# Siebel Demo Users Reference

Siebel 2018

April 2018

**ORACLE**®

# Contents

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# 1 What's New in This Release

## What's New in Siebel Demo Users Reference, Siebel 2018

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

**NOTE:** Siebel 2018 is a continuation of the Siebel 8.1/8.2 release

# 2 Demo Users for Siebel Business Applications

This chapter identifies demo users applicable to the Siebel Sample Database you install for the following Siebel Business Applications:

■ "Siebel Call Center"

■ "Siebel Customer Order Management" on page 9

■ "Siebel ERM" on page 10

■ "Siebel Field Service" on page 11

■ "Siebel Marketing" on page 12

■ "Siebel PRM" on page 13

■ "Siebel Sales" on page 15

**NOTE:** For more information about using a demo user to log in to a Siebel demo application, see *Siebel Installation Guide* for the operating system you are using.

## Siebel Call Center

Table 1 lists the demo users for Siebel Call Center.

Table 1.     Demo Users for Siebel Call Center

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CCHENG | Casey Cheng / Universal Agent | Siebel Call Center | Universal Agent | Cheng handles service requests of all types: emails, inbound calls, and Web collaboration session requests. In addition, he executes outbound call campaigns. |
| TARNOLD | Ted Arnold / Telesales Representative | Siebel Call Center | Telesales Representative | Arnold primarily executes inbound and outbound telemarketing and telesales calls. |

Table 1.    Demo Users for Siebel Call Center

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| VTAYLOR | Vic Taylor / VP Call Center | Siebel Call Center | Call Center Manager | Taylor's responsibilities for the day-to-day operations of a Call Center make him a regular user of Siebel Call Center Administration functions. He uses the Siebel Analytics function to evaluate performance and ROI and to make strategic decisions based on the analyses. |
| EMODI | Emily Modi / Engagement Manager | Siebel Call Center | Consulting Manager | Modi is responsible for managing a consulting practice business, including opportunity management, client relationships, contracts and agreements, and financial reporting and management. |
| GABBO | Glen Abboline / Information Technologist | Oracle Professional Services | Consultant | Abboline is responsible for day-to-day project management, including staffing requests. |
| GCLARK | Gary Clark / Consultant | Oracle Professional Services | Consulting Manager | Clark is responsible for managing a consulting practice business. |

# Siebel Customer Order Management

Table 2 lists the demo users for Siebel Customer Order Management.

Table 2.    Demo Users for Siebel Customer Order Management

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| JADAMS | Jamie Adams / VP of Information Technology | Siebel Customer Order Management | Web Corporate User | Adams uses Siebel eCatalog to navigate through product offerings, Siebel Configurator and Pricer to configure and price orders, and Siebel eSales to check out online sales information. |
| MCARLSON | Mike Carlson / VP of Sales | Siebel Customer Order Management | Web Purchasing Manager | Carlson works at Marriott International, a customer of Oracle. He uses the Siebel online self-service products to answer questions, find solutions to his problems, and gather information about Siebel products Marriott has bought or is considering buying. |

# Siebel ERM

Table 3 lists the demo users for Siebel ERM.

Table 3.  Demo Users for Siebel ERM

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| APARKER | Ashley Parker / Product Line Manager | Siebel ERM Administrator | ERM User, Siebel Administrator | Parker is an employee who sets objectives, takes training classes, files SRs. Parker also is an administrator who can perform all administrative functions. |
| JRUBIN | Jason Rubin / Director, Product Marketing | Siebel ERM | ERM Manager, ERM Analytics Manager | Rubin is the person used most frequently in ERM Demos. Rubin is a mid-level manager in the organization who has approval capabilities, a number of layers of employees under him in the organization, a view of certain analytics dashboards, and the ability to act like an individual contributor. |
| MSALTEN | Mark Salten / Vice President, Information Technology and CIO | Siebel ERM | ERM Manager, ERM Analytics HelpDesk | Salten is a CIO who can view key metrics related to internal HelpDesk performance. |
| EHOLDEN | Ed Holden / Senior Vice President, Product Marketing | Siebel ERM | ERM Manager, ERM Analytics VP | Holden is a vice president who approves comp plans, views overall organization analytics, and is Jason Rubin's Manager. |
| TSMITH | Tom Smith / Chairman and CEO | Siebel ERM | ERM Manager, Executive Analytics User | Smith is an executive who views key analytics and sets the corporate strategy. |

# Siebel Field Service

Table 4 lists the demo users for Siebel Field Service.

Table 4.     Demo Users for Siebel Field Service

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| DCOLLINS | Dana Collins / Dispatcher | Siebel Service | Dispatcher | Collins is responsible for addressing customer issues when personnel must be sent onsite. |
| FROBERTS | Fred Roberts / Field Service Engineer | Siebel Service | Senior Field Engineer | Roberts is a field service engineer working for Oracle's Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user. |
| JORMSBY | Jack Ormsby / Field Technician | Siebel Mobile application for Siebel Service | Field Technician | Field technician using the Siebel Mobile application for Siebel Service. |
| SMURPHY | Seth Murphy / Service Manager | Siebel Service | Service Administrator | Murphy manages all service operations. |

# Siebel Marketing

Table 5 lists the demo users for Siebel Marketing.

Table 5.     Demo Users for Siebel Marketing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| MMARINO | Mary Marino / Email Marketing Manager | Siebel Marketing | Campaign Administrator | Marino uses Siebel Email Marketing and Siebel Web Marketing to create email and web campaigns. |
| PMILLER | Pat Miller / Vice President, Marketing | Siebel Marketing | Marketing Executive | Miller uses Siebel Marketing and Marketing Resource Management to plan, manage and monitor the effectiveness of the organization's marketing activities. |
| MMAY | Marion May / Marketing Manager | Siebel Marketing | Marketing Program Manager, Marketing Planning Manager | May uses Siebel Marketing to plan and execute marketing programs and campaigns. |
| EMENDIS | Ed Mendis, Event Manager | Siebel Events Manager | Events Manager | Mendis uses Siebel Events Manager to plan and manage marketing events. |

# Siebel PRM

Table 6 lists the demo users for Siebel PRM.

Table 6.    Demo Users for Siebel PRM

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CELLIS | Cory Ellis / VP of Channels | Partner Manager | Channel Operations Manager | Ellis performs analysis of partner programs, product sold, pipeline and other analytics features, CHAMP initiatives created as a result of analytics and forecasting total visibility into expected partner revenue. |
| CMAX | Chris Max / Channel Marketing Manager | Partner Manager | Channel Marketing Manager Analytics User | Max uses Siebel Partner Manager to manage relationships with consulting partners. |
| CMORRIS | Colby Morris / Partner Manager | Partner Manager | Channel Account Manager | Morris uses Siebel Partner Manager to manage the relationships with the reseller partners he is responsible for. He drives marketing, sales and service through the partner organization, and assesses the overall performance of the partner organization. |
| TANGEL | Ted Angel / Senior Channel Executive | Partner Portal | Channel Executive | N/A |

Table 6.    Demo Users for Siebel PRM

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| OMANN | Owen Mann / Partner Operations Agents | Partner Operations Manager | Partner Operations Analytics User | Mann has Delegated User Administration: partners can set up, modify and delete users.<br><br>Delegated Product Catalog and administer complementary product offerings.<br><br>Opportunity Assignment: new opportunities get assigned to partner employees using Assignment Manager. |
| RMARLOW | Robin Marlow / Partner Sales Manager | Partner Portal | Partner Executive | Marlow uses Siebel Partner Portal to work with Oracle and to improve the effectiveness of all interactions with her customers, whether for marketing, sales or service purposes. She is also a mobile application user. |
| SREED | Shawne Reed / Partner Marketing Agent | Partner Portal | Partner Marketing Agent | Reed performs campaign administration to set up campaigns and add contacts. He can also submit a fund request to support a campaign. |
| SMEIZEN | Sandy Meizen / Partner Service Manager | Partner Manager | Partner Sales Representative - Mobile | Meizen can collaborate on projects. Solutions access to knowledge base with FAQs, troubleshooting guides, instructions, and so forth. |

# Siebel Sales

Table 7 lists the demo users for Siebel Sales.

Table 7.     Demo Users for Siebel Sales

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| MSTERN | Madison Stern / Regional Manager | Siebel Sales | Sales Manager | Stern uses Siebel Sales to manage all personal and team Sales and Forecasting information. Also uses the Siebel Mobile application for Siebel Sales. |
| NSACHS | Nancy Sachs / VP Sales, North America | Siebel Sales | Multi-Organizational Manager | Sachs uses Siebel Sales to manage personal, team, and organizational Sales and forecasting information. She also performs analysis on revenue pipelines and forecast. |
| TSMYTHE | Terry Smythe / District Manager | Siebel Sales | Field Sales Representative | Smythe uses Siebel Sales to manage all personal Sales and Forecast information. Also uses the Siebel Mobile applications for Siebel Sales and Siebel Service. |
| JKATZ | Jamie Katz / Field Sales Representative | Siebel Mobile application for Siebel Sales | Route Sales | Sales representative using the Siebel Mobile application for Siebel Sales. |

# 3 Demo Users for Siebel Industry Applications

This chapter identifies demo users applicable to the Siebel Sample Database you install for the following Siebel Industry Applications:

**NOTE:** For more information about using a demo user to log in to a Siebel demo application, see *Siebel Installation Guide* for the operating system you are using.

# Siebel Automotive

Table 8 lists the demo users for Siebel Automotive.

Table 8.      Demo Users for Siebel Automotive

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BATKINS | Bill Atkins/ Customer | Siebel eCustomer | Web Registered User | Atkins is the customer who is the recipient of all sales, service and marketing activities. |
| AALEXIS | Andrea Alexis/ Customer Service Representative | Siebel Automotive | Auto Customer Service Representative | Alexis is an OEM who uses Siebel Automotive to manage all customer relationships. |
| CNASTASE | Carla Nastase / Collections Agent | Siebel Automotive | Auto Captive Collection Representative | Carla is an OEM captive finance employee who uses Siebel Automotive to call on delinquent customers to collect on their accounts and also manage other aspects of customer service. |
| DSIMONS | Deon Simons / Customer Service Representative | Siebel Automotive | Auto Captive Customer Service Representative | Deon is an OEM captive finance employee who uses Siebel Automotive to manage all aspects of customer relationships. |
| HABEL | Henry Abel/ Field Manager | Siebel Automotive | Auto Field Manager | Abel is an OEM employee who uses Siebel Automotive to manage all dealer relationships. |
| CAUSTIN | Chris Austin/ Marketing Manager | Siebel Marketing | Auto Marketing Manager | Austin is an OEM Employee who uses Siebel Marketing and Siebel Analytics to manage all marketing activities. |

Table 8.    Demo Users for Siebel Automotive

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| GMORRIS | Gus Morris/ Dealer General Manager | Siebel Dealer | Auto Dealer General Manager | Morris is Dealer General Manager who uses Siebel Dealer to manage marketing campaigns, OEM relationships, administer users at the dealership and manage all Sales Managers at Dealership. |
| KWALTERS | Kathy Walters / Customer Service Manager | Siebel Automotive | Auto Captive Customer Service Manager | Kathy is an OEM captive finance employee who uses Siebel Automotive to manage the group of customer service representatives who manage all aspects of customer relationships. |
| MBELKE | Maria Belke / Contract Specialist | Siebel Automotive | Auto Captive Contracting Agent | Maria is an OEM captive finance employee who uses Siebel Automotive to coordinate with dealerships in order to process and approve customer lease/loan contracts. |
| MRIVERA | Miles Rivera / Collections Manager | Siebel Automotive | Auto Captive Collection Manager | Miles is an OEM captive Finance employee who uses Siebel Automotive to manage the group of collections agents who call on delinquent customers. |
| RELLSWOR | Roger Ellsworth / Field Sales Consultant | Siebel Automotive | Auto Captive Representative | Roger is an OEM captive finance employee who uses Siebel Automotive to manage all captive finance, related dealer relationships. |

Table 8.      Demo Users for Siebel Automotive

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| SAGNES | Sophia Agnes/ Dealer Sales Assistant | Siebel Dealer | Auto Dealer Sales Assistant | Agnes is the Receptionist at Dealership whose role is to greet guests and direct them to the correct sales or service person. |
| SAMOORE | Samantha Moore/Dealer Sales Manager | Siebel Dealer | Auto Dealer Sales Manager | Moore is the Sales Manager at Dealership who uses Siebel Dealer to manage her team of Sales Consultants at Dealership. |
| SCHAN | Scott Chan/ Dealer Sales Consultant | Siebel Dealer | Auto Dealer Sales Consultant | Chan is the Sales Consultant at Dealership who uses Siebel Dealer to manage Sales of Vehicles. |
| SMCCART | Steve McCartney / Lease End Consultant | Siebel Automotive | Auto Captive Lease End Specialist | Steve is an OEM captive finance employee who uses Siebel Automotive to work with customers and dealers in order to manage lease end activities. |

# Siebel Communications, Media & Energy: Energy

Table 9 lists the demo users for Siebel Communications, Media & Energy: Energy.

Table 9.      Demo Users for Siebel Communications, Media & Energy: Energy

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| TWELLS | Tony Wells / NE CSR | Siebel Energy | ENY Customer Service Rep | |

# Siebel Communications, Media & Energy: Media

Table 10 lists the demo users for Siebel Communications, Media & Energy: Media.

Table 10.    Demo Users for Siebel Communications, Media & Energy: Media

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CMARSH | Chris Marsh / Customer | Customer CME | Web Registered User | Marsh uses Siebel eCustomer for Media to subscribe for service. |
| BEDINGER | B Edinger / Field Sales Director | Siebel Power Communications | COM Sales Manager | Edinger is Sales Manager at Millennium World Communications. |
| MNASH | Mike Nash / Field Sales Representative | Siebel Power Communications | COM Field Sales Rep | Nash uses Siebel Communications to manage his opportunities and validate quotes and orders. |
| TMILLER | Toni Miller / Customer Service Representative | Siebel Power Communications | COM Customer Service Rep | Miller uses Siebel Media to access customer information. |

# Siebel Communications, Media & Energy: Wireless

Table 11 lists the demo users for Siebel Communications, Media & Energy: Wireless.

Table 11.    Demo Users for Siebel Communications, Media & Energy: Wireless

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BEDINGER | B Edinger / Field Sales Director | Siebel Power Communications | COM Sales Manager | Edinger is Sales Manager at Millennium World Communications. |
| CWATSON | Cory Watson / Customer Service Representative | Siebel Power Communications | COM Customer Service Rep | Watson uses Siebel Communications Wireless to access customer information. |
| MNASH | Mike Nash / Field Sales Representative | Siebel Power Communications | COM Field Sales Rep | Nash uses Siebel Communications to manage his opportunities and validate quotes and orders. |
| PWEATHER | Pat Weathers / Customer | Customer CME | Web Registered User | Weathers uses Siebel eCustomer for Media to subscribe for service. |

# Siebel Communications, Media & Energy: Wireline

Table 12 lists the demo users for Siebel Communications, Media & Energy: Wireline.

Table 12.    Demo Users for Siebel Communications, Media & Energy: Wireline

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BEDINGER | B Edinger / Field Sales Director | Siebel Power Communications | COM Sales Manager | Edinger is Sales Manager at Millennium World Communications. |
| KALLISON | Kate Allison / Customer | Customer CME | Web Registered User | Allison uses Siebel eCustomer for Wireline to subscribe for service. |

Table 12.    Demo Users for Siebel Communications, Media & Energy: Wireline

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| SROBERTS | Shirley Roberts / Customer | Customer CME | Web Corporate User | Roberts uses Siebel eCustomer for Wireline to manage her business activities. |
| MNASH | Mike Nash / Field Sales Representative | Siebel Power Communications | COM Field Sales Rep | Nash uses Siebel Communications to manage his opportunities and validate quotes and orders. |
| SCOLLINS | Sue Collins / Customer Service Representative | Siebel Power Communications | COM Customer Service Rep | Collins uses Siebel Communications to access customer information. |

# Siebel Consumer Sector: Consumer Goods

Table 13 lists the demo users for Siebel Consumer Sector: Consumer Goods.

Table 13.    Demo Users for Siebel Consumer Sector: Consumer Goods

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CCARNEY | Chris Carney / Call Center Agent | Siebel Consumer Goods Call Center | CG Universal Agent | Carney is a customer service call center agent; also handles Web inquiries. |
| MMEYERS | Marty Meyers / Assistant Brand Manager | Siebel Consumer Goods Marketing | CG XX Marketing Manager | Meyers sets up marketing programs and manages programs. |
| LSTREET | Lisa Street / Store Manager | Siebel Consumer Goods and Customer | CG XX Store Manager - eChannel | Street manages displays and product inventory. |
| TMARTIN | Tim Martin / Trade Marketing | Siebel Consumer Goods Sales and Siebel Consumer Goods Marketing | CG XX Trade Marketing Manager | Martin is a trade marketing manager. |

Table 13.   Demo Users for Siebel Consumer Sector: Consumer Goods

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| JSTANLEY | Jeff Stanley / VP of Marketing | Siebel Consumer Goods Marketing | CG VP of Marketing | Stanley reviews approvals and sets up budgets. |
| BPARKER | Billy Parker / Deduction Agent | Siebel Consumer Goods Sales | CG Deductions Agent | Parker is responsible for resolving all deductions. |
| CSTAMPS | Colby Stamps / Customer Financial Service Manager | Siebel Consumer Goods Sales | CG CFS Manager | Stamps is a Finance Manager with financial reps as direct reports. |
| KDRESEL | Kelly Dresel / Retail Sales Representative | Siebel Consumer Goods Sales | CG Retail Sales Representative | Dresel is a retail sales rep responsible for servicing retail stores. |
| RMARCKS | Ricky Marks / CG Retail Sales Manager | Siebel Consumer Goods Sales | CG Retail Sales Manager | Marks is a retail sales manager with retail sales reps as direct reports. |
| VPRATT | Vick Pratt / Senior VP | Siebel Consumer Goods Sales | CG SR VP | Pratt is a Vice President over Sales, Marketing, Finance, and Operations. |
| CTRIPP | Courtney Tripp / Key Account Manager | Siebel Consumer Goods Sales and Siebel Mobile applications | CG Key Account Manager | Tripp develops account plans and promotions to drive incremental volume at select accounts. |
| DLIVERY | Del Livery / Delivery Representative | Siebel Consumer Goods Sales and Siebel Mobile applications | CG Deliver Representative - CE | Livery is a retail sales representative who uses mobile devices when in the field. |
| MROBINS | Max Robins / Merchandising Representative | Siebel Consumer Goods Sales and Siebel Mobile applications | CG Retail Merchandising Representative - CE | Robins is a retail merchandising rep at retail accounts who uses mobile devices. |

# Siebel Financial Services: Healthcare

Table 14 lists the demo users for Siebel Financial Services: Healthcare.

Table 14.    Demo Users for Siebel Financial Services: Healthcare

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| LANDREWS | Louise Andrews / Call Center Agent | Healthcare Call Center | HC Agent - Call Center | Andrews works for health plan; handles member and provider service calls. |
| TWATSON | Tom Watson / Group Sales Rep | Healthcare Sales | HC Sales Rep - Group | Watson works for health plan; collaborates with agents and brokers on group sales. |
| WWU | Wendy Wu / Health Insurance Broker | Agent Portal | HC Broker | Wu works for a partner organization (insurance agency or brokerage). |
| JJUDD | Jerry Judd / Accountant | Customer Portal and Enrollment Portal | Web Corporate User | Judd is a health plan member. |
| SREED | Sheila Reed / Benefits Administrator | Group Portal | HC Administrator - Employer Group | Reed works for an employer group or TPA (Third-party administrator). |
| BGRANT | Bob Grant / Visit Coordinator | Provider Portal | HC Doctor Assistant - Provider Portal | Grant works at a physicians office or clinic. |
| FMILLER | Fred Miller / Vice President, Marketing | Marketing | FIN Analyst - Marketing | Miller uses Siebel Marketing and Siebel Analytics to evaluate important business drivers and to determine what marketing campaigns need to be created and executed. |

# Siebel Financial Services: Institutional Finance

Table 15 lists the demo users for Siebel Financial Services: Institutional Finance.

Table 15.    Demo Users for Siebel Financial Services: Institutional Finance

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BKEMPER | Bonnie Kemper / Director - Commercial Banking | Siebel Finance Call Center | IF Manager - Commercial Banking | Kemper uses Siebel Finance Sales to manage all personal and team contact, opportunity, loan request, and Forecast information for commercial banking. |
| CBAXTER | Charlie Baxter / Relationship Manager | Siebel Finance Call Center | IF Banker - Commercial Banking | Baxter uses Siebel Finance Sales to manage all personal contact, opportunity, loan requests, and forecast information for commercial banking. |
| EASPEN | Eve Aspen / Events Administrator | Siebel Finance Call Center | IF Events Administrator - Institutional Sales | Aspen uses Siebel Events Manager for Finance to plan and manage institutional marketing events. |
| FPRICE | Francis Price / Financial Advisor - Private Client Services | Siebel Finance Call Center | IF Broker - Wealth Management | Price uses Siebel Finance to manage all relationship functions related to financial planning and wealth management across retail brokerage and wealth management. |
| IBARNES | Ian Barnes / Vice President | Siebel Finance Call Center | IF Banker - Investment Banking | Barnes uses Siebel Finance Sales to manage all personal deals, forecasts, client, and event information for investment banking, while respecting all Chinese Wall security requirements. |

Table 15.   Demo Users for Siebel Financial Services: Institutional Finance

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| ISTONE | Irene Stone / Vice President Equity Sales | Siebel Finance Call Center | IF Sales Manager - Institutional Sales | Stone uses Siebel Finance Sales to manage client relationships, sales, and call list information for institutional sales. |
| MDONAHUE | Michael Donahue / Senior Managing Director | Siebel Finance Call Center | IF Manager - Investment Banking | Donahue uses Siebel Finance Sales to manage investment banking client relationships, while adhering to Chinese Wall security requirements. He also performs sophisticated analysis on revenue pipelines and forecasting. |
| RADAMS | Robert Adams / Research Analyst | Siebel Finance Call Center | IF Sales Rep - Institutional Sales | Adams uses Siebel Finance Sales to manage client relationships and to maintain and distribute research. |

# Siebel Financial Services: Insurance

Table 16 lists the demo users for Siebel Financial Services: Insurance.

Table 16.   Demo Users for Siebel Financial Services: Insurance

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CANTHONY | Chris Anthony / Claims Adjuster | Siebel Financial Services | IN Claims Adjuster | Anthony is a Claims Adjuster. |
| CCONWAY | Chris Conway / Insurance Call Center Agent | Siebel Financial Services | IN Agent - Call Center | Conway is a Call Center/ Service Representative. |
| VALONTO | Victor Alonto / Sales Representative | Siebel Financial Services | IN Channel Manager | Alonto manages relationships with agents and brokers. |

Table 16.    Demo Users for Siebel Financial Services: Insurance

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BWONG | Bill Wong / Customer | Siebel Financial eCustomer | Web Corporate User | Wong is a customer (Customer Portal). |
| CALLEN | Cindy Allen / Insurance Agent | Siebel Insurance Agent Portal | IN Agent - Agent Portal User | Allen is an Insurance Agent (Agent Portal). |

# Siebel Financial Services: Retail Finance

Table 17 lists the demo users for Siebel Financial Services: Retail Finance.

Table 17.    Demo Users for Siebel Financial Services: Retail Finance

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CABLE | Carol Able / Contact Center Agent | Siebel Finance Call Center | RF Universal Agent - Contact Center | Able handles inbound consumer service requests and is responsible for cross-selling and outbound telesales. |
| CMICHAEL | Christine Michaels / Manager | Siebel Finance Call Center | RF Vice President - Contact Center | Michaels manages an inbound and outbound call center. |
| EQUITY | Erika Quity / Mortgage Specialist | Siebel Finance Call Center | RF Agent - Credit Center Service | Quity uses Siebel Finance Call Center to handle consumer loan requests, such as mortgage, home equity, and credit card requests in a call center. |
| SBUTLER | Stacey Butler / Senior Call Center Agent | Siebel Finance Call Center | RF Agent - Small Business Call Center | Butler uses Siebel Finance Call Center in a blended small business call center, handling both sales and service. |

# Siebel High Technology/Industrial Manufacturing

Table 18 lists the demo users for Siebel High Technology/Industrial Manufacturing.

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CCHENG | Casey Cheng / Call Center Manager | Siebel HTIM | HT Call Center Agent | Cheng handles service requests of all types such as emails, inbound calls and Web collaboration session requests. He also executes outbound call campaigns. |
| SLYBRAND | Sally Lybrand / Call Center Manager | Siebel HTIM | HT Call Center Manager | Lybrand's responsibilities for the day-to-day operations of a Call Center make her a regular user of Siebel Call Center Administration functions. She also uses the Siebel Analytics function to evaluate and manage agent performance. |
| VTAYLOR | Vic Taylor / Call Center Vice President | Siebel HTIM | HT Call Center Manager | Taylor is responsible for cost-effective service delivery while maintaining high customer satisfaction. He uses Siebel Analytics functions to evaluate call center performance and ROI and to make strategic decisions based on the analyses. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| JARMSTRO | Joseph Armstrong / VP / General Manager | Siebel eCustomer | HT Customer Business | Joseph Armstrong works at Honeywell International, a customer of PCS Technologies and is the primary contact for sales and service issues. He uses the Siebel online self-service products to answer questions and gather information about PCS products Honeywell has bought or is considering buying. |
| MCARLSON | Mike Carlson / Director, IT Procurement | Siebel eCustomer | HT Customer Business | Carlson works at Marriott International, which is a Oracle customer. He uses the Siebel online self-service products to answer questions, find solutions to his problems, and gather information about the Siebel products Marriott International has bought or is considering buying. Mike is also a key decision maker for large revenue opportunity with Terry Smythe. |
| RUTAH | Robin Utah / Customer | Siebel eCustomer | HT Customer Consumer | Utah is a business to consumer customer of PCS Computing, who can self-service by ordering products and service online. |
| DCOLLINS | Dana Collins / Dispatcher | Siebel HTIM | HT Customer Business | Collins is responsible for dispatching customer issues out to the field engineers. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| FROBERTS | Fred Roberts / Field Service Engineer | Siebel HTIM | HT Field Engineer | Roberts is a field service engineer working for Oracle's Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user. |
| CWILSON | Chris Wilson / Field Service Engineer | Siebel HTIM | HT Field Service Engineer | Wilson is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user. |
| FSINGH | Felix Singh / Field Service Engineer | Siebel HTIM | HT Field Engineer | Singh is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts. |
| SMURPHY | Seth Murphy / Field Service Vice President | Siebel HTIM | HT Field Service Vice President | Murphy manages all service operations. |
| STHOMAS | Scott Thomas / Field Service Engineer | Siebel HTIM | HT Field Service Engineer | Thomas is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts. |
| PMILLER | Pat Miller / Marketing Vice President | Siebel Marketing | Marketing Executive | Miller uses Siebel Marketing and Marketing Resource Management to plan, manage and monitor the effectiveness of the organization's marketing activities. |
| MMAY | Marion May / Marketing Manager | Siebel Marketing | Marketing Executive | May uses Siebel Marketing to plan and execute marketing programs and campaigns. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CELLIS | Cory Ellis / Alliance Executive | Siebel Partner Manager | HT Partner Vice President | Ellis performs analysis of partner programs, products sold, partner pipeline, and other aspects of partner performance. He develops CHAMP initiatives and works with partners to jointly define objectives and uses Analytics to provide visibility into expected partner revenue. |
| CMAX | Chris Max / Alliance Marketing Manager | Siebel Partner Manager | HT Partner Manager | Max uses Siebel Partner Manager to manage relationships with consulting partners. |
| CMORRIS | Colby Morris / Alliance Manager | Siebel Partner Manager | HT Partner Manager | Morris uses Siebel Partner Manager to manage the relationships with the reseller partners he is responsible for. He drives marketing, sales and service through the partner organization, and assesses the overall performance of the partner organization. |
| OMANN | Owen Mann / Partner Operations Manager | Siebel HTIM PRM | HT Partner Agent - Partner | Mann has Delegated User Administration: partners can set up, modify and delete users' Delegated Product Catalog and administer complementary product offerings. Opportunity Assignment: new opportunities get assigned to partner employees using Assignment Manager. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| RMARLOW | Robin Marlow / Partner Sales Manager | Siebel HTIM PRM | HT Partner Agent - Partner | Marlow uses Siebel Partner Portal to work with Oracle and to improve the effectiveness of all interactions with her customers, whether for marketing, sales or service purposes. |
| SMEIZEN | Sandy Meizen / Partner Service Manager | Siebel HTIM PRM | HT Partner Agent - Partner | Meizen can collaborate on projects. Solutions access to knowledge base with FAQs, troubleshooting guides, instructions, and so on. |
| SREED | Shawne Reed / Partner Service Manager | Siebel HTIM PRM | HT Partner Manager - Partner | Reed performs campaign administration to set up campaigns and add contacts. He can also submit a fund request to support a campaign. |
| KWILSON | Kelly Wilson / Sales Representative | Siebel HTIM | HT Sales Representative | Wilson is a Sales Representative with Assigned Accounts. |
| MSTERN | Madison Stern / Sales Manager | Siebel HTIM | HT Sales Manager | Stern uses Siebel Sales to manage all personal and team Sales and Forecasting information. Also uses the Siebel Mobile application for Siebel Sales. |
| NSACHS | Nancy Sachs / Sales Vice President | Siebel HTIM | HT Sales Vice President | Sachs uses Siebel Sales to manage personal, team, and organizational Sales and forecasting information. She also performs analysis on revenue pipelines and forecast. |
| TOLENIK | Todd Olenik / Sales Manager | Siebel HTIM | HT Sales Representative | Olenik is a Sales Manager. He reports to Nancy Sachs. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| TSMYTHE | Terry Smythe / Sales Representative | Siebel HTIM | HT Sales Representative | Smythe uses Siebel Sales to manage all personal Sales and Forecast information. Also uses the Siebel Mobile application for Siebel Sales. |
| WTAKUDA | Wasaka Takuda / Sales Representative | Siebel HTIM | HT Sales Representative | Takuda is a Sales Representative with Assigned Accounts. They report to Nancy Sachs. |
| AGRAHAM | Amy Graham / COOP Program Administrator | HTIM | COOP Program Administrator | Channel Operations Manager |
| ALIM | Arlene Lim / COOP Manager | HTIM | COOP Manager | Channel Partner Manager |
| JGORDON | Jon Gordon / COOP Partner User | HTIM PRM | COOP Partner User | Partner Marketing Manager |
| RCHANG | Rob Chang / COOP Specialist | HTIM | COOP Specialist | Channel Marketing Manager |
| AMARTIN | Andy Martin / Design Registration and SPA Administrator | HTIM | Design Reg Administrator | Design Reg Administrator, SPA Administrator |
| BRANCH | Bill Ranch / Distributor Sales Rep Branch | HTIM PRM | Design Reg Manager | Partner Sales Rep, SPA Manager |
| IADAMS | Irene Adams / Design Registration and SPA Approver | HTIM | Design Reg Manager | Design Reg Manager, SPA Manager |
| RMASON | Rick Mason / Distributor Sales Rep | HTIM PRM | Design Reg Individual | Partner Sales Rep, SPA Individual |

Table 18.   Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BHESS | Brad Hess / Manager | Siebel eCustomer | Web Corporate User | Brad Hess is a customer at Lone Star Enterprises, Inc. Brad is responsible for communications and activity between Lone Star and PCS Equipment. |
| JJORDAN | Jack Jordan / Sales Mgr | Siebel HTIM | IM Sales Manager | Jack Jordan manages a territory of sales reps at PCS Equipment. |
| TNANCE | Tina Nance / Sales Rep | Siebel HTIM | IM Sales Manager | Tina Nance is responsible for customer relationships for PCS Equipment in Texas and throughout the south.  Tina is a primary contact for customers when purchasing new equipment and services. |
| TMALONE | Tim Malone / Call Center Agent | Siebel HTIM | IM Call Center Agent | Tim Malone is a universal agent at PCS Equipment. Tim handles inbound communications from customers regarding equipment and services that PCS Equipment provides. |
| BROSS | Bonnie Ross / Service Dispatcher | Siebel HTIM | IM Field Service Dispatcher | Bonnie Ross is dispatches service activities to PCS Equipment field mechanics. |
| FRAINES | Frank Raines / Service VP | Siebel HTIM | IM Field Service Vice President | Fred Raines is VP of Service at PCS Equipment. Fred is responsible for all aspects of service delivery across the multiple channels that PCS provides in the call center and in the field. |

Table 18.    Demo Users for Siebel High Technology/Industrial Manufacturing

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| LSUTTON | Larry Sutton / Service Engineer | Siebel HTIM | IM Field Service Engineer | Larry Sutton is a field mechanic for PCS Equipment.  Larry provides field service repairs and preventive maintenance. |
| JPIERCE | Janet Pierce / Marketing VP | Siebel Marketing | IM Marketing Manager | Janet Pierce is responsible for driving company revenue with marketing plans and programs. |
| WMIMMS | William Mimms / Marketing Manager | Siebel Marketing | IM Marketing Manager | William Mimms is responsible for company branding, messaging and marketing at PCS Equipment. |
| GFALL | Gerald Fall / Alliance Account Mgr | Siebel Partner Manager | IM Partner Manager | Gerald Fall manages the partner relationship and monitors partner activity |
| MCAGEL | Megan Cagel / Partner - Partner Mgr | Siebel HTIM PRM Portal | IM Partner Manager Partner | Megan Cagel is the Channel Sales Manager for RCS Distributors.  She sells PCS's Products. |

# Siebel Hospitality

Table 19 lists the demo users for Siebel Hospitality.

Table 19.    Demo Users for Siebel Hospitality

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| EHART | Emilia Hart / Revenue Manager | Siebel Hospitality | TH - Revenue Manager | Hart is the person who is responsible for maximizing the asset utilization and profit potential of the hotel. |
| HOSADMIN | Siebel Administrator - TH / Sys Admin - TH | Siebel Hospitality | TH Hospitality Administrator User | The Hospitality administrator is the person responsible for the administration of the Hospitality application. |
| MHAWK | Mike Hawk / Operations Manager | Siebel Hospitality | TH- Operations Manager | Hawk is responsible for taking care of the day-to-day operations of executing group events. |
| MSANDERS | Mike Sanders / National Sales Manager | Siebel Hospitality | TH- National Sales Manager | Sanders is the person who sells group events across properties and can view group execution activities across properties. |
| PHARG | Phil Harg / Sales Manager | Siebel Hospitality | TH - Sales Manager | Harg is the person who sells events to a client for a particular property. |
| PHALL | Pablo Hall / Sales Manager | Siebel Hospitality | TH - Sales Manager HLR | Hall is the person who sells events to a client for a particular property. |
| PHAYS | Patricia Hays / Events Director | Siebel Hospitality | TH- Events Director | Hays is the person finally responsible for execution of all the events in the hotel. |
| SROSS | Sandy Ross / Events Manager | Siebel Hospitality | TH- Events Manager | Ross is the key point of resource during the event execution phase of group events. |

# Siebel Life Sciences: Clinical

Table 20 lists the demo users for Siebel Life Sciences: Clinical.

Table 20.  Demo Users for Siebel Life Sciences: Clinical

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CROSEN | Chris Rosen / Clinical Director | Siebel Clinical | Clinical Director | Rosen uses Siebel Clinical Manager and Clinical Project and Resource Management to manage and track clinical trials across all programs within the clinical organization. |
| CSANDERS | Cathy Sanders / Clinical Manager | Siebel Clinical | Clinical Manager | Sanders uses Siebel Clinical Manager and Clinical Project and Resource Management module to manage her assigned clinical trial projects. |
| CSTONE | Cindy Stone / Clinical Research Associate | Siebel Clinical | Clinical Research Associate | Stone uses Siebel Clinical Manager, Protocol Builder, and Trip Report modules to manage her sites and record trip reports. |
| CWALKER | Connie Walker / Clinical Research Associate | Siebel Clinical | Clinical Research Associate | Walker uses Siebel Clinical Manager, Protocol Builder, and Trip Report modules to manage her sites and record trip reports. |
| CYOUNG | Craig Young / Clinical Research Associate | Siebel Clinical | CL Clinical Research Associate - Light | Young uses Siebel Clinical to manage clinical trial documents. |

Table 20.    Demo Users for Siebel Life Sciences: Clinical

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| ASIMON | Anna Simon / Site Administrator | Siebel Clinical Site Portal | Delegated Customer Administrator Site | Simon administers and maintains the site portal for clinical investigators and site coordinators. |
| JALBRIGHT | Jill Albright / Site Coordinator | Siebel Clinical Site Portal | Registered Customer Site | Albright uses the site portal to screen, re-screen, and enroll subjects for clinical trials. |

# Siebel Life Sciences: Medical

Table 21 lists the demo users for Siebel Life Sciences: Medical.

Table 21.    Demo Users for Siebel Life Sciences: Medical

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| MDADMIN | Siebel Administrator - MD / Sys Admin - MD | Siebel Medical | LS Administrator | The administrator for Siebel Medical (Medical Products Organization). |
| CALEX | Carlos Alex / Engineer - Corrective Action | Siebel Medical | MD Corrective Actions | Alex is responsible for managing corrective and preventive actions. |
| PALLEN | Paul Allen / Engineer - Product Analysis | Siebel Medical | MD Product Analysis | Allen is responsible for analyzing the root cause of product problem. |
| QMANNY | Quincy Manny / Quality Manager | Siebel Medical | MD Quality Manager | Manny is a quality and safety manager for investigating adverse events and regulatory reports. |
| RLONDON | Rob London / Regulatory Liaison | Siebel Medical | MD Quality Manager | London is responsible for managing complaint and adverse events investigation. |

Table 21.  Demo Users for Siebel Life Sciences: Medical

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| SMARQUEZ | Susan Marquez / Marketing Manager | Siebel Medical | PH Marketing Manager | Marquez is responsible for managing marketing campaigns. |
| SMASTERS | Sean Masters / Customer Service Rep | Siebel Medical | MD Customer Service Rep | Masters is a customer service representative responsible for answering customer calls and requests. |
| SMICHAEL | Seth Michael / Field Engineer | Siebel Medical | MD Field Engineer | Michael is a field service engineer responsible for managing servicing equipment at customer location. |
| SMILES | Sunny Miles / Senior VP | Siebel Medical | MD Executive Analytics | Miles is the executive officer responsible for overseeing the organization's performance. |
| SMILIKEN | Steve Miliken / Customer Service Manager | Siebel Medical | Service Analytics Administrator | Miliken is a service manager responsible for both customer service and field service. |
| SMITCHEL | Sandy Mitchel / Contracts Manager | Siebel Medical | MD Contracts Manager | Mitchel is responsible for creating, administrating and managing contracts. |
| SMURPHY | Samuel Murphy / Sales Rep | Siebel Medical | MD Sales Rep | Murphy is a sales representative in the Medical Products Organization. |
| SMORGAN | Sue Morgan / Sales Manager | Siebel Medical | MD Sales Manager | Morgan is a sales manager in the Medical Products Organization. |

# Siebel Life Sciences: Pharma

Table 22 lists the demo users for Siebel Life Sciences: Pharma.

Table 22.    Demo Users for Siebel Life Sciences: Pharma

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| BCARTERS | Barbara Carters / Primary Sales Representative | Siebel Pharma Sales | PH Pharma Pulsar Rep | Carters is a representative calling on primary care physicians for Pulsar division. |
| CPARK | Christina Park / National Account Director | Siebel Pharma Sales | PH Pharma District Manager - US Sales | Park manages national accounts, contacts and tracks formulary status and contracts. |
| JKIM | Jonathan Kim / Specialty Sales Representative | Siebel Pharma Sales | PH Pharma Specialty Sales Rep - US Sales | Kim is a sales rep for specialty sales force. |
| LHILL | Lynford Hill / Primary Sales Representative | Siebel Pharma Sales | PH Pharma Pulsar Rep | Hill is a representative calling on primary care physicians for Pulsar division. |
| SCARROL | Scott Carrol / National Account Manager | Siebel Pharma Sales | PH Pharma Account Manager - US Managed Care | Carrol manages regional accounts, contacts and tracks formulary status and contracts. |
| SMILLER | Sarah Miller / District Manager | Siebel Pharma Sales | PH Pharma District Manager - US Sales | Miller is a District Manager managing a team of field representatives. |
| SPORTER | Susan Porter / Primary Sales Representative | Siebel Pharma Sales | PH Pharma Sales Rep - US Sales | Porter is a representative calling on primary care physicians. She manages contacts, accounts, samples, events, meetings, and calendar. |

# Siebel Loyalty

Table 23 lists the demo users for Siebel Loyalty.

Table 23.    Demo Users for Siebel Loyalty

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| AFINN | Alan Finn / DFC Partner Representative | Siebel Loyalty Partner Portal | Loyalty Partner Representative (LPR) | Alan is a partner employee who uses the Loyalty Partner Portal. |
| AJUBA | Amy Juba / Account Member | Siebel Loyalty Customer Portal | Web Registered User | Amy, a member of the loyalty program, uses the Loyalty Customer Portal. |
| ASTON | Arthur Ston / Individual Member | Siebel Loyalty Customer Portal | Web Registered User | Arthur, a member of the loyalty program, uses the Loyalty Customer Portal. |
| BMARTY | Brian Marty / Partner Representative | Siebel Loyalty Partner Portal | Self-registered Partner Agent | Brian is a partner employee who uses the Loyalty Partner Portal. |
| CBAKER | Cindy Baker / Account Member | Siebel Loyalty Customer Portal | Web Registered User | Cindy, a member of the loyalty program, uses the Loyalty Customer portal. |
| CHOBBES | Calvin Hobbes / Household Member | Siebel Loyalty Customer Portal | Web Registered User | Calvin, a member of the loyalty program, uses the Loyalty Customer Portal. |
| JTRADER | Joe Trader / Account Member | Siebel Loyalty Customer Portal | Web Registered User | Joe, a member of the loyalty program, uses the Loyalty Customer Portal. |
| LYADMIN | Siebel Administrator - LY / Sys Admin - LY | Siebel Loyalty Manager | Loyalty Administrator (LA) | Overall administrative responsibility for Loyalty. |
| MBORG | Mary Borg / Individual Member | Siebel Loyalty Customer Portal | Web Registered User | Mary, a member of the loyalty program, uses the Loyalty Customer Portal. |

Table 23.   Demo Users for Siebel Loyalty

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| MKUST | Mike Kust / Individual Member | Siebel Loyalty Customer Portal | Web Registered User | Mke, a member of the loyalty program, uses the Loyalty Customer Portal. |
| MMULHONE | Mark Mulhone / Loyalty Marketing Manager (LMM) | Siebel Loyalty Manager | Loyalty Marketing Manager (LMM) | Mulhone manages loyalty promotions. |
| MPOND | Mila Pond / Household Member | Siebel Loyalty Customer Portal | Web Registered User | Mila, a member of the loyalty program, uses the Loyalty Customer Portal. |
| MSROBINS | Mary S. Robins / Members Services Rep (MSR) | Siebel Loyalty Manager | Member Services Representative (MSR) | Robins is a front-line loyalty rep who deals with loyalty program members and other customers. |
| PMARS | Paul Mars / Partner Manager | Siebel Loyalty Manager | Loyalty Partner Manager (LPM) | Mars manages the loyalty program's partners. |
| PPARTNER | Paul Partner / Partner Representative | Siebel Loyalty Partner Portal | Loyalty Partner Representative (LPR) | Partner is an employee who uses the Loyalty Partner Portal. |
| RAMIT | Richard Amit / Aircell Partner Representative | Siebel Loyalty Partner Portal | Loyalty Partner Representative (LPR) | Richard is a partner employee who uses the Loyalty Partner Portal. |
| RMILLER | Rick Miller / Account Member | Siebel Loyalty Customer Portal | Web Registered User | Rick, a member of the loyalty program, uses the Loyalty Customer Portal. |
| RVALLEY | Robert Valley / Partner Representative | Siebel Loyalty Partner Portal | Loyalty Partner Representative (LPR) | Robert is a partner employee who uses the Loyalty Partner Portal. |
| SSHAH | Sam Shah / Household Member | Siebel Loyalty Customer Portal | Web Registered User | Sam, a member of the loyalty program, uses the Loyalty Customer Portal. |

Table 23. Demo Users for Siebel Loyalty

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| TMAHL | Tammy Mahl / Individual Member | Siebel Loyalty Customer Portal | Web Registered User | Tammy, a member of the loyalty program, uses the Loyalty Customer Portal. |
| VCREW | Vince Crew / Partner Representative | Siebel Loyalty Partner Portal | Self-registered Partner Agent | Vince is a partner employee who uses the Loyalty Partner Portal. |
| VCRUISE | Vanessa Cruise / Venus Cruisliner Partner Representative | Siebel Loyalty Partner Portal | Loyalty Partner Representative (LPR) | Vanessa is a partner employee who uses the Loyalty Partner Portal. |

# Siebel Public Sector

lists the demo users for Siebel Public Sector.

Table 24. Demo Users for Siebel Public Sector

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| DSMITH | Dana Smith / Citizen (Self Service user) | Siebel Public Sector Self Service | Web Corporate User | Smith is a citizen who seeks service from a variety of government agencies, including applying for social services benefits and paying taxes. |
| GOVADMIN | Siebel Administrator - GOV / Sys Admin - GOV | Siebel Public Sector | Siebel Administrator | System administrator for Siebel Public Sector applications. |
| TJACKSON | Terry Jackson / Doctor (Partner Portal user) | Siebel Public Sector PRM Portal | Channel Partner Manager | Jackson is an employee at a non-profit organization that works in conjunction with a government agency to assist in performing the government mission—whether collecting taxes or helping to deliver benefits to citizens. |

Table 24.    Demo Users for Siebel Public Sector

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| CWEST | Charles West / Case Worker | Siebel Public Sector | PS Benefits Case Management | West is a case worker with a federal government social services agency, responsible for managing the cases of many citizens throughout the case lifecycle. |
| RCOLLINS | Rich Collins / Tax Case Worker | Siebel Public Sector | PS Benefits Case Management | Collins is a case worker at a state government tax agency, responsible for managing many citizens' tax cases through their lifecycle, including collection, audits, and appeals. |
| LTHOMAS | Leigh Thomas / 311 Call Center Operator | Siebel Public Sector | PS Incident Management | Thomas works as a customer service agent in a local government 311 call center. Leigh is responsible for responding to citizen inquiries on a broad range of topics. |
| DFRANKLIN | Dana Franklin / Investigative Agent | Siebel Public Sector | PS Investigative Case Management | Franklin is an agent with a federal law enforcement agency, responsible for investigating criminal activity and threats to the public interest. |
| JROWAN | Jean Rowan / Immigration Services Officer | Siebel Public Sector | PS Investigative Case Management | Rowan works as an immigration services officer for a federal immigration agency. Jean is responsible for processing incoming applications for visas and citizenship and making determinations as to whether to grant these benefits. |

Table 24. Demo Users for Siebel Public Sector

| Username and Password | Name / Title | Application | Primary Responsibility | Role |
|---|---|---|---|---|
| MWILLIAM | Mike Williams / Investigative Agent | Siebel Public Sector | PS Investigative Case Management | Williams is an agent with a federal law enforcement agency, responsible for investigating criminal activity and threats to the public interest. |
| PMORRIS | Pat Morris / Intelligence Analyst | Siebel Public Sector | PS Investigative Case Management | Morris is an analyst with a federal intelligence agency, responsible for monitoring and assessing threats to national safety and producing a range of intelligence products. |
| CWOODS | Chris Woods / Public Health Professional | Siebel Public Sector | PS Threat & Response Management | Woods is an epidemiologist with a federal public health agency, responsible for tracking and responding to outbreaks of deadly diseases. |

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