651	700846735	ACTIVE	(999) 999-9999	GLM	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	21446415	700846735	ACTIVE	(999) 999-9999	VHC	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	46357208	700846735	ACTIVE	(999) 999-9999	PCL	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	472449013	700846735	ACTIVE	(999) 999-9999	PPC	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	553045730	700846735	ACTIVE	(999) 999-9999	HMM	[REDACTED]	[REDACTED]	[REDACTED]
SMITH	JOSEPH	923015948	700846735	ACTIVE	(999) 999-9999	MSI	[REDACTED]	[REDACTED]	[REDACTED]

Figure 1

Answer the questions using Figure 1

18. According to figure 1, a Homeworks member calls to cancel. When attempting to retrieve his file you discover all those other memberships. Which one is the right number to access?

553045730

Only give 2 point if the answer is correct. No partial points allowed.

/2

19. Should you mention all other memberships during your call?

No

Give 1 point if the answer is correct

/1

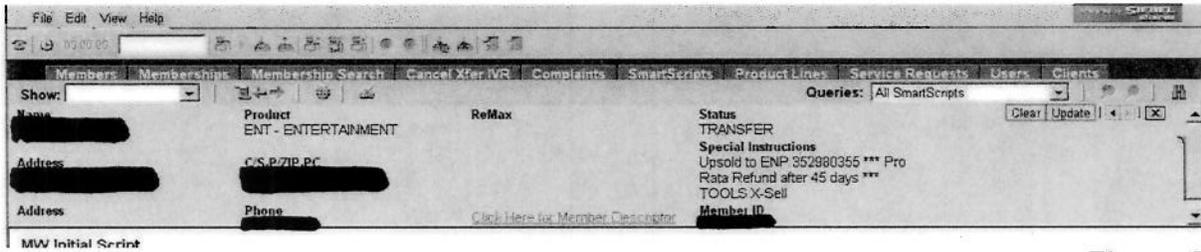


Figure 2

Answer the questions using Figure 2

20. After verifying the account you notice the TRANSFER status information on the dashboard. (See figure 2). What is the next Siebel step you must take to service the member?

Bring up the "transferred to" membership file using the Wring / No member picklist option.

Give 1 point if there is a reference to pulling up the other file or working in the other file.

/1