

## Application Administration (Siebel 7.x)

Application Administration (Siebel 7.x) is a comprehensive course designed to prepare non-technical staff members to perform daily and ongoing administrative tasks. Activities examined in this course include adding new users, updating a list of values, and modifying user responsibilities.

<b>Target Audience:</b>	Application Administrator Helpdesk/Technical Support Representative Instructor IT Project Manager Quality Assurance (QA) Systems Administrator
<b>Course Objectives:</b>	To enable participants to perform daily and ongoing administrative tasks such as adding new users, updating a list of values, modifying user responsibilities, and creating and modifying reports.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Introduction to Siebel Applications</li><li>• Initial and Ongoing Administrative Tasks<ul style="list-style-type: none"><li>◦ User Setup and Administration</li><li>◦ Creating and maintaining responsibilities and positions</li></ul></li><li>• Application Administration Tasks Common to:<ul style="list-style-type: none"><li>◦ Product Administrators</li><li>◦ Sales Administrators</li><li>◦ Marketing Administrators</li><li>◦ Call Center Administrators</li></ul></li><li>• User Interface and Navigation</li><li>• Records and Basic Administration</li><li>• Queries and Predefined Queries</li><li>• Siebel Architecture and Client Access to Data</li><li>• System Preferences</li><li>• Activity and Assessment Templates</li><li>• Siebel Tools</li><li>• List of Values</li><li>• List Management</li><li>• Campaign Administration</li><li>• Presentation Administration</li><li>• Literature Administration</li><li>• Reports Administration</li><li>• Assignment Manager and Creating and Defining Sales and Service Assignment Rules</li><li>• Siebel Workflow and Content Management</li></ul>

## Technical CRM Consultants Essentials (Siebel 7.x)

Essentials (Siebel 7.x) is a comprehensive, technical course designed for implementation team members involved in the installation, configuration, or administration of Siebel eBusiness Applications. The course provides students with an understanding of the Siebel eBusiness Applications architecture, functionality, and data model.

<b>Target Audience:</b>	Application Administrator Configurator/Developer Database Administrator Helpdesk/Technical Support Representative Instructor IT Project Manager Quality Assurance (QA) Systems Administrator Technical Architect/Integration Lead Technical Business Analyst
<b>Course Objectives:</b>	To enable participants to identify and perform the tasks required for an initial Siebel 7.x Application deployments.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Using the Web Client</li><li>• Controlling Access to Siebel Data</li><li>• Installing and Configuring Siebel 7.x Software</li><li>• Siebel Architecture</li><li>• Siebel Data Model</li><li>• Common Business Components</li><li>• Configuring an Application Based on User Requirements</li><li>• Database Extensibility</li><li>• Modifying a Standard Report</li><li>• Data Mapping and Initial Data Loading</li><li>• Automating Business Rules and Work Processes</li><li>• Supporting Mobile Clients</li><li>• Server Administration</li></ul>

## **Analytics: Server Architect for Standalone Implementations (Siebel 7.x)**

This course is designed for individuals who will be implementing the standalone Siebel Analytics product only. This course is intended for individuals on the implementation team (usually the Server Architect) whose major role is to define and model the data used for analytics processing. The course provides an introduction to the Siebel Analytics architecture and software installation. The course then takes students through the entire process, modeling more and more complex business requirements such as dimension hierarchies, multi-sources, partitions, and slowly changing dimensions.

Students are also taught how to use the Siebel Analytics Administration Tool to monitor the system, implement security, and employ best practices.

<b>Target Audience:</b>	Application Administrator Configurator/Developer Database Administrator Technical Architect/Integration Lead Technical Business Analyst
<b>Course Objectives:</b>	To enable students to model and deploy an initial Siebel Analytics application repository.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Siebel Analytics Overview</li><li>• Siebel Answers Basics</li><li>• Siebel Analytics Architecture</li><li>• Siebel Analytics Repository Basics</li><li>• Siebel Analytics Implementation Methodology</li><li>• Building and Testing the Initial Model</li><li>• Evolving Dimension Hierarchies and Share Measures</li><li>• Using Partitions, Fragments, and Prebuilt Aggregates to Enhance Performance</li><li>• Modeling Time Series Data, Slowly Changing Dimensions, and Header/Detail Data</li><li>• Siebel Analytics Security, Scheduler, and Job Management</li><li>• Cache Management</li><li>• Best Practices</li></ul>

## Analytics: Server Architect for Analytical Applications (Siebel 7.x)

This course is designed for both standalone and integrated Siebel Analytics products. This course is intended for individuals on the implementation team (usually the Server Architect) whose major role is to define and model the data used for analytics processing.

<b>Target Audience:</b>	Application Administrator Configurator/Developer Database Administrator Technical Architect/Integration Lead Technical Business Analyst
<b>Course Objectives:</b>	To enable students to model and deploy an initial Siebel Analytics application repository.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Siebel Analytics Overview</li><li>• Siebel Answers Basics</li><li>• Siebel Analytics Architecture</li><li>• Siebel Analytics Repository Basics</li><li>• Siebel Analytics Implementation Methodology</li><li>• Building and Testing the Initial Model</li><li>• Evolving Dimension Hierarchies and Share Measures</li><li>• Using Partitions, Fragments, and Prebuilt Aggregates to Enhance Performance</li><li>• Modeling Time Series Data, Slowly Changing Dimensions, and Header/Detail Data</li><li>• Siebel Analytics Security, Scheduler, and Job Management</li><li>• Cache Management</li><li>• Siebel Analytics Applications Repository (SiebelAnalytics.rpd)</li><li>• Siebel Analytics Applications Implementation Methodology</li><li>• Integrating Siebel Analytics Security with Siebel eBusiness Applications</li><li>• Best Practices</li></ul>

## Business Analyst I: Implementing Business Processes Using Siebel Applications

This course is designed for those responsible for defining business processes during the planning of an enterprise application implementation project.

<b>Target Audience:</b>	Analyst Functional Business Analyst Functional Project Manager IT Project Manager Technical Architect/Integration Lead Technical Business Analyst
<b>Course Objectives:</b>	To establish an implementation approach that uses business processes to capture customer requirements and prepares project teams for subsequent implementation phases.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Differentiating Business Processes and Best Practices</li><li>• Viewing and Modifying Business Process Diagrams</li><li>• Using an Implementation Methodology to Manage an Enterprise Application Deployment</li><li>• Understanding Implementation Team Roles and the Role of a Business Analyst</li><li>• Understanding Siebel eBusiness Applications</li><li>• Mapping Business Drivers and Objectives to Business Processes and Requirements</li><li>• Conducting a Requirements Workshop Using Business Processes</li><li>• Using Automation to Support Business Processes</li></ul>

## Business Analyst II: Requirements Analysis for Siebel Deployments

This course is designed for those in the business analyst role who have completed the prerequisite course, Business Analyst I: Implementing Business Processes Using Siebel Applications.

<b>Target Audience:</b>	Analyst Functional Business Analyst Functional Project Manager IT Project Manager Technical Architect/Integration Lead Technical Business Analyst
<b>Course Objectives:</b>	To provide the Siebel eBusiness application knowledge and implementation methodology skills required of business analysts to contribute to a successful enterprise deployment based on business processes.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Understanding Siebel eBusiness Applications</li><li>• Identifying and Managing Customer Business Requirements</li><li>• Exploring the Siebel Application to Compare Requirements to Existing Functionality</li><li>• Understanding options for Navigation, User Interface, and Access Control</li><li>• Gathering Requirements for Personalization and Assignment</li><li>• Designing the Customer Solution</li><li>• Understanding Siebel Workflow</li><li>• Creating a Workflow Design Document</li><li>• Developing an End-User Acceptance Test Based on Business Processes</li></ul>

## Navigating Siebel 7 Applications

Navigating Siebel 7 Applications teaches the basic skills needed to navigate any Siebel eBusiness application. It introduces skills that are fundamental to using Siebel eBusiness Applications effectively and efficiently.

<b>Target Audience:</b>	Analyst Application Administrator Configurator/Developer Consultant Functional Business Analyst Functional Project Manager Helpdesk/Technical Support Representative Instructor IT Project Manager Marketing Analysis Programmer Quality Assurance (QA) Sales Professional Security Administrator Systems Administrator Technical Architect/Integration Lead Technical Business Analyst Training Professional
<b>Course Objectives:</b>	To enable participants to navigate and complete fundamental tasks in Siebel eBusiness Applications.
<b>Topics:</b>	<ul style="list-style-type: none"><li>• Starting the Siebel Application</li><li>• Understanding the Siebel User Interface</li><li>• Navigating the Siebel Application</li><li>• Navigating Records</li><li>• Working with Columns</li><li>• Filtering and Sorting Records</li><li>• Creating and Modifying Records</li><li>• Using Search Center</li><li>• Using Queries</li><li>• Using Query Operators</li><li>• Using Query Assistant</li><li>• Generating Reports</li><li>• Exporting Data</li><li>• Working with Charts</li><li>• Using the Message Bar</li><li>• Creating a Siebel Bookmark</li></ul>