

## Siebel Technical Foundations 15.5

**Duration:** 3 Days

### What you will learn

This Siebel Technical Foundations training is appropriate for Siebel 15.x and 8.x customers. It's designed to introduce you to Siebel technical principles and contains information that's essential to technical team members.

Learn To:

- Navigate, query and edit data in the application.
- Use Siebel Tools to examine object definitions.
- Run server jobs.
- Inspect and test business services, web services and workflows.
- Administer list of values.
- Identify Siebel architecture components.

### Benefits to You

You'll develop a solid introduction to Siebel applications so you can better understand how to leverage the technical functionality of Siebel applications. What you learn in this course will help you better meet the needs of your organization. You'll also participate in hands-on practices using Open UI to reinforce the concepts.

### Audience

- Support Engineer
- System Analysts
- Technical Consultant

### Related Training

#### *Required Prerequisites*

- Familiarity with Microsoft Windows

### Course Objectives

- Navigate Siebel applications
- Run server jobs
- Identify object types and their relationships
- Use Siebel Tools to examine object definitions

Inspect and test business services and workflows

Administer and test a Siebel web service

Administer list of values

Create, maintain, and query data

Describe access control

Identify the role of each piece of the Siebel architecture

Identify the various Siebel clients

## Course Topics

### Siebel Applications

Customer Relationship Management (CRM)

Common Entities

Customization

Siebel Bookshelf and documentation

### Navigation

Applets, Views, and Screens

Drilldowns

### Data Manipulation

Create, modify, and delete records

Use picklists and multi-value groups (MVGs)

### Queries

Create and save queries

Use predefined queries

### Access Control and Security

Responsibilities, positions, divisions, and organizations

Catalogs, categories, and access groups

Security

### Architecture

Siebel Enterprise and Siebel Server

Gateway Name Server

Component Groups and Components

Database Server

Siebel Web Server Extension (SWSE)

File System

### Clients

Web Client: high interactivity and standard interactivity

Open UI Client

Developer Web Client  
Mobile Web Client  
Datasources and configuration files

### **Server Manager**

Server Management screens  
Jobs  
Log settings and files

### **Object Definitions**

UI layer, business layer, data layer  
About View

### **Siebel Tools**

Navigate, edit, and compile object definitions  
Trace objects from the UI to the data layer

### **Data Model**

Tables, columns, primary keys, and foreign keys  
Indexes and user keys  
Extension tables: 1:1 and 1:M

### **Process Automation**

Property sets  
Business services  
Declarative automation  
Business service simulator

### **Siebel Workflow**

Workflow processes  
Workflow process designer

### **Integration Objects and Web Services**

Integration Objects (IO)  
Siebel web services

### **List Of Values (LOVs)**

List of values administration