



## Siebel Technical Foundations 15.5

This Siebel Technical Foundations training is appropriate for Siebel 15.x and 8.x customers. It's designed to introduce you to Siebel technical principles and contains information that's essential to technical team members.

### Learn To:

- Navigate, query and edit data in the application.
- Use Siebel Tools to examine object definitions.
- Run server jobs.
- Inspect and test business services, web services and workflows.
- Administer list of values.
- Identify Siebel architecture components.

### Benefits to You

You'll develop a solid introduction to Siebel applications so you can better understand how to leverage the technical functionality of Siebel applications. What you learn in this course will help you better meet the needs of your organization. You'll also participate in hands-on practices using Open UI to reinforce the concepts.

### Audience

- Administrator
- Implementer
- Systems Administrator

### Objectives

- Navigate Siebel applications
- Run server jobs
- Identify object types and their relationships
- Use Siebel Tools to examine object definitions
- Inspect and test business services and workflows

- Administer and test a Siebel web service
- Administer list of values
- Create, maintain, and query data
- Describe access control
- Identify the role of each piece of the Siebel architecture
- Identify the various Siebel clients

## Topics

- Siebel Applications
  - Customer Relationship Management (CRM)
  - Common Entities
  - Customization
  - Siebel Bookshelf and documentation
- Navigation
  - Applets, Views, and Screens
  - Drilldowns
- Data Manipulation
  - Create, modify, and delete records
  - Use picklists and multi-value groups (MVGs)
- Queries
  - Create and save queries
  - Use predefined queries
- Access Control and Security
  - Responsibilities, positions, divisions, and organizations
  - Catalogs, categories, and access groups
  - Security
- Architecture
  - Siebel Enterprise and Siebel Server
  - Gateway Name Server
  - Component Groups and Components
  - Database Server
  - Siebel Web Server Extension (SWSE)
  - File System
- Clients
  - Web Client: high interactivity and standard interactivity
  - Open UI Client
  - Developer Web Client
  - Mobile Web Client
  - Datasources and configuration files
- Server Manager
  - Server Management screens
  - Jobs
  - Log settings and files
- Object Definitions
  - UI layer, business layer, data layer
  - About View
- Siebel Tools
  - Navigate, edit, and compile object definitions
  - Trace objects from the UI to the data layer
- Data Model
  - Tables, columns, primary keys, and foreign keys
  - Indexes and user keys
  - Extension tables: 1:1 and 1:M

- Process Automation
  - Property sets
  - Business services
  - Declarative automation
  - Business service simulator
- Siebel Workflow
  - Workflow processes
  - Workflow process designer
- Integration Objects and Web Services
  - Integration Objects (IO)
  - Siebel web services
- List Of Values (LOVs)
  - List of values administration