

ORACLE SIEBEL – CASE STUDY DRIVEN PROJECT DIRECTED MENTORING & SKILLS UPGRADE SOLUTIONS

ORACLE SIEBEL 8.X/8.1 DEVELOPERS

1. Siebel Tools and Siebel Repository
2. Developer Tasks
3. Case Study Introduction
4. Symbolic Strings
5. Creating and Configuring Applets
6. Views and Screens
7. Business Components and Fields
8. The Data Layer
9. Business Objects and Links
10. Pick Lists
11. Multi-Value Fields
12. Configuring Access Control
13. User Properties
14. Configuring Navigation
15. Customizing the look and feel of Siebel Applications
16. Menus and Buttons
17. Business Services



ORACLE SIEBEL 8.X/8.1 UI DEVELOPERS

1. Siebel Open UI Introduction
2. Siebel Open UI Architecture
3. Open UI Installation, Upgrade, and Setup
4. Manifest Administration
5. The Siebel Open UI JavaScript Framework
6. Creating a Custom Presentation Model
7. Creating a Custom Physical Renderer
8. Style Sheets and Themes
9. Customizing other User Interface Objects
10. Using Event Listeners
11. Special Visualizations
12. Advanced Scripting Scenarios
13. Open UI Development and Debugging
14. Siebel Mobile Applications
15. Customizing Siebel Mobile Applications
16. Integrating Siebel Open UI



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PROJECT DIRECTED MENTORING & SKILLS UPGRADE SOLUTIONS

ORACLE SIEBEL 8.X/8.1 CRM INSTALLATION & MANAGEMENT

1. The Siebel Web Architecture
2. Planning and Preparing the Installation
3. Installing Siebel Server Software on Microsoft Windows
4. Configuring Siebel Server Software on Microsoft Windows
5. Installing and Configuring Siebel Server Software on Linux
6. Installing Siebel Client Software
7. Installing Additional Server Software
8. Special Server Configurations
9. Server Management
10. Authentication
11. Authorization and Access Control
12. Managing User Accounts
13. Siebel Remote and the Siebel Development Environment
14. Installing the Siebel Management Server
15. Migrating Configuration Changes between Environments
16. Monitoring Siebel Applications



ORACLE POLICY AUTOMATION (OPA)

1. Key Benefits of OPA
2. OPA Components
3. Key Elements of Siebel OPA Integration
 - Examples of Siebel OPA Integration
 - Rules
 - Data Model
 - Oracle Policy Modeling
 - OPA Determinations Server
 - OPA Connector for Siebel
 - DeterminationsServer Web Service
 - Policy Automation Assess Workflow (PAAW)
 - Additional Policy Administration Screens
 - Policy Automation Smoke Test Screen
 - Administration – Policy Automation Screen
 - OPA Related Integration objects
 - Invoking the Policy Automation Assess Workflow
 - Invoking the Determinations Server
4. Installing the OPA Connector for Siebel
5. Mapping a New Rulebase
6. Invoking a New Rulebase
7. Modifying a Rulebase



PROJECT DIRECTED MENTORING & SKILLS UPGRADE SOLUTIONS

IMPLEMENTING ORACLE SIEBEL 8.X/8.1

Part One: Setting the Stage

- The Relationship based Enterprise
- Customer Relationship Management (CRM) System
- CRM Evaluation
- CRM Selection
- The Oracle CRM Solution
- The Siebel Implementation Project Cycle
- Siebel and Business Process Management

Part Two: Siebel Business Applications

- Siebel Enterprise Applications
- Siebel eBusiness Applications
- Siebel Applications Environment
- Siebel Tools

Part Three: The Pre-Implementation Stage

- Initiating the Siebel Project
- Siebel Administration & Setup

Part Four: The Implementation Stage

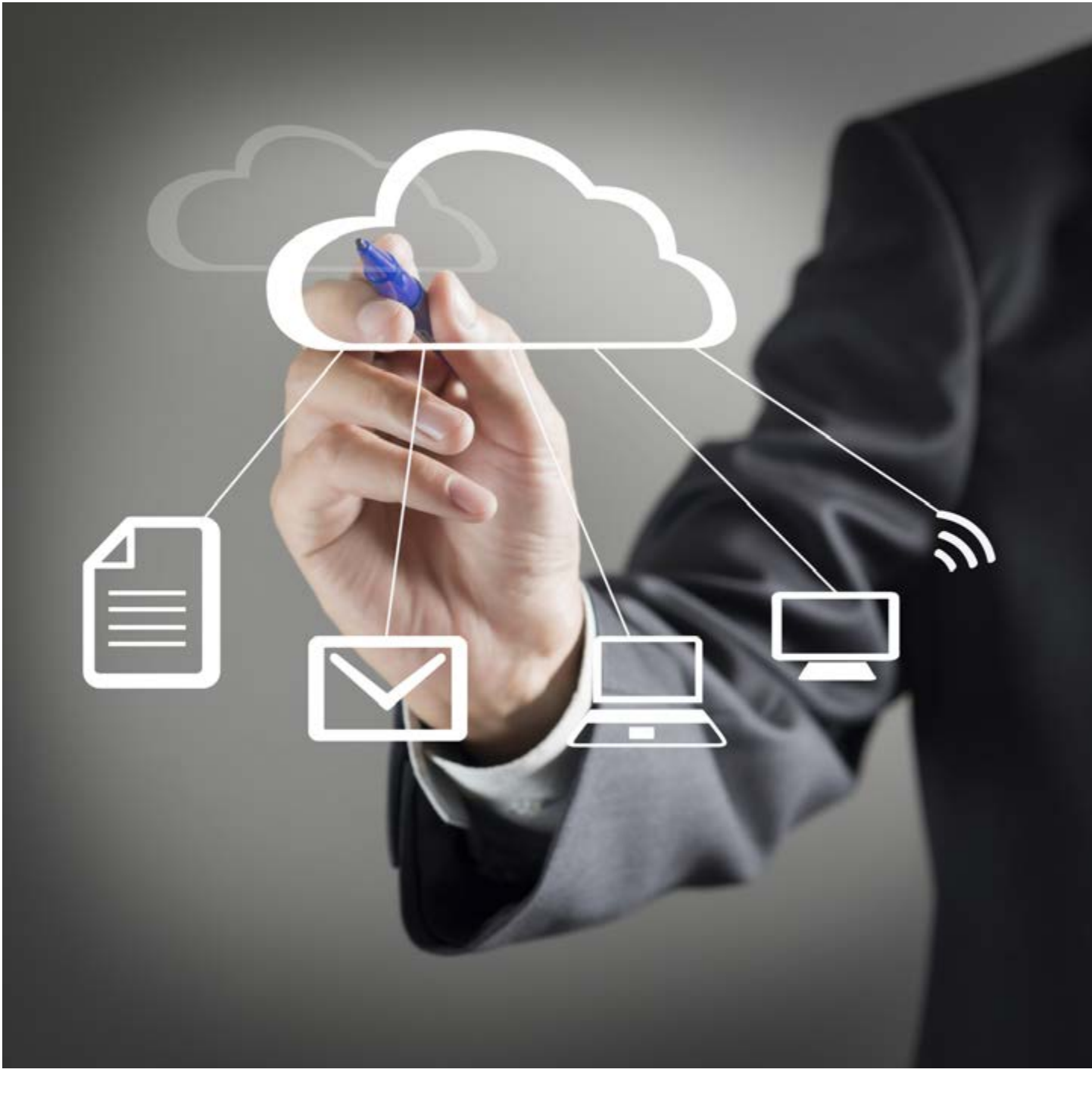
- Siebel eRoadmap Methodology

Part Five: The Post-Implementation Stage

- Supporting Siebel
- Valuing the Relationship-Based Enterprise
- Beyond the Relationship-Based Enterprise



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