

# Siebel Business Analyst Rel 15.5 Ed 1

- **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
- **Technical Topics**
  - Architecture
  - Security
  - Access Control
  - Siebel Tools
  - Data Model
  - Workflow
  - Assignment Manager
  - Task UI
- **Deployment Considerations**
  - Global Deployment
  - Integration Options