



Siebel CRM Web Services Reference

Version 8.0, Rev C
October 2009

ORACLE®

Copyright © 2005, 2009 Oracle and/or its affiliates. All rights reserved.

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software--Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Oracle, JD Edwards, and PeopleSoft are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Contents

Chapter 1: What's New in This Release

Chapter 2: Siebel CRM Web Services Overview

How Siebel Applications Are Web Service Deployed	9
About Siebel Web Services	9
Core Technologies for Web Services	10
Web Services Deployment Cycle	11
Siebel Web Service Documentation	12
Support for Siebel Web Services	12
Siebel Web Services Architecture	15
Process of Exposing a Siebel Web Service	15
About Siebel Web Service Modeling	17
Exposing a Business Service as a Web Service	17
Exposing a Workflow as a Web Service	19
Using the Web Services Deployment Wizard	20
About Siebel Web Service Authentication and Performance	20
Invoking Web Services from the Siebel Mobile Client	21

Chapter 3: Web Services for Siebel CRM 8.0

Primary Web Services for Siebel CRM 8.0	23
Support and Testing Web Services	25

Chapter 4: Primary Web Services for Siebel CRM 8.0

ABOWebService	34
Asset Management	41
AssetWebService	44
CalculatePriceWS	44
CatalogWebService	47

ContextServiceWrapperService	56
CopyActivity	61
EAILOVWS	62
EligibilityCompatibility	63
EventManagerment	66
Event Registration	72
ExternalAutoPolicy	72
ExternalPropertyPolicy	72
Forecast	72
GetHealthCareProfessionalProfileInformation	73
GetHeathCareProfessionalComplianceDetails	80
GetUnallocatedExpenseItem	87
INSClaims	90
IntegrationObjectInfo	94
NetworkOrderEntry	96
PartnerPrograms	98
PartnerRegistration	98
ProductConfigurator	98
ProductRecommendation	113
PromotionWebService	116
QuoteWebService and OrderWebService	119
QuoteAddItemsWS	123
SerializationService	125
ServiceRequest	126
SessionAccessWS	128
SetAllocatedExpenseItem	128
SFA_Activity_BS	131
SiebelUserProfileService	133
SiebelWebRegistration	133
TroubleTicket	133
VerifyEntitlement	135

Warranty 137
WC_Account_BS 137
WC_Contacts_BS 138
WC_Opportunity_BS 138
WC_Service_Request_BS 138
WebMarketing 138

Index

1

What's New in This Release

What's New in Oracle's Siebel CRM Web Services Reference, Version 8.0, Rev C

Table 1 lists changes described in this version of the documentation to support release 8.0 of the software.

Table 1. New Product Features in Siebel CRM Web Services Reference, Version 8.0, Rev C

Topic	Description
"Invoking Web Services from the Siebel Mobile Client" on page 21	<p>The Web server capability of the Siebel Mobile Web Client and Siebel Developer Web Client has been extended to support invoking Siebel Web services.</p> <p>NOTE: This functionality is provided as ACR 492. For the current release of Siebel Business Applications, implementing this functionality requires installing a patch release and performing postinstallation configuration tasks. For an ACR that is included in a Siebel Fix Pack 8.0.0.x release, see the relevant instructions in the applicable <i>Siebel Maintenance Release Guide</i> on My Oracle Support. For more information on invoking Web Services from the Siebel Mobile Web Client, see <i>Integration Platform Technologies: Siebel Enterprise Application Integration</i>.</p>

This guide has been updated to reflect product name changes.

2

Siebel CRM Web Services Overview

This chapter provides an overview of Web services and guidance for implementing Oracle's Siebel Web services. It contains the following topics:

- [How Siebel Applications Are Web Service Deployed on page 9](#)
- [About Siebel Web Services on page 9](#)
- [Core Technologies for Web Services on page 10](#)
- [Web Services Deployment Cycle on page 11](#)
- [Siebel Web Service Documentation on page 12](#)
- [Support for Siebel Web Services on page 12](#)
- [Siebel Web Services Architecture on page 15](#)
- [Process of Exposing a Siebel Web Service on page 15](#)
- [About Siebel Web Service Modeling on page 17](#)
- [Using the Web Services Deployment Wizard on page 20](#)
- [About Siebel Web Service Authentication and Performance on page 20](#)
- [Invoking Web Services from the Siebel Mobile Client on page 21](#)

How Siebel Applications Are Web Service Deployed

Siebel applications are Web service deployed through the following means:

- Inbound and Outbound Web Services
- Integration Objects
- The Siebel application
- Business Services and Workflows

About Siebel Web Services

A Web service is a discrete piece of business logic, located somewhere on the Internet, which is accessible through Internet protocols. It is distinguished by the following:

- It is specified using Web services Description Language (WSDL).
- It is transported by SOAP (an XML-based transport protocol).
- It contains data represented in XML and defined by XML Schema.

Web Service as a Server-Side Service

A Web service is considered a server-side service if the following are true:

- It is the basis for interoperable, heterogeneous applications.
- Its interface is defined by XML (XML Schema & WSDL).
- It exposes coarse-grained, loosely-coupled operations on document-structured data.
- It is independent of underlying implementation.
- It is accessible through open standard protocols such as HTTP, SMTP, FTP or JMS.

Web services are all of the following:

- A delivery mechanism for integrating loosely coupled software components.
- Delivered over standard Internet technologies.
- Rooted in:
 - Interoperability
 - Standards
 - XML
 - Coarse-grained exposure of functionality

Core Technologies for Web Services

Oracle's Siebel Web services use industry standard core technologies. The following topics provide an overview of each main core technology:

- ["About Web Services Description Language \(WSDL\)" on page 10](#)
- ["About XML and XML Schema" on page 11](#)
- ["About Simple Object Access Protocol \(SOAP\)" on page 11](#)

About Web Services Description Language (WSDL)

WSDL is an XML-based format for describing the interface of a Web service. WSDL describes the endpoints, location, protocol binding, operations, parameters, and data types of all aspects of a Web service:

- The WSDL which describes a Web service has the following characteristics:
 - It is published by the service provider.
 - It is used by the client to format requests and interpret responses.
 - It can be optionally submitted to a registry or service broker to advertise a service.
- Additionally, WSDL describes the following:
 - The operations provided by a Web service.
 - The input and output message structures for each Web service operation.

- The mechanism to contact the Web service.

About XML and XML Schema

A WSDL file is published in the form of an XML document instance. Document or Literal is required as part of the WS-I interoperability standard that forms the basis of modern Web service usage, where:

- *Document* means that the payload for an operation, however complex, must be defined in a single XML element.
- *Literal* means that the definition of that element must be described by an XML Schema embedded in the WSDL file.

When using Document/Literal formatting, the WDL file will contain an XML Schema definition that defines all messages and data types that will be used for a particular service. The payload itself will consist entirely of XML data structures.

About Simple Object Access Protocol (SOAP)

SOAP is a lightweight protocol intended for exchanging structured information in a decentralized, distributed environment. SOAP uses XML to define an extensible messaging framework.

SOAP messages consist of the following:

- An envelope for wrapping messages, including addressing and security information.
- A set of serialized rules for encoding data types in XML.
- Conventions for a procedure call and, or response.

Web Services Deployment Cycle

A service provider describes its service in the form of a WSDL file. Typically, the WSDL is obtained directly by the developer of the service client consumer.

At the time of the design of a Web service, the service consumer uses the WSDL to generate a proxy in his own native development environment, allowing him to program interactions with the service provider.

At run time the following occurs:

- The service consumer formats a request in accordance with the WSDL definition.
- The service provider provides the expected response to the service consumer.

Siebel Web Service Documentation

In addition to the documentation provided here, detailed documentation on the use of Siebel objects to create and maintain Web services can be found on the Siebel Bookshelf in *Integration Platform Technologies: Siebel Enterprise Application Integration*.

NOTE: The Siebel Bookshelf is available on Oracle Technology Network (OTN) and Oracle E-Delivery. It might also be installed locally on your intranet or on a network location.

Information can be found on Siebel Web service technology and on EAI technologies like the Siebel Adapter (ASI) and the UI Data Service (UDS), which are designed for direct data-level access to the Siebel Object Manager. Information is also available there on XML Schema development, WSDL generation, Outbound Web service configuration, file attachments, authentication and security.

Support for Siebel Web Services

The following elements contribute to the deployment of Siebel Web services.

- [Inbound and Outbound Web Services on page 12](#)
- [Integration Objects on page 13](#)
- [Business Services on page 13](#)

Inbound and Outbound Web Services

Siebel applications support both inbound and outbound Web services:

- Inbound Web services allow external clients to access Siebel functionality. For example, a custom UI that wants to view and modify Siebel service requests.
- Outbound Web services allow Siebel applications to make requests of external applications. For example, if the Siebel Server wanted to provide its clients the option of either searching internally or searching the Internet, the Siebel Server would invoke an Outbound Web service operation against a third-party search engine, incorporating the results in its own reply to the client.

Figure 1 displays Inbound and Outbound Web services.

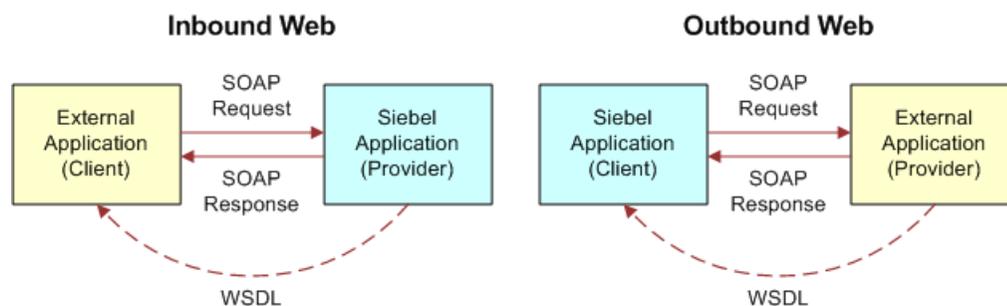


Figure 1. Inbound and Outbound Web services

Integration Objects

Integration objects provide the primary means of structuring Web service messages. An integration object can be used to support both inbound and outbound Web services, its use with inbound Web services is more tightly bound to the Siebel Object Manager. An integration object represents a subset of a Siebel Business object. The ways in which the elements of the integration object correspond to the elements of the business component are explained as follows:

- Integration components represent business components.
- Integration component fields represent business component fields.
- Typically defines the structure of data being exchanged between a Siebel Business application and an external application.
- Internal Component Field names and WSDL element/attribute names can be different. In Siebel Tools, In the Integration Component Fields applet, the column XML Tag governs the way the field name will appear in the WSDL.

Figure 2 displays the correspondence between Siebel objects and Integration objects.

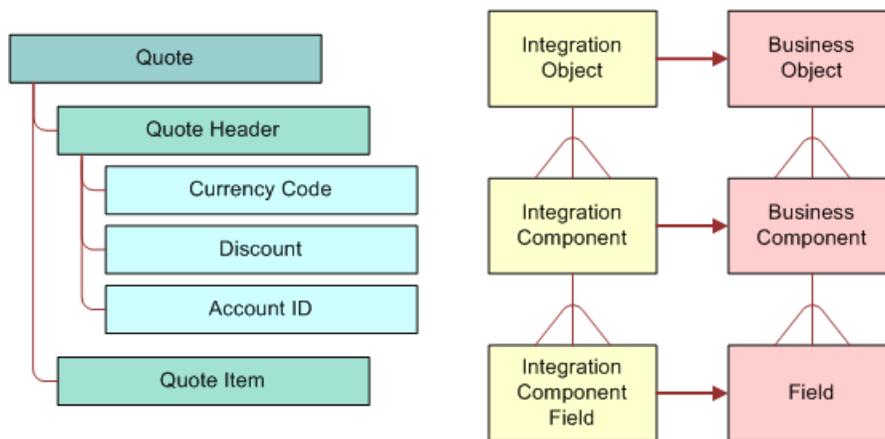


Figure 2. Integration Objects

Business Services

Business services allow you to deploy a reusable object that contains a predefined set of methods. Additionally, deploying business services allows you to model your Web services within Siebel Tools.

Siebel Web services employ two types of business service:

- CRUD (Create, Read, Update, Delete) data services, of the type: UDS and ASI.

- Functional Services (custom business services and workflow).

Figure 3 displays business services and their corresponding Web service entities.

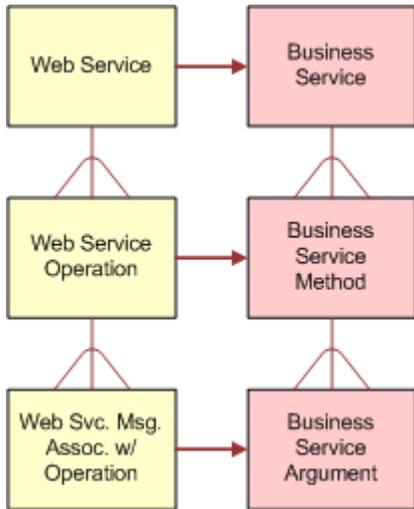


Figure 3. Business Services

Siebel Web Services Architecture

Figure 4 displays the basic architecture for Siebel Web services.

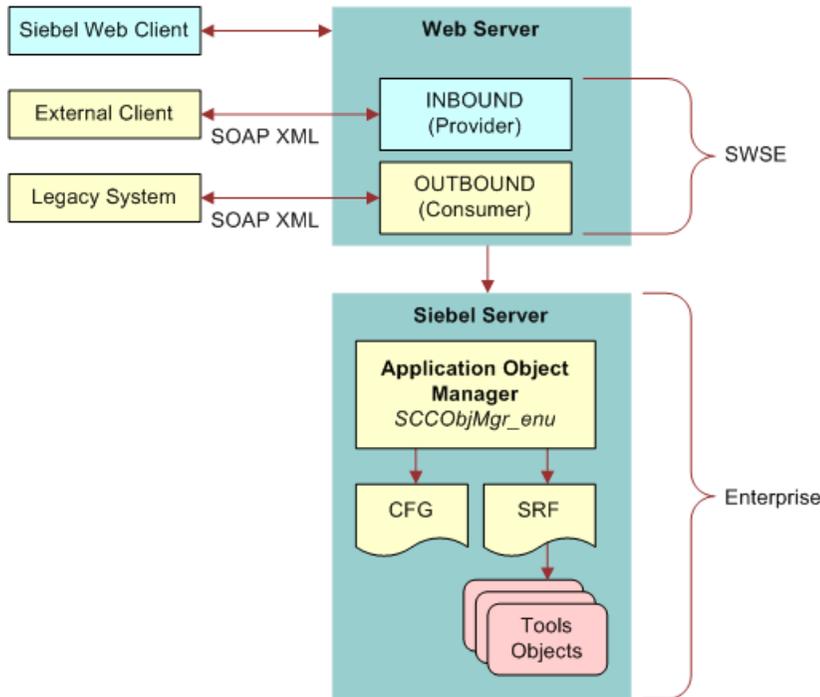


Figure 4. Siebel Web services Architecture

Process of Exposing a Siebel Web Service

There are two major phases to the development of Siebel Web services. The Siebel objects involved (workflows, business services and integration objects) must be configured at design time in Siebel Tools. Then, those objects must be assembled into Web services using a Siebel Business Application. This topic lists the steps you must perform to expose a Siebel Web service.

Determine Which Siebel Objects to Expose

When exposing a Siebel Web service, you must first use Siebel Tools to determine which Siebel objects, such as business services, workflows or integration objects, you will expose.

Business Services and Workflows

Consider the following when exposing business services and workflows:

- Business service methods and arguments correspond to Web service operations and messages. Most business services with methods registered in Siebel Tools can be designated for participation in a Web service.
- A workflow is one-to-one equivalent to a single Web service operation, and its process properties are the arguments to that operation. Like most business services, most workflows can be designated for participation in a Web service.

Integration Objects

Consider the following when exposing integration objects:

- Special use of integration object allows mapping of complex business service and workflow data structures to XML Schema as required by Web services.
- Act as boundary proxies for business objects and business components.

General Guidelines for Business Services, Workflows and Integration Objects

Consider the following general guidelines when exposing Siebel objects:

- In Siebel Tools make changes to business services, workflows and integration objects to model desired Web service interfaces.
- Compile and deploy the objects (SRF) to be exposed.

Assemble the Services

- In the Siebel Business Application, the Administration - Web Services screens and views allow to create and configure all Web services at run time.
- In the Administration - Web Services screens and views, administrators can select business services and associated methods that they wish to expose as Web services.
- All Siebel objects must be design-time configured and deployed in the application SRF file before they can be used in Web service administration screens and views.
- For a limited subset of Web services, a Siebel Tools design-time wizard is available to set up most required configuration elements for UDS (UI Data Service) Web service exposure. These elements must also be compiled in the SRF before they can be referenced in the Web service administration screens and views.

To assemble a Web service in the Web Service Administration view

- 1 In the Siebel Mobile Web client, navigate to the Administration – Web Services screen.
- 2 Select either Inbound Web Services or Outbound Web Services.
- 3 Click New to create a new Web service, or select a Web service in the Inbound or Outbound Web Services list.

- 4 In the Service Ports list applet, select a business service or workflow to act as Web service invocation boundary object.

To combine the operations of several business services or workflows into a single service, add them to the port for the Web service.

- 5 In the Operations list, model WSDL by configuring methods belonging to the business service, or services and, or the workflow or workflows listed in the service port.
- 6 Click the Generate WSDL button in the Inbound or Outbound Web Services list.

About Siebel Web Service Modeling

This section includes the following topics:

- [Exposing a Business Service as a Web Service on page 17](#)
- [Exposing a Workflow as a Web Service on page 19](#)

Exposing a Business Service as a Web Service

The following statements can be applied to business services consumed as Web services.

- Business service methods are Web service operations.
- Business service method arguments are Web service methods.

You can expose business services through the following means:

Classify Business Service State Requirements in Siebel Tools

- Most Siebel Web service operations are classified as Stateless. In the Siebel Tools Object List editor, under business service, you can determine state requirements.
 - *Stateless* means that each Web service operation exists independently of any other.
 - *Stateful* means that Siebel Object Manager context must be maintained and correlated from one Web service operation invocation to the next.
- If a Web service operation is classified as Stateful the application data needs to be retained by the Siebel Server between method calls to determine whether the service could be made logically stateless.
- If a business service is either Stateless and/or Server Managed, then it should be classified as Server-managed. When a Web service operation is classified as Server Managed, the business service can participate in either a Stateless or a Stateful Web service exchange. When Stateless is chosen, a business service cannot be enlisted at run time for participation in a Stateful exchange.

NOTE: At run time, the encoding of the SOAP header determines whether an operation is Stateful, Stateless or Server Managed. For more information, see *Siebel Web UI Dynamic Developer Kit Guide on the Siebel Bookshelf*.

Register Public Methods in Siebel Tools

- Specify the complete input and output arguments for each of these methods.
- If any of the arguments are a Property Set hierarchy, do the following:
 - Define the property set structure as an integration object in Siebel Tools.
 - Specify data type for this argument as Hierarchy and associate with integration objects defined in this topic.
 - To specify whether an argument appears in the input operation and, or the output operation, use the Business Service Method Args Type column. Choose Input, Input/Output, or Output to direct the use of the argument in generating the WSDL.
- Once the preceding configuration steps in Siebel Tools are complete, and the SRF has been compiled and deployed, continue creating a Web service definition for this business service in the Siebel Business Application.
 - In Administration - Web Services, configure the business service in the Service Ports view, create a service operation or operations in the Operations view and designate the BusService method as the Siebel method to execute.
 - Create a new Web service or choose an existing Web service in the Inbound Web Services view. The WSDL XML namespace should be entered here.
 - Create a record in the Service Ports view, choose the business service in the Business Service/Business Process name column, set the Transport and URL, and select SOAP_DOC_LITERAL in the Binding column.
 - Create a service operation in the Operations view, set the WSDL operation name in the Operation Name column, and designate the Business Service method as the Siebel method to execute in the 'Method Display Name' column. Operations are mapped in Operations applet.

NOTE: The Siebel Inbound Web Service Dispatcher is set up with a name resolution mechanism that requires entries in the Operation Name field to be unique within a Siebel database instance. Generally, this uniqueness requirement can be simplified by combining the Service Name with the Method Display Name.

Deploying a Business Service as a Web Service

You deploy business services as Web services in Siebel Tools. To be deployed, a business service must have at least one accessible method that is supported in Siebel inbound Web services. The business service must include a valid integration object name for any hierarchical argument.

To deploy a business service as a Web service

- 1 In the Siebel Tools Object Explorer, select the Business Service object.
The Business Services list appears.
- 2 In the Object List Editor, right-click the business service to deploy, and then choose Deploy as Web Service.
- 3 Specify the following in the dialog box, and then click Finish:

- Business Service methods to expose. The operation names for the business service methods are system generated. To edit an operation name, click it in the list.
- URL for Web service. Replace <webserver> with a valid host name and <lang> with a valid language code, such as ENU.
- Generate WSDL checkbox. To generate a Web Services Description Language (WSDL) file, click the checkbox, and then choose a location to save the WSDL file.

The business service is deployed. Deployed business services are shown in the Administration - Business Services screen in the Siebel client. Deployed Web services are shown in the Administration - Inbound Web Services view.

For more information about deploying business services as Web services, see *Integration Platform Technologies: Siebel Enterprise Application Integration* on the Siebel bookshelf.

Exposing a Workflow as a Web Service

The following statements can be applied to Workflows consumed as Web services.

- A workflow corresponds to a single Web service Operation.
- Workflow Process Properties are Web service messages. A Workflow PropertySet has no direct external representation but can be mapped to an Integration object.

You can expose workflows as Web services in the following procedure.

NOTE: Workflows that are either Persistent or Interactive must be re-factored to work as Web services.

To expose workflows as a Web service

- 1 Identify Process Properties that are to be exposed and correctly mark them as follows:
 - *In* if used as an input argument.
 - *Out* if used as an output argument.
 - *In/Out* if used as both input and output.

NOTE: The *In*, *In/Out*, and *Out* arg types are included in the interface definition.
- 2 If any Process Property is a Property Set hierarchy, complete the following steps:
 - a Define the property set structure as an Integration object in tools.
 - b Specify data type for this Process Property as Hierarchy and associate with Integration object.

NOTE: This is important as you must expose a strongly-typed interface, including arguments.
- 3 In the Administration – Web Services view, do the following:
- 4 Create a new Web service record or choose an existing Web service in the Inbound Web Services applet. The WSDL XML namespace should be entered here.

- 5 Create a record in Service Ports, choose the Workflow in the Business Service/Business Process name column, set the Transport and URL, and select SOAP_DOC_LITERAL in the Binding column.

NOTE: To model a complete Web service with more than one operation, several Service Ports might be specified under a single Web service. This is normal and expected.

- 6 Create a service operation in Operations, set the WSDL operation name in the Operation Name column, and designate RunProcess as the Siebel method to execute in the Method Display Name column.

NOTE: The observation about operation naming uniqueness noted in this topic applies here as well. The Generally, Siebel has resolved this uniqueness requirement by combining the Service Name with an abbreviation of the Workflow Process Name.

Using the Web Services Deployment Wizard

As a convenience, Siebel Tools has wizard-style tools to assist in the configuration of business services, workflows and integration objects into Web services.

If you already have a business service configured and ready for use as a Web service, right-click on the business service and select Deploy as Web Service... from the pop-up menu. You can perform this task for workflows by right-clicking on the desired Workflow Process record.

If you have modeled an integration object and wish to use it for low-level data operations like Create, Read, Update, Delete (CRUD) and the use of the UDS (UI Data Service) service meets your needs, then you can have a wizard build a Business Services based on the underlying UDS class (CSSEAIUIDataService) and publish the resulting Business Service as a Web service. From the Siebel Tools file menu, select File, New Object, EAI, and then Data Access Service.

NOTE: This wizard does not create ASI-based Services.

About Siebel Web Service Authentication and Performance

In implementations where scalability is critical, a lightweight context management facility for authentication is available and its use is recommended. With this facility, authentication is managed using a combination of user credentials and a sessionID token:

- When user credentials are presented in the SOAP header of a Web service request, formal authentication is performed prior to the application execution of the Web service operation. If the authentication succeeds, the operation proceeds and a special SessionID token are placed in the SOAP header of the Web service reply.

- Whenever the SessionID is included by the client in subsequent Web service requests, that SessionID will be used to restore cached session information, thus bypassing the substantially more expensive process of re-executing the authentication. Note that, when presented with both the SessionID and a valid set of user credentials, an attempt will be made to use the SessionID before resorting to the user credentials and re-authentication. As expected, the session that is being tracked by the SessionID is subject to expiration and other security checks.

The facility is a distinct alternative to the basic authentication standard described by WS-Security. Using the UserName token as provided in WS-Security, while fully supported as part of Siebel's WS-I Basic Profile compliance, will not yield the same benefit as using the higher-performance session optimization facility provided by the Siebel implementation.

For detailed information on authentication and security see *Integration Platform Technologies: Siebel Enterprise Application Integration*.

Invoking Web Services from the Siebel Mobile Client

The Siebel Mobile Web Client can serve the same Web services as deployed on the Siebel Server, while protecting access through simple authentication. This allows developers to integrate external applications with Siebel Business Applications, and test their integrations, without having to install an entire Siebel Enterprise.

NOTE: This functionality is provided as ACR 492. For the current release of Siebel Business Applications, implementing this functionality requires installing a patch release and performing postinstallation configuration tasks. For an ACR that is included in a Siebel Fix Pack 8.0.0.x release, see the relevant instructions in the applicable *Siebel Maintenance Release Guide* on My Oracle Support. For more information on invoking Web Services from the Siebel Mobile Web Client, see *Integration Platform Technologies: Siebel Enterprise Application Integration*.

3

Web Services for Siebel CRM 8.0

This chapter lists Web services that are part of 8.0 Version of Oracle's Siebel CRM Web services offering. The Web services are grouped in two tables under the following topics:

- [Primary Web Services for Siebel CRM 8.0](#)
- [Support and Testing Web Services on page 25](#)

Primary Web Services for Siebel CRM 8.0

Table 2 lists the primary Web services available with Siebel 8.0. The Services are divided by functional area.

Table 2. Primary Web Services

Area	Web Service Name	Namespace	Type
CME	NetworkOrderEntry	http://siebel.com/ NetworkOrderEntry	Inbound
	TroubleTicket	http://siebel.com/TroubleTicket	Inbound
FINS	INS Claims	http://siebel.com/claims	Inbound
	External Auto Policy	http://siebel.com/claims/	Outbound
	External Property Policy	http://siebel.com/claims/	Outbound
FS	Warranty	http://siebel.com/Service/ AssetWarranty	Inbound
	CopyActivity	http://siebel.com/Service/FS/ CopyActivity	Inbound
	ServiceRequest	http://siebel.com/Service/FS/ ServiceRequests	Inbound
	AssetManagement	http://www.siebel.com/Service/ FS/Assets	Inbound
	VerifyEntitlement	http://www.siebel.com/Service/ FS/Entitlement	Inbound
LS	GetHealthCareProfessionalComplianceDetails	http://siebel.com/LS/ MarketingCompliance	Inbound
	GetHealthCareProfessionalProfileInformation	http://siebel.com/LS/ MarketingCompliance	Inbound

Table 2. Primary Web Services

Area	Web Service Name	Namespace	Type
Mktg	GetUnallocatedExpenseItem	http://siebel.com/LS/MarketingCompliance	Inbound
	SetAllocatedExpenseItem	http://siebel.com/LS/MarketingCompliance	Inbound
	WebMarketing	http://siebel.com/marketing/webmarketing	Inbound
	EventManagerment	http://www.siebel.com/Marketing/EventData	Inbound
	Event Registration	http://www.siebel.com/Marketing/EventRegistration	Inbound
OM	ABOWebService	http://siebel.com/OrderManagement/ABO	Inbound
	AssetWebService	http://siebel.com/OrderManagement/Asset	Inbound
	CatalogWebService	http://siebel.com/OrderManagement/Catalog	Inbound
	ProductConfigurator	http://siebel.com/OrderManagement/Configurator	Inbound
	ContactWebService	http://siebel.com/OrderManagement/Contact	Inbound
	CalculatePriceWS	http://siebel.com/OrderManagement/External/PSP	Inbound
	OrderWebService	http://siebel.com/OrderManagement/Order	Inbound
	PromotionWebService	http://siebel.com/OrderManagement/Promotion	Inbound
	QuoteAddItemsWS	http://siebel.com/OrderManagement/Quote	Inbound
	QuoteWebService	http://siebel.com/OrderManagement/Quote	Inbound
	CalculatePriceWS	http://siebel.com/OrderManagement/Quote/PSP	Inbound
	EligibilityCompatibility	http://siebel.com/OrderManagement/Quote/PSP	Inbound
	ProductRecommendation	http://siebel.com/OrderManagement/Quote/PSP	Inbound

Table 2. Primary Web Services

Area	Web Service Name	Namespace	Type
PRM	PartnerPrograms	http://siebel.com/PRM/PartnerPrograms	Inbound
	PartnerRegistration	http://siebel.com/PRM/PartnerRegistration	Inbound
PS	Serialization Service	http://siebel.com/publicsector	Inbound
SFA	WC_Account_BS	http://siebel.com/CustomUI	Inbound
	WC_Contacts_BS	http://siebel.com/CustomUI	Inbound
	WC_Opportunity_BS	http://siebel.com/CustomUI	Inbound
	WC_Service_Request_BS	http://siebel.com/CustomUI	Inbound
	Forecast	http://siebel.com/Sales/SFA	Inbound
	Integration_Object_Info_Service	http://siebel.com/Sales/SFA	Inbound
	SFA_Activity_BS	http://siebel.com/Sales/SFA	Inbound
Utility	EAILOVWS	http://www.siebel.com/xml/LOVService	Inbound
	ContextServiceWrapperService	http://www.siebel.com/OrderManagement/ContextService	Inbound

Support and Testing Web Services

Table 3 lists the Siebel 8.0 Web services used for support or testing.

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
DDK-POC	DedicatedBlockWS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_Asset_DB_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Channel_Partner_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Household_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Industry_BS	http://siebel.com/CustomUI	Inbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
DDK-POC	WC_MVG_Internal_Division_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Organization_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Position_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Source_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_MVG_Territory_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_Orders_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Abs_Admin_Service_Region_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Action_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Agreement_Entitlement_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Auction_Services_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Business_Address_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Campaign_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Currency_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Employee_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_FS_Shipping_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Internal_Product_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Order_Entry_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Payment_Profile_BS	http://siebel.com/CustomUI	Inbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
DDK-POC	WC_PickList_Payment_Terms_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Price_List_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Sales_Assessment_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Sales_Stage_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Service_Agreement_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_Siebel_Instance_BS	http://siebel.com/CustomUI	Inbound
DDK-POC	WC_PickList_VORD_Network_Asset_BS	http://siebel.com/CustomUI	Inbound
EAI Core	WC Cached State Managed Service	http://siebel.com/CustomUI	Inbound
EAI Core	WC Cached Stateful Service	http://siebel.com/CustomUI	Inbound
EAI Core	WC Cached Stateless Service	http://siebel.com/CustomUI	Inbound
EAI Core	WC NonCached State Managed Service	http://siebel.com/CustomUI	Inbound
EAI Core	WC NonCached Stateful Service	http://siebel.com/CustomUI	Inbound
EAI Core	WC NonCached Stateless Service	http://siebel.com/CustomUI	Inbound
Misc	ActuateAPI	http://schemas.actuate.com/actuate7/wSDL	Outbound
Misc	ActuateAPI	http://schemas.actuate.com/actuate8/wSDL	Outbound
Misc	DecisionService	http://www.sigmadynamics.com/schema/services/DecisionService	Outbound
Misc	ExternalChoiceService	http://www.sigmadynamics.com/schema/services/ExternalChoice	Outbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
Misc	SendMailingService	urn:xml-send-mailing	Outbound
Misc	SiebelSharePointArchival	http://www.siebel.com/collab/	Outbound
Misc	SiebelSharePointIntegration	http://www.siebel.com/collab/	Outbound
Misc	WC_Quote_BS	http://siebel.com/CustomUI	Inbound
Misc	Web Collaboration Service	http://www.siebel.com/SharepointIntegration	Inbound
Test	PSRUnitBenchmark	http://siebel.com/PSR/FS/PSRUnitTest	Inbound
ASI	AccountWS	http://siebel.com/asi/	Inbound
ASI	ActivityWS	http://siebel.com/asi/	Inbound
ASI	ContactWS	http://siebel.com/asi/	Inbound
ASI	CRM Contact Management	http://siebel.com/asi/	Inbound
ASI	CRM Lead Management	http://siebel.com/asi/	Inbound
ASI	CRM Marketing Management	http://siebel.com/asi/	Inbound
ASI	CRM Party Management	http://siebel.com/asi/	Inbound
ASI	CRM Service Management	http://siebel.com/asi/	Inbound
ASI	External Account	http://siebel.com/asi/	Outbound
ASI	External ANI Claims Notice of Loss	http://siebel.com/asi/	Outbound
ASI	External ANI Claims Payment Info	http://siebel.com/asi/	Outbound
ASI	External ATP Check	http://siebel.com/asi/	Outbound
ASI	External Contact	http://siebel.com/asi/	Outbound
ASI	External Credit Check	http://siebel.com/asi/	Outbound
ASI	External CRM Lead Management	http://siebel.com/asi/	Outbound
ASI	External CRM Marketing Management	http://siebel.com/asi/	Outbound
ASI	External CRM Service Management	http://siebel.com/asi/	Outbound
ASI	External Employee	http://siebel.com/asi/	Outbound
ASI	External Household	http://siebel.com/asi/	Outbound
ASI	External Opportunity Create	http://siebel.com/asi/	Outbound
ASI	External Opportunity Query	http://siebel.com/asi/	Outbound
ASI	External Opportunity Update	http://siebel.com/asi/	Outbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
ASI	External Opportunity Update Response	http://siebel.com/asi/	Outbound
ASI	External Order	http://siebel.com/asi/	Outbound
ASI	External Position	http://siebel.com/asi/	Outbound
ASI	External Quote	http://siebel.com/asi/	Outbound
ASI	External Request Add/Cancel Group Policy Member	http://siebel.com/asi/	Outbound
ASI	External Request Add/Cancel Individual Policy Member	http://siebel.com/asi/	Outbound
ASI	External Request Authorization	http://siebel.com/asi/	Outbound
ASI	External Request Benefit Detail	http://siebel.com/asi/	Outbound
ASI	External Request Eligibility Check	http://siebel.com/asi/	Outbound
ASI	External Request Preliminary Rating	http://siebel.com/asi/	Outbound
ASI	External Request Providers	http://siebel.com/asi/	Outbound
ASI	External Request Referral	http://siebel.com/asi/	Outbound
ASI	External Request Update of Member Details	http://siebel.com/asi/	Outbound
ASI	External Send Update Provider Details	http://siebel.com/asi/	Outbound
ASI	External Shipment Tracking	http://siebel.com/asi/	Outbound
ASI	External Shopping Cart Create	http://siebel.com/asi/	Outbound
ASI	External Simple Product	http://siebel.com/asi/	Outbound
ASI	Healthcare Group Policy Member Management	http://siebel.com/asi/	Inbound
ASI	Healthcare Individual Policy Member Management	http://siebel.com/asi/	Inbound
ASI	Healthcare Member Details Management	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Authorization	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Benefit Detail	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Eligibility Check	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Preliminary Rating	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Providers	http://siebel.com/asi/	Inbound
ASI	Healthcare Request Referral	http://siebel.com/asi/	Inbound
ASI	Healthcare Send Update Provider Details	http://siebel.com/asi/	Inbound
ASI	Insurance Claims Notice of Loss	http://siebel.com/asi/	Inbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
ASI	Insurance Claims Payment Info Management	http://siebel.com/asi/	Inbound
ASI	Insurance Life Policy Management	http://siebel.com/asi/	Inbound
ASI	ModuleLicense	http://siebel.com/asi/	Inbound
ASI	OpportunityWS	http://siebel.com/asi/	Inbound
ASI	PIMDomainWS	http://siebel.com/asi/	Inbound
ASI	ProjectWS	http://siebel.com/asi/	Inbound
ASI	SearchExternalService	http://siebel.com/asi/	Inbound
ASI	SearchSecurityService	http://siebel.com/asi/	Inbound
ASI	ServiceRequestWS	http://siebel.com/asi/	Inbound
ASI	Siebel Account	http://siebel.com/asi/	Inbound
ASI	Siebel Case Information	http://siebel.com/asi/	Inbound
ASI	Siebel Contact	http://siebel.com/asi/	Inbound
ASI	Siebel Employee	http://siebel.com/asi/	Inbound
ASI	Siebel Household	http://siebel.com/asi/	Inbound
ASI	Siebel Invoice	http://siebel.com/asi/	Inbound
ASI	Siebel Opportunity Create	http://siebel.com/asi/	Inbound
ASI	Siebel Opportunity Query	http://siebel.com/asi/	Inbound
ASI	Siebel Opportunity Update	http://siebel.com/asi/	Inbound
ASI	Siebel Opportunity Update Response	http://siebel.com/asi/	Inbound
ASI	Siebel Order	http://siebel.com/asi/	Inbound
ASI	Siebel Position	http://siebel.com/asi/	Inbound
ASI	Siebel Quote	http://siebel.com/asi/	Inbound
ASI	Siebel Shopping Cart Create	http://siebel.com/asi/	Inbound
ASI	Siebel Simple Product	http://siebel.com/asi/	Inbound
ASI	Siebel TM Alignment	http://siebel.com/asi/	Inbound
ASI	Siebel TM Alignment Results	http://siebel.com/asi/	Inbound
ASI	Siebel TM Hierarchy	http://siebel.com/asi/	Inbound
ASI	Siebel TM Territory	http://siebel.com/asi/	Inbound
Utility	SessionAccessWS	http://www.siebel.com/xml/SessionAccess	Inbound

Table 3. Support and Testing Web Services

Area	Web Service Name	Namespace	Type
Utility	SiebelUserProfileService	http://siebel.com/CustomUI	Inbound
Utility	SiebelWebRegistration	http://siebel.com/CustomUI	Inbound

4

Primary Web Services for Siebel CRM 8.0

This chapter includes detailed descriptions and information about version 8.0 of Siebel CRM Web services.

It includes the following topics:

- [ABOWebservice](#) on page 34
- [Asset Management](#) on page 41
- [AssetWebService](#) on page 44
- [CalculatePriceWS](#) on page 44
- [CatalogWebService](#) on page 47
- [ContextServiceWrapperService](#) on page 56
- [CopyActivity](#) on page 61
- [EAILOVWS](#) on page 62
- [EligibilityCompatibility](#) on page 63
- [EventManager](#) on page 66
- [Event Registration](#) on page 72
- [ExternalAutoPolicy](#) on page 72
- [ExternalPropertyPolicy](#) on page 72
- [Forecast](#) on page 72
- [GetHealthCareProfessionalProfileInformation](#) on page 73
- [GetHealthCareProfessionalComplianceDetails](#) on page 80
- [GetUnallocatedExpenseItem](#) on page 87
- [INSClaims](#) on page 90
- [IntegrationObjectInfo](#) on page 94
- [NetworkOrderEntry](#) on page 96
- [PartnerPrograms](#) on page 98
- [PartnerRegistration](#) on page 98
- [ProductConfigurator](#) on page 98
- [ProductRecommendation](#) on page 113
- [PromotionWebService](#) on page 116
- [QuoteWebService](#) and [OrderWebService](#) on page 119

- [QuoteAddItemsWS](#) on page 123
- [SerializationService](#) on page 125
- [ServiceRequest](#) on page 126
- [SessionAccessWS](#) on page 128
- [SetAllocatedExpenseItem](#) on page 128
- [SFA_Activity_BS](#) on page 131
- [SiebelUserProfileService](#) on page 133
- [SiebelWebRegistration](#) on page 133
- [TroubleTicket](#) on page 133
- [VerifyEntitlement](#) on page 135
- [Warranty](#) on page 137
- [WC_Account_BS](#) on page 137
- [WC_Contacts_BS](#) on page 138
- [WC_Opportunity_BS](#) on page 138
- [WC_Service_Request_BS](#) on page 138
- [WebMarketing](#) on page 138

ABOWebService

Use this Web service to expose the following Asset-Based Ordering (ABO) functions: convert a quote into an order, submit an order to the back-end office, convert a completed order line item to an asset, modify an asset, disconnect an asset, suspend, or resume an asset. This Web service works only with an Asset-Based Ordering (ABO) enabled environment. A typical application that uses the Web service is Siebel Communication.

ABOWebService Operations

The asset operations Modify, Disconnect, Suspend, or Resume create a new line item, based on the account or contact profile. They have a similar input and output data schema. If the AccountId is provided, then it operates on the account profile. If the AccountId is not provided it operates on the contact profile.

Affixing *ToQuote* to the Web service name means: if an active quote is provided a quote item is added to the existing quote. If an active quote is not provided, a new quote is generated and the quote item is added to the new quote.

Affixing *ToOrder* in the Web service name means: if an active order is provided an order item is added to the existing order. If an active order is not provided, it generates a new order and adds the order item into the new order. For a list of operations associated with this Web service, see [Table 4](#).

Table 4. ABOWebService operations

Name	Description
AutoOrder	Converts a quote to a sales order.
SubmitOrder	Submits an order.
AutoAsset	Creates assets from the completed order line items or updates a current asset.
ModifyAssetToQuote	Modifies an asset (Service Item), and generates a quote item to update the selected asset.
ModifyAssetToOrder	Modifies an asset (Service Item), and generates an order item to update the selected asset.
DisconnectAssetToQuote	Disconnects an asset (Service Item) to generate a quote item to deactivate the selected asset.
DisconnectAssetToOrder	Disconnects an asset (Service Item), and generates an order item to deactivate the selected asset.
SuspendAssetToQuote	Suspends an active asset (Service Item) to generate a quote item to suspend the selected asset.
SuspendAssetToOrder	Suspends an asset (Service Item) and generates an order item to suspend the selected asset.
ResumeAssetToQuote	Resumes a suspended asset (Service Item) to generate a quote item to resume the selected asset.
ResumeAssetToOrder	Resumes an asset (Service Item), and generates an order item to resume the selected asset.

Request Message Description: AutoOrder

The ABOWebService operations: AutoOrder, SubmitOrder, ModifyAssetToOrder, SuspendAssetToOrder, ResumeAssetToOrder, and DisconnectAssetToOrder share a common output message format: PDS Order.

The operations: ModifyAssetToOrder, SuspendAssetToOrder, ResumeAssetToOrder, DisconnectAssetToOrder have a common request message format.

The operations: ModifyAssetToQuote, SuspendAssetToQuote, ResumeAssetToQuote and DisconnectAssetToQuote have a common request message format, and a common response message format: PDS Quote.

For a description of this request message, see [Table 5](#).

Table 5. Request Message Description: AutoOrder

Node	Description
Object Id	Required. Row Id of the quote to be converted to the sales order.

Response Message Description: AutoOrder

Integration Object Message Format: PDS Order. For a description of this response message, see [Table 6](#).

Table 6. Response Message Description: AutoOrder

Node	Description
PDS Order	Instance of the integration object PDS Order.
Header	Order header.
Line Item	Order line items.
XA	Order line item attributes.

Request Message Description: SubmitOrder

For a description of this request message, see [Table 7](#).

Table 7. Request Message Description: SubmitOrder

Node	Description
OrderId	Required. Row Id of the order to be submitted.

Response Message Description: SubmitOrder

Integration Object Message Format: PDS Order, which has the same format as the AutoOrder response message.

Request Message Description: AutoAsset

For a description of this request message, see [Table 8](#).

Table 8. Request Message Description: AutoAsset

Node	Description
Object Id	Required. Row Id of the corresponding order that contains the order line item to be converted or applied to an asset.
LineItemId	Required. Row Id of an order line item to be converted or applied to an asset.

Response Message Description: AutoAsset

Integration Object Message Format: PDS Asset. For a description of this response message, see [Table 9](#).

Table 9. Response Message Description: AutoAsset

Node	Description
PDS Asset	Required. Integration object.
Header	Asset header.
Line Item	Asset.
XA	Asset attributes.

Request Message Description: ModifyAssetToQuote

For a description of this request message, see [Table 10](#).

Table 10. Request Message Description: ModifyAssetToQuote

Node	Description
AssetIntegrationId	Asset Integration Id of the selected asset. Provide either AssetIntegrationId or AssetNumber.
AssetNumber	Asset Integration Id of the selected asset. Provide either AssetIntegrationId or AssetNumber.
ActiveDocumentId	Optional. A document in Order Management is understood as a Quote or an Order. Each Document can have multiple children, known as Quote Items or Order Line Items. ActiveDocumentId refers to the current active Document that an active process is working on. In this Web service call, it is the Quote Id of the active quote to which the generated quote item has to be added.
AccountId	Account Id of the account that owns the selected asset (Service Item).
ContactId	Contact Id of the contact who owns the selected asset (Service Item) to be modified.
DueDate	The due date of the generated line item.
PriceListId	Specifies a price list Id which is associated with a newly generated quote.
CompoundProductNumber	Compound product number for the Asset Based Ordering (ABO) network ordering. It is not required if network ordering is not used.

Response Message Description: ModifyAssetToQuote

Integration Object Message Format: PDS Quote. For a description of this response message, see [Table 11](#).

Table 11. Response Message Description: ModifyAssetToQuote

Node	Description
PDS Quote	Required. Integration object.
Header	Quote header.
Line Item	Quote line item.
XA	Quote line item attributes.

Request Message Description: ModifyAssetToOrder

For a description of this request message, see [Table 12](#).

Table 12. Request Message Description: ModifyAssetToOrder

Node	Description
AssetIntegrationId	Asset integration Id of the selected asset. AssetIntegrationId or AssetNumber are required inputs.
AssetNumber	Asset Integration Id of the selected asset. AssetIntegrationId or AssetNumber are required inputs.
ActiveDocumentId	Optional. A document in Order Management is understood as a Quote or an Order. Each Document can have multiple children, known as Quote Items or Order Line Items. ActiveDocumentId refers to the current active Document that an active process is working on. In this Web service call, it is the Quote Id of the active quote to which the generated quote item has to be added.
AccountId	Account Id of the account that owns the selected asset (Service Item).
ContactId	Contact Id of the contact who owns the selected asset (Service Item) to be modified.
DueDate	The due date of the generated line item.
PriceListId	Specifies a Price list Id associated with the quote if a new quote is requested.
CompoundProductNumber	Compound Product Number for ABO network ordering. Required only if network ordering is used.

Response Message Description: ModifyAssetToOrder

Integration Object Message Format: PDS Order, which has the same format as the AutoOrder response message.

Request Message Description: SuspendAssetToQuote

This is the same request message as ModifyAssetToQuote.

Response Message Description: SuspendAssetToQuote

Integration Object Message Format: PDS Quote.

Request Message Description: SuspendAssetToOrder

This is the same request message as ModifyAssetToOrder.

Response Message Description: SuspendAssetToOrder

Integration Object Message Format: PDS Order.

Request Message Description: ResumeAssetToQuote

This is the same request message as ModifyAssetToQuote.

Response Message Description: ResumeAssetToQuote

Integration Object Message Format: PDS Quote.

Request Message Description: ResumeAssetToOrder

This is the same request message as ModifyAssetToOrder.

Response Message Description: ResumeAssetToOrder

Integration Object Message Format: PDS Order.

Request Message Description: DisconnectAssetToQuote

This is the same request message as ModifyAssetToQuote.

Response Message Description: DisconnectAssetToQuote

Integration Object Message Format: PDS Quote.

Request Message Description: DisconnectAssetToOrder

This is the same request message as ModifyAssetToOrder.

Response Message Description: DisconnectAssetToOrder

Integration Object Message Format: PDS Order.

ABOWebService Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 13](#).

Table 13. ABOWebService Service Object

Name	Boundary Object Type	Class (if Business Service)
SISOMAutoOrderWebService	Workflow	Not applicable
SISOMSubmitWebService	Workflow	Not applicable
SISOMAutoAssetWebService	Workflow	Not applicable
SISOMModifyWebService-Quote	Workflow	Not applicable
SISOMModifyWebService-Order	Workflow	Not applicable
SISOMSuspendWebService-Quote	Workflow	Not applicable
SISOMSuspendWebService-Order	Workflow	Not applicable
SISOMResumeWebService-Quote	Workflow	Not applicable
SISOMResumeWebService-Order	Workflow	Not applicable
SISOMDisconnectWebService-Quote	Workflow	Not applicable
SISOMDisconnectWebService-Order	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 14](#).

Table 14. ABOWebService Data Object

Siebel Repository Name	External Name
PDS Quote	PDS Quote
PDS Order	PDS Order
PDS Asset	PDS Asset

Example Package for ABOWebService

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request (AutoOrder)

See the following file to view the sample code:

```
...\ABOWebService\AutoOrder_request.xml
```

Response (AutoOrder)

See the following file to view the sample code:

```
...\ABOWebService\AutoOrder_response.xml
```

Request (ModifyAssetToQuote)

See the following file to view the sample code:

```
...\ABOWebService\ModifyAssetToQuote_request.xml
```

Response (ModifyAssetToQuote)

See the following file to view the sample code:

```
...\ABOWebService\ModifyAssetToQuote_response.xml
```

Request (AutoAsset)

See the following file to view the sample code:

```
...\ABOWebService\AutoAsset_request.xml
```

Response (AutoAsset)

See the following file to view the sample code:

```
...\ABOWebService\AutoAsset_response.xml
```

Message Schema (WSDL) for ABOWebService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
...\ABOWebService\ABOWebService.wsdl
```

Asset Management

Use this Web service to create, read, and update asset records.

Asset Management Operations

All operations for this Web service share a common data format. Because of this similarity, all operations are grouped together. However, because of the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names.

For a list of operations associated with this Web service, see [Table 15](#).

Table 15. Asset Management operations

Name	Description
Asset_spcManagement_AssetManagementInsert Request: Asset_spcManagement_AssetManagementInsert_Input Request: Asset_spcManagement_AssetManagementInsert_Output:	Creates an asset record.
Asset_spcManagement_AssetManagementQueryPage Request: Asset_spcManagement_AssetManagementQueryPage_Input Response: Asset_spcManagement_AssetManagementQueryPage_Output	Queries for an asset record.
Asset_spcManagement_AssetManagementUpdate Request: Asset_spcManagement_AssetManagementUpdate_Input Response: Asset_spcManagement_AssetManagementUpdate_Output	Updates an asset record.

Common Request Message Description

All operations in this Web service work with a common request message format and a common response message format. The request message consists of fields from the Asset Mgmt Business Component.

Common Response Message Description

Same as request message format.

Asset Management Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 16](#).

Table 16. Asset Management Service Object

Name	Boundary Object Type	Class (If BusService)
Asset Management	Business Service	CSSEAIUIDataService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 17](#).

Table 17. Asset Management Data Object

Siebel Repository Name	External Name
Asset Management	Asset Management

Methods

For a description of methods for this Web service, see [Table 18](#).

Table 18. Asset Management Methods

Operation	Method
Asset_spcManagement_AssetManagementInsert	[BS: Asset Management].[Insert]
Asset_spcManagement_AssetManagementQueryPage	[BS: Asset Management].[QueryPage]
Asset_spcManagement_AssetManagementUpdate	[BS: Asset Management].[Update]

Example Package for AssetManagement

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \AssetManagement\AssetManagement_request.xml
```

Response

See the following file to view the sample code:

```
... \AssetManagement\AssetManagement_response.xml
```

Message Schema (WSDL) for AssetManagement

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \AssetManagement\AssetManagement.wsdl
```

AssetWebService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \AssetWebService\AssetWebService.wsdl

CalculatePriceWS

Use this Web service to calculate the document's quote price.

CalculatePriceWS Operations

For a list of operations associated with this Web service, see [Table 19](#).

Table 19. CalculatePriceWS operations

Name	Description
CalculatePrice	Invokes the Web Channel Pricing Driver Workflow to calculate the price for the input quote document.

Request Message Description: CheckQuoteEligibilityCompatibility

For a description of this request message, see [Table 20](#).

Table 20. Request Message Description: CheckQuoteEligibilityCompatibility

Node	Description
QuoteIO	Required. An instance of the integration object PDS Quote.

Response Message Description: CheckQuoteEligibilityCompatibility

For a description of this response message, see [Table 21](#).

Table 21. Response Message Description: CheckQuoteEligibilityCompatibility

Node	Description
QuoteIO	An instance of the integration object PDS Quote.

CalculatePriceWS Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

This Web service invokes the Web Channel Pricing Driver WorkflowWorkflow. The input and output are based on the PSP Common integration object.

This is the Web service version of the PSP Driver Workflow Process. For a description of the workflows steps, see [Table 22](#).

Table 22. PSP Driver Workflow Process

Name	Type	Business Service	Method	Sub process	Description
Transfer Quote IO to PS	Business Service	EAI Integration Object to XML Hierarchy Converter	IntObjHierToPSHier	Not applicable	Converts input to the PDS Quote integration object to a property set hierarchy.
Get Context	Business Service	Context Service	GetRowSetData	Not applicable	Creates Context Row Set from the Property Set hierarchy.
Get RowSet	Business Service	Context Service	GetRowSetData	Not applicable	Creates Row Set from Property Set hierarchy.
Set Pricing Date	Business Service	Row Set Transformation Toolkit	Conditional Action Transform	Not applicable	Sets the Pricing Date to the current time stamp or the date provided by the Joint Workspace Scenario Builder.
Calculate Price	Sub Procedure	Not applicable	Not applicable	Dynamic Pricing Procedure	Calls the Dynamic Pricing Procedure to perform pricing.
Zero Out Totals	Business Service	Row Set Transformation Toolkit	Conditional Action Transform	Not applicable	Clears the price totals on the Context Row Set.
Totaling	Business Service	Row Set Transformation Toolkit	Conditional Action Transform	Not applicable	Calculates the Totals for the Non Recurring Charge and Monthly Recurring Charge on the Context Row Set.
Sync Row Set to PS	Business Service	Context Service	SetRowSetData	Not applicable	Writes the updated Row Set back to the Property Set Hierarchy.

Table 22. PSP Driver Workflow Process

Name	Type	Business Service	Method	Sub process	Description
Sync Context to PS	Business Service	Context Service	SetRowSetData	Not applicable	Writes the updated Context back to the Property Set Hierarchy.
Transfer from PS to IO	Business Service	EAI Integration Object to XML Hierarchy Converter	PSHierToIntObjHier	Not applicable	Converts the Property Hierarchy to the Integration Object Hierarchy.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 23](#).

Table 23. CalculatePriceWS Service Object

Name	Boundary Object Type	Class (if BusService)
Web Channel Pricing Driver Workflow	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 24](#).

Table 24. CalculatePriceWS Data Objects

Siebel Repository Name	External Name
PDS Quote Structure: Header -----LineItem ----- XA	PDS Quote

Methods

For a description of methods for this Web service, see [Table 25](#).

Table 25. CalculatePriceWS Data Objects

Operation	Method
CalculatePrice	RunProcess

Example Package for CalculatePriceWS

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \CalculatePriceWS\CalculatePriceWS_request.xml
```

Response

See the following file to view the sample code:

```
... \CalculatePriceWS\CalculatePriceWS_response.xml
```

Message Schema (WSDL) of CalculatePriceWS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \CalculatePriceWS\http_siebel.com_OrderManagement_Quote_PSP_CalculatePriceWS.wsdl
```

CatalogWebService

Use this Web service to expose the catalog functions, including get catalog, get catalog category, get category product, get search options, get search parameters, execute search, get product promotions, and so on.

CatalogWebService Operations

For a list of operations associated with this Web service, see [Table 26](#).

Table 26. CatalogWebService operations

Name	Description
Get Catalog	Retrieves a list of catalogs.
Get Catalog Categories	Retrieves a list of categories from a given catalog.
Get Category Products	Retrieves a list of products from a given catalog, category and other contextual parameters.
Publish Catalog	Retrieves the full structure from a given catalog including categories and products.
Get Product Details	Retrieves basic product information along with the attributes.

Table 26. CatalogWebService operations

Name	Description
Get Product Children	Retrieves the details of the product specific child entities, such as product piterature, features, and so on.
Get Product Attribute Domain	Retrieves all the possible values for a given product attribute.
Get Related Promotions	Retrieves all the related promotions for a given product.
Get Search Options	Retrieves the search options for a specific product family or class. For example, enter printer speed, color, and so on for the Printer Class.
Get Search Parameters	Retrieves a list of fields or attributes that are available for a search option. For example, enter 100dpm, 200dpm for the Printer Speed option.
Execute Search	Returns the search results based on the search options and parameter values.

Request Message Description: GetCatalogs

For a description of this request message, see [Table 27](#).

Table 27. Request Message Description: GetCatalogs

Node	Description
PDS Catalog Interface	Required. An instance of integration object PDS Catalog Interface.

Response Message Description: GetCatalogs

Integration Object Message Format: PDS Catalog Interface. For a description of this response message, see [Table 28](#).

Table 28. Response Message Description: GetCatalogs

Node	Description
PDS Catalog Interface	An instance of integration object PDS Catalog Interface.

Request Message Description: GetCatalogCategory

For a description of this request message, see [Table 29](#).

Table 29. Request Message Description: GetCatalogCategory

Node	Description
PDS Catalog Category Interface	Required. An instance of integration object PDS Catalog Category Interface.

Response Message Description: GetCatalogCategory

Integration Object Message Format: PDS Catalog Category Interface. For a description of this response message, see [Table 30](#).

Table 30. Response Message Description: GetCatalogCategory

Node	Description
PDS Catalog Category Interface	An instance of integration object PDS Catalog Category Interface.

Request Message Description: GetCategoryProducts

For a description of this request message, see [Table 31](#).

Table 31. Request Message Description: GetCategoryProducts

Node	Description
PDS Category Product Interface	Required. An instance of integration object PDS Category Product Interface.
PricingMode	Y or N (calculates price or not). Optional. The default value is Y.
EligibilityMode	0, 1 ,2 (eligibility display mode values denote the following: 0 do not run; 1 run; 2 run but only return eligible products). Optional. The default value is 1.
ContextMode	SiebelContext or ExternalContext. Optional. You must provide ContextMode to run pricing and eligibility.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.

Response Message Description: GetCategoryProducts

Integration Object Message Format: PDS Category Product Interface. For a description of this response message, see [Table 32](#).

Table 32. Response Message Description: GetCategoryProducts

Node	Description
PDS Category Product Interface	An instance of integration object PDS Catalog Category Interface. After running eligibility and pricing, the List Price, Net Price, Eligibility status and Eligibility Reason fields will be updated.

Request Message Description: PublishCatalog

For a description of this request message, see [Table 33](#).

Table 33. Request Message Description: PublishCatalog

Node	Description
PDS Publish Catalog Interface	Required. An instance of integration object PDS Category Product Interface.
PricingMode	Y or N (calculates price or not). Optional. The default value is Y.
EligibilityMode	0, 1, 2 (eligibility display mode values denote the following: 0 do not run; 1 run; 2 run but only return eligible products). Optional. The default value is 1.
ContextMode	SiebelContext or ExternalContext. Optional. You must provide ContextMode to run pricing and eligibility.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.
IncludePriceWaterfall	Y or N (includes price waterfall or does not).

Response Message Description: PublishCatalog

Integration Object Message Format: PDS Publish Catalog Interface. For a description of this response message, see [Table 34](#).

Table 34. Response Message Description: PublishCatalog

Node	Description
PDS Publish Catalog Interface	An instance of integration object PDS Publish Catalog Interface. After running Eligibility and Pricing, the List Price, Net Price, Eligibility status and Eligibility Reason fields will be updated.

Request Message Description: GetProductDetails

For a description of this request message, see [Table 35](#).

Table 35. Request Message Description: GetProductDetails

Node	Description
PDS Product Details Interface	Required. An instance of integration object PDS Product Details Interface.
PricingMode	Y or N (calculates price or not). Optional. The default value is Y.
EligibilityMode	0, 1, 2 (eligibility display mode values denote the following: 0 do not run; 1 run; 2 run but only return eligible products). Optional. The default value 1.

Table 35. Request Message Description: GetProductDetails

Node	Description
ContextMode	SiebelContext or ExternalContext. Optional. You must provide ContextMode to run pricing and eligibility.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.

Response Message Description: GetProductDetails

Integration Object Message Format: PDS Product Details Interface. For a description of this response message, see [Table 36](#).

Table 36. Response Message Description: GetProductDetails

Node	Description
PDS Product Details Interface	An instance of integration object PDS Product Details Interface. After running Eligibility and Pricing, the List Price, Net Price, Eligibility status and Eligibility Reason fields will be updated.

Request Message Description: GetProductChildren

For a description of this request message, see [Table 37](#).

Table 37. Request Message Description: GetProductChildren

Node	Description
PDS Product Children Interface	Required. An instance of integration object PDS Product Children Interface.
PricingMode:	Y or N (calculates price or not). Optional. The default value is Y.
EligibilityMode	0, 1, 2 (eligibility display mode: 0 do not run; 1 run; 2 run but only return eligible products). Optional. The default value 1.
ContextMode	SiebelContext or ExternalContext. Optional. You must provide ContextMode to run pricing and eligibility.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.

Response Message Description: GetProductChildren

Integration Object Message Format: PDS Product Children Interface. For a description of this response message, see [Table 38](#).

Table 38. Response Message Description: GetProductChildren

Node	Description
PDS Product Children Interface	An instance of integration object PDS Product Children Interface.

Request Message Description: GetSearchOptions

For a description of this request message, see [Table 39](#).

Table 39. Request Message Description: GetSearchOptions

Node	Description
PDS Searchable Product Class Interface	Required. An instance of integration object PDS Searchable Product Class Interface.

Response Message Description: GetSearchOptions

Integration Object Message Format: PDS Searchable Product Class Interface. For a description of this response message, see [Table 40](#).

Table 40. Response Message Description: GetSearchOptions

Node	Description
PDS Searchable Product Class Interface	An instance of integration object PDS Searchable Product Class Interface.

Request Message Description: GetSearchParameters

Retrieves a List of Fields or Attributes Available for a Search Option along with Attribute Domain Values If LOV Type. For a description of this request message, see [Table 41](#).

Table 41. Request Message Description: GetSearchParameters

Node	Description
PDS Searchable Product Class Interface	Required. An instance of integration object PDS Searchable Product Class Interface.
FieldNameClassId	Property name for the class Id field. Optional. The default value is Class Id. CAUTION: Do not change this field.

Table 41. Request Message Description: GetSearchParameters

Node	Description
LookupFromCache	Y or N (looks up search parameters from cache). Optional. The default value is N. Do not use this parameter.
MaximumAttributes	The maximum number of attributes returned for each product class. Optional. The default value is 15.

Response Message Description: GetSearchParameters

Integration Object Message Format: PDS Product Class Attributes Interface. For a description of this response message, see [Table 42](#).

Table 42. Response Message Description: GetSearchParameters

Node	Description
PDS Product Class Attributes Interface	An instance of integration object PDS Product Class Attributes Interface.

Request Message Description: GetProductAttributeDomain

Retrieves all the Possible Values for a Given Product Attribute. For a description of this request message, see [Table 43](#).

Table 43. Request Message Description: GetProductAttributeDomain

Node	Description
Attribute Id	Product attribute Id. This is a required input.
Product Configuration Model Id	Product Configuration Model Id. This is a required input. This field value can be looked up from the product integration object.

Response Message Description: GetProductAttributeDomain

Integration Object Message Format: PDS Product Attribute Domain Interface. For a description of this response message, see [Table 44](#).

Table 44. Response Message Description: GetProductAttributeDomain

Node	Description
PDS Product Attribute Domain Interface	An instance of the integration object PDS Product Attribute Domain Interface.

Request Message Description: ExecuteSearch

Performs an Attribute Search, Returns the Search Results Based on the Search Options and Parameter Values. For a description of this request message, see [Table 45](#).

Table 45. Request Message Description: ExecuteSearch

Node	Description
SearchOption	Required. SearchByProduct or SearchByClass.
PDS Product Interface	An instance of the integration object PDS Product Interface. This is a required input for the SearchByProduct search option.
PricingMode	Y or N (calculates price or not). Optional. The default value is Y.
EligibilityMode	0, 1, 2 (eligibility display mode: 0 do not run; 1 run; 2 run but only return eligible products). Optional. The default value 1.
ContextMode	SiebelContext or ExternalContext. Optional. You must provide ContextMode to run pricing and eligibility.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.
PriceSearchExpression	Optional. Price field search expression. For example, greater than > 100 and less than < 1000.
ProductSearchSpec	Optional. Search specification for the product business component, for example, [Name] like IBM*.
ResultSize	Optional. Number of products returned. The default value is 100.
PDS Product Class Attributes Interface	An instance of the integration object PDS Product Class Attributes Interface. This is a required input for the SearchByClass search option.

Response Message Description: ExecuteSearch

Integration Object Message Format: PDS Product Interface. For a description of this response message, see [Table 46](#).

Table 46. Response Message Description: ExecuteSearch

Node	Description
PDS Product Interface	An instance of the integration object PDS Product Interface. After running Eligibility and Pricing, the List Price, Net Price, Eligibility status, and Eligibility Reason fields will be updated.

CatalogWebService Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 47](#).

Table 47. CatalogWebService Service Object

Name	Boundary Object Type	Class (if BusService)
PDS Product Data Service	Business Service	CSSProdDataSvc

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 48](#).

Table 48. CatalogWebService Data Objects

Siebel Repository Name	External Name
PDS Catalog Interface	PDS Catalog Interface
PDS Catalog Category Interface	PDS Catalog Category Interface
PDS Category Product Interface	PDS Category Product Interface
PDS Publish Catalog Interface	PDS Publish Catalog Interface
PDS Product Interface	PDS Product Interface
PDS Product Class Attributes Interface	PDS Product Class Attributes Interface
PDS Product Attribute Domain Interface	PDS Product Attribute Domain Interface
PDS Searchable Product Class Interface	PDS Searchable Product Class Interface
PDS Product Details Interface	PDS Product Details Interface
PDS Product Children Interface	PDS Product Children Interface

CatalogWebService Example Package

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

... \CatalogWebService\CatalogWebService_request.xml

Response

See the following file to view the sample code:

... \CatalogWebService\CatalogWebService_response.xml

Message Schema (WSDL) of CatalogWebService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \CatalogWebService\CatalogWebService.wsdl

ContextServiceWrapperService

These Web services invoke the QuotesAndOrdersValidate signal through the context service wrapper service. They validate the quotes and orders, or selected line items in the whole document.

ContextServiceWrapperService Operations

For a list of operations associated with this Web service, see [Table 49](#).

Table 49. ContextServiceWrapperService operations

Node	Description
ContextServiceWrapperService-QuoteHeader-Verify	Validates a quote, including all of its items, or validates the selected quote items under a quote. The signal invoked is QuotesAndOrdersValidate.
ContextServiceWrapperService-QuoteItem-Verify	Validates a quote, including all of its items, or validates the selected quote items under a quote. The signal invoked is QuotesAndOrdersValidate.
ContextServiceWrapperService-OrderHeader-Verify	Validates an order, including all of its items, or validates the selected order items under an order. The signal invoked is QuotesAndOrdersValidate.
ContextServiceWrapperService-OrderItem-Verify	Validates an order, including all of its items, or validates the selected order items under an order. The signal invoked is QuotesAndOrdersValidate.

Request Message Description: ContextServiceWrapperService-QuoteHeader-Verify

This Web service request takes the integration object WS Quote as its input. Therefore, the request message is in a structure that is consistent with the WS Quote integration object definition. For a description of this request message, see [Table 50](#).

Table 50. Request Message Description: ContextServiceWrapperService-QuoteHeader-Verify

Node	Description
Header	Quote (Quote Ids, UIActive, UISelected required).
Line Item	Quote Item.
XA	Quote Item attributes.

Response Message Description: ContextServiceWrapperService-QuoteHeader-Verify

For a description of this response message, see [Table 51](#).

Table 51. Response Message Description: ContextServiceWrapperService-QuoteHeader-Verify

Node	Description
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.
Return Message	Promotion: returns a validation message from the promotion verify workflow.
Return Message	All: returns a validation message after validating all Customizable Products (CP) under the quotes or orders.
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.

Request Message Description: ContextServiceWrapperService-QuoteItem-Verify

For a description of this request message, see [Table 52](#).

Table 52. Request Message Description: ContextServiceWrapperService-QuoteItem-Verify

Node	Description
Header	Quote (Quote Id is required).
Line Item	Quote item (Quote Items Ids, UIActive, UISelected are required).
XA	Quote item attributes.

Response Message Description: ContextServiceWrapperService-QuoteItem-Verify

For a description of this response message, see [Table 53](#).

Table 53. Response Message Description: ContextServiceWrapperService-QuoteItem-Verify

Node	Description
Return Message	Data validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.
Return Message	Promotion: returns a validation message from the Promotion Verify workflow.
Return Message	Validate CP All: returns a validation message after validating all Customizable Products (CP) under Quotes or Orders.
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.

Request Message Description: ContextServiceWrapperService-OrderHeader-Verify

For a description of this request message, see [Table 54](#).

Table 54. Request Message Description: ContextServiceWrapperService-OrderHeader-Verify

Node	Description
Header	Order Entry - Orders (Order Id is required).
Line Item	Order Entry - Line Items (Order Items Ids, UIActive, UISelected are required).
XA	Order item attributes.

Response Message Description: ContextServiceWrapperService-OrderHeader-Verify

For a description of this response message, see [Table 55](#).

Table 55. Response Message Description: ContextServiceWrapperService-OrderHeader-Verify

Node	Description
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.
Return Message	Promotion: returns a validation message from the Promotion Verify workflow.
Return Message	Validate CP All: returns a validation message after validating all Customizable Products (CP) under the Quotes or Orders.
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.

Request Message Description: ContextServiceWrapperService-OrderItem-Verify

For a description of this request message, see [Table 56](#).

Table 56. Request Message Description: ContextServiceWrapperService-OrderItem-Verify

Node	Description
Header	Order Entry - Orders (Order Id is required)
Line Item	Order Entry - Line Items (Order Items Ids, UIActive, UISelected are required)
XA	Order Item attributes

Response Message Description: ContextServiceWrapperService-OrderItem-Verify

For a description of this response message, see [Table 57](#).

Table 57. Response Message Description: ContextServiceWrapperService-OrderItem-Verify

Node	Description
Return Message	Data Validation: returns a validation message for validating a Quote or Order against the Data Validation Rule Set.
Return Message	Promotion: returns a validation message from the Promotion Verify workflow.
Return Message	Validate CP All: returns a validation message after validating all Customizable Products (CP) under Quotes or Orders.
Return Message	Data Validation: returns a validation message for validating a quote or order against the Data Validation Rule Set.

ContextServiceWrapperService Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 58](#).

Table 58. ContextServiceWrapperService Service Objects

Name	Boundary Object Type
ContextServiceWrapperService-QuoteHeader-Verify	Workflow
ContextServiceWrapperService-QuoteItem-Verify	Workflow
ContextServiceWrapperService-OrderHeader-Verify	Workflow
ContextServiceWrapperService-OrderItem-Verify	Workflow

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 59](#).

Table 59. ContextServiceWrapperService Data Objects

Siebel Repository Name	External Name
WS Quote	WS Quote
WS Order	WS Order

Methods

For a description of methods for this Web service, see [Table 60](#).

Table 60. ContextServiceWrapperService Methods

Operation	Method
ValidateQuotes	RunProcess
ValidateQuoteItems	RunProcess
ValidateOrders	RunProcess
ValidateOrderItems	RunProcess

Example Packages for ContextServiceWrapperService

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request (ValidateQuotes)

See the following file to view the sample code:

... \ContextServiceWrapperService\ValidateQuote_request.xml

Response (ValidateQuotes)

See the following file to view the sample code:

... \ContextServiceWrapperService\ValidateQuotes_response.xml

Request (ValidateQuoteItems)

See the following file to view the sample code:

... \ContextServiceWrapperService\ValidateQuoteItems_request.xml

Response (ValidateQuoteItems)

See the following file to view the sample code:

... \ContextServiceWrapperService\ValidateQuoteItems_response.xml

Message Schema (WSDL) of ContextServiceWrapperService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \ContextServiceWrapperService\ContextServiceWrapperService.wsdl

CopyActivity

Use this Web service to instantiate activities from an activity template for a service request.

CopyActivity Operations

For a list of operations associated with this Web service, see [Table 61](#).

Table 61. CopyActivity operations

Name	Description
WSCopyServiceActivityRunProcess	Creates an activity records.

Request Message Description: WSCopyServiceActivityRunProcess

For a description of this request message, see [Table 62](#).

Table 62. Request Message Description: WSCopyServiceActivityRunProcess

Node	Description
SRIId	Row Id of service request.
TemplateId	Row Id of activity template.
ActPlanId	Row Id of activity plan.

Response Message Description: WSCopyServiceActivityRunProcess

There is response message for this operation.

CopyActivity Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 63](#).

Table 63. CopyActivity Service Object

Name	Boundary Object Type
WS Copy Service Activity	Workflow

Methods

For a description of the methods for this Web service, see [Table 64](#).

Table 64. CopyActivity Methods

Operation	Method
WSCopyServiceActivityRunProcess	[WF: WS Copy Service Activity].[RunProcess]

Example Package for CopyActivity

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request (WSCopyServiceActivityRunProcess)

See the following file to view the sample code:

```
... \CopyActi vi ty\CopyActi vi ty_request.xml
```

Response (WSCopyServiceActivityRunProcess)

See the following file to view the sample code:

```
... \CopyActi vi ty\CopyActi vi ty_response.xml
```

Message Schema (WSDL) of CopyActivity

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \CopyActi vi ty\CopyActi vi ty.wsdl
```

EAILOVWS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

EligibilityCompatibility

Use this Web service to validate the document's (Quote) eligibility and compatibility status.

EligibilityCompatibility Operations

For a list of operations associated with this Web service, see [Table 65](#).

Table 65. EligibilityCompatibility operations

Name	Description
CheckQuoteEligibilityCompatibility	Checks the eligibility and compatibility status for the input Quote object.

Request Message Description: CheckQuoteEligibilityCompatibility

For a description of this request message, see [Table 66](#).

Table 66. Request Message Description: CheckQuoteEligibilityCompatibility

Node	Description
QuoteIO	Required. An instance of the integration object PDS Quote. Some of the fields used in the eligibility and compatibility process are shown in the following table: Eligibility and Compatibility User fields.
PSPMode	The default value is External PDS Quote. This parameter will be parsed as Mode used in the Variable Map.
PickMode	Can be Pre-Pick or Post-Pick. Pre-Pick triggers only the eligibility check. Post-Pick executes both the eligibility and compatibility checks.
ProjectedAssetIO	An instance of the Projected Asset integration object. Used for a compatibility check with the current quote.

Eligibility and Compatibility Used Fields

For a description of the Eligibility and Compatibility used fields, see [Table 67](#).

Table 67. Eligibility and Compatibility Used Fields

PDS Quote (Quote) Mapping XML Name	Variable Name (Map to Internal Variable Map)	How It Is Used in Eligibility and Compatibility
AccountContractedProductsOnlyFlag	Account Contracted Products Only flag	Used in the workflow
AccountId	Account Id	Account (used in the Eligibility Matrix)
AccountType	Account Type	Account Type (used in the Eligibility Matrix)

Table 67. Eligibility and Compatibility Used Fields

PDS Quote (Quote) Mapping XML Name	Variable Name (Map to Internal Variable Map)	How It Is Used in Eligibility and Compatibility
ShippingCity	City	City (used in the Eligibility Matrix)
ShippingCountry	Country	Country (used in the Eligibility Matrix)
ShippingPostalCode	Postal Code	Postal Code (used in the Eligibility Matrix)
PriceListId	Price List Id	Price List (checks in the workflow if the product is included in the price list)
ShippingState	State	State (used in the Eligibility Matrix)

PDS Quote Fields

For a description of PDS Quote Fields, see [Table 68](#).

Table 68. PDS Quote Fields

PDS Quote (Quote Line Item) XML Name	Variable Name	How It Is Used
AccountId	Account Id	Account (used in the Eligibility Matrix).
ClassId	Class Id	Product Class (used in the Compatibility Matrix).
EffectiveFrom	Effective From	Checks if the product is effective.
EffectiveTo	Effective To	Checks if the product is effective.
InclusiveEligibilityFlag	Inclusive Eligibility Flag	Defines the type of rules used. If value is set to Y, a comparison with the Inclusive rules is executed. If the value is set to N, a comparison with the Exclusive rules is executed. For more information about defining product and promotion eligibility rules, see <i>Siebel Product Administration Guide</i> .
Name	Name	Name of the line item.
PrePickCD	Pre Pick	Determines if the line item will trigger the eligibility and compatibility checking. The value must be set to Y to enable the eligibility and compatibility check.
PriceListId	Price List Id	Price List (checks if the product is included in the price list).

Table 68. PDS Quote Fields

PDS Quote (Quote Line Item) XML Name	Variable Name	How It Is Used
ProductId	Product Id	Product (used in the Eligibility and Compatibility Matrix).
ProductLineId	Product Line Id	Product Line (used in the Eligibility and Compatibility Matrix).

Response Message Description: CheckQuoteEligibilityCompatibility

For a description of this response message, see [Table 69](#).

Table 69. Response Message Description: CheckQuoteEligibilityCompatibility

Node	Description
QuoteIO	An instance of the integration object PDS Quote. After running the eligibility and compatibility process, the Eligibility Status and Eligibility Reason fields will be updated.

EligibilityCompatibility Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 70](#).

Table 70. EligibilityCompatibility Service Object

Name	Boundary Object Type	Class (if BusService)
Web Channel Product Eligibility & Compatibility Driver Workflow	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 71](#).

Table 71. EligibilityCompatibility Data Objects

Siebel Repository Name	External Name
PDS Quote	PDS Simplified Quote
Projected Asset	Projected Asset

Example Package for EligibilityCompatibility

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

Go to the following directory in the SampleCode.zip file to view the sample code:

```
... \El i gi bi l i tyCompati bi l i ty\El i gi bi l i tyCompati bi l i ty_request.xml
```

Response

Go to the following directory in the SampleCode.zip file to view the sample code:

```
... \El i gi bi l i tyCompati bi l i ty\El i gi bi l i tyCompati bi l i ty_response.xml
```

Message Schema (WSDL) of EligibilityCompatibility

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \El i gi bi l i tyCompati bi l i ty\El i gi bi l i tyCompati bi l i ty.wsdl
```

EventManagement

This Web service allows you to retrieve event, session and registration details based on the Event Id and Contact Id Inputs. It also allows for event registration by a Contact with the same input parameters.

EventManagement Operations

For a list of operations associated with this Web service, see [Table 72](#).

Table 72. EventManagement operations

Name	Description
GetEvents	Retrieves a list of events based on Status or Date search specifications.
GetEventDetails	Retrieves event details for an event preferably based on an Id search specification.
GetSessions	Retrieves a list of sessions.
GetRegisteredEvents	Retrieves a list of events registered by a specified contact.
RegisterForEvent	Enrolls a contact into a specified event which invokes the Event Registration service.

Request Message Description: GetEvents

For a description of this request message, see [Table 73](#).

Table 73. Request Message Description: GetEvents

Node	Description
Id	Row Id of the event.
Name	Name of the event.
Status	Status of the event.
Event Type	Event format.
Max Attendees	Maximum number of attendees than can enroll for the event.
Start Date	Event start date.
End Date	Event end date.
Description	Event description.
Parent Event Name	Event plan.
Session Information	
Id	Session Id.
Event Id	Parent Event Id.
Name	Session Name.
Description	Session Description.
Start Date	Session Start Date.
End Date	Session End Date.
Region	Session Region.
View Mode	All.

Response Message Description: GetEvents

This Response Message is the same as the Request Message. For more information, see [Table 73](#).

Request Message Description: GetEventDetails

For a description of this request message, see [Table 74](#).

Table 74. Request Message Description: GetEventDetails

Node	Description
Id	Row Id of event.
Name	Name of event.
Status	Event status.

Table 74. Request Message Description: GetEventDetails

Node	Description
Event Type	Event format.
Max Attendees	Maximum number of attendees than can enroll for the event.
Start Date	Event start date.
End Date	Event end date.
Description	Event description.
Participant Type	Event participant type.
Region	Region where the event takes place.
Parent Event Name	Event plan.
Invitation Deadline	Event invitation deadline.
Organization	Event organization.
Lead Partner	Event partner.
Primary venue Name	Name of the venue where the event takes place.
URL	Web URL for events.
Period Name	Event period.
Budget Period	Event budget period.
Session Information	
Id	Session Id.
Event Id	Parent event Id.
Name	Session name.
Description	Session description.
Start Date	Session start date.
End Date	Session end date.
Region	Session region.
View Mode	All.

Response Message Description: GetEventDetails

This Response Message is the same as the Request Message. For more information, see [Table 74](#).

Request Message Description: GetRegisteredEvents

For a description of this request message, see [Table 75](#).

Table 75. Request Message Description: GetRegisteredEvents

Node	Description
Id	Row Id of event attendee.
Event Id	Event for which the attendee is registering.
Attendee Id	Contact Id.
Name	Event name.
Status	Event registration status.
Event Type	Event format.
Max Attendees	Maximum number of attendees allowed to enroll into the event.
Start	Start date of event..
End	End date of event.
View Mode	All.

Response Message Description: GetRegisteredEvents

This Response Message is the same as the Request Message. For more information, see [Table 75](#).

Request Message Description: GetSessions

For a description of this request message, see [Table 76](#).

Table 76. Request Message Description: GetSessions

Node	Description
Id	Row Id of event.
Name	Name of event.
Status	Event status.
Event Type	Event format.
Max Attendees	Maximum number of attendees than can enroll for the event.
Start Date	Event start eate.
End Date	Event end date.
Description	Event description.
Parent Event Name	Event plan.
Session Information	
Id	Session Id.

Table 76. Request Message Description: GetSessions

Node	Description
Event Id	Parent event Id.
Name	Session name.
Description	Session description.
Start Date	Session start date.
End Date	Session end date.
Region	Session region.
View Mode	All.

Response Message Description: GetSessions

This Response Message is the same as the Request Message. For more information, see [Table 76](#).

Request Message Description: RegisterForEvent

For a description of this request message, see [Table 77](#).

Table 77. Request Message Description: RegisterForEvent

Node	Description
Status	Registration status.
Registration date	Date when the registration occurs.
Contact Id	Attendee Id of event.
Reg Id	Registration Id.
Event Id	Event being enrolled to.
User Type	Denotes type of attendee.

Response Message Description: RegisterForEvent

For a description of this response message, see [Table 78](#).

Table 78. Response Message Description: RegisterForEvent

Node	Description
Output Type	Message to indicate detailed status.
Return Val	Outcome status.
Reg Id	Registration Id.

EventManagement Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 79](#).

Table 79. EventManagement Service Object

Name	Boundary Object Type	Class (if Bus Service)
Event Data Service	Business Service	CSSEAIUIDataService
Event Detail Service	Business Service	CSSEAIUIDataService
Event Attendee Data Service	Business Service	CSSEAIUIDataService
Session Data Service	Business Service	CSSEAIUIDataService
Event Registration Service	Business Service	CSSEventRegistrationService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 80](#).

Table 80. EventManagement Data Objects

Siebel Repository Name	External Name
WC_Event_IO	Event
WC_EventSession_IO	Event Session
WC_ATT_IO	Event Attendee

Methods

For a description of the methods for this Web service, see [Table 81](#).

Table 81. EventManagement Methods

Operation	Display Name	Method
QueryPage	GetEvents	[BS: Event Data Service].[QueryPage]
QueryPage	GetEventDetails	[BS: Event Detail Service].[QueryPage]
QueryPage	Session Data Service	[BS: Session Data Service].[QueryPage]
QueryPage	GetRegisteredEvents	[BS: Event Attendee Data Service].[QueryPage]
EnrollUser	RegisterForEvent	BS: Event Registration Service].[EnrollUser]

Example Package for EventManagement

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \EventManagement\EventManagement_request.xml
```

Response

See the following file to view the sample code:

```
... \EventManagement\EventManagement_response.xml
```

Message Schema (WSDL) for EventManagement

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \EventManagement\EventManagement.wsdl
```

Event Registration

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

ExternalAutoPolicy

See “[INSClaims](#)” on page 90 for a description of this Web service.

ExternalPropertyPolicy

See “[INSClaims](#)” on page 90 for a description of this Web service.

Forecast

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \Forecast\Forecast.wsdl
```

GetHealthCareProfessionalProfileInformation

Use this Web service to read a complete profile for a health care provider including marketing compliance information, lists of alerts and lists of service requests.

GetHealthCareProfessionalProfileInformation Operations

Due to the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names.

For a list of operations associated with this Web service, see [Table 82](#).

Table 82. GetHealthCareProfessionalProfileInformation operations

Name	Description
LSMCProfileQueryById	Read the profile of an HCP specified by his or her Siebel Contact Row Id.
LSMCProfileQueryByExample	Read the profile of an HCP specified by a combination of several attributes.

Request Message Description: LSMCProfileQueryById

The operations in this Web service work with a common response message format but have different request message format. For a description of this request message, see [Table 83](#).

Table 83. Request Message Description: LSMCProfileQueryById

Node	Description
PrimaryRowId	Required. Represents the Row Id in the Siebel database of the Contact object.

Request Message Description: LSMCProfileQueryByExample

For a description of this request message, see [Table 84](#).

Table 84. Request Message Description: LSMCProfileQueryByExample

Node	Description
Contact Created Updated AccountIntegrationId CallClass ContactId CreatedByName EmployeeNumber FirstName LastName LeadContactType MarketPotential MiddleName PartyTypeCode PartyUID PersonUID PersonalContact PositionStatus PrimaryCity PrimaryEmployeeLoginOfPrimaryContactPosition PrimaryLastCallDate PrimaryLicenseExpirationDate PrimaryLicenseNumber PrimaryLicenseState PrimaryLicenseStatus PrimaryOrganization PrimaryPostalCode PrimarySpecialty PrimaryState PrimaryStateLicenseId PrimaryStreetAddress PrivacyCode Type UpdatedByName WorkPhone	Required is a combination of attributes to uniquely identify a contact record.

Common Response Message Description

The column Node represents a respective Siebel field if not specified otherwise. For a description of this response message, see [Table 85](#).

Table 85. Common Response Message Description

Node	Parent
ListOfLSMCPProfile	Not applicable
Contact soapenc	ListOfLSMCPProfile
Contact	Contact soapenc
AccountIntegrationId	Contact
CallClass	Contact
ContactId	Contact
CreatedByName	Contact
EmployeeNumber	Contact
FirstName	Contact
LastName	Contact
LeadContactType	Contact
MarketPotential	Contact
MiddleName	Contact
PartyTypeCode	Contact
PartyUID	Contact
PersonUID	Contact
PersonalContact	Contact
PositionStatus	Contact
PrimaryCity	Contact
PrimaryCountry	Contact
PrimaryEmployeeLoginOfPrimaryContact Position	Contact
PrimaryLastCallDate	Contact
PrimaryLicenseExpirationDate	Contact
PrimaryLicenseNumber	Contact
PrimaryLicenseState	Contact
PrimaryLicenseStatus	Contact
PrimaryOrganization	Contact
PrimaryPostalCode	Contact

Table 85. Common Response Message Description

Node	Parent
PrimarySpecialty	Contact
PrimaryState	Contact
PrimaryStateLicenseId	Contact
PrimaryStreetAddress	Contact
PrivacyCode	Contact
Type	Contact
UpdatedByName	Contact
WorkPhone	Contact
ListOfLsMcBudgetContact	Contact
LsMcBudgetContact soapenc	ListOfLsMcBudgetContact
LsMcBudgetContact	LsMcBudgetContact soapenc
BudgetAmount	LsMcBudgetContact
BudgetCurrency	LsMcBudgetContact
BudgetEndDate	LsMcBudgetContact
BudgetId	LsMcBudgetContact
BudgetName	LsMcBudgetContact
BudgetStartDate	LsMcBudgetContact
BudgetState	LsMcBudgetContact
ContactId	LsMcBudgetContact
ListOfLsMcBudgetContactSalesRep	LsMcBudgetContact
LsMcBudgetContactSalesRep soapenc	ListOfLsMcBudgetContactSalesRep
LsMcBudgetContactSalesRep	LsMcBudgetContactSalesRep soapenc
ContactBudgetId	LsMcBudgetContactSalesRep
Currency2	LsMcBudgetContactSalesRep
SalesRepBudget	LsMcBudgetContactSalesRep
PositionId	LsMcBudgetContactSalesRep
PositionName	LsMcBudgetContactSalesRep
ListOfLsMcContactExpenseItem	Contact
LsMcContactExpenseItem soapenc	ListOfLsMcContactExpenseItem
LsMcContactExpenseItem	LsMcContactExpenseItem soapenc
ComplianceFlag	LsMcContactExpenseItem

Table 85. Common Response Message Description

Node	Parent
Currency	LsMcContactExpenseItem
ExchangeRate	LsMcContactExpenseItem
ExpenseId	LsMcContactExpenseItem
ExpenseItemAmount	LsMcContactExpenseItem
ExpenseItemCurrency	LsMcContactExpenseItem
ExpenseItemId	LsMcContactExpenseItem
ExpenseItemTypeId	LsMcContactExpenseItem
ExpenseItemTypeName	LsMcContactExpenseItem
ProcessStatus	LsMcContactExpenseItem
TransactionState	LsMcContactExpenseItem
ListOfLsMcContactExpenseItemAllocation	LsMcContactExpenseItem
LsMcContactExpenseItemAllocation soapenc	ListOfLsMcContactExpenseItemAllocation
LsMcContactExpenseItemAllocation	LsMcContactExpenseItemAllocation soapenc
Currency2	LsMcContactExpenseItemAllocation
Description	LsMcContactExpenseItemAllocation
ExpenseId	LsMcContactExpenseItemAllocation
AllocatedAmount	LsMcContactExpenseItemAllocation
LoggedById	LsMcContactExpenseItemAllocation
ProcessStatus	LsMcContactExpenseItemAllocation
ReportingState	LsMcContactExpenseItemAllocation
TransactionState	LsMcContactExpenseItemAllocation
ListOfServiceRequest	Contact
ServiceRequest soapenc	ListOfServiceRequest
ServiceRequest	ServiceRequest soapenc
Abstract	ServiceRequest
AdditionalInformation	ServiceRequest
Area	ServiceRequest
Comments	ServiceRequest
ComplaintDescription	ServiceRequest
ComplaintType	ServiceRequest
ConfirmationNeeded	ServiceRequest

Table 85. Common Response Message Description

Node	Parent
ContactId2	ServiceRequest
CreatedByName	ServiceRequest
Currency	ServiceRequest
CustomerComments	ServiceRequest
Decision	ServiceRequest
Description2	ServiceRequest
EffectiveDate2	ServiceRequest
HealthCareComplaintType	ServiceRequest
HealthCareSubType	ServiceRequest
Outcome	ServiceRequest
Owner	ServiceRequest
Priority	ServiceRequest
ProviderId	ServiceRequest
ProviderLastName	ServiceRequest
SRNumber	ServiceRequest
SROpenDate	ServiceRequest
SRRootcause	ServiceRequest
SRStatusDate	ServiceRequest
SRSubType	ServiceRequest
SRTYPE	ServiceRequest
SRUrgency	ServiceRequest
Severity	ServiceRequest
Status	ServiceRequest
SubType	ServiceRequest
Sub-Area	ServiceRequest
ListOfFinAlertContact	Contact
FinAlertContact soapenc	ListOfFinAlertContact
FinAlertContact	FinAlertContact soapenc
Category	FinAlertContact
ContactId	FinAlertContact
Message	FinAlertContact

Table 85. Common Response Message Description

Node	Parent
Priority	FinAlertContact
StartDate2	FinAlertContact

GetHealthCareProfessionalProfileInformation Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 86](#).

Table 86. GetHealthCareProfessionalProfileInformation Service Object

Name	Boundary Object Type	Class (if BusService)
LSMCPProfile	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 87](#).

Table 87. GetHealthCareProfessionalProfileInformation Data Object

Siebel Repository Name	External Name
LSMCPProfile	Contact

Methods

For a description of methods for this Web service, see [Table 88](#).

Table 88. GetHealthCareProfessionalProfileInformation Methods

Operation	Method
LSMCPProfileQueryById	QueryById
LSMCPProfileQueryByExample	QueryByExample

Example Package for GetHeathcareProfessionalProfileInformation

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \GetHeathcareProfessionalProfileInformation\Request.xml
```

Response

See the following file to view the sample code:

```
... \GetHeathcareProfessionalProfileInformation\Response.xml
```

Message Schema (WSDL) for GetHeathcareProfessionalProfileInformation

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \GetHeathcareProfessionalProfileInformation\GetHeathcareProfessionalProfileInformation.wsdl
```

GetHeathCareProfessionalComplianceDetails

Use this Web service to read the detail data of a Health Care Provider including Marketing Compliance information.

GetHealthCareProfessionalComplianceDetails Operations

Due to the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names. For a list of operations associated with this Web service, see [Table 89](#).

Table 89. GetHealthCareProfessionalComplianceDetails operations

Name	Description
LSMCDetailsQueryById	Reads the profile of the health care provider specified by his or her Siebel Contact row Id.
LSMCDetailsQueryByExample	Reads the profile of the health care provider specified by a combination of several attributes.

Request Message Description: LSMCDetailsQueryById

The operations in this Web service work with a common response message format but have a different request message format. For a description of this request message, see [Table 90](#).

Table 90. Request Message Description: LSMCDetailsQueryById

Node	Description
PrimaryRowId	Required. Represents the Siebel row Id of the Contact object.

Request Message Description: LSMCDetailsQueryByExample

For a description of this request message, see [Table 91](#).

Table 91. Request Message Description: LSMCDetailsQueryByExample

Node	Description
Contact Create Updated AccountIntegrationId CallClass ContactId CreatedByName EmployeeNumber FirstName LastName LeadContactType MarketPotential MiddleName PartyTypeCode PartyUID PersonUID PersonalContact PositionStatus PrimaryCity PrimaryEmployeeLoginOfPrimaryContactPosition PrimaryLastCallDate PrimaryLicenseExpirationDate PrimaryLicenseNumber PrimaryLicenseState PrimaryLicenseStatus PrimaryOrganization PrimaryPostalCode PrimarySpecialty PrimaryState PrimaryStateLicenseId PrimaryStreetAddress PrivacyCode Type UpdatedByName WorkPhone	Required. A combination of attributes to uniquely identify a contact record.

Common Response Message Description

The column Node represents a respective Siebel field if not specified otherwise. For a description of this response message, see [Table 92](#).

Table 92. Common Response Message Description

Node	Parent
ListOfLSMCDetails	Not applicable
Contact soapenc	ListOfLSMCDetails
Contact	Contact soapenc
AccountIntegrationId	Contact
CallClass	Contact
ContactId	Contact
CreatedByName	Contact
EmployeeNumber	Contact
FirstName	Contact
LastName	Contact
LeadContactType	Contact
MarketPotential	Contact
MiddleName	Contact
PartyTypeCode	Contact
PartyUID	Contact
PersonUID	Contact
PersonalContact	Contact
PositionStatus	Contact
PrimaryCity	Contact
PrimaryCountry	Contact
PrimaryEmployeeLoginOfPrimaryContactPosition	Contact
PrimaryLastCallDate	Contact
PrimaryLicenseExpirationDate	Contact
PrimaryLicenseNumber	Contact
PrimaryLicenseState	Contact
PrimaryLicenseStatus	Contact
PrimaryOrganization	Contact
PrimaryPostalCode	Contact

Table 92. Common Response Message Description

Node	Parent
PrimarySpecialty	Contact
PrimaryState	Contact
PrimaryStateLicenseId	Contact
PrimaryStreetAddress	Contact
PrivacyCode	Contact
Type	Contact
UpdatedByName	Contact
WorkPhone	Contact
ListOfLsMcBudgetContact	Contact
LsMcBudgetContact soapenc	ListOfLsMcBudgetContact
LsMcBudgetContact	LsMcBudgetContact soapenc
BudgetAmount	LsMcBudgetContact
BudgetCurrency	LsMcBudgetContact
BudgetEndDate	LsMcBudgetContact
BudgetId	LsMcBudgetContact
BudgetName	LsMcBudgetContact
BudgetStartDate	LsMcBudgetContact
BudgetState	LsMcBudgetContact
ContactId	LsMcBudgetContact
ListOfLsMcBudgetContactSalesRep	LsMcBudgetContact
LsMcBudgetContactSalesRep soapenc	ListOfLsMcBudgetContactSalesRep
LsMcBudgetContactSalesRep	LsMcBudgetContactSalesRep soapenc
ContactBudgetId	LsMcBudgetContactSalesRep
Currency2	LsMcBudgetContactSalesRep
SalesRepBudget	LsMcBudgetContactSalesRep
PositionId	LsMcBudgetContactSalesRep
PositionName	LsMcBudgetContactSalesRep
ListOfLsMcContactExpenseItem	Contact
LsMcContactExpenseItem soapenc	ListOfLsMcContactExpenseItem
LsMcContactExpenseItem	LsMcContactExpenseItem soapenc
ComplianceFlag	LsMcContactExpenseItem

Table 92. Common Response Message Description

Node	Parent
Currency	LsMcContactExpenseItem
ExchangeRate	LsMcContactExpenseItem
ExpenseId	LsMcContactExpenseItem
ExpenseItemAmount	LsMcContactExpenseItem
ExpenseItemCurrency	LsMcContactExpenseItem
ExpenseItemId	LsMcContactExpenseItem
ExpenseItemTypeId	LsMcContactExpenseItem
ExpenseItemTypeName	LsMcContactExpenseItem
ProcessStatus	LsMcContactExpenseItem
TransactionState	LsMcContactExpenseItem
ListOfLsMcContactExpenseItemAllocation	LsMcContactExpenseItem
LsMcContactExpenseItemAllocation soapenc	ListOfLsMcContactExpenseItemAllocation
LsMcContactExpenseItemAllocation	LsMcContactExpenseItemAllocation soapenc
Currency2	LsMcContactExpenseItemAllocation
Description	LsMcContactExpenseItemAllocation
ExpenseId	LsMcContactExpenseItemAllocation
AllocatedAmount	LsMcContactExpenseItemAllocation
LoggedById	LsMcContactExpenseItemAllocation
ProcessStatus	LsMcContactExpenseItemAllocation
ReportingState	LsMcContactExpenseItemAllocation
TransactionState	LsMcContactExpenseItemAllocation

GetHealthCareProfessionalComplianceDetails Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 93](#).

Table 93. GetHealthCareProfessionalComplianceDetails Service Object

Name	Boundary Object Type	Class (if BusService)
LSMCDetails	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 94](#).

Table 94. GetHealthCareProfessionalComplianceDetails Data Object

Siebel Repository Name	External Name
LSMCDetails	Contact

Methods

For a description of methods for this Web service, see [Table 95](#).

Table 95. GetHealthCareProfessionalComplianceDetails Methods

Operation	Method
LSMCDetailsQueryById	QueryById
LSMCDetailsQueryByExample	QueryByExample

Example Package for GetHealthcareProfessionalComplianceDetails

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \GetHealthcareProfComplianceDetails\GetHealthcareProfessionalComplianceDetails_request.xml
```

Response

See the following file to view the sample code:

```
... \GetHealthcareProfComplianceDetails\GetHealthcareProfessionalComplianceDetails_response.xml
```

Message Schema (WSDL) for GetHealthcareProfessionalComplianceDetails

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \GetHealthcareProfessionalComplianceDetails\GetHealthcareProfessionalComplianceDetails.wsdl
```

GetUnallocatedExpenseItem

Use this Web service to read the data of an expense item record for the purpose of allocating expenses for Marketing Compliance in ePharma.

GetUnallocatedExpenseItem Operations

Because of the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names. For a list of operations associated with this Web service, see [Table 96](#).

Table 96. GetUnallocatedExpenseItem operations

Name	Description
LSMCGetUnallocatedExpenseItemQueryById	Reads the data in an expense item specified by its Siebel row Id.
LSMCGetUnallocatedExpenseItemQueryByExample	Reads the data in an expense item specified by a combination of several attributes.

Request Message Description: LSMCGetUnallocatedExpenseItemQueryById

The operations in this Web service work with a common response message format but have different request message format. For a description of this request message, see [Table 97](#).

Table 97. Request Message Description: LSMCGetUnallocatedExpenseItemQueryById

Node	Description
PrimaryRowId	Required. Represents the Siebel Row Id of the Expense Item object.

Request Message Description: LSMCGetUnallocatedExpenseItemQueryByExample

For a description of this request message, see [Table 98](#).

Table 98. Request Message Description: LSMCGetUnallocatedExpenseItemQueryByExample

Node	Description
Contact Id LSMCAAllocationDate LSMCAAllocationStatusCode LSMCComplianceFlag LSMCTransactionState ExpenseItemtype Amount ExchangeRate	Required. A combination of attributes to uniquely identify an expense Item.

NOTE: Retrieving the data of an expense item by a combination of attributes using the operation LSMCGetUnallocatedExpenseItemQueryByExample is not recommended, since it is difficult to uniquely identify the requested expense item. It is recommended to use the operation LSMCGetUnallocatedExpenseItemQueryById and specifying the Siebel Id of the expense item.

Common Response Message Description

The column Node represents a respective Siebel field if not specified otherwise. For a description of this response message, see [Table 99](#).

Table 99. Common Response Message Description

Node	Parent
ListOfLSMCGetUnallocatedExpenseItem xmlns	Not applicable
ExpenseItem soapenc	ListOfLSMCGetUnallocatedExpenseItem
ExpenseItem	ExpenseItem soapenc
Id	ExpenseItem
LSMCAAllocationDate	ExpenseItem
LSMCAAllocationStatusCode	ExpenseItem
LSMCComplianceFlag	ExpenseItem
LSMCTransactionState	ExpenseItem
ExpenseItemtype	ExpenseItem
Amount	ExpenseItem
ExchangeRate	ExpenseItem
ListOfLSMCCContactExpenseItem	ExpenseItem

Table 99. Common Response Message Description

Node	Parent
LSMContactExpenseItem soapenc	ListOfLSMContactExpenseItem
LSMContactExpenseItem	LSMContactExpenseItem soapenc
Id	LSMContactExpenseItem
ListOfLSMCBudgetContact	LSMContactExpenseItem
LSMCBudgetContact soapenc	ListOfLSMCBudgetContact
LSMCBudgetContact	LSMCBudgetContact soapenc
Id	LSMCBudgetContact
BudgetState	LSMCBudgetContact
ListOfLSMCEmployeeExpenseItem	ExpenseItem
LSMCEmployeeExpenseItem soapenc	ListOfLSMCEmployeeExpenseItem
LSMCEmployeeExpenseItem	LSMCEmployeeExpenseItem soapenc
Id	LSMCEmployeeExpenseItem

GetUnallocatedExpenseItem Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 100](#).

Table 100. GetUnallocatedExpenseItem Service Object

Name	Boundary Object Type	Class (if BusService)
LSMGetUnallocatedExpenseItem	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 101](#).

Table 101. GetUnallocatedExpenseItem Data Object

Siebel Repository Name	External Name
LSMGetUnallocatedExpenseItem	LSMGetUnallocatedExpenseItem

Methods

For a description of methods for this Web service, see [Table 102](#).

Table 102. GetUnallocatedExpenseItem Methods

Operation	Method
LSMCGetUnallocatedExpenseItemQueryById	QueryById
LSMCGetUnallocatedExpenseItemQueryByExample	QueryByExample

Example Package for GetUnallocatedExpenseItem

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \GetUnallocatedExpenseItem\GetUnallocatedExpenseItem_request.xml
```

Response

See the following file to view the sample code:

```
... \GetUnallocatedExpenseItem\GetUnallocatedExpenseItem_response.xml
```

Message Schema (WSDL) for GetUnallocatedExpenseItem

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \GetUnallocatedExpenseItem\GetUnallocatedExpenseItem.wsdl
```

INSClaims

Use this Web service to query for, and update claims and claim elements.

INSClaimsOperations

For a list of operations associated with this Web service, see [Table 103](#).

Table 103. INSClaims operations

Name	Description
INSClaimsQueryByExample	Retrieves the claim record.
INSClaimsInsertOrUpdate	Updates the claim record.

Table 103. INSClaims operations

Name	Description
ClaimElementQueryByExample	Retrieves a claim element.
ClaimElementInsertOrUpdate	Updates a claim element.

Request Message Description: INSClaimsQueryByExample

For a description of this request message, see [Table 104](#).

Table 104. Request Message Description: INSClaimsQueryByExample

Node	Description
SiebelMessage	Required. Based on integration object INS Claims.

Request Message Description: INSClaimsInsertOrUpdate

For a description of this request message, see [Table 105](#).

Table 105. Request Message Description: INSClaimsInsertOrUpdate

Node	Description
SiebelMessage	Required. Based on integration object INS Claims.

Request Message Description: ClaimElementQueryByExample

For a description of this request message, see [Table 106](#).

Table 106. Request Message Description: ClaimElementQueryByExample

Node	Description
SiebelMessage	Required. Based on integration object FINS Claim Elements.

Request Message Description: ClaimElementInsertOrUpdate

For a description of this request message, see [Table 107](#).

Table 107. Request Message Description: ClaimElementInsertOrUpdate

Node	Description
SiebelMessage	Required. Based on integration object FINS Claim Elements.

Common Response Message Description

The response messages for these operations are the same as the request messages.

INSClaims Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 108](#).

Table 108. INSClaims Service Object

Name	Boundary Object Type	Class (if BusService)
INS Claims	Business Service	CSSEAIDataSyncService
FINS Claim Elements	Business Service	CSSWSOutboundDispatcher

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 109](#).

Table 109. INSClaims Data Object

Siebel Repository Name	External Name
INS Claims	INS Claims
FINS Claim Elements	FINS Claim Elements

Methods

For a description of methods for this Web service, see [Table 110](#).

Table 110. INSClaims Methods

Operation	Method
INSClaimsQueryByExample	INS Claims.QueryByExample
INSClaimsInsertOrUpdate	INS Claims.InsertOrUpdate
ClaimElementQueryByExample	FINS Claim Elements.QueryByExample
ClaimElementInsertOrUpdate	FINS Claim Elements.InsertOrUpdate

Example Package for INSClaims

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request (INSClaims)

See the following file to view the sample code:

... \INSClaims\INSClaims_request.xml

Response (INSClaims)

See the following file to view the sample code:

... \INSClaims\INSClaims_response.xml

Request (ClaimElementQueryByExample)

See the following file to view the sample code:

... \ClaimElementQueryByExample\ClaimElementQueryByExample_request.xml

Response (ClaimElementQueryByExample)

See the following file to view the sample code:

... \ClaimElementQueryByExample\ClaimElementQueryByExample_response.xml

Request (ClaimElementsInsertOrUpdate)

See the following file to view the sample code:

... \ClaimElementsInsertOrUpdate\ClaimElementsInsertOrUpdate_request.xml

Request (GetAutoPolicy)

See the following file to view the sample code:

... \GetAutoPolicy\GetAutoPolicy_request.xml

Response (GetAutoPolicy)

See the following file to view the sample code:

... \GetAutoPolicy\GetAutoPolicy_response.xml

Request (GetPropertyPolicy)

See the following file to view the sample code:

... \GetPropertyPolicy\GetPropertyPolicy_request.xml

Response (GetPropertyPolicy)

See the following file to view the sample code:

... \GetPropertyPolicy\GetPropertyPolicy_response.xml

Request (INSClaimsInsertOrUpdate)

See the following file to view the sample code:

... \INSClaimsInsertOrUpdate\INSClaimsInsertOrUpdate_request.xml

Message Schema (WSDL) for INSClaims

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \INSClaims\INSClaims.wsdl

IntegrationObjectInfo

Use this Web service to get all the active fields for a given Integration Object and the Integration component name using the Siebel Object Manager Repository Integration Object.

IntegrationObjectInfo Operations

For a list of operations associated with this Web service, see [Table 111](#).

Table 111. IntegrationObjectInfo operations

Name	Description
GetIntegrationObjectInfo	Retrieves fields from both an integration object and an integration component.

Request Message Description: GetIntegrationObjectInfo

The request message format includes Integration Object name and component name for which all the active fields have to be retrieved. For a description of this request message, see [Table 112](#).

Table 112. Request Message Description: GetIntegrationObjectInfo

Node	Description
IntegrationObjectName	Integration object name.
IntegrationCompName	Integration component name from which fields are retrieved.

Response Message Description: GetIntegrationObjectInfo

Response Message includes all the repository integration component field names. For a description of this response message, see [Table 113](#).

Table 113. Response Message Description: GetIntegrationObjectInfo

Node	Description
RepositoryIntegrationObject	Integration object name.
RepositoryIntegrationComponent	Integration component name.
ListOfRepositoryIntegrationComponentField	List of repository integration component field names.

IntegrationObjectInfo Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 114](#).

Table 114. IntegrationObjectInfo Business Service

Name	Boundary Object Type	Class
Integration ObjectInfo Service	Business Service	CSSIntObjectInfoService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 115](#).

Table 115. Integration Object Business Service

Siebel Repository Name	External Name
Siebel OM: Repository Integration Object	Repository Integration Object

Methods

For a description of methods for this Web service, see [Table 116](#).

Table 116. Methods Business Service

Operation	Method
GetIntegrationObjectInfo	GetIntegrationObjectInfo

Example Package for IntegrationObjectInfo

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \IntegrationObjectInfo\IntegrationObjectInfo_request.xml
```

Response

See the following file to view the sample code:

```
... \IntegrationObjectInfo\IntegrationObjectInfo_response.xml
```

Message Schema (WSDL) for IntegrationObjectInfo

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \IntegrationObjectInfo\IntegrationObjectInfo.wsdl

NetworkOrderEntry

Use this Web service to access network assets, as well as related attributes, attached files, and open orders. Additionally, use this service to validate a network based on product rules, and, return projected assets for a network.

NetworkOrderEntry Operations

For a list of operations associated with this Web service, see [Table 117](#).

Table 117. NetworkOrderEntry operations

Name	Description
GetNetworkAssets	Returns the network asset based on the asset Id.
GetNetworkAssetAttributes	Returns the attribute of a network asset (regardless whether it is network, network node, or network connection).
GetNetworkAssetAttachments	Returns the file attachment for a network asset.
GetOpenNetworkOrders	Returns the open order line items for a network asset.
ValidateNetworkOrder	Validates a network based on the product rules. If the network is invalid, return the error messages.
QueryProjectedNetworkAsset	Returns the projected asset for a network.

Common Request Message Description

The service has six operations. They do not share a common request message format.

Common Response Message Description

The service has six operations. They do not share a common response message format.

NetworkOrderEntry Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 118](#).

Table 118. NetworkOrderEntry Service Object

Name	Boundary Object Type	Class (if BusService)
VORD NOE Complex Data Service	Business Service	CSSVORDWebService
VORD NOE Simple Data Service	Business Service	CSSVORDWebService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 119](#).

Table 119. NetworkOrderEntry Data Object

Siebel Repository Name	External Name	Business Service
VORD NOE Network Assets	VORD NOE Asset Attributes	VORD NOE Simple Data Service
VORD NOE Asset Attributes	VORD NOE Asset Attributes	VORD NOE Simple Data Service
VORD NOE Network Attachments	VORD Network Asset	VORD NOE Simple Data Service
VORD NOE Network Open Order Line Items	VORD Network Asset	VORD NOE Simple Data Service
VORD NOE Network Validation Rule	VORD Network Validation Rule	VORD NOE Complex Data Service
VORD NOE Projected Asset	VORD NOE Projected Asset	VORD NOE Complex Data Service

Methods

For a description of methods for this Web service, see [Table 120](#).

Table 120. NetworkOrderEntry Methods

Operation	Business Service	Method
GetNetworkAssets	VORD NOE Simple Data Service	GetNetworkAssets
GetNetworkAssetAttributes	VORD NOE Simple Data Service	GetNetworkAssetAttributes
GetNetworkAssetAttachments	VORD NOE Simple Data Service	GetNetworkAssetAttachments
GetOpenNetworkOrders	VORD NOE Simple Data Service	GetOpenNetworkOrders
ValidateNetworkOrder	VORD NOE Complex Data Service	ValidateNetworkOrder
QueryProjectedNetworkAsset	VORD NOE Complex Data Service	QueryProjectedNetworkAsset

Example Package for NetworkOrderEntry

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \NetworkOrderEntry\NetworkOrderEntry_request.xml
```

Response

See the following file to view the sample code:

```
... \NetworkOrderEntry\NetworkOrderEntry_response.xml
```

Message Schema (WSDL) for NetworkOrderEntry

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \NetworkOrderEntry\NetworkOrderEntry.wsdl
```

PartnerPrograms

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

PartnerRegistration

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

ProductConfigurator

The Web service enables queries on information contained within the product model, such as relationships, attributes, linked items, resources, UI groups. The service also allows you to configure a product, and perform multiple batch requests.

ProductConfigurator Operations

For a list of operations associated with this Web service, see [Table 121](#).

Table 121. ProductConfigurator operations

Name	Description
GetCfgObjectStructure	Retrieves Product Relationships, Attributes, Linked Items and Resources.
GetCfgObjectGroupItems	Retrieves the Product UI definition, UI Group and Group items.
GetCfgObjectDefaultGroupItems	Retrieves Default Product Group items (group items will be based off all relationships, attributes, linked items and resources).
BeginConfiguration	Enables customization of products stored in the Siebel database. Initializes the configurator session with a Quote instance and product model.
UpdateConfiguration	Executes operations on the Quote instance initialized in the BeginConfiguration operation.
EndConfiguration	Releases server resources used during Begin and Update Configuration operations.

Request Message Description: GetCfgObjectStructure

GetCfgObjectStructure has the same request and response message.

GetCfgObjectGroupItems has the same request and response message.

GetCfgObjectDefaultGroupItems request and response message is the same as GetCfgObjectGroupItems. The object's direct child properties are ignored as well those of UIOption, Responsibilities, and Group. Only the GroupItem child is looked at and returned (others are copied to the response message). GroupItem behavior is similar to that of GetCfgObjectGroupItems.

For a description of this request message, see [Table 122](#).

Table 122. Request Message Description: GetCfgObjectStructure

Node	Description
WebChannelObjStructure	Required. This structure identified the objects that will be queries as well the data that will be returned about the objects.
Object	Required. One or more must be specified.
Name	Required. Name of Object (product or class). Either Name or Id is required.
Id	Required. Id of Object (product or class). Either Name or Id is required.
ObjectType	Required. Product or Class.

Table 122. Request Message Description: GetCfgObjectStructure

Node	Description
ParentClassId	Class Id of the parent.
DisplayName	Display Name.
Description	Description.
Attribute	Zero or more (only those child objects that are specified will be queried for).
Name	Name of attribute. If empty, all attributes are returned.
LocalType	Local type.
InternalType	Internal type.
OrigId	Internal Id.
DisplayName	Display name.
Hidden	Hidden flag.
Required	Required flag.
ReadOnly	Read only flag.
ValidationSpec	Validation specification.
UnitOfMeasure	Unit of measure.
Description	Description.
AttributeDomain	Zero or more.
LocalValue	Local value.
InternalValue	Internal value.
AttributeDomainDecoration	Zero or more. Attribute domain specific properties name value pairs.
Name	Name of object (product or class). Either Name or Id is required.
Value	Unique value.
AttributeDefaultValue	Default value of the attribute. Only one of the value types will be populated depending on the type of the value.
DisplayValue	Display value.
String	String value.
Number	Number value.
Integer	Integer value.
Date	Date value.
Boolean	Boolean value.

Table 122. Request Message Description: GetCfgObjectStructure

Node	Description
AttributeRejectedValue	Rejected value of the attribute. Only one of the value types will be populated depending on the type of the value.
DisplayValue	Display value.
String	String value.
Number	Number value.
Integer	Integer value.
Date	Date value.
Boolean	Boolean value.
AttributeDecoration	Zero or more. Attribute properties name value pairs.
Name	Name of Object (product or class). Either Name or Id is required.
Value	Unique value.
Relationship	Zero or more (only those child objects that are specified will be queried for).
Name	Name of relationship. If Name and, or Id are specified, only that particular relationship will be returned. If both are empty, all relationships will be returned.
Id	Id of relationship. If Name and, or Id is specified, only that particular relationship will be returned. If both are empty, all relationships will be returned.
DisplayName	Display name.
ClassName	Class name.
ClassId	Class Id.
DefaultProductId	Default product Id.
DefaultCardinality	Default cardinality.
MinimumCardinality	Minimum cardinality.
MaximumCardinality	Maximum cardinality.
RelationshipDomain	Zero or more.
Name	Name of product. If Name and, or Id is specified, only that particular relationship domain will be returned. If both are empty, all relationship domain products will be returned.
Id	Id of product. If Name and, or Id is specified, only that particular relationship domain will be returned. If both are empty, all relationship domain products will be returned.

Table 122. Request Message Description: GetCfgObjectStructure

Node	Description
DisplayName	Display name.
OrigId	Original Id.
Description	Description.
RelationshipDomainDecoration	Zero or more. Relationship domain specific properties name value pairs.
Name	Name of Object (product, or class). Either Name or Id is required.
Value	Unique value.
Relationship Decoration	Zero or more. Relationship properties name value pairs.
Name	Name of Object (product, or class). Either Name or Id is required.
Value	Unique value.
LinkedItem	Zero or more (only those child objects that are specified will be queried for).
Name	Name of Object (product, or class). Either Name or Id is required.
Id	Id of linked item. If Name and, or Id is specified only that particular linked item will be returned. If both are empty, all linked items will be returned.
DisplayName	Display name.
VariableName	Variable Name.
SortSpec	Sort specification.
SearchSpec	Search specification.
NeedsExecution	Required for business component based queries.
Expression	Expression.
DefaultValue	Default Value.
BusinessObject	Business object for business component based query.
BusinessComponent	Business component for business component based query.
FieldName	Field name in business component.
Active	Active flag.
LinkedItemDecoration	Linked Item Properties name value pairs.
Name	Name of the object (Product, or Class). Either Name, or Id is required.

Table 122. Request Message Description: GetCfgObjectStructure

Node	Description
Value	Unique value.
Resource	Zero or more (only those child objects that are specified will be queried for).
Name	Name of resource. If Name and, or Id is specified, only that particular resource will be returned. If both are empty, all resources will be returned.
Id	Id of resource. If Name and, or Id is specified, only that particular resource will be returned. If both are empty, all resources will be returned.
DisplayName	Display name.
ResourceDecoration	Resource properties name value pairs.
Name	Name of Object (product, or class). Either Name or Id is required.
Value	Unique value.
ObjectDecoration	Object properties name value pairs.
Name	Name of Object (product, or class). Either Name or Id is required.
Value	Unique value.

Request Message Description: GetCfgObjectGroupItems/ GetCfgObjectDefaultGroupItems

For a description of this request message, see [Table 123](#).

Table 123. Request Message Description: GetCfgObjectGroupItems/GetCfgObjectDefaultGroupItems

Node	Description
WebChannelObjGroupItems	Required. This structure identified the objects that will be queries as well the data that will be returned about the objects.
Object	Required. One or more must be specified.
Name	Required. Name of Object (product, or class). Either Name or Id is required.
Id	Required. Id of Object (product, or class). Either Name or Id is required.
ObjectType	Required. Product or Class.
ParentClassId	ClassId of the parent.
DisplayName	Display name.
Description	Description.

Table 123. Request Message Description: GetCfgObjectGroupItems/GetCfgObjectDefaultGroupItems

Node	Description
UIOption	Zero or more.
Name	Name of the UI option. If Name and, or Id is specified, only that particular UI option will be returned. If both are empty, all UI options will be returned.
Id	Id of the UI Option. If Name and, or Id is specified, only that particular UI option will be returned. If both are empty, all UI options will be returned.
Type	Type.
DisplayName	Display name.
Sequence	Sequence.
BaseTheme	Base theme.
ProductTheme	Product theme.
Responsibility	Zero or more.
Name	Name of responsibility. If Name and, or Id is specified, only that particular responsibility will be returned. If both are empty, all responsibilities will be returned.
Id	Id of responsibility. If Name and, or Id is specified, only that particular responsibility will be returned. If both are empty, all responsibilities will be returned.
Group	Zero or more.
Name	Name of the group. If Name and, or Id is specified, only that particular group will be returned. If both are empty, all groups will be returned.
Id	Id of the group. If Name and, or Id is specified, only that particular group will be returned. If both are empty, all groups will be returned.
DisplayName	Display name.
Sequence	Sequence.
GroupTheme	Group theme.
Description	Description.
GroupItem	Zero or more.
Id	Id of the group item. If Id and, or Type is specified, only that particular group item will be returned. If both are empty, all group items will be returned.

Table 123. Request Message Description: GetCfgObjectGroupItems/GetCfgObjectDefaultGroupItems

Node	Description
Type	Type of the group item (Relationship, Attribute, LinkedItem, or Resource). If Id and, or Type is specified, only that particular group item will be returned. If both are empty, all group items will be returned.
Sequence	Sequence.
GroupItemTheme	Group item theme.
Attribute	Refer to attribute child object in Table 122 on page 99 .
Relationship	Refer to Relationship child object in Table 122 on page 99 .
LinkedItem	Refer to LinkedItem child object in Table 122 on page 99 .
Resource	Refer to Resource child object in Table 122 on page 99 .
GroupDecoration	Group properties name value pairs.
Name	Name of UI Option. If Name and, or Id is specified, only that particular UI option will be returned. If both are empty, all UI options will be returned.
Value	Unique value.
Object Decoration	Object properties name value pairs.
Name	Name of UI Option. If Name and, or Id is specified, only that particular UI option will be returned. If both are empty, all UI options will be returned.
Value	Unique value.

Request Message Description: BeginConfiguration

For a description of this request message, see [Table 124](#).

Table 124. Request Message Description: BeginConfiguration

Node	Description
BeginConfiguration_Input	Required.

Table 124. Request Message Description: BeginConfiguration

Node	Description
InitInstanceOperation	Required. The operation type for BeginConfiguration session.
	LOAD This will load the hierarchy object from the Siebel database. HeaderId and RootId are required. IntegrationObjectName is needed to determine which table to query and what the structure of the hierarchy is.
	DEFAULT This will load the hierarchy object from the Siebel database and create a new line item for a product with its default instance. HeaderId and ProductId are required. IntegrationObjectName is needed to determine which table to query and what the structure of the hierarchy is.
	SET This will load the hierarchy object from the ListOfQuote parameter from the PDS Quote integration object. RootId is required to determine the root line item to use in this session.
	ADD This will add a new line item to the hierarchy object from the ListOfQuote parameter from the PDS Quote integration object. ProductId is required.
HeaderId	Required for InitInstanceOperation of LOAD / DEFAULT. Row Id of the Header.
RootId	Required for InitInstanceOperation of LOAD / SET. Row Id for the root line item.
ProductId	Required for InitInstanceOperation of DEFAULT / ADD. Product Id for the root line item.
ListOfQuote	Required for InitInstanceOperation of SET / ADD. Hierarchy object in PDS Quote integration object format. See General C/OM Web services for details on its structure.
ListOfData	List of products / attributes / relationships on which user requires domain information (with exclusions) in CfgInteractData integration object format.
ProductData	Product data.
Item	Zero or more. Same recursive structure as that defined in this topic.
IntegrationId	Integration Id of the line item. If the integration Id specified, only this line item and its sub line items are looked at. ProductId is optional. If the Product Id is also specified, it should match the Integration Id. If Integration Id and Product Id are not specified, the root line item is looked at.

Table 124. Request Message Description: BeginConfiguration

Node	Description
ProductId	Product Id of the line item. If the Integration Id is specified, only this line item and its sub line items are looked at. ProductId is optional. If the Product Id is also specified, it should match the Integration Id. If Integration Id and Product Id are not specified, the root line item is looked at.
Name	Name of the product.
Quantity	Quantity.
RelationshipName	Relationship Name. For sub line items, RelationshipName can be specified to limit the search to a particular relationship.
RootIntegrationId	Integration Id of the Root line item.
PortId	Relationship Id.
ParentProductId	Parent product Id.
ParentIntegrationId	Parent integration Id.
CanDrilldown	Can Drilldown flag. Used to indicate whether the line item is a customizable product.
ListPrice	List price.
HasGenericsFlag	Has Generics flag. Used to indicate whether the line item is incomplete.
EligibilityStatus	Eligibility Status.
EligibilityReason	Eligibility Reason.
Explanation	Explanation.
ExplanationText	Text of explanation.
Relationship	Zero or more. List of relationships on which information is required.
Name	Name of relationship to query for. If empty, all relationships are returned.
Id	Id. Always returned whether specified in the request or not.
DomainItem	Zero or more. Domain items of the relationship. Always returned whether specified in the request or not.
Name	Name of the domain item.
Id	Id of the domain item.
Excluded	Excluded flag indicates whether this domain item is excluded by a Constraint, Eligibility & Compatibility rule or Promotion.
Attribute	Zero or more. List of Attributes on which information is required.
Name	Name of attribute to query for. If empty, all attributes are returned.

Table 124. Request Message Description: BeginConfiguration

Node	Description
ValueType	Type of attribute. Always returned whether specified in the request or not.
AttributeValue	Zero or more. List of attribute values. Always returned whether specified in the request or not.
DisplayValue	Display Value.
StringValue	Value displayed in a string.
IntegerValue	Value displayed as integer
NumberValue	Value displayed as number
BooleanValue	Value displayed in Boolean format.
DateTimeValue	Date and time value.
Selected	Selected Flag indicates whether this value is selected.
Excluded	Excluded Flag indicates whether this value is excluded by a Constraint, Eligibility & Compatibility rule or Promotion.
Item	Zero or more. Same recursive structure as that defined in this topic.
ListOfLinkedItems	List of linked items.
LinkedItems	Linked items.
LinkedItemValue	One or more.
Name	Name of linked item.
ValueType	Type of value.

Response Message Description: Begin Configuration

GetCfgObjectStructure has the same request and response message. See the preceding table for details.

GetCfgObjectGroupItems and GetCfgObjectDefaultGroupItems have the same request and response messages. See request message description for details.

For a description of this response message, see [Table 125](#).

Table 125. Response Message Description: Begin Configuration

Node	Description
BeginConfiguration_Output	Required.
Error_spcCode	Error code if an error occurred.
Error_spcMessage	Error message if an error occurred.
RootId	Root Id of new item.
RootIntegrationId	Integration Id of a new root item.

Table 125. Response Message Description: Begin Configuration

Node	Description
ListOfQuote	Quote instance if the ReturnFullInstance input parameter was set to Y. For more details, see Table 124 on page 105 .
ListOfData	The domain information about products, attributes, relationships as well as current selections for the attributes, and relationships that were requested in the request message. For more details, see Table 124 on page 105 .
ListOfStatus	This indicates whether the request was successful or not and contains messages to be displayed.
Status	Required.
StatusCode	Values are: Success, Warning, or Error. The StatusCode of Success indicates a successful configuration. The status code of Warning indicates conflict messages present in the ListOfMessage node, which were automatically resolved. If the status code was Error, then the conflict messages present in the ListOfMessage could not be resolved and further requests to the session will not be honored.
StatusText	Details on the error if any.
ConflictResolution	Values are Proceed, or Undo. Indicates whether a Proceed or Undo operation was done on the conflicts and also whether there were any other violations that resulted in an Undo (such as Promotion or Cardinality).
Messages	Zero or one. List of messages.
MessageType	Zero or more.
MessageSource	Source of the messages (Eligibility, Promotion, Cardinality, Proceed Actions, and so on).
Message	Message text.

Request Message Description: UpdateConfiguration

For a description of this request message, see [Table 126](#).

Table 126. Request Message Description: UpdateConfiguration

Node	Description
UpdateConfiguration_Input	Required.
ConflictAutoResolve	Proceed or Undo. If set to Proceed, all conflicts are auto resolved. If set to Undo, any conflict will result in an Undo of the entire batch.
FinishInstanceInFlag	If set Y, FinishIt is called.
SaveInstanceInFlag	If set Y, Instance is saved to the Siebel database.
RepriceInstanceInFlag	If set Y, Reprice is called.

Table 126. Request Message Description: UpdateConfiguration

Node	Description
VerifyInstanceInFlag	If set Y, the Verify instance is called.
ListOfData	See the ListOfData description in Table 124 on page 105 .
ListOfRequest	List of requests that will be executed on the product instance.
Requests	
Request	Zero or more.
Type	Type of request (AddItem, RemoveItem, SetItemQuantity, SetAttribute, ReplaceItem).
Item	Zero or more requests.
AddProductId	Add product Id for AddItem, ReplaceItem.
Quantity	Quantity.
RelationshipId	Relationship Id which contains the new product for AddItem, ReplaceItem.
IntegrationId	Integration Id on which the operation will be performed.
Attribute	Zero or more SetAttribute request details.
Name	Name or attribute.
ValueType	Value type: string, integer or number.
AttributeValue	Zero or more.
DisplayValue	New display value of attribute.
String	Value displayed in a string.
Number	Value displayed as number.
Integer	Value displayed as integer.
Date	Date and time value.
Boolean	Value displayed in Boolean format.

Response Message Description: UpdateConfiguration

For a description of this response message, see [Table 127](#).

Table 127. Response Message Description: UpdateConfiguration

Node	Description
UpdateConfiguration_Output	Required.
Error_spcCode	Error Code if an error occurred.
Error_spcMessage	Error Message if an error occurred.
FinishConfigurationOutFlag	Y / N. Indicates whether Finish Configuration was performed.

Table 127. Response Message Description: UpdateConfiguration

Node	Description
RepriceOutFlag	Y / N. Indicates whether Reprice was done.
SaveInstanceOutFlag	Y / N. Indicates whether Save Instance was done.
VerifyOutFlag	Y / N. Indicates whether Verify was done.
ListOfData	The domain information about products, attributes, and relationships as well current selections for the attributes / relationships that was requested in the Request Message. For more information, see Table 126 on page 109 .
ListOfStatus	This indicates whether the request was successful or not and contains messages to be displayed. For more information, see Table 125 on page 108 .

Request Message Description: EndConfiguration

For a description of this request message, see [Table 128](#).

Table 128. Request Message Description: EndConfiguration

Node	Description
EndConfiguration_Input	Required
SaveInstanceFlag	Save Instance flag

Response Message Description: EndConfiguration

For a description of this response message, see [Table 129](#).

Table 129. Response Message Description: EndConfiguration

Node	Description
EndConfiguration_Output	Required.
Error_spcCode	Error Code if an error occurred.
Error_spcMessage	Error Message if an error occurred.
ListOfQuote	Quote instance. For more information, see Table 124 on page 105 .

ProductConfigurator Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 130](#).

Table 130. ProductConfigurator Service Object

Name	Boundary Object Type	Class (if BusService)
Cfg Object Broker	Business Service	CSSCfgObjBrokerService
ConfiguratorWebChannelBeginConfig	Workflow	Not applicable
ConfiguratorWebChannelUpdateConfig	Workflow	Not applicable
ConfiguratorWebChannelEndConfig	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 131](#).

Table 131. ProductConfigurator Data Object

Siebel Repository Name	External Name
CfgInteractData	ListOfData
CfgInteractRequest	ListOfRequest
CfgInteractStatus	ListOfStatus
CfgLinkedItems	ListOfLinkedItems
PDS Quote	ListOfQuote

Methods

For a description of methods for this Web service, see [Table 132](#).

Table 132. ProductConfigurator Methods

Operation	Method
GetCfgObjectStructure	GetObjStructure
GetCfgObjectGroupItems	GetObjGroupItems
GetCfgObjectDefaultGroupItems	GetObjDefaultGroupItems

Example Package for ProductConfigurator

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request (GetObjDefaultGroupItems)

See the following file to view the sample code:

... \ProductConfigurator\GetObjDefaultGroupItems_request.xml

Response (GetObjDefaultGroupItems)

See the following file to view the sample code:

... \ProductConfigurator\GetObjDefaultGroupItems_response.xml

Request (GetObjGroupItems)

See the following file to view the sample code:

... \ProductConfigurator\GetObjGroupItems_request.xml

Response (GetObjGroupItems)

See the following file to view the sample code:

... \ProductConfigurator\GetObjGroupItems_response.xml

Request (GetObjStructure)

See the following file to view the sample code:

... \ProductConfigurator\GetObjStructure_request.xml

Response (GetObjStructure)

See the following file to view the sample code:

... \ProductConfigurator\GetObjStructure_response.xml

Message Schema (WSDL) for ProductConfigurator

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \ProductConfigurator\ProductConfigurator.wsdl

ProductRecommendation

Use this Web service to generate the recommended products, based on the input Quote line items.

ProductRecommendation Operations

For a list of operations associated with this Web service, see [Table 133](#).

Table 133. ProductRecommendation operations

Name	Description
GetRecommendedProductsForQuote	Generate Recommended Products

Request Message Description: GetRecommendedProductsForQuote

For a description of this request message, see [Table 134](#).

Table 134. Request Message Description: GetRecommendedProductsForQuote

Node	Description
QuoteIO	Required. An instance of the integration object PDS Quote.
PSP Mode	The default is External PDS Quote. This parameter will be parsed as the Mode used in the Variable Map.

Recommended Products Used Fields

For a description of recommended products used fields, see [Table 135](#).

Table 135. Recommended Products Used Fields

PDS Quote (Quote) Mapping XML Name	Variable Name (Map to Internal Variable Map)	How It Is Used
AccountId	Account Id	Account (used in the Eligibility Check).
AccountType	Account Type	Account Type (used in the Eligibility Check).
ShippingCity	City	City (used in the Eligibility Check).
ShippingCountry	Country	Country (used in the Eligibility Check).
ShippingPostalCode	Postal Code	Postal Code (used in the Eligibility Check).
PriceListId	Price List Id	Price List (used in the Eligibility Check and pricing).
ShippingState	State	State (used in the Eligibility Check).

For a description of PDS Quote XML Name, see [Table 136](#).

Table 136. PDS Quote XML Name

PDS Quote (Quote Line Item) XML Name	Variable Name	How It Is Used
ProductId	Product Id	Product (used as a key to find the recommended products)

Response Message Description: GetRecommendedProductsForQuote

For a description of this response message, see [Table 137](#).

Table 137. Response Message Description: GetRecommendedProductsForQuote

Node	Description
RecommendedProductIO	An instance of the integration object Recommended Products. It contains the product information, pricing, eligibility, and recommended reason and score.

ProductRecommendation Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 138](#).

Table 138. ProductRecommendation Service Object

Name	Boundary Object Type	Class (If BusService)
Web Channel Product Recommendation Driver Workflow	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 139](#).

Table 139. ProductRecommendation Data Objects

Siebel Repository Name	External Name
Recommended Products	Recommended Products
PDS Quote	PDS Simplified Quote

Example Package for ProductRecommendation

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \ProductRecommendation\ProductRecommendation_request.xml
```

Response

See the following file to view the sample code:

... \ProductRecommendation\ProductRecommendation_response.xml

Message Schema (WSDL) for ProductRecommendation

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \ProductRecommendation\ProductRecommendation.wsdl

PromotionWebService

Use this Web service to get product promotion information, apply product promotion.

PromotionWebService Operations

For a list of operations associated with this Web service, see [Table 140](#).

Table 140. PromotionWebService operations

Name	Description
ISS_spcPromotion_spcWS_spc-_spcGetProductPromotionDetails Request: spcGetProductPromotionDetails_GetProductPromotionDefinition_Input Response: spcGetProductPromotionDetails_GetProductPromotionDefinition_Output	Get Promotion Details information
ISS_spcPromotion_spcWS_spc-_spcApplyProductPromotion Request: spcApplyProductPromotion_ApplyProductPromotion_Input Response: spcApplyProductPromotion_ApplyProductPromotion_Output	Apply Product Promotion

Request Message Description: GetProductPromotionDefinition

For a description of this request message, see [Table 141](#).

Table 141. Request Message Description: GetProductPromotionDefinition

Node	Description
EligibilityMode	Optional, default value as '2'. Could be 0, 1, 2.
PricingMode	Optional, default value as 'Y'. Y or N.
LoadAllDomainFlag	Required, Y or N.
LoadDefaultDomainFlag	Required, Y or N.
LoadPromDefFlag	Required, Y or N.
ContextMode	Required. Values are Siebel Context or External Context.

Table 141. Request Message Description: GetProductPromotionDefinition

Node	Description
Context	Required, in SiebelMessage format of the integration object PDS Catalog Context.
ProdPromRuleType	Optional. Values are Product, or Pricing.
ProdPromId	Optional, depending on usage scenarios.
ProdPromRuleId	Optional, depending on usage scenarios.
ApplyProductPromotion	Apply the product promotion.
EligibilityMode	Optional. The default value as 2. Values are, 0, 1, and 2.
PricingMode	Optional, default value as Y. Y or N.
ProdPromId	Required.
ProdPromInstanceId	Optional, depending on usage scenarios.
LineItemId	Optional, depending on usage scenarios.
SiebelMessage	Required. In SiebelMessage format of the integration object PDS Quote.

Response Message Description: GetProductPromotionDefinition

For a description of this response message, see [Table 142](#).

Table 142. Response Message Description: GetProductPromotionDefinition

Node	Description
ProdPromDefinition	In SiebelMessage format of the integration object ISS Promotion Definition for the Web service.
PromDomainProduct	In SiebelMessage format of the integration object PDS Product Interface. Could be either the default domain product details or all domain product details depending on the input arguments.
Err_spcCode	Error code if an error occurred.
Err_spcMessage	Error message if an error occurred.

Request Message Description: ApplyProductPromotion

For a description of this request message, see [Table 143](#).

Table 143. Request Message Description: ApplyProductPromotion

Node	Description
EligibilityMode	Optional. The default value is 2. Values are 0, 1, and 2.
PricingMode	Optional. The default value is Y. Values are Y or N.
ProdPromId	Required.

Table 143. Request Message Description: ApplyProductPromotion

Node	Description
ProdPromInstanceId	Optional, depending on usage scenarios.
LineItemId	Optional, depending on usage scenarios.
SiebelMessage	Required. In SiebelMessage format of the integration object PDS Quote.

Response Message Description: ApplyProductPromotion

For a description of this response message, see [Table 144](#).

Table 144. Response Message Description: ApplyProductPromotion

Node	Description
SiebelMessage	Required. In SiebelMessage format of the integration object PDS Quote.
Err_spcCode	Error Code if an error occurred.
Err_spcMessage	Error Message if an error occurred.

PromotionWebService Application Objects

This topic describes the application objects called by this Web service. For more information on application implementation, refer to application development documentation.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 145](#).

Table 145. PromotionWebService Service Object

Name	Boundary Object Type	Class
ISS Promotion WS - GetProductPromotionDetails	Workflow	Not applicable
ISS Promotion WS - ApplyProductPromotion	Workflow	Not applicable
ISS Promotion WS - Add Missed Items Sub Process	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 146](#).

Table 146. PromotionWebService Data Object

Siebel Repository Name	External Name
ISS Promotion Definition for WS	ISS Promotion Definition for WS
PDS Catalog Context	PDS Catalog Context
PDS Product Interface	PDS Product Interface
PDS Quote	PDS Quote

Example Package for PromotionWebService

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \PromotionWebService\PromotionWebService_request.xml
```

Message Schema (WSDL) for PromotionWebService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \PromotionWebService\PromotionWebService.wsdl
```

QuoteWebService and OrderWebService

Use this set of Web services to manipulate the Quote or Order data.

QuoteWebService and OrderWebService Operations

For a list of operations associated with this Web service, see [Table 147](#).

Table 147. QuoteWebService and OrderWebService operations

Name	Description
Update Order	Updates the order header information.
Update Order Item	Updates the line items for a specific order.
Update Quote	Updates the quote header information.

Table 147. QuoteWebService and OrderWebService operations

Name	Description
Update Quote Item	Updates the line items for a specific quote.
Delete Order	Deletes a given order.
Delete Order Item	Deletes the line items on a specific order.
Delete Quote	Deletes a given quote.
Delete Quote Item	Deletes the line items on a specific quote.
Insert Order	Inserts an order.
Insert Order Item	Adds the line items on a given order.
Insert Quote	Inserts a quote.
Insert Quote Item	Adds the line items on a given quote.
Get Quote	Queries the quote.
Get Order	Queries an order.

Request Message Description: Query, Update, Delete Quote

For a description of this request message, see [Table 148](#).

Table 148. Request Message Description: Query, Update, Delete Quote

QueryByExample/QueryById/InsertQuote/DeleteQuote Request Message	
Node	Description
QuoteIO	Required. An instance of the integration object PDS Quote.

Response Message Description: Query, Update, Delete, Quote

For a description of this response message, see [Table 149](#).

Table 149. Response Message Description: Query, Update, Delete, Quote

QueryByExample/QueryById/InsertQuote/DeleteQuote Response Message	
Node	Description
QuoteIO	Required. An instance of the integration object PDS Quote.

Request Message Description: Query, Update, Delete Quote Item

For a description of this request message, see [Table 150](#).

Table 150. Request Message Description: Query, Update, Delete Quote Item

QueryByExample/UpdateQuoteItem/InsertQuoteItem/DeleteQuoteItem Request Message	
Node	Description
QuoteItemIO	Required. An instance of the integration object PDS Quote Item.

Response Message Description: Query, Update, Delete Quote Item

For a description of this response message, see [Table 151](#).

Table 151. Response Message Description: Query, Update, Delete Quote Item

QueryByExample/UpdateQuoteItem/InsertQuoteItem/DeleteQuoteItem Response Message	
Node	Description
QuoteItemIO	Required. An instance of the integration object PDS Quote Item.

Request Message Description: Query, Update, Delete Order

For a description of this request message, see [Table 152](#).

Table 152. Request Message Description: Query, Update, Delete Order

QueryByExample/QueryById/InsertOrder/DeleteOrder Request Message	
Node	Description
OrderIO	Required. An instance of the integration object PDS Order.

Response Message Description: Query, Update, Delete Order

For a description of this response message, see [Table 153](#).

Table 153. Response Message Description: Query, Update, Delete Order

QueryByExample/QueryById/InsertOrder/DeleteOrder Response Message	
Node	Description
OrderIO	Required. An instance of the integration object PDS Order.

Request Message Description: Query, Update, Delete Order Item

For a description of this request message, see [Table 154](#).

Table 154. Request Message Description: Query, Update, Delete Order Item

QueryByExample/UpdateOrderItem/InsertOrderItem/DeleteOrderItem Request Message	
Node	Description
OrderItemIO	Required. An instance of the integration object PDS Order Item.

Response Message Description: Query, Update, Delete Order Item

For a description of this response message, see [Table 155](#).

Table 155. Response Message Description: Query, Update, Delete Order Item

QueryByExample/UpdateOrderItem/InsertOrderItem/DeleteOrderItem Response Message	
Node	Description
OrderItemIO	Required. An instance of the integration object PDS Order Item.

QuoteWebService and OrderWebService Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 156](#).

Table 156. QuoteWebService and OrderWebService Service Objects

Name	Boundary Object Type	Class (if BusService)
PDS Quote	Business Service	CSSEAIDataSyncService
PDS Quote Item	Business Service	CSSEAIDataSyncService
PDS Order	Business Service	CSSEAIDataSyncService
PDS Order Item	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 157](#).

Table 157. QuoteWebService and OrderWebService Data Objects

Siebel Repository Name	External Name
PDS Quote	PDS Simplified Quote
PDS Quote Item	PDS Simplified Quote
PDS Order	PDS Simplified Order
PDS Order Item	PDS Simplified Order

Example Package for QuoteWebService

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \Quote_and_Order\QuoteWebService_request.xml
```

Response

See the following file to view the sample code:

```
... \Quote_and_Order\QuoteWebService_response.xml
```

Message Schema (WSDL) for QuoteWebService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \Quote_and_Order\QuoteWebService.wsdl
```

QuoteAddItemsWS

Use this Web service to add the default instance (products) to the Quote Object.

QuoteAddItemsWS Operations

For a list of operations associated with this Web service, see [Table 158](#).

Table 158. QuoteAddItemsWS operations

Name	Description
QuoteAddItems	Add quote line items.

Request Message Description: QuoteAdd Items

For a description of this request message, see [Table 159](#).

Table 159. Request Message Description: QuoteAdd Items

Node	Description
Instance	Required. An instance of the integration object PDS Quote.
GetProductDataRequest	Required. An instance of the integration object Added Products. The namespace is http://siebel.com/OrderManagement/Quote/ProductData . This instance will include the product IDs that will be added.
Item, ProductId	Required field for each item. The product that will be added to the Instance.
Item, Quantity	Quantity of the product. Not a required field. The default value is 1.
GetPricing	Y or N. Turns on (Y) or off (N) Pricing.
CheckEligibility	Y or N. Turns on (Y) or off (N) Eligibility Check.

Response Message Description: QuoteAdd Items

For a description of this response message, see [Table 160](#).

Table 160. Response Message Description: QuoteAddItems

Node	Description
Instance	Same as the input argument Instance. For information, see Table 159 on page 124 . Based on the integration object PDS Quote. The updated instance will contain the new added products.

QuoteAddItems Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 161](#).

Table 161. QuoteAddItems Service Object

Name	Boundary Object Type	Class (if BusService)
Web Channel Quote Add Default Items	Workflow	Not applicable

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 162](#).

Table 162. QuoteAddItems Data Objects

Siebel Repository Name	External Name
Added Products	None (XML)
PDS Quote	PDS Simplified Quote

Example Package for QuoteAddItems

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \QuoteAddItemsWS\QuoteAddItemsWS_request.xml
```

Response

See the following file to view the sample code:

```
... \QuoteAddItemsWS\QuoteAddItemsWS_response.xml
```

Message Schema (WSDL) for QuoteAddItems

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \QuoteAddItemsWS\http_siebel.com_OrderManagement_Quote_QuoteAddItemsWS.wsdl
```

SerializationService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \Serializati onServi ce\Serializati onServi ce. wsd

ServiceRequest

Use this Web service to create, read, update, and delete service requests.

ServiceRequest Operations

Note that all operations for this service share a common data format. Because of this similarity, all the operations for this service are grouped together. However, because of the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names.

For a list of operations associated with this Web service, see [Table 163](#).

Table 163. ServiceRequest operations

Name	Description
Service_spcRequest_ServiceRequestInsert Request: Service_spcRequest_ServiceRequestInsert_Input Response: Service_spcRequest_ServiceRequestInsert_Output	Creates a service request
Service_spcRequest_ServiceRequestQueryPage Request: Service_spcRequest_ServiceRequestQueryPage_Input Response: Service_spcRequest_ServiceRequestQueryPage_Output	Read service request
Service_spcRequest_ServiceRequestUpdate Request: Service_spcRequest_ServiceRequestUpdate_Input Response: Service_spcRequest_ServiceRequestUpdate_Output	Update service request
Service_spcRequest_ServiceRequestDelete Request: Service_spcRequest_ServiceRequestDelete_Input Response: Service_spcRequest_ServiceRequestDelete_Output	Delete service request

Common Request Message Description

All operations in this Web service work with a common request message format and a common response message format.

The request message consists of fields from the Service Request business component.

Common Response Message Description

Same as Request Message format.

ServiceRequest Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 164](#).

Table 164. ServiceRequest Service Object

Name	Boundary Object Type	Class
Service Request	Business Service	CSSEAIUIDataService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 165](#).

Table 165. ServiceRequest Data Object

Siebel Repository Name	External Name
Service Request	Service Request

Methods

For a description of methods for this Web service, see [Table 166](#).

Table 166. ServiceRequest Methods

Operation	Method
Service_spcRequest_ServiceRequestInsert	[BS:Service Request].[Insert]
Service_spcRequest_ServiceRequestQueryPage	[BS:Service Request].[QueryPage]
Service_spcRequest_ServiceRequestUpdate	[BS:Service Request].[Update]
Service_spcRequest_ServiceRequestDelete	[BS:Service Request].[Delete]

Example Package for ServiceRequest

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \ServiceRequest\ServiceRequest_request.xml
```

Response

See the following file to view the sample code:

```
... \ServiceRequest\ServiceRequest_response.xml
```

Message Schema (WSDL) for ServiceRequest

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \ServiceRequest\ServiceRequest.wsdl
```

SessionAccessWS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \SessionAccessWS\SessionAccessWS.wsdl
```

SetAllocatedExpenseItem

Use this Web service to set the allocation data for a specific expense item record. This functionality is specific for allocating expenses for Marketing Compliance in ePharma.

SetAllocatedExpenseItem Operations

Because of the nature of the schema generation for the WSDL file, the message formats for each operation have their own message names.

For a list of operations associated with this Web service, see [Table 167](#).

Table 167. SetAllocatedExpenseItem operations

Name	Description
LSMCSetAllocatedExpenseItemSynchronize	Set the allocation data for an expense item.

Request Message Description: LSMCSetAllocatedExpenseItemSynchronize

The Node column represents a respective Siebel field if not specified otherwise. For a description of this request message, see [Table 168](#).

Table 168. Request Message Description: LSMCSetAllocatedExpenseItemSynchronize

Node	Parent Node	Description
ListOfLSMCSetAllocatedExpenseItem		< Tag >
ExpenseItem	ListOfLSMCSetAllocatedExpenseItem	< Tag >
ExpenseItem	ExpenseItem ...	< Tag >
Id	ExpenseItem	
LSMCAAllocationDate	ExpenseItem	Optional
LSMCAAllocationStatusCode	ExpenseItem	Optional
LSMCComplianceFlag	ExpenseItem	Optional
ListOfLSMCCContactExpenseItem	ExpenseItem	< Tag >
LSMCCContactExpenseItem	ListOfLSMCCContactExpenseItem	< Tag >
LSMCCContactExpenseItem	LSMCCContactExpenseItem ...	< Tag >
Id	LSMCCContactExpenseItem	Required
ListOfLSMCCContactExpenseItemAllocation	LSMCCContactExpenseItem	< Tag >
LSMCCContactExpenseItemAllocation	ListOfLSMCCContactExpenseItemAllocation	< Tag >
LSMCCContactExpenseItemAllocation	LSMCCContactExpenseItemAllocation ...	< Tag >
ExpenseItemContactId	LSMCCContactExpenseItemAllocation	Required
ReportingState	LSMCCContactExpenseItemAllocation	Required
Description	LSMCCContactExpenseItemAllocation	Optional
AllocatedAmount	LSMCCContactExpenseItemAllocation	Required

Response Message Description

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

SetAllocatedExpenseItem Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 169](#).

Table 169. SetAllocatedExpenseItem Service Object

Name	Boundary Object Type	Class (if BusService)
LSMCSetAllocatedExpenseItem	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 170](#).

Table 170. SetAllocatedExpenseItem Data Object

Siebel Repository Name	External Name
LSMCSetAllocatedExpenseItem	LSMCSetAllocatedExpenseItem

Methods

For a description of methods for this Web service, see [Table 171](#).

Table 171. SetAllocatedExpenseItem Method

Operation	Method
LSMCSetAllocatedExpenseItemSynchronize	Synchronize

Example Package for SetAllocatedExpenseItem

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

... \SetAllocatedExpenseItem\SetAllocatedExpenseItem_request.xml

Response

See the following file to view the sample code:

... \SetAllocatedExpenseItem\SetAllocatedExpenseItem_response.xml

Message Schema (WSDL) for SetAllocatedExpenseItem

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \SetAll ocatedExpenseItem\SetAll ocatedExpenseItem.wsdl

SFA_Activity_BS

Use this Web service to insert an activity which is associated to a selected list of contacts into the Siebel database.

SFA_Activity_BS Operations

These operations are presented as a WSDL to the clients accessing it. For a list of operations associated with this Web service, see [Table 172](#).

Table 172. SFA_Activity_BS operations

Name	Description
SFAInsertActivity	Creates an activity record in the database and associates a contact record to it.

Response Message Description: SFAInsertActivity

For a description of this request message, see [Table 173](#).

Table 173. Response Message Description: SFAInsertActivity

Node	Description
SFA_Activity_IO	Required. An instance of the integration object SFA_Activity.

Response Message Description: SFAInsertActivity

For a description of this response message, see [Table 174](#).

Table 174. Response Message Description: SFAInsertActivity

Node	Description
SFA_Activity_IO	Required. An instance of the integration object SFA_Activity.

SFA_Activity_BS Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 175](#).

Table 175. SFA_Activity_BS Service Object

Name	Boundary Object Type	Class (if BusService)
SFAActivity_BS	Business Service	CSSEAIUIDataService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 176](#).

Table 176. SFA_Activity_BS Data Object

Siebel Repository Name	Boundary Object Type	External Name
SFA_Activity_IO	Siebel Business Object	Action

Methods

For a description of methods for for Web service, see [Table 177](#).

Table 177. SFA_Activity_BS Method

Operation	Method
Insert	Insert

Example Package for SFA_Activity_BS

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \SFA_Activity_BS\SFA_Activity_BS_request.xml
```

Response

See the following file to view the sample code:

```
... \SFA_Activity_BS\SFA_Activity_BS_response.xml
```

Message Schema (WSDL) for SFA_Activity_BS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \SFA_Activity_BS\SFA_Activity_BS.wsdl

SiebelUserProfileService

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \SiebelUserProfileService\SiebelUserProfileService.wsdl

SiebelWebRegistration

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \SiebelWebRegistration\SiebelWebRegistration.wsdl

TroubleTicket

Use this Web service to create, update, retrieve and set status for trouble tickets.

TroubleTicket Operations

For a list of operations associated with this Web service, see [Table 178](#).

Table 178. TroubleTicket operations

Name	Description
CreateTroubleTicket	Create a new network trouble ticket, including the resource(s) and service(s) affected.
UpdateTroubleTicket	Update additional attributes on the trouble ticket.
GetTroubleTicket	Return the existing trouble tickets that meet criteria specified in a search spec.
SetTroubleTicketStatus	Update the status of an existing network trouble ticket; typically to cancel or close a network alarm.

Common Request Message Description

This Web service has four operations. Each operation does not share a common request message format.

Common Response Message Description

This Web service has four operations. Each operation does not share a common response message format.

TroubleTicket Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 179](#).

Table 179. TroubleTicket Service Object

Name	Boundary Object Type	Class (if BusService)
Trouble Ticket	Business Service	CSSEAIDataSyncService
Trouble Ticket Lightweight	Business Service	CSSEAIDataSyncService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 180](#).

Table 180. TroubleTicket Data Object

Siebel Repository Name	External Name	Business Service
WS Trouble Ticket	Service Request	Trouble Ticket
WS Trouble Ticket Lightweight	FINS eBanking	Trouble Ticket Lightweight

Methods

For a description of methods for this Web service, see [Table 181](#).

Table 181. TroubleTicket Methods

Operation	Business Service	Method
CreateTroubleTicket	Trouble Ticket	Insert
UpdateTroubleTicket	Trouble Ticket	Update
GetTroubleTicket	Trouble Ticket	QueryByExample
SetTroubleTicketStatus	Trouble Ticket Lightweight	Update

Example Package for TroubleTicket

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \Troubl eTi cket\Troubl eTi cket_request.xml
```

Response

See the following file to view the sample code:

```
... \Troubl eTi cket\Troubl eTi cket_response.xml
```

Message Schema (WSDL) for TroubleTicket

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \Troubl eTi cket\Troubl eTi cket.wsdl
```

VerifyEntitlement

Use this Web service to obtain the best response time for Service Requests based on customer entitlements.

VerifyEntitlement Operations

For a list of operations associated with this Web service, see [Table 182](#).

Table 182. VerifyEntitlement operations

Name	Description
FSVerifyEntitlementRunProcess	Verifies customer entitlements at the time of service request creation to ensure the fastest response time.

Request Message Description: FSVerifyEntitlement

For a description of this request message, see [Table 183](#).

Table 183. Request Message Description: FSVerifyEntitlement

Node	Description
Contact_spcTime_spcZone	Time zone.
Account_spcId	Accounts which entitlements cover.
Product_spcId	Products which entitlements cover.
Contact_spcId	Contacts which entitlements cover.
Asset_spcId	Assets which entitlements cover.
Owned_spcBy_spcId	Owner of the service request.
Priority	Priority of the service request.
Created_spcDate	Created date of the service request.
Contact_spcAccount_spcId	Contact of the service request.

Response Message Description: FSVerifyEntitlement

For a description of this response message, see [Table 184](#).

Table 184. Response Message Description: FSVerifyEntitlement

Node	Description
Commit_spcTime	Commit Time for the service request.
Entitlement_spcId	Entitlement Id that was used.
Entitlement_spcName	Entitlement name that was used.

VerifyEntitlement Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 185](#).

Table 185. VerifyEntitlement Service Object

Name	Boundary Object Type	Class (if BusService)
FS Verify Entitlement	Workflow	Not applicable

Methods

For a description of the method used for this Web services, see [Table 186](#).

Table 186. VerifyEntitlement Methods

Operation	Method
FSVerifyEntitlementRunProcess	[WF: FS Verify Entitlement].[RunProcess]

Example Package for VerifyEntitlement

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \VerifyEntitlement\VerifyEntitlement_request.xml
```

Response

See the following file to view the sample code:

```
... \VerifyEntitlement\VerifyEntitlement_response.xml
```

Message Schema (WSDL) for VerifyEntitlement

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \VerifyEntitlement\VerifyEntitlement.wsdl
```

Warranty

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

```
... \Warranty\CreateWarranty.wsdl
```

```
... \Warranty\CheckWarranty.wsdl
```

WC_Account_BS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \WC_Account_BS\WC_Account_BS.wsdl

WC_Contacts_BS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \WC_Contacts_BS\WC_Contacts_BS.wsdl

WC_Opportunity_BS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \WC_Opportunity_BS\WC_Opportunity_BS.wsdl

WC_Service_Request_BS

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \WC_Service_Request_BS\WC_Service_Request_BS.wsdl

WebMarketing

Use this Web service to retrieve personalized content from Web offers, and details based on the offer treatment Id and Contact Id. Additionally, you can get subscription list information, and create responses for tracking click events.

WebMarketing Operations

For a list of operations associated with this Web service, see [Table 187](#).

Table 187. WebMarketing operations

Name	Description
CreateWebMarketingResponse	Creates response records to track click events.
GetActiveLists	Retrieves a list of all active subscription lists.

Table 187. WebMarketing operations

Name	Description
GetListMembers	Retrieves a list of subscription lists that the contact or prospect is subscribed to.
GetWebTreatment	Retrieves Web offer treatment and related Web surveys, products, events, URLs and templates. If the context information is provided, personalized Web content will also be returned.

Request Message Description: CreateWebMarketingResponse

For a description of this request message, see [Table 188](#).

Table 188. Request Message Description: CreateWebMarketingResponse

Node	Description
Response	Required.
ACCNT_ID	Row Id of account.
Delivery Method	Required. Delivery method.
Description	Required. Description of the response.
Destination Name	Hyperlink name of response URL.
Destination URL	Response URL.
Event Id	Row Id of event.
Event Reg Id	Event registration Id.
Id	Response row Id.
PRSP_CON_ID	Row Id of prospect. Either PRSP_CON_ID or PR_CON_ID must be filled in.
PR_CON_ID	Row Id of contact. Either PRSP_CON_ID or PR_CON_ID must be filled in.
Response Method	Response method.
Response Type	Required. Response type.
SRC_ID	Row Id of Campaign.
S_CAMP_CON_ID	Row Id of campaign contact.
Status	Status code.
Sub_DMail_Cd	Subscribe to direct mail action code.
Sub_Email_Cd	Subscribe to email action code.
Sub_Fax_Cd	Subscribe to fax action code.
Sub_Phone_Cd	Subscribe to phone action code.

Table 188. Request Message Description: CreateWebMarketingResponse

Node	Description
Subscription List Id	Row Id of subscription list.
Summary	Summary.
Treatment Id	Required. Row Id of offer treatment.

Response Message Description: CreateWebMarketingResponse

For a description of this response message, see [Table 189](#).

Table 189. Response Message Description: CreateWebMarketingResponse

Node	Description
Same as request message	Not applicable

Request Message Description: GetActiveLists

For a description of this request message, see [Table 190](#).

Table 190. Request Message Description: GetActiveLists

Node	Description
List	Required.
Description	Description of the response.
Id	Row Id of subscription list.
Name	Name of subscription list.
ViewMode	Visibility algorithm used to determine which records will be retrieved.

Response Message Description: GetActiveLists

For a description of this response message, see [Table 191](#).

Table 191. Response Message Description: GetActiveLists

Node	Description
Same as request message	Not applicable

Request Message Description: GetListMembers

For a description of this request message, see [Table 192](#).

Table 192. Request Message Description: GetListMembers

Node	Description
List Members	Required
Contact Id	Row Id of Contact
List Id	Row Id of Subscription List
List Name	Name of Subscription List
Prospect Id	Row Id of Prospect

Response Message Description: GetListMembers

For a description of this response message, see [Table 193](#).

Table 193. Response Message Description: GetListMembers

Node	Description
Same as request message	Not applicable

Request Message Description: GetWebTreatment

For a description of this request message, see [Table 194](#).

Table 194. Request Message Description: GetWebTreatment

Node	Description
WebTreatment	Required.
Id	Required. Row Id of Web treatment.
Context	An instance of integration object PDS Catalog Context. Must contain either SiebelContext or ExternalContext. Optional only if ContextMode is not provided. If ContextMode is provided it is required.
ContactId	Row Id of contact.
ProspectId	Row Id of prospect.
CampConId	Row Id of campaign contact.
CampaignId	Row Id of campaign.
WebServer	Web server URL to be substituted in response forms.

Response Message Description: GetWebTreatment

For a description of this response message, see [Table 195](#).

Table 195. Response Message Description: GetWebTreatment

Node	Description
WebTreatment	Required.
Active For Inbound Flag	Flag to indicate if the Web treatment is inbound.
Description	Description of the response.
Id	Row Id of Web treatment.
Language Code	Language code.
Locale Code	Locale code.
Name	Name of Web treatment.
PriceList Id	Row Id of PriceList Id.
Valid End Date	Valid end date.
Valid Start Date	Valid start date.
Template	Template type.
Lit Id	Row Id of treatment template.
Personalized Content	Personalized content of Web treatment.
Related Web Surveys	Web survey to associate.
Id	Row Id of Web survey.
Name	Name of Web survey.
Related Products	Related product to retrieve.
Product Id	Row Id of product.
Product	Name of product.
Related Events	Related events to retrieve.
Id	Row Id of the event.
Name	Name of the event.

WebMarketing Application Interface

This topic describes the application objects called by the this Web service. For more information on application implementation, refer to your application development documentation on Oracle Technology Network.

Service Object (Business Service or Workflow)

For a description of the service objects for this Web service, see [Table 196](#).

Table 196. WebMarketing Service Object

Name	Boundary Object Type	Class (if BusService)
WebMarketingService	Business Service	CSSWebMarketingService

Data Object (Integration Object)

For a description of data objects for this Web service, see [Table 197](#).

Table 197. WebMarketing Data Object

Siebel Repository Name	External Name
Response	Response
SubscriptionList	Subscription
SubscriptionListMember	Subscription
GetWebTreatment	No external name
GetWebTreatmentResponse	Offer

Methods

For a description of the methods for this Web services, see [Table 198](#).

Table 198. WebMarketing Methods

Operation	Method
CreateWebMarketingResponse	[BS: WebMarketingService].[CreateResponse]
GetActiveLists	[BS: WebMarketingService].[GetActiveLists]
GetListMembers	[BS: WebMarketingService].[GetListMembers]
GetWebTreatment	[BS: WebMarketingService].[GetWebTreatment]

Example Package for WebMarketing

To view an example of messages for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

Request

See the following file to view the sample code:

```
... \WebMarketing\WebMarketing_request.xml
```

Response

See the following file to view the sample code:

... \WebMarketing\WebMarketing_response.xml

Message Schema (WSDL) for WebMarketing

To view the message schema for this Web service, navigate to the documentation library for Siebel applications on Oracle Technology Network, and click the Related Files link next to the link for *Siebel CRM Web Services Reference* to access a zip file. Extract the files in the zip file.

... \WebMarketing\WebMarketing.wsdl

Index

Numerics

8.0 Primary Web services, list of 23

A

ABOWebService, Web service 34

application interface 40
example package, schema 40
operations 34

Asset Management, Web service 41

application interface 42
example package, schema 43
operations 42

AssetWebService, Web service 44

C

CalculatePriceWS, Web service 44

application interface 44
example package, schema 47
operations 44

CatalogWebService, Web service 47

application interface 54
example package, schema 55
operations 47

ContextServiceWrapperService, Web service 56

application interface 59
example package, schema 60
operations 56

CopyActivity, Web Service 61

application interface 61
example package, schema 62
operations 61

E

EAILOVWS, Web service 62

EligibilityCompatibility, Web service 63

application interface 65
example package, schema 66
operations 63

EventManagerment, Web service 66

application interface 71
example package, schema 72
operations 66

EventRegistration, Web service 72

ExternalAutoPolicy, Web service 72

ExternalPropertyPolicy, Web service 72

F

Forecast, Web service 72

G

GetHealthCareProfessionalProfileInformation, Web service 73

application interface 79
example package, schema 79
operations 73

GetHeathCareProfessionalComplianceDetails, Web service 80

application interface 85
example package, schema 86
operations 80

GetUnallocatedExpenseltem, Web service 87

application interface 89
example package, schema 90
operations 87

I

INSClaims, Web service 90

application interface 92
example package, schema 92
operations 90

N

NetworkOrderEntry, Web service 96

application interface 96
example package, schema 98
operations 96

O

OrderWebService, Web service 119

application interface 122
operations 119

P

PartnerPrograms, Web service 98

PartnerRegistration, Web service 98

ProductConfigurator, Web service 98
application interface 111

- example package, schema 112
- operations 99
- ProductRecommendation, Web service** 113
 - application interface 115
 - example package, schema 115
 - operations 114
- PromotionWebService, Web service** 116
 - application objects 118
 - example package, schema 119
 - operations 116

Q

- QuoteAddItemsWS, Web service** 123
 - application interface 124
 - example package, schema 125
 - operations 124
- QuoteWebService, Web service** 119
 - application interface 122
 - example package, schema 123
 - operations 119

S

- SerializationService, Web service** 125
- ServiceRequest, Web service** 126
 - application objects 127
 - example package, schema 127
 - operations 126
- SessionAccessWS, Web service** 128
- SetAllocatedExpenseItem, Web service** 128
 - application interface 129
 - example package, schema 130
 - operations 128
- SFA_Activity_BS, Web service** 131
 - application interface 131
 - example package, schema 132
 - operations 131
- Siebel Web Service, modeling** 17
 - exposing business service as web service 17
 - exposing workflow as web service 19
- Siebel Web Service, process of exposing**
 - assembling the services 16
 - determining which objects to expose 15
- Siebel Web service, process of exposing** 15
- Siebel Web Services**
 - authentication and performance 20
- SiebelUserProfileService, Web service** 133
- SiebelWebRegistration, Web service** 133
- Simple Access Protocol (SOAP), about** 11

T

- TroubleTicket, Web service** 133
 - application interface 134
 - example package, schema 135
 - operations 133

V

- VerifyEntitlement, Web service** 135
 - application interface 136
 - example package, schema 137
 - operations 135

W

- Warranty, Web service** 137
- Web services**
 - about 9
 - as server-side service 10
 - business services 13
 - core technologies 10
 - development cycle 11
 - documentation 12
 - enabling Siebel applications with 9
 - inbound, outbound 12
 - integration objects 13
 - Siebel architecture 15
 - Siebel support 12
 - support and testing, list 25
- Web Services Deployment Wizard, using** 20
- Web Services Description Language (WSDL), about** 10
- Web services, core technologies**
 - SOAP 11
 - WSDL 10
 - XML, XML schema 11
- WebMarketing, Web service** 138
 - application interface 142
 - example package, schema 143
 - operations 138
- WS_Account_BS, Web service** 137
- WS_Contact_BS, Web service** 138
- WS_Opportunity_BS, Web service** 138
- WS_Service_Request_BS, Web service** 138

X

- XML, XML Schema, about** 11