

Siebel Course Content

Overview of the Siebel

Introduction to CRM

- ❖ Why CRM?
- ❖ Where CRM is used?
- ❖ CRM Software

Introduction to Siebel ns

- ❖ Introduction to Siebel
- ❖ Siebel Applications
- ❖ Siebel Employee Applications
- ❖ Siebel Customer Applications

Some Important Business Entities in Siebel

- ❖ Accounts
- ❖ Contacts
- ❖ Opportunities
- ❖ Quotes
- ❖ Orders
- ❖ Invoices
- ❖ Inventory Location Management
- ❖ Activities
- ❖ Products and Assets
- ❖ Service Requests etc..

Siebel Tools

- ❖ Defining Organizations
- ❖ Defining Divisions
- ❖ Defining Positions
- ❖ Defining Responsibilities
- ❖ Setting Up Employees
- ❖ Visibility Control
- ❖ Access Control and Access Groups

Siebel Tools

- ❖ Introduction to Siebel Tools
- ❖ Tools Architecture
- ❖ Data Object Layer
- ❖ Business Object Layer
- ❖ Logical User Interface Object Layer
- ❖ Physical User Interface Object Layer
- ❖ Configuring Screens
- ❖ Configuring Views
- ❖ Configuring Applets
- ❖ Configuring All Types of Applets
- ❖ Web Templates
- ❖ Joins
- ❖ Steps in Creating Joins
- ❖ Implicit Joins and Explicit Joins
- ❖ Join Specification
- ❖ Configuring Links(1:M and M:M)
- ❖ User Properties (BC, Applet, Field, Control)
- ❖ Configuring Pick Lists
- ❖ Static Pick List
- ❖ Dynamic Pick List
- ❖ Hierarchical Pick List
- ❖ Constraint Pick List
- ❖ Configuring Pick Applets
- ❖ Configuring MVG Applets
- ❖ Configuring Association Applets
- ❖ Drill Downs
- ❖ Static Downs
- ❖ Dynamic Downs
- ❖ Import and Export SIF's
- ❖ Data Validation Manipulations (DVM's)

Siebel eScripts

- ❖ Introduction to Scripting
- ❖ eScript Methods
- ❖ Events
- ❖ Browser Scripts Vs Server Scripts
- ❖ Writing scripts on Siebel Objects

Siebel Workflows

- ❖ Workflow Process Management
- ❖ Workflow Invokes
- ❖ Script
- ❖ Runtime Events
- ❖ Policies

Server Concepts

- ❖ Server Architecture
- ❖ Server Installation (Not comes under Configuration)

Connecting to Different Siebel Databases

- ❖ Server
- ❖ Local
- ❖ Sample

Some Important Files in Siebel

- ❖ .CFG
- ❖ .SRF
- ❖ .EXE
- ❖ .DBF

Installations

- ❖ Siebel Client Installation
- ❖ Tools & Sample Database Installation

Siebel Remote Administration

- ❖ Setting Up Local Databases
- ❖ Check-In/Check-Out
- ❖ Get/Full Get
- ❖ Compilations

Real Time Scenario's