Siebel 8.1.x Business Automation

Duration: 5 Days

What you will learn

This Siebel 8.1.x Business Automation traininglearn fundamental technologies and techniques for automating business processes in Siebel applications. The curriculum focuses on core technologies that are used in many Siebel automation facilities, including business services and Siebel workflow.

Learn To:

Create workflows to automate business processes.
Configure the Siebel Inbox.
Create tasks to guide users through complex procedures.
Use Siebel client facilities for automation.
Use Siebel Assignment Manager to assign business data to users.
Implement Siebel State Models, Siebel SmartScripts and configure assignment rules in the Siebel Web client.
Understand the role of scripting in automating Siebel applications.
Gain hands-on experience with Siebel automation and create solutions to solve simple and complex automation problems.

Configure Work Flow Processes

This course presents a discussion of both Siebel business automation implemented in Siebel Tools and in the Siebel client. You'll learn how to configure workflow processes and task flows in Siebel Tools, while implementing workflows for Siebel Universal Inbox and for Siebel Data Validation Manager.

Live Virtual Class Format

A Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made.

Audience

Application Developers
Developer
Project Manager
Technical Administrator
Technical Consultant

Related Training

Required Prerequisites

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Siebel 8.1.x Technical Foundations

Suggested Prerequisites
Siebel 8.0 Fundamentals

Siebel 8.1.x Tools

Course Objectives

Create, test, and deploy Siebel workflow processes

Enable Siebel Inbox access for existing data types

Build validation rule sets for Siebel Data Validation Manager

Create, test, and deploy user-interactive automation using Siebel Task UI

Describe the role of scripting in Siebel business automation

Use Siebel SmartScript to script employee interactions with customers

Use Siebel State Model to enforce business requirements

Assign business data efficiently using Siebel Assignment Manager

Course Topics

Siebel Business Services
Describing a business service
Describing the structure and role of property sets
Using the business service simulator to test a business service

Creating and Deploying Siebel Workflow Processes
Creating a workflow process using Siebel Tools
Testing workflow processes using the Workflow Simulator
Publishing and activating workflows
Describing the Siebel Workflow architecture
Creating robust workflows using sub-processes and queries
Invoking workflows with run-time events and custom controls
Using workflow policies to invoke workflow processes

Configuring Siebel Universal Inbox
Enabling an existing data type for the Inbox

Using Siebel Data Validation Manager
Creating and activating validation rule sets
Invoking Data Validation Manager from a workflow or run-time event

Using Siebel Task UI

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Describe the features of Siebel Task UI
Invoke and complete a task
Configure and administer a task
Configure branching logic in a task using transient business components
Use task properties in task steps
Configure an instance identifier for the user inbox
Use the task debugger to examine task properties

Introducing Siebel Scripting
Describing appropriate uses for scripting in Siebel business automation
Identifying scripted objects in Siebel Tools

Creating SmartScripts to automate customer interactions
Describing the features of SmartScript
Identifying the elements that make up a SmartScript
Create a basic Siebel SmartScript
Personalizing a SmartScript with user properties
Customizing data displayed in a SmartScript with search specifications and pick-lists
Add Siebel eScript to a SmartScript

Using Siebel State Model
Describe how state models can enforce business logic
Create a new state model

Assigning Business Data with Siebel Assignment Manager
Explaining the role of Siebel Assignment Manager
Describing the components of assignment rules
Creating and testing assignment rules
Describing the Siebel assignment methodology
Configure assignment objects in Siebel Tools
Invoke Assignment Manager in dynamic mode

Related Courses

Siebel 8.1.x Business Automation - Self-Study Course

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