

Oracle Siebel CRM Release Updates (2019)

Oracle's Siebel CRM Release Updates in 2019 introduced new features and enhancements that improve business agility, deployment, developer experience and user experience. These new features continue to drive value for organizations using Siebel CRM.

Under the new Continuous Release Model, Siebel CRM Release Updates were provided each month during 2019. Our customers on the latest release model have also adapted to the change and are now updating their Siebel CRM deployment every 2-3 months.

A new Seamless Repository Framework was introduced which allows our customers and partners to trial new features and provide feedback before official release.

In addition, this framework provides a platform for the release of many new features already waiting in the delivery pipeline.



Continuous Innovation delivered with monthly Release Updates has been widely adopted by customers on our latest release.



Siebel CRM Release Updates in 2019 pave the way for a new framework that will enable new features to be delivered with less impact even if they include repository content.

INNOVATION THEMES

The Siebel CRM product focuses on the following primary investment themes based on the feedback of our customers and market trends:

- **Autonomous CRM.** The path to an autonomous or self-driving Siebel CRM system is multi-faceted and relies heavily on making intelligent use of data.
- **Business Agility.** We recognize that your business needs to be agile with the ability to adopt new product innovations and to release competitive market solutions into your CRM deployment quickly.
- **Customer Experience (CX).** Improved application user experience, developer experience as well as extending customer experience with the Oracle CX portfolio (marketing, service, commerce etc.).
- **Industry Innovation.** Feature-rich solutions for 21 industries, as well as industry-specific mobile applications. Siebel CRM plays a key role in Oracle's end to end industry solutions, linking front and back office.

AUTONOMOUS CRM

The automation imperative continues to require CRM systems to focus on superior customer experience. The shift from the manual digital phase (self-service, mobile) to the increasingly data intensive and automated (5G, IoT, AI) phase requires Siebel CRM to change accordingly. Application strategy is being driven to enable Siebel CRM to be more autonomous with the combination of usage data, intelligence and pre-built processes.

The Usage Pattern Tracking feature introduced in Innovation Pack 2016 was the first step to automating processes inside the application. Enhancements to the RESTful API in 2018 provide more flexibility to enable different types of device to interact with the application. These recent features are building blocks towards the execution of recorded process flows in an automated manner. The autonomous execution of processes in Siebel CRM is a key area of future investment.

BUSINESS AGILITY

Continuous Release Model

The Continuous Release Model introduced in Siebel CRM Release 18.x continues to provide benefits. The release model allows new features and innovations to be delivered more frequently and has been widely adopted by our leading customers.

The ability to make Release Updates on a monthly basis has also enabled the Siebel CRM Development organization to introduce new features for customers and partners to trial before they are "GA" status. This provides a close-loop feedback mechanism and the ability to fine-tune new features before they are released in "GA" status. More details of "Early Adoption" features can be found below.

Early Adoption Features

The Siebel CRM Early Adoption (EA) program has been introduced into the Release Updates delivery process and is designed to release software to selected customers before being more widely distributed to our entire customer base. Some key components of this program are:

- Early access to GA-quality software for customers who need new features immediately and are willing to provide feedback to the Siebel CRM Product Management team.
- Ability to deploy new, fully-supported features to production environments with the confidence that Oracle Support and Development organizations are available to help. For instructions on enabling EA features contact your Oracle Support representative, who will connect you with appropriate contact within the Siebel CRM Product Management team.



Recent innovations in Usage Pattern Tracking, Test Automation, RESTful API and Container technology ensure Siebel CRM is well placed to build business process automation functionality.

Seamless Repository Delivery Framework (EA)

This feature is intended to provide for the delivery of new features into an existing customized deployment of Siebel CRM without requiring Incremental Repository Merge (IRM). As a first step towards this goal, the follow functionality was provided.

Repository Upgrade Utility - Support for Importing Only Schema

The Repository Upgrade executable allows customers to directly import the repository, seed and manifest changes for the features which are delivered by a Siebel CRM Release Update. This feature allows customers to import the schema content exclusively.

Siebel Web Tools

New features were added into Siebel Web Tools as part of the continuing evolution of Siebel Composer.

Restrict Customization in Web Tools

This feature provides a consistent configuration state to Siebel Web Tools via SafeBoot mode. This restricts any kind of customization impacting views or applets which participate in Siebel Web Tools, including but not limited to manifest configuration.

Data-bound UI Inspect in Web Tools

This feature provides the ability to preview a View, without leaving the Web Tools View Layout Editor in any other deployed application, for example, Siebel Call Center and under any valid User. This facilitates rapid development, by allowing developers to continuously check the result of the changes in the context of the application and users of their choice, thereby ensuring the best available data set for display in the View.

Context-Sensitive Help in Web Tools

This feature adds context-sensitive help to Siebel Web Tools to assist Developers. This help system is delivered in WebHelp, an HTML format and with full text search.

Workspaces

New features are added to improve the flexibility of Workspaces.

Inspect for REST and SOAP requests

The Workspaces infrastructure is updated to allow for REST and SOAP invocations by using metadata defined under integration and developer branches and versions of those; without the need for explicit invalidation of session stores in the Application Interface (AI).

Enable seed modifications in the Runtime Repository (RR)

This new features enables LOVs (Workspace-enabled seed data in general) to be modified in the RR environment.

The Migration utility is enhanced to support conflict detection/resolution between updates in Source and Target environments based on a system preference that identifies Source v/s Target wins priority accordingly.

Deletion of an Integration Workspace

A new feature providing the ability to delete an Integration Workspace to enable customers to clean up the Design Time repository. Not only will this feature help to organize the Design Time repository, it will also help to improve performance by reducing the number of Integration Workspaces.



More features are added to Web Tools and Workspaces, improving parallel development and overall developer experience.

Enterprise Integration Manager (EIM) support for List of Values

With the introduction of Workspaces in List of Values (LOV), there is a need to enhance EIM Mapping to support the Workspace context. In order to preserve the loading process of LOV's into EIM tables for our customers, we have provided support for this process. For more information, see [Support for EIM of LOVs](#).

Siebel Management Console (SMC)

The Siebel Management Console (SMC) is enhanced as follows.

Safe Mode

This feature provides a "Safe Mode" within the Siebel Management Console (SMC) that allows a Siebel Administrator to reconfigure the Siebel Gateway.

Application Migration

The Siebel Application Migration framework has been enhanced in 2019.

Server Application Migration Logging

This feature enhances the migration log messages and provides a log file for Sync REST API's.

Runtime Repository Version Rollback and Activation Date for New Versions (EA)

Provides the ability to rollback the Runtime Repository version in test, production, and other Runtime Repository environments and allows specification of a future activation date for a new Runtime Repository version:

Effective Start Date for Runtime Repository versions (EA)

When migrating a Runtime Repository between environments, it is possible to specify an activation date and time so that a migrated version of the metadata can be scheduled to take effect at a future date instead of taking effect immediately.

Rollback Support for Runtime Repository (EA)

The Runtime Repository supports rollback, enabling administrators to quickly and easily rollback to the last known good version of the repository in the event that any major issues are encountered or reported in the latest deployed version. Additionally, there is a provision to activate any specific version of the Runtime Repository.

Siebel Remote (TLS Support)

Support for TLS was added to Siebel Remote to encrypt data improve data security.

Siebel Server Sync for Exchange (SSSE) (EA)

Siebel Server can be integrated to Microsoft Exchange Server via Office 365 through SSSE (Siebel Server Sync for Microsoft Exchange). This enables customers to deploy Exchange Server in the cloud (part of O365) and be able to connect to a Siebel server to take advantage of the integration of Exchange Server with the Siebel Calendar to ensure all appointments/tasks are in sync with Exchange.

Platform & Certification Updates

New certification updates for 2019 include:

- DB2 for z/OS V12.1 certification. Available for customers who need to take advantage of this certification, the relevant Siebel CRM 19.x Update and above is required. Note: older Siebel CRM versions will not be certified on this platform.
- JavaMail 1.6.3 support for Siebel Email Response to improve security.
- Oracle 19c database is supported on 19.x but the client must remain at 12cR2.



More features to the Management Console and Application Migration to improve DevOps orchestration and achieve zero downtime.

Upgrade / Incremental Repository Merge (IRM) Support

The Siebel CRM IRM/upgrade support matrix for Siebel CRM 2019 Release Updates will include full and direct upgrade/IRM support from the following prior releases. Every other release will have a two-step upgrade support.

Upgrade paths to 19.x

SOURCE VERSION***	UPGRADE	IRM	APPROACH	DESCRIPTION
17.0 – 17.6 18.4-19.x		✓	Single Step Incremental Upgrade	Apply the 19.x update. In some cases, depending on the content in the Update to uptake, an IRM (Incremental Repository Merge) process may be required.
16.0 – 16.x 15.0 – 15.x 8.2.2.0 – 8.2.2.4 8.1.1.0-8.1.1.14 SIA 8.2.1.x SIA 8.2.x SIA 8.1.1.0-8.1.1.7 SEA	✓		Two Step Upgrade	Install 17.0 binaries Perform a full database upgrade (Development Upgrade + Production Upgrade) Post upgrade, the New Customer repository generated through 3-way repository merge contains all the release content of 17.0. Apply the 19.x update
8.0.x SIA / SEA 7.8.2.x SIA / SEA 7.7.2.x SIA 7.5.3.x SIA	✓		Three Step Upgrade	Perform full upgrade to 8.1.1 SEA/SIA base release Perform full upgrade patch from 8.1.1 SEA/SIA to 17.0 Apply the 19.x update

***For more information on SEA and SIA Siebel CRM releases, please refer to My Oracle Support article [1514115.1](#).

Cloud Ready

Siebel CRM is Cloud Ready, across all cloud tiers (IaaS, PaaS and SaaS). Siebel CRM is fully tested and certified to run on Oracle Cloud Infrastructure (IaaS). The Oracle Cloud CX suite of SaaS applications can also easily be integrated into Siebel CRM, as well as Oracle PaaS solutions such as Oracle Live Experience and Oracle Analytics Cloud.

Siebel CRM is a unique platform for both on-premise and on-cloud deployment with strong integration capabilities. Organizations can easily extend Siebel CRM with other cloud ecosystem solutions enabling more modern features and scalability. This can help to enrich the CRM deployment to create more complete and memorable customer experiences without having to build everything again from scratch.



For customers on releases prior to Innovation Pack 2017, once upgraded to the latest release, they are on the Continuous Release Model.

- No more big bang, large annual upgrades
- Smaller, incremental and agile monthly Update cycles

Siebel CRM on Docker

Siebel CRM Dockerfiles to facilitate container builds are already available on the Siebel CRM Github repository. These are not directly supported by Oracle, but are provided to aid customers investigating Siebel CRM and Docker. Best-effort support is made via the issues page on the Github repository.

Siebel CRM Docker Images in the Docker Hub (EA)

After the introduction of Siebel CRM Docker images and providing the ability to run Siebel CRM in a Container form, we are in the process of publishing the Siebel CRM Release Updates as Container images directly to the Docker Hub. These images will only be made available starting with the Siebel CRM 19.x Release Updates. Note: there are no plans for older Siebel CRM versions to be made available as Docker containers.

CUSTOMER EXPERIENCE

New features pertaining to customer experience were delivered in 2019.

OpenUI

The following Open UI framework features have been added:

Multi-Tab Browser Support

The ability to launch the Siebel CRM application (e.g. Call Center) in a browser tab when the same application is running in another tab of the browser instance has been enabled. Also added is the ability to have multiple Siebel CRM portlets (as standalone applet or view) running in a single, external portal.

This provides the following key benefits:

- Improved integration flexibility with the capability to load multiple Siebel CRM portlets simultaneously in an external application.
- Improved productivity with multi-tab browsing of different Views in the same Siebel CRM application open in different browser tabs.
- Improved usability with multiple browser tabs accessing the same Siebel CRM session.

Auto Tile Visualization (EA)

This feature provides the option to visualize qualifying list applets as tiles without additional configuration improving user experience.

Online Help Update

Added search capability to the end user online help, including new product feature content that was introduced in 2018. The online help is available in all supported languages.

Customizing Application URLs

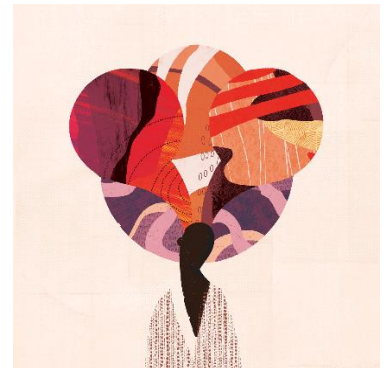
This feature provides the capability to customize the Application URL. For example, customers may choose to replace the reference to “Siebel” in the URL with their own brand name.

Searchable Virtual Business Component

This feature provides an ability for customers to be able to search on Applets that are based on Virtual Business Components (VBC).



Not only does Siebel CRM have the flexibility to deploy on-premise or in the cloud, but you can now use Docker containers with Kubernetes.



Since the introduction of OpenUI in 2013 the framework has continuously been enhanced with new features.

- In 2019 we saw new features improve productivity and user experience.
- We also saw OpenUI being used in more adaptable ways, interoperable with other UI coding frameworks.

INDUSTRY INNOVATION

Industry-specific innovations introduced in 2019 are described below.

Product Configurator using Oracle Advanced Constraint Technology (ACT) and Oracle Coherence Cache (EA)

Siebel Server Cache (built on the Oracle Coherence Cache) allows applications to share data by storing it in a central cache. Data shared in a central cache allows for a cumulative decrease in memory usage for the server as each Object Manager process will contain less cached data. Data will be cached once in Coherence and shared across the different Object Managers. Shared data is persisted, cluster-aware, and fault tolerant. The Siebel Server Cache will be used by the Siebel Product Configurator to communicate product model and messaging data to the new constraint engine.

Further progression towards a fully performance-tested, production-ready release of the new engine and cache which serve up the Siebel Product Configurator business constraints is being provided. ACT engines will be the foundation for parallel configuration going forward, allowing a user to work with multiple customizable products and switch between them quickly while maintaining multiple configurator sessions.

Enterprise Cache Persistence

Provides caching for the integration with Oracle Advanced Constraint Technology to be used by Siebel Product Configurator. This integration provides a more robust solution and expected performance gains.

Siebel CRM integration with Oracle Real-time Scheduler

Siebel CRM integration with Oracle Real-time Scheduler (ORS) has been enhanced to improve the maintenance of the integrated application.

One of the enhancements allows customers to select ORS or Siebel CRM as the master for Leaves and Period of Unavailability (POU) data. The new parameter introduced at the connector level determines whether Leaves and POU data coming from Siebel CRM will be synced to ORS or not. This parameter controls the behavior for both the initial cut over and incremental employee data sync.

The second enhancement ensures that when “Engineer ID” is sent as a skill in activity, these skills are mapped to “Crews” within ORS unlike other activity skills which are mapped to “Work Capabilities”.

Siebel Clinical Trails Management System (CTMS)

Clinical trip report smart script enhancement allowing the ability to provide fields to collect comments for each trip report question.



Our strategy for Siebel CRM Industry Applications is to provide specific functional improvements and ensure generic features can be applied to all industry solutions.

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