

Siebel 8.1.x Core Consultant Course

Duration: 15 Days

What you will learn

The course covers installing and configuring a Siebel Gateway Name Server, Siebel Enterprise, Siebel Server, Siebel Web Server Extension, Siebel Management Server and Agent, Siebel Developer Web client, and Siebel Tools, as well as multi-server installation, multilingual installation, and configuring LDAP support.

The course then covers configuring application components, parameters, and configuration files; using the command-line server manager interface; logging and event notification, gathering diagnostic information using Siebel Application Response Measurement (SARM); deploying required ActiveX controls for High Interactivity clients; using Application Deployment Manager (ADM) to deploy application customizations to other Siebel Enterprises; and basic performance tuning.

In-depth coverage of how to use Siebel Tools to configure user interface layer objects, business layer objects, data layer objects, access control, repository deployment, and user properties is covered. The course also includes troubleshooting common Tools errors.

The final section addresses Siebel business services, Workflow, Task UI, Assignment Manager, Inbox configuration, Smartsript, State Model, and Data Validation Manager.

Learn to:

- Configure objects using Siebel Tools
- Administer, Monitor, and Deploy Components
- Configure Workflow, Task UI, and the Inbox
- Use SmartScript, Data Validation Manager, and State Model
- Install Siebel CRM Software

Audience

- Administrator
- Application Developers
- Developer
- Support Engineer
- Technical Administrator
- Technical Consultant

Prerequisites

Required Prerequisites

Siebel 8.0 Technical Foundations - RWC

Course Objectives

Install and configure additional Siebel CRM components, such as the Siebel Management Agent and Server, Siebel Tool
Adjust application parameters to improve performance
Manage a Siebel Enterprise by modifying component parameters and editing configuration files
Configure alternative authentication mechanisms, such as LDAP, within a Siebel Enterprise
Migrate application customizations from one Siebel Enterprise to another
Monitor a Siebel Enterprise by examining log and performance information files
To configure drilldowns, picklists, and multi-value groups
To configure object layers to meet business requirements
To extend the database tables in a Siebel application to meet business requirements
Install and configure a Siebel Enterprise with one or more Siebel Servers and languages
To deploy a configured repository
Assign business data efficiently using Siebel Assignment Manager
Create, test, and deploy Siebel workflow processes and tasks
Use Siebel SmartScript to script employee interactions with customers
Build validation rule sets for Siebel Data Validation Manager
Enable Siebel Inbox access for existing data types

Course Topics

Installing a Siebel Enterprise

Installing Siebel Management Agent and Server

Installing Tools and the Developer Web Client

Configuring Multiservers and Languages

Siebel Architecture

System Monitoring

Application Deployment Manager (ADM)

Performance Considerations

Check in/check out, projects, and object definitions

Templates, Applets, Views, Screens, and Applications

Business Components, Fields, Joins, Links, and Business Objects

Data Model, tables, indexes, mappings, and case insensitivity

Drilldowns, toggles, picklists, and multi-value groups

Access control, user properties, repositories, and troubleshooting

Siebel Business Services

Siebel Workflow Processes and Run-Time Events

Siebel Universal Inbox

Siebel Data Validation Manager (DVM)

Task UI

SmartScripts

State Model

Assignment Manager