

Szkolenie: Oracle
Siebel Application Administration 15.5


FORMA SZKOLENIA

MATERIAŁY SZKOLENIOWE

CENA

CZAS TRWANIA

* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

LOKALIZACJE

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00

Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

Cel szkolenia:

This Siebel Application Administration training is designed for application administrators who support initial and ongoing administration of Siebel applications. The initial section of the course provides grounding in key Siebel CRM concepts; expert Oracle University instructors will help you navigate the application, the Siebel CRM architecture, and the Siebel CRM object model.

Learn To:

- Navigate a Siebel CRM application.
- Use access control to limit user visibility to application views and records.
- Enhance user productivity using tab layouts, view links, and predefined queries.
- Administer initial data and lists of values.
- Administer assessment templates, activity templates, and so forth.
- Administer approvals, inboxes, and reports.

Benefits to You:

By taking this course, you'll develop a deeper understanding of access control and how employees and application data must be administered. You'll explore literature, initial data, and administration that directly impacts the user experience: user preferences, lists of values, certain types of data, predefined queries, quick fill templates, message broadcasts, alerts, activity templates, assessment templates, and iHelp.

Automation, Workflows and Administration Topics:

This course will also introduce you to business automation, including workflows, and then discusses administration topics that require them, such as approvals, the Universal Inbox, and Siebel Reports. The final section covers additional administration topics such as submitting jobs, state models, the audit trail, system preferences, and administering Assignment Manager.

Please Note: It is appropriate for Siebel 15.x and 8.x customers. Practices are performed using Open

UI.

Objectives:

- Navigate a Siebel CRM application
- Use access control to limit user visibility to application views and records
- Enhance user productivity using tab layouts, view links, and predefined queries
- Administer initial data and lists of values.
- Administer assessment templates, activity templates, and so forth
- Administer approvals, inboxes, and reports

Plan szkolenia:

- Introduction to Siebel CRM
 - Understanding Object Definitions
 - Navigating Siebel CRM Applications
 - Working with Data in Siebel CRM Applications
 - Exploring the Siebel Architecture
- Access Control of Records and Views
 - Controlling Access to Customer Data
 - Security and Access Control
 - Catalogs and Master Data
 - Users, Positions, and Organizations
 - Responsibilities and Views
- Administering Literature
 - Customizing the User Experience
 - Modifying Tab Layouts
 - Resetting a User's Preferences
 - Customizing Home Pages
 - Administering View Links
- Administering Lists of Values
 - Administering Hierarchical Lists of Values
 - Administering Phone Formats
 - Administering Lists of Values
- Administering Initial Data
 - Periods
 - Households
 - Expense Types and Payment Terms

- Time Zones
- ZIP Codes
- Industries
- Countries, Currencies, Languages, and Locales
- Contact Us Information
- Quick Fill Templates and Predefined Queries
 - Understanding the Default Predefined Query
 - Administering Quick Fill Templates
 - Administering Predefined Queries
- Administering Message Broadcasts and Alerts
 - Administering Message Broadcasts
 - Administering Alerts
- Administering Activity Plans and Templates
 - Administering Sales Methods
 - Administering Activity Templates
 - Defining Activities, Activity Plans, and Activity Templates
- Administering Assessment Templates
 - Administering Siebel iHelp
 - Creating iHelp Items
 - Comparing Siebel iHelp, Task UI, and SmartScripts
- Administering Business Automation
 - Defining Business Services, Business Service Methods, and Arguments
 - Activating Workflows
 - Administering Inbound Web Services
- Administering Approvals
 - Administering the Universal Inbox
 - Administering Siebel Reports
 - Submitting Jobs
 - Creating Job Templates
- Submitting Jobs
 - Creating State Models
 - Administering Audit Trail
 - Setting System Preferences
 - Universal Time Coordinated
 - Strict Date Format
 - Default Time Zone

- Forecast: Auto-Forecast
- Auto Mgr Calendar Access
- Default MVG Exists Query
- Administering Assignment Manager

Poziom trudności



Certyfikaty:

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

Prowadzący:

Autoryzowany wykładowca Oracle.