Siebel Fundamentals Rel 15.5

Students learn to navigate and maintain data in Siebel applications by using common entities. Students explore built-in functionality in Siebel Sales and Siebel Call Center and then other cross-application features. The course is appropriate for customers on Siebel 15.x and Siebel 8.x. Hands-on activities are performed using Open UI

Learn To:

- Create, modify, delete, and search for records
- Work with common Siebel business entities
- Use basic functionality of Siebel Sales and Siebel Call Center
- Navigate Siebel applications
- Describe other cross-application features
- Describe best practices for a Siebel implementation

Audience

- End User
- Implementer

Objectives

- Describe Siebel Customer Relationship Management (CRM) applications
- Navigate the Siebel application user interface (UI)
- Work with common Siebel business entities
- User basic functionality of Siebel Sales and Siebel Call Center
- Describe common cross-application features
- Describe recommended implementation practices

Topics

- Using Siebel CRM
  - Introducing Siebel CRM Applications

- - Navigating
  - Working with Data in the Siebel User Interface
- Common Siebel Business Entities
  - Representing customers with Accounts and Contacts
  - Describing tasks with Activities
  - Defining sales-related objects with Opportunities and Quotes
  - Resolving customer issues with Service Requests
  - Using Siebel business entities to implement business practices
- Siebel Application Features
  - Siebel Sales scenario: Opportunity Management
  - Siebel Sales scenario: Forecasting
  - Remote, TAS, Sales Methodologies
  - Siebel Call Center: service scenario
  - Email Response, SmartScript, Hoteling, and Multi-Tenancy
- Other Siebel Features
  - iHelp
  - Inbox
  - Reports
  - Audit Trail
  - Search
  - Administration
- Recommended Implementation Practices