



GUIDE TO SIEBEL GLOBAL SERVICES

**TECHNICAL SUPPORT, EDUCATION,
PROFESSIONAL SERVICES**

MIDMARKET EDITION

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Introduction

Based on more than 3,000 successful eBusiness implementations, Siebel Global Services possesses and provides the expertise, experience, and product knowledge that organizations need to transform themselves into eBusinesses. Siebel Global Services offerings allow organizations to:

- Quickly obtain expert technical support
- Improve sales effectiveness
- Rapidly implement Siebel eBusiness Applications
- Train both implementation teams and end users

Revision History

Guide to Siebel Global Services, MidMarket Edition, Version 7.5

The purpose of Siebel Technical Support is to assist all supported customers and partners in resolving problems encountered in running Siebel eBusiness Applications. Siebel Technical Support expects the product to become a mission-critical tool in your sales, service, and marketing activities. Therefore, promptly dealing with any issues that arise in your use of the product is its top priority. In order to provide fast, up-to-date technical support, and to equip you with the most comprehensive access to the information you need, Siebel Technical Support uses the Web as its primary support delivery vehicle. The following sections detail how you can work with Siebel Technical Support to resolve product issues.

NOTE: Available hours, error severity levels, delivery of updates, and so on are as stated in your Software License and Services Agreement (SLSA). Information in this guide does not replace or change your Software License or Services Agreement.

Designated Contacts

Siebel Technical Support provides assistance to your organization through your company's Designated Contacts. These contacts work with Siebel Technical Support through Siebel SupportWeb, which is Siebel Systems' technical support service for finding solutions and submitting new questions. In order to obtain read/write access to Siebel SupportWeb, your organization first should identify your Designated Contacts. The contacts must attend Siebel product training, which will better prepare them for using and supporting the products. A technical support account then will be set up, providing access to SupportWeb, where users can locate a wealth of technical information (see the Siebel SupportWeb section for detailed descriptions of the available features and contents). Issues logged on SupportWeb are handled by Siebel technical support engineers. SupportWeb and email are primarily used to communicate with Designated Contacts and the telephone is a supplemental communication channel. It is important to note that Designated Contacts have the responsibility of supporting other Siebel users at your site.

To become a Designated Contact, your appointed employee must attend the Siebel eBusiness Essentials course or the Core Consultant course, as specified in your SLSA. For information on courses, please refer to the section entitled "Siebel University." Once training has been completed, please email a request to establish your contact as a liaison with Siebel Technical Support. Send your request to support@siebel.com with the following information:

- Name and title of designated contact
- Work email address
- Work phone number
- Dates and training classes attended through Siebel University

A SupportWeb account then will be sent by email to your contact. Please allow one business day once the required information is received to complete this process. If difficulties arise, this process may take longer. However, those are exceptional cases.

Siebel Technical Support also will set up one read-only account to be shared by your project team. The read-only account provides access to the extensive knowledge base in Siebel SupportWeb but does not provide access to the Service Request or Enhancement Request areas. To provide a smooth working relationship, your new Designated Contacts will receive welcome calls from the Siebel Support Services organization. The purpose of these calls is to welcome new contacts into the world of Siebel services, explain how Siebel Technical Support works, provide Web account information, and walk contacts through Siebel SupportWeb.

Your company may appoint as many Designated Contacts as specified in your SLSA. For continuity, Siebel Technical Support suggests that you retain these employees as your contacts for at least 90 days, unless they leave the company. You also have an option to purchase additional Designated Contacts. If you are interested in this support option, please contact your sales representative for further information. Please note that it is the responsibility of the Designated Contacts, the Technical Account Manager (TAM) or the Customer Account Manager (CAM)—if you have a TAM or CAM—to provide up-to-date contact, system profile, and address information. It is in your best interest to keep this information current at all times, as it is used for providing technical support and product updates.

To provide the greatest possible benefit to your user community, you should make sure that your Designated Contacts maintain a high level of technical expertise in Siebel eBusiness applications and in related technologies.

Second Line Support

Siebel Systems uses its own implementation of Siebel eBusiness Applications, specifically Siebel Service and Siebel eService, to provide second line support to your Designated Contacts. These Designated Contacts provide support to other Siebel users within your organization. This includes your own help desk, if you have one, which would then provide support to your end users.

Service Request Tracking

Siebel Systems will maintain records of Service Requests of all customer-reported problems and their resolution. All customer support interactions will be tracked for accuracy, support, and product improvement. To review your Service Requests, please access Siebel SupportWeb, on which you can view your company's Service Requests. Siebel SupportWeb, email, and telephone are used to exchange information between Technical Support and customers. Siebel Systems will need to request and exchange technical information regularly with you to resolve product issues, and in some cases, you will need to be available until the issue is resolved.

Additionally, you will be able to view problem descriptions and resolutions submitted by other customers to aid in problem resolution. These knowledge base items are available by using the Support Search feature. Please note that while technical issues logged through Siebel SupportWeb generally are made available to other customers, customer contact information is kept confidential.

Resolution Expectations

Technical support and engineering resources will be assigned in accordance with the severity of the problem being encountered. Severity levels are defined in your SLSA, in [“Urgent Issues” on page 26](#), and on Siebel SupportWeb in the Using Technical Support section. Resolution of a customer's problem will depend, in some cases, on the ability of your Designated Contacts to provide accurate and detailed information, and to conduct diagnostic and test activities as requested by Siebel support personnel. Please be prepared to devote resources to working with Siebel Technical Support to resolve technical issues.

Siebel SupportWeb: Technical Web Support Service

Siebel Technical Support maintains Siebel SupportWeb to provide users with a comprehensive resource for product information and solutions, including issues previously encountered by other companies. Supported users can access Siebel SupportWeb directly at <http://ebusiness.siebel.com/supportweb>. Full access accounts are provided to Designated Support Contacts. A read-only logon account also is provided for your entire project team. For more information on becoming a contact, see [“Designated Contacts” on page 10](#).

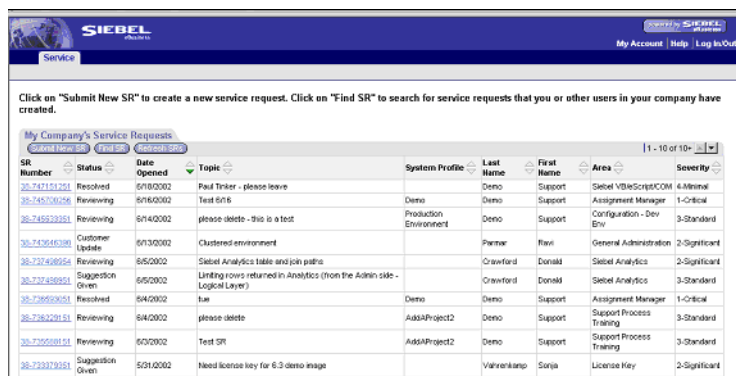
Siebel Technical Support provides around-the-clock access to information and answers through Siebel SupportWeb. The Web site contains answers to common support issues raised by Siebel customers and proactive product information. This should be the first place you look for solutions to your problems. Siebel SupportWeb also provides you with the ability to submit and track your Service Requests and with the ability to track the status of your Enhancement and Patch Requests. See [Table 1 on page 16](#) to discover how this service can help you find Siebel product information, report problems to Siebel technical support engineers, and learn from other Siebel users.

System Profile

Within Siebel SupportWeb there is functionality for storing system profile information. SupportWeb users are encouraged to create system profiles to store third-party product information, such as Database, Database Server OS, Application Server OS, and much more. Users can set up multiple system profiles to represent various systems in different environments, such as test, development, or production. System profiles can then be used while entering service requests to default required third-party product information, Product Release, and Version, streamlining service request entry. Additionally, system profile data provides Siebel Systems with a more detailed picture of third-party products in use to more effectively resolve technical issues, prioritize maintenance releases, and proactively notify customers about critical issues affecting specific third-party product usage as needed.

To take advantage of this exciting feature, navigate to “My Service Account” from the SupportWeb home page and click on “My Company’s System Profiles.” There you will be able to create and name an implementation project and the related system profiles for that product, and insert records for the Database, the App Server O/S, the DB Server O/S and other third-party products associated with that system profile.

You can track Service Requests, Enhancement Requests, and Patch Requests in the request summary views, as shown in [Figure 1](#), [Figure 2](#), and [Figure 3](#) on page 15.

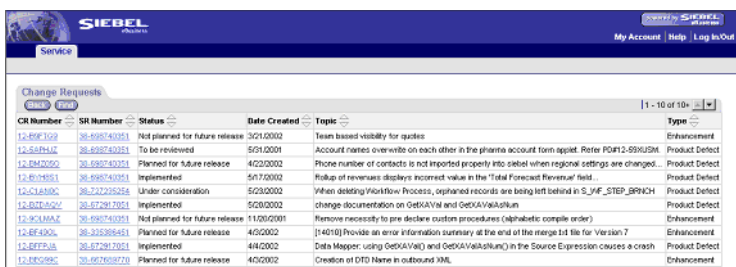


Click on "Submit New SR" to create a new service request. Click on "Find SR" to search for service requests that you or other users in your company have created.

My Company's Service Requests

| SR Number | Status | Date Opened | Topic | System Profile | Last Name | First Name | Area | Severity |
|--------------|------------------|-------------|---|------------------------|------------|------------|--------------------------|---------------|
| 35-747151251 | Resolved | 5/19/2002 | Paul Tinker - please leave | Demo | Demo | Support | Siebel VbbsScript.COM | 4-Minor |
| 35-745730156 | Reviewing | 5/16/2002 | Test 6/16 | Demo | Demo | Support | Assignment Manager | 1-Critical |
| 35-745533351 | Reviewing | 5/14/2002 | please delete - this is a test | Production Environment | Demo | Support | Configuration - Dev Env | 3-Standard |
| 35-743541030 | Customer Update | 5/13/2002 | Clustered environment | | Pamela | Ravi | General Administration | 2-Significant |
| 35-732498054 | Reviewing | 5/5/2002 | Siebel Analytics table and join paths | | Crawford | Donald | Siebel Analytics | 2-Significant |
| 35-732498051 | Suggestion Given | 5/5/2002 | Limiting rows returned in Analytics (from the Admin side - Logical Layer) | | Crawford | Donald | Siebel Analytics | 3-Standard |
| 35-730509051 | Resolved | 5/4/2002 | Isue | Demo | Demo | Support | Assignment Manager | 1-Critical |
| 35-730429151 | Reviewing | 5/4/2002 | please delete | AksaProject2 | Demo | Support | Support Process Training | 3-Standard |
| 35-730509151 | Reviewing | 5/3/2002 | Test SR | AksaProject2 | Demo | Support | Support Process Training | 3-Standard |
| 35-730379151 | Suggestion Given | 5/21/2002 | Need license key for 6.3 demo image | | Valerikamp | Sonya | License Key | 2-Significant |

Figure 1. Service Requests



Change Requests

| CR Number | SR Number | Status | Date Created | Topic | Type |
|------------|--------------|--------------------------------|--------------|---|----------------|
| 12-59F7G9 | 35-698740051 | Not planned for future release | 3/21/2002 | Team based visibility for updates | Enhancement |
| 12-59F7H4E | 35-698740051 | To be reviewed | 5/21/2001 | Account names overwrite on each other in the phanta account form appllet. Refer FORM2-69KJ03M. | Product Defect |
| 12-59F7H5Q | 35-698740051 | Planned for future release | 4/23/2002 | Phone number of contacts is not imported properly into siebel when regional settings are changed. | Product Defect |
| 12-610H51 | 35-698740051 | Implemented | 5/17/2002 | Rollup of revenues displays incorrect value in the 'Total Forecast Revenue' field. | Product Defect |
| 12-616A0C | 35-727252554 | Under consideration | 5/23/2002 | When deleting Workflow Process, orphaned records are being left behind in S_MF_STEP_BRNCH | Product Defect |
| 12-617A5V | 35-672917051 | Implemented | 5/20/2002 | change documentation on GetKAVai and GetKAVaiAsNum | Product Defect |
| 12-617A5V | 35-698740051 | Not planned for future release | 11/20/2001 | Remove necessity to pre declare custom procedures (alphabetic compile order) | Enhancement |
| 12-6F400L | 35-35389451 | Planned for future release | 4/5/2002 | [14010] Provide an error information summary at the end of the merge.txt file for Version 7 | Enhancement |
| 12-6F72AB | 35-672917051 | Implemented | 4/4/2002 | Data Mapper: using GetKAVai() and GetKAVaiAsNum() in the Source Expression causes a crash | Product Defect |
| 12-6F05AC | 35-667668729 | Planned for future release | 4/5/2002 | Creation of DTD Name in outbound XML | Enhancement |

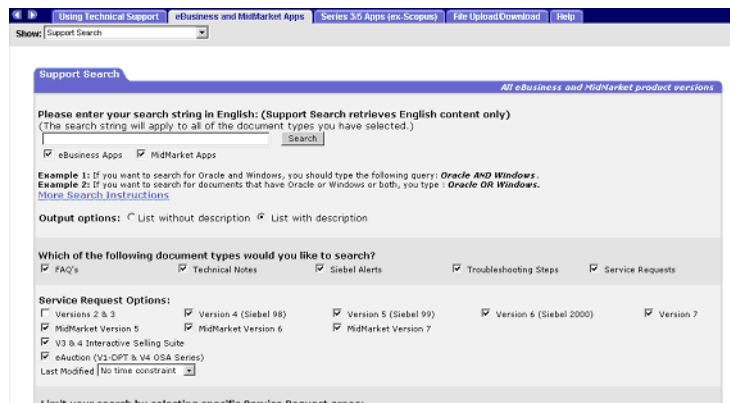
Figure 2. Enhancement Requests



| Patch Number | Status | Date Created | Topic |
|--------------|------------------|--------------|---|
| 12-CEVCS2 | Closed-Withdrawn | 6/21/2002 | Par_new_xd is updated during DSR update on S_ORG_EXT even it is not changed. |
| 12-CDP4K2 | Open | 6/19/2002 | Getting an Error message when configuring Sync with Pain Pilot. |
| 12-CCDOJN | Build Complete | 6/18/2002 | Unable to query certain fields in the Comm-Inbound Email List Applet on the My Incoming Email view |
| 12-CCDOJ3 | QA Complete | 6/18/2002 | Unable to query certain fields in the Comm-Inbound Email List Applet on the My Incoming Email view |
| 12-CCDOF | Build Complete | 6/18/2002 | Send email using outlook XP does not work |
| 12-CCDOF | Open | 6/18/2002 | Help: are in loop in case of wrong reply to address |
| 12-CCDLUK | Build Complete | 6/17/2002 | Patch build 6.0.7.300 - Documentation Request for SFAOON patch installation |
| 12-CBO7H | Open | 6/14/2002 | Aggregate restricted measures are restricted both on input and output. |
| 12-CE2SXE | Build Complete | 6/13/2002 | When I run the script for CORBA it stops at a point where it is not able to create Siebel Applet |
| 12-CILMMH | QA Assigned | 6/12/2002 | The search spec ACTION_CD => Disconnect or ACTION_CD => NULL keeps getting appended atop the same one |

Figure 3. Patch Requests

Search the knowledge base to find solutions, FAQs, Siebel Alerts, and Technical Notes. [Figure 4](#) shows the knowledge base search page.



Support Search

Please enter your search string in English: (Support Search retrieves English content only)
(The search string will apply to all of the document types you have selected.)

☐ eBusiness Apps ☐ MidMarket Apps

Example 1: If you want to search for Oracle and Windows, you should type the following query: **Oracle AND Windows**.
Example 2: If you want to search for documents that have Oracle or Windows or both, you type: **Oracle OR Windows**.
[More Search Instructions](#)

Output options: ☐ List without description ☒ List with description

Which of the following document types would you like to search?

☒ FAQ's ☒ Technical Notes ☒ Siebel Alerts ☒ Troubleshooting Steps ☒ Service Requests

Service Request Options:

☐ Versions 2 & 3 ☒ Version 4 (Siebel 98) ☒ Version 5 (Siebel 99) ☒ Version 6 (Siebel 2000) ☒ Version 7

☒ MidMarket Version 5 ☒ MidMarket Version 6 ☒ MidMarket Version 7

☒ V3 & 4 Interactive Selling Suite

☒ eAuction (V1-CPT & V4 OSA Series)

Last Modified:

Limit your search by selecting specific Service Request areas:

Figure 4. SupportWeb Knowledge Base

Table 1. Siebel SupportWeb Areas

| Area | Description |
|-----------------------------------|---|
| Using Technical Support | This area of Siebel SupportWeb contains detailed information on working with Technical Support, such as how to report a problem, severity level definitions, and escalation procedures. The Using Technical Support section is also available on SupportWeb in French, German, Spanish, and Brazilian Portuguese. |
| Support Search | This tool allows you to quickly and easily find information on specific topics by querying on keywords across Service Requests, Technical Notes, FAQs, and Siebel Alerts. Siebel Technical Support recommends that you use this tool as your first step in diagnosing an issue. |
| FAQs (Frequently Asked Questions) | FAQs are a comprehensive collection of questions and answers from previous Support interactions. |
| Technical Notes | These notes document current information about specific topics related to the implementation, configuration, and usage of Siebel eBusiness Applications. These typically are detailed documents written by Technical Account Managers, Expert Services, Consultants, and Technical Support Engineers. |
| Siebel Alerts | The alerts point out key product behavior, which you may find useful in planning your Siebel implementation or upgrade. An alert typically will include a recommended action, such as a workaround or application of a maintenance release. |
| Statements of Direction | A Siebel Statement of Direction presents new and enhanced features planned for upcoming releases of Siebel eBusiness Applications. Statements of Direction are intended to help coordinate the deployment plans of Siebel customers with future releases of Siebel products. Please note that all information contained in a Statement of Direction is prerelease and is subject to change. |
| Maintenance Release Notes | Maintenance Release Notes allow you to view the fixes included in the maintenance release and determine whether the maintenance release would be beneficial to your particular environment. |
| Installation/Upgrade Doc | This area of SupportWeb provides easy and convenient access to documentation that will help you install or upgrade your Siebel applications. You will find Installation Guides, Release Notes, Release Note Addenda, and Upgrade Guides for Siebel products. |
| Documentation Updates | Documentation Updates, which began with the Siebel 99 release, cover changes that have been made to guides between revisions of the Siebel Bookshelf. This allows you to get the most current documentation immediately. |

Table 1. Siebel SupportWeb Areas

| Area | Description |
|-------------------------------|--|
| My Service Requests | This Service Request area of SupportWeb allows you to see all Service Requests you have logged, drill down into the details, and update your Service Requests online. Technical support engineers communicate with Designated Contacts through Service Request updates, among other channels. |
| My Company's Service Requests | This view provides the ability to see all Service Requests logged by your company (in addition to your own). You can see their status, drill down into the details, and update the Service Requests online. |
| Submit a Service Request | If unable to find the answer to your question in the Siebel SupportWeb knowledge base, you can log a new Service Request online simply and quickly. |
| Find SR | When looking for something specific, save time by quickly querying a particular Service Request by SR number, abstract, date created, or last name. |
| Help | Siebel SupportWeb's online help will answer many of your questions about Siebel Technical Support's Web support service. |
| Update Profile | Maintain your contact information so Siebel Technical Support always can reach you. Siebel Technical Support will automatically send email alerts to the email address listed in your user profile whenever a new Service Request is created or an update occurs on your Service Requests. |
| Enhancements | These allow you to view Enhancement Requests that have been logged on behalf of your company and the associated Service Requests. Drilling down on the Enhancement Request takes you to the status, which is updated by Siebel Product Marketing. |
| Maintenance Release Requests | You are able to track the status of your maintenance release requests easily and conveniently by viewing them online in your SupportWeb account. |
| File Upload/Download | This is a secure FTP site for transferring files to Siebel Technical Support or downloading files, such as Technical Notes or maintenance releases, from Siebel Systems. An account automatically is created for all new customers. Designated Contacts will receive an email message with access information. If you are a Designated Contact and have not received this information, please contact support@siebel.com. For more detailed information see the Upload/Download section of SupportWeb. |

Severity Levels

Service Requests are assigned a severity level according to the impact on your business. Use the definitions in [Table 2](#) to assess your situation and provide the appropriate severity level when logging a Service Request with Siebel Technical Support. A support representative will confirm that the correct severity level has been assigned based on the information provided in the Service Request. Please refer to the How to Get the Most out of Technical Support section on Siebel SupportWeb for further information and examples of each severity level.

Table 2. Severity Level Definitions

| Severity Level | Response Time | Description |
|--------------------------------------|---------------|--|
| Level 1—Critical Business Impact | One Hour | Customer’s production use of the program is stopped or so severely impacted that the customer cannot reasonably continue work. Siebel Systems will begin work within one hour of notification during Technical Support’s normal business hours and will engage the development staff as needed until an acceptable workaround is achieved. |
| Level 2— Significant Business Impact | Two Hours | Important program features are unavailable with no acceptable workaround. Customer’s implementation or production use of the program is continuing. However, there is a serious impact on the customer’s productivity or service levels. Siebel Systems will begin work on the program error within two hours of notification during Technical Support’s normal business hours and will engage development staff as needed until an acceptable workaround is achieved. |

Table 2. Severity Level Definitions

| Severity Level | Response Time | Description |
|---|---------------|--|
| Level 3—Some Business Impact (Standard Severity) | One Day | Important program features are unavailable but a workaround is available; or less significant program features are unavailable with no reasonable workaround. Customer's work, regardless of the environment or product usage, has minor loss of operational functionality or implementation resources. Siebel Systems will begin work on the program issue within one business day of notification during Technical Support's normal business hours and will engage development staff as needed. |
| Level 4—Minimal Business Impact (Standard Severity) | Two Days | Customer requests information, an enhancement, or documentation clarification regarding the programs but there is no impact on the operation of the programs. Customer's implementation or production use of the programs is continuing and there is no work being impeded at the time. Siebel Systems will provide initial response regarding the requested information or documentation clarification within two business days during Technical Support's normal business hours and will consider program enhancements for inclusion in a subsequent program update. |

Siebel Support Offerings

Siebel Systems offers a range of support programs to suit the needs of companies with varied business requirements. Whether you are a small business in one location or a multinational corporation, Siebel Technical Support has an offering for you. The following section describes the support programs and the features within each offering. Please contact your sales representative for further details on purchasing any of these services.

Standard Support

Siebel Systems' foundation level of technical support is intended for companies that have basic service needs. Standard Support includes the following:

- Second tier technical support, wherein Siebel technical support engineers provide support to up to two designated support contacts, who are Siebel-trained contacts at your company. The Designated Contacts are responsible for providing support to other users at your company.
- Support hours covered are from 6:00 A.M. to 6:00 P.M. Pacific Time. Outside of the Americas, local business hours are 9:00 A.M. to 6:00 P.M. Both include Monday through Friday and exclude holidays.
- Software maintenance releases are provided for significant business impacting product defects on a regular basis.
- Software updates (example: versions 6.0 to 6.3) are provided for the products you currently have licensed and supported.
- Major software version upgrades (example: version 6.0 to version 7.0) are provided for the products you currently have licensed and supported.
- You are entitled to *two* designated support contacts, who receive support directly from Siebel technical support engineers.
- Siebel Systems provides one copy of software updates to be shipped to one designated shipping site.
- Siebel Systems' primary support channel is Siebel SupportWeb. Here, your designated support contacts save time and maximize efficiency by interacting with technical support engineers through online creation and updating of Service Requests.

Designated Contacts also can review personal and company service requests, view answers to questions or issues that other users have encountered, review and modify the system profile data, and check the status of their enhancement and maintenance release requests. Users can also query the technical support knowledge base for alerts, technical notes and FAQs, and upload and download files, including log files and maintenance releases.

In addition to the designated contact accounts, you also will receive one read-only account to Siebel SupportWeb for your entire project team.

Gold Support

For companies with more comprehensive support needs than those met by Standard Support, including the requirement for 24 x 7 support, Siebel Systems offers Gold Support. Gold Support consists of all of the features within the Standard Support program, and includes the following additional features:

- 24 x 7 support to provide coverage all day, every day, for production usage Severity 1 and Severity 2 issues. For all other issues, normal business hour coverage applies.
- Six designated support contacts who receive support directly from Siebel technical support engineers. This increase of four Designated Contacts allows more of your employees to interact with Technical Support and allows you to spread your internal support responsibilities among your team members.
- Siebel Systems provides one copy of software updates to up to three designated shipping sites, instead of the one shipping site included in Standard Support.
- Onsite Technical Services to be provided for production usage issues that have a significant business impact. Onsite services occur on a mutually agreed to, as needed, basis. An example of this type of situation is a critical implementation or upgrade issue that cannot be resolved remotely.
- Multiple region support, which allows your company to obtain support in all global regions, the Americas, Asia Pacific, and Europe, instead of one primary region.

Additional Support Options

Siebel Systems realizes that every customer is unique and many have needs that are different from its core support offerings. If you would like to customize your support program, you also have the option of purchasing additional program features:

- Additional designated support contacts.
- Additional software shipping sites.
- The Rollout Support Option, which provides Standard Support customers with 24 x 7 support in weekly increments during your product implementation or upgrade phase. This service offering allows you to extend your support coverage to 24 x 7 for Severity 1 and 2 issues during those critical periods when normal business hour coverage is not enough. The Rollout Support Option provides the benefit of minimizing risk, quickly and accurately resolving any issues that occur, and completing the installation or upgrade without incident and in the given time frame.

Reporting a Problem

Siebel Technical Support is focused on providing you with accurate, helpful answers to your questions in a timely and courteous manner. Your Designated Contacts can report software problems and find technical information using the following methods.

World Wide Web

Siebel SupportWeb is the primary means for Designated Contacts to log Service Requests to Siebel Technical Support. By submitting a Service Request on Siebel SupportWeb, customers are able to document, in their own words, the problem they are experiencing and any relevant details, such as error messages. These issues are instantly visible to product experts in Technical Support and receive a response in a time frame that corresponds with the severity of the situation. Please refer to the How to Get the Most Out of Technical Support section within Siebel SupportWeb or [“Urgent Issues” on page 26](#) for severity level guidelines and associated response timelines.

Additionally, the online help in the Service Request area of Siebel SupportWeb provides more information about how to log a Service Request, how they are processed, and to which product areas your Service Requests should be logged. Designated Contacts need a username and password to access Siebel SupportWeb. For information on obtaining a username and password, refer to the section [“Designated Contacts” on page 10](#).

When submitting a Service Request, you should be prepared to provide the following information. The more details you can provide, the faster Siebel technical support engineers will be able to resolve your issue.

- 1** Siebel product and version (for example, version 6.2.1 instead of version 6).
- 2** Database and version.
- 3** Client operating system.
- 4** Application Server operating system.
- 5** Product Area (examples: Client Functionality, Installation, Configuration, General, and so on). A list of Product Areas and the issue types that fall into these areas can be found in the online help in the Service Request section of Siebel SupportWeb.
- 6** Severity Level (see [“Urgent Issues” on page 26](#)).
- 7** Environment where the problem is occurring (Development, Production, or Test).
- 8** Relevant error numbers and error messages exactly as they appear on the screen. Please send large files, such as log files, to Technical Support by the FTP upload method in Siebel SupportWeb. You also may email them to support@siebel.com if they are smaller than 6 MB. If you send the files by FTP, please notify Technical Support of the file transfer by sending an email to support@siebel.com with the Service Request number. This will allow the file to be transferred without technical difficulty and will inform Technical Support to which Service Request the file relates.
- 9** The steps to reproduce the problem against the standard Siebel product.
- 10** For configuration specific issues, please cite a minimal test case against the standard (“out-of-the-box”) Siebel product to reproduce the behavior.

- 11** Any other details and background information you think would be helpful.

NOTE: Issues logged through Siebel SupportWeb are monitored continually during the Support Center's business hours. For customers who have purchased Gold Support or the Rollout Support Option and require after hours support for a Severity 1 or 2 issue, please follow the normal process for logging a Service Request through Siebel SupportWeb. Then, phone Siebel Technical Support as specified in the Telephone section to alert them to this issue.

Email

If you are unable to access Siebel SupportWeb, you may use an email message with the relevant information (listed in the previous section, "World Wide Web") to log your request. You also may use email to send supporting documents for Service Requests logged by other methods. Please reference your Service Request number in these cases. Send email messages to Siebel Technical Support at support@siebel.com. Please use email to log Service Requests only if you are unable to access Siebel SupportWeb, such as if there is a temporary outage or if your company does not allow JavaScript, which is a mandatory requirement to view Siebel SupportWeb. Please specify the reason for submitting your issue by email as opposed to Siebel SupportWeb so that Technical Support can address Web-related problems without further delay.

NOTE: Issues logged by email are monitored continually during the Support Center's business hours. For customers who have purchased Gold Support or the Rollout Support Option and require after-hours support for a Severity 1 or 2 issue, please follow the normal process for logging a Service Request through Siebel SupportWeb. Then, phone Siebel Technical Support as specified in the Telephone section to alert them to this issue.

Telephone

Designated Contacts may contact Siebel Technical Support by telephone for Severity 1 and 2 issues or to follow up on existing urgent issues. Please use the following telephone numbers for your country or the one closest to your country:

| | |
|----------------------------|---|
| North America: | 1 800 214 0400 or +1 650 341 0700 |
| Brazil (São Paulo): | +55 11 3444 0800 |
| UK (London): | 0800 072 6787 (Freephone, UK Domestic customers only) or +44 (0) 1784 494949 |
| Ireland (Galway) | +44 1784 494949 |
| Germany (Munich): | +49 89 957 18 400 |
| France (Paris): | +44 1784 494949 |
| Japan (Tokyo): | 0120 606 750 (Japan domestic only) or +81 3 5464 7948 (Outside of Japan) |
| Singapore: | +65 6 212 9266 |

If outside of your local support center's hours, and you are a Gold or Rollout Support customer, please call +1 800 214 0400 or +1 650 341 0700. For more information on severity level definitions, see [“Urgent Issues” on page 26](#).

Prior to calling, Siebel Technical Support recommends that you first log the issue on Siebel SupportWeb, and then call to alert Technical Support to your issue. Logging the issue first allows Technical Support to have all the relevant information available when you call. For status updates or follow-ups to existing issues, Technical Support recommends that you check your Service Requests on Siebel SupportWeb. If you are unable to access Siebel SupportWeb, please email your requests to support@siebel.com. Please refer to the Using Technical Support section in SupportWeb for further information.

For customers who have purchased Gold Support or the Rollout Support Option and require after hours support for a Severity 1 or 2 issue, please follow the normal process for logging a Service Request through Siebel SupportWeb. Then phone Siebel Technical Support, as specified in this section, to alert them to this issue.

Urgent Issues

Siebel Technical Support understands that there may be instances or a specific situation when the severity level of your issue does not match its business urgency. To meet this need, Technical Support has included a Special Consideration field in the Submit New SR form on Siebel SupportWeb. You may indicate in this field whether or not your issue is urgent. As much as possible, Technical Support's engineers take this into consideration as they begin resolving your issue.

Escalation

Siebel Systems will make every attempt, within the guidelines for the severity level of the issues, to resolve all reported problems promptly. In the exception cases, the escalation policy may be activated to ensure that additional attention is provided to the issue. To escalate a problem, call the main Technical Support phone number for your region and request that your issue is escalated. A Technical Support Manager then will contact you. If either you or Siebel Systems judge that a situation requires a higher level of resource or communication than normal, both you and Siebel Systems should expect to dedicate whatever technical and managerial resources are deemed necessary to resolve the problem. Siebel Systems will assign an Escalation Manager as the communication focal point for the issue. All plans and status will be relayed through the Escalation Manager to ensure prompt, accurate, and complete communication.

Software Maintenance Releases and Updates

Siebel Systems will provide software maintenance releases as they become available to supported customers and partners. If the maintenance release is found to be successful in resolving a product issue, it must remain in place until the next Siebel software release incorporates the fix. Siebel Systems will maintain a record of all maintenance releases delivered to you, with the expectation that such software actually has been installed on all appropriate machines and is in place following resolution of a problem. It is important to keep your system profile data current on SupportWeb to ensure Siebel Systems has accurate information on your installed versions.

As you use the Support Search on Siebel SupportWeb, you may discover that a fix already exists for a problem you are experiencing. Siebel Alerts or other users' Service Requests may have identified known anomalies that require the use of a maintenance release. You also will be able to find out which maintenance releases are available by viewing the Maintenance Release Notes area on Siebel SupportWeb.

Product update releases incorporate all the changes included in software maintenance releases. You are expected to install releases within a reasonable amount of time following their delivery. The installation reduces the likelihood that you will encounter a problem that has already been fixed.

Support Lifetime

Siebel Systems provides technical support for a specified duration based on your Software License and Services Agreement (SLSA). The initial period typically is one or three years, with an option to annually renew your maintenance contract. Please refer to your SLSA and invoice for complete details of your support period or contact Siebel Technical Support.

Entitlement

Siebel Technical Support is provided only to those customers whose Software Maintenance fee has been paid in accordance with the Siebel Software License and Services Agreement and whose maintenance contract covers current dates. If your maintenance contract has lapsed and you would like to purchase technical support, please contact your Siebel maintenance renewals representative. If you do not know who your maintenance renewals representative is, please contact renewals@siebel.com, indicating that you would like information on renewing your support contract.

Providing Feedback

Siebel Systems conducts frequent customer satisfaction surveys to make sure that it meets your expectations. Siebel Technical Support surveys customers for all Service Requests to find out how satisfied you are and where they can improve. Technical Support looks forward to hearing from you and encourages you to provide feedback when a third-party representative surveys you. Customer and partner feedback is instrumental in helping Technical Support prioritize areas for improvement.

In addition, you may mail or email any additional comments or suggestions that would help Technical Support improve the service you receive:

Siebel Technical Support
2207 Bridgepointe Parkway
San Mateo, CA 94404

Email: support@siebel.com

Siebel MultiChannel Effectiveness Services allows organizations to achieve dramatic results by offering best practices in opportunity management, account management, partner management, and sales skills. These best practices, embedded in Siebel eBusiness Applications, help customers to:

- Improve win ratios, increase revenue per sale, manage and grow accounts, and develop the customer-oriented selling skills required in a customer-centric marketplace
- Ensure high end-user adoption rates by training end users in methodologies that are embedded in Siebel eBusiness Applications
- Create a consistent, coordinated customer experience even in one-to-one customer interactions
- Establish a common language and common processes for integrating sales, partner, and service channels
- Enrich the customer information essential to eBusiness through proprietary information-gathering techniques and tools

Opportunity Management

Target Account Selling. Siebel Systems offers Target Account Selling (TAS), a practical process that keeps sales teams focused on the right opportunities, with the right people, and on the right issues.

In this three-day program, led by experienced sales leaders, participants use live sales opportunities to develop and test strategic opportunity plans. Students gain immediate practical results by working on their own live sales opportunities. During the Target Account Selling workshop, participants will learn how to:

- Improve win ratios
- Reduce selling costs and shorten selling cycles
- Increase sales-per-employee
- Ramp up new salespeople faster
- Enhance account control and forecast accuracy

Siebel Target Account Selling methodology is incorporated in Siebel Sales, MidMarket Edition for complete integration of people, processes, and technology.

Selling Skills

Siebel Systems offers the following programs in selling skills.

Selling to Senior Executives

Siebel Systems Selling to Senior Executives (SSE) is a structured process for selling value at the executive level. It is the only program of its kind based on empirical research of the executive's role in the buying process.

The two-day program helps salespeople understand what drives executives' buying decisions and how to bring value to the executive level. This program develops the skills and tactics necessary to create, maintain and leverage executive level relationships.

In the Selling to Senior Executives workshop, participants learn how to:

- Gain access to executives
- Establish credibility in an early cycle call
- Define value at the executive level
- Position solutions to address executive issues
- Track and manage value

Value-Driven Selling

Value-Driven Selling is a selling skills process that allows salespeople to engage in specific dialogues with customers and internal resources that lead to the creation of unique customer value.

It evolved from the largest and most rigorous research study on changing sales practices conducted in twenty years – *Sales Competencies for the 21st Century*. The study reveals the sales behaviors that differentiate top-performing salespeople from others. This extensive study demonstrated that the application of traditional face-to-face selling skills is no longer adequate. Traditional skills must be complemented by a new set of emerging competencies that allow salespeople to create opportunities and communicate more effectively.

Based on these emerging competencies, Value-Driven Selling allows salespeople to create unique solutions that address the customer's perceived and hidden needs. At the heart of this process is a compelling, highly interactive two-day workshop in which participants learn a sales approach based on creating a differentiated customer solution. The program's primary focus, however, is on the execution of that approach. Salespeople are taught explicitly what to say and do at key stages and events in the sales cycle.

Partner Management

Siebel Systems offers the following instructional workshop for sales effectiveness.

Public Workshops for Sales Effectiveness

Sales Effectiveness Workshops are two- and three-day workshops that allow both individuals and teams of sales professionals to leverage the selling strategies and techniques that Siebel Systems has put into practice in major sales organizations worldwide. These processes improve high-touch customer relationship management in the sales, partner, and call center channels.

Public Workshops allow smaller sales forces, geographically dispersed sales people, new hires, or even a single sales team take advantage of these powerful selling methodologies at a local venue—saving travel costs. Typical attendees include VP/Directors of Sales, Sales Managers, Sales Professionals, and all other Sales Support professionals. Marketing and Product Management can also attend to better support the group sales effort.

Siebel Global Services provides a wide range of services that help customers and partners execute a Siebel eBusiness project. Siebel Systems encourages customers to rely upon the expertise and knowledge of Siebel Consultants, all of whom have received rigorous technical training and have passed the most current Siebel Certification exam. The Siebel Certification Program establishes the highest standards for Siebel eBusiness consulting professionals. It is recommended to Siebel Alliance Partners and offered to Siebel customers. Currently, more than 7,000 Siebel and Siebel Partner consultants worldwide are Siebel Certified Professionals.

Siebel Systems maintains long-term, strategic business alliances with leading consulting organizations to complement Siebel Global Services' customer solutions. These partnerships allow Siebel Global Services the flexibility to scale implementation services to meet any need anywhere in the world. The Siebel Alliance Program allows Siebel Systems' customers to work with industry-leading consulting, platform, content, and software companies to ensure the successful delivery of comprehensive Siebel eBusiness solutions.

Siebel Global Services offers a comprehensive, integrated family of global programs to support a customer's Siebel eBusiness implementation:

- Siebel eRoadmap Methodology
- Siebel Certified Professional Program
- Siebel Global Competencies
- Technical Account Manager/Customer Account Manager
- Siebel Implementation Planning and Guidance
 - Scoping Analysis
 - Upgrade and Migration Services and Training

- Project Management Services
- Technical Reviews and Expert Implementation Assistance
- Implementation Metrics and Measurement

Siebel eRoadmap Methodology

Siebel Global Services has developed the Siebel eRoadmap—an accelerated eBusiness transformation cycle that includes a project implementation approach for rapidly implementing Siebel eBusiness solutions. Siebel eRoadmap Implementation Stages focus on key strategic and tactical areas that must be addressed during a Siebel eBusiness implementation to minimize business risk, while facilitating successful completion of the Siebel eBusiness project. Siebel Global Services offers the Siebel ePlan service as a preliminary step before initiating the Siebel eRoadmap process. Siebel ePlan efficiently and accurately maps customer business requirements to Siebel eBusiness functionality and creates an overall implementation strategy to ensure speed to market.

The six Siebel eRoadmap Implementation Stages, shown in [Figure 5](#), are iterative in nature, allowing customers to quickly realize the benefits of Siebel eBusiness Applications.

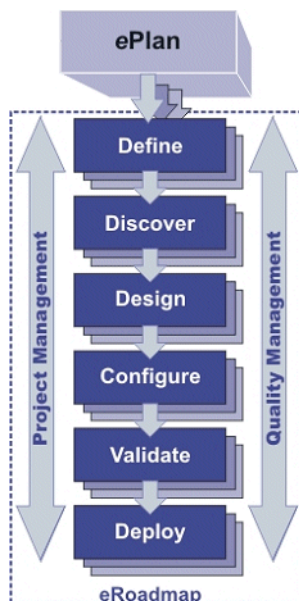


Figure 5. The Six Siebel eRoadmap Implementation Stages

Siebel eRoadmap: Six Stages

Define—During this stage, the project team is organized, the project approach and scope is finalized, and project management control features are implemented.

Discover—During the Discover stage, the project team concentrates on refining and documenting the functional and technical requirements that are needed to support the business goals.

Design—In the Design stage, a hard copy mock-up of the solution is created. The requirements developed during the Discover stage are mapped and documented using application screen flows and design layouts.

Configure—During the Configure stage, the project team configures the application, required extensions, and external interfaces required to support the new system.

Validate—The Validate stage involves a full-function test, including an end-user acceptance test of the application using production data.

Deploy—The Production Pilot, the first activity in the Deploy stage, offers a view into the production world. It allows all aspects of the new system (end user training, technical infrastructure, the network, and the help desk) to be field tested and revised before deployment to the entire organization. The Deploy stage then focuses on a successful transition from the Production Pilot to a complete rollout to all organizations.

Siebel Certified Professional Program

Siebel University offers certification programs for consultants and business analysts. Candidates must complete the required training and pass a comprehensive exam, administered by an independent third party. Siebel Systems strongly encourages certification for customers and partners because it provides an impartial measure of an individual's knowledge and helps ensure the overall success of Siebel eBusiness Applications implementations – on time, within budget, and with high end-user satisfaction.

Participation in the Siebel Certified Professional Program is available to all Siebel Alliance Partners, customers, and employees who have satisfied the program requirements. There are more than 7,000 Siebel Certified Professionals worldwide. Siebel Certification arms program participants with the skills that lead to professional and organizational success, including higher productivity, technical accuracy, and cost efficiency.

Siebel Systems strongly recommends the use of Siebel Certified Consultants and Siebel Certified Business Analysts when choosing an integration partner. Note that every Siebel Global Services consultant is required to be a Siebel Certified Consultant.

For more details, consult the Siebel University Learning Portal at <http://siebeluniversity.siebel.com>.

Siebel Global Competency Practices

Siebel Global Services offers subject-specific consulting services based on individual Siebel eBusiness products and industry markets. The Siebel Global Competency Practice teams are created around product and industry knowledge. They drive implementation excellence globally, develop best practices for Siebel eBusiness Applications implementations, and provide expertise around new product areas and functionality. For example, Siebel Systems' Call Center Practice is prepared to help with the design, development, and deployment of a complete call center solution that includes business process design, infrastructure, and hardware and software customization.

The Siebel Global Competency Practices include the following:

Siebel Horizontal Competency Practices

- Sales
- Call Center and Service
 - Customer Telephony Integration (CTI)
 - Email Response
 - Internet-enabled Service
 - eService
- Partner Relationship Management (PRM)
- Technology
 - Architecture
 - eBusiness Application Integration (eAI)
 - Mobile eBusiness
 - Global Deployment

Siebel Vertical Competency Practices

- Financial Services
 - Banking

- Insurance
- Healthcare

Technical Account Manager/Customer Account Manager

At the heart of any Siebel eBusiness implementation, deployment, and production environment is the Technical Account Manager (TAM). The TAM is the lead Siebel technical advisor and customer advocate within the Siebel Systems organization. The TAM provides key Siebel eBusiness experience and acts as an advisor whose sole purpose is to ensure the successful implementation of Siebel eBusiness Applications.

The TAM has access to lessons learned from Siebel Systems' entire customer base. The TAM can share these experiences with the customer to minimize business risk and accelerate the implementation process. The TAM also makes sure that the correct resources from throughout Siebel Systems are utilized as necessary throughout the project.

The TAM works with customers to determine which specific Siebel Expert Services are required for a successful implementation. The TAM leverages Siebel Expert Services for subject matter expertise on specific issues, proactive reviews, and QA reviews.

TAM Packages

- The *Basic TAM* package provides a base level of Technical Account Management and a smaller number of Siebel Expert Services review days. This package is ideal for customers who do not have particularly aggressive implementation plans or customers with integration teams consisting of individuals with proven track records for successful Siebel eBusiness implementations.
- The *Advisor TAM* package provides minimal Technical Account Management assistance. The TAM provides implementation assistance and advice remotely. The Advisor TAM package is recommended for ongoing, post-implementation assistance.

Customer Account Managers

The Customer Account Manager (CAM) service is most appropriate for companies looking for a cost-effective way to supplement their project team with a Siebel Systems resource, but who do not want to invest in a TAM package. The customer project team may consist of system integrator resources, in-house IT resources, or a Siebel Professional Services implementation team. While the customer has access to Technical Support for reactive, incident-based support, the CAM is a proactive resource that can help a customer escalate issues to senior management within Siebel Systems to get timely resolution. The CAM proactively provides information to a customer based on the customer's particular environmental, configuration, and business needs.

Differences Between CAM and TAM

The TAM is a very technical resource who spends time onsite, intensely focused on a few accounts. The CAM serves many accounts and interacts with customers primarily through telephone and email.

Implementation Planning and Guidance

Siebel Professional Services offers a Scoping Analysis service that provides Siebel customers with an understanding of the time, cost, and resources required to deploy a Siebel eBusiness solution.

Scoping Analysis

The Scoping Analysis includes the following components:

- A definition of the business processes to be implemented
- A project timeline
- A deployment strategy, including an initial production pilot and a high-level plan outlining critical requirements

The Scoping Analysis also documents the differences between the customer's requirements and the standard features of Siebel eBusiness Applications, provides an alternative approach for resolving any differences, and develops a set of architectural requirements.

Siebel Upgrade and Migration Services

Upgrading to Siebel 7 from any previous version requires knowledge, experience, and expertise. Customers can ensure success by relying on the Siebel Certified Consultants who not only helped build Siebel 7 and implement the solution within Siebel Systems, but also use it daily in their own jobs. Siebel Certified Consultants will assess the migration effort, define tasks necessary to complete an upgrade, identify required resources, and determine production readiness.

Packaged Services for Siebel 7 Upgrade

Siebel Global Services offers upgrade and migration service packages to help organizations successfully transition from their current Siebel eBusiness deployment to the advanced functionality of Siebel 7. These services provide customers with a rapid, quality-assured upgrade that entails little or no disruption to their current operations.

- **Advisor Package**—The Advisor Package is designed for customers and partners who will perform their own upgrades, but may require some technical and implementation advice from Siebel Systems. This service focuses on knowledge transfer and provides customers with a comprehensive overview of Siebel 7 functionality through:

- Tailored, onsite Siebel 7 demonstrations
- Convenient, Web-based migration training
- Workshops that review architecture and configuration changes required with an upgrade to Siebel 7

To provide Advisor Package customers with a full understanding of Siebel 7 functionality, Siebel Global Services professionals also provide live, onsite workshops in which customers can question Siebel Certified Consultants about the specifications of their Siebel 7 upgrades.

- **Service Advisor Plus Package**—The Service Advisor Plus Package is designed for customers and partners who will perform upgrades with assistance from Siebel Global Services. This package includes all the knowledge transfer services in the Advisor Package, plus onsite assistance from Siebel Expert Services specialists with experience in the specific migration issues of Siebel 7 upgrades. The customer or partner determines the topic and the timing of the onsite assistance, based on the unique demands of individual projects.

Project Management Services

With proven experience in deploying Siebel eBusiness solutions globally, Siebel Project Managers make sure that Siebel eBusiness projects are completed on time and within budget. All Siebel Project Managers have been trained and continue to go through an ongoing training program to ensure consistent management techniques as well as overall successful project deployments.

Technical Reviews and Expert Implementation Assistance

Siebel Expert Services reviews and workshops reduce risk by providing detailed analysis and best practice recommendations for customer implementations. Experts conduct configuration and architectural reviews throughout the Siebel eBusiness implementation and provide pragmatic solutions to specific and highly complex technical challenges. Siebel Expert Services specialists work directly with Siebel Engineering and Siebel Product Marketing to develop a deep knowledge of Siebel eBusiness Applications to ensure 100 percent customer success.

Siebel Expert Services allows customers to:

- Minimize customization by maximizing the use of standard Siebel eBusiness functionality
- Achieve optimal performance and scalability of the Siebel eBusiness solution
- Ensure ease of support and upgrade
- Meet project timelines, reduce risk, and improve results (return on investment)

Siebel Expert Services specialists are available to help customers overcome specific and complex implementation challenges. Services generally require a two- to three-day effort. Most services are provided onsite.

These structured reviews and audits (see [Table 3](#)) support the Siebel eBusiness implementation, reducing risk and complexity. The reviews are designed around the Siebel eRoadmap, but are flexible enough to support the implementation methodologies used by any Siebel Alliance Partner.

Table 3. Siebel Expert Services Reviews, Audits, and Workshops

| Reviews and Workshops | Description | Stage |
|---------------------------------|--|---------------------------------|
| Architecture Workshop | Assesses and guides the design and implementation of the Siebel architecture. This workshop reduces the likelihood of incorrect assumptions that can lead to project inefficiencies and backtracking. | Discover Design Configure |
| Sizing Review | Provides guidelines for purchasing the right hardware and software, or ensures that the proper hardware and software is in place for the customer's implementation. | Discover Design |
| Performance Tuning System Audit | Resolves known performance problems and proactively reviews areas that may become potential performance bottlenecks. | Validate Post-Deploy |
| Production Readiness Review | Ensures the overall system environment is ready prior to deploying Siebel eBusiness Applications. | Deploy |
| Configuration Review | Evaluates the performance and functionality of the configuration and ensures the configuration can be easily maintained and upgraded. Also ensures a clean and consistent user interface is deployed. | Configure |
| Siebel Script Code Review | Reviews all code supporting a Siebel eBusiness implementation, which may include Siebel Visual Basic or Siebel eScript code in the repository as well as any relevant external code accessed by the Siebel eBusiness Applications. NOTE: Configuration must be complete and ready to deploy. | Configure |

Implementation Metrics and Measurement

Today's organizations gain competitive advantage by delivering the highest levels of customer satisfaction. Indeed, according to the *Harvard Business Review* and the University of Michigan, customer satisfaction is empirically linked to an organization's market capitalization and profitability. To provide organizations with a deeper understanding of their customers' satisfaction, Siebel Systems has partnered with Satmetrix Systems, the leading provider of customer experience management systems, to offer Siebel Satmetrix eSurveys. This offering allows companies to execute quarterly surveys that measure customer satisfaction levels and identify areas needing improvement.

Siebel Satmetrix eSurveys allow Siebel eBusiness customers to determine how well they are serving the needs of their customers, employees, and partners on an ongoing basis. As part of this service offering, Siebel Systems will conduct Web-based satisfaction surveys that deliver results in real time and will provide customers with actionable recommendations to boost satisfaction and retention.

Implementation Team and End-User Training

4

Siebel University offers a comprehensive set of eBusiness training programs for implementation team members, end users, and partners to assist them with the successful deployment of their Siebel eBusiness solutions. These training programs are available onsite, on the Internet through the Siebel University Learning Portal, on CD-ROM, and in state-of-the-art learning centers located around the world.

Onsite Delivery of Siebel Training

Customers requiring training may find it more cost-effective and convenient to have classes taught at their company site. With at least four weeks advance notice, Siebel University can arrange for instructors to travel to the customers' site and teach a full curriculum.

Siebel University Learning Portal

The Siebel University Learning Portal (<http://siebeluniversity.siebel.com>) provides a broad view of all the educational services Siebel University offers. It allows participants to focus on overall curriculum, assess their needs, and enroll for individual instructor-led courses.

The portal also provides unlimited access to Web-based training, designed to complement the core instructor-led curriculum. This rapidly expanding technology-enabled curriculum includes technical and functional courses on Siebel Industry Applications and Siebel eBusiness Applications as well as courses that describe how to upgrade Siebel eBusiness Applications.

Curriculum Paths for Implementation Teams

Siebel University offers three curriculum tracks, oriented around job roles and performance requirements, to make sure that implementation team members are able to skillfully and efficiently deploy Siebel eBusiness solutions. The core courses required for each of the three curriculum paths are the same for both horizontal Siebel eBusiness MidMarket Edition Applications and Siebel Financial Services, MidMarket Edition.

- **Business Analyst Track**—Intended for project managers and business analysts. Typically, these specialists require a general understanding of Siebel product design—including concepts such as architecture, server components and tasks, and predefined business logic—in order to leverage as much standard Siebel product functionality as possible to support their unique business requirements.
- **Technical Track**—Intended for implementation team members who require the expertise to successfully install, configure, deploy, and administer Siebel eBusiness Applications.
- **Management Track**—Intended for project managers and business development professionals who require a high-level understanding of Siebel eBusiness Applications and supporting technologies.

Siebel 7 Training

Siebel University has launched a suite of Siebel 7 courses—instructor-led, CD-ROM, and Web-based courses—all designed to provide implementation teams with the knowledge and skills required to successfully deploy Siebel 7. The technical enhancements from Siebel 2000 to Siebel 7 are significant, so it is imperative that implementation teams are trained in the new release.

Siebel 7 Migration Training

Siebel University offers training packages that provide customers with a practical understanding of Siebel 7 product features and functionality as well as the knowledge needed to plan a successful upgrade to Siebel 7. These training packages also provide the knowledge needed to pass the Siebel 7 Delta Exam and to upgrade Siebel 2000 Certification to Siebel 7 Certification.

- **The Siebel 7 Migration Training Package on CD-ROM** is tailored for customers who prefer permanently available access to migration training material.
- **The Web-based Siebel 7 Migration Training Package** is suitable for customers who are interested in temporary access to migration training material and who prefer the ease of Web access.

Siebel University End User Education Services

Siebel University is dedicated to helping organizations plan and facilitate the rollout of Siebel eBusiness Applications to their end users. Siebel University employs the largest Siebel Certified end-user training team in the world and has a major presence in the Americas, Europe, and Asia Pacific. Siebel University develops and delivers customized content in a broad range of instructor-led and self-paced training programs. These programs integrate the specific needs of customers worldwide to promote a high-quality end-user training experience and facilitate end-user adoption.

Siebel Qualified End User Trainers

The Siebel University End-User Education team focuses exclusively on providing process-based education related to the use of Siebel eBusiness Applications. The Siebel University End-User Education consultants blend technology and training expertise to generate interactive training solutions that accommodate end users at all levels in the organizational hierarchy. These solutions may include one or several of the following elements:

- Consultative analysis and reviews focusing on people and process as well as technology
- Targeted training courseware by job function
- Instructor-led classes
- Self-paced study including zero plug-in Web-based training
- Distance learning
- Context-sensitive performance support systems using the Siebel Help System within Siebel eBusiness Applications
- Temporary learning portals

Siebel University MidMarket Edition Training Bundle

The Siebel University MidMarket Edition Training Bundle is a 10 percent discount off the price of the Siebel University MidMarket End-User Offering plus one technical course – either Essentials or the Core Consultant Course. When purchasing this bundle, customers pay for both Technical and End-User Training together to receive a 10 percent discount on the cost of both. This bundle provides training for up to 50 end users on the Siebel MidMarket Edition Sales, Services, or Call Center application and for one student in either the Core Consultant Course or the Essentials course (which is mandatory for all designated Siebel Technical Support contacts). This bundle is structured to provide Siebel MidMarket customers with the training required for the successful implementation, support, and end-user adoption of their Siebel eBusiness solutions.

From planning a multichannel strategy, to designing and building a solution, to providing ongoing support, Siebel Global Services helps organizations deploy multichannel eBusiness solutions that grow revenue, increase productivity, and improve customer satisfaction.

Comprehensive Global Support

For planning a multichannel strategy, Siebel consultants analyze a company's current go-to-market strategy and create an optimal eBusiness strategy that balances people, process, and technology. For configuring and implementing Siebel eBusiness solutions, Siebel Certified Consultants provide focused product and industry expertise. Siebel technical advisors manage the overall implementation and the ongoing customer relationship. Siebel University provides tailored training to implementation teams and end users. In total, Siebel Global Services offers comprehensive, global support for customers running Siebel eBusiness Applications, allowing them to maximize the return on their Siebel eBusiness investment. For additional information about Siebel Global Services, call 1.888.465.9755.