



SIEBEL[®] 7
eBusiness

**SIEBEL eSERVICE
ADMINISTRATION GUIDE**

MIDMARKET EDITION

eBUSINESS APPLICATIONS

VERSION 7.0, REV. A

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Who Should Use This Guide

This guide provides an overview of Siebel eService, MidMarket Edition and its use from an employee and customer perspective. The primary focus of this guide is to provide configuration and administration instructions for Siebel eService, MidMarket Edition.

This book will be useful primarily to people whose title or job description matches one of the following:

Call Center Administrators	Persons responsible for setting up and maintaining a call center. Duties include designing and managing Computer Telephony Integration (CTI) and SmartScripts.
Database Administrators	Persons who administer the database system, including data loading, system monitoring, backup and recovery, space allocation and sizing, and user account management.
Marketing Administrators	Persons responsible for setting up and maintaining a marketing department. Duties include designing and managing campaigns, product marketing information, and product distribution lists.
Siebel Application Administrators	Persons responsible for planning, setting up, and maintaining Siebel applications.
Siebel Application Developers	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel applications.

NOTE: All Siebel MidMarket product names include the phrase MidMarket Edition to distinguish this product from other Siebel eBusiness Applications. However, in the interest of brevity, after the first mention of a MidMarket product in this document, the product name will be given in abbreviated form. For example, after Siebel Call Center, MidMarket Edition, has been mentioned once, it will be referred to simply as Siebel Call Center. Such reference to a product using an abbreviated form should be understood as a specific reference to the associated Siebel MidMarket Edition product, and not any other Siebel Systems offering. When contacting Siebel Systems for technical support, sales, or other issues, note the full name of the product to ensure its proper identification and handling.

How This Guide Is Organized

This guide provides information necessary to implement, configure, and monitor Siebel eService, with particular detail provided for application setup and administration.

Read [Chapter 1, “About Siebel eService”](#) for an overview of eService functionality including a look at eService from the perspective of a customer and from that of a Call Center agent.

Read [Chapter 2, “Configuring Siebel eService”](#) for information on setting up your eService Web site with Siebel Tools. This chapter will be of most interest to a Siebel Application Developer, or a Web Designer.

Read [Chapter 3, “Administering Siebel eService”](#) once you have implemented the tasks necessary to set up your Web site. The administration tasks detailed in this chapter will be of most interest to a Siebel Application Administrator, Siebel System Administrator, Siebel Web Delegated Customer Administrator, and Call Center Agents.

Read [Appendix A, “Views and Associated Applets and Web Templates”](#) for a list of all Views found within Siebel eService, and all associated Applets and Web Templates

Additional Documentation

The product documentation set for Siebel eBusiness Applications is provided on the *Siebel Bookshelf* CD-ROM. For additional information about Siebel product documentation, see the *Siebel Bookshelf* home page and *Documentation Roadmap, MidMarket Edition*.

Siebel Systems, Inc., reserves the right to modify the documentation for Siebel eBusiness Applications at any time. For updates to Siebel documentation, go to <http://ebusiness.siebel.com/supportWeb/>.

If you want to order additional Siebel documentation and copies of the *Siebel Bookshelf* CD-ROM, go to Books Online at <http://ebusiness.siebel.com/booksonline>.

To access both SupportWeb and Books Online, you will need to provide the user name and password you received from Siebel Support Services (support@siebel.com).

What's New in This Release

For a list of features new in this release, see the “What’s New” books included on the *Siebel Bookshelf* CD-ROM. Your Siebel implementation may not have all the features described in those guides, depending on which software modules you have purchased.

It is also strongly recommended that you read *Fundamentals, MidMarket Edition* so that you can make optimal use of your Siebel application, especially if you are new to Siebel software.

Contacting Siebel Technical Support

Do you know how to access Siebel Technical Support? It is crucial that you understand the requirements for getting support before you encounter technical issues that require Siebel Technical Support's assistance. This will facilitate smooth and timely resolution of your issues. If you have questions, please don't hesitate to contact us.

To maximize your knowledge of Siebel products and your return on investment:

- You must attend Siebel University training to become a *designated contact*.
- Your Siebel-trained designated contacts provide technical support to your users. Siebel Technical Support provides support directly to your designated contacts only.

To provide efficient, timely support and access to the Technical Support knowledge base:

- Siebel Technical Support is primarily Web-based; it can be accessed through Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>). Please submit new service requests to us through SupportWeb, where you can also search the knowledge base for solutions.
- Designated contacts receive read/write access to Siebel SupportWeb. All other project team members at your company receive read-only accounts so that they can access the knowledge base.

To register for Siebel training, access <http://siebeluniversity.siebel.com/edPortal> and choose Implementation Team Training.

Please submit your technical issues and updates to Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>). If you do not have a SupportWeb account, or if you have a question, please contact us at support@siebel.com or call your local Siebel Support Center:

- **North America:** +1 800 214 0400 or +1 650 341 0700
- **Brazil (São Paulo):** +55 11 3444 0800
- **UK (London):** +44 (0) 1784 494949

- **Germany (Munich):** + 49 89 957 18 400
- **France (Paris):** + 44 1784 494949
- **Ireland (Galway):** + 44 1784 494949
- **Japan (Tokyo):** 0120 606 750 (toll-free, Japan domestic only),
+ 81 3 5464 7948 (outside of Japan)
- **Singapore:** + 65 212 9266

Outside of local support center hours, Gold and Rollout Support Option customers can call +1 800 214 0400 or +1 650 341 0700.

We appreciate your business and look forward to working with you.

Siebel Systems Welcomes Your Comments

To help us improve our products, we want to know about any corrections or clarifications to this guide that you would find useful. Please include in your message:

- The title and version of the guide (very important)
- The name and version number of the Siebel application you are using
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

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We appreciate your feedback.

About Siebel eService

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Installation

Components required to successfully install Siebel eService are listed below.

Database Server. For a list of supported Database Server platforms, including version, and connectivity software information, see *Siebel System Requirements and Supported Platforms, MidMarket Edition*.

Siebel Enterprise Server. For a list of Siebel Enterprise Server requirements, see *Siebel System Requirements and Supported Platforms, MidMarket Edition*.

Web Server. For a list of supported Web Servers, including Vendor and hardware software configuration information, see *Siebel System Requirements and Supported Platforms, MidMarket Edition*.

Siebel Sample Database (optional). For directions on installing a Sample Database, see *Release Notes, MidMarket Edition*.

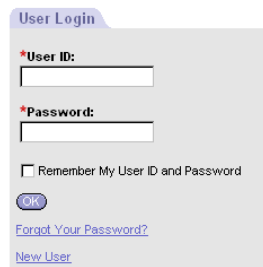
For complete instructions on installation of these required components see *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*.

Overview of Siebel eService

Siebel eService presents a portal page where customers can quickly access service and knowledge information from a single location. Below is a brief introduction to this portal page. Siebel eService users can view details of any specific portion of the page by drilling down on hyperlinks.

NOTE: You may have purchased either Siebel eService or Siebel eCustomer, which provides both service and e-commerce functionality. All references to Siebel eService in this book are also applicable to the service-related functionality in Siebel eCustomer.

- **User Login.** The user registration process for Siebel eService is designed to address both anonymous and registered Web users. Anonymous visitors to the Siebel eService site can only view the FAQs, search the knowledge base, and use the self-diagnostic tools. These anonymous users can quickly register, create their personal profiles, and then gain full access to additional Siebel eService capabilities.



The screenshot shows a 'User Login' form with the following elements:

- A tab labeled 'User Login' at the top.
- A field for '*User ID:' with a text input box.
- A field for '*Password:' with a text input box.
- A checkbox labeled 'Remember My User ID and Password'.
- An 'OK' button.
- A link for 'Forgot Your Password?'.
- A link for 'New User'.

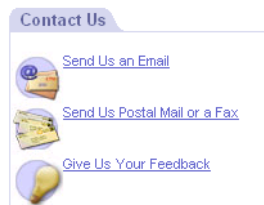
- **Salutation.** The eService salutation area displays text messages based on personalization rules. For example, you can greet users by name and alert them to any new product news. The end result is that users are immediately reminded of information relevant to them, and guided to the right section of the Web site.



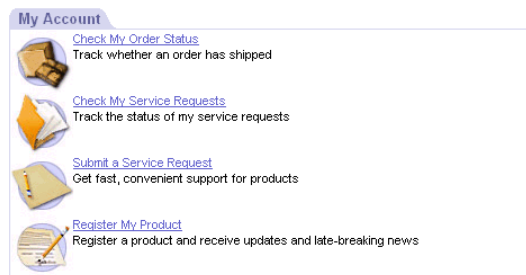
Welcome, Mike Carlson!

- Our records indicate that you recently **updated your address**. Please verify that your [user profile](#) is current.
- Browse our [Knowledge Base](#) or visit the Self Service section below to find answers to all of your Siebel-related questions.
- We notice that you have recently **purchased and registered Siebel Sales**. Would you like to [view important information](#) about this

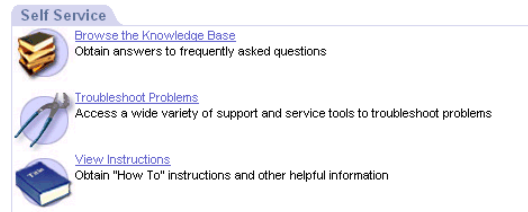
- **Contact Us.** Siebel eService allows customers to communicate with organizations through a variety of communication channels, such as telephone, email, and postal mail. The links associated with Contact Us make these channels readily available throughout a company Web site. The persistent, global Contact Us button on every eService page also allows customers to quickly choose any communication channel to interact with your business.



- **My Account.** Customers' personal and company-specific information includes service requests, orders, and registered products. Siebel eService allows customers to manage the entire lifecycle of their products. By registering and tracking their products, customers can receive a number of personalized benefits. They can receive timely product news or alerts, track warranty agreements, receive recommendations on scheduled services, and submit and track service requests related to their products. In addition, they can readily check their outstanding order status.



- **Self Service.** Siebel eService includes an integrated, searchable knowledge base that allows customers to obtain needed information. Troubleshooting links provide access to a wide variety of support and service tools. Siebel eService customers may also access helpful “How To” instructions.



- **Top FAQs list.** Customers can select from a list of the most common support questions.

The Customer Perspective

Customers logging into a Siebel eService Web site will find a Web Service Portal which allows them to receive an array of self-service, and assisted service, including:

- **Service Request Management.** Submit and track service requests for issues, problems, and product return, or exchange.

Documents and lengthy descriptions can be attached to help communicate a service issue. A service agent can update the service request with solutions or documents relating to the problem. Workflow process can be activated to notify a customer by email whenever an agent updates a service request.
- **Order Tracking.** Track the status of all orders, including purchase, RMA Advance exchange, RMA return, sales, service, and esales orders.
- **Manage Assets.** Manage products through their entire life cycle. Register products, receive product news and alerts, track warranty agreements, and receive recommendations on scheduled services.

- **Searchable Knowledge Base.** Access an integrated, searchable knowledge base that consists of knowledge items such as solutions to problems, product news, resolution documents, and general documents stored both inside and outside the Siebel file system. Knowledge retrieval methods include full-text search, database query, or navigation through the hierarchical FAQ categories.
- **Full Text Search.** Search for information throughout the eService site. Search results are ordered by relevancy and personalized visibility.
- **Interactive Troubleshooting.** Troubleshoot problems or view instructions on how to perform a task.

The Call Center Agent's Perspective

Siebel eService helps call centers by diverting phone calls to the self-service eService site. Customers serve themselves, thus allowing call center agents more time to service higher-value issues over the phone. Call Center agents will typically perform the following functions to help eService customers:

- Create and update eService users' login names and passwords to the eService system. This process typically would require the agent to be first authenticated by a directory such as Netscape Directory Server or Microsoft Active Directory using the Siebel security adaptor.
- Run the same eSmartscripsts created for eService while on Call Center.
- Respond to email submitted through eService. Agents can view their inbound email queues at a glance and then, for each message, instantly view related customer, account, service request, and opportunity profiles, as well as any attachments. Agents use templates in the solution knowledge base to compose customized replies to inbound emails.
- Add newly purchased warranties to customer assets. Agents may also add newly purchased customer assets to a customer's asset list.
- Apply the same Territory Assignment Manager rules to service requests submitted by customers using eService.
- Access user history that is readily available and is independent of the channel of communication the user chooses.

Additional Features

Siebel eService has these additional features:

- **Integration Into Existing Web Site.** You can customize Web pages, views, applets, and cascading style sheets to conform to your business model and the look and feel of your Web site.
- **Personalization.** You can apply custom rules to applets and views so that dynamic content can be further personalized to meet each individual's preferences and profiles. A salutation applet that greets a registered user upon login can contain any targeted content such as service request update information, or a birthday greeting.
- **Service Entitlement.** By turning on entitlement verification, you can restrict your eService customers from viewing and creating service requests if they do not hold valid service entitlements.
- **Web Delegated Customer Administration.** In a business-to-business scenario, registered users with expanded responsibilities (a Web delegated customer administrator) can create and modify user profiles such as login IDs and passwords through the eService site, thereby reducing the administrative load at your host company.
- **Data Visibility Controls.** Based on the user's account, responsibilities, organization, or access groups, you can control the views and data exposed to your eService end users.
- **Email Notification.** By using Siebel Workflow, you can create custom business conditions and rules to notify customers of changes in the status of their service requests or expired warranties through email.

Application Security Framework

To establish a secured application security framework, you need to decide which application functionality and data content will be for public access and which ones are accessible by your registered customers. For your registered users, you will need to authenticate them and further control the data and functionality each authenticated user can access, allowing privacy, and avoiding conflicts. The following is a typical four-step process:

- 1 Anonymous use.** Setting up your eService Web site to enable limited use by nonregistered users.
- 2 Registration.** Setting up a means to allow nonregistered users to register on your eService site.
- 3 Authentication.** Setting up a means to store and then authenticate the password and user name data of your registered users.
- 4 Access Control.** Setting up a means to control user access to views and data within your site.

For more information on access control, see *Authentication and Access Control Administration Guide, MidMarket Edition*.

Siebel eService Deployment

Once your Siebel eService application has been installed, the next logical steps are configuring, administering, and deploying Siebel eService as an integrated part of your existing corporate Web site.

Configuration. Using a text editor or HTML authoring tool, you can modify the out-of-the-box Siebel Web templates (.SWT files) as necessary to integrate the appropriate corporate layout and formatting. For example, you may change the background color, font size, and decide to not use HTML frameset.

Using Siebel Tools, you can perform the following configuration tasks to modify the out-of-the-box Siebel eService product to fit your business requirements and processes.

- Configure Siebel business components, applets, views, and all other elements of a Siebel application as needed, such as setting declarative properties or adding Web scripts.
- Create new controls, applets, views, or Web pages as needed.
- Associate applets, views, and Web pages with the appropriate Web templates (.SWT files).
- Map the fields, controls, and applets to the placeholders in the appropriate template.
 - Fields and controls are mapped into an applet.
 - Applets are mapped into a view.
 - Views are mapped into a Web page (a Web page container).
- Compile the repository changes into an .SRF file.

See [Chapter 2, “Configuring Siebel eService”](#) for an overview. For specific instructions on how to implement these changes in your eService application, see *Siebel Tools Reference, MidMarket Edition*.

Administration. Once the functionality of eService is complete, the Siebel application administrator can set up the eService functionality that will be accessed by end users. Administration tasks include publishing FAQs and setting up the Knowledge Base. For a full list of administration tasks, see [Chapter 3, “Administering Siebel eService.”](#)

Launching the Web site. Once the configuration and administration tasks are complete, the Siebel application developer can work with the general Webmaster who can help integrate the Siebel eService application into your existing Web site launch.

Typical tasks include:

- Creating a new virtual directory on the Web Server for Siebel eService.
- Copying new HTML and images to the public directory on the Web server machine.
- Adding a new link from your existing Internet or intranet site to the application.

Configuring Siebel eService

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Configuration Overview

The concepts and methodology of the Siebel Customer application configuration process, from authoring through deployment and runtime, will be overviewed in this chapter. Using Siebel Tools, you can perform the following tasks to modify the out-of-the-box Siebel eService to fit your business requirements and processes.

- Configure Siebel business components, applets, views, and all other elements of a Siebel application as needed, such as setting declarative properties or adding Web scripts.
- Create new controls, applets, views, or Web pages as needed.
- Associate applets, views, and Web pages with the appropriate Web templates (.SWT files).
- Map the fields, controls, and applets to the placeholders in the appropriate template.
 - Fields and controls are mapped into an applet.
 - Applets are mapped into a view.
 - Views are mapped into a Web page (a Web page container).
- Compile the repository changes into an .SRF file.

This chapter provides an overview of configuration tasks specific to Siebel eService. For the general tasks outlined above, see *Siebel Tools Reference, MidMarket Edition*.

Upgrading to Siebel eService 7.0

- The process of upgrading eService or eCustomer 6.X to the Siebel 7 environment adheres to the same general guidelines documented in *Upgrade Guide for Microsoft Windows, MidMarket Edition*.

For Siebel eService, the three general steps are:

- Upgrade repository. Use Siebel Application Upgrader.

The majority of the Siebel eService application definition is stored in the repository as declarative objects and attributes such as Siebel Business Objects, Components, Applets, Views, and Web template mappings. The Siebel Application Upgrader will automatically upgrade the Siebel eService Web application definition with customization carried forward and conflict resolution rules applied. You may also review and optionally override the conflicts detected in the upgrade process.

- Upgrade Web templates. This step is only required if you want to take advantage of the new 7.0 SWE tags.

Siebel 7 Web Engine is backwards-compatible with Siebel 6.X. The 6.X Web templates can be reused without modification in Siebel 7.0 and the 6.X tags are fully supported by the Siebel Web Engine 7.0. To take advantage of the new Siebel 7.0 SWE tags, start with your customized Siebel 6.X templates and modify them, or you can take the standard Siebel 7.0 templates and customize them for the look and feel of your Web site. For example, you may want to use the new 7.0 SWE tags to implement tree control applets.

- Validate and test applications.

After the upgrade process has been completed, you will want to validate the new merged repository and application before deploying into a production environment.

Customizing the Look and Feel of Your Siebel eService Web Site

You can customize the look and feel of your Siebel eService Web site to incorporate your company's brand identity. Your Siebel eService site is made up of customizable Web Templates (HTML files with a .swt extension) and Controls (such as buttons and drop-down lists).

Basic Concepts and Methodology

Configuring Siebel Customer applications is a modular process that separates style and structure (style sheets and Web templates) from the binding (HTML display objects) to data. Style and structure are reusable across multiple HTML display objects using Siebel Web templates. This allows propagation of style and structure modifications across all HTML display objects.

The typical steps for configuring the Siebel eService application are the following:

- Identify the Web pages, views, applets, and other elements of Siebel eService that you want to modify.
- Using an HTML or text editor, modify the Web templates (.SWT files) as necessary to incorporate appropriate corporate layout and formatting.
- Using Siebel Tools, associate each applet to an applet Web template, each view to a view Web template, and each Web page to a page Web template.
- Using Siebel Tools, configure HTML Display Objects (controls, applets, and views).
 - Define new applets, views, and Web pages for Siebel eService.
 - Define drilldowns where appropriate, such as from summary views to detail views.
 - Establish mapping between controls and list columns to corresponding placeholders in the applet Web templates.
- Compile the repository changes into an .SRF file.
- Test and debug the application.

General Elements of Siebel eService Web Site

Your Siebel eService application includes a core set of HTML templates and style sheets that control the look and feel. Additionally, there is a core set of object definitions that are grouped together into different layers depending on the object's function and characteristics. You modify Siebel Web templates and style sheets using a text editor or a raw code HTML editor. You modify Siebel object definitions (controls) using Siebel Tools.

The general elements of your Siebel eService Web site are listed below. For information on working with Web templates, cascading style sheets, and controls, see *Siebel Tools Reference, MidMarket Edition*. For a list of Views and their associated Web templates and applets, see [Appendix A, "Views and Associated Applets and Web Templates."](#)

- **Web Page Web Template.** The container Web page enables you to display persistent information such as Help, Logout links, or your Company logo along with other branding information.
- **View Web Template.** Defines the layout of the View that dictates how the applets will be mapped or placed.
- **Applet Web Template.** Defines the layout of the Applet which dictates how the controls and fields will be mapped or placed.
- **Cascading Style Sheets.** The color schemes and other styles in the Siebel Web templates are controlled using style sheets. You can modify the rules-defined style sheet to customize the appearance of your Siebel eService application.
- **Controls.** One control object definition, set up in Tools, corresponds to one data control in an applet, such as a text box, check box, or command button. A control is something in the applet with which the user can interact. A control usually either exposes data from one field in the business component, or invokes programming logic.

Customer Satisfaction Survey Setup

The Siebel eService Customer Satisfaction survey enables you to obtain customer feedback through customer self-service means. Two types of surveys exist within Siebel eService. One is the general survey soliciting user feedback on the overall Web site experience. This survey is accessible from the Give Us Your Feedback link on the Siebel eService home page. The other type of survey is the Service Request survey soliciting feedback on a particular service request the user has submitted. This type of survey is accessible through the Service Request's detailed view. The survey results can then be analyzed and reports can also be generated within Siebel Call Center.

To modify the Siebel eService Customer Satisfaction Survey questions and labels, you need to use Siebel Tools to configure control properties of the Customer Survey applet. [Figure 2-1](#) displays the Controls window in Siebel Tools. For instructions on how to administer the values contained in your Customer Satisfaction Survey, see [“Customer Satisfaction Survey Administration”](#) on page 3-24.

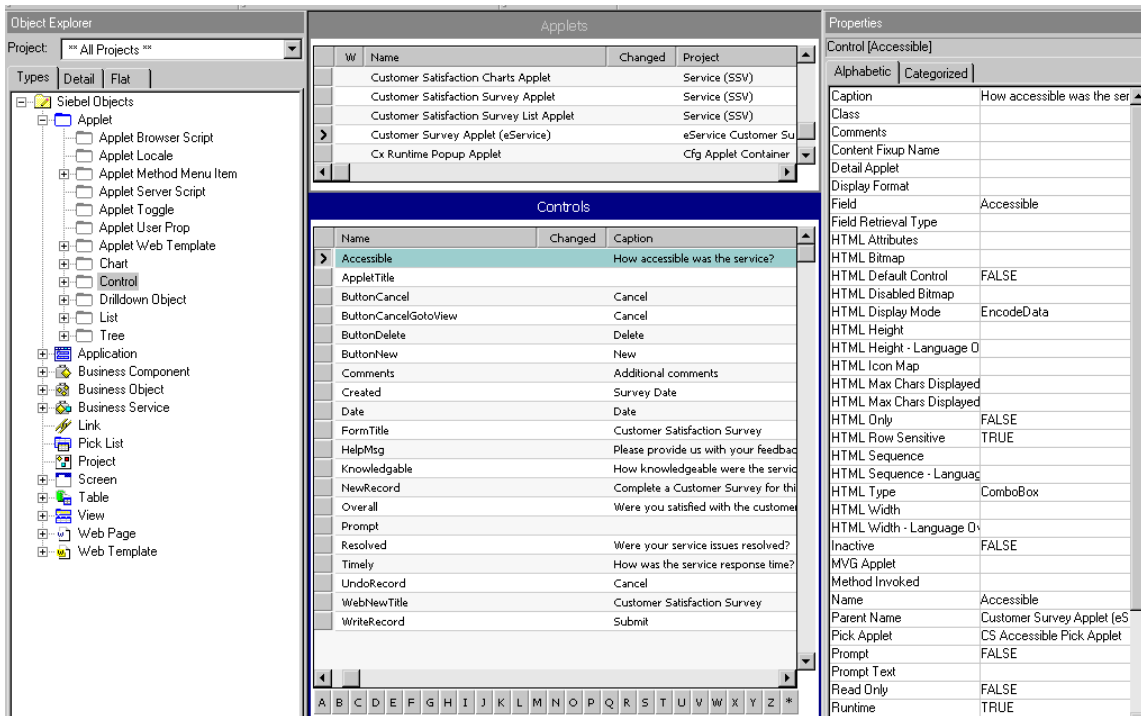


Figure 2-1. Controls Window in Siebel Tools

To configure control properties

- 1** Launch Siebel Tools.
- 2** From the Object Explorer window, select Applet.
The Applets window appears.
- 3** From the Applets window, query and select Customer Survey Applet (eService).
- 4** From the Object Explorer window, open the Applet object and select Control.
The Controls window appears.
- 5** Select the control you want to change and edit its Caption field, which contains the survey label text.
The changes you make here will be reflected in your user interface.
- 6** Compile the new changes in to a new SRF file.

Auto Creation of Attachments Setup

When filling out a service request, Siebel eService users have the ability to describe their issue in a description field. When the description is greater than the configured number of words (the default is 2,000 characters) Siebel eService automatically creates a text file attachment and stores the file. You can have this Description field map to any database column with a character maximum of any specified number, defined by the database table.

To modify this functionality, you need to use Siebel Tools to configure the “Max Description Length” user property of the “Service Request (eService)” business component and specify a value for the maximum limit of characters for the auto file attachment creation. [Figure 2-2](#) displays the Business Component User Properties window in Siebel Tools. For instruction on mapping business component fields to database fields other than the default ones, see *Siebel Tools Reference, MidMarket Edition*.

NOTE: The Auto-created attachment file has the format: <SR Number>_<Login Name>.txt.

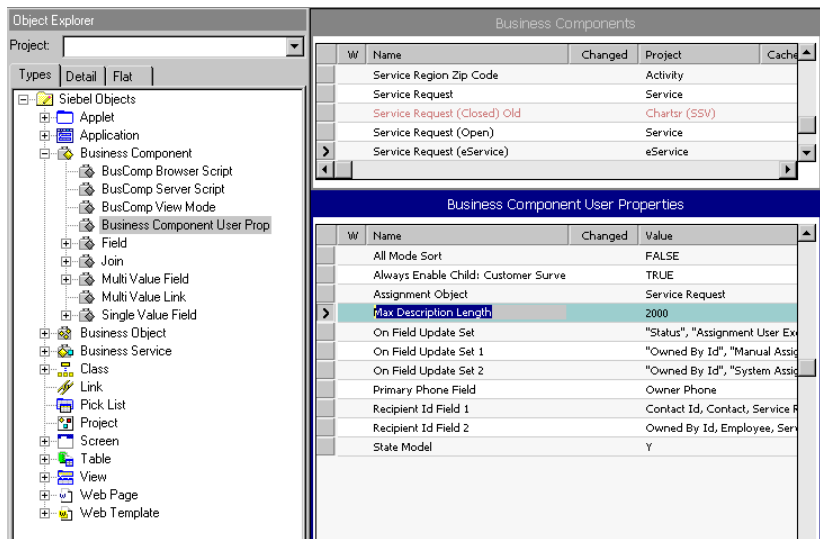


Figure 2-2. Business Component User Properties Window in Siebel Tools

To configure max description length buscomp

- 1** In the Object Explorer window, select Business Component.

The Business Components window appears.

- 2** From the Business Components window, query and select Service Request (eService).

- 3** From the Object Explorer window, open the Business Component User Prop object.

The Business Component User Properties window appears.

- 4** Select the Value field, and edit the number as needed.

- 5** Compile the new changes into a new SRF file.

Administering Siebel eService

3

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Administration Overview

Once the configuration of Siebel eService is complete, you will need to fulfill a few prerequisites so that the Siebel eService functionality is complete and available to end users. Administration tasks include setting up user registration and authentication, enabling service request entitlements, publishing FAQs, setting up the Knowledge Base, and setting up Asset Management. These administration tasks, described in this chapter, are necessary to allow rendering of personalized dynamic content and creation of user-specific information such as service requests, registered products, and orders.

Administration of Siebel eService is performed through the Siebel Call Center client in real time. This means that any new setup or change to the Siebel eService system (for instance, a newly published FAQ will automatically be seen by all users who have access to it).

NOTE: All procedures in this guide take place in the Call Center Client, unless otherwise noted at the beginning of the procedure.

Security Framework

The Siebel eService security framework can be broken into three primary areas—authentication, access control, and data privacy. Authentication encompasses user management and user authentication, supporting the new user creation process, and the third-party authentication mechanism, such as Netscape LDAP Directory Server or Microsoft Active Directory Server. Access control allows categorization of database content and association of the content to specific access groups, and restricting of certain user groups' access to sensitive data. Data privacy supports communication and data transfer through the Internet.

Authentication

The user management and authentication processes control access by both anonymous and registered users. Unregistered visitors to your Siebel eService site may only view certain parts of it, such as the public knowledge base or the self-diagnostic tools. Unregistered visitors can quickly register, create their personal profiles, and gain appropriate access to additional Siebel eService capabilities, including creating service requests, completing product registration, and viewing order status.

User registration allows users to register with your Siebel eService Web site, have their stored user IDs and passwords authenticated upon subsequent visits, and have access to views appropriate to their given responsibilities assigned by your Siebel Administrator once they are logged into your site. Unregistered visitors can also obtain user IDs and passwords from customer care representatives.

User Administration

A Siebel administrator or customer care representative can perform the following:

- Add or create new user records and profiles
- Add or modify user IDs and passwords
- Edit existing user information, such as accounts

Web Delegated Administration

A Web Delegated Customer Administrator is a designated administrator for a customer account in a business-to-business scenario who can add or modify users to the account. Assigned Siebel responsibility gives him or her access to the Siebel User Administration view, allowing the ability to modify the account and user information.

User IDs and passwords are typically stored in an external authentication system such as the Netscape Directory Server. The Siebel security adapter interface and the appropriate [LDAP] parameter settings in the `eservice.cfg` file support the integration between Siebel eService and an external authentication system. With this support, registered users will be authenticated by your authentication system and then authorized to access the Siebel eService application.

For more information on user management and authentication support, see *Authentication and Access Control Administration Guide, MidMarket Edition*.

Access Control

Siebel Systems allows companies to control user access based on the mechanisms listed in [Table 3-1](#).

Table 3-1. Access Control Mechanisms

Basis of Access	Access Control Mechanism
Application Functionality	Responsibility (Role)
Data Partitions	Organization
Group Membership	Access Community
Ownership	Position

For example, you can control user access to Siebel referential data, such as FAQs and eSmartScripts, so that a group of users can view specific FAQs or eSmartScripts. Such a process would involve the following steps:

- Create User Lists
- Create Access Groups
- Assign appropriate User Lists to Access Groups
- Create a Catalog and Categories for that Catalog
- Associate existing referential data, such as FAQs with the Catalog's categories
- Assign Access Groups to desired Categories

For more information on access control, see *Authentication and Access Control Administration Guide, MidMarket Edition*.

Data Privacy

By using the Internet SSL and encryption technology, Siebel applications can support secured communication protocol and the necessary protection to your transmitted data from a possible security breach such as network spooling.

For more information on Internet security with Siebel applications, see *Authentication and Access Control Administration Guide, MidMarket Edition*

Entitlements Setup

Siebel eService provides service entitlement verification of registered users in addition to the standard contact authentication at login. If entitlement verification is active when a user tries to create, update, or view a service request, the application verifies that the user is listed as a contact for a currently valid service entitlement. Without valid entitlement, users will not be able to create, modify, or view any service requests, including ones they may have previously created. Whether you implement entitlement verification depends on your business model.

If registered users receive different levels of support depending on their service entitlements, then entitlement verification is appropriate. If all registered users receive the same level of support, then entitlement verification is probably not necessary.

Entitlement verification of a registered user consists of the following:

- The registered user's Contact record must belong to the contacts list of an entitlement.
- The entitlement must currently be valid, that is, not expired.
- For a contact to be able to create or modify service requests, that contact must be added to a valid entitlement.

NOTE: A contact can only be added to an entitlement by an administrator or customer care representative in the host company. A Web Delegated Customer Administrator does not have access to the Entitlement Contacts table.

Entitlement verification is found in the SWE section of `\bin\eservice.cfg` file in the directory for the Siebel Server. Entitlement verification is set to `FALSE` by default.

To enable or disable entitlement verification

- 1 Open the `\siebsrvr\bin\eservice.cfg` file in the Siebel Server directory in any text editor.
- 2 Locate the line beginning with `Entitlement=`

- 3** Replace the current setting following the = sign to FALSE to disable entitlement verification, or to TRUE to enable entitlement verification.
- 4** Save eservice.cfg, retaining its format as a text file.
- 5** Reboot your Siebel Server service to have the new entitlement verification setting take effect.

To add a contact to an entitlement

- 1** From the application-level menu, choose View > Site Map > Agreements > All Agreements Across Organizations.
- 2** In the Agreements list, select the agreement to which the entitlement belongs and click the Name hyperlink.

The Agreement form appears.

- 3** Click the Entitlements view tab.

The Entitlements list appears.

- 4** In the Entitlements list, select an existing entitlement from the current agreement.

Make sure that the Start Date and End Date fields are filled with the appropriate values in the new or existing Entitlement.

- 5** Complete the necessary fields.
- 6** Click the Contacts view tab.
- 7** In the Contacts list, click the menu button, and then click New Record.

The Add Contacts pop-up list appears.

- 8** In the pop-up list, select a contact, and then click OK.
- 9** In the Contacts list, click in the Internet field to activate the Internet flag.

Activating the Internet flag enforces the Entitlement on the Internet Channel, which in this case is Siebel eService.

NOTE: You may also create a new record or new entitlement as needed in the procedure listed above.

Email Notification Setup

Using Siebel Workflow, you can define business rules that will automate your business processes and procedures. For example, you may want to send email notification to alert a customer when the status of his or her open service request is changed or when a solution has been associated with the service request by a call center agent. Another example would be escalating a service request that has been outstanding for longer than one week by sending an email notification to the call center manager.

Out-of-the-box, Siebel eService provides four sample Workflow policies that will send email notifications to the appropriate recipients when certain conditions are met. These sample policies are listed below:

- **Siebel eService Activity Policy.** Send email when a new activity is added to the Service Request.
- **Siebel eService Attachment Policy.** Send email when a new file attachment is added to the Service Request.
- **Siebel eService Registration Request Policy.** Send email containing the UserID and Password.
- **Siebel eService Service Request Update Policy.** Send email whenever a Service Request Status gets updated.

To set up email notification

- 1** From the application-level menu, choose View > Site Map > Server Administration > Component Groups.
- 2** Make sure the following component groups are enabled if they have not yet been enabled:
 - Communications Management
 - Workflow Management

- 3 Stop and restart your Siebel Server.

Siebel Workflow Manager will now actively monitor your Workflow policies that are online and perform the appropriate actions. The actual sending of the email notification step will be executed by Siebel Communication Manager, which interfaces with your SMTP mail server.

- 4 From the application-level menu, choose View > Site Map > Siebel Workflow Administration > Workflow Policy Group.

- 5 In the Policies Groups list, select the eService Group record.

The following policies appear in the Policies lists:

- eService Activity Policy
- eService Attachment Policy
- eService Registration Request Policy
- eService Service Request Update Policy

- 6 In the Policies list, verify that each record contains the following information:

- An Activation field that is blank or not later than date and time of your testing.
- An Expiration field that is blank or contains a date and time that has not already passed.

- 7 From the application-level menu, choose View > Site Map > Contacts > All Contacts across Organizations.

- 8 Find a contact name you are going to use as a user in Siebel eService and type an appropriate address in the Email field.

For example, Siebsrvr is on NT Server: `qmail133@qa.siebel.com`.

- 9 Click on the Contact record hyperlink, and then click the more/less button in the Contact form.

- 10 Click the Send Email Updates check box.

Once the component groups have been enabled and you have selected the contacts who will receive email updates, you need to change the parameters that generate triggers for the updates.

To change parameters that generate triggers

- 1 From the application-level menu, choose View > Site Map > Server Administration > Components.
- 2 In the Server Components list, find and select Generate Triggers.
- 3 Click the Component Parameters view tab.
- 4 From the Component Parameters list, change the parameter EXEC to TRUE.
- 5 From the Component Parameters list, change the parameter SQLFlags to 1.
- 6 From the Component Parameters list, change the parameter TraceFlags to 1.

After you change the parameters, you need to log into Server Manager and start the task for component Generate Triggers.

To start the task for component Generate Triggers

- 1 From the Command Prompt, log in to Server Manager, using the following structure:

```
srvrmgr /e <enterprise name> /g <gateway server name> /u  
<database user name> /p <db passwd>
```

- 2 Start the task for component Generate Triggers, using the following command:

```
srvrmgr> start task for comp GenTrig with tableownpass='db2'
```

NOTE: The above example is for DB2UDB database. For Oracle, use `tableownpass='<the table owner's name>'`. For MS Sql, use `tableownpass='MSSQL'`.

- 3 From Server Manager, type the following:

```
srvrmgr> list task for comp GenTrig
```

NOTE: Wait until the status of the GenTrig becomes completed before returning to the Call Center for the following step.

Change parameter for Workflow Monitor Agent

- 1 From the application-level menu, choose View > Site Map > Server Administration > Components.
- 2 In the Server Components list, find and select Workflow Monitor Agent.
- 3 Click the Component Parameters view tab.
- 4 From the Component Parameters list, change the parameter ActionInterval to 1.
- 5 From the Component Parameters list, change the parameter Group Name to eService Group.
- 6 From the Component Parameters list, change the parameter Actionagent to FALSE.
- 7 From the Component Parameters list, change the parameter SQLFlags to 1.
- 8 From the Component Parameters list, change the parameter TraceFlags to 1.

After you change the parameters, you need to log into Server Manager and start the task for component Workflow Monitor Agent.

To start the task for component Workflow Monitor Agent

- 1 From the Command Prompt, log in to Server Manager, using the following structure:

```
srvrmgr /e <enterprise name> /g <gateway server name> /u  
<database user name> /p <db passwd>
```

- 2 Start the task for component Workflow Monitor Agent, using the following command:

```
srvrmgr> start task for comp WorkMon with tableownpass='db2'
```

NOTE: The above example is for DB2UDB database. For Oracle, use tableownpass='<the table owner's name>'. For MS Sql, use tableownpass='MSSQL'.

- 3 From Server Manager, type the following:

```
srvrmgr> list task for comp WorkMon
```

- 4 Log out of Server Manager and return to Siebel Call Center.

Knowledge Base Setup

Siebel eService provides an integrated, searchable knowledge base through its solution and eSmartScript repository. Customer care representatives can use this knowledge base to provide consistent answers to customer questions, and customers can access the same answers through self-service means.

Siebel eService allows organizations to build a flexible knowledge base that consists of database records and files both inside and outside the Siebel eBusiness Application. Knowledge items such as solutions to problems and general documents can be searched quickly and easily using full-text searching. Customers may also browse through a hierarchical library of categorized FAQs and eSmartScripts.

Setting Up FAQs

To publish FAQs (that is, Siebel Solutions records) in Siebel eService, you must first create the FAQs and then categorize them in the appropriate Siebel eService catalogs. Once categorized, the FAQs will be rendered in the appropriate applets and views. Optionally, you can apply access control on the categorized FAQs to restrict accessibility of certain categories.

To create an FAQ

- 1 From the application-level menu, choose View > Site Map > Solution Administration > Solutions.
- 2 In the Solutions list, click New.
- 3 Complete the necessary fields. Some fields are described in the following table.

Field	Description
Name	This title name will not be displayed but is merely for administration upkeep.
FAQ	In this field enter the FAQ question to be displayed to the end user.
Description	Enter the FAQ answer. There is a text limit of 2KB in this field.
Type	Select Solution from this drop-down list to designate the record as an FAQ/Solution record.

To add FAQs to a Siebel eService category

- 1** From the application-level menu, choose View > Site Map > Catalog Administration > Catalog Administration.
- 2** In the Catalogs list, find and click the hyperlink for eService Catalog.
The categories within the Siebel eService Catalog appear.
- 3** From the Categories list, select the category to which you want to add FAQs.
- 4** Click the Solutions view tab.
Any FAQs already associated with the selected category appear.
- 5** In the Solutions list, click New.
The Add Solutions dialog box appears.
- 6** Query and select the desired FAQs, and then click OK.
The selected FAQs are now associated with the selected category.

Notes

- You may also create a new FAQ record if needed for the procedure above.
- The general FAQs in Siebel eService must be categorized under the catalog named eService Catalog. FAQs categorized there will be rendered in the appropriate Siebel eService applets and views.
- The top FAQs in Siebel eService must be categorized under the catalog named eService Top Solutions and the category named eService Top Solutions. FAQs categorized under this catalog and category will be rendered in the appropriate Siebel eService applets and views. They are viewable under the Top FAQs list on the Siebel eService home page and the first drilldown view of the Browse the Knowledge Base link.

For further details on Catalog and Category administration, see *Siebel eSales Administration Guide, MidMarket Edition*.

Siebel eSmartScripts

Siebel eSmartScript allows customers to engage in self-directed question-and-answer sessions that simulate the experience of talking live with an expert. The sessions can have a predefined process flow, or the flow can be designed to change dynamically to reflect a customer's response. The process flow can also populate the Siebel database with customer input, creating service requests and completing applications.

Siebel eSmartScript is integrated with Siebel SmartScript, allowing the same troubleshooting scripts to be shared between the Siebel eService site and customer care representatives using Siebel Call Center. Scripts can easily be created and administered using a drag-and-drop, flowchart-based design interface. Potential benefits include increased call quality, fewer data entry errors, and reduced training time.

NOTE: Siebel eSmartScripts are rendered to end users as Troubleshooting Guides, accessible through the Troubleshoot Problems hyperlink on the Siebel eService home page or Instructions, accessible through the View Instructions hyperlink, also on the Siebel eService home page.

To add eSmartScripts to a Siebel eService category

- 1** From the application-level menu, choose View > Site Map > Catalog Administration > Catalog Administration.
- 2** In the Catalogs list, find and click the hyperlink for eService Catalog.
- 3** In the Categories list, select the category to which you want to add eSmartScripts.
- 4** Click the Troubleshooting/Access Instructions view tab.
- 5** In the Troubleshooting/Access Instructions list, click the menu button, and then click New Record.

The Pick SmartScript dialog box appears.

- 6** Query and select the desired record, and then click OK.

The selected eSmartScripts are now associated with the selected category.

Notes

- The general eSmartScripts in Siebel eService must be categorized under the catalog named eService Catalog. Siebel eSmartScripts categorized under this catalog's categories will be rendered in the appropriate Siebel eService applets and views.
- Make sure that the eSmartScript you select is marked as Active. This can be done by making sure that the Active column contains a check mark.
- The top eSmartScripts in Siebel eService must be categorized under the catalog named eService Top Solutions and the category named eService Top Solutions. Siebel eSmartScripts categorized under this catalog and category will be rendered in the appropriate Siebel eService applets and views. They are viewable under the first drilldown view of the Troubleshoot Problems and the View Instructions links.

For information on creating and working with eSmartScripts, see *Siebel SmartScript Administration Guide, MidMarket Edition*.

Siebel eSearch

Siebel eSearch allows users to search for knowledge items such as solutions to problems, resolution documents, product news, and general external documents. Users can locate information by using full-text searching. Organizations can build a flexible knowledge base consisting of both database records and files inside the Siebel eBusiness Application or in an external file system.

The same knowledge base is employed across various channels of communication. Call center agents use this knowledge base to answer customer queries over the phone or through email. In addition, by opening up the same knowledge base to Web customers, organizations can allow these customers to quickly receive consistent answers without contacting the call center.

Search results are sorted by relevancy, and personalized visibility rules can be applied to each customer who has access to the data and files to which they have been given access by an administrator. For instructions on setting up user access on your Siebel eService site, see *Authentication and Access Control Administration Guide, MidMarket Edition*.

Siebel eSearch must be set up before any search can be conducted in Siebel eService. For more information, see *Siebel Search Administration Guide, MidMarket Edition*.

Contact Us Setup

The Contact Us feature of Siebel eService allows a business to present its customers a variety of communications channels including telephone, email, fax, or postal mail. Contact Us makes these channels readily available on one Web site, with a Contact Us link displayed on every Siebel eService view.

Contact Us includes the following functionalities:

- **Telephone or Fax.** Customers can view a list of telephone and fax numbers to communicate with the people in an organization.
- **Email.** Customers can submit inquiries through the Siebel eService site by filling out a form with required information (to whom the request should be directed, the nature of the inquiry, and so on). The contents of this form are then converted into an email message or routed to an email address in your existing email system.
- **Mail.** Customers can view a list of the organization's postal addresses if they need to mail letters or packages to the company.

Setting Up Email, Fax, Mail, and Phone Accounts

Of the Siebel eService Contact Us communication channels, Email and Mail and Fax, are administered in the Contact Us administration view. Accounts are created here so that your customers can contact you through these channels.

Make sure you have enabled the server component group CommMgmt, which will be started together with the Siebel Server process, to process inbound emails. You can verify a successful email submission by opening Siebel Call Center and checking the logged event for this action from the Server Request Screen. For more information, see *Siebel Communications Server Administration Guide, MidMarket Edition*.

You can create multiple email subjects to be displayed for a particular email account by repeating the following steps.

To set up email, fax, mail, and phone accounts

- 1** From the application-level menu, choose View > Site Map > Application Administration > Contact Us.

The Email, Fax and Mail Accounts list appears.

- 2** In the Email, Fax and Mail Accounts list, click New.
- 3** In the Address field, type the account address.
- 4** From the Account Type drop-down list, select Contact Us.
- 5** In the Address field, click the select button.

The Account Addresses dialog box displays.

NOTE: Only the primary address will be displayed. If additional addresses need to be displayed, you must create additional Contact Us accounts. Each address must have its own primary address.

- 6** To use an existing address, select an address in the Account Addresses dialog box and click Close.
- 7** To use a new address, click New, enter address information in the fields, and then click OK.

NOTE: If an email address is entered in the Email field, the name of the Account displays as one of the drop-down To recipient fields in the Contact Us Email View.

- 8** Select that address and click Close.
- 9** Click the Email Subjects view tab and click New to create a new email subject value.
- 10** Complete the necessary fields.

For the Subject field, enter a value you want to display in the Subject drop-down list in the Contact Us Email view.

Notes

- If you want to create email accounts only, leave the address field blank.
- If you do not enter a street address field value for a Contact Us email, fax, and mail account, that account will not show up in the Mail or Fax list.
- If you do not enter an email address field value for a Contact Us account, the corresponding account will not show up as one of the To email drop-down list entries.
- Make sure that you enter at least one Subject field value for each email account you create.

Siebel Communications Server

Siebel Communications Server processes inbound and outbound communication messages into the Siebel system. Siebel eService uses Communications Server to process the inbound structured email forms submitted by users.

For more information, see *Siebel Communications Server Administration Guide, MidMarket Edition*.

Asset Management Setup

Siebel Asset Management allows users to register their newly purchased products, access warranty information, and view product news and recommended product services.

Setting Up Warranties

To include Product Warranties, you must first create warranties, and then associate those warranties with products. You may or may not choose to associate default warranties with products. To work with warranties you must be in the Siebel Call Center client.

To set up a default warranty

- 1 From the application-level menu, choose View > Site Map > Service Administration > Warranties.

The Warranties screen appears.

- 2 In the Warranties list, click New.
- 3 Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Type	This drop-down list allows you to choose what you want to associate your product with. Choose Product to associate your warranty to a product.
Start Date Type	This drop-down list allows you to set the time at which your product warranty will go into effect. Siebel eService will automatically associate a warranty to a product if the Start Date Type = Purchase Date. Selecting Purchase Date will make sure that your warranty will take effect on the date the product is purchased.
Duration (Days)	This is the number of days the warranty will be in effect.
Provider	This select button invokes a dialog box from which you may choose a warranty provider.

Once the following steps are completed, Siebel eService users will be able to view the default warranties associated with their newly registered products in their registered product detail view.

To associate products with a default warranty

- 1** From the application-level menu, choose View > Site Map > Service Administration > Warranties.
- 2** In the Warranties list, select your new default warranty.
- 3** Click the Products view tab and click New.
The Add Internal Products dialog box appears.
- 4** Select the product to be associated with the selected warranty and click OK.
The products are associated with the default warranty.

NOTE: To add more than one product, press CTRL while selecting the products in the Add Internal Products dialog box.

To associate specific warranties with user assets

- 1** From the application-level menu, choose View > Site Map > Assets > All Assets Across Organizations.
- 2** In the Assets list, select the user asset you would like to link to a warranty.

NOTE: You may need to query on the asset name or serial number.

- 3** Click the Warranty view tab and Click New.
- 4** In the Name field, click the select button.
The Pick Warranties dialog box appears.
- 5** In the Pick Warranties dialog box, select a warranty and click OK.
- 6** Enter or edit the Start Date and End Date field values if needed.

NOTE: When you select a warranty, the Start Date and End Date fields will automatically populate if the warranty has a Start Date Type field value and the asset has a Purchase, Ship, Registered, or Install Date value.

Setting Up Product News

You can link product news to products to enable users to view product news with their registered products.

To publish product news

- 1 From the application-level menu, choose View > Site Map > Solution Administration > Solutions.

The Solutions list appears.

- 2 In the Solutions list, click New.
- 3 Complete the fields as needed. Some fields are described in the following table.

Field	Comments
Name	The value entered into this field will not be displayed to the user. This value is used only to facilitate administrative upkeep.
Description	This field has a 2KB text limit.
Type	Select Product News from the drop-down list to classify the solution as a product news record.
Status	Select the value which reflects the status of your record.
Publish Internal, Publish External	These two check boxes allow you to designate the record for viewing internally, (that is, within your organization), externally, (that is, publicly on your Siebel eService Web site), or both internally and externally.

You can link a Product News record to a product. This will allow a customer who has registered the product to view the product news record in Siebel eService.

To associate product news with products

- 1 From the application-level menu, choose View > Site Map > Product Administration > Product Administration.

The Products list appears.

- 2 In the Products list, select the product to be linked with product news.
- 3 In the More Info view tab, select Product News from the Show drop-down list.
- 4 In the Product News list, click New.

The Pick Product News dialog box appears.

- 5 Select a product news record to link to the product and click OK.

Setting Up Recommended Services

Siebel eService users can view newly added recommended services linked to their registered products, or assets, in Siebel eService.

To create a recommended service product

- 1 From the application-level menu, choose View > Site Map > Product Administration > Product Administration.

The Products list appears.

- 2 In the Products list, click New.
- 3 In the More Info view, complete the necessary fields, including the Product and Description fields.

A sample Product could be `1-Year Service Maintenance`, and a sample Description could be `Install latest software upgrade`.

NOTE: A Recommended Service is technically another product.

To associate recommended services with products

- 1** From the application-level menu, choose View > Site Map > Product Administration > Product Administration.

The Product list appears.

- 2** In the Product list, find and select the product to be linked with a recommended service product.

- 3** In the More Info view, click the menu button and select Related Products.

- 4** In the Related Products view, click New.

The Add Internal Products dialog window appears.

- 5** From the Add Internal Products dialog window, select a Recommended Service product and close the window.

- 6** In the Relation field, select Recommended Service.

- 7** In the Product screen, click Save.

Customer Satisfaction Survey Administration

The Siebel eService Customer Satisfaction survey allows you to obtain customer feedback through customer self-service means. The survey is a Web-based form linked to Web pages where a customer has closed a service request. The customer can fill out the form, submit it, and your company can analyze the results.

You can modify the list of selectable responses for each survey question in the Siebel Call Center client. For instructions on how to configure control properties of the Customer Satisfaction Survey, see [“Customer Satisfaction Survey Setup” on page 2-6](#).

To administer a customer satisfaction survey

1 From the application-level menu, choose View > Site Map > Application Administration > List of Values.

2 Click Query.

3 Type `cs_*` in the Type field and click Go.

A list of customer satisfaction values appears.

4 Modify the existing values as needed. Some value fields are listed below:

- **Displayed Value:** The answer that will appear in the drop-down list of values.
- **Order field:** The order in which the answer will appear in the drop-down list of values. Enter 1 if you want the value to appear first on the list, and so on.
- **Active field:** This field must be checked to be active.

Siebel Personalization

Using Siebel Personalization, you can create personalization rules and apply them to applets and views so that each individual can view personalized content through these applets and views. For example, you can create personalized text messages to alert users to update their user profiles or remind them to review their current open service requests. Once users update their user profiles and review the service requests, the personalized messages disappear automatically. In essence, the personalization rules can evaluate each user's navigational clicks and can render the appropriate text messages and guide them through the site.

For more information on setting up and implementing Siebel Personalization, see *Personalization Administration Guide, MidMarket Edition*.

Views and Associated Applets and Web Templates

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About This Appendix

The following appendix lists all Views found within Siebel eService, MidMarket Edition, and all associated Applets and Web Templates for those Views.

Siebel eService Views and Associated Applets and Web Templates

The following tables list applets and Web templates associated with the different views in Siebel eService.

Account Asset Detail View

[Table A-1](#) lists the applets and Web templates associated with the Account Asset Detail View.

Table A-1. Account Asset Detail View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Account Registered Product Detail Applet	Base	DotCom View Detail MultiChild	DotCom Applet Form 2-Column
	Query	DotCom View Detail MultiChild	DotCom Applet Form 1-Column
Registered Product Warranty List Applet	Base	DotCom View Detail MultiChild	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail MultiChild	DotCom Applet Form 1-Column
Product News Applet	Base	DotCom View Detail MultiChild	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail MultiChild	DotCom Applet Form 1-Column
Recommended Services List Applet	Base	DotCom View Detail MultiChild	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail MultiChild	DotCom Applet Form 1-Column

Account Asset List View

Table A-2 lists the applets and Web templates associated with the Account Asset List View.

Table A-2. Account Asset List View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Account Registered Product Applet	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Account Service Request List View (eService)

Table A-3 lists the applets and Web templates associated with the Account Service Request List View.

Table A-3. Account Service Request List View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Account Service Request List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Tabbed
	New	DotCom View Basic	DotCom Applet Form 1-Column
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Activity Detail View (eService)

Table A-4 lists the applets and Web templates associated with the Activity Detail View.

Table A-4. Activity Detail View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Activity Detail Applet (eService)	Base	DotCom View Basic	DotCom Applet Form Base 1 Column
	Edit	DotCom View Basic	DotCom Applet Form 1-Column

Advanced Search Results View (DotCom)

Table A-5 lists the applets and Web templates associated with the Advanced Search Results View (DotCom).

Table A-5. Advanced Search Results View (DotCom)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Advanced Search Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Search Advanced Tabbed
	Edit	DotCom View Basic	DotCom Applet Search Advanced Tabbed
Search Results List Applet (DotCom)	Base	DotCom View Basic	DotCom Applet List Search Results

Advanced Search View (DotCom)

Table A-6 lists the applets and Web templates associated with the Advanced Search View (DotCom).

Table A-6. Advanced Search View (DotCom)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Advanced Search Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Search Advanced Tabbed
	Edit	DotCom View Basic	DotCom Applet Search Advanced Tabbed

Basic Search Results View (DotCom)

Table A-7 lists the applets and Web templates associated with the Basic Search Results View (DotCom).

Table A-7. Basic Search Results View (DotCom)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Basic Search Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Search Basic
	Edit	DotCom View Basic	DotCom Applet Search Basic
Search Results List Applet (DotCom)	Base	DotCom View Basic	DotCom Applet List Search Results
Search Selection Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Form Search Top
	Edit	DotCom View Basic	DotCom Applet Form Search Top

Basic Search View (DotCom)

Table A-8 lists the applets and Web templates associated with the Basic Search View (DotCom).

Table A-8. Basic Search View (DotCom)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Basic Search Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Search Basic
Search Selection Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Form Search Top
	Edit	DotCom View Basic	DotCom Applet Form Search Top

Change Password View (SWE)

Table A-9 lists the applets and Web templates associated with the Change Password View (SWE).

Table A-9. Change Password View (SWE)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Change Password Applet (SWE)	Base	DotCom View Basic	DotCom Applet Form Base 1 Column
	Edit	DotCom View Basic	Popup Form

Contact Asset Detail View

Table A-10 lists the applets and Web templates associated with the Contact Asset Detail View.

Table A-10. Contact Asset Detail View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Registered Product Detail Tiny Applet	Base	DotCom View Detail	DotCom Applet Form 2-Column
Registered Product Warranty List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail	DotCom Applet Form 1-Column
Product News Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail	DotCom Applet Form 1-Column
Recommended Services List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Query	DotCom View Detail	DotCom Applet Form 1-Column

Contact Asset List View

Table A-11 lists the applets and Web templates associated with the Contact Asset List View.

Table A-11. Contact Asset List View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Registered Product Applet	Base	DotCom View Basic	DotCom Applet List Tabbed
	Edit	DotCom View Basic	DotCom Applet Form 1-Column
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Contact Service Request Detail View

Table A-12 lists the applets and Web templates associated with the Contact Service Request Detail View.

Table A-12. Contact Service Request Detail View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Service Request Detail Applet	Base	DotCom View Detail	DotCom Applet Form 2-Column
Service Request Attachment List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Edit	DotCom View Detail	DotCom Applet Form 1-Column
	New	DotCom View Detail	DotCom Applet Form 1-Column
Service Request Activity List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Edit	DotCom View Detail	DotCom Applet Form 1-Column
Service Request Solution List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
Service Request Customer Survey Applet	Base	DotCom View Detail	DotCom Applet Links No Title
	Edit	DotCom View Detail	DotCom Applet Form 1-Column

Contact Service Request List View (eService)

Table A-13 lists the applets and Web templates associated with the Contact Service Request List View (eService).

Table A-13. Contact Service Request List View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Service Request List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Edit	DotCom View Basic	DotCom Applet Form 1-Column
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Contact Us Addresses View

Table A-14 lists the applets and Web templates associated with the Contact Us Addresses View.

Table A-14. Contact Us Addresses View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Us Mail Addresses List Applet	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Contact Us Communication Channel View

[Table A-15](#) lists the applets and Web templates associated with the Contact Us Communication Channel View.

Table A-15. Contact Us Communication Channel View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Us Communication Channel Header Applet	Base	DotCom View Basic	DotCom Applet Links No Title
Contact Us Email Link Applet	Base	DotCom View Basic	Contact Us Email Link Applet
Contact Us Mail Fax Link Applet	Base	DotCom View Basic	DotCom Applet Links Border
Contact Us Phone Link Applet	Base	DotCom View Basic	DotCom Applet Links Border

Contact Us Email View

[Table A-16](#) lists the applets and Web templates associated with the Contact Us Email View.

Table A-16. Contact Us Email View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Us Email Form Applet	Base	DotCom View Basic	DotCom Applet Form 1-Column
	Edit	DotCom View Basic	DotCom Applet Form 1-Column

Contact Us Successful Email Submission View

[Table A-17](#) lists the applet and Web template associated with the Contact Us Successful Email Submission View.

Table A-17. Contact Us Successful Email Submission View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Us Successful Email Submission Applet	Base	DotCom View Basic	DotCom Applet Form 1-Column

Customer Survey Confirmation View (eService)

[Table A-18](#) lists the applet and Web template associated with the Customer Survey Confirmation View.

Table A-18. Customer Survey Confirmation View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Successful Customer Survey Submission	Base	DotCom View Basic	DotCom Applet Form Basic

Customer Survey View (eService)

[Table A-19](#) lists the applets and Web templates associated with the Customer Survey.

Table A-19. Customer Survey View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Customer Survey Applet (eService)	Base	DotCom View Basic	DotCom Applet Links No Title
	Edit	DotCom View Basic	DotCom Applet Form 1-Column

FAQ Detail View (eService)

Table A-20 lists the applets and Web templates associated with the FAQ Detail View (eService).

Table A-20. FAQ Detail View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
FAQ Detail Applet (eService)	Base	DotCom View Basic	DotCom Applet Form 4-Column
	Query	DotCom View Basic	DotCom View Basic
Solution Resolution List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 1-Column

FAQ First Level Category List View (eService)

Table A-21 lists the applets and Web templates associated with the FAQ First Level Category List View.

Table A-21. FAQ First Level Category List View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
FAQ Catalog RootSubCategory List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Subcategory 4-Per-Column
More FAQs Catalog List Applet Without Title (eService)	Base	DotCom View Basic	DotCom Applet List Categorized TOC
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View Basic	eSales Current Product Applet
Top FAQs Bottom List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Brief ImgBullet / Shade
Top FAQs Top List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Brief ImgBullet 2

FAQ Recursive SubCategory Detail View (eService)

Table A-22 lists the applets and Web templates associated with the FAQ Recursive SubCategory Detail View (eService).

Table A-22. FAQ Recursive SubCategory Detail View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
FAQ Catalog Category Form Applet (eService)	Base	DotCom View Basic	DotCom Applet List Categorized TOC
FAQ Catalog SubCategory List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Subcategory 4-Per-Column
FAQs Bottom List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Brief ImgBullet / Shade
FAQs Top List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Brief ImgBullet 2

Home Page View (eService)

Table A-23 lists the applets and Web templates associated with the Home Page View (eService).

Table A-23. Home Page View (eService) (1 of 2)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Contact Us Communication Channel Tiny Applet	Base	DotCom View 25 50 25	DotCom Applet Links 2
	Edit	DotCom View 25 50 25	DotCom Applet Form1 Column
Login Applet	Base	DotCom View 25 50 25	Applet Form 1 Column (Base/Edit/New)
	Edit	DotCom View 25 50 25	DotCom Applet Form Basic
Recommended Product List Applet (eService)	Base	DotCom View 25 50 25	DotCom Applet List Brief ImgBullet 2
Salutation Applet (eService)	Base	DotCom View 25 50 25	Applet Salutation

Table A-23. Home Page View (eService) (2 of 2)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 25 50 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 25 50 25	DotCom Applet List Brief ImgBullet 2
	Edit	DotCom View 25 50 25	DotCom Applet Form 1-Column
eService Account Quick Links Applet	Base	DotCom View 25 50 25	DotCom Applet Links 2
eService Support Quick Links Applet	Base	DotCom View 25 50 25	DotCom Applet Links 2

Instruction First Level Category List View (eService)

[Table A-24](#) lists the applets and Web templates associated with the Instruction First Level Category List View (eService).

Table A-24. Instruction First Level Category List View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Instruction Catalog RootSubCategory List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Subcategory 4-Per-Column
More FAQs Catalog List Applet Without Title (eService)	Base	DotCom View 75 25	DotCom Applet List Categorized TOC
Smart Script Instructions First Level List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Tabbed
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 75 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 75 25	DotCom Applet List Brief ImgBullet 2
	Query	DotCom View 75 25	DotCom Applet Form 1-Column

Instruction Recursive SubCategory Detail View (eService)

[Table A-25](#) lists the applets and Web templates associated with the Instruction Recursive SubCategory Detail View (eService).

Table A-25. Instruction Recursive SubCategory Detail View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Instruction Catalog Category Form Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Categorized TOC
Instruction Catalog SubCategory List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Subcategory 4-Per-Column
Smart Script List Applet Instructions (eService)	Base	DotCom View 75 25	DotCom Applet List Tabbed
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 75 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 75 25	DotCom Applet List Brief ImgBullet 2
	Query	DotCom View 75 25	DotCom Applet Form 1-Column

Login View

[Table A-26](#) lists the applets and Web templates associated with the Login View.

Table A-26. Login View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Login Applet	Base	DotCom View Detail	Applet Form 1 Column (Base/Edit/New)
	Edit	DotCom View Detail	DotCom Applet Form Basic

My Account User Administration View (eApps)

Table A-27 lists the applets and Web templates associated with the My Account User Administration View (eApps).

Table A-27. My Account User Administration View (eApps)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Account Contact User Admin List Applet (Delegated Admin)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Edit	DotCom View Basic	DotCom Applet Form 2-Column
	Edit List	DotCom View Basic	DotCom Applet List Tabbed
Account List Applet (Delegated Admin)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Edit	DotCom View Basic	DotCom Applet Form 1-Column
	Edit List	DotCom View Basic	DotCom Applet List Tabbed

My Accounts Links View (eService)

Table A-28 lists the applets and Web templates associated with the My Accounts Links View (eService).

Table A-28. My Accounts Links View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
FAQ Catalog RootSubCategory List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Subcategory 4-Per-Column
More FAQs Catalog List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Categorized Tabbed
My Account Header Tiny Applet	Base	DotCom View 75 25	DotCom Applet Links No Title
My Account Settings Links Applet	Base	DotCom View 75 25	DotCom Applet Links 2

Views and Associated Applets and Web Templates

Siebel eService Views and Associated Applets and Web Templates

Table A-28. My Accounts Links View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
My Company Info Links Applet	Base	DotCom View 75 25	DotCom Applet Links 2
My Info Links Applet	Base	DotCom View 75 25	DotCom Applet Links 2
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 75 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 75 25	DotCom Applet List Brief ImgBullet 2

Order Approval View (eSales)

[Table A-29](#) lists the applets and Web templates associated with the Order Approval View (eSales).

Table A-29. Order Approval View (eSales)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Order Form Applet - Approval (eSales)	Base	DotCom View Basic	DotCom Applet Form 2-Column
Order Item List Applet (eSales)	Base	DotCom View Basic	Dotcom List Merged (Base/ EditList)
Order Totals Form Applet - Confirmation (eSales)	Base	DotCom View Basic	DotCom Applet Totals

Order History Summary View (eSales)

Table A-30 lists the applets and Web templates associated with the Order History Summary View.

Table A-30. Order History Summary View (eSales)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Order Form Applet - Summary (eSales)	Base	DotCom View Basic	DotCom Applet Form 2-Column
Order Item List Applet (eSales)	Base	DotCom View Basic	Dotcom List Merged (Base/EditList)
Order Totals Form Applet - Confirmation (eSales)	Base	DotCom View Basic	DotCom Applet Totals

Order History View (eSales)

Table A-31 lists the applets and Web templates associated with the Order History View.

Table A-31. Order History View (eSales)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Order List Applet (eSales)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 2-Columnb

Order History View: My Company (eSales)

Table A-32 lists the applets and Web templates associated with the Order History View: My Company (eSales).

Table A-32. Order History View: My Company (eSales)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Order List Applet - My Company (eSales)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 2-Column

Personal Address View (eApps)

[Table A-33](#) lists the applets and Web templates associated with the Personal Address View (eApps).

Table A-33. Personal Address View (eApps)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Personal Address List Applet (eApps)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Edit	DotCom View Basic	DotCom Applet Form 2-Column
	Edit List	DotCom View Basic	DotCom Applet List Tabbed
User Profile Form Applet (eApps)	Base	DotCom View Basic	DotCom Applet Form 2-Column
	Edit	DotCom View Basic	DotCom Applet Form 2-Column

Product Successful Registration View

[Table A-34](#) lists the applets and Web templates associated with the Product Successful Registration View.

Table A-34. Product Successful Registration View

Applets	Applet Mode	View Web Templates	Applet Web Templates
Product Registration Success Applet	Base	DotCom View Basic	DotCom Applet Form 1-Column

Search Selection View (DotCom)

Table A-35 lists the applets and Web templates associated with the Search Selection View (DotCom).

Table A-35. Search Selection View (DotCom)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Search Selection Applet (DotCom)	Base	DotCom View Basic	DotCom Applet Form Search Top
	Edit	DotCom View Basic	DotCom Applet Form Search Top

Service Request Confirmation View (eService)

Table A-36 lists the applet and Web template associated with the Service Request Confirmation View.

Table A-36. Service Request Confirmation View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Service Request Successful Submission Applet	Base	DotCom View Basic	DotCom Applet Form Basic

Service Request Detail View (eService)

Table A-37 lists the applets and Web templates associated with the Service Request Detail View.

Table A-37. Service Request Detail View (eService) (1 of 2)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Service Request Detail Applet	Base	DotCom View Detail	DotCom Applet Form 2-Column
Service Request Attachment List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Edit	DotCom View Detail	DotCom Applet Form 1-Column
	New	DotCom View Detail	DotCom Applet Form 1-Column

Views and Associated Applets and Web Templates

Siebel eService Views and Associated Applets and Web Templates

Table A-37. Service Request Detail View (eService) (2 of 2)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Service Request Activity List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Edit	DotCom View Detail	DotCom Applet Form 1-Column
Service Request Solution List Applet	Base	DotCom View Detail	Dotcom List Merged (Base/EditList)
	Base	DotCom View Detail	DotCom Applet Links No Title
Service Request Customer Survey Applet	Base	DotCom View Detail	DotCom Applet Links No Title
	Edit	DotCom View Detail	DotCom Applet Form 1-Column

Smart Script Player View Instructions (eService)

[Table A-38](#) lists the applets and Web templates associated with the Smart Script Player View Instructions (eService).

Table A-38. SmartScript Player View Instructions (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
SmartScript Instruction Player Applet	Base	Smart Script Player View	Smart Script Player Applet
	Edit	Smart Script Player View	Smart Script Player Applet

Smart Script Player View Troubleshooting (eService)

Table A-39 lists the applets and Web templates associated with the Smart Script Player View Troubleshooting (eService).

Table A-39. SmartScript Player View Troubleshooting (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Smart Script Player Applet Troubleshooting (eService)	Base	Smart Script Player View	Smart Script Player Applet
	Edit	Smart Script Player View	Smart Script Player Applet

Solution Resolution View (eService)

Table A-40 lists the applets and Web templates associated with the Solution Resolution View.

Table A-40. Solution Resolution View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Solution Detail Applet (eService)	Base	DotCom View Basic	DotCom Applet Form 1-Column
	Query	DotCom View Basic	DotCom Applet Form 1-Column
Solution Resolution List Applet (eService)	Base	DotCom View Basic	DotCom Applet List Tabbed
	Query	DotCom View Basic	DotCom Applet Form 1-Column

Subscriber Information View (eApps)

Table A-41 lists the applets and Web templates associated with the Subscriber Information View (eApps).

Table A-41. Subscriber Information View (eApps)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Subscriber Information Form Applet (eApps)	Base	DotCom View Basic	DotCom Applet Form 4-Column
	Edit	DotCom View Basic	DotCom Applet Form 4-Column

Troubleshoot First Level Category List View (eService)

Table A-42 lists the applets and Web templates associated with the Troubleshoot First Level Category List View (eService).

Table A-42. Troubleshoot First Level Category List View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
More FAQs Catalog List Applet Without Title (eService)	Base	DotCom View 75 25	DotCom Applet List Categorized TOC
Smart Script Troubleshooting First Level List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Tabbed
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 75 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 75 25	DotCom Applet List Brief ImgBullet 2
	Query	DotCom View 75 25	DotCom Applet Form 1-Column
Troubleshoot Catalog RootSubCategory List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Subcategory 4-Per-Column

Troubleshoot Recursive SubCategory Detail View (eService)

Table A-43 lists the applets and Web templates associated with the Troubleshoot Recursive SubCategory Detail View (eService).

Table A-43. Troubleshoot Recursive SubCategory Detail View (eService)

Applets	Applet Mode	View Web Templates	Applet Web Templates
Smart Script List Applet Troubleshooting (eService)	Base	DotCom View 75 25	DotCom Applet List Tabbed
Top 5 FAQ Catalog Category Form Applet (eService)	Base	DotCom View 75 25	eSales Current Product Applet
Top 5 FAQ List Applet Tiny (eService)	Base	DotCom View 75 25	DotCom Applet List Brief ImgBullet 2
	Query	DotCom View 75 25	DotCom Applet Form 1-Column
Troubleshoot Catalog Category Form Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Categorized TOC
Troubleshoot Catalog SubCategory List Applet (eService)	Base	DotCom View 75 25	DotCom Applet List Subcategory 4-Per-Column

User Profile View (eApps)

Table A-44 lists the applets and Web templates associated with the User Profile View (eApps).

Table A-44. User Profile View (eApps)

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Profile Form Applet (eApps)	Base	DotCom View Basic	DotCom Applet Form 2-Column
	Edit	DotCom View Basic	DotCom Applet Form 2-Column

User Registration Confirmation Msg View

Table A-45 lists the applet and Web template associated with the User Registration Confirmation Msg View.

Table A-45. User Registration Confirmation Msg View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Confirmation Msg Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Contact Information View

Table A-46 lists the applets and Web templates associated with the User Registration Contact Information View.

Table A-46. User Registration Contact Information View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Contact Information Form Applet	Base	View Basic	DotCom Applet Form Base 1 Column
	Edit	View Basic	DotCom Applet Form 1-Column

User Registration Declined View

Table A-47 lists the applet and Web template associated with the User Registration Declined View.

Table A-47. User Registration Declined View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Declined Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Forget Pwd Challenge Answer Error View

Table A-48 lists the applet and Web template associated with the User Registration Forget Pwd Challenge Answer Error View.

Table A-48. User Registration Forget Pwd Challenge Answer Error View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Forget Pwd Challenge Answer Error Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Forget Pwd Challenge Ques View

Table A-49 lists the applets and Web templates associated with the User Registration Forget Pwd Challenge Ques View.

Table A-49. User Registration Forget Pwd Challenge Ques View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Forget Pwd Challenge Ques View	Base	View Basic	DotCom Applet Form Basic
	Edit	View Basic	DotCom Applet Form Basic

User Registration Forget Pwd Confirm View

Table A-50 lists the applet and Web template associated with the User Registration Forget Pwd Confirm View.

Table A-50. User Registration Forget Pwd Confirm View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Forget Pwd Confirm Applet	Base	DotCom View Basic	DotCom Applet Form Base 1 Column

User Registration Forget Pwd Decline View

Table A-51 lists the applet and Web template associated with the User Registration Forget Pwd Decline View.

Table A-51. User Registration Forget Pwd Decline View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Forget Pwd Decline Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Forget Pwd Info View

Table A-52 lists the applets and Web templates associated with the User Registration Forget Pwd Info View.

Table A-52. User Registration Forget Pwd Info View View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Forget Pwd Info Applet	Base	View Basic	DotCom Applet Form Basic
	Edit	View Basic	DotCom Applet Form Basic

User Registration Initial Form View

Table A-53 lists the applets and Web templates associated with the User Registration Initial Form View.

Table A-53. User Registration Initial Form View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Initial Form Applet	Base	View Basic	DotCom Applet Form Base 1 Column
	Edit	View Basic	DotCom Applet Form 1-Column

User Registration Legal Confirmation View

Table A-54 lists the applet and Web template associated with the User Registration Legal Confirmation View.

Table A-54. User Registration Legal Confirmation View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Legal Confirmation Applet	Base	View Basic	DotCom Applet License Base 1 Column

User Registration Login Error Msg View

Table A-55 lists the applet and Web template associated with the User Registration Login Error Msg View.

Table A-55. User Registration Login Error Msg View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Login Error Msg Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Missing Info Msg View

Table A-56 lists the applet and Web template associated with the User Registration Missing Info Msg View.

Table A-56. User Registration Missing Info Msg View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Missing Info Msg Applet	Base	View Basic	DotCom Applet Form Basic

User Registration Password Error Msg View

[Table A-57](#) lists the applet and Web template associated with the User Registration Password Error Msg View.

Table A-57. User Registration Password Error Msg View

Applets	Applet Mode	View Web Templates	Applet Web Templates
User Registration Password Error Msg Applet	Base	View Basic	DotCom Applet Form Basic

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