

Siebel Application Administration 15.5

CODICE

D94610GC10

DURATA

5 Giorni

PREZZO

2.500,00€ (iva escl.)

LINGUA

Italiano

MODALITÀ

Virtual Classroom
Corso in aula

SCHEDULAZIONE

- A Richiesta

PREREQUISITI

Audience

Administrator

End Users

CONTENUTI

Introduction to Siebel CRM

Navigating Siebel CRM Applications

Working with Data in Siebel CRM Applications

Exploring the Siebel Architecture

Understanding Object Definitions

Access Control of Records and Views

Security and Access Control

Responsibilities and Views

Users, Positions, and Organizations

Controlling Access to Customer Data

Catalogs and Master Data

Administering Literature

Customizing the User Experience

Modifying Tab Layouts

Administering View Links

Customizing Home Pages

Resetting a User's Preferences

Administering Lists of Values

Administering Lists of Values

Administering Phone Formats

Administering Hierarchical Lists of Values
Administering Initial Data
Countries, Currencies, Languages, and Locales
Periods
Time Zones
Households
Expense Types and Payment Terms
ZIP Codes
Industries
"Contact Us" Information
Quick Fill Templates and Predefined Queries
Administering Quick Fill Templates
Administering Predefined Queries
Understanding the Default Predefined Query
Administering Message Broadcasts and Alerts
Administering Message Broadcasts
Administering Alerts
Administering Activity Plans and Templates
Defining Activities, Activity Plans, and Activity Templates
Administering Activity Templates
Administering Sales Methods
Administering Assessment Templates
Administering Siebel iHelp
Comparing Siebel iHelp, Task UI, and SmartScripts
Creating iHelp Items
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
Submitting Jobs
Creating Job Templates
Creating State Models
Administering Audit Trail
Setting System Preferences
Default MVG Exists Query
Auto Mgr Calendar Access
Forecast: Auto-Forecast
Default Time Zone

Universal Time Coordinated

Strict Date Format

Administering Assignment Manager

Description:

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.

Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito www.novanext.it/training.