



Oracle Siebel CRM Release Updates (2020)

Oracle's Siebel CRM Release Updates in 2020 continue to drive value for organizations using Siebel CRM.

With the mature Continuous Release Model, 11 monthly Siebel CRM Release Updates were provided introducing new features that improve business agility, DevOps, developer and user experience.

In 2020, Oracle also announced the new Digital Experience for Communications solution. This initial step is part of an exciting strategy to advance Siebel CRM Industry solutions.

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 Oracle CX solutions (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 solution strategy, linking front and back office with business processes based on industry standards and best practices.



Siebel CRM Release Updates have been widely adopted by customers on our latest release.

The growing trend for customers on the continuous release model is to update their Siebel CRM deployment every 2-3 months.



Siebel CRM Release Updates in 2020 using the seamless repository framework continue to illustrate that new features can be delivered with less impact even if they include repository content.

AUTONOMOUS CRM

The automation imperative continues to require CRM systems to focus on superior customer experience. With business processes and operations becoming increasingly data intensive and automated (5G, IoT, AI) a key part of our application strategy is 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. Recent enhancements to the RESTful API provide more flexibility to enable different types of device to interact with the application and provide the capability to automate CI/CD processes.

Test Automation

The Test Automation framework is further enhanced, improving usability and agility with the following new features.

Creating Automated Tests

New features related to the creation of automated tests:

- Extend recording of click streams from Unit mode (test script by test script) to continuous or batch mode. In batch mode, recording can be enabled by setting preferences and you can record a set of flows without having to click Start and End for each flow. Recording mode can be disabled when required. All actions from login to logout get recorded.
- Limit recording of click streams to specific Users, Responsibilities, or Application modules
- Persist all parameters configured for scheduling automation batch execution, paving the way for easy replication and reuse
- Provide for more fields on test scripts to capture additional details of each test case, such as prerequisites, execution steps, input data, expected output, and post-processing.

Data Driven Tests:

- Data tables extend test scripts capability to test different input values for same functional flow. A generic framework provides the ability to define custom data tables and link them with test scripts. Testers are able to define set of logical data tables, link them with specific application fields used across different test scripts, and import/export data to and from data tables
- Parameterize tests can be run against the same flow with different values by defining data sets independently and associating with those data sets with required tests.
- During batch execution, test scripts associated with data sets can be run repeatedly until all sets of values are covered.
- Data sets can be maintained independently and reused across different tests.

Executing Automated Tests

New features related to the execution of automated tests:

Data Driven Tests:

- When iterating through data set values, you can choose to iterate a batch of tests either as an end-to-end flow or script-by-script. For example: Test Scripts A, B, and C in a test set can be executed in two ways:
- Script A can be run repeatedly till all data set values are exhausted, before taking up Script B, and so on.
- Alternatively, you can run Scripts A, B, and C for the first rows of data sets, and repeat the same sequence for each remaining rows of the data set until all data set rows are exhausted.



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.

- To maximize the returns from each run, and to make it time and cost efficient, the ability to **rerun failed and dependent tests** at the click of a button, as well as have the results merged together is provided. This is necessary to address the case where automated tests fail at the first execution due to synchronization issues and require re-execution in order to remove false positives. However, executing only failed and dependent tests is a tedious process, whereas re-executing all does not necessarily improve the success percentage.
- In addition, all test executions will require the results to be merged for analysis. The automation framework takes care of dependencies among scripts. This helps save precious cycle time and manual efforts required in segregation of failed and dependent tests, planning a separate run, and combining Test results
- To run automated test scripts in batch or lights-out mode, creating “Automation Execution Configuration” is key. In order to create them efficiently and to achieve the automated creation of records for regular automation runs a RESTful interface is provided. The REST API provided will help create the records and kick off batch runs without manual intervention.
- Test Execution enhancements including ease of configuration, API based records creation, automated reruns.
- Auto Exec Config is enhanced to reduce the manual effort required to create, and reduce manual errors.
- REST API to create Auto Exec Config records; to achieve automated kickoff of runs (no manual intervention).
- Automated rerun will take care of the re-execution of failed scripts, without manual intervention.

Test Automation Framework

New feature added specific to the Test Automation framework:

- Additional fields for test scripts are available to capture finer details of test cases including pre-requisite tasks, expected output for a given input of data, and also to support post processing.

BUSINESS AGILITY

Web Tools

New features were added into Web Tools as part of the continuing improvement of Developer Experience.

Script Editors and Debuggers for both Browser and Server Scripts

The Script Editor provides a web-based user interface with all the features of the original Siebel Tools editor, and a few more, such as better automatic formatting to make code easier to understand and edit.

The new editor and debugger aims to provide benefits such as:

Accelerates feature development

- Supports script editing and debugging in same tool as objects are edited
- Enables testing in Workspace-enabled development environments

Eliminates the needs for using Windows-only Siebel Tools for Scripting

- Consistency
- No client footprint – accelerates onboarding



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

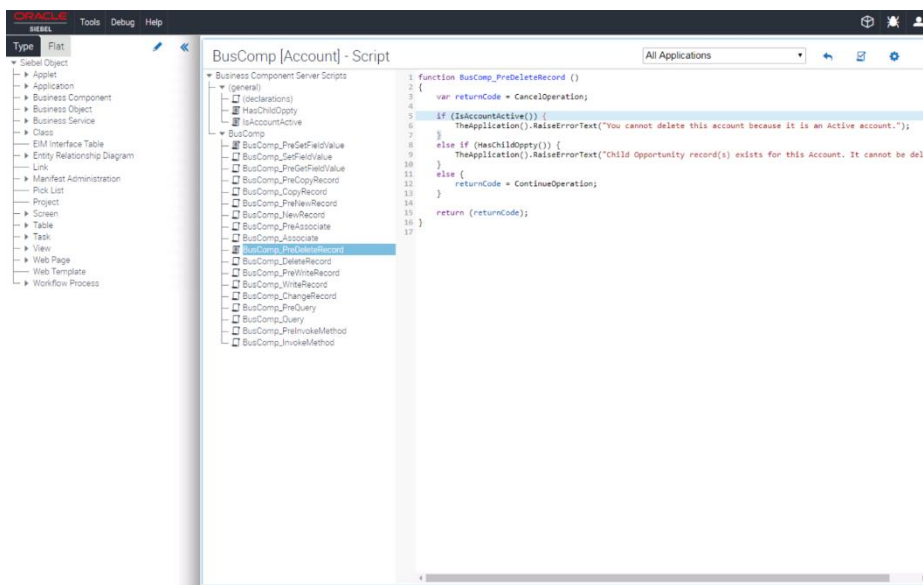


Image: Edit Scripts directly through the browser based Web Tools

The Debugger is implemented via a new Windows Service or Unix Daemon to handle communication between the Web Tools Object Manager and the Application Object Manager, allowing communication between the components.

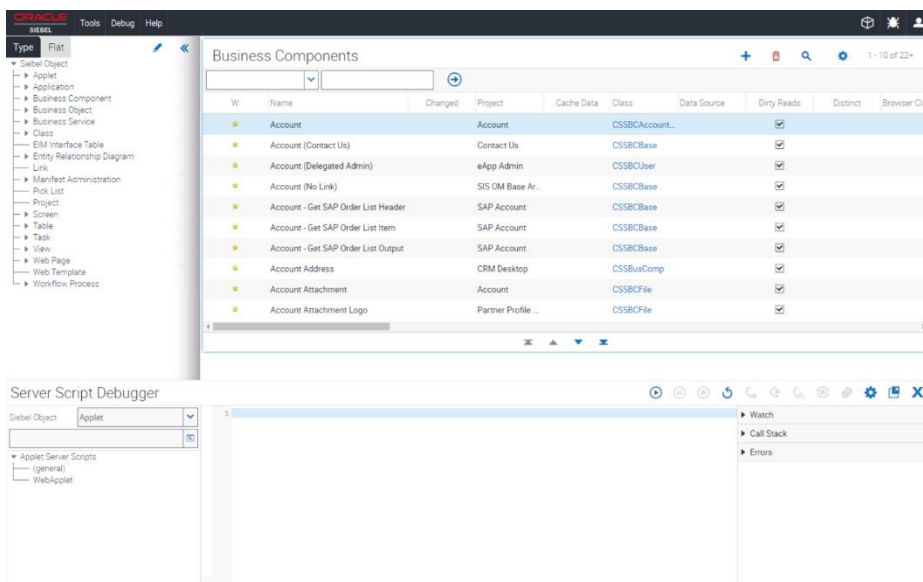


Image: Debug Scripts directly through the browser based Web Tools

Debugging is improved with Fix & Go capability:

- Allows changes to script while application is executing
- After making changes, application restarts at current location
- Uses new version of code without needing to re-open workspace
- Any change to repository objects will also be reloaded
- Execution uses new version of code
- Must cause triggering event



Workflow, Script Editor and Debugger are welcome additions to the Web Tools IDE. With the latest release of Siebel CRM, development teams' work in parallel with browser based Web Tools, improving productivity and developer experience.

Workflow Editor

This feature provides the ability to create, edit, and maintain Workflow Processes in the Web Tools application.

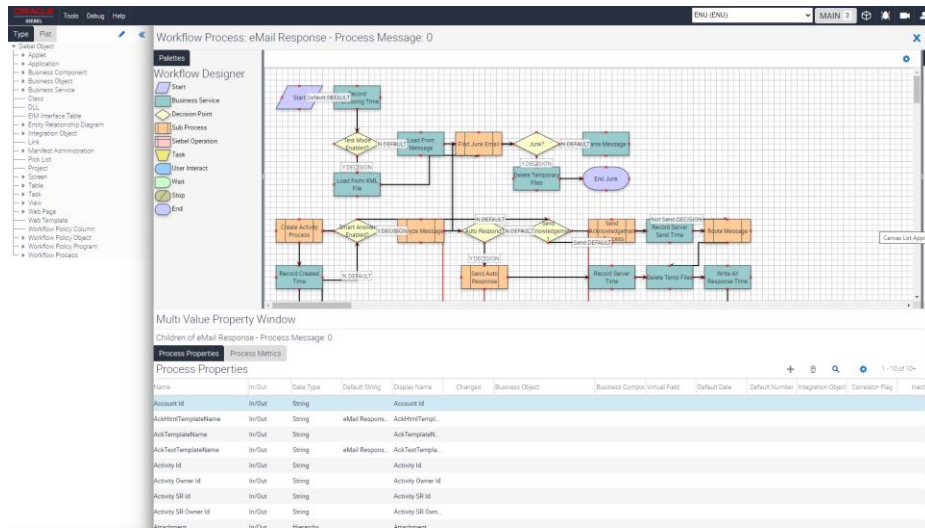


Image: Edit Workflows directly through the browser based Web Tools

Workspaces

New features are added to improve the flexibility of Workspaces.

- Workspace enablement for Workflow Processes including the complete parallel development and deployment support for Workflows and Tasks.
- Parallel development and deployment of Browser Scripts with automatic deployment to the AI as well as automatic migration into Production.

Parallel Development and Deployment for Workflows

This feature enables full parallel development and deployment capabilities for Workflows including:

- Parallel deployment, execution, simulation and monitoring of Workflows via the Runtime Repository (RR)
- Workspace Inspect (Preview) to support parallel development for Workflows
- Migration of Workflows from Design Repository (DR) to Runtime Repository (RR) via Runtime Repository tables
- Support for long-running Workflows in the Runtime Repository
- Rollback support for Workflows via Runtime Repository Version Rollback

Browser Script Deployment

- The Browser Script framework has been modified to eliminate the need to manually generate browser script and deploy it to Application Interface nodes.

Seed Data Modifications

Framework enhancements for Workspace-enabling custom seed and reference data tables.

- Seed/LOV modifications are now enabled directly on an Integration Workspace. This enables LOV modifications directly on the Integration Workspace rather than on a Developer Workspace.

Containers & Kubernetes

Siebel CRM with Docker

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

Oracle Cloud Marketplace

Images are available today which can be pulled from the Oracle Cloud Marketplace. These use a combination of Docker (for container support) and Jenkins (for deployment automation). The two options available are:

- **Single Virtual Machine with Sample Database** – offers the ability to pull an image into customer tenancies from the Oracle Cloud Marketplace. The result is a simple instance of Siebel CRM with one each of the primary tiers; Gateway, AI and Siebel Server tiers. These are connected to an instance of either the Sample or Empty Siebel database, which is provided as a containerized instance of the Oracle database, running on the same machine. This can be used by customers for sandboxing Siebel CRM in Oracle Cloud Infrastructure (OCI) and for an initial starting point for a development environment. Customers will need to have a license for both Siebel CRM and the Oracle database.
- **Single Virtual Machine with Sample Database on top of DBaaS** - this is identical to the above offering, except for the database, which in this instance uses DBaaS instead of a standard Oracle instance which is containerized. While also ideal for sandboxing, customers with low user counts and simple requirements, the introduction of a robust scalable DBaaS provides the ability to consider small production loads with no failover ability.
- **Upgrade OCI Deployments** - the ability to install Siebel CRM Release Updates as needed into an existing Siebel Enterprise has been provided via automation tooling to reduce the manual overhead.



Siebel CRM has the flexibility to deploy on-premise or in the cloud. You can also now use Docker containers with Kubernetes and receive the latest Siebel CRM Release Updates in containerized form.

Application Migration

Database Options

This feature allows the specification of various table and index information while creating a Migration Connection.

Siebel Runtime Repository Version Rollback

The Siebel Runtime Repository Version Rollback feature allows you to revert to the last known good version of a deployed application metadata (Siebel repository definitions). This is applicable only to Runtime Repository environments.

Seamless Repository Upgrade - Non Extensible Framework

The new framework helps to reduce the complexity for applying Siebel CRM Release Updates and remove barriers when adopting new features into heavily customized deployments. Without the need for IRM, there is zero customer intervention through binary-only feature delivery and an automated feature delivery with increased velocity.

For customers on the Continuous Release Model, key benefits are:

- Minimize complexity involved in the uptake of new features
- Reduced cost of upgrade and regression testing



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

REST API Enhancements

Features delivered to enhance the Siebel CRM REST API:

Multi Object support for Data in the Siebel REST API

The previous REST architecture allows the Insert, Update and Delete operations for only one record. As a result, it was necessary to write custom programs or scripts to call Siebel REST APIs multiple times to perform these operations on multiple objects for bulk operations. With this new enhancement it is possible to do these operations on multiple objects using single API call. It provides the following key benefits:

- Custom programs or scripts are no longer required to call the REST API multiple times, especially for bulk operations, saving time and effort.
- Greater efficiency, saves network and processing time involved when calling the API multiple times; improved performance for Siebel REST API users when operating on multiple records.

Siebel REST Outbound Redesign

The Siebel CRM REST API has been enhanced to cover a whole range of the Open API 2.0 (swagger) specification and also to address a number of important bugs. It is now possible to import and use external REST end point descriptions (in Open API 2.0 standard) containing:

- Independent definition and referencing of the object
- Arrays
- Enums
- Query params
- Other items according to Open API 2.0 specification

Record Count Response Header for Queries

- This new feature for Siebel developers improves and fine-tunes REST API calls that get data from the Siebel CRM application. As the number of records selected by a query specification can be very large, it becomes prohibitively expensive to return all records in a single response, and the response is "chunked" to the configurable batch size per response.
- For such cases this new feature helps developers by returning the total number of records in the database that the query returns, so you can make your queries more efficient. The record count information is returned as a response header called "Total-Record-Count".

Sort Specification support in Siebel REST Data and Workspace APIs

The Sort Spec feature helps developers to receive the response of REST GET (query) APIs in the required sort order on specified fields. The key benefits for developers using this API are:

- Developers don't have to write code/script to sort the response, so reduced development and maintenance cost.
- Sorting is done at the database layer hence more efficient than sorting the JSON response.
- Response can be sorted in any order on any number of fields specified.
- Easy to use as the SortSpec is a simple query parameter having comma separated fieldname:order pairs.

Siebel Modular Deployment Engine

The following features improve the deployment of new instances of Siebel CRM and Siebel CRM Release Updates.

Improved usability:



Enhancements to the REST API make it really easy to integration Siebel CRM with other applications – both on-premise and in the cloud.

- *Extreme scale throughput and transactions/second – some organizations integration Siebel CRM to 100's of other applications.*
- *Proven high availability and security.*
- *Extreme scale - one customer deployment of Siebel CRM achieved 300 million transactions per day.*

- Simplified workflows for both installation and configuration optimized to reduce the required inputs to a minimum.
- A single workflow is used to deploy a single server and/or client in any/or all languages including the installation and configuration of the system.
- Removed the need to use the “imagecreator” process, saving additional steps.
- Reusable install and configuration process for reconfiguration
- Silent Install scripting templates provided as part of Siebel CRM, allowing fully scripted and automated deployment.

Size and Performance improvements

- Reduced number and size of files used for Siebel CRM Release Updates by upto 75%.
- Previously, a full install required 15 downloads (20 GB per platform) but will now require just 3 files (less than 5 GB per platform).
- Reduced time period to run installations leading to faster deployment (up to 10x faster)

Optional feature uptake of the Siebel Modular Deployment Engine will accelerate and it will simplify deploying a single client or server instance or the entire enterprise.



*The Siebel Modular Deployment Engine reduces the number and size of files used for Siebel CRM Release Updates by **upto 75%***

Upgrade / Incremental Repository Merge (IRM) Support

The Siebel CRM IRM/upgrade support matrix for Siebel CRM 2020 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 20.x

SOURCE VERSION***	UPGRADE	IRM	APPROACH	DESCRIPTION
17.0 – 17.6 18.4-19.x		✓	Single Step Incremental Upgrade	Apply the 20.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 20.x update

8.0.x SIA / SEA	✓		Three Step Upgrade	Perform full upgrade to 8.1.1 SEA/SIA base release			
7.8.2.x SIA / SEA							
7.7.2.x SIA				Perform full upgrade patch from 8.1.1 SEA/SIA to 17.0			
7.5.3.x SIA				Apply the 20.x update			

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

Please note that with the introduction of the Siebel Modular Deployment Engine the approach to upgrade from older Siebel CRM releases will change.

Starting with the Siebel CRM 21.2 Release Update, customers can directly upgrade from any older Siebel CRM release (8.1/8.2 codeline) to the latest Siebel CRM Release Update with no intermediate step to install the 17.0 release.

Platform & Certification Updates

New certification updates delivered:

- DB2 for z/OS V12.1 certification - Oracle is in process with the certification of DB2 for z/OS for the Siebel CRM application. If customers need to take advantage of this certification they must plan to take the relevant Siebel CRM 19.x Update. Note: older Siebel CRM versions will not be certified on this platform.
- Windows 2019 Certification - Oracle plans to certify both Windows 2019 and MSSQL 2019 once Microsoft release them. Timeframe is dependent upon Microsoft products being released on General Availability. Note: these certifications will be on the latest available Siebel CRM Release Update at the time of the certification, older Siebel CRM releases will not be certified on this platform.
- Various 3rd party upgrades

Going forward from the Siebel CRM 21.1 Release Update, Oracle will indicate on My Oracle Support, when platform certifications are superseded by more recent Siebel CRM Release Updates. The following changes and benefits provided are:

- This will help identify which releases provide the latest fixes and features for dependent platforms as well as reducing risk.
- Once a Siebel CRM Release Update has been superseded, a patch fix will no longer be possible since a more recent Siebel CRM Release Update is available.
- Database certifications have been streamlined to only certify database connectors, not databases. Customers are free to use any database supported by the database client or connector supported in My Oracle Support certifications. Oracle does however require that a database is in continuing support by the respective database vendor. Any exceptions to this are always noted in the certification notes of the database connector.



Customers upgrading from older Siebel CRM releases, should always move to the latest available Siebel CRM release at that moment in time.

With the Continuous Release Model, all Release Updates are cumulative.

Customers should move directly to the latest release and not plan a two-step intermediate release approach.

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 “Limited Availability” 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.

CUSTOMER EXPERIENCE

New features pertaining to customer experience were delivered in 2020.

OpenUI

The following Open UI framework features have been added:

Auto Tile Visualization

The Auto Tile Visualization feature uses the seamless repository delivery framework. With this feature, all qualifying list applets can be rendered as a Tile automatically.

Performance Enhancement in Service Dispatch Board

This enables the Dispatch Board to be used in a Service Region with a large number of employees.

Smartphone User Experience

A new framework and user experience for Siebel Open UI, which enables the application (built using standard configuration & procedure) to function seamlessly on the latest Smartphone mobile devices (iPhone/Android based phones).

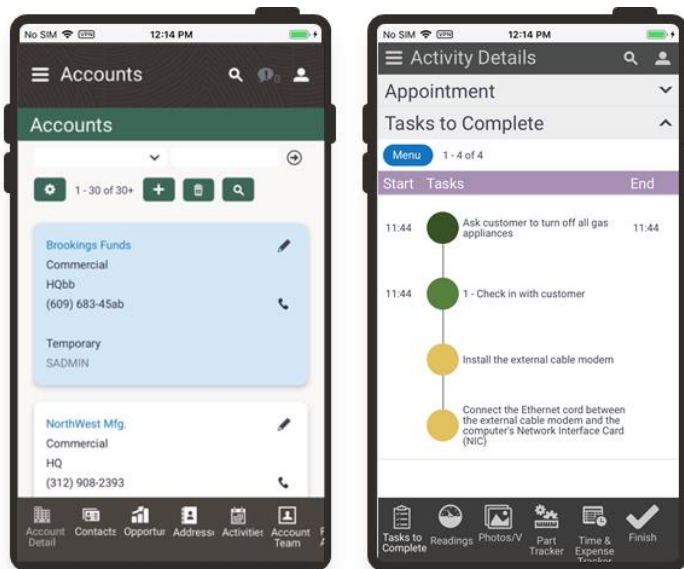


Image: Smartphone UX – Account List and Activity Task List views

Included in this new feature:

- Enhanced Smartphone UX with Redwood theme
- Siebel Mobile applications out of the box are optimized for Smartphones. The same mobile application can be used either on Tablets or Smartphones
- Smartphone UX is automatically generated via browser side transformation of an existing desktop or tablet application
- All applets in any Siebel application view are managed using an accordion panel
- “Tile” visualization is used for all List Applets and displays a maximum of 9 fields in the Tile applet



The automated conversion of existing application applets and views into the new Smartphone UX will greatly accelerate the ability to bring a modern mobile UX to Siebel CRM users, for free.

Our aim is to provide a consistent look and feel similar to the Oracle Cloud CX mobile applications. Navigation of list or form applets is replaced with intuitive scrolling and swiping navigation, consistent with Oracle applications UX.

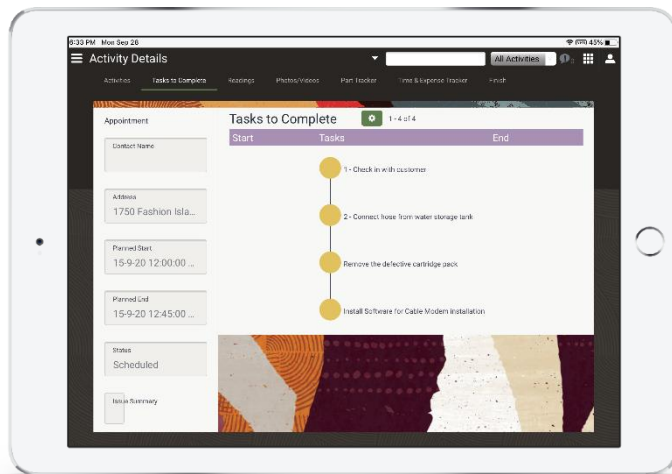


Image: Consistent user experience across Tablet and Smartphone

Helper Objects dramatically reduce the effort to configure existing Siebel CRM objects on a Smartphone by providing UX operation to application artefacts.

This new feature allows our customers to quickly create mobile applications based on their existing metadata and speed up the time to market.

Existing Siebel CRM Mobile applications are enabled with the new Smartphone UX: Field Service, Sales Mobile, Financial Services, Pharma, Consumer Goods

OOTB applications are also Smartphone ready, use them to kickstart development and deliver Smartphone UX mobile applications to your users for free.

Siebel Remote

The database platform that underpins Siebel Remote functionality has been replaced with a more updated solution in the Siebel CRM 20.9 Release Update.

Oracle XE / SQL Anywhere Replacement

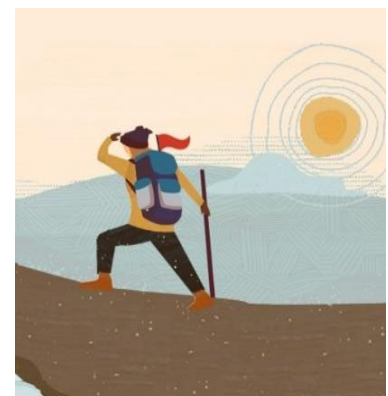
The existing Siebel Mobile Web Client (aka Siebel Remote) has been transitioned from Oracle Database Express Edition (XE) as the local database to Oracle Database Standard Edition 2 (SE2) as of the Siebel CRM 20.8 Release Update. There will be no impact on the functionality of Siebel Remote from end user's perspective.

There are no license implications for customers to use Oracle Database Standard Edition 2, if it is used for Siebel Remote.

Oracle XE is no longer supported by Oracle and support for SAP/Sybase will end in June 2022.

Enhanced DISA security by enabling SSO support

DISA security is improved by removing the server communication from the agent. DISA can now communicate with Siebel Open UI through a self-signed certificate. The configuration file for DISA contains a list of allow-listed Siebel Open UI servers that are validated during every authentication cycle before accepting a communication request.



Customers running Siebel Remote should note that Oracle XE is no longer supported by Oracle and support for SAP/Sybase will end in **June 2022**.

INDUSTRY INNOVATION

Industry-specific innovations introduced in 2020 are described below.

Digital Experience for Communications

Oracle [announced](#) a new cloud-based customer experience (CX) management solution for the communications industry in November, 2020. [Oracle Digital Experience for Communications](#) (DX4C) is a suite of industry-specific applications that capture and analyze customer-interaction data from front and back-office operations.

This helps service providers better understand their customers' unique buying behaviors and preferences so the providers can quickly launch compelling new offers and products, provide better service, and increase sales.

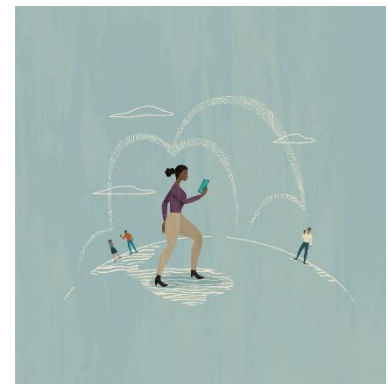
DX4C is an omni-channel, customer experience industry solution starting with three experiences: Launch, Buying and Care; built on Oracle's open digital architecture. The key principles behind the new solution architecture are:

- **Increase business agility and lower IT costs with an open industry architecture.** Deliver omnichannel, digital-first, and contextual experiences while lowering IT costs and risk. Oracle CX supports TM Forum Open Digital Architecture and open APIs, making it easy for you to rapidly deploy new services while maintaining interoperability with existing systems.
- **Decouple experience and IT.** Industry standard interfaces, APIs, and data models enable decoupling of systems of engagement from systems of record, lowering digital transformation risk and cost while maximizing the value of your existing IT investments. Introduce innovations to the market faster and enable more deliberate transformation of underlying mission-critical systems.
- **Experience first.** Deliver leading employee and customer experiences by leveraging Oracle's next-generation, AI-driven Redwood user experience and use open APIs to deliver the complete solution capabilities within your own experiences.
- **Adaptive data mastering.** Maintain customer data quality and consistency across your existing and Digital Experience for Communications applications. Optimize business performance with distributed subscription mastering protocol. Focus on innovating with an orderly and reliable change management lifecycle.
- **Real-time events.** Stay agile with event-driven data propagation across applications, including business intelligence, using an industry standard model for customer events. Respond to key customer events in real time to drive highly contextual user engagements.

The Siebel CRM Communications application plays a pivotal part of the new DX4C industry solution.

DX4C combines these modern, intelligent data-driven digital experiences with key industry specific capabilities from Siebel CRM (which has been the primary CX/CRM platform running at scale in hundreds of Tier 1/Tier 2 CSPs globally in the past 10+ years).

Capabilities such as single product model, shopping cart and customer view provide the speed, agility and insights necessary to deliver contemporary digital experiences all built on the robust, scalable and communications verticalized foundation to ensure successful deployments in large Tier 1 CSPs.



Our strategy for Siebel CRM Industry Applications is to provide specific functional improvements to ensure highly customized Siebel CRM deployments can easily be integrated with other key applications at extreme scale.

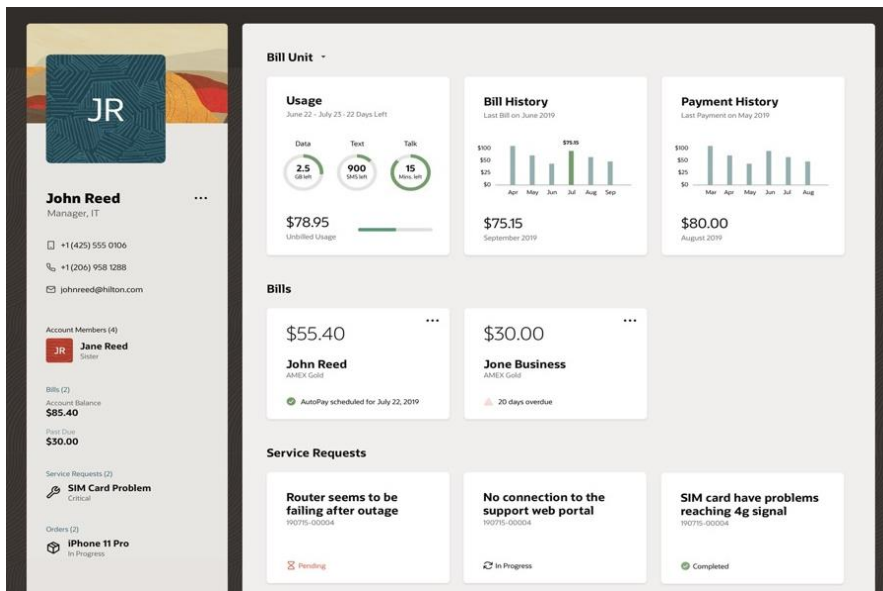


Image: Customer 360 Dashboard in DX4C with Redwood UX design.

For Siebel CRM customers, DX4C provides several distinct benefits:

- Deploy DX4C with minimal disruption to co-exist and complement existing Siebel CRM instances – simplifying the adoption of next-gen digital and data capabilities.
- Transition to DX4C at your own pace as DX4C leverages key elements of the Siebel CRM data model and exposes Siebel CRM REST APIs to reduce migration time and risk.
- Protect your existing Siebel CRM investment as DX4C provides a digitally transformed yet largely feature compatible experience, especially in more advanced buying and ordering scenarios.
- Reduce costs associated with managing Siebel CRM in your data centers - Oracle can run Siebel CRM on Oracle Cloud Infrastructure as a managed service – enabling CSPs to crystallize savings or apply them to investing in additional DX4C capabilities.

The new DX4C industry solution from Oracle represents a paradigm shift in strategy for Siebel CRM industry applications. The ability to closely align existing Siebel CRM customized deployments with new customer experience solutions dramatically advances Siebel CRM industry applications and ensures a high value roadmap for our customers, both for cloud and on-premise deployment. This framework is likely to be adopted in the near future for all the Siebel CRM Industry Applications.

For more detailed information on the new Digital Experience for Communications platform please refer to this [Executive Paper](#).

Customer Order Management

The iLog engine has been chosen as the strategic solution for Siebel Product Configurator going forward, replacing the previous strategy to adopt the Oracle Advanced Constraint Engine into Siebel CRM. This will provide further flexibility going forward to make improvements and also remove any migration issues for customers.



DX4C represents a holistic approach to complex CX industry solutions, built on a modern architecture and industry standards. The ability to re-use existing Siebel CRM deployments as part of the new solution provides tremendous value for Siebel CRM customers.

Siebel Clinical Trails Management System (CTMS)

User Experience

These enhancements will benefit end users such as Clinical Research Associates to improve productivity and data accuracy.

- Clinical trip report smart script enhancement allowing the ability to provide fields to collect comments for each trip report question.
- Usability enhancements to sorting, grouping, alerts, display, favorites and other standard configurations for Clinical Site Management.

Task UI for Clinical Flows

This feature provides a set of interactive procedures using Siebel Task Based UI workflow that helps Clinical users in various Site visit tasks like Protocol, region, site and risk assessment (RACT). The user interaction is automated with Forward/Backward navigation through multiple screens and views and including data validations, thereby increasing user efficiency and data quality.

Clinical Blinded and Unblinded Studies

The ability to manage both Blinded and Unblinded studies has been added. This includes associating blinded or Unblinded rights to clinical team members, thereby segregating the access to Blinded or Unblinded trip reports based on user's individual rights.

Load Balancer Support for Siebel Constraint Engine

This feature provides information about content-based routing, which provides a load balancing configuration for your configurable products.

Siebel remote configurator allowed load balancing of customizable products. This feature allows product administrators to define caching of customizable products in the context of bundle promotion on remote configurators. Load balancing of promotions / CP combinations on multiple remote configurator improves performance and scalability of configurator.



Oracle is one of the world's leading suppliers of Clinical Trial systems with Siebel CRM Clinical Trials a core component of the industry solution.

An estimated 60-70% of all Clinical Trials run on Siebel CRM including top Pharma companies that are using Siebel CRM for COVID-19 related Clinical Trials.

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