

Szkozenie: Oracle Siebel Business Analyst 15.5



Cel szkolenia:

This Siebel Business Analyst training examines Siebel applications in two dimensions. The first dimension, breadth and functionality, is covered in the first two days of the course; you'll become familiar with the defining features of Siebel applications, including Siebel Sales and Siebel Call Center. You'll also explore administration and automation options, including Siebel Workflow, Assignment Manager, and Task UI.

The second dimension, depth and technology, is provided in the last three days of training, which helps business analysts develop the knowledge and skills to participate in a Siebel implementation project. You will explore foundational aspects such as the architecture and data access. You will then use Siebel Tools to explore customizing the application business logic, user interface, and automation options. Finally you will look at global deployment, integration considerations, and recommended implementation practices.

Learn To:

- Navigate Siebel applications.
- Use a wide range of Siebel application functionality.
- Translate user requirements into technical specifications.
- Explore application configuration options using Siebel Tools.

Benefits to You:

Enrolling in this course will help business analysts can acquire the technical skills and Siebel application knowledge to translate user and process requirements into detailed technical specifications for your implementation team. This ensures a smoother implementation that meets your business needs. You'll also come away from the course with an appreciation of the logical structure of Siebel applications.

Objectives:

- Navigate and work with data in Siebel applications
- Use common Call Center and Sales features
- Use common Siebel business entities
- List the components of the Siebel Web architecture
- Control access to views and customer data in a Siebel application
- Create a company structure

- Use Siebel Tools to examine object definitions
- Describe how business and UI layer objects can be modified to meet user requirements
- Describe Siebel automation options
- Describe global deployment options
- Describe common Siebel integration techniques

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
- Technical Topics
 - Architecture
 - Security
 - Access Control
 - Siebel Tools

- Data Model
- Workflow
- Assignment Manager
- Task UI
- Deployment Considerations
 - Global Deployment
 - Integration Options

Poziom trudności



Certyfikaty:

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

Prowadzący:

Autoryzowany wykładowca Oracle.