



Documentation Update for *Siebel eSales Administration Guide, MidMarket Edition*

Date Published: March 5, 2002

Last Updated: March 27, 2002

This Documentation Update applies to the following version of *Siebel eSales Administration Guide, MidMarket Edition*.

Document Version: 7.0

Date Published: September 2001

Software Version:

Siebel 7 [Version 7.0.4](#)

Siebel 7 [Version 7.0.2](#)

Version 7.0.4

Chapter 2, Setup Tasks

March 27, 2002

Customizing the User Interface

Page 2-7

Replace the section *“Implementing Siebel eSales Without Frames”* with the following:

Customer and partner applications use HTML frames for optimum compatibility when running with browser-based applications. HTML frames allow portions of the browser window to scroll independently of the rest of the window. For example, with HTML frames it is possible to place the main navigation in one frame and content in another frame. You can scroll the content while the main navigation remains in a fixed location.

Customer and partner applications can also be unframed. Siebel employee applications require frames and cannot be unframed.

Before choosing to unframe your application, consider the following limitations to using unframed applications with browser-based applications:

- HTML frames allow users to view the customer and partner global navigation links and other information while they are on the same page. This allows them to exit or cancel the session by navigating to another frame. When a customer or partner application is unframed, the contents of one frame occupy the entire browser window when launched. This makes the global navigation links inaccessible.
- In an unframed application, all UI elements exist in the same window. Therefore, the contents list may scroll off the page as a user scrolls down. This is a limitation of the unframed HTML environment and a factor in choosing to frame applications.

If you want to use a frameless deployment you will have to modify the existing template. For more information about unframing your application, see Tech Note 0322 on SupportWeb.

Appendix A, Shopping Service API

March 27, 2002

Page A-56

Add the following note under the table:

NOTE: If you want to perform credit card validation on a business component other than Quote, the business component must be either based on the CSSBCBase class, based on a class that is itself based on the CSSBCBase class, or based on a class that inherits from the CSSBCBase class, such as CSSBCQuote. For more information, see the section on credit card user properties in Siebel Tools Reference.

Version 7.0.2

Chapter 2 Setup Tasks

March 27, 2002

Customizing the User Interface

Page 2-7

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Chapter 3, Creating and Managing Catalogs

March 5, 2002

Setting Up Catalogs

Page 3-4

In step 3, replace the Catalog Type row in the table with the following:

Chapter 4, Modifying Order Workflow Processes

Field	Description
Catalog Type	Choose Buying from the drop-down menu.

March 5, 2002

Siebel eSales Order Workflow Processes

Page 4-5

The workflow process “eSales - Approve Order Process” was incorrectly named “eSales - User” in the seed data. Replace the Purchase approval bullet with the following:*

- Purchase approval
 - eSales - User*
 - eSales - Reject Order Process

Chapter 8, Using Third-Party Payment Applications

March 5, 2002

Cybersource Integration with Siebel eSales

Page 8-12

Add the following row to the bottom of the table:

User Property	Value	Comments
decline_avs_flags	N	Comma-separated list of AVS codes that result in an AVS decline. For more information, see “Address Verification with CyberSource” on Page 8-23.

Page 8-23

Replace the two paragraphs under the heading *“Address Verification with CyberSource”* with the following paragraph:

Address Verification will fail when CyberSource returns DAVSNO as the reply code. When DAVSNO is returned, an authorization code will still be returned to Siebel. The values for the decline_avs_flags business service user property can be used to indicate which address verification results should result in DAVSNO being returned by CyberSource. Out of the box, N is passed to CyberSource, indicating that when this result is received by CyberSource for the address verification check, DAVSNO will be returned to Siebel. To indicate that other address verification responses should result in DAVSNO being returned to Siebel, add the values to the decline_avs_flags business service user property. In the event that you want to authorize and settle at the same time, you can indicate that address verification results should be ignored by setting the ignore_avs business service user property to yes.

Appendix A Shopping Service API

March 27, 2002

Page A-57

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