



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

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

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Siebel 7, [Version 7.0.4](#)

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Chapter 3

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On page 3-11, there are instructions about how to set up FAQs by adding them to the appropriate categories of the eService Catalog. However, before doing this, you must create this catalog and categories. Add the following section before the section entitled “Setting Up FAQs”:

Creating the eService Catalog

Siebel eService organizes the knowledge base through a catalog structure, which includes one or more categories. Before configuring FAQs or other solutions, you must define at least one catalog (named eService) and its associated categories. This catalog and associated categories will represent the structure in which your knowledge is organized, both internally and externally, for the customer. For more information about creating catalogs and categories, including information about fields in the Catalog and Category records, see *Siebel eSales Administration Guide*.

To create the eService catalog and categories

- 1** From the application-level menu, choose View > Site Map > Catalog Administration > Catalog Administration.
- 2** In the Catalogs list, click New.
- 3** Fill in the fields in the Catalog record and the More Info form. Be sure to enter the name *eService* in the Name field.
- 4** Click the name of the catalog, which is a hyperlink.
The Categories list for the catalog appears.
- 5** In the Categories list, add a new record for each of the categories of FAQs that you want displayed to customers using Siebel eService, and fill in the information for each.