Siebel

Siebel What's New in This Release

October 2026

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Get Help

Preface

This preface introduces information sources that can help you use the application and this guide.

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1 What's New in Siebel CRM Release 26.1

Here's what's new in Siebel CRM Release 26.1:

- *Preserve Customer Configuration Changes During Monthly Updates*
- *User Experience – Web Component Framework*
- *Event-Based Reward Triggers for Loyalty Members*
- *Support for Microsoft Azure SQL Databases*
- *Redwood UX for Tablet Applications*

In addition to the documentation provided on the *Oracle Siebel Help Center*, please visit the *Siebel CRM Learning Subscription* site where authorized partners and customers can find free courses and transfer of information (TOI) videos on many Siebel CRM features.

Preserve Customer Configuration Changes During Monthly Updates

This feature decreases the time and effort needed to uptake new features released in Monthly Updates. Effective with this feature, the RepositoryUpgrade process has been replaced with "RepositoryUpdate". This new process reduces the number of changes made by the utility, with an overall benefit of a smoother uptake of the content introduced in a Siebel Monthly Update, allowing customers to leverage new features more easily than before.

Background:

Formerly, during a Monthly Update, there was a process known as "RepositoryUpgrade", which updated the Siebel CRM environment to incorporate Repository changes, schema changes, seed data, and other modifications introduced by new features. This utility delivered optional Repository changes made by the Oracle Siebel CRM development team. During execution, the RepositoryUpgrade utility imported data from the intervening releases since the last time it was run.

If the Siebel CRM environment wasn't kept up-to-date regularly with the latest Siebel CRM Monthly Updates, then the number of Repository changes that needed to be applied increased as well, leading to greater effort and cost involved with applying a Siebel CRM Monthly Update.

Many new anticipated benefits come with the RepositoryUpdate:

- Fewer conflicts to resolve by decreasing the payload from the utility to include only attribute-level changes (as opposed to entire objects).
- With a more focused set of changes, the time taken to resolve any possible conflicts drops significantly.
- Because Oracle will now provide only atomic level changes, the chance of overwriting customer Repository changes will be significantly reduced.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *RepositoryUpdate Utility*.

Training on this feature is available on *Oracle University*.

User Experience – Web Component Framework

Oracle JavaScript Extension Toolkit (Oracle JET) is a complete, modular JavaScript development toolkit that helps developers build engaging user interfaces (UIs). Based on industry standards and popular open-source frameworks, Oracle JET adds advanced functionality and services to help developers build better applications faster.

To facilitate the seamless interoperation for UI development between Siebel CRM and Oracle JET, a Web Component framework has been introduced. This provides a user experience aligned with Oracle Redwood aesthetics and components, with the following benefits:

- The Web Component Framework will expose the functionality of the OJET component within the Siebel application context through “binding”, enabling seamless interoperation with application data. It enables the creation of more reusable UI elements that in turn can be used to build more engaging user experiences.
- Accelerates innovation with shorter development cycles and faster feature delivery.
- Reduces total cost of ownership by minimizing custom code.
- Improves user satisfaction and adoption through a consistent Redwood experience.

In summary, the Web Component Framework will provide more options for Siebel customers to create bespoke user experiences based on industry standards and popular open-source frameworks.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Configuring Siebel Open UI Guide: *Overview of the Siebel Web Component Framework*.

Training about this feature is available on *Oracle University*.

Event-Based Reward Triggers for Loyalty Members

A good loyalty program recognizes events in their members' lifes or journeys with the brand by rewarding members at specific milestones. Loyalty programs often use "surprise and delight" marketing to re-engage dormant customers by exceeding their expectations with unexpected perks and gestures. These tactics create a positive emotional experience and make customers feel valued, which can remind them why they enjoyed their brand experience in the first place.

Siebel Loyalty now facilitates the automatic creation of transactions for members who meet certain triggers such as birthdays, anniversaries, referral completion, specific redemption, non-activity, and so on. These transactions are then processed to reward members.

This new functionality allows Loyalty Administrators and Program Managers to enhance their loyalty programs with the ability to create and process transactions to reward members at defined milestones or special occasions.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Loyalty Administration Guide: *About Event Based Rewards in Siebel Loyalty*.

Support for Microsoft Azure SQL Databases

> **Note:** This is only an announcement of support for the Azure SQL Database and doesn't affect any past or future statements regarding support for the Azure platform itself.

Consistent with Siebel CRM's strategic approach to open-platform support, we're announcing certification for Microsoft's Azure SQL Database platform for the Siebel Enterprise Application. This support gives our customers more options as they look to move their Siebel CRM instances into a cloud platform.

> **Note:** You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Installation Guide: *Running the grantusr.sql scripts on Azure SQL*.

Training on this feature is available on *Oracle University*.

Redwood UX for Tablet Applications

Redwood UX for Tablet Applications provides all the functionality of our feature-rich Siebel application, but with a new Redwood user-experience.

Tablet users will enjoy a refreshed interface that aligns visually and functionally with the desktop experience. Recognizing the unique demands of tablet usage, the redesign focuses on streamlining information and minimizing navigation—helping users complete tasks quickly on the go. The design reduces excessive information, displaying only the most relevant actions and essential data

> **Note:** You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Mobile Guide: Connected: *About the Siebel Redwood UI Theme*.

2 What's New in Siebel CRM Release 26.2

No new features were released in Siebel 26.2.

In addition to the documentation provided on the *Oracle Siebel Help Center*, please visit the *Siebel CRM Learning Subscription* site where authorized partners and customers can find free courses and transfer of information (TOI) videos on many Siebel CRM features.

3 What's New in Siebel CRM Release 26.3

Here's what's new in Siebel CRM Release 26.3:

- *Developer Experience: Enterprise Cache Operational Enhancements*
- *Customer Order Management – Improved Promotions UX*
- *Siebel UCM: Publish in Hybrid Mode*
- *Schema Changes without Downtime for Updates and Migration*
- *Replacement of Obsolete Data Types from Oracle and MSSQL Databases*
- *Developer Experience: Web Tools Applet Method Menu Wizard*
- *Developer Experience: REST APIs for Workspaces*
- *Siebel Cloud Manager - Smarter Ingress Routing*

In addition to the documentation provided on the *Oracle Siebel Help Center*, please visit the *Siebel CRM Learning Subscription* site where authorized partners and customers can find free courses and transfer of information (TOI) videos on many Siebel CRM features.

Developer Experience: Enterprise Cache Operational Enhancements

The Enterprise Cache Operational Enhancements enhancement provides these operational benefits:

- When deploying the Enterprise Cache Client Profile for your deployed Siebel servers, you can deploy the Client Profile once and it will automatically deploy to all your Siebel Servers. This will make your deployment of the Client Profiles much faster and less error prone.
- When deploying the Enterprise Cache Client Profile, SSH tunnels are established automatically from each Siebel Server deployed to each Coherence Server that's deployed.
- Improvements to the notification of Coherence cache status if the Coherence cache becomes unavailable and when it regains its footing.

Here's where you can accurately see the status of the Coherence cache:

- Help > Technical Support menu in the Siebel CRM Application
- Siebel Management Console (SMC) Cache Status tab

> **Note:** You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel System Administration Guide: *Siebel CRM and Coherence Enterprise Caching*.

Training about this feature is available on *Oracle University*.

Customer Order Management – Improved Promotions UX

In Siebel Customer Order Management, a Bundle Promotion definition can have hundreds of products from various relationships to choose from. To make it easy for sales agents to capture a customer's quote or order, the “Edit Promotion” UI has been enhanced to support pagination and search. As a result, an agent can quickly add one or more products using a new popup applet, improving productivity and ensuring data accuracy.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Order Management Guide: *Editing Bundle Product Promotions*.

Siebel UCM: Publish in Hybrid Mode

Siebel Universal Customer Master (UCM) is enhanced to enable publishing to multiple middleware systems or combinations of middleware and edge systems in hybrid mode. Hybrid mode lets UCM publish messages to all configured middleware and edge systems, regardless of their integration protocol (SOAP or REST).

With this capability, customers can design flexible and complex integration architectures — for example:

- Integrating both SOAP and REST-based systems through separate middleware platforms
- Seamlessly connecting legacy and modern applications to UCM without protocol limitations

This feature removes the current single-middleware restriction and lets enterprises achieve a unified, multi-protocol integration across diverse system landscapes.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Oracle Customer Hub (UCM) Master Data Management Reference: *Configuring Publish and Subscribe Functionality*.

Schema Changes without Downtime for Updates and Migration

This feature leverages capabilities available in the Oracle and Microsoft SQL Server database engines that allow for online modifications to schema objects.

With this feature, you avoid downtime during schema changes, ensuring that all employees, partners, customers, and integration points have access to user data in the Siebel CRM database, even when the schema structure is being modified.

Examples of when this feature comes into play include:

- During the application of a Siebel Monthly Update's "PostInstallDBSetup" or "RepositoryUpdate" processes, which can make changes to the physical schema
- When performing a migration from a Development environment to any downstream environment, including Production

Note: Full Runtime Repository Migration leverages this feature to avoid changes required to modify schema objects. However, there will still be downtime required to rename the Repositories.

Additional Background:

Changes to database schema objects are performed using Data Definition Language (DDL). When DDL is provided for existing objects (such as a change to a column definition) or to create certain kinds of new objects (such as indexes) The traditional approach that the various Siebel CRM utilities have used could introduce "table locks" or other conditions that would block end users from being able to use the application while the DDL was executing.

When this occurred, downtime could occur during the application of Siebel Updates (PostInstallDBSetup or RepositoryUpgrade) and Migration operations.

Basic Technical Information:

By modifying our existing utilities to leverage built-in capabilities of modern versions of the Oracle and Microsoft SQL Server database platforms, we can execute DDL that accomplishes the same end result without forcing downtime:

- For Oracle platforms, we leverage the DBMS_REDEFINITION package to change objects without making any schema objects offline.
- For Microsoft SQL Server platforms, we leverage the "ONLINE" keyword to modify objects without bringing any schema objects offline.

For more information on the technical details of these database-level capabilities, please refer to the Oracle or Microsoft documentation as appropriate.

Note: This change is not applicable to either DB2 database platform.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *Siebel Database Utilities*.

Training about this feature is available on *Oracle University*.

Replacement of Obsolete Data Types from Oracle and MSSQL Databases

This feature provides a utility to convert obsolete column types, such as Oracle's LONG and Microsoft SQL Server's TEXT/NTEXT to their modern equivalents: CLOBs and VARCHAR(max)/NVARCHAR(max).

The driver behind this is that the respective database vendors deprecated these data types many years ago, and modern database engines are no longer being optimized for these older types. Replacing them with their modern equivalents will take advantage of their inherent benefits, such as greater data storage space, as well as future-proofing should either vendor ever elect to completely end support for these.

Note: Please review the training material for important considerations before running this utility.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *Converting Obsolete Column Types on Oracle and Microsoft SQL Server Database Platforms*.

Also see:

- *Business Process Framework: Workflow Guide*
- *Configuring Siebel Business Applications Guide*
- *Siebel Enterprise Application Integration Guide*

Training on this feature is available on *Oracle University*.

Developer Experience: Web Tools Applet Method Menu Wizard

The Siebel Tools Applet Method Menu Wizard lets you modify an Applet Method menu. This wizard has been re-implemented in Web Tools so that you can quickly change Applet menus.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Configuring Siebel Business Applications Guide: *Using the Applet Method Menu Item Wizard in Web Tools*.

Training about this feature is available on *Oracle University*.

Developer Experience: REST APIs for Workspaces

REST APIs allow Workspaces to be called independently, without the need for the Web Tools or Siebel Tools UI – thus allowing automation and diverse use-cases. The REST APIs extend Developer automation capabilities and save time.

Here are some actions available with this feature:

- Cancel Rebase
- Create Workspace
- Checkpoint Workspace
- Revert Version
- Delete Workspace
- Submit for Delivery
- Undo Submit for Delivery
- Deliver Workspace
- Rebase Workspace
- Finish Rebase

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel REST API Guide: *Invoking Siebel REST APIs for Workspaces*.

Training about this feature is available on *Oracle University*.

Siebel Cloud Manager - Smarter Ingress Routing

Siebel Cloud Manager introduces support for Traefik as part of a Kubernetes deployment, to ensure continued security, support, and modern ingress traffic management. Support for Traefik is necessary because NGINX Ingress reached end-of-life in March 2026.

Traefik provides automatic SSL management, dynamic service discovery, and faster routing updates, reducing operational complexity. Its cloud-native design improves observability, scalability, and maintainability, and provides for the easy adoption of the Kubernetes Gateway API (a flexible, multi-protocol way to manage traffic routing).

This enhancement ensures Siebel CRM deployments on Kubernetes remain secure, reliable, and aligned with CNCF guiding principles.

Learning Resources:

This feature is documented in the Siebel Deploying Siebel CRM Containers on Kubernetes using Siebel Cloud Manager Guide: *Managing Ingress using Traefik*.

4 What's New in Siebel CRM Release 26.4

Here's what's new in Siebel CRM Release 26.4:

- *RepositoryUpdate Pre-Assessment Report*

In addition to the documentation provided on the *Oracle Siebel Help Center*, please visit the *Siebel CRM Learning Subscription* site where authorized partners and customers can find free courses and transfer of information (TOI) videos on many Siebel CRM features.

RepositoryUpdate Pre-Assessment Report

The RepositoryUpdate Pre-Assessment Report gives you insight into the impact of running RepositoryUpdate without executing it. This report lets Siebel implementation teams know in advance:

- What's going to change when they run the update
- Where critical conflicts will be
- How running the update will affect usage of the application

The report also gives implementors a sense of the level of effort involved in merging the changes provided by Oracle with their customizations.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *Running the RepositoryUpdate Pre-Assessment*.

Training about this feature is available on *Oracle University*.

5 What's New in Siebel CRM Release 26.5

Here's what's new in Siebel CRM Release 26.5:

- *Instant Preview and Multifile Download for Attachments*
- *REST API for Siebel Product Configurator*
- *Digital Business Experience - Customer 360 Agent Dashboard*
- *Customer Order Management - Comprehensive Caching for Bundle Promotions*

Instant Preview and Multifile Download for Attachments

This feature lets users quickly open and preview file attachments in Siebel CRM. Previews are read-only, enabling quick and easy content viewing, with no need to save files to the desktop and open them. Users can also quickly download multiple attachments from emails or related entities (such as contacts, accounts, or service requests) without additional button clicks.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Fundamentals Guide: *Previewing and Downloading Attachments*.

REST API for Siebel Product Configurator

REST API integration in Siebel Configurator enables seamless connectivity with external systems, web, and mobile platforms for real-time, omni-channel product configuration. It uses lightweight, industry-standard JSON protocol for efficient and developer-friendly interaction with Siebel Customer Order Management REST APIs. REST APIs for Siebel Configurator provides more agility and ease of integration aligned with modern integration patterns.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel REST API Guide: *About REST APIs for Siebel eConfigurator*. Also see: *What's New in Siebel REST API Guide, Siebel CRM 26.5 Update*.

Digital Business Experience - Customer 360 Agent Dashboard

This release features a modern, intuitive, Customer 360 agent dashboard that helps users efficiently complete end-to-end journeys for Communications providers using Oracle Digital Business Experience. The new dashboard delivers a unified view of the customer by bringing together service requests, assets, billing, and order insights into a single interface.

Built on the new Web Component Framework, the solution incorporates sophisticated Oracle Jet components, such as the folder layout. It enables personalized and actionable experiences using modular, standards-based components that

ensure flexibility, performance, and scalability. The dashboard helps agents engage customers more effectively and make confident, data-driven decisions at every interaction.

The key benefits include:

- Improved User Experience: A modern, intuitive, and responsive design enhances agent productivity and improves user satisfaction.
- Actionable Insights: The dashboard offers personalized customer insights (Churn Prediction, CLTV, NOB, and so on), enabling agents to improve customer engagement.
- Comprehensive 360-degree view: Integrates customer, billing, order, subscription, and service information to provide a complete view for informed decision-making.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in Chapter 4, Customer 360 Dashboard Using Web Component Framework, in the *Siebel Order Management Guide Addendum for Communications Guide*.

Customer Order Management - Comprehensive Caching for Bundle Promotions

Siebel Customer Order Management allows for the convergent bundling of products and services critical for telecommunications, media, finance, and other industries. This core functionality requires a hierarchical structure of products and services, converged in bundles, and often requires specialized caching to ensure high performance.

To deliver enhanced performance, Siebel Customer Order Management now offers a file-based caching solution for bundled promotions. This introduces improvements to the existing in-memory caching of bundled promotions, expanding it further by introducing comprehensive file caching capabilities using the Siebel File System.

The key benefits include:

- By providing a consistent cache utilization across the Siebel Enterprise and various promotion workflows, businesses can significantly reduce system overhead while accelerating promotion processing times.
- In the Siebel UI, cached bundle promotions boost the response time of key processes: Edit Promotion, Promotion Upgrade/Downgrade, Promotion Split/Merge, verify (IntegrityCheck), Add to Promotion, Debundle Promotion, and Bulk Request.
- REST APIs for Apply Promotion, Edit Promotion Upgrade, Get Promotion Details, and Clear Cache also benefit from this enhancement.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Pricing Administration Guide: *Clearing Promotion from the Cache*.

6 What's New in Siebel CRM Release 26.6

Here's what's new in Siebel CRM Release 26.6:

- *Siebel AI - Service Request Similarity Search*
- *Open Integration Framework Enhancement - API Transformation and Composition*
- *Intelligent Search - Advanced Usability Enhancements*
- *Monthly Assessment Report Enhancements*
- *Siebel Cloud Manager - Improved Flexibility for Kubernetes Security Controls*
- *Siebel AI - Retrieval-Augmented Generation (RAG)*
- *Analysis Export with XML Format Support Different File Formats*
- *User Experience – Web Component Framework*

Siebel AI - Service Request Similarity Search

Using AI automation, Service Request (SR) Similarity Search empowers service agents to find similar Service Requests to those in the queue. This enables service agents to be more productive and to troubleshoot issues with greater accuracy by identifying similar SR matches that have been previously resolved.

The Service Request Similarity Search uses RAG (Retrieval-Augmented Generation) and Hybrid Search (Semantic and Keyword) techniques for similarity computation by considering the standard or custom fields of an SR. The functionality is directly embedded into the Service Requests screens and views for service agents to use.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Applications Administration Guide: *Use Case 1: Service Request (SR) Similarity Search*.

Open Integration Framework Enhancement - API Transformation and Composition

Open Integration introduces an enhanced integration framework that enables organizations to implement advanced integration mechanisms for seamless communication between systems. It introduces new capabilities, such as API transformation and composite API implementation, allowing enterprise APIs (such as those from Siebel) to align with industry-standard models like TM Forum APIs or with customer-specific canonical data models.

API transformation allows data and messages from one system to be converted into a format that another system can understand. Many enterprise applications use different data structures, which can make integration complex. With Open Integration, organizations can transform internal data formats into standardized industry formats or customer-defined canonical models.

The framework also allows organizations to create composite APIs, which combine multiple back-end APIs, into a single interface. These APIs orchestrate several services together to meet the requirements of different digital channels such as web applications, mobile platforms, partner portals, and contact centers.

Open Integration also supports event-driven architecture using Kafka integration. Through a publish–subscribe (pub/sub) model, systems can communicate asynchronously by publishing events and allowing other systems to subscribe to them.

Benefits of new enhanced Open Integration Framework:

- Simplified Integration for Applications through composite APIs
- Compliance with industry-standard APIs through API transformation
- Improved Developer Productivity by abstracting complex back-end integrations into composite APIs, allowing developers to focus on building applications rather than managing multiple system interactions
- Better System Decoupling through the Kafka-based event-driven integration which reduces dependencies between systems. Applications can now communicate through events instead of direct connections, making the overall architecture more stable, resilient, and easier to maintain.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel REST API Guide: *Integrated Development Environment for Integration Developers* and in the Siebel Installation Guide: *Configuring Siebel Open Integration*.

Intelligent Search - Advanced Usability Enhancements

Siebel Intelligent Search is further enhanced with advanced querying capabilities, including field-based querying to refine results using structured criteria, and hierarchical querying to retrieve related records through parent-child relationships.

These improvements deliver more precise, context-aware results, enabling users to quickly locate relevant information across complex data sets.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Search Administration Guide: *External File Ingestion for Siebel Intelligent Search*.

Monthly Assessment Report Enhancements

The Monthly Assessment Report is enhanced to include a broader scope of analysis, including:

- Schema comparison
- Test automation review
- Usage pattern tracking review
- Report localization (non-ENU support)

These additional analyses give developers and quality assurance teams deeper insight into the effort required to uptake features delivered via the RepositoryUpdate utility.

Further, after running a Pre-Assessment Report, you can flag attributes that you want to be preserved, rather than updated to match the latest Oracle-provided definition.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *Running the RepositoryUpdate Pre-Assessment*.

Siebel Cloud Manager - Improved Flexibility for Kubernetes Security Controls

Siebel Cloud Manager (SCM) has historically operated with privileges that provide organizations with a highly convenient, end-to-end automation experience. SCM is now extending that operating model with a lower-privilege option for Kubernetes environments with stricter security controls, whilst preserving the familiar deployment, environment, and observability workflows.

This enables customers to benefit from SCM automation with minimal process changes, while administrators gain more control over runtime user IDs, permissions, and sensitive cluster-wide setup.

Key benefits:

- Minimal changes to existing SCM deployment and lifecycle workflows
- Preserve the convenience of SCM automation while reducing privilege requirements
- Improved alignment with OpenShift Security Context Constraints (SCC) and least-privilege Role Based Access Control (RBAC) practices
- Clearer separation between platform administration setup and SCM day-to-day operations
- Lower risk for security and compliance
- Easier approval in regulated or shared Kubernetes clusters

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the *Deploying Siebel CRM Containers on Kubernetes using Siebel Cloud Manager Guide*: See What's New in This Release.

Siebel AI - Retrieval-Augmented Generation (RAG)

Siebel AI - Retrieval-Augmented Generation (RAG) is an AI framework that provides ready to use RAG capabilities for an existing Siebel CRM deployment.

This enables organizations to easily set up RAG for their Siebel application across diverse use cases, accelerating deployment and reducing architectural complexity. The Siebel AI RAG framework has many practical uses, including real-time information discovery and customer support automation.

Siebel AI architects and developers can perform the following tasks:

- Upload your own data samples, either structured or unstructured data types, which will then be made accessible for AI Vector Search.
- Tweak the vector parameters, such as chunking and vector indexing, before embedding. This provides hands-on control with tuning how AI generates responses.

The framework contains everything necessary to accelerate configuration and deployment, including a user interface for configuring settings and entering prompts, as well as a script for rapid deployment. With this foundation, the business can focus on use cases, data sources, retrieval strategy, prompts, and interaction mode (application UI versus API).

In addition to the key benefits outlined above, this is an Oracle-supported solution which is fully tested to work with Siebel CRM.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Applications Administration Guide: *About Retrieval Augmented Generation (RAG)*.

Analysis Export with XML Format Support Different File Formats

This enhancement introduces Analysis Load Format support for Analysis, Analysis Collection, and Analysis Export.

Previously, Analysis Export supported only comma-delimited output. With this enhancement, Analysis Export now supports configurable delimiters as well as XML output through the Analysis Load Format configuration.

For Campaign Load, the Integration Object name is now derived from the header field defined in the Analysis Load Format configuration. Earlier, the Integration Object name was identified using the column name format: `SiebelIOName.<Siebel Integration Object Name>`.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Marketing User Guide: *Creating an Analysis Load Format*, *Associating Analysis Load Format with Analysis and Analysis Collection*.

User Experience – Web Component Framework

To further expand the seamless interoperation of UI development between Siebel CRM and Oracle JET, the Web Component framework introduced in the Siebel CRM 26.1 Update has been enhanced.

The new enhancements include a richer dynamic expression model, reusable component definitions, and advanced runtime evaluation. These allow UI composition, behavior, and data transformation to be defined directly within JSON.

These advancements reduce reliance on custom JavaScript and Presentation Model logic, enabling faster development, improved maintainability, and greater consistency across implementations.

The Web Component Framework aligns Siebel UX development with modern front-end paradigms, empowering organizations with more choices to build scalable, flexible, and sophisticated user experiences.

Benefits for developers include:

- UI composition, behavior, and data transformation defined within JSON
- Reusable UI components can be created and shared across implementations
- Dynamic expressions evaluated safely at runtime
- Minimal Presentation Model customization required for advanced use cases
- Inline parameter evaluation
- Safer and structured execution of expressions

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Configuring Siebel Open UI Guide: *Siebel Web Component Framework*.

7 What's New in Siebel CRM Release 26.7

Here's what's new in Siebel CRM Release 26.7:

- *Siebel AI Connectors*
- *Siebel Marketing - Segmentation Migration Utility*

Siebel AI Connectors

Siebel AI Connectors provides a standard, governed way to make all existing, configured, and new Siebel CRM capabilities accessible to agent-based AI systems. Built to work seamlessly with *Siebel Open Integration*, the framework enables enterprise APIs to be defined, managed, and exposed as MCP-compatible tools and deployable MCP servers. This provides an efficient way to connect trusted Siebel CRM data and workflows to agents, copilots, assistants, and autonomous workflows without building custom integration layers.

As organizations shift to AI-driven applications, they need a reliable way to connect those systems to the business processes, workflows, and data in their mission-critical Siebel CRM application. API exposure is an important foundation, but it isn't enough for agent-based AI.

AI systems need a structured way to:

- discover tools;
- understand their purposes;
- invoke them securely; and
- use them consistently in larger workflows.

Siebel AI Connectors provides that interoperability through a repeatable, governed, and standards-aligned approach.

While it's possible to expose APIs through Open Integration, they're not automatically ready for agent-based use. There's still a gap between API availability and AI usability.

Organizations need a way to:

- identify relevant APIs;
- define them as AI tools;
- manage tool metadata and inventory;
- configure MCP server deployments; and
- expose those tools through a consistent runtime model.

Without these capabilities, organizations must build custom middleware – increasing costs and complexity, introducing inconsistency, and potentially creating long-term technical debt.

With the Siebel AI Connectors as part of the product, Oracle gives customers a simpler, more supportable, and more consistent path to AI adoption. Instead of building and maintaining bespoke AI connectors, customers get a ready-to-use framework that reduces implementation time, lowers costs, and minimizes long-term support complexity. Oracle provides a consistent, governed approach to integrating AI with core business processes.

This support provides key value to:

- Organizations looking to adopt AI quickly without heavy custom development
- Developers and partners who need a repeatable way to make Siebel APIs ready for agentic AI

Siebel AI Connectors provides reliable interoperability in the broader enterprise AI ecosystem. Preserving the value of existing Siebel CRM business logic and integrations while making those capabilities accessible to AI systems in a governed, scalable, and standards-based way.

The result is faster AI adoption, lower reliance on ad hoc integrations, and a stronger foundation for future assistants, copilots, and autonomous workflows.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Installation Guide: *Siebel AI Connectors*.

Siebel Marketing - Segmentation Migration Utility

With the integration of Siebel Marketing and Oracle Analytics Server (OAS), organizations can use analytics to create interactive queries, visualizations, and dashboards to explore, analyze, and share data-driven insights from Siebel CRM and other various – often complex – data sources. Users can build reports, apply filters, create calculated items, and use AI-driven insights to analyze data.

The *Siebel Segmentation Migration Utility* migrates selected traditional segments in Oracle Business Intelligence Enterprise Edition (OBIEE) into OAS Analysis. This migration utility makes the transition from Segment to Analysis much easier, saving time and effort. Organizations can modernize their marketing operations without losing years of established segmentation logic and without needing to rewrite their customer segments from scratch.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Marketing Installation and Administration Guide: *Siebel Segmentation Migration Utility* and *Installing the Email Marketing Server*.

Also see: *Oracle Analytics Server* pages on Oracle Help Center.

8 What's New in Siebel CRM Release 26.8

Here's what's new in Siebel CRM Release 26.8:

- *New guide: Siebel AI Guide*
- *Enhanced Redwood UX for Siebel Mobile*
- *Developer Experience - Custom Control Over HTTP Error Status Codes*

New Guide - Siebel AI Guide

This new guide consolidates all of the existing documentation for Siebel AI features into one, easy-to-scan playbook. It includes information on the AI features for: Siebel Classic UI, Siebel Generative AI, and Siebel Agent AI.

See it here: *Siebel AI Guide*.

Enhanced Redwood UX for Siebel Mobile

Redwood UX for Siebel Mobile was first introduced in Release 20.9, providing a richer user experience for smartphone users. The new UX delivered in this release is further enhanced to deliver a modern, consistent interface aligned with desktop and tablet experiences.

Designed with the unique constraints of smartphone usage in mind, the new UX focuses on streamlined information presentation and simplified navigation, enabling users to perform tasks efficiently while on the move.

Key updates include:

- Restyled application, accordion components, and footer banners
- Updated styles, colors, icons, and fonts
- Refreshed applet and view styling
- Redwood UX is built using the OpenUI framework

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Mobile: Connected Guide: *Enhanced Smartphone UX for Siebel Mobile*.

Developer Experience - Custom Control Over HTTP Error Status Codes

In this release, REST error status code responses are more granular – letting the requestor more easily handle specific errors returned from a request.

Developers can adjust the error response wording to accurately convey the exact error being returned and to provide helpful text. This makes troubleshooting errors returned from Siebel CRM via REST request much easier and efficient.

Note: You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel REST API Guide: *Configurable HTTP Status Codes in Inbound REST Responses*.

9 What's New in Siebel CRM Release 26.9

Here's what's new in Siebel CRM Release 26.9:

- *Siebel Communications – TMF Open API Integration*
- *Resume Capability for Monthly Update Utilities*

Siebel Communications – TMF Open API Integration

Communication Service Providers (CSPs) are increasingly adopting TM Forum Open Digital Architecture (ODA) and TMF Open APIs to modernize their IT landscape and accelerate digital transformation. Siebel Communications now supports TMF Open API-based integrations for Order-to-Bill and agent-assisted billing care processes, providing a standardized, interoperable, and future-ready integration framework.

The solution introduces TMF Open API-based integrations between Siebel CRM, Oracle Communications Order and Service Management (OSM), and Oracle Communications Billing and Revenue Management (BRM), replacing the existing Oracle Application Integration Architecture (AIA)-based integration framework. It leverages TMF 622 (Product Ordering Management API) for order orchestration and TMF 666 (Account Management API) for account and billing interactions while preserving existing business capabilities and supported use cases.

Key Benefits

- Aligns Siebel Communications with TM Forum Open Digital Architecture (ODA) and TMF Open API standards.
- Simplifies integration between Oracle Communications applications through standardized, industry-recognized APIs.
- Reduces implementation complexity, customization effort, and long-term maintenance costs.
- Improves interoperability with customer digital ecosystems and third-party applications.
- Replaces legacy integration mechanisms with a modern, scalable, and standards-based architecture.
- Provides a future-ready integration foundation that supports Communication Service Providers (CSPs) in their digital transformation initiatives.

By adopting TMF Open APIs, organizations can accelerate integration projects, reduce implementation risk, simplify future upgrades, and align more closely with evolving industry standards while preserving existing business processes and investments.

Note: You do need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the *Siebel CRM Order Management Addendum for Communications Guide*. See the chapter on TMF Open API Integration.

Resume Capability for Monthly Update Utilities

The Resume Capability feature for Siebel Updates enables PostInstallDBSetup and RepositoryUpdate processes to continue from the last successfully completed logical step following an interruption or failure, eliminating the need to restart the update from the beginning.

By resuming only the remaining update steps, this enhancement significantly reduces recovery time, shortens maintenance windows, and minimizes operational risk. It also improves the reliability of Siebel Update operations while eliminating unnecessary reprocessing, resulting in a more efficient and predictable update experience for customers.

> **Note:** You don't need to do a Repository update for this feature.

Learning Resources:

This feature is documented in the Siebel Database Upgrade Guide: *Resume Siebel Database Update Utilities*.

10 What's New in Siebel CRM Release 26.10

Here's what's new in Siebel CRM Release 26.10:

- *Siebel Configurator: API-Driven UI Property Management*

Siebel Configurator: API-Driven UI Property Management

Siebel Configurator introduces API-driven UI Property Management, enabling product user interface properties for configurable products to be centrally managed and published through design-time APIs. This capability allows product catalogs, including Oracle Launch, to automatically consume and display the latest user properties, ensuring consistent presentation across digital channels.

By automating the publication of UI properties, product administrators can rapidly introduce new products, services, and configuration updates while reducing manual effort and maintaining consistency across digital commerce experiences.

Key benefits include:

- Accelerates time-to-market for new products and services through API-driven publishing.
- Enables centralized management and publication of configurable product UI properties.
- Provides seamless integration with Oracle Launch and other API-enabled product catalog solutions.
- Reduces manual configuration effort while improving consistency across product catalogs and digital channels.

Learning Resources:

We have updated the Integration Components in the SWIProductIntegrationIO Integration Object, as documented in the Siebel REST API Guide. See the SWI Product topic in the chapter, "Using Siebel REST API For Siebel Product Administration".