

Siebel Business Automation Rel 15.5 Ed 1

- **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**
 - 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
- **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 picklists
 - 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