

Siebel 8.0 Essentials

Duration: 10 Days

What you will learn

Siebel Essentials 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.

Learn To:

- Describe the Siebel application architecture
- Configure a Siebel application
- Automate business rules in your Siebel application
- Populate and migrate data into the Siebel database
- Migrate data between environments
- Navigate the Siebel application user interface

Audience

- Application Developers
- Database Administrators
- Developer
- Forms Developer
- Support Engineer
- Technical Administrator
- Technical Consultant

Prerequisites

Suggested Prerequisites

- Familiarity with Web-based and client/server applications
- Familiarity with application development
- Basic Windows or NT navigation and file-management skills
- Understanding of basic relational database concepts

Course Objectives

- Configure a Siebel application
- Describe the steps required to install Siebel application software to set up your enterprise
- Define your company structure
- Describe the Siebel application architecture
- Navigate the Siebel application user interface

Populate and migrate data into the Siebel database
Automate business rules in your Siebel application
Secure access to Siebel applications and data
Migrate data between environments

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 Filesystem
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