Fundamentals for Business Analysts (Siebel 8.0)

Tanfolyam hossz: 5 Nap

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Siebel 8.0 Fundamentals for Business Analysts examines Siebel applications in two dimensions. The first dimension, breadth, is covered two days of the course where students become familiar with the defining features of Siebel applications, such as Siebel Sales, Siebel Call Center, and Siebel Field Service. Students also explore Siebel automation options, such as Siebel Workflow, Assignment Manager, and Task UI. All of this exploration is reinforced with hands-on exercises with Siebel applications.

The second dimension, depth, is provided in the last three days of technical training, which provides business analysts knowledge and skills they need to participate in a Siebel implementation project. Students come away from the course with an appreciation of the logical structure of Siebel applications. Students explore key topics, such as the Siebel Web architecture, data access, and implementation best practices. In the final half of this technical section of this course, students use Siebel Tools to explore application customizations. Key topics include modifying the business logic and user interface to Siebel applications and using Siebel automation.

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

Hallgatóság
Business Analysts
Project Manager
Technical Consultant

El feltételek
Kötelez el feltételek
Navigating Siebel 8.0 Applications Self-Study CD Course

Tanfolyami célok
Navigate and work with data in Siebel applications
Use common Siebel business entities
Use common Siebel Sales features
Use common Siebel Call Center features
Use common Siebel Field Service features
Describe best practices for a Siebel implementation project
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
Use Siebel Workflow, Assignment Manager, and Task UI to meet user automation requirements
Design iHelp items to assist end users
Specify global deployment options for a Siebel application

Tanfolyami témák

Navigating and Working with Data in the Siebel Interface
Introducing Siebel CRM Applications
Navigating Siebel applications
Creating, modifying, and deleting records
Querying for data

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 Functionality
Siebel Sales scenario: Opportunity Management
Siebel Sales scenario: Forecasting
Other Siebel Sales Features
Siebel Call Center: service scenario
Siebel Call Center features (SmartScripts, Service Analytics, Hotelling and Multi-tenancy)
Siebel Field Service scenario
Assets and Warranties

Siebel Automation and Other Application Features
Siebel Workflow
Siebel Assignment Manager
Siebel Task UI
Other features (Siebel Search, Audit Trail, Reports, iHelp, Siebel Tools)

Best Practices for Siebel Implementations

Exploring the Siebel Architecture
Server-side components of the Siebel Web Architecture
Siebel client types

Access Control
Securing Siebel Applications
Controlling access to views
Controlling access to customer data
Creating a company structure

Exploring the Siebel Application Architecture
Understanding object definitions behind the Siebel user interface (UI)

Examining object definitions with Siebel Tools

Specifying Siebel Application Customizations
The Siebel Data Model
Siebel business components
Siebel business objects
Picklists and multi-value groups
Customizing UI elements

Specifying Siebel Automation
Defining Siebel Workflow
Using Assignment Manager to assign records
Automating user interactions with Task UI

Creating iHelp Items to Assist Users

Preparing for a Global Deployment