

## Oracle Apps Course Content

### Overview of the CRM Application Foundation

- ❖ Oracle Customer Relationship Management (CRM)
- ❖ CRM Application Foundation
- ❖ Overview of CRM Application Foundation integration points with other applications
- ❖ How the CRM Application Foundation Modules are used
- ❖ List the step-by-step implementation flows for implementing of following Foundations Modules
- ❖ CRM Application Foundation - Resource Manager
- ❖ CRM Application Foundation - Assignment Manager
- ❖ CRM Application Foundation - Calendars
- ❖ CRM Application Foundation - Notes
- ❖ CRM Application Foundation - Territory Manager
- ❖ CRM Application Foundation - Task Manager
- ❖ CRM Application Foundation - Business Rule Monitor
- ❖ CRM Application Foundation - Escalation Manager
- ❖ CRM Application Foundation - 1-1 fulfillment
- ❖ CRM Application Foundation - Interaction History
- ❖ Setting up Profile Options
- ❖ Setting up Lookups
- ❖ Setting up Reports and Running Concurrent Programs

### Oracle Tele Service

- ❖ Overview of Customer support and service processes
- ❖ Overview of Service Request to Resolution process
- ❖ Set up Oracle Integrations
- ❖ Set up Oracle Tele Service
- ❖ Set up Oracle Knowledge Management
- ❖ Setting Up Oracle Service Requests
- ❖ Setting Up Oracle Customer Care
- ❖ Set up Oracle Install Base
- ❖ Set up Counters
- ❖ Setting Up Oracle Charges
- ❖ Setting Up Oracle Knowledge Management
- ❖ Setting up Profile Options
- ❖ Setting up Lookups
- ❖ Setting up Reports and Running Concurrent Programs

### Oracle Field Service

- ❖ Understanding Field Service
- ❖ Using Field Service Dispatch Center
- ❖ Using Debrief
- ❖ Using Spares Logistics
- ❖ Using the Planner's Desktop
- ❖ Loop Planning, Notifications and Reporting Hierarchy
- ❖ Configuring Field Service Portal
- ❖ Using Field Service Portal
- ❖ Mandatory and Conditional Dependencies
- ❖ Field Service Application Implementation Tasks
- ❖ Spares Management Implementation Tasks
- ❖ Setting up Profile Options
- ❖ Setting up Lookups
- ❖ Setting up Reports and Running Concurrent Programs

### Oracle Depot Repair

- ❖ Overview of Using Oracle Depot Repair
- ❖ Oracle Depot Repair Business Scenarios
- ❖ Managing Depot Business Processes
- ❖ Oracle Depot Repair-Specific Setup Steps

### Oracle Sales

- ❖ Home Page
- ❖ Dependencies
- ❖ Overview of Lead to Order Process
- ❖ Overview of Telesales and Sales Online
- ❖ Locations and Organizations
- ❖ Currencies and Calendars
- ❖ Customers
- ❖ Employees, Users and Resources
- ❖ CRM Application Foundation - Notes, Tasks & Calendars
- ❖ CRM Application Foundation - Territory Management
- ❖ Lead Management
- ❖ Opportunity Management
- ❖ Forecasting
- ❖ Sales Contracts
- ❖ Sales Offline
- ❖ Marketing Online Campaign Management
- ❖ Oracle Sales Flow : Sales Campaigns
- ❖ Oracle Sales Flow : Capture/Convert Leads
- ❖ Oracle Sales Flow : Manage Opportunities
- ❖ Oracle Sales Flow : Create Forecast
- ❖ Oracle Sales Flow : Prepare Proposal
- ❖ Oracle Sales Flow : Prepare Quote
- ❖ Oracle Sales Flow : Place Order
- ❖ Oracle Sales Flow : Close Opportunity
- ❖ Oracle Sales Flow : Submit Forecast
- ❖ Setting up Profile Options
- ❖ Setting up Lookups
- ❖ Setting up Reports and Running Concurrent Programs
- ❖ Oracle Contracts
- ❖ Explain Oracle Contracts Core, Oracle Service Contracts, and key contracts phases
- ❖ Contracts Concepts
- ❖ Contracts Phases
- ❖ Overview of Contracts Core
- ❖ Overview of Service Contracts
- ❖ Overview of Service Contracts Management and Oracle Service Contracts
- ❖ Setups for Oracle Service Contracts
- ❖ Define Parties, Roles, Sources, and Access to Contracts
- ❖ Miscellaneous Setups
- ❖ Setting up Coverage Templates and Subscription Templates.
- ❖ Setting up Items
- ❖ Setting up Service Billing and Billing Profiles
- ❖ Setting up Statuses and Operations
- ❖ Setting up Global Contracts Defaults
- ❖ Setting up Contracts Terms and Contract Templates
- ❖ Setting up Events and Renewals
- ❖ Setting up Profile Options
- ❖ Setting up Lookups
- ❖ Setting up Reports and Running Concurrent Programs

### Topics Covered During Session

- ❖ Overview of Oracle E-Business Suit process
- ❖ ORACLE AIM (Application Implementation Methodology)
- ❖ Overview of Documentations in Real-time Projects
- ❖ Roles of Oracle Functional Consultant



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| <ul style="list-style-type: none"><li>❖ Setting Up Charges for Oracle Depot Repair</li><li>❖ Defining Billing Type Codes</li><li>❖ Defining Service Activities and Billing Types</li><li>❖ Defining Service Business Processes</li><li>❖ Defining Install Base Transaction Sub Types</li><li>❖ Setting Up Time and Material Labor Schedules</li><li>❖ Setting Up Repair Types</li><li>❖ Setting Up Service Request Types for Depot Repair</li><li>❖ Setting Up Depot Repair Reason Codes</li><li>❖ Setting Up Customer Profile</li><li>❖ Setting Up Diagnostic Codes in Oracle Depot Repair</li><li>❖ Setting Up Service Codes in Oracle Depot Repair</li><li>❖ Setting Up Oracle Depot Repair Profile Options</li><li>❖ Setting up Profile Options</li><li>❖ Setting up Lookups</li><li>❖ Setting up Reports and Running Concurrent Programs</li></ul> |  |
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