

Szkolenie: Oracle Siebel Fundamentals Rel 15.5



Cel szkolenia:

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

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

Plan szkolenia:

- 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

Poziom trudności



Certyfikaty:

Uczestnicy szkoleń otrzymają zaświadczenia o ukończeniu kursu sygnowane przez firmę Oracle.

Prowadzący:

Autoryzowany wykładowca Oracle.