

Core Consultant Course (Siebel 8.0)

Duration: 15 Days

What you will learn

Core Consultant Course (Siebel 8.0) is a comprehensive, technical course designed for implementation team members involved in the installation, configuration, or administration of Siebel CRM applications. The course provides students with information about Siebel CRM applications architecture, functionality, and configuration. Through hands-on labs, course participants learn about Siebel application navigation, data manipulation, and queries. Students also learn the fundamental architectural concepts and structures of Siebel CRM applications, including data access control, data exchange mechanisms, work process, and business logic automation capabilities. Understanding Siebel CRM application design and functionality is essential to effectively execute and maintain a Siebel implementation. This course also teaches students how to perform the major tasks required for an initial Siebel deployment, including configuring a Siebel CRM application. During the hands-on labs, course participants use Siebel Tools to create a configured Siebel CRM application, as well as perform an initial data load for the configured application. Server administration tasks are also explained, and the course teaches participants how to migrate data between development and test environments. A case study is conducted during the third week of the course, wherein students are provided with project requirements rather than step-by-step instructions, and they simulate a real project by trying to determine the best implementation approach to satisfy the requirements. This provides participants with hands-on experience to prepare them for a successful Siebel application implementation. Students work on project teams to complete, deliver, and demonstrate a working Siebel Application deployment which includes these requirements. Learn To: Navigate the Siebel application user interface

Install Siebel software and perform initial configuration tasks
Configure a Siebel application
Populate and migrate data into the Siebel database
Automate business processes using the Siebel application
Implement business requirements from a case study scenario

Audience

Application Developers
Database Administrators
Developer
Functional Implementer
Project Manager
Support Engineer
Technical Administrator
Technical Consultant

Course Objectives

Install software to set up a Siebel enterprise
Describe the Siebel application architecture
Migrate data between environments
Navigate the Siebel application user interface
Secure access to Siebel applications and data
Automate business processes in a Siebel application
Configure a Siebel application to meet a company's business requirements
Create a catalog with restricted access

Create a company structure
Implement business process automation to support a company's business processes
Import legacy corporate data

Course Topics

Using Siebel CRM

Understanding Siebel Applications
Navigating Siebel Applications
Working with Siebel Data

Controlling Access to Data

Responsibilities and Views
Users, Positions, and Organizations
Implementing the Company Structure
Controlling Access to Customer Data
Controlling Access to Master Data

The Siebel Web Architecture

The Siebel Web Client
The Siebel Enterprise
The Siebel Gateway Name Server
The Siebel Server
The Siebel Web Server Extension
The Siebel File-system
The Siebel Database Server

Managing the Siebel Enterprise

Components and Parameters
Server Management

Siebel Client Types

The Siebel Web Client
The Siebel Mobile Web Client
The Siebel Wireless Web Client
The Siebel Handheld Client
The Siebel Developer Web Client

Installation and Security

Securing Access to the Application
Installing Siebel Applications

The Siebel Application Architecture

Siebel Object Types and Object Definitions
The Siebel Data Model
Business Components
Party Business Components
Business Objects

Configuring Siebel Applications

Configuration Strategy

- Setting Up a Developer
- Managing Object Definitions
- Configuring User Interface Objects
- Configuring Business Layer Objects
- Configuring Data Layer Objects

Automating Business Processes

- Siebel Business Services
- Building and Testing Siebel Workflows
- Deploying and Invoking Siebel Workflows
- The Task UI
- Creating a Task
- Siebel Business Rules
- Creating Siebel Business Rules

Assignment Manager

- Assignment Rules
- Tailoring Assignments
- Invoking Assignment Manager

Data Integration

- Introducing Enterprise Integration Manager
- Creating Data Maps
- Running Enterprise Integration Manager

Application Deployment Manager

- Introducing Application Deployment Manager
- Deploying Application Customizations

Case Study: Installing the Siebel Application

- Installing the Siebel Gateway and Enterprise
- Installing the Siebel Server
- Installing the Siebel Web Server Extension
- Installing Siebel Tools

Case Study: Importing Legacy Data

- Performing Data Mapping
- Creating Import Configuration (.ifb) Files
- Running Import Jobs
- Administering Imported Data

Case Study: Configuring Siebel Applications

- Configuring a Siebel Application to Meet Case Study Business Requirements

Case Study: Implementing Business Process Automation

- Implementing Business Process Automations to Meet Case Study Business Requirements