

Customer Order Management: Product Admin. (Siebel 8.0)

Duration: 3 Days

What you will learn

Siebel 8.0 Customer Order Management is a comprehensive suite of multichannel eBusiness applications that enables companies to manage products, pricing, contracts, quotes, and orders. This course focuses on Product & Catalog Management within Siebel 8.0, and provides a foundational understanding of Customer Order Management (COM). The course covers features and functions of Siebel COM that can be implemented as-delivered and administered through the client. Some content covers product modeling for the Communications, Media, and Energy (CME) industry. Learn to:

- Create and associate product detail with products
- Create catalogs and categories
- Use a Project Workspace for managing, testing, and releasing products, attributes, and classes
- Use the Pricing Designer to view and price a component-based customizable product
- Administer product bundles, coupons, and special configuration promotions
- Specify product eligibility and compatibility rules
- Create product recommendations
- Create multiple product user interfaces (UIs) for a customizable product

Audience

Business Analysts
Functional Implementer
Technical Consultant

Course Objectives

- Create attributes and domains, and assign them to a hierarchy
- Create, version, and release a product record and its details
- Describe Eligibility and Compatibility (E & C) examples and usage scenarios
- Create a product catalog
- Create multiple product user interfaces
- Create and administer promotions
- Create constraints for customizable products
- Add products to price lists and administer prices
- Create a component-type customizable product by defining relationships
- List the key administrative Customer Order Management (COM) entities

Course Topics

Customer Order Management Overview

Administering Simple Products

- Describing simple products
- Creating and entering detail for simple products
- Versioning and releasing a product record

Administering Attributes and Classes

- Describing attributes
- Creating a class hierarchy
- Creating attributes and domains, and assigning them to a hierarchy

Assigning products to the class hierarchy
Generating smart part numbers

Pricing Overview

Creating a new price list and price list line items
Creating volume discounts

Administering Catalogs and Categories

Describing a product catalog
Creating catalogs and categories
Adding products to categories
Understanding product catalog visibility

Administering Component-Type Customizable Products

Creating a component-type customizable product by defining relationships
Using a Workspace Project to manage, test, and release products, attributes, and classes
Using Time Slice reports to track changes within a given object/version during its life

Pricing Customizable Products

Describing component-based customizable product pricing strategies
Using the Pricing Designer to view and price a component-based customizable product

Administering Constraints

Creating constraints to enforce business logic during product configuration
Describing commonly-used rule types

Administering Eligibility and Compatibility

Describing Eligibility and Compatibility examples and usage scenarios
Defining Eligibility and Compatibility matrices
Administering Eligibility and Compatibility rules

Administering Promotions

Listing types of product promotions
Administering product bundles, coupons, and special configuration promotions
Administering eligibility and compatibility for product promotions
Using product promotions with quotes and orders

Administering Recommendations

Describing product and promotion recommendation functionality
Creating product and promotion recommendations
Defining messages using Unified Messaging administrative views

Administering Multiple Product UIs

Creating multiple product user interfaces (UIs) for a customizable product
Using user interface properties for additional functionality
Describing the logic governing product UI selection

Using Application Deployment Manager

Describing the Application Deployment Manager (ADM) architecture
Exporting product-related data from a Siebel application
Packaging product data for deployment using ADM

Modeling Communications, Media, and Energy Products

Listing business requirements and modeling challenges in Communications, Media, and Energy (CME)

Representing CME products in the Siebel application

Differentiating between predictive, interactive, and reactive product selection rules