

8.0 Siebel Overview

ORACLE®

Agenda

Increased Flexibility

Improved Enterprise Usability

Enhanced Reliability, Scalability, and Manageability

Increased Flexibility

- **Task Based UI and Workflow Tasks**

Summary of Task Based UI

Wizard like UI

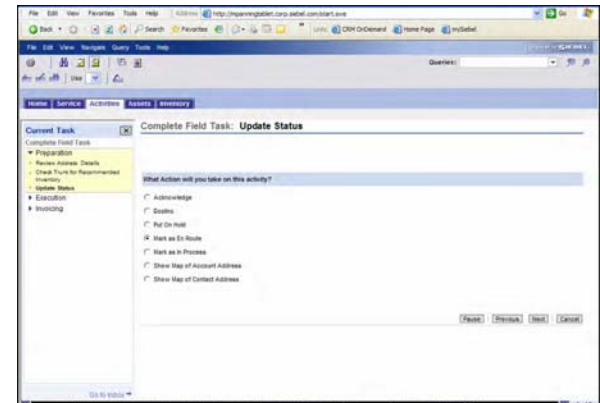
- Enables standardization of corporate processes
- Automation of complex or repetitive tasks
- Improves product ease of use
- Improves efficiency and productivity
- Lowers training costs

Flexible Development Process

- Minimizes scripting
- Enables Dynamic modifications

Business Process Integration

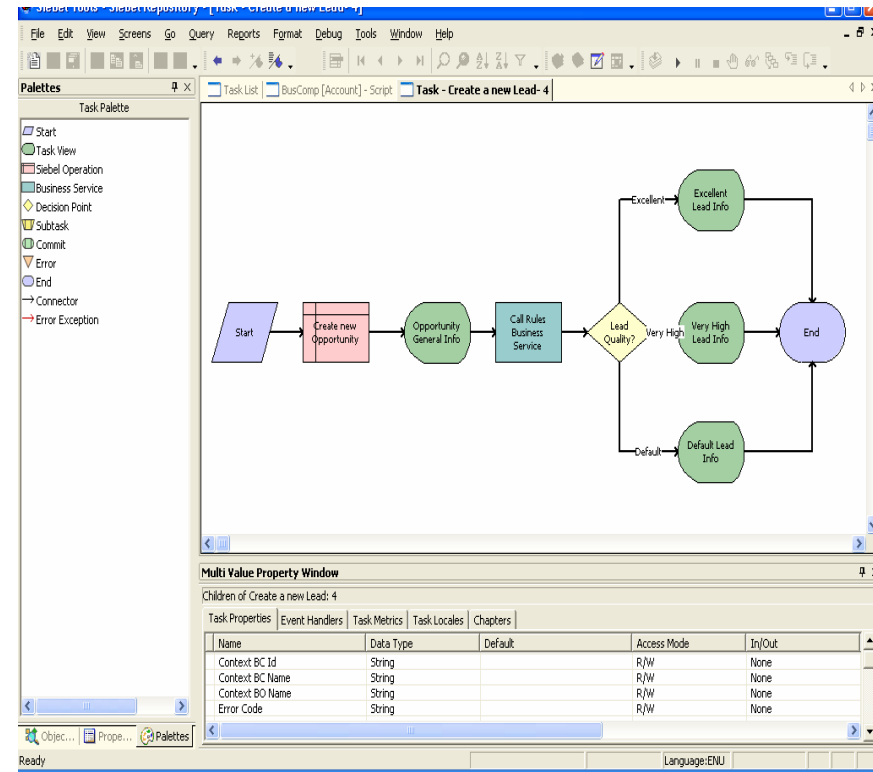
- End users participate in long running workflows
- Universal Inbox integration



Overview of Task Based UI

Flexible Development Process

- Framework for defining tasks and processes
- Visual flow language
- Minimizes scripting
- Dynamic modifications



Agenda

Increased Flexibility

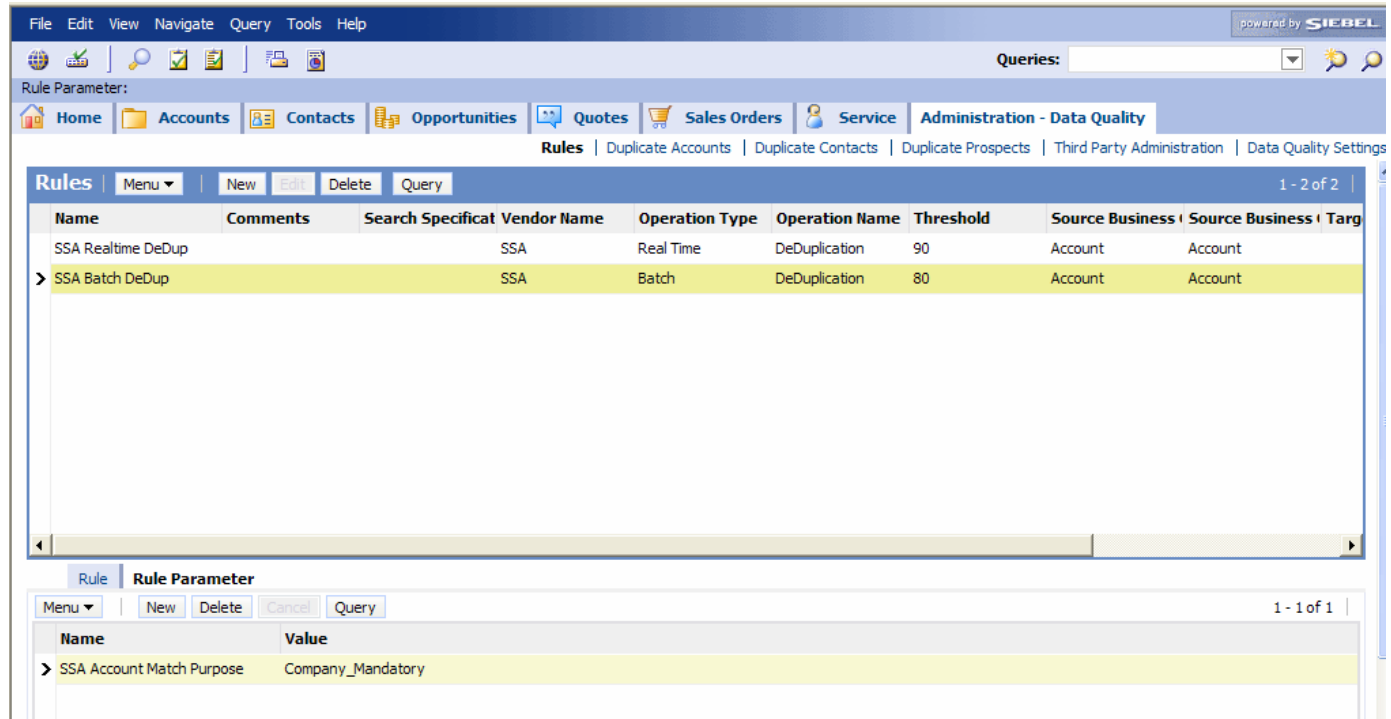
Improved Enterprise Usability

Enhanced Reliability, Scalability, and Manageability

Improved Enterprise Usability

- **User Interface**
- **Data Quality**
- **Audit Trail**
- **SOA Enhancements**

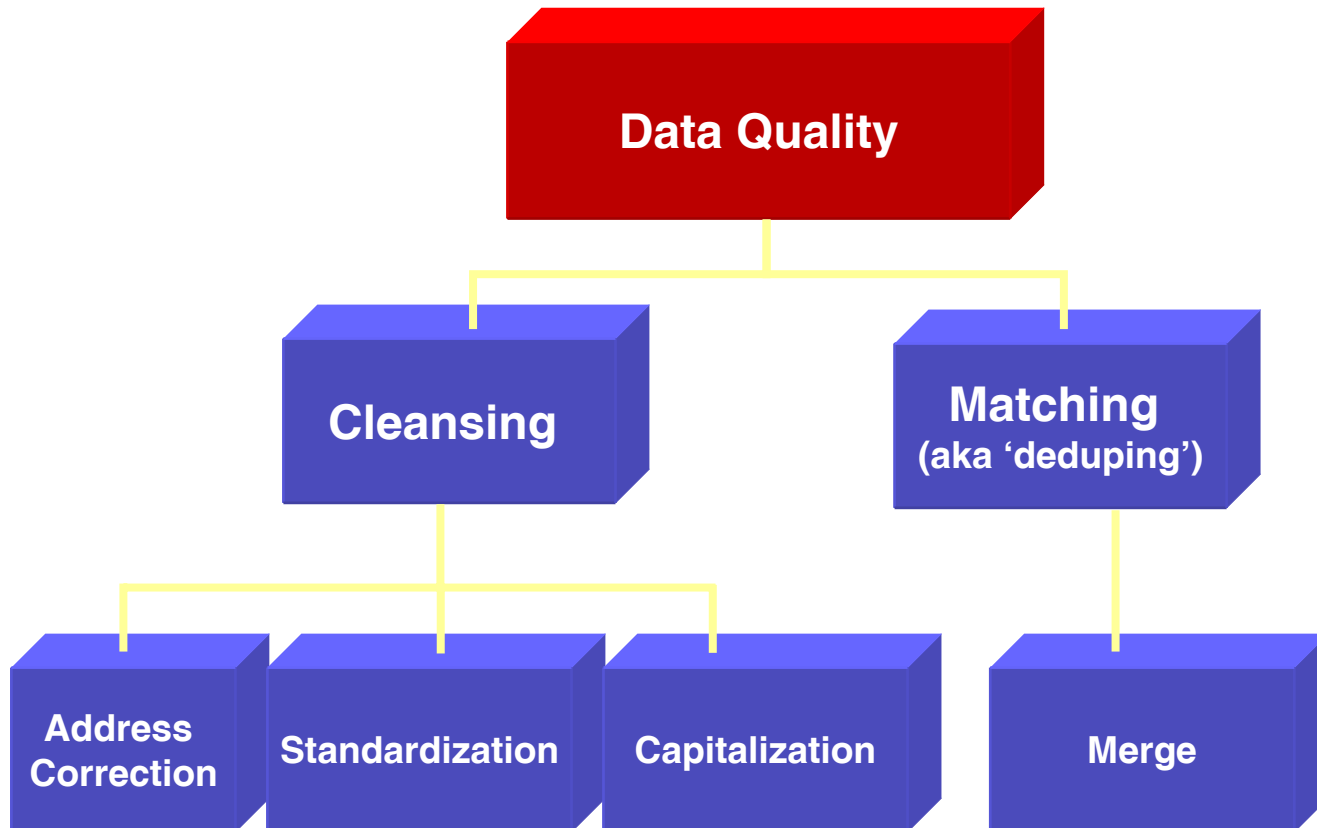
User Interface Style



Simple Visual Style – New colors, fonts, and icons

New Action Pane – A sidebar that provides access to frequent actions, search, iHelp, and Task Based UI

Siebel Data Quality



New and Changed Features for Siebel Data Quality

Data Matching

- More sophisticated matching algorithms and preconfigured rules
- Flexible user interface also is expected to allow data quality administrators and data stewards to more easily extend or manipulate these data matching rules

Data Management

- New business services that are designed to better manage and monitor customer information across multiple applications
- More efficiently and proactively standardize their customer data and analysis at any point of customer interaction

Universal Data Quality Framework

- Support integration for all third-party data quality solutions, including matching and cleansing, with any Siebel applications

Audit Trail Enhancements

The screenshot shows the Siebel Administration - Audit Trail interface. The main table lists various business components and their audit trail settings. The 'Territory Account' record is highlighted in yellow. Below the main table, a detailed view of the 'Affiliation Object Type' record is shown, listing fields such as 'Account', 'Effective End Date', and 'Effective Start Date' along with their respective table and column names.

Bus Comp	Base Table	Update	New	Delete	Export	Assoc	Restriction Type	Start Date
Alignment	S_TERRALGN	✓	✓	✓			No Restriction	01-Jul-2011
Marketing Budget R	S_MKTG_BDGT_REQ	✓	✓	✓		✓	No Restriction	12-Jul-2011
Territory Hierarchy I	S_TERRHIER_NODE	✓	✓	✓			No Restriction	30-Jul-2011
Territory Mgmt Terri	S_TERRITORY	✓	✓	✓		✓	No Restriction	01-Sep-2011
Territory Contact M	S_TERR_CON	✓	✓	✓		✓	No Restriction	20-Dec-2011
Territory Account	S_TERR_ACCNT	✓	✓	✓		✓	No Restriction	20-Dec-2011
Territory Asset Map	S_TERR_ASSET	✓	✓	✓		✓	No Restriction	20-Dec-2011
Territory Geo Zone I	S_TERR_REGION	✓	✓	✓		✓	No Restriction	20-Dec-2011
Territory Industry M	S_TERR_IND	✓	✓	✓		✓	No Restriction	20-Dec-2011
Territory Product M	S_TERR_PROD	✓	✓	✓		✓	No Restriction	20-Dec-2011

Field	Read Field Value	Reading	Table Name	Column Name	Join
Affiliation Object Type			S_TERR_ACCNT	AFFL_OBJECT_CD	
Account					S_ORG_EXT
Effective End Date			S_TERR_ACCNT	EFF_END_DT	
Effective Start Date			S_TERR_ACCNT	EFF_START_DT	

Enterprise-Wide Auditing - EIM jobs and Mobile data is captured and the source is recorded

Read audit - Audit when records are viewed, exported, or printed

Enhanced Support of Service Oriented Architecture - SOA

- Easily expose custom and pre-built logic via Web Services
- High-value application engines are exposed as Web Services
 - **Example: Customer Order Management**
Exposed methods for the Catalog, Configurator, Pricer, and Shopping Cart

Agenda

Increased Flexibility

Improved Enterprise Usability

Enhanced Reliability, Scalability, and Manageability

Enhanced Reliability, Scalability, and Manageability

- **Security**
- **Siebel Test Automation**
- **Performance and Scalability**
- **Application Deployment**
- **Systems Management - Diagnostics**

Siebel 8.0 Security Enhancements Summary

Audit Trail Enhancements

Enhanced Security Adapter

- The adapter now allows Shared DB Credentials in Named Sub-System instead of the directory server.
- Active Directory Integration for all UNIX platforms
- Server Manager access is now authenticated using the security adapter
 - More secure
 - Leverages the same Auth/Autho framework that used by users

Siebel 8.0 Security Enhancements Summary

Enhanced Encryption capabilities

- Siebel 8.0 have been enhanced to now allow search on the encrypted data
- Encryption of “TrustToken” parameter in eapps.cfg file

Other Architecture Enhancements

- Siebel Cookie can be marked as “Secure” for SSL sessions
- The Siebel Server in the 8.0 release now supports Client certificates. (especially useful for outbound EAI calls)

Siebel 8.0 Test Automation

New and Enhanced Features

- **Supports the new features in Siebel 8.0 UI**
 - Task Based UI and InkData Control
- **New API called Siebel Test Optimizer**
(formerly known as Siebel Test Express)
 - **New feature in Siebel 8.0 that allows users to**
 - Identify changes made to the Siebel Repository objects used by test scripts since the last synchronization point
 - Increase the correlation between the Siebel Repository and the script repository
 - Reduce the need to maintain and update scripts

Improved Performance

Case Insensitive

- Improved, faster method

Siebel Server Memory Management

- Reduced the shared memory footprint dramatically
- Better CPU-utilization and scalability

New Stateless Session Management

- User sessions no longer required to be tied to a particular process
- Improves the overall system availability and failover for users

File system

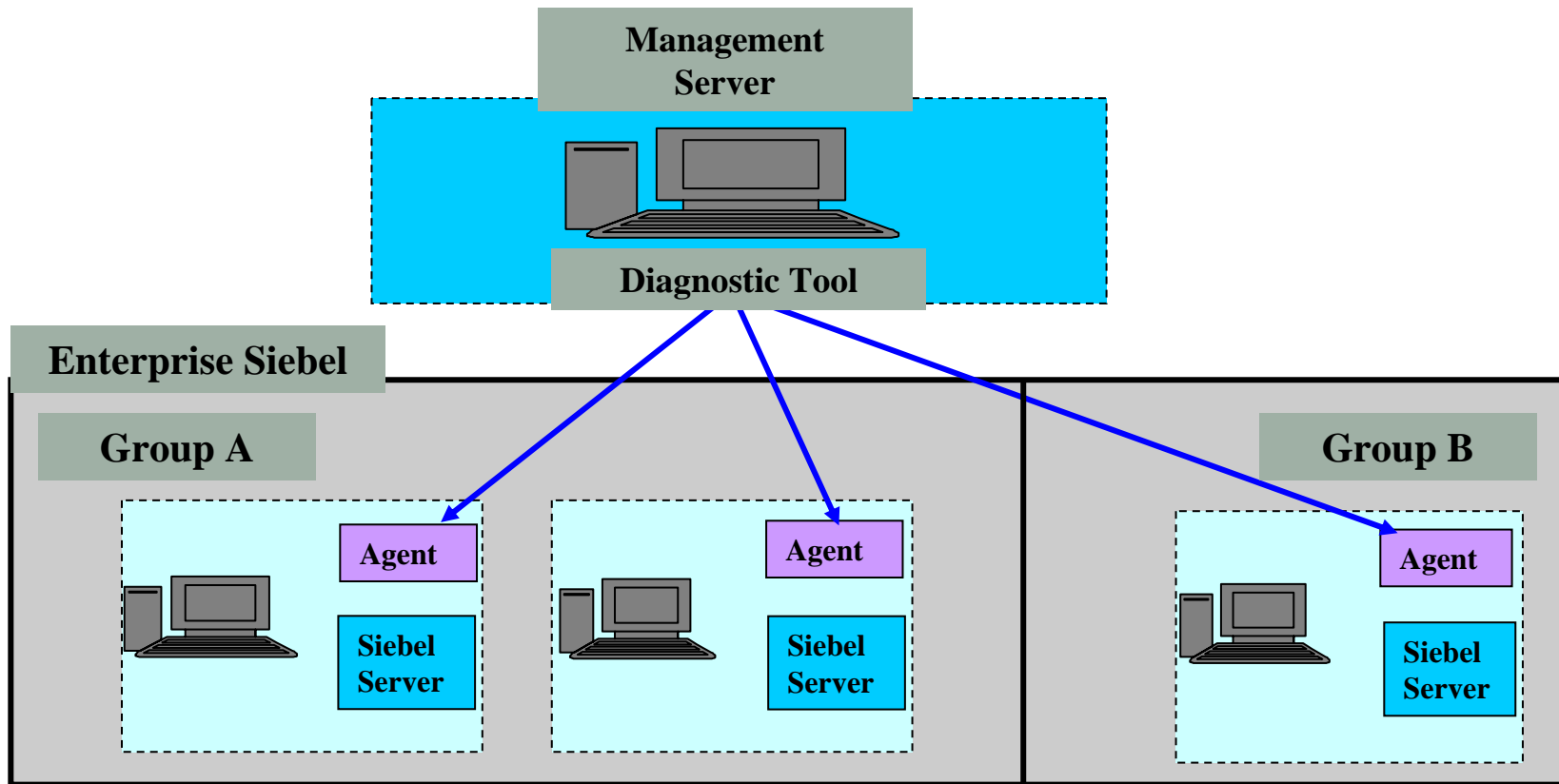
- partition the Siebel File System across multiple devices and nodes – (holds Terabytes of data)

Siebel Diagnostic Console

Monitor Performance for server components

Monitor Server Performance filtered by a user

Diagnose and identify the cause of a user session problem



Diagnostic Console – Functional Areas

The screenshot displays the Siebel Diagnostic Tool 8.0 interface. At the top left is the Siebel logo with the tagline "IT'S ALL ABOUT THE CUSTOMER". To the right, the title "Siebel Diagnostic Tool 8.0" is shown, along with a welcome message "Welcome, msherman!" and two links: "Preferences" (circled in red) and "Logout". Below the title bar are three main navigation buttons: "Server Performance Analysis", "User Performance Analysis", and "Event Log Analysis", all of which are circled in red. Underneath these buttons is a section titled "Enter Query Parameters" containing several form fields: "Enterprise" (dropdown menu with "siebela" selected), "Group" (dropdown menu with "All Groups" selected), "Server" (dropdown menu with "servera" selected), and "Component" (dropdown menu with "All Components" selected). Below these are "Start Time" and "End Time" text input fields, both with "Now" as a placeholder. At the bottom of this section are radio buttons for "Result Type", with "Server Histograms" selected and "Server Area/Sub-Areas" unselected. Finally, there are "Reset" and "Submit" buttons.

- There are three functional areas – Server Performance, User Performance and Event Log Analysis.
- Preferences form is used to store user selections on form fields that can be used on the three functional areas.

Server Performance – Histograms



Siebel Diagnostic Tool 8.0

Welcome, SADMIN! Preferences | Logout

Jul 7, 2006 17:07:34

Server Performance Analysis

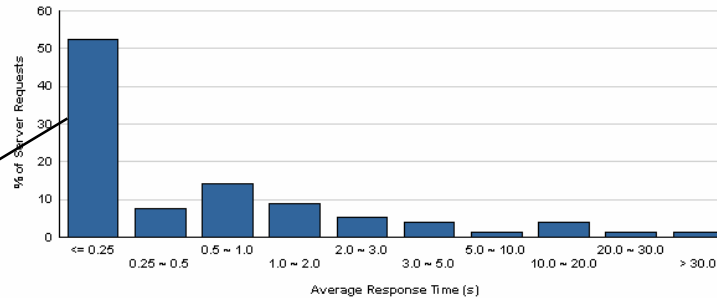
User Performance Analysis

Event Log Analysis

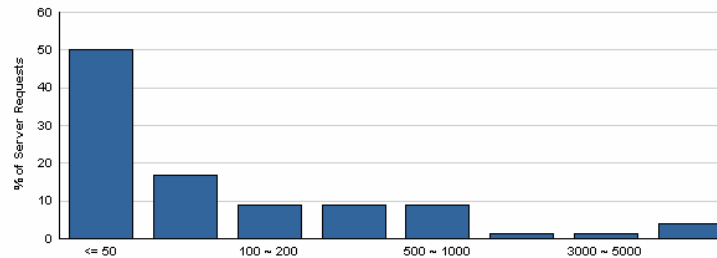
Server Performance Analysis - SARM Histograms

Server sdchs21n003 Number of Requests 78

Average SARM Response Times for Object Managers in Application Server sdchs21n003




Average SARM CPU Used by Server Request in Server sdchs21n003



Example:
Clicking on this
bar will result in
more detail

- Response time and CPU Usage data are represented using drillable bar graphs.
- Drilling down on each bar will provide detailed information about the specific requests that constituted that bar.

Server Performance – Area / Sub Area Details



Siebel Diagnostic Tool 8.0
Welcome, SADMIN | Preferences | Logout

Jul 7, 2006 17:12:08

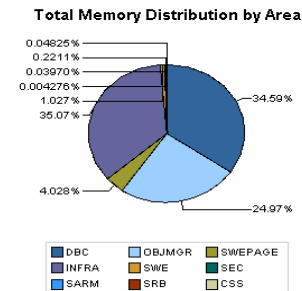
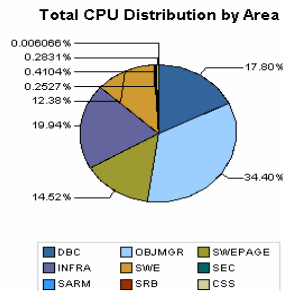
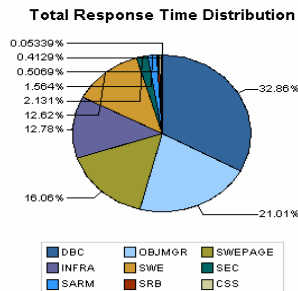
[Server Performance Analysis](#) |
 [User Performance Analysis](#) |
 [Event Log Analysis](#)

Server Performance Analysis - Area/Sub-Area Details

Server: sdchs21n003 **Component:** All Components
Host Name: SDCHS21N003 **Number of Requests:** 12718

Area	Sub-Area	# of Times Invoked	Total Response Time	Avg. Response Time	Total CPU	Avg. CPU	Total MEM	Avg. MEM
DBC		9949	48620	4	8805	0	56634	6
	DBC_WRITE	117	24142	206	62	0	-196	-1
	DBC_EXECUTE	281	23463	83	8687	30	56769	202
	DBC_FETCH	9316	709	0	2	0	0	0
	DBC_PREPARE	235	305	1	52	0	61	0
OBJMGR		2469	31095	12	17014	6	40875	17
	OBJMGR_BC_WRITE_REC	1155	18162	15	13234	11	31857	28
	OBJMGR_BSVC_INVOKE	1125	9389	8	2846	2	7562	7
	OBJMGR_SESS_RELOGIN	1	1969	1969	167	167	-81	-81
	OBJMGR_BC_EXECUTE	110	904	8	355	3	722	7

Showing 1 - 10 of 45 [Next >](#)



- Provides a detailed view of the performance data and enables users to gather performance metrics for specific areas/sub-areas under a given component.

User Performance – Response Details



Siebel Diagnostic Tool 8.0

Welcome, SADMIN! Preferences | Logout

Jul 7, 2006 17:13:36

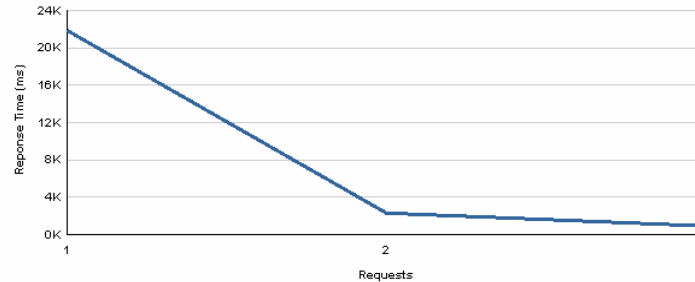
Server Performance Analysis

User Performance Analysis

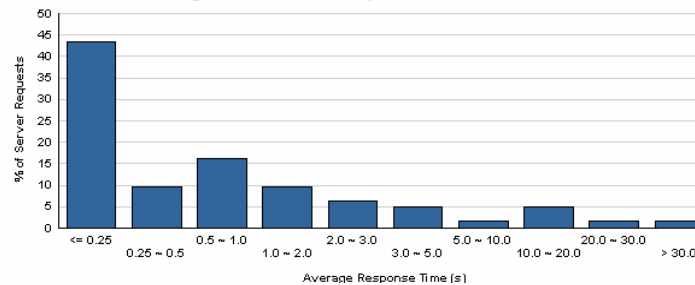
Event Log Analysis

User Performance Analysis - Response Details

Response Time for ksriniva



Histograms of Server Response Times for ksriniva



- Response Time Line Graph: *Represents the response time pattern for requests made by a specific user*
- Drillable bar graphs: *Provides the ability to get detailed information about specific user requests (by drilling down on these bars)*

Event Log Analysis – Errors



Siebel Diagnostic Tool 8.0

Welcome, SADMIN! [Preferences](#) | [Logout](#)

Jul 7, 2006 17:16:27

[Server Performance Analysis](#)

[User Performance Analysis](#)

[Event Log Analysis](#)

Event Log Analysis - Session Errors

Flow ID	Event Type	Event Subtype	Severity	Sarm ID	Timestamp	Text
0000000344aa0c40	SRPQueryLogEvt	SRPQueryError	1	0	Fri Jul 07 12:22:56 MDT 2006	Error in - FetchRow - SQLExecute - hStmt
0000000344aa0c40	SQLError	Statement	0	0	Fri Jul 07 12:22:56 MDT 2006	SQL Statement:
0000000344aa0c40	DBCLog	DBCLogError	1	0	Fri Jul 07 12:22:56 MDT 2006	[Microsoft][SQL Native Client]TCP Provider: The specified network name is no longer available.
0000000344aa0c40	SRPQueryLogEvt	SRPQueryError	1	0	Fri Jul 07 12:22:56 MDT 2006	SQL Error Rc:0 SqlState:08S01 Message:[Microsoft][SQL Native Client]TCP Provider: The specified network name is no longer available.
0000000344aa0c40	SQLError	Statement	0	0	Fri Jul 07 12:22:56 MDT 2006	SQL Statement:
0000000344aa0c40	DBCLog	DBCLogError	1	0	Fri Jul 07 12:22:56 MDT 2006	[Microsoft][SQL Native Client]Communication link failure
0000000344aa0c40	SRPQueryLogEvt	SRPQueryError	1	0	Fri Jul 07 12:22:56 MDT 2006	SQL Error Rc:0 SqlState:08S01 Message:[Microsoft][SQL Native Client]Communication link failure
0000000344aa0c40	SRPQueryLogEvt	SRPQueryError	1	0	Fri Jul 07 12:22:56 MDT 2006	SQL Error Rc:100 SqlState:00000 Message:
0000000344aa0c40	SRPQueryLogEvt	SRPQueryError	1	0	Fri Jul 07 12:22:56 MDT 2006	Error in - SQLFreeStmt - SQL_CLOSE
0000000344aa0c40	SQLError	Statement	0	0	Fri Jul 07 12:22:56 MDT 2006	SQL Statement:

Showing 1 - 10 of 80 [Next >](#)

- Provides detailed information about errors that occurred on a specific user session.

Event Log Analysis – Log Details



Siebel Diagnostic Tool 8.0

Welcome, SADMINI | Preferences | Logout

Jul 7, 2006 17:17:23

Server Performance Analysis

User Performance Analysis

Event Log Analysis

Log Details - d:\20203\ses\siebsrvr\log\SRProc_0005_5242885.log

```
ts;2021 2006-07-07 12:22:56 0000-00-00 00:00:00 -0600 00000000 001 ffff 0001 09 SRProc 5242885 3136 3708 d\20203
tses\siebsrvr\log\SRProc_0005_5242885.log 8.0 [20203] PSL

SRPQueryLogEvt      SRPQueryError      1      0000000344aa0c40:0      2006-07-07 12:22:56      Error in - FetchRow -
SQLExecute - hStnt

SQLError      Statement      0      0000000344aa0c40:0      2006-07-07 12:22:56      SQL Statement:

select R.ROW_ID, R.RPT_TYPE, A.NAME, A.ACTION_TYPE, A.FILE_LOC, R.PARAM_VAL,
R.ACTL_START_DT, R.ACTL_END_DT, R.SCHED_START_DT, R.LAST_UPD,
R.LAST_UPD_BY, R.SERVER_NAME, R.RPT_NUM, R.RPT_MAX, R.SRB_FLGS,
R.REQUESTED_BY, R.REQ_KEY, R.DESC_TEXT, R.CODE_PAGE, R.LANG_ID,
U.LOGIN, R.RETRY_ON_ERROR_FLG, R.NUM_RETRY, R.RETRY_SLEEP_TIME,
R.TOTAL_NUM_RETRY, R.EXEC_SRVR_NAME, R.SRVR_TASK_NUM, R.CALL_GRAPH_VAL,
R.SRVR_FLOW_ID_VAL
from dbo.S_SRM_REQUEST R, dbo.S_SRM_ACTION A,
dbo.S_USER U
where STATUS = 'QUEUED'
and (SCHED_START_DT <= GETUTCDATE()
or SCHED_START_DT <= R.CREATED)
and (EXPIRATION_DT >= GETUTCDATE()
or EXPIRATION_DT is NULL)
and (UPPER (SERVER_NAME) = UPPER (?)
or SERVER_NAME = ''
or SERVER_NAME is NULL)
and (UPPER (ENTERPRISE_NAME) = UPPER (?)
or ENTERPRISE_NAME = ''
```

- Shows the actual log file that is associated with a specific user session
- The log file associated with a given user session can be accessed via the “Download” link on the session results page.

Siebel 8.0 ADM Enhancements Summary

- New unified framework for deployments
- Packaging of customizations into re-usable packages
- Steps
 - Package → Deploy → Activate → Recover
- Supports file, database, and repository data

- There are two ways of exporting repository customizations from Siebel Tools Application
 - Generate Mid-Level Release
 - Export all objects that have changed after a certain date
 - No need to identify individual object.
 - Add to hot fix
 - Export only selected objects.
 - Enables to identify and export individual objects.

Supported Application Components - Targeted

Component Area	Version Introduced / Targeted
Data Transformation	8
Dispatch Rule	8
WebServices	8
Personalization Rules	8
Runtime Events	8
List of Values	7.7
SRF with downtime	8
Access Control Admin	8
Audit Trail Admin	8
Predefine Queries	7.7
Symbolic URL	8
Web Templates with downtime	8
Webmaster files	8
SmartScripts	8
iHelp	8
Assignment Mgr	7.7
State Model	7.7
Responsibilities	7.7
Views	7.7
User List	7.7
Report Files	8
Expense Type	7.7
Proposal Templates	8
Correspondence templates	8
eMR templates Catalog/Category	8
ABS Scheduling	8
Workflow Policies	8
Workflow Process	8
Taskbased UI (Repository – Task Definition)	8
Taskbased UI (Db - Registered Task)	8
Access Groups	7.7
COM Areas (17 separate areas)	7.7/7.8
Search (FAST)	8
Rules Engine	8

Other Areas of Interest

- Microsoft Office Integration
- SARM Query
- Rules Engine
- Search
- Mobile Solutions
- Industry specific enhancements
- Supported Platforms

To Learn More About 8.0

Contact your TAM

On Supportweb - 8.0 Planned Features Document

http://supportweb.siebel.com/support/private/content/knowledgedocs/enu/SOD/8_0/Siebel_CRM_8_0_SOD.pdf