ORACLE

Siebel SupportWeb
Tips and Support Best Practices

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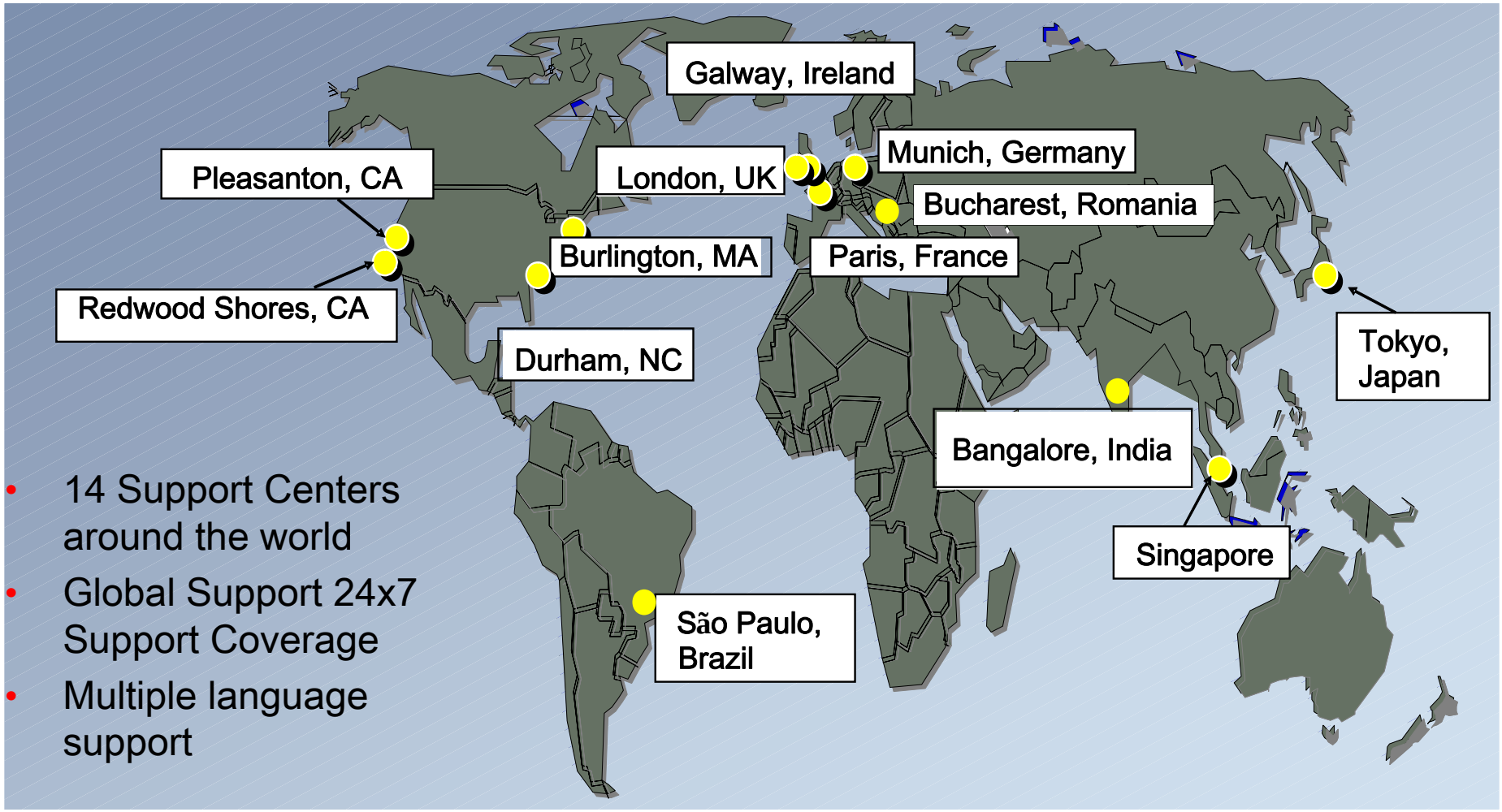
Agenda

- 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

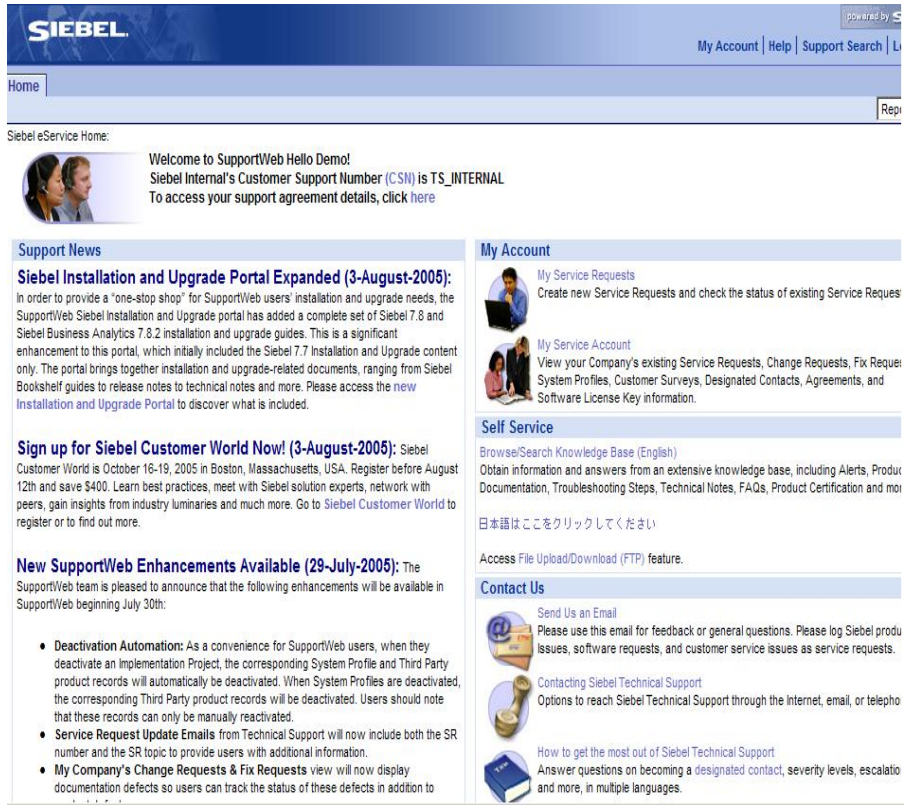
Global Siebel Technical Support Centers



- 14 Support Centers around the world
- Global Support 24x7 Support Coverage
- Multiple language support

SupportWeb

- **Primary channel for submitting Service Requests**
- **Siebel *e*Service**
- **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

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

Password

Login

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

Main Purpose:

" Provide to our technical engineers accurate information on what Hardware, Software and Third Party products you have deployed "

Implementation Projects → Represents a single deployment at your company

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

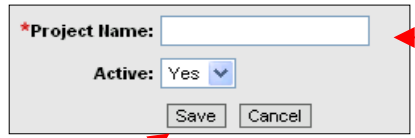
Third Party Products → Provides the use and product type set up at your company' environment

Creating an Implementation Project/System Profile

1. Implementation Project

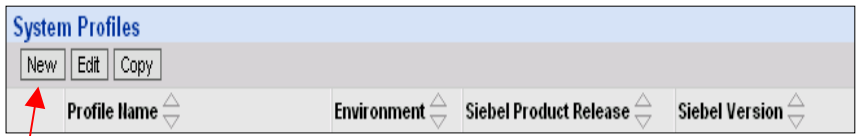
1a.

1b.



2. System Profile

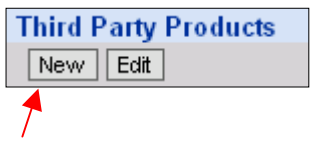
2a.



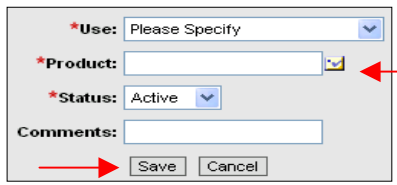
2b.

3. Third Party Products

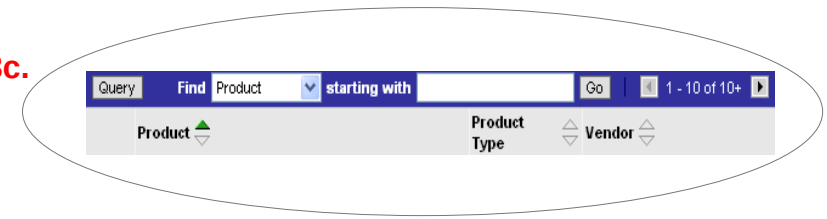
3a.



3b.



3c.



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

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

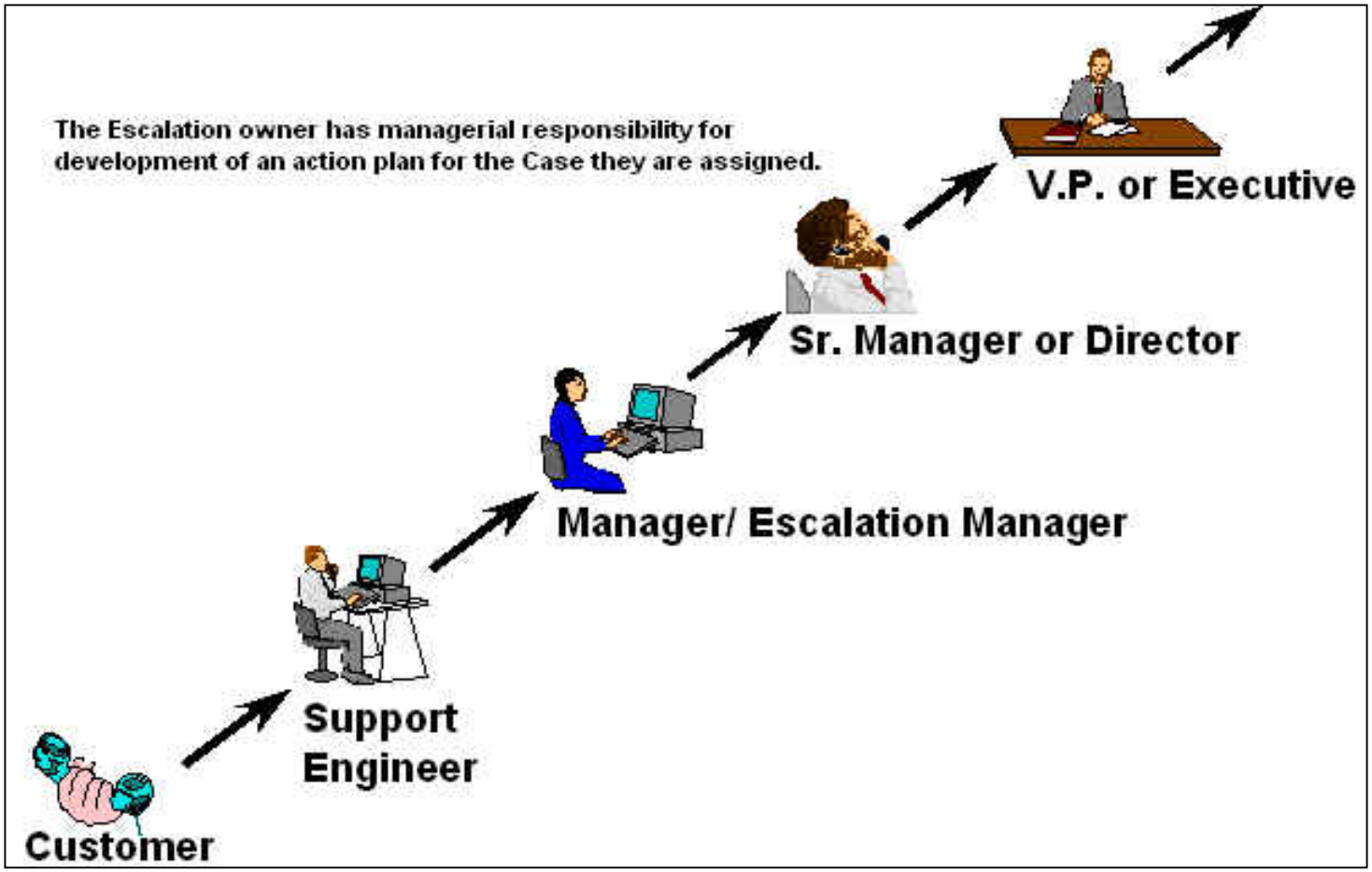
Steps to escalate a Service Request

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

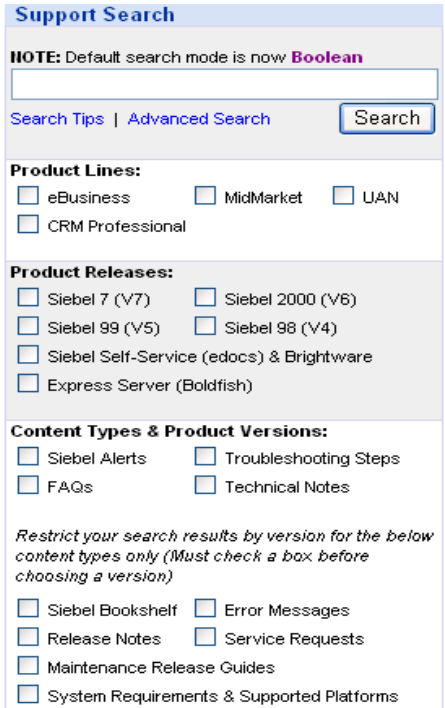
- Searchable Knowledge Base
- Wide Range of Content:
  - Technical Notes
  - FAQs
  - Siebel Alerts
  - Service Requests
  - Troubleshooting Steps
  - Error Messages
  - Siebel Bookshelf
  - Release Notes
  - Maintenance Release Notes
  - Statements of Direction
  - System Requirements
  - Supported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

SupportWeb Knowledge Base > Searchable Knowledge Base

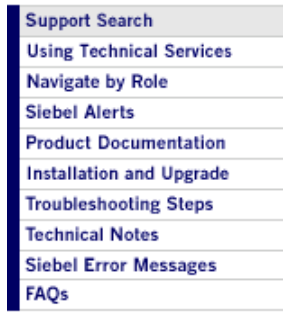
Wide range of content:

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.



2.



2a

Fix Pack Documentation

Software Documentation

3.

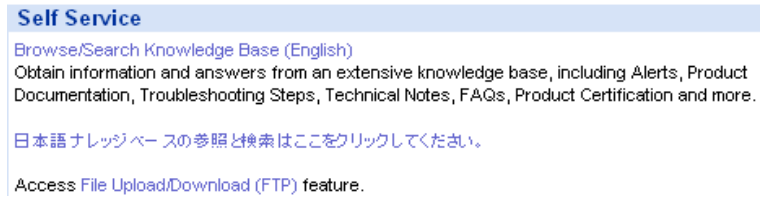
Proactive Weekly Content Notification Service

4.

File Upload/Download (FTP)

Accessing and Using the FTP Site

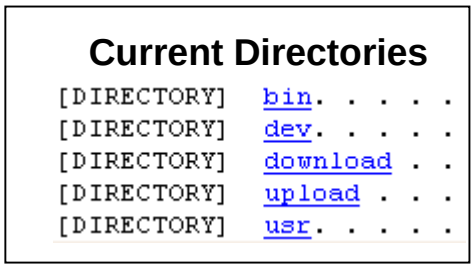
1. • Via Home Page



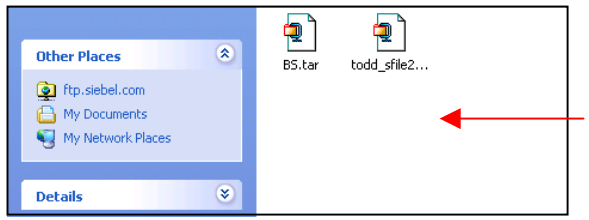
2. • Via Knowledge Base

3. Enter FTP login IDs available on SupportWeb

4.



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**

Details on Home Page

For details on:

- Siebel TAM Services
- Expert Services
- Support Offerings

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

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Exact Phrase

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

Keyword Search Example

Boolean (default)

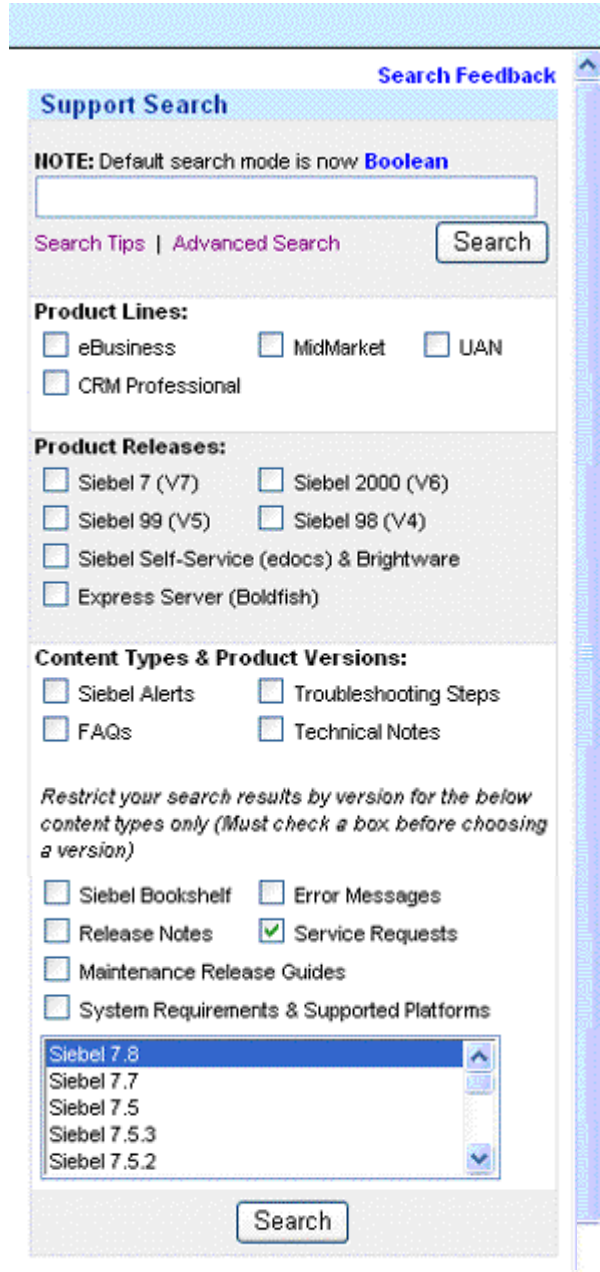
performance tuning => performance AND tuning

Exact Phrase

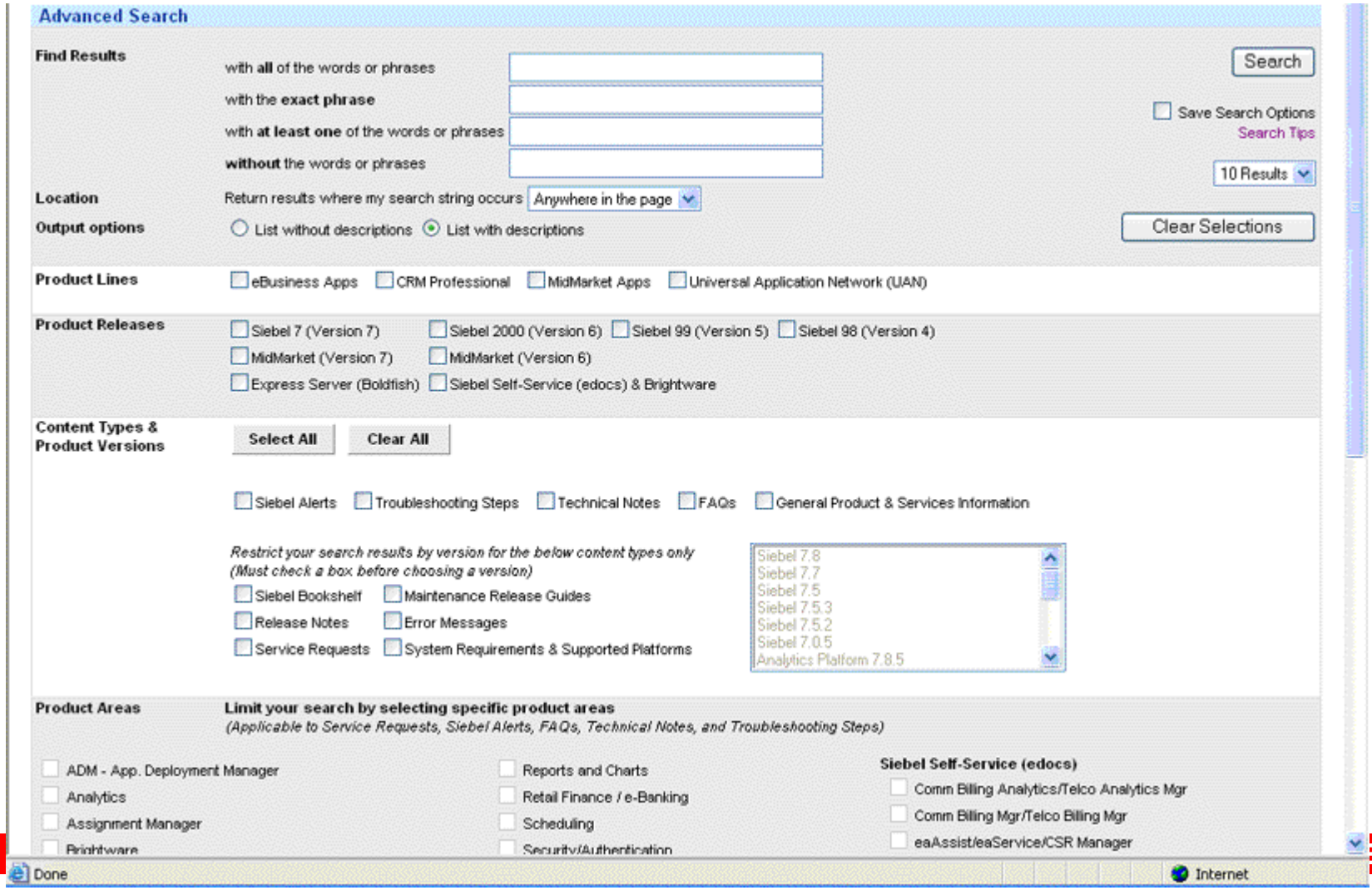
“performance tuning” => performance tuning

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.)

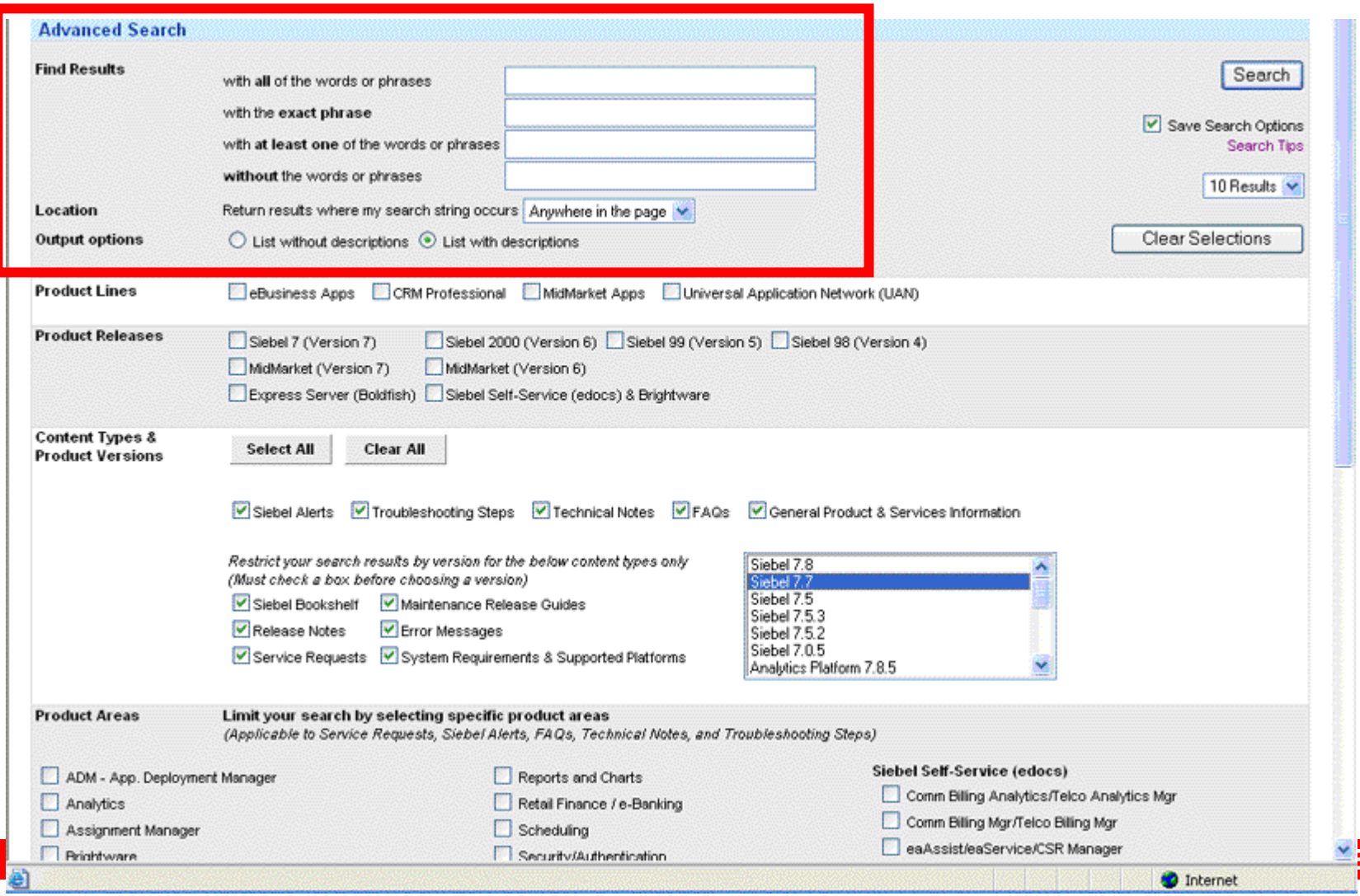


Advanced Search



Advanced Search

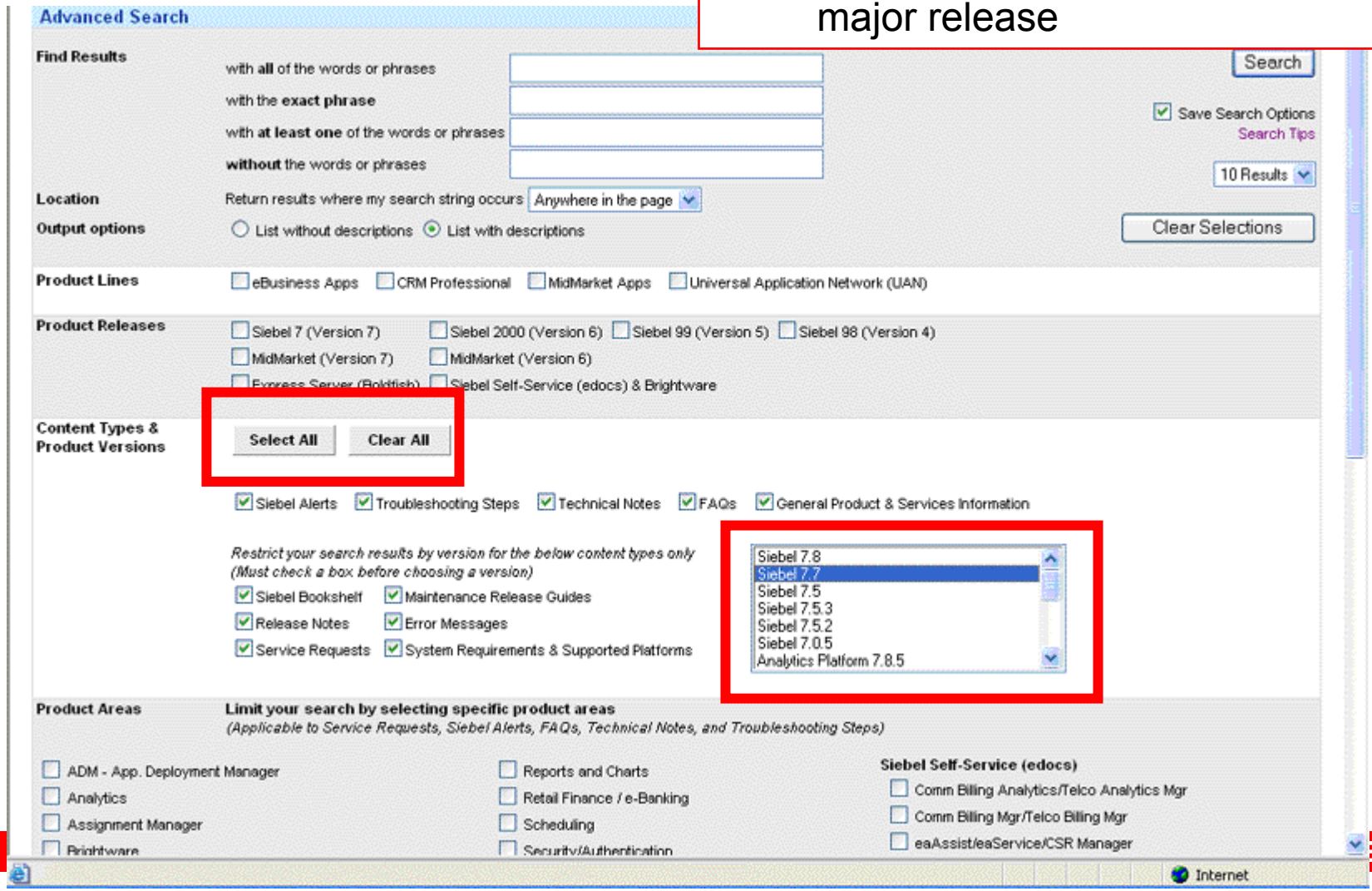
- Find Results: Boolean modifiers not needed



Advanced Search

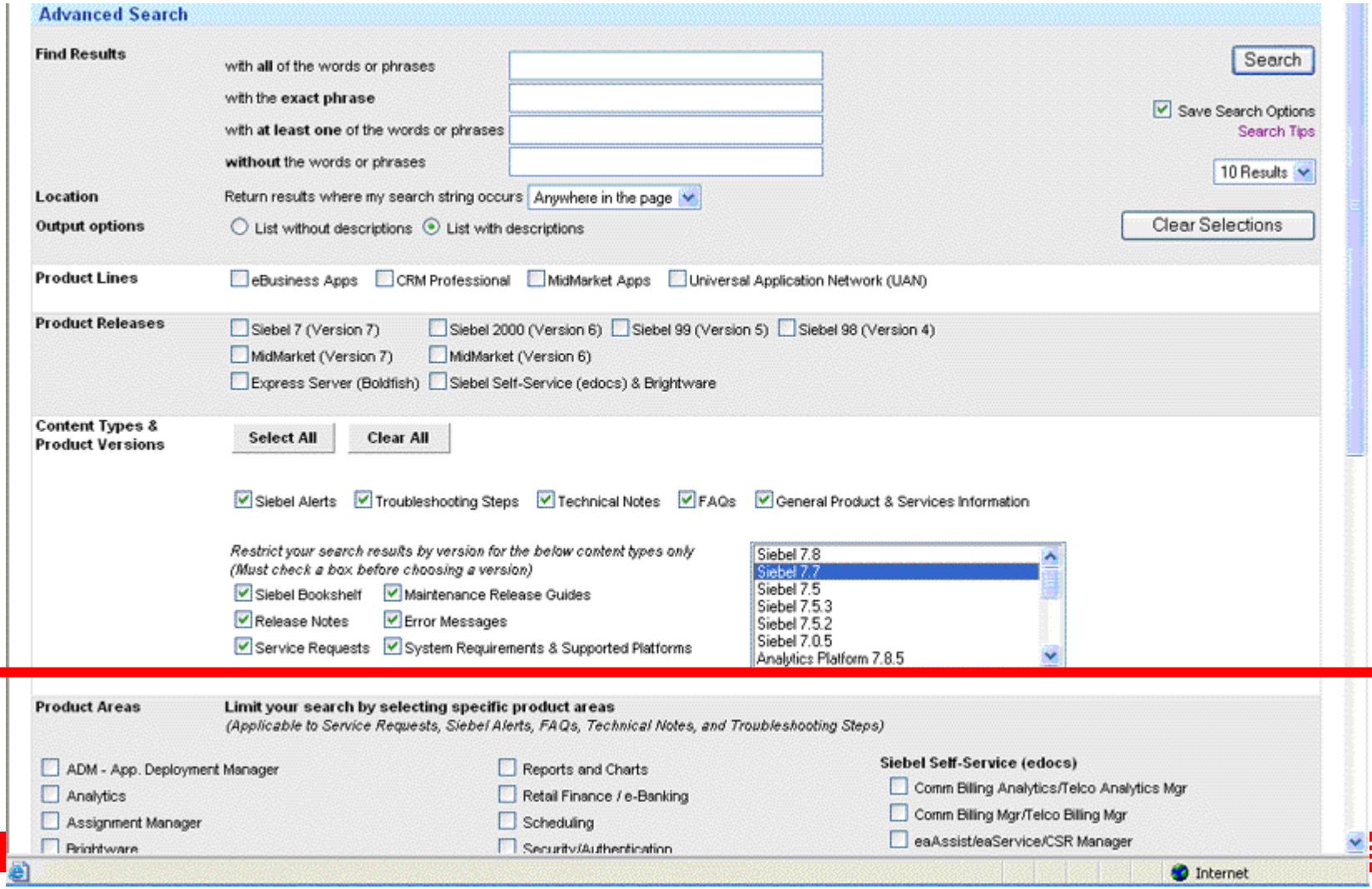
Select All / Clear All

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



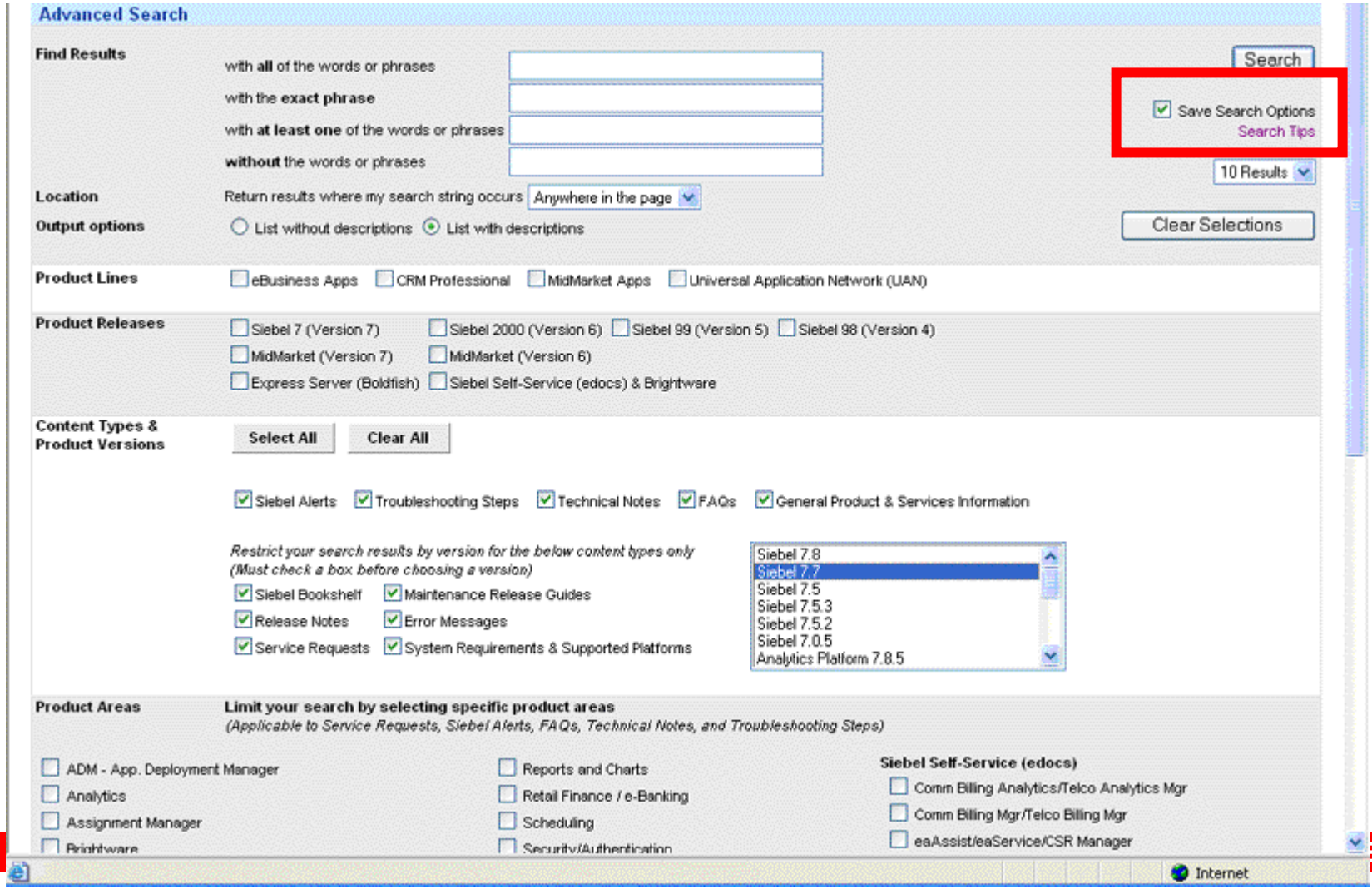
Advanced Search

- Limit Search to a specific Product Area



Advanced Search

Save Search Option



Product Downloads

1. **Regarding E-Delivery:**

- Siebel latest version software is available for download at http://edelivery.oracle.com
- User to complete export validation process

E-Delivery

2. **Available on E-Delivery**

- ✓ Maintenance Releases
- ✓ Fix Packs for 7.0.5 and higher
- ✓ Latest Base media version

3. **Siebel CRM Products Naming Convention**

SEA > Siebel Enterprise Application/Siebel Horizontal (Call Center)

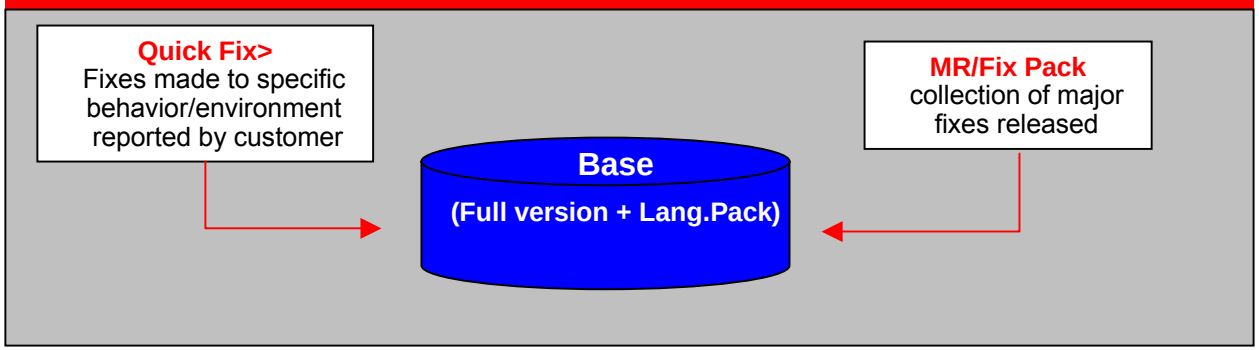
SIA > Siebel Industry Application/Siebel Vertical (Bundled Industry: FINS, Pharma, COM, Energy, etc..)

PS:

SEA
Siebel Business Application

SIA
Siebel Business Industry

4. **Software Media**

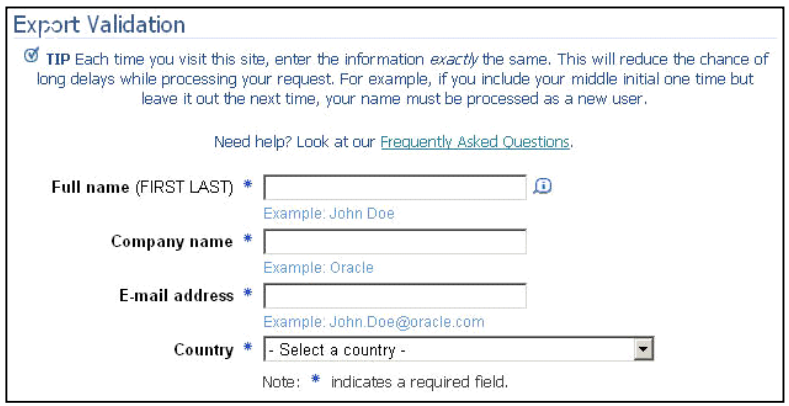


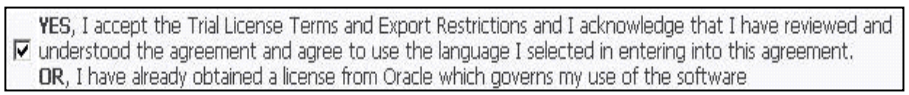
* **Quick fixes are not available on E-Delivery and require SR logged via SupportWeb**

Accessing E-Delivery site

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

2.





3. Select the product

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
○	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

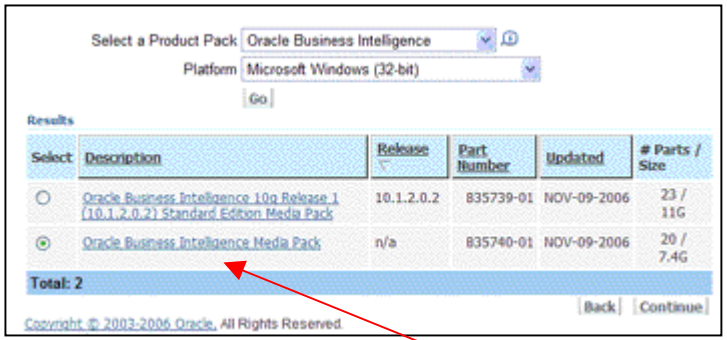
- To view contents, drilldown or select the software and click Continue.
- This should display all the downloadable files for the selected media pack.

Download	Siebel Business Applications, Version 7.8.2, Base Applications for Windows (Part 1 of 6)	B27743-01 Part 1 of 6	471M

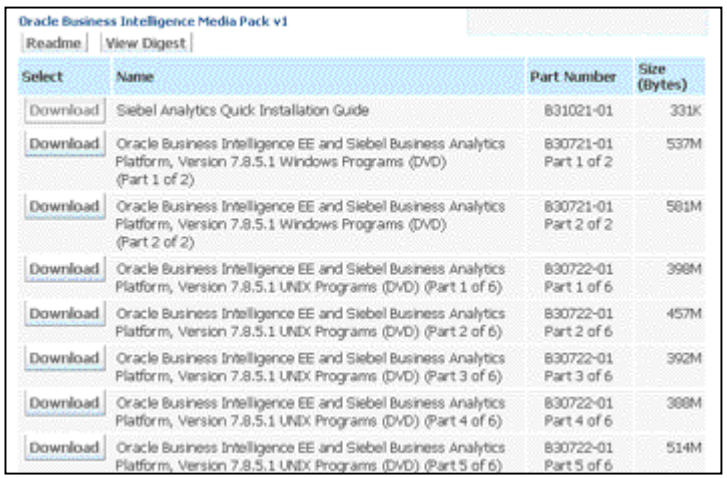
Oracle Business Intelligence

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

1. Select Product Pack:



2. Results:



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

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

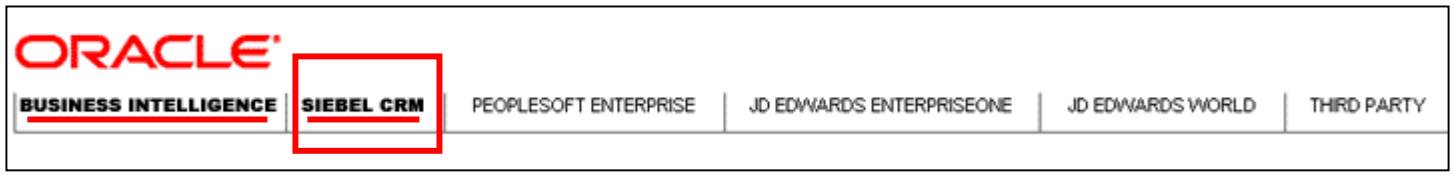
- You may Email Oracle directly **licensecodes_ww@oracle.com** for upgrades.
- License Codes (formerly called License Keys)

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

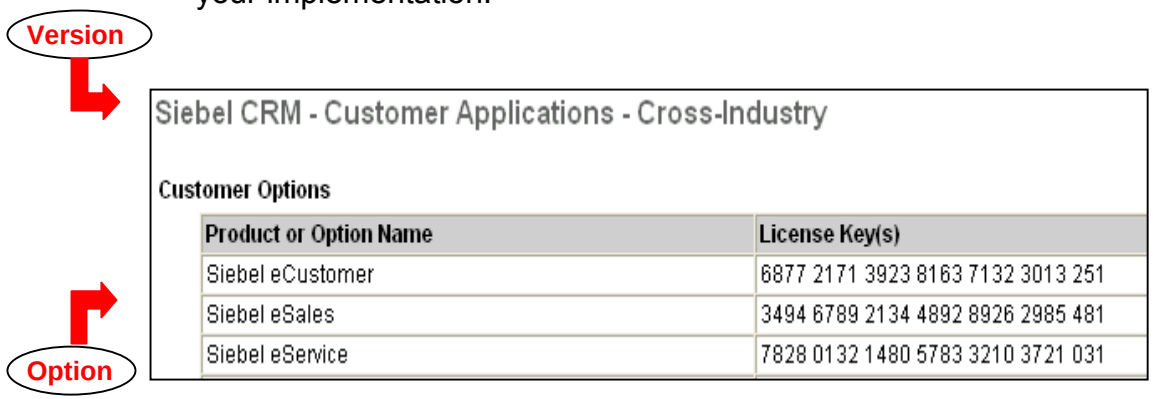
Product Specific:

- Permanent (non-expiring) Single Option License keys

All Inclusive:

- Enables practically every functionality. May expire.

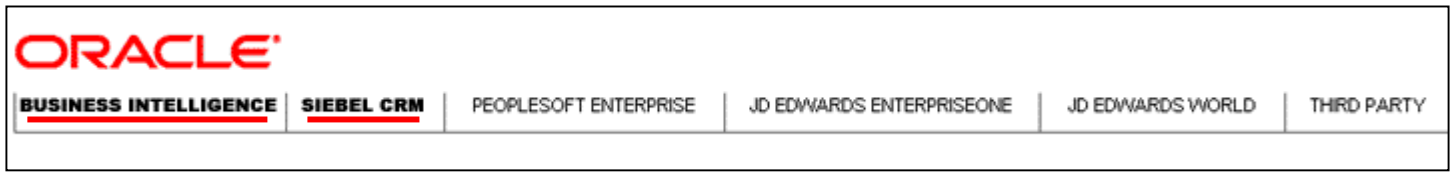
4. Scroll down to your industry/version
5. Navigate to Key (Option) and Copy/Paste the License Code to your implementation.



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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