
Siebel Business Analyst Rel 15.5

This Siebel Business Analyst training teaches business analysts technical skills and Siebel application knowledge to translate user requirements into detailed technical specifications. Learn methods for determining solutions to application gaps. This course is applicable to 15.x and 8.x customers. Hands-on activities use Open UI.

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

Topics

- Siebel Business Analyst Introduction
- Introducing Siebel Applications
- Using the Siebel Web Client
- Working with Data in the Siebel User Interface
- Common Siebel Business Entities
- Using Siebel Business Entities
- Exploring Siebel Sales
- Exploring Siebel Call Center
- Other Siebel CRM Features
- Administering Siebel Applications
- Exploring the Siebel Architecture
- Securing Siebel Applications
- Controlling Access to Views
- Controlling Access to Customer Data
- Creating the Company Structure
- Understanding Object Definitions
- Using Siebel Tools to Examine Object Definitions
- The Siebel Data Model
- Siebel Business Components

- Siebel Business Objects
- Picklists and Multi-Value Groups
- Customizing UI Elements
- Siebel Workflow
- Siebel Assignment Manager
- Siebel Task UI
- Preparing for a Global Deployment
- Integrating Siebel Applications