

# Siebel 8.1.x Business Analyst



5 jours - 35 heures

Code formation : log-

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## Objectifs

Use common Siebel Call Center features Describe common Siebel integration techniques Describe global deployment options 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 Navigate and work with data in Siebel applications Use common Siebel business entities Use common Siebel Sales features

## Participants

Analystes Responsables d'applications

## Pédagogie

La pédagogie est basée sur le principe de la dynamique de groupe avec alternance d'apports théoriques, de phases de réflexion collectives et individuelles, d'exercices, d'études de cas et de mises en situations observées. Formation / Action participative et interactive : les participants sont acteurs de leur formation notamment lors des mises en situation car ils s'appuient sur leurs connaissances, les expériences et mettront en oeuvre les nouveaux outils présentés au cours de la session.

## Profil de l'intervenant

Consultant-formateur expert sur cette thématique. Suivi des compétences techniques et pédagogiques assurée par nos services.

## Moyens techniques

Encadrement complet des stagiaires durant la formation. Espace d'accueil, configuration technique des salles et matériel pédagogique dédié pour les formations en centre. Remise d'une documentation pédagogique papier ou numérique à échéance de la formation.

## Méthodes d'évaluation des acquis

Exercices individuels et collectifs durant la formation. Evaluation des acquis et attestation de fin de stage adressés avec la facture.

## Programme

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## Pédagogie

This course examines Siebel applications in two dimensions. The first dimension, breadth, is covered in the first two days of the course where students become familiar with the defining features of Siebel

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applications, such as Siebel Sales and Siebel Call Center. 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 and data access. 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

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## Programme

### Using Siebel CRM

Introducing Siebel CRM Applications

Navigating

Working with Data in the Siebel User Interface

### 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 Features

Siebel Sales scenario: Opportunity Management

Siebel Sales scenario: Forecasting

Remote, TAS, Sales Methodologies

Siebel Call Center: service scenario

Email Response, SmartScript, Hoteling, and Multi-Tenancy

### Other Siebel Features

iHelp

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**Inbox**

**Reports**

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**Search**

**Administration**

**Technical Topics**

**Architecture**

**Security**

**Access Control**

**Siebel Tools**

**Data Model**

**Workflow**

**Assignment Manager**

**Task UI**

**Deployment Considerations**

**Global Deployment**

**Integration Options**

**1222**