

Siebel 7.7: Update on Siebel Distance Learning

Due to market and technology changes, Siebel Systems is moving to a more open approach to delivering learning content. As of its latest release, **Siebel 7.7**, Siebel Systems will no longer be offering the Siebel Distance Learning product. However, all customers who are currently using Siebel Distance Learning and are current on maintenance will continue to receive support for versions prior to Siebel 7.7 from Siebel as they do currently.

Customers interested in upgrading Siebel Distance Learning, have several options to consider:

1. Contact directly the original product vendor of Siebel Distance Learning – Pixion Inc. to upgrade their software to the next Pixion release. (Contact Pixion Sales at (925) 467-5300).
2. Upgrade to Siebel 7.7 but continue to use the current version of Pixion. Contact your Siebel representative for 7.7 product information.
3. Switch to one of Siebel's distance learning partners.

Siebel has partnered with Centra Software, a leading provider of specialized software applications and services that facilitate and automate online business collaboration. Centra's best-of-breed virtual classroom solution is designed to address the unique needs of delivering highly interactive virtual classes with features that include application sharing, breakout rooms, and rich media support for content. Centra's web-based VoIP and audio conferencing services enable anyone with a web browser to share PowerPoint presentations, demonstrate software applications, collaborate on a shared whiteboard and communicate using integrated voice and video conferencing with anyone, anywhere, without leaving their home, hotel or office. Centra has over 1200 customers and 3.2 million users of its software.

By using Siebel and Centra together, customers can leverage the integration that the two companies have built. The integrated solution provides the following benefits:

- ❖ Ease-of-use for the learner
 - Learner is automatically enrolled in the Centra event if he enrolls in Siebel
 - Learner has a single point of entry in Siebel with no additional login to Centra required
- ❖ Ease-of-use for the administrator
 - Synchronization of Siebel and Centra users
 - Synchronous Event Creation
 - Ability to add live and recorded Centra virtual classes as learning components in the Siebel course catalog and assign an instructor
 - Automatically attach agenda to an event
 - Synchronization between the two systems when someone is enrolled or un-enrolled in a virtual classroom.
 - Automatic registration cancellation in Centra when user "drops" a distance learning session in Siebel *and vice versa*
 - Automatic retrieval of test scores from Centra into PeopleSoft
 - Change course status in Siebel based on Centra session attendance or test results
- ❖ Enterprise-level software including load balancing, failover, and recovery
- ❖ Thin client with support for firewalls, proxy servers and restricted desktops
- ❖ Savings in teleconferencing costs with Centra VoIP

Centra is offering a one-time 25% discount off list price to all Siebel Pixion customers wishing to purchase Centra. This discount is applicable through August 31. If you are interested in inquiring about Centra, please contact Dave Holmes at (781) 994-1072.

If you have further questions regarding Siebel Distance Learning, please contact your Siebel technical account representative.