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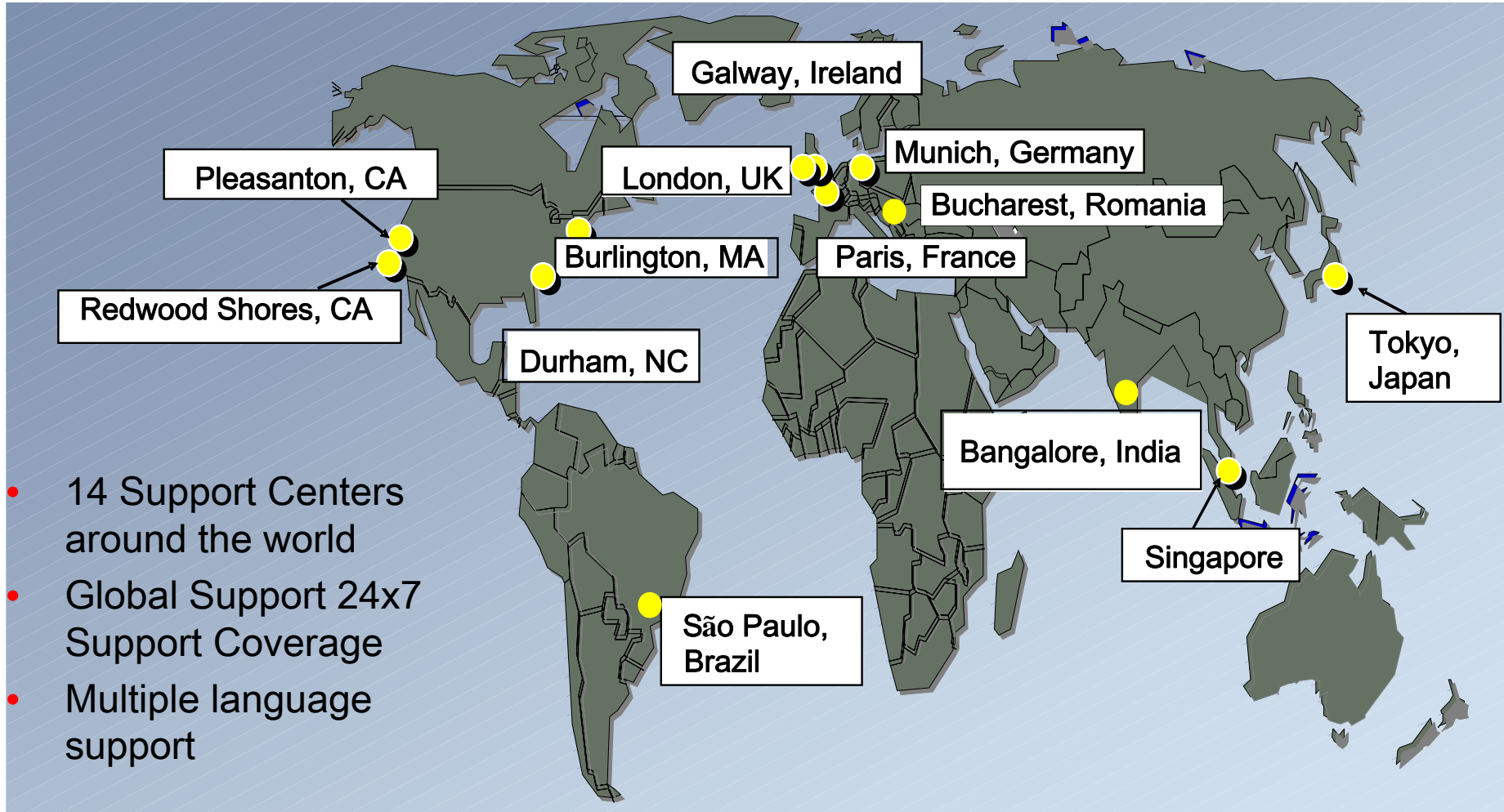
Siebel SupportWeb Tips and Support Best Practices

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Agenda

- Welcome and Introduction
- SupportWeb Basics
- Logging Issues via SupportWeb
- Severity Levels
- Escalation Process
- SupportWeb's Knowledge Base:
 - Search Tool
 - File Upload/Download (FTP)
- Supplemental Material

Global Siebel Technical Support Centers



SupportWeb

- Primary channel for submitting Service Requests
- Siebel eService
- Features:
 - Service Requests
 - Change Requests
 - Fix Requests
 - SR Reports
 - Account data
 - Other users' questions and solutions
 - Extensive knowledge base
 - Proactive content delivery

98% of service requests are logged via SupportWeb

The screenshot displays the Siebel SupportWeb interface. At the top, the Siebel logo is on the left, and navigation links for 'My Account', 'Help', 'Support Search', and 'Log Out' are on the right. Below the header, a 'Home' button is visible. A welcome message from 'Siebel eService Home' greets the user, mentioning a 'Hello Demo!' and providing a customer support number (CSN) as 'TS_INTERNAL'. A link to access support agreement details is also present. The main content area is divided into several sections: 'Support News' with updates on the Siebel Installation and Upgrade Portal and Siebel Customer World; 'My Account' with links for service requests and account management; 'Self Service' with a knowledge base and file upload/download options; and 'Contact Us' with email and phone support options. The interface is clean and professional, typical of a corporate support portal.

SupportWeb Access

Login Options for Customers

- DC Login: Each Designated Contact has their own login which enables them to log SRs
- Read-Only login: available to all team members
- FTP Login: for uploading / downloading files to & from Tech Support



SupportWeb Login

<https://ebusiness.siebel.com/supportweb/>



Siebel SupportWeb Login

Siebel SupportWeb continues to provide product support resources to customers and partners with all the services offered before the acquisition.

Here supported customers and partners can access our extensive technical knowledge base of Alerts, FAQs, Technical Notes, Solutions, and more. Additionally, designated contacts can submit, update, and view Service Requests. They can also track their Change and Fix Requests.

Please enter below the email address and password given to you by Oracle Support Services to access Siebel SupportWeb.

Email	<input type="text"/>	
Password	<input type="password"/>	<input type="button" value="Login"/>
<input type="checkbox"/> Remember my Login on this Computer		

Siebel SupportWeb requires Internet Explorer 5.01 or higher or Netscape Communicator 6.x or higher.

Support Web account is not meant to be shared
Only one designated contact per SupportWeb login

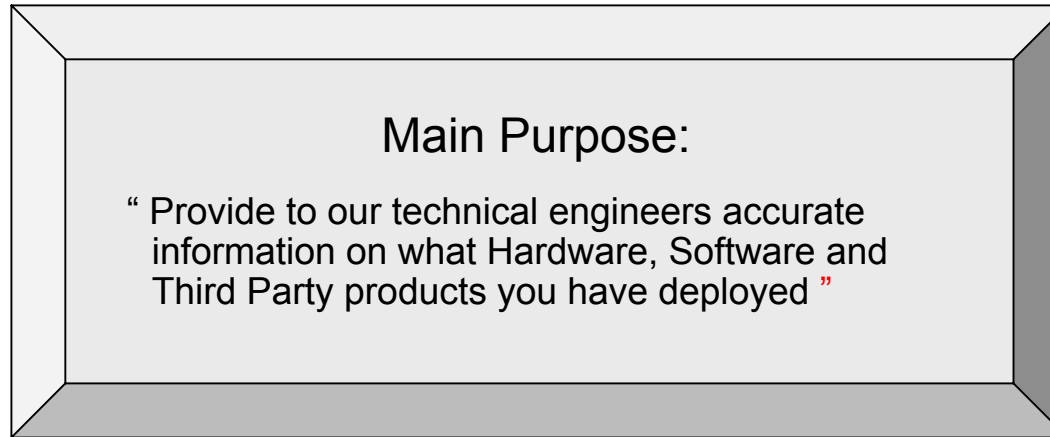
Important Links

➤ Take time to browse each link carefully



➤ **Periodically Review** > "Implementation Projects and System Profiles link"

Implementation Project and System Profile Records



Implementation Projects



Represents a single deployment at your company

System Profiles



Provide environment and 3° Party Products set up on each project phase

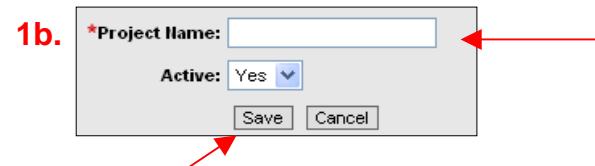
Third Party Products



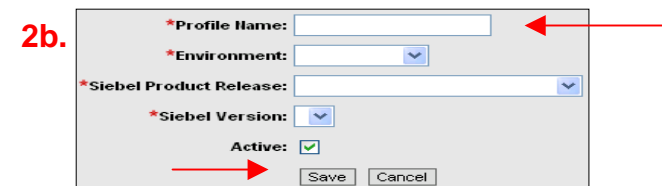
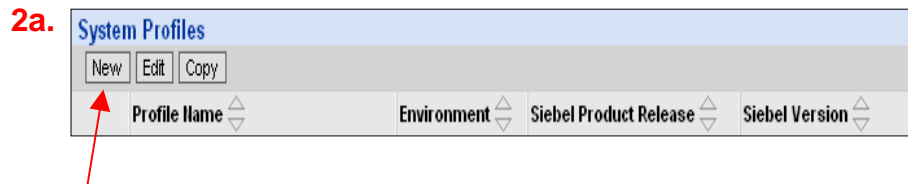
Provides the use and product type set up at your company' environment

Creating an Implementation Project/System Profile

1. Implementation Project



2. System Profile



3. Third Party Products



Submitting a Service Request

- **Siebel Product Issue:**
 - Log all technical questions
- **Customer Service Issue:**
 - Upgrade License Keys
 - SupportWeb account
 - Suggestions
- **Software request:**
 - Log SR **only** if requesting previous Siebel versions, Quick Fix or physical delivery

Toggle using *Home* tab

The screenshot shows the Siebel eService Home interface. At the top, there is a navigation bar with a 'Home' tab highlighted by a red arrow. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Support News' section with a headline about 'Product Defect and Enhancement Tracking for Oracle Business Intelligence Enterprise Edition (OracleBI EE) Available in Alert 1257 (18-Sep-2006)'. In the center, there is a 'Welcome to SupportWeb Hello Demo!' message with a link to 'click here'. On the right, there is a 'My Account' section highlighted by a red arrow, which contains links for 'My Service Requests' and 'My Service Account'. Below the 'My Account' section, there is a 'My Service Requests Pending My Action' section with a table showing 'SR Number', 'Substatus', and 'Topic'. At the bottom, there is a 'Self Service' section with links for 'Browse/Search Knowledge Base (English)' and '日本語ナレッジベースの参照と検索はこちらをクリックしてください'.

Siebel eService Home: Reports

Welcome to SupportWeb Hello Demo!
Siebel Internal's Customer Support Number (CSN) is TS_INTERNAL
To access your support agreement details, click [here](#)

Support News
Product Defect and Enhancement Tracking for Oracle Business Intelligence Enterprise Edition (OracleBI EE) Available in Alert 1257 (18-Sep-2006): As previously announced, the Oracle Business Intelligence product suite now includes the Oracle's Siebel Business Analytics next-generation BI infrastructure software and analytic applications. In line with this product strategy Oracle Corporation is integrating the tracking of all BI EE defects and enhancements. Effective September 16, 2006, change request and fix request information for open OracleBI EE, Oracle Real-Time Decisions (RTD), and Siebel Business Analytics Applications product defects and enhancements will be available in Alert 1257: Oracle Business Intelligence Enterprise Edition (BI EE), Oracle Real-Time Decisions (RTD), and Siebel Business Analytics Applications Change Request and Fix Request Status. Alert 1257 will be updated every Monday to ensure that you have the latest information on any defect and/or enhancement that you are tracking.

For all other products, product defect and enhancement information will continue to be accessible via the My Company's Change Requests and Fix Requests view. This includes OracleBI EE, Oracle RTD, and Siebel Business Analytics Applications defects and enhancements that were closed prior to September 16, 2006.

If you are unable to find the product defect or enhancement, or if you require additional details, please update your existing Service Request, or create a new Service Request.

My Account
My Service Requests
Create new Service Requests and check the status of existing Service Requests.
My Service Account
View your Company's existing Service Requests, Change Requests, Fix Requests, System Profiles, Designated Contacts, Agreements, and Software License Key information.

My Service Requests Pending My Action [No Records]

SR Number	Substatus	Topic
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Self Service
Browse/Search Knowledge Base (English)
Obtain information and answers from an extensive knowledge base, including Alerts, Product Documentation, Troubleshooting Steps, Technical Notes, FAQs, Product Certification and more.
[日本語ナレッジベースの参照と検索はこちらをクリックしてください](#)
Access File Upload/Download (FTP) feature.

Service Request Severity Levels & Response Times

Severity 4	2 Days*	Minimal Business Impact: Info request, documentation clarification, enhancement
Severity 3	1 Day*	Some Business Impact: Impt Features Unavailable-Workaround Available
Severity 2	2 Hour*	Significant Business Impact: Impt Features Unavailable-No Workaround
Severity 1	1 Hour*	Critical Business Impact: Production down system

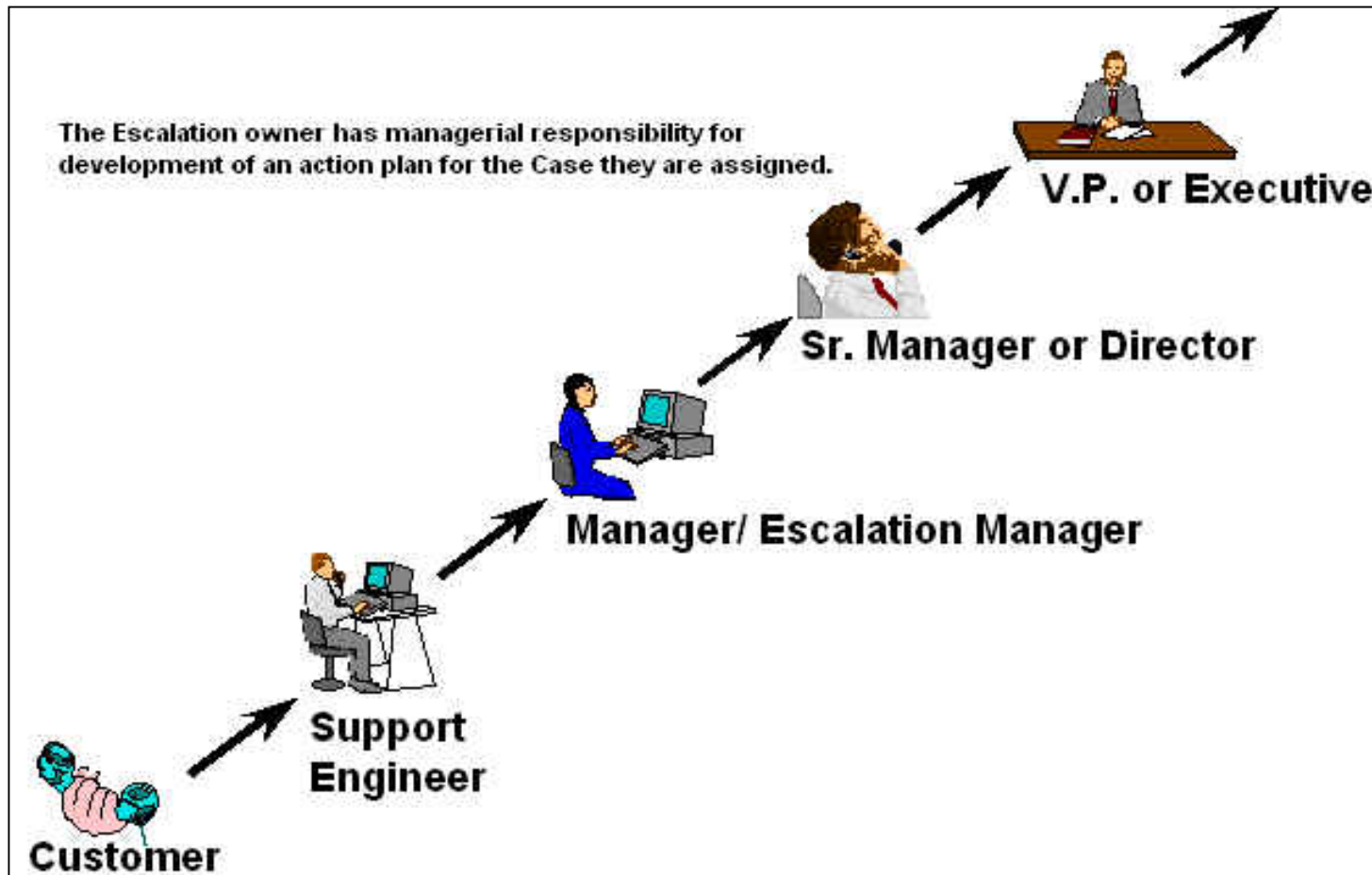
*Support during Business hours except for qualifying 24x7 SRs

Escalating Service Requests

Steps to escalate a Service Request

1. Review SR for status on Siebel SupportWeb
2. Contact Siebel Support via siebelsupport@Oracle.com OR by calling Siebel Technical Support Hotline
3. What to provide:
 - a. Service Request number;
 - b. Business impact to the users;
 - c. Any timelines that are affected;
 - d. Time factors that are key to the customer (for example, available on-site expertise);
 - e. Reasons for escalation;
 - f. What action you would like Technical Support to take;
 - g. Please indicate if you want manager call back

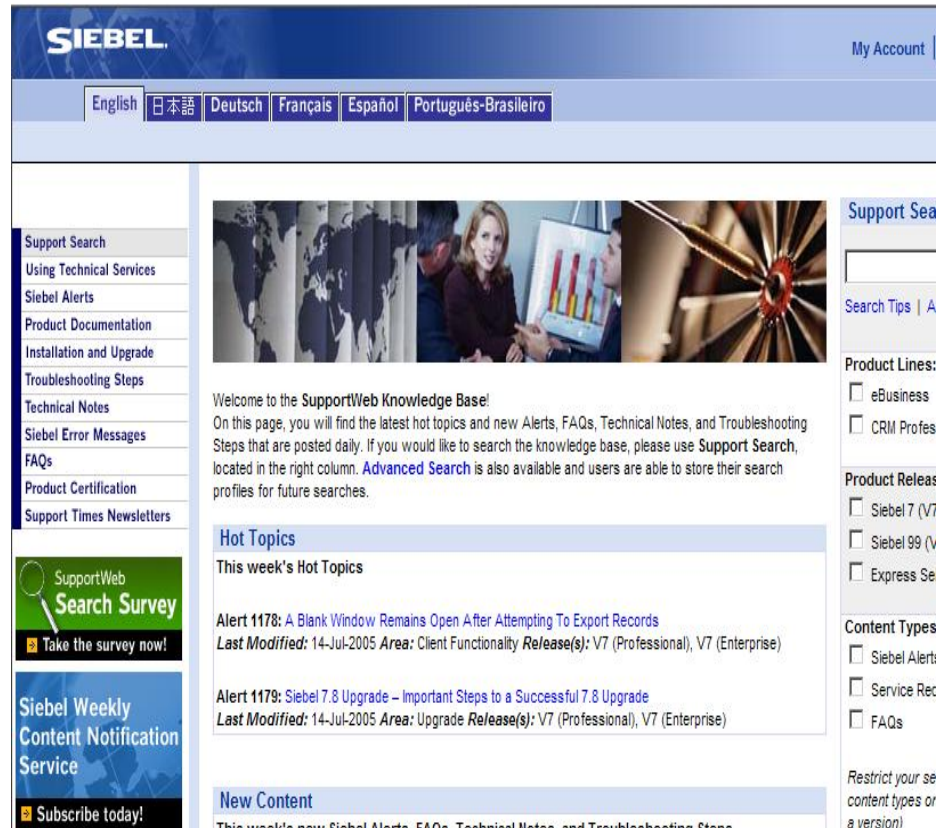
Escalation Process



- Please allow escalation to work at each level before progressing escalation

SupportWeb Knowledge Base

- Searchable Knowledge Base
- Wide Range of Content:
 - Technical Notes
 - FAQs
 - Siebel Alerts
 - Service Requests
 - Troubleshooting Steps
 - Error Messages
 - Siebel Bookshelf
 - Release Notes
 - Maintenance Release Notes
 - Statements of Direction
 - System Requirements
 - Supported Platforms
- File Upload/Download (FTP)
- Proactive Weekly Content Notification Service



SupportWeb Knowledge Base > Searchable Knowledge Base

Wide range of content:

Technical Notes **FAQs** **Siebel Alerts**
Service Requests Troubleshooting Steps
Error Messages **Siebel Bookshelf** Release Notes
Maintenance Release Notes Statements of Direction
System Requirements **Supported Platforms**

1.

Support Search

NOTE: Default search mode is now **Boolean**

[Search Tips](#) | [Advanced Search](#)

Product Lines:

☐ eBusiness ☐ MidMarket ☐ UAN
☐ CRM Professional

Product Releases:

☐ Siebel 7 (V7) ☐ Siebel 2000 (V6)
☐ Siebel 99 (V5) ☐ Siebel 98 (V4)
☐ Siebel Self-Service (edocs) & Brightware
☐ Express Server (Boldfish)

Content Types & Product Versions:

☐ Siebel Alerts ☐ Troubleshooting Steps
☐ FAQs ☐ Technical Notes

Restrict your search results by version for the below content types only (Must check a box before choosing a version)

☐ Siebel Bookshelf ☐ Error Messages
☐ Release Notes ☐ Service Requests
☐ Maintenance Release Guides
☐ System Requirements & Supported Platforms

2.

Support Search

[Using Technical Services](#)
[Navigate by Role](#)
[Siebel Alerts](#)
[Product Documentation](#)
[Installation and Upgrade](#)
[Troubleshooting Steps](#)
[Technical Notes](#)
[Siebel Error Messages](#)
[FAQs](#)

3.

Siebel Weekly Content Notification Service

☐ Subscribe today!

2a Product Documentation

- [Siebel Bookshelf](#)
- [Maintenance Release Guides](#)

Fix Pack Documentation

Software Documentation

Proactive Weekly Content Notification Service

4.

SIEBEL [My Account](#) | [Help](#) | [Support Search](#) | [FTP](#)

File Upload/Download (FTP)

Accessing and Using the FTP Site

1. • Via Home Page

Self Service

Browse/Search Knowledge Base (English)

Obtain information and answers from an extensive knowledge base, including Alerts, Product Documentation, Troubleshooting Steps, Technical Notes, FAQs, Product Certification and more.

日本語ナレッジベースの参照と検索はここをクリックしてください。

Access File Upload/Download (FTP) feature.



2. • Via Knowledge Base

3. Enter FTP login IDs available on SupportWeb

Enter Your FTP Username:

Enter Your FTP Password:

4.

Current Directories

[DIRECTORY] [bin.](#)

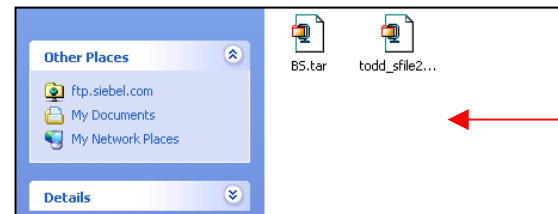
[DIRECTORY] [dev.](#)

[DIRECTORY] [download](#)

[DIRECTORY] [upload](#)

[DIRECTORY] [usr.](#)

5.



copy/paste file

Small files should be attached to Service Request / Over 6 MBs upload on FTP site

Summary

Best Practices for working with Technical Support

- ✓ Always search Knowledge Base before creating SR
- ✓ One person per login ID
- ✓ Respond quickly to SR updates
- ✓ Update SRs via SupportWeb
- ✓ Access Defined Escalation Process and Channels
- ✓ Work with Support engineer to define communication and resolution plan
- ✓ Return Surveys for all Service Requests to build customer satisfaction history
- ✓ Take advantage of product training available
- ✓ Develop Partnership with Customer Account Team and Technical Support

How to Contact Siebel Support

➤ **SupportWeb > <https://ebusiness.siebel.com/supportweb/>**

***Primary contact mode**

➤ **By Phone > WorldWide Hotlines:**

North America 1.800.214.0400 **toll-free**

North America 1.650.341.0700 **International**

Brazil (São Paulo) + 55.11.5189.3330

UK (London) +44 (0) 118 9245678

Germany (Munich) +49 891 430 1710

Japan (Tokyo) 0120.606.750 **toll-free Japan domestic only**

Japan: + 81.3.5251.8884 **Outside of Japan**

Singapore + 65.6436.1866

*** If SupportWeb is not available**

➤ **By email > siebelsupport@oracle.com**

*** If SupportWeb and phones are not available**

For details on:

- Siebel TAM Services
- Expert Services
- Support Offerings



Details on Home Page

Contact Us



Send Us an Email

Please use this email for feedback or general questions. Please log Siebel product issues, software requests, and customer service issues as service requests.



Contacting Siebel Technical Support

Options to reach Siebel Technical Support through the Internet, email, or telephone.



How to get the most out of Siebel Technical Support

Answer questions on becoming a *designated contact*, severity levels, escalation, and more, in multiple languages.

Service Offerings



Learn more about our Customer Care services, which are helping customers get the most from their Siebel software investment through application of Siebel expertise and best practices:

Technical Support
Expert Services
Annual System Healthcheck
Technical Account Management

Attend our free *Working with Siebel Technical Support* online training to maximize the return on your technical support investment.

Supplemental Material:

- Knowledge Base Search Techniques
- E-Delivery Product Downloads
- License Codes



Support Search Features

- **Boolean Search as default, full wildcard searches**
- **Searching PDF files**
- **Improved relevancy** (more weighting placed on solution keywords and title.)
- **Search Service Requests by major version**
- **Search Results can now be sorted** by Title & Last Modified Date
- **Advanced Search** – Select All and Clear All buttons, new General Product & Services Info filter

Using Boolean Operators

- **AND**
- **OR**
- **ANDNOT**
- **NEAR**
- **ONEAR**

Using Boolean Operators

- **AND**
 - Query for Multiple Words
 - This is the default search mode
 - Example: workflow AND maintenance
 - results contain all the keywords.
- **OR**
 - Query for One or More Words
 - Example: workflow OR maintenance
 - results contain any one of the keywords.

Using Boolean Operators

- **ANDNOT**
 - Focus your Query by Excluding Specific Words
 - use this operator to specify words that you don't want to appear in your search results.
 - Example: integration ANDNOT enterprise
- **NEAR or ONEAR**
 - You can use these operators, rather than AND, to return documents that contain words that are close to each other.
 - Example: system NEAR manager
 - returns results in which the keywords are within approximately 4 words of each other.

Keyword Search

Boolean (default)

Search engine will automatically append your query with **AND** to look for content which contains each keyword you input

Exact Phrase

Adding double quotes (") return documents containing the exact phrase you specified

Keyword Search Example

Boolean (default)

performance tuning => performance **AND** tuning

Exact Phrase

“performance tuning” => performance tuning

Search Filters

- **Product Lines**
 - eBusiness, SPE/Midmarket, UAN, ect.
- **Product Releases**
 - Version 7, Version 6, Version 5, ect.
- **Content Type**
 - Siebel Alerts, FAQs, Tech Notes
- **Product Versions**
 - Service Request, Bookshelf, Release Notes, Error Msgs, Maintenance Release Guides...
 - Narrow the search by major Version (7.8, 7.7, 7.5.3, 7.5, ect. Instead of just by Version 7, Version 6, ect.)

The screenshot shows the 'Support Search' interface with a search bar and a 'Search' button. Below the search bar, there are several filter sections:

- Product Lines:** Includes checkboxes for eBusiness, MidMarket, UAN, and CRM Professional.
- Product Releases:** Includes checkboxes for Siebel 7 (V7), Siebel 2000 (V6), Siebel 99 (V5), Siebel 98 (V4), Siebel Self-Service (edocs) & Brightware, and Express Server (Boldfish).
- Content Types & Product Versions:** Includes checkboxes for Siebel Alerts, Troubleshooting Steps, FAQs, and Technical Notes.
- Restrict your search results by version for the below content types only (Must check a box before choosing a version):** This section includes checkboxes for Siebel Bookshelf, Error Messages, Release Notes, Service Requests (checked), Maintenance Release Guides, and System Requirements & Supported Platforms.
- Version Selection:** A dropdown menu showing versions: Siebel 7.8, Siebel 7.7, Siebel 7.5, Siebel 7.5.3, and Siebel 7.5.2.

A 'Search' button is located at the bottom right of the filter section.

Advanced Search

Find Results

with all of the words or phrases

with the exact phrase

with at least one of the words or phrases

without the words or phrases

☐ Save Search Options
[Search Tips](#)

Location

Return results where my search string occurs

Anywhere in the page

10 Results

Output options

☐ List without descriptions
 ☒ List with descriptions

Clear Selections

Product Lines

☐ eBusiness Apps
 ☐ CRM Professional
 ☐ MidMarket Apps
 ☐ Universal Application Network (UAN)

Product Releases

☐ Siebel 7 (Version 7)
 ☐ Siebel 2000 (Version 6)
 ☐ Siebel 99 (Version 5)
 ☐ Siebel 98 (Version 4)
 ☐ MidMarket (Version 7)
 ☐ MidMarket (Version 6)
 ☐ Express Server (Boldfish)
 ☐ Siebel Self-Service (edocs) & Brightware

Content Types & Product Versions

Select All

Clear All

☐ Siebel Alerts
 ☐ Troubleshooting Steps
 ☐ Technical Notes
 ☐ FAQs
 ☐ General Product & Services Information

Restrict your search results by version for the below content types only
 (Must check a box before choosing a version)

☐ Siebel Bookshelf
 ☐ Maintenance Release Guides
 ☐ Release Notes
 ☐ Error Messages
 ☐ Service Requests
 ☐ System Requirements & Supported Platforms

Siebel 7.8
 Siebel 7.7
 Siebel 7.5
 Siebel 7.5.3
 Siebel 7.5.2
 Siebel 7.0.5
 Analytics Platform 7.8.5

Product Areas

Limit your search by selecting specific product areas
 (Applicable to Service Requests, Siebel Alerts, FAQs, Technical Notes, and Troubleshooting Steps)

☐ ADM - App. Deployment Manager
 ☐ Reports and Charts
 ☐ Siebel Self-Service (edocs)

☐ Analytics
 ☐ Retail Finance / e-Banking
 ☐ Comm Billing Analytics/Telco Analytics Mgr

☐ Assignment Manager
 ☐ Scheduling
 ☐ Comm Billing Mgr/Telco Billing Mgr

☐ Printware
 ☐ Security/Authentication
 ☐ eaAssist/eaService/CSR Manager

Advanced Search

- Find Results: Boolean modifiers not needed

Advanced Search

Find Results

with **all** of the words or phrases

with the **exact phrase**

with **at least one** of the words or phrases

without the words or phrases

Location Return results where my search string occurs:

Output options ☐ List without descriptions ☒ List with descriptions

☒ Save Search Options [Search Tips](#)

10 Results

Product Lines ☐ eBusiness Apps ☐ CRM Professional ☐ MidMarket Apps ☐ Universal Application Network (UAN)

Product Releases ☐ Siebel 7 (Version 7) ☐ Siebel 2000 (Version 6) ☐ Siebel 99 (Version 5) ☐ Siebel 98 (Version 4)
☐ MidMarket (Version 7) ☐ MidMarket (Version 6)
☐ Express Server (Boldfish) ☐ Siebel Self-Service (edocs) & Brightware

Content Types & Product Versions

☒ Siebel Alerts ☒ Troubleshooting Steps ☒ Technical Notes ☒ FAQs ☒ General Product & Services Information

*Restrict your search results by version for the below content types only
(Must check a box before choosing a version)*

☒ Siebel Bookshelf ☒ Maintenance Release Guides
☒ Release Notes ☒ Error Messages
☒ Service Requests ☒ System Requirements & Supported Platforms

Siebel 7.7
Siebel 7.5
Siebel 7.5.3
Siebel 7.5.2
Siebel 7.0.5
Analytics Platform 7.8.5

Product Areas **Limit your search by selecting specific product areas**
(Applicable to Service Requests, Siebel Alerts, FAQs, Technical Notes, and Troubleshooting Steps)

☐ ADM - App. Deployment Manager ☐ Reports and Charts **Siebel Self-Service (edocs)**
☐ Analytics ☐ Retail Finance / e-Banking ☐ Comm Billing Analytics/Telco Analytics Mgr
☐ Assignment Manager ☐ Scheduling ☐ Comm Billing Mgr/Telco Billing Mgr
☐ Brightware ☐ Security/Authentication ☐ eaAssist/eaService/CSR Manager

Internet

Advanced Search

Select All / Clear All

- Quickly select all content types and Product versions
- Allows you to narrow search by major release

The screenshot shows the Siebel Advanced Search interface. The 'Content Types & Product Versions' section is highlighted with a red box, containing 'Select All' and 'Clear All' buttons. Below this, a list of content types is shown with checkboxes: Siebel Alerts, Troubleshooting Steps, Technical Notes, FAQs, General Product & Services Information, Siebel Bookshelf, Maintenance Release Guides, Release Notes, Error Messages, Service Requests, and System Requirements & Supported Platforms. A red box highlights a dropdown menu for 'Siebel 7.7' in the 'Restrict your search results by version' section. The 'Product Lines' section includes checkboxes for eBusiness Apps, CRM Professional, MidMarket Apps, and Universal Application Network (UAN). The 'Product Releases' section includes checkboxes for Siebel 7 (Version 7), Siebel 2000 (Version 6), Siebel 99 (Version 5), Siebel 98 (Version 4), MidMarket (Version 7), MidMarket (Version 6), Express Server (Boldfish), and Siebel Self-Service (edocs) & Brightware. The 'Product Areas' section includes checkboxes for ADM - App. Deployment Manager, Analytics, Assignment Manager, Brightware, Reports and Charts, Retail Finance / e-Banking, Scheduling, Security/Authentication, and Siebel Self-Service (edocs) with sub-options like Comm Billing Analytics/Telco Analytics Mgr, Comm Billing Mgr/Telco Billing Mgr, and eaAssist/eaService/CSR Manager. The interface also features a 'Find Results' section with search criteria, a 'Location' dropdown, 'Output options', a 'Search' button, a 'Save Search Options' checkbox, a 'Search Tips' link, a '10 Results' dropdown, and a 'Clear Selections' button.

Advanced Search

- Limit Search to a specific Product Area

Advanced Search

Find Results

with **all** of the words or phrases

with the **exact phrase**

with **at least one** of the words or phrases

without the words or phrases

Location Return results where my search string occurs: **Anywhere in the page**

Output options ☐ List without descriptions ☒ List with descriptions ☒ Save Search Options [Search Tips](#) **10 Results**

Product Lines ☐ eBusiness Apps ☐ CRM Professional ☐ MidMarket Apps ☐ Universal Application Network (UAN)

Product Releases ☐ Siebel 7 (Version 7) ☐ Siebel 2000 (Version 6) ☐ Siebel 99 (Version 5) ☐ Siebel 98 (Version 4)
☐ MidMarket (Version 7) ☐ MidMarket (Version 6)
☐ Express Server (Boldfish) ☐ Siebel Self-Service (edocs) & Brightware

Content Types & Product Versions

☒ Siebel Alerts ☒ Troubleshooting Steps ☒ Technical Notes ☒ FAQs ☒ General Product & Services Information

*Restrict your search results by version for the below content types only
(Must check a box before choosing a version)*

☒ Siebel Bookshelf ☒ Maintenance Release Guides
☒ Release Notes ☒ Error Messages
☒ Service Requests ☒ System Requirements & Supported Platforms

Product Areas **Limit your search by selecting specific product areas**
(Applicable to Service Requests, Siebel Alerts, FAQs, Technical Notes, and Troubleshooting Steps)

☐ ADM - App. Deployment Manager ☐ Reports and Charts **Siebel Self-Service (edocs)**
☐ Analytics ☐ Retail Finance / e-Banking ☐ Comm Billing Analytics/Telco Analytics Mgr
☐ Assignment Manager ☐ Scheduling ☐ Comm Billing Mgr/Telco Billing Mgr
☐ Brightware ☐ Security/Authentication ☐ eaAssist/eaService/CSR Manager

Advanced Search

Save Search Option

Advanced Search

Find Results

with **all** of the words or phrases

with the **exact phrase**

with **at least one** of the words or phrases

without the words or phrases

Location Return results where my search string occurs:

Output options ☐ List without descriptions ☒ List with descriptions

Product Lines ☐ eBusiness Apps ☐ CRM Professional ☐ MidMarket Apps ☐ Universal Application Network (UAN)

Product Releases ☐ Siebel 7 (Version 7) ☐ Siebel 2000 (Version 6) ☐ Siebel 99 (Version 5) ☐ Siebel 98 (Version 4)
☐ MidMarket (Version 7) ☐ MidMarket (Version 6)
☐ Express Server (Boldfish) ☐ Siebel Self-Service (edocs) & Brightware

Content Types & Product Versions

☒ Siebel Alerts ☒ Troubleshooting Steps ☒ Technical Notes ☒ FAQs ☒ General Product & Services Information

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Product Areas **Limit your search by selecting specific product areas**
(Applicable to Service Requests, Siebel Alerts, FAQs, Technical Notes, and Troubleshooting Steps)

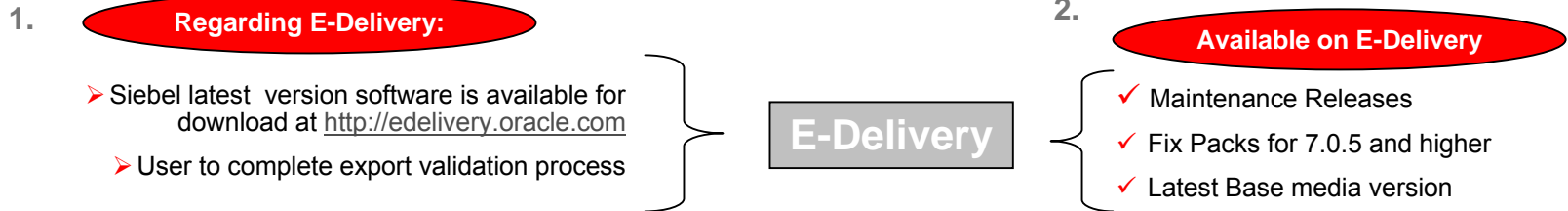
☐ ADM - App. Deployment Manager ☐ Reports and Charts ☐ Siebel Self-Service (edocs)
☐ Analytics ☐ Retail Finance / e-Banking ☐ Comm Billing Analytics/Telco Analytics Mgr
☐ Assignment Manager ☐ Scheduling ☐ Comm Billing Mgr/Telco Billing Mgr
☐ Brightware ☐ Security/Authentication ☐ eaAssist/eaService/CSR Manager

☒ Save Search Options [Search Tips](#)

10 Results

Internet

Product Downloads



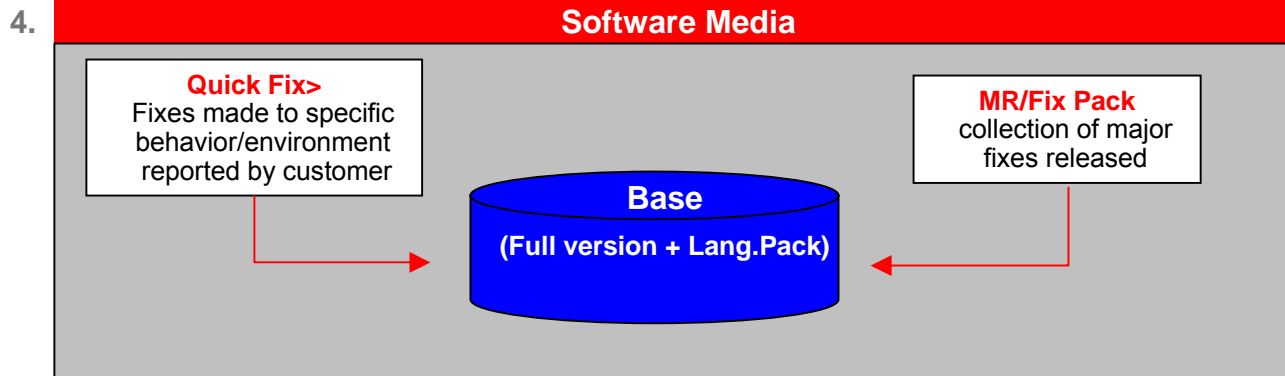
3. **Siebel CRM Products Naming Convention**

SEA > Siebel Enterprise Application/Siebel Horizontal (Call Center)
SIA > Siebel Industry Application/Siebel Vertical (Bundled Industry: FINS, Pharma, COM, Energy, etc..)

PS:

SEA
Siebel Business Application

SIA
Siebel Business Industry



* Quick fixes are not available on E-Delivery and require SR logged via SupportWeb

Accessing E-Delivery site

1. Go to > <http://edelivery.oracle.com>.
Complete export validation form

2. **Export Validation**

TIP Each time you visit this site, enter the information *exactly* the same. This will reduce the chance of long delays while processing your request. For example, if you include your middle initial one time but leave it out the next time, your name must be processed as a new user.

Need help? Look at our [Frequently Asked Questions](#).

Full name (FIRST LAST) *
Example: John Doe

Company name *
Example: Oracle

E-mail address *
Example: John.Doe@oracle.com

Country *

Note: * indicates a required field.

☒ YES, I accept these Export Restrictions

☒ YES, I accept the Trial License Terms and Export Restrictions and I acknowledge that I have reviewed and understood the agreement and agree to use the language I selected in entering into this agreement.
OR, I have already obtained a license from Oracle which governs my use of the software

3. Select the product

Select a Product Pack

Platform

4. Siebel Software is divided into two product packs

- Oracle Business Intelligence
- Siebel CRM- Lists both the SEA and SIA application software

5. Select the operating system (OS)

Click on the Go button

6. The results will show the software available for the above combination

Select	Description	Release	Part Number	Updated	# Parts / Size
<input type="radio"/>	Siebel Business Applications Release 7.8.2.3 FixPack Media Pack for Microsoft Windows (32-bit)	7.8.2.3.0	B23666-01	MAY-10-2006	25 / 12G

- To view contents, drilldown or select the software and click Continue.
- This should display all the downloadable files for the selected media pack.

<input type="button" value="Download"/>	Siebel Business Applications, Version 7.8.2, Base Applications for Windows (Part 1 of 6)	B27743-01 Part 1 of 6	471M
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Oracle Business Intelligence

Siebel Analytics is now bundled as part of **Oracle's Business Intelligence** suite.

1. Select Product Pack:

Select	Description	Release	Part Number	Updated	# Parts / Size
<input type="radio"/>	Oracle Business Intelligence 10g Release 1 (10.1.2.0.2) Standard Edition Media Pack	10.1.2.0.2	835739-01	NOV-09-2006	23 / 11G
<input checked="" type="radio"/>	Oracle Business Intelligence Media Pack	n/a	835740-01	NOV-09-2006	20 / 7.4G
Total: 2					

2 major components which make up Business Intelligence (Analytics):

- **Oracle Business Intelligence Enterprise Edition (EE)** (formerly Analytics Platform)
 - known as “Standalone” or “out of the box”
 - no horizontal or vertical or any kind of pre-built content
- **Oracle Business Intelligence Applications** (formerly Siebel Business Analytics Applications)
 - integrated into the Siebel vertical & horizontal product

2. Results:

Select	Name	Part Number	Size (Bytes)
Download	Siebel Analytics Quick Installation Guide	831021-01	331K
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 Windows Programs (DVD) (Part 1 of 2)	830721-01 Part 1 of 2	537M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 Windows Programs (DVD) (Part 2 of 2)	830721-01 Part 2 of 2	581M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 UNIX Programs (DVD) (Part 1 of 6)	830722-01 Part 1 of 6	398M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 UNIX Programs (DVD) (Part 2 of 6)	830722-01 Part 2 of 6	457M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 UNIX Programs (DVD) (Part 3 of 6)	830722-01 Part 3 of 6	392M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 UNIX Programs (DVD) (Part 4 of 6)	830722-01 Part 4 of 6	388M
Download	Oracle Business Intelligence EE and Siebel Business Analytics Platform, Version 7.8.5.1 UNIX Programs (DVD) (Part 5 of 6)	830722-01 Part 5 of 6	514M

Select: Oracle Business Intelligence Media Pack

License Codes

- Customers are now free to download License Codes directly from <http://licensecodes.oracle.com/siebel>

Note: Service Requests still required for the following

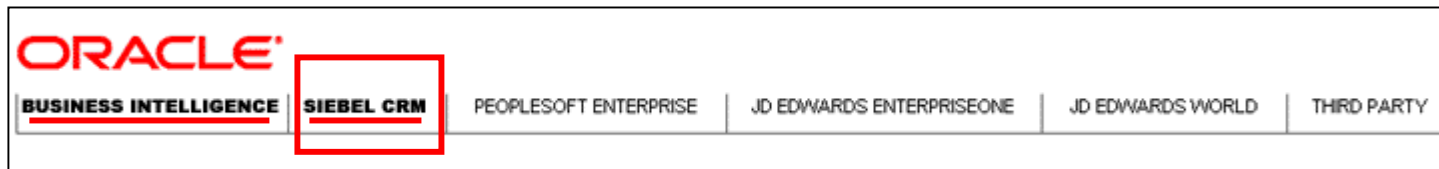
- Upgrades (i.e. 7.7 to 7.8)
 - Legacy Versions (i.e. below 7.5)
 - Unable to find an Option/Module from the licensecodes site
-
- You may Email Oracle directly licensecodes_ww@oracle.com for upgrades.
 - License Codes (formerly called License Keys)

License Codes

- ▶ Customers are now responsible to only deploy into live production the Options/Modules/Functionality covered under their current maintenance quote. Non-compliance will be considered a violation of your Oracle Support Agreement
- ▶ Consult Account or Maintenance Renewals Rep if you have questions regarding entitlements.

License Codes: Siebel CRM Quick Reference Steps

1. Go to <http://licensecodes.oracle.com>
2. Drill into Siebel CRM and review Prerequisite steps



3. Choose the appropriate Types of LicenseCodes that suits your needs

Product Specific:

- Permanent (non-expiring) Single Option License keys

All Inclusive:

- Enables practically every functionality. May expire.

4. Scroll down to your industry/version

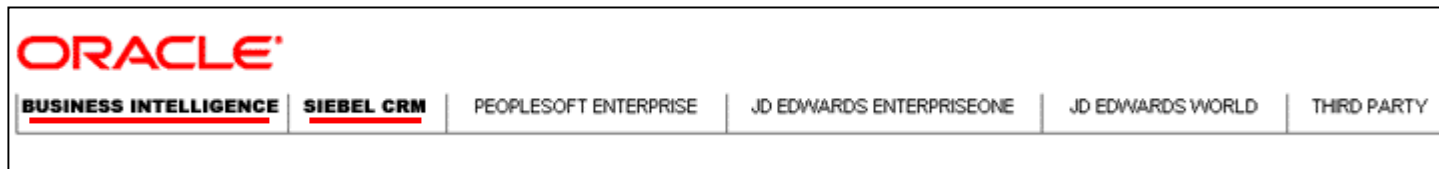
5. Navigate to Key (Option) and Copy/Paste the License Code to your implementation.



Siebel CRM - Customer Applications - Cross-Industry	
Customer Options	
Product or Option Name	License Key(s)
Siebel eCustomer	6877 2171 3923 8163 7132 3013 251
Siebel eSales	3494 6789 2134 4892 8926 2985 481
Siebel eService	7828 0132 1480 5783 3210 3721 031

License Codes: Business Intelligence Quick Reference Steps

1. Go to <http://licensecodes.oracle.com>
2. Drill into Business Intelligence (formerly Siebel Analytics)



3. Scroll down to 'Oracle BI Applications — CRM Content' or 'Oracle Business Intelligence EE Server / Analytics Platform '
4. The following are the choices under 'Oracle BI Applications — CRM Content' :

Siebel CRM Release	License Key file
SEA 7.8	All RMW apps (Horz + no bridges) [zip, 4Kb]
SIA 7.8	All RMW apps (Vert + no bridges) [zip, 4Kb]
SEA 7.7	All RMW apps (Horz + 7.7 bridge) [zip, 4Kb]
SIA 7.7	All RMW apps (Vert + 7.7 bridge) [zip, 4Kb]
SEA 7.5	All RMW apps (Horz + 7.5 bridge) [zip, 4Kb]
SIA 7.5	All RMW apps (Vert + 7.5 bridge) [zip, 4Kb]



Q & A

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