

Siebel Fundamentals Rel 15.5 Ed 1

Topics

- 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
 - Inbox
 - Reports
 - Audit Trail
 - Search
 - Administration
- Recommended Implementation Practices