

# Siebel CRM COURSE CONTENT

- Foundations
  - Introducing Siebel Applications
  - Implementing Siebel Applications
  - Using the Siebel Client
  - Working with Data in the User Interface
- Architecture and Installation
  - Exploring the Siebel Architecture
  - How Clients Access Seibel Data
  - Installing Siebel software
  - Introducing Server Administration
  - Server configuration and Management
- Security
  - Securing Siebel Implementations
  - Controlling Access to views
  - Controlling Access to Customer Data
  - Creating the Company Structure
  - Controlling Access to Master Data
  - Authenticating Users
- Exploring Siebel Applications
  - Understanding object Definitions behind a Siebel Applications
  - Understanding Siebel Tools to Examine Object Definitions
  - Understanding the Siebel Data Model
  - Understanding Business Components
  - Understanding Party Business Components
  - Understanding Business Objects
- Configuration
  - The Configuration Process
  - Managing Object Definitions

- Editing and Compiling Object Definitions
- Understanding the Physical User Interface
- Configuring Applets
- Configuring Applications, Screens and Views
- Configuring Drilldowns
- Configuring Business Components and Fields
- Creating business Components and Fields
- Configuring Pick Lists
- Configuring Multi-Value groups
- Extending the Siebel Database
- Exploring Integration Strategies
- Enterprise Integration Manager
  - Exploring Integration Strategies
  - Introducing Enterpriser Integration Manager
  - Data Mapping
  - Invoking Enterprise Integration Manager
  - Enterprise Integration Manager Consideration
- Workflow manager
  - Understanding Siebel Event models
  - Using Siebel State Model
  - Introducing Siebel Workflow
  - Deploying Workflow Processes
  - Invoking Workflow Processes
  - Understanding Interactive and Long-Running Flows
  - Assignments manager
  - Introducing Assignment Manager
  - Creating Sales Assignment Rules
  - Assignment Manager Configuration
  - Deploying Assignment Manager
- Deployment
  - Performance Considerations
  - Migrating from Development to Test
  - Using Siebel Remote to Support Mobile clients

- Administering Siebel Remote
- Actuate Reports
  - Introduction about reports Architecture of report server
  - Simple reports
  - Master-child reports
  - Parameterized reports
- e-Script
  - Browser script
  - Server script
  - Applet level
  - BC level
  - Application and Business services level
- eRoadmap methodology
  - Definition stage
  - Discovery stage
  - Design stage
  - Configure stage
  - Implement
  - Deploy stage
- Introduction to Siebel EAI
  - Introduction to Siebel EAI
- Introduction to Siebel Testing
  - Introduction to Siebel Testing
- Career Guidance
  - Understanding the Physical User Interface
  - Configuring Applets
  - Configuring Applications, Screens and Views
  - Configuring Drilldowns
  - Configuring Business Components and Fields
  - Creating business Components and Fields
  - Configuring Pick Lists
  - Configuring Multi-Value groups
  - Extending the Seibel Database

- Exploring Integration Strategies
- Enterprise Integration Manager
  - Exploring Integration Strategies
  - Introducing Enterprise Integration Manager
  - Data Mapping
  - Invoking Enterprise Integration Manager
  - Enterprise Integration Manager Consideration
- Workflow manager
  - Understanding Siebel Event models
  - Using Siebel State Model
  - Introducing Siebel Workflow
  - Deploying Workflow Processes
  - Invoking Workflow Processes
  - Understanding Interactive and Long-Running Flows
  - Assignments manager
  - Introducing Assignment Manager
  - Creating Sales Assignment Rules
  - Assignment Manager Configuration
  - Deploying Assignment Manager
- Deployment
  - Performance Considerations
  - Migrating from Development to Test
  - Using Siebel Remote to Support Mobile clients
  - Administering Siebel Remote