

Training - Siebel IP 24 (Siebel Innovation Pack 24)

Training Objective:

The objective of this training is to provide participants with a comprehensive understanding of **Siebel Innovation Pack 24 (IP 24)**, including its new features, enhancements and best practices for design & development, configuration and migration (to some extent). By the end of the course, participants will be equipped with the skills necessary to leverage Siebel IP 24 to optimize business processes, improve user experience and manage Siebel CRM applications effectively.

Training Outcome:

Participants will:

- Understand the new features and improvements in Siebel IP 24.
- Gain hands-on experience in Siebel configuration, WF and administration tasks using IP 24.
- Learn how to configure and extend Siebel applications using the latest tools and technologies in Siebel IP 24.
- Be able to troubleshoot common Siebel issues and apply best practices for performance optimization.
- Be familiar with new Siebel Mobile and RESTful APIs for modern application development.

Pre-requisite – Lab set up for hands-on

Course Content :

Module 1: Introduction to Siebel Innovation Pack 24 (IP 24)

- Overview of New features and improvements in IP 24
 - Enhanced user interface and user experience (UI/UX)
 - Advanced integration capabilities (RESTful APIs, Cloud Integration)
 - AI Features & Integration with Cloud-based applications
 - New mobile capabilities in Siebel IP 24
 - SIEBEL Test Management & Automation

Module-2 Siebel Architecture and Deployment in IP 24

- Siebel core Architecture overview and its components

- New Components in Siebel architecture with IP 24
SMC (Siebel Management Console)
AI (Application Interface)
Zookeeper
- Changes/enhancements in Siebel Architecture with IP 24

Module-3: Understanding Workspaces (with lab)

- Introduction to Workspace
- Benefits
- Key Terminology: Workspace, Dev Workspace, Integration Workspace, Deliver, Checkpoint, Versioning
- Creating a Workspace
- Editing and Checking Out Objects
- Saving, Checkpointing, and Delivering
- Parent/Child Workspace Relationships
- Branching for Parallel Development
- Workspace Import/Export
- Deleting unwanted workspaces.

Module-4: Changes in LOV Management

- Overview of LOVs in a Workspace-Enabled environment
- Loading LOVs in DR & RR Environments using UI
- Loading LOVs in DR & RR Environments using EIM

Module -5: Siebel REST API and Integration with Other Systems

- Overview of Siebel REST API and its new capabilities in IP 24
- Understanding JSON message structure
- Developing Inbound Interfaces using REST API and OAUTH
- Developing Outbound Interfaces using REST API and OAUTH
- Cloud Integration with REST API

Module -6: Understanding New enhancements in SIEBEL Web Tools (with lab)

- Script Debugger
- Workflow Development
- Changes in Workflow & Browser Script Behavior

Module-7: Conflict Resolution

- How to resolve conflicts between OOTB and customized objects.

Module-8: Repository Migration from DR to RR

- Introduction to DR & RR
- Full Migration
- Incremental migration with Watermark
- Migration Profile Configuration (SMC)
- Steps to perform full migration
 - Export from DR
 - Import to RR
- Understanding logs and troubleshooting.

Module -9: Detail Understanding of SIEBEL Open UI (with Lab)

- Overview
- Create PM & PR
- PM & PR interaction
- Manifest Administration
- Debugging
- CSS Themes

Note – this is a very big topic. I can provide the fundamentals to start with.

Module -10: Performance Tuning and Troubleshooting

- anything else except OM/Component logs, AWR and SARM.

Module -11: Understanding SIEBEL Test Automation (STA)

- Test Script Recording
- Executing Automated Test Scripts
- Parameterization and Data-Driven Testing
- Troubleshooting

Note –This feature is newly introduced. I will have to explore this feature. Once I have enough information, we can have a 1-day session at a later point of time.

Out of Scope:

- Installing Siebel IP 24 in an enterprise environment
- Configuring Siebel Server, Application Interface, and Web Server
- Patch Upgrades