

# **SIEBEL<sup>®</sup> eBUSINESS APPLICATIONS**

## **SIEBEL DOCUMENTATION ROADMAP**

***SIEBEL 2000***  
*VERSION 6.0*

10PA1-DR00-06000

*MAY 2000*

Siebel Systems, Inc., 1855 South Grant St., San Mateo, CA 94402  
Copyright © 2000 Siebel Systems, Inc.  
All rights reserved. Published 1999–2000  
Printed in the United States of America

No part of this publication may be stored in a retrieval system, transmitted, or reproduced in any way, including but not limited to photocopy, photographic, magnetic or other record, without the prior agreement and written permission of Siebel Systems, Inc.

Target Account Selling Methodologies, Copyright © 1996 Target Marketing International, Inc. All rights reserved.

The full text search capabilities of Siebel eBusiness Applications include technology used under license from Fulcrum Technologies, Inc. and are the copyright of Fulcrum Technologies, Inc. and/or its licensors.

Siebel, the Siebel logo, ActiveBriefing, TrickleSync, TSQ, Universal Agent, and other Siebel product names referenced herein are trademarks of Siebel Systems, Inc., and may be registered in certain jurisdictions.

Windows® is a registered trademark of Microsoft Corporation.

All other product names, marks, logos, and symbols may be trademarks or registered trademarks of their respective owners.

U.S. GOVERNMENT RESTRICTED RIGHTS. Programs, Ancillary Programs and Documentation, delivered subject to the Department of Defense Federal Acquisition Regulation Supplement, are “commercial computer software” as set forth in DFARS 227.7202, Commercial Computer Software and Commercial Computer Software Documentation, and as such, any use, duplication and disclosure of the Programs, Ancillary Programs and Documentation shall be subject to the restrictions contained in the applicable Siebel license agreement. All other use, duplication and disclosure of the Programs, Ancillary Programs and Documentation by the U.S. Government shall be subject to the applicable Siebel license agreement and the restrictions contained in subsection (c) of FAR 52.227-19, Commercial Computer Software - Restricted Rights (June 1987), or FAR 52.227-14, Rights in General Data Alternative III (June 1987), as applicable. Contractor/licensor is Siebel Systems, Inc., 1855 South Grant Street, San Mateo, CA 94402.

**Proprietary Information**

Siebel Systems, Inc. considers information included in this documentation and in Siebel eBusiness Applications Online Help to be Confidential Information. Your access to and use of this Confidential Information are subject to the terms and conditions of: (1) the applicable Siebel Systems software license agreement, which has been executed and with which you agree to comply; and (2) the proprietary and restricted rights notices included in this documentation.

# Siebel Documentation Roadmap

Who Should Use This Book . . . . .	3
How This Book Is Organized . . . . .	4
Categories of Documentation . . . . .	5
Product Documentation Per Category . . . . .	6
General Documentation . . . . .	6
End Use Documentation . . . . .	8
Installation/Upgrade Documentation . . . . .	9
Application Administration Documentation . . . . .	11
System Administration Documentation . . . . .	14
Application Development Documentation . . . . .	16
Product Groups and Products . . . . .	19
Product Descriptions . . . . .	22
Internal Applications . . . . .	22
External Applications . . . . .	24
Additional Products . . . . .	27
Option Groups and Options . . . . .	35
Option Descriptions . . . . .	39
General Options . . . . .	39
.COM Options . . . . .	45
Communications Server Options . . . . .	47
Configurator Options . . . . .	48
eBriefings Options . . . . .	49
Field Service Options . . . . .	50

Handheld Option . . . . .	51
Marketing Options . . . . .	52
Professional Services Options . . . . .	53
Sales Options . . . . .	54
Service Options . . . . .	57

## Who Should Use This Book

This book is for all users of Siebel eBusiness Applications:

- End users
- Installers/upgraders
- Application administrators
- System and database administrators
- Application developers

For more information on finding the Siebel documentation appropriate for your needs, refer to [“Categories of Documentation” on page 5](#).

# How This Book Is Organized

The *Siebel Documentation Roadmap* is organized as follows:

- **Information that will help you determine the category of documentation most useful to you.** For this information, refer to [“Categories of Documentation” on page 5](#).

For example, if you are a marketing administrator, the documentation you need is in the application administration category.

- **List of documentation per category.** [“Product Documentation Per Category” on page 6](#) lists the documentation for each of the six categories:

- General documentation
- End use documentation
- Installation/upgrade documentation
- Application administration documentation
- System administration documentation
- Application development documentation

- **Product groups available in version 6.0.** This list appears in [“Product Groups and Products” on page 19](#).

Within each group the table lists the individual products that the group comprises.

- **Siebel product descriptions.** For descriptions of products available in version 6.0, see [“Product Descriptions” on page 22](#).

The information is organized by product group.

- **Option groups available in version 6.0.** This list appears in [“Option Groups and Options” on page 35](#).

Within each group the table lists the individual options that the group comprises.

- **Siebel option descriptions.** For descriptions of options available in version 6.0, see [“Option Descriptions” on page 39](#).

The information is organized by option group.

## Categories of Documentation

Table 1 lists documentation categories, the target audience for the documentation in each category, and audience descriptions.

**Table 1. Categories of Documentation**

Category	Audience	Audience Description
General	All users	All users of Siebel eBusiness Applications
End Use	End users	End users of Siebel eBusiness Applications
Installation/ Upgrade	System Administrators	People who: <ul style="list-style-type: none"> <li>■ Install Siebel software for initial use</li> <li>■ Upgrade Siebel software to new product releases</li> </ul>
Application Administration	Application Administrators	People who plan, set up, and maintain Siebel applications and application data
	Call Center Administrators	People who set up and maintain call center features like Computer Telephony Integration (CTI), SmartScripts, and message broadcasts
	Marketing Administrators	People who set up and maintain marketing departments. Example tasks include: <ul style="list-style-type: none"> <li>■ Design and manage campaigns</li> <li>■ Distribute product information such as price lists and literature</li> <li>■ Set up proposal and presentation templates</li> </ul>
System Administration	System Administrators	People who plan, set up, and maintain Siebel system software—for example, those who manage data replication and set up server tasks
	Database Administrators	People who administer database systems. Example tasks include: <ul style="list-style-type: none"> <li>■ Allocate space for the database and load data</li> <li>■ Monitor, back up, and recover database systems</li> <li>■ Manage user accounts</li> </ul>
Application Development	Application Developers/ Configurators	People who: <ul style="list-style-type: none"> <li>■ Configure existing Siebel applications</li> <li>■ Plan and implement new Siebel applications</li> </ul>

# Product Documentation Per Category

This section lists the documentation for each of the categories listed in [“Categories of Documentation”](#) on page 5.

## General Documentation

The documentation listed in [Table 2](#) supports all users.

**Table 2. General Documentation (Sheet 1 of 2)**

<b>Title</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Bookshelf for Siebel eBusiness Applications</i>	All products	Electronic (.pdf format) product documentation for all documents listed in this roadmap	
<i>Guide to Siebel Global Services</i>	All products	Description of the services offered by the Siebel Global Services organization	
<i>HTML Online Help</i>	.COM applications	Using the screens and views in Siebel .COM applications	Product component—not on the <i>Bookshelf for Siebel eBusiness Applications</i>
<i>Siebel Documentation Notes</i>	All products	Known documentation anomalies in Siebel documentation (For the URL for these notes, see the <i>Siebel Release Notes</i> )	Not on the <i>Bookshelf for Siebel eBusiness Applications</i>
<i>Siebel Documentation Roadmap</i>	All products	<ul style="list-style-type: none"> <li>■ Categories of documentation for all Siebel eBusiness Applications</li> <li>■ Product documentation per category</li> <li>■ Product descriptions</li> </ul>	New in 6.0
<i>Siebel Glossary</i>	All products	Important terms used in Siebel eBusiness Applications	



**Table 2. General Documentation (Sheet 2 of 2)**

<b>Title</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Online Help</i>	Call Center, Field, and Marketing products	Using the screens and views in Siebel Call Center, Field, and Marketing applications	Product component—not on the <i>Bookshelf for Siebel eBusiness Applications</i>
<i>Siebel Release Notes</i>	All products	Known product anomalies in Siebel products	Not on the <i>Bookshelf for Siebel eBusiness Applications</i>
<i>Siebel System Requirements and Supported Platforms</i>	All products	Hardware and software requirements for: <ul style="list-style-type: none"> <li>■ Siebel eBusiness Applications</li> <li>■ Siebel Tools</li> <li>■ Siebel Enterprise Server</li> </ul> Ancillary and supported third-party software	

## End Use Documentation

The documentation listed in [Table 3](#) supports end users of Siebel eBusiness Applications.

**Table 3. End Use Documentation**

<b>Title</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Basics</i>	All products	Navigating the Siebel eBusiness Applications user interface	
<i>Siebel eTraining Guide</i>	Siebel eTraining	<ul style="list-style-type: none"><li>■ Viewing training information</li><li>■ Registering for or dropping classes</li><li>■ Enrolling in or dropping curriculum paths</li><li>■ Taking skill tests</li></ul>	<ul style="list-style-type: none"><li>■ New in 6.0</li><li>■ Also in Application Administration category</li></ul>
<i>Siebel Pricer Guide</i>	Siebel Pricer	Using and administering Siebel Pricer	Also in Application Administration Category
<i>Using Siebel Applications</i>	All products	Using Siebel eBusiness Applications to perform common tasks	

## Installation/Upgrade Documentation

The documentation listed in [Table 4](#) supports system administrators who are installing or upgrading Siebel software.

**Table 4. Installation/Upgrade Documentation (Sheet 1 of 2)**

Title / Usage Notes	Product Group / Product	Contents	Notes
<i>Siebel Anywhere Guide</i>	All dedicated-client products	Setting up and using: <ul style="list-style-type: none"> <li>■ Siebel Anywhere</li> <li>■ Siebel Packager utility</li> </ul>	Also in System Administration category
<i>Siebel Client Installation and Administration Guide</i>	All products	Installing and administering all types of Siebel clients: <ul style="list-style-type: none"> <li>■ Dedicated client</li> <li>■ Mobile client</li> <li>■ Thin client</li> </ul>	Also in System Administration category
<i>Siebel Distance Learning Guide</i>	Siebel Distance Learning	<ul style="list-style-type: none"> <li>■ Installing and configuring Siebel Distance Learning</li> <li>■ Adding and deleting training sessions</li> <li>■ Teaching a Distance Learning training session</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel Training Guide</i> in 5.6</li> <li>■ Also in Application Administration category</li> </ul>
<i>Siebel Marketing Guide</i>	Siebel Marketing	<ul style="list-style-type: none"> <li>■ Installing Siebel Marketing, the Sagent Data Collection Agent, and Business Objects</li> <li>■ Building and administering the Siebel Data Mart</li> <li>■ Configuring Siebel Marketing and the Siebel Data Mart</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel Marketing Enterprise Guide</i> in 5.6</li> <li>■ Also in Application Administration category</li> </ul>

**Table 4. Installation/Upgrade Documentation (Sheet 2 of 2)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Server Installation Guide</i>	All products	Installing: <ul style="list-style-type: none"><li>■ Siebel Servers</li><li>■ Application Object Manager</li><li>■ Server-side thin client components</li><li>■ Siebel Report Server</li></ul> Database scripts for each DBMS supported in version 6.0	<i>Siebel Installation Guide</i> in 5.6
<i>Siebel Upgrade Guide</i>	All products	Upgrading releases of Siebel eBusiness Applications from previous versions to version 6.0	
<i>Siebel Wireless Guide</i>	Siebel Wireless	Installing, administering, and using Siebel Wireless	<ul style="list-style-type: none"><li>■ New in 6.0</li><li>■ Also in Application Administration category</li></ul>

## Application Administration Documentation

The documentation in [Table 5](#) covers application administration of Siebel eBusiness Applications and supports one or more of the following:

- Application administrators
- Call center administrators
- Marketing administrators

**Table 5. Application Administration Documentation (Sheet 1 of 3)**

Title / Usage Notes	Product Group / Product	Contents	Notes
<i>Siebel .COM Applications Guide</i>	.COM applications	Administering Siebel .COM applications	
<i>Siebel Applications Administration Guide</i>	All products	Performing a broad range of application administration tasks	
<i>Siebel eBriefings Guide</i>	Siebel eBriefings	Administering and using Siebel eBriefings: <ul style="list-style-type: none"> <li>■ Publishing literature, links, and bulletins</li> <li>■ Creating account topics</li> <li>■ Running predefined queries</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel InterActive Guide</i> in 5.6</li> <li>■ Also in Application Development category</li> </ul>
<i>Siebel Communications Server Administration Guide</i>	Siebel eMail Response, Siebel Marketing, Siebel Paging, and Siebel Workflow	<ul style="list-style-type: none"> <li>■ Setting up and administering the Siebel Communications Server to send outbound email, fax, and pages to contacts, prospects, and employees</li> <li>■ Setting up profiles for inbound email in Siebel eMail Response</li> </ul>	<ul style="list-style-type: none"> <li>■ New in 6.0</li> <li>■ Also in System Administration category</li> </ul>
<i>Siebel CTI Guide</i>	Siebel Call Center	Implementing computer telephony integration for call center applications	For call center administrators
<i>Siebel Distance Learning Guide</i>	Siebel Distance Learning	<ul style="list-style-type: none"> <li>■ Installing and configuring Siebel Distance Learning</li> <li>■ Adding and deleting training sessions</li> <li>■ Teaching a Distance Learning training session</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel Training Guide</i> in 5.6</li> <li>■ Also in Installation/ Upgrade category</li> </ul>

**Table 5. Application Administration Documentation (Sheet 2 of 3)**

Title / Usage Notes	Product Group / Product	Contents	Notes
<i>Siebel eConfigurator Guide</i>	Siebel eConfigurator	Using Siebel eConfigurator to create configuration models to provide users with an interactive, rule-governed method for configuring products	<i>Siebel Product Configurator Guide</i> in 5.6
<i>Siebel eMail Response Guide</i>	Siebel eMail Response	<ul style="list-style-type: none"> <li>■ Managing and responding to incoming email</li> <li>■ Setting up and administering Siebel eMail Response</li> </ul>	<i>Siebel E-mail Agent Guide</i> in 5.6
<i>Siebel eTraining Guide</i>	Siebel eTraining	Setting up an eTraining Web site	<ul style="list-style-type: none"> <li>■ New in 6.0</li> <li>■ Also in End Use category</li> </ul>
<i>Siebel Field Service Guide</i>	Siebel Field Service	<ul style="list-style-type: none"> <li>■ Functional overview and business scenario for every module in Siebel Field Service</li> <li>■ Description of every screen and field</li> <li>■ Procedures for using the features in Siebel Field Service</li> <li>■ Information about configuration and administration</li> </ul>	
<i>Siebel Incentive Compensation Guide</i>	Siebel Incentive Compensation	Administering the Siebel Incentive Compensation module	
<i>Siebel Marketing Guide</i>	Siebel Marketing	<ul style="list-style-type: none"> <li>■ Installing Siebel Marketing, the Sagent Data Collection Agent, and Business Objects</li> <li>■ Building and administering Siebel Data Mart</li> <li>■ Configuring Siebel Marketing and Siebel Data Mart</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel Marketing Enterprise Guide</i> in 5.6</li> <li>■ Also in Installation/ Upgrade category</li> </ul>
<i>Siebel Pricer Guide</i>	Siebel Pricer	Using and administering Siebel Pricer	Also in End Use Category

**Table 5. Application Administration Documentation (Sheet 3 of 3)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Release Manager Guide</i>	All products	Administering and using the Siebel Release Manager, a product to help manage the product development and release life cycle	New in 6.0
<i>Siebel Search Guide</i>	Siebel Search	Implementing, configuring, and monitoring Siebel Search, a text-retrieval tool that allows users to scan database tables and external documents	
<i>Siebel SmartScript Guide</i>	Siebel SmartScript	Creating scripts and eSmartScripts, and configuring Siebel SmartScript to work with Siebel CTI	For call center administrators
<i>Siebel Wireless Guide</i>	Siebel Wireless	Installing, administering, and using Siebel Wireless	<ul style="list-style-type: none"> <li>■ New in 6.0</li> <li>■ Also in Installation/Upgrade category</li> </ul>

## System Administration Documentation

The documentation listed in [Table 6](#) supports system administrators and database administrators.

**Table 6. System Administration Documentation (Sheet 1 of 2)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Anywhere Guide</i>	All dedicated-client products	Setting up and using: <ul style="list-style-type: none"><li>■ Siebel Anywhere</li><li>■ Siebel Packager utility</li></ul>	Also in Application Administration category
<i>Siebel Assignment Manager Administration Guide</i>	All products	<ul style="list-style-type: none"><li>■ Assignment concepts and strategies</li><li>■ Configuring and running Assignment Manager</li><li>■ Defining assignment rules and criteria</li></ul>	
<i>Siebel Client Installation and Administration Guide</i>	All products	Installing and administering Siebel eBusiness Applications clients	Also in Installation/Upgrade category
<i>Siebel Communications Server Administration Guide</i>	All products	Setting up and administering the Siebel Communications Server	<ul style="list-style-type: none"><li>■ New in 6.0</li><li>■ Also in Application Administration category</li></ul>
<i>Siebel eBusiness Application Integration Guide</i>	All products	<ul style="list-style-type: none"><li>■ Using Siebel integration products to share data between Siebel eBusiness Applications and external applications</li><li>■ Data transport and transformation</li><li>■ Siebel XML (Extensible Markup Language) specific to EAI (eBusiness Application Integration)</li></ul>	<ul style="list-style-type: none"><li>■ New in 6.0</li><li>■ Also in Application Development category</li></ul>



**Table 6. System Administration Documentation (Sheet 2 of 2)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel eBusiness Connector for SAP R/3 Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Integrating Siebel eBusiness Applications with SAP™ R/3®</li> <li>■ Integration using SAP IDOC (Intermediate Document) and BAPI (Business Application Programming Interface) interfaces</li> <li>■ Predefined mappings between Siebel business objects and SAP R/3 business objects</li> </ul>	Also in Application Development category
<i>Siebel Enterprise Integration Manager Administration Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Enterprise Integration Manager (EIM) imports, exports, deletes, and merges</li> <li>■ Interface tables and base tables</li> <li>■ EIM configuration file</li> </ul>	Also in Application Development category
<i>Siebel Remote and Replication Manager Administration Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Administering Siebel Remote and Replication Manager</li> <li>■ Extracting, setting up, and synchronizing mobile clients</li> <li>■ Using routing rules and groups</li> </ul>	
<i>Siebel Server Administration Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Server administration, server architecture, system service administration, and security administration</li> <li>■ State model administration</li> <li>■ Server Manager, Data Quality Manager, List Manager, and Application Object Manager</li> <li>■ Server components and parameters</li> </ul>	
<i>Siebel Workflow Manager Guide</i>	All products	Configuring, implementing, testing, and monitoring Siebel Workflow	<i>Siebel Workflow Manager Guide in 5.6</i>

## Application Development Documentation

The documentation in [Table 7](#) supports application developers.

**Table 7. Application Development Documentation (Sheet 1 of 3)**

Title / Usage Notes	Product Group / Product	Contents	Notes
<i>Siebel Configurator Integration Object API Reference</i>	Siebel Configurator	Using Siebel Configurator interface methods to create a Configurator interface for exchanging information with a Siebel application  Includes reference information for OLE2 automation integration between the Siebel application and third-party product configurator applications	<i>Siebel Product Configurator API Reference</i> in 5.6
<i>Configuring Siebel .COM Applications</i>	.COM applications	Modifying Siebel .COM applications  Includes information about Siebel templates, tags and properties, and the configuration process	
<i>Siebel eBriefings Guide</i>	Siebel eBriefings	<ul style="list-style-type: none"> <li>■ Integrating external content</li> <li>■ Configuring eBriefings</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Siebel InterActive Guide</i> in 5.6</li> <li>■ Also in Application Administration category</li> </ul>
<i>Siebel eBusiness Application Integration Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Using Siebel integration products to share data between Siebel eBusiness Applications and external applications</li> <li>■ Data transport and transformation</li> <li>■ Siebel XML (Extensible Markup Language) specific to EAI (eBusiness Application Integration)</li> </ul>	<ul style="list-style-type: none"> <li>■ New in 6.0</li> <li>■ Also in System Administration category</li> </ul>

**Table 7. Application Development Documentation (Sheet 2 of 3)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel eBusiness Connector for SAP R/3 Guide</i>	All products	<ul style="list-style-type: none"> <li>■ Integrating Siebel eBusiness Applications with SAP™ R/3®</li> <li>■ Integration using SAP IDOC (Intermediate Document) and BAPI (Business Application Programming Interface) interfaces</li> <li>■ Predefined mappings between Siebel business objects and SAP R/3 business objects</li> </ul>	Also in System Administration category
<i>Siebel eScript Language Reference</i>	All products	<ul style="list-style-type: none"> <li>■ Overview of Siebel programming environment and Siebel eScript language</li> <li>■ Instructions, methods, objects, and other details associated with Siebel eScript</li> </ul>	
<i>Siebel Interface Tables Reference</i>	All products	Reference information about the interface tables used to store data being imported and exported from and to the Siebel database	
<i>Siebel Object Interfaces Reference</i>	All products	<ul style="list-style-type: none"> <li>■ Programming environment embedded in Siebel Tools</li> <li>■ Interfaces available for accessing Siebel objects</li> <li>■ Siebel events and methods, grouped by object type</li> <li>■ Quick reference information about Siebel event and method syntax</li> </ul>	
<i>Siebel Object Types Reference</i>	All products	<ul style="list-style-type: none"> <li>■ Siebel object types configurable by customer developers</li> <li>■ Definitions of properties within each object type</li> </ul>	

**Table 7. Application Development Documentation (Sheet 3 of 3)**

<b>Title / Usage Notes</b>	<b>Product Group / Product</b>	<b>Contents</b>	<b>Notes</b>
<i>Siebel Reports Guide</i>	Siebel Reports	Using the Actuate Developer Workbench to customize, enhance, and create new Siebel reports	
<i>Siebel Tools Guide</i>	All products	Guidance information, basic and advanced concepts, and reference information about Siebel Tools	Version 6.0 incorporates <i>Siebel Configuration Concepts Guide</i> from version 5.6
<i>Siebel VB Language Reference</i>	All products	<ul style="list-style-type: none"><li>■ Overview of Siebel programming environment and Siebel VB language</li><li>■ Siebel VB commands and functions, including examples</li></ul>	

## Product Groups and Products

Siebel eBusiness Applications consist of the following product groups and products. For descriptions of the products, see [“Product Descriptions” on page 22](#).

The three major groups of applications are:

- Applications usually used by internal employees of an enterprise

These are sometimes called “employee-facing” applications. Examples are Siebel Call Center and Siebel Sales.

- Applications usually used by partners, customers, and prospects of an enterprise.

These are sometimes called “customer-facing” applications. Examples are Siebel eChannel and Siebel eSales.

- Additional products

This group includes system software, Siebel Tools, and other products.

[Table 8](#) lists the product groups and products.

**Table 8. Product Groups and Products (Sheet 1 of 3)**

Product Group	Products	Notes
Internal Applications (“Employee-Facing” Applications)	Siebel Call Center	
	Siebel eMail Response	New in 6.0
	Siebel Field Service	
	Siebel Marketing	
	Siebel Pricer	New in 6.0
	Siebel Professional Services	New in 6.0
	Siebel Sales	
	Siebel Service	

**Table 8. Product Groups and Products (Sheet 2 of 3)**

Product Group	Products	Notes
External Applications (“Customer-Facing” Applications)	Siebel eChannel	
	Siebel eCustomer	
	Siebel eMarketing	
	Siebel eSales	
	Siebel eService	
	Siebel Web Objects	
Additional Products	Siebel Communications Server	New in 6.0
	Siebel Distance Learning	
	Siebel eBusiness Application Integration (EAI)	New in 6.0
	Siebel eBusiness Connector for SAP™ R/3®	
	Siebel Global Enterprise Support	Components: <ul style="list-style-type: none"> <li>■ Siebel Language Extensions</li> <li>■ Siebel Multi-Currency</li> </ul>
	Siebel Release Manager	New in 6.0
	Siebel System Software	Required for any base Siebel application purchase Components: <ul style="list-style-type: none"> <li>■ Siebel Enterprise Integration Manager</li> <li>■ Siebel Remote Server</li> <li>■ Siebel Replication Manager</li> <li>■ Siebel Server Manager</li> </ul>

**Table 8. Product Groups and Products (Sheet 3 of 3)**

<b>Product Group</b>	<b>Products</b>	<b>Notes</b>
Additional Products (continued)	Siebel Thin Client	Types of thin clients: <ul style="list-style-type: none"> <li>■ Siebel HTML Thin Client</li> <li>■ Siebel Java Thin Client</li> <li>■ Siebel Thin Client for Windows</li> <li>■ Siebel WML Thin Client</li> </ul>
	Siebel Tools	Components: <ul style="list-style-type: none"> <li>■ Advanced Database Extensibility</li> <li>■ Siebel Application Upgrader</li> <li>■ Siebel BusObject Designer</li> <li>■ Siebel BusObject Interfaces</li> <li>■ Siebel Database Extension Designer</li> <li>■ Siebel eScript</li> <li>■ Siebel Report Designer</li> <li>■ Siebel VB</li> </ul>
	Siebel Wireless	New in 6.0

# Product Descriptions

This section describes the Siebel products available in version 6.0, and the product documentation that supports them. The descriptions are organized by product group.

## Internal Applications

This subsection contains descriptions of the Siebel internal (“employee-facing”) applications.

### Siebel Call Center

Siebel Call Center helps create an integrated, closed-loop information flow among sales, marketing, and customer service operations. Agents can view a history of client-specific communication and service activities. Siebel Call Center allows agents to handle interactions across a broad range of communication channels such as telephone, Web, fax, email, and interactive voice response (IVR).

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

### Siebel eMail Response

(New in version 6.0)

Siebel eMail Response is an email response management system that allows agents to respond to a high volume of incoming calls. Template responses allow agents to communicate in a knowledgeable and consistent way. The base application includes service request management, account management, asset tracking, contact management, activity tracking, message broadcasting, solution management, and Siebel Search.

Email communication is stored in the Siebel database. These messages can be routed using Siebel Assignment Manager and can be resolved using the sales, marketing, and customer service features of Siebel eBusiness Applications.

For information, see the *Siebel eMail Response Guide*, and the *HTML Online Help*.



## Siebel Field Service

Siebel Field Service extends the Siebel Service product capabilities by allowing teams of customer service, field service, sales, and marketing professionals to participate in closed-loop problem resolutions and field management activities. The base application includes service request management, account management, asset tracking, contact management, activity tracking, message broadcasting, solution management and Siebel Search.

For information, see the *Siebel Field Service Guide* and the *Online Help*.

## Siebel Marketing

Siebel Marketing allows marketing professionals, product managers, sales and service managers, and business analysts to monitor overall company performance and the effectiveness of programs and activities. The base application includes customer management, marketing communications, literature, internal product information, message broadcasting, and activity tracking functionality.

For information, see the *Siebel Marketing Guide* and the *Online Help*.

## Siebel Pricer

(New in version 6.0)

Siebel Pricer allows companies to develop, administer, and deploy flexible pricing strategies. Siebel Pricer allows managers to create pricing adjustments based on market conditions and characteristics.

For information, see the *Siebel Pricer Guide*.

## Siebel Professional Services

(New in version 6.0)

Siebel Professional Services is an integrated product for professional services management. The base application includes project management, project activity plans, risk management, rate schedule administration, and project subcontractor management functionality.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

### **Siebel Sales**

Siebel Sales can help teams of sales and marketing professionals to manage sales information throughout the sales cycle. The base application includes opportunity management, account management, contact management, activity tracking, message broadcasting, quotas, incentives, and Siebel Search.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

### **Siebel Service**

Siebel Service features closed-loop, service request management capabilities. The base application includes service request management, account management, asset tracking, contact management, activity tracking, message broadcasting, solution management, and Siebel Search.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

## **External Applications**

This subsection contains descriptions of the Siebel external (“customer-facing”) applications.

### **Siebel eChannel**

With Siebel eChannel, customers can turn channel partners into an extended, virtual sales and service organization. Siebel eChannel allows enterprises to route leads, opportunities, and service requests to their channel organizations using configurable business rules. It also allows companies to track their performance on assigned items. Through all interactions, security rules help protect sensitive partner and vendor information.

For information, see the *Siebel .COM Applications Guide*, *Configuring Siebel .COM Applications*, and the *HTML Online Help*.

## Siebel eCustomer

Siebel eCustomer is a closed-loop eBusiness product that combines the elements of Siebel eSales, Siebel eService, and Siebel eMarketing. Siebel eCustomer provides:

- Business-to-business and business-to-consumer selling on the Web
- Customer self-service on the Web
- Web- and email-based campaigns that generate traffic to a Web site

For information, see the *Siebel .COM Applications Guide, Configuring Siebel .COM Applications*, and the *HTML Online Help*.

## Siebel eMarketing

When used with the Siebel .COM Server, Siebel eMarketing allows marketers to execute personalized marketing campaigns using email and on the Web. These personalized email campaigns can contain newsletters or targeted offers to encourage customers to visit a company's Web site, where they can:

- Purchase a product
- Fill out a survey
- Request more information

Siebel eMarketing tracks customer email and Web responses for further analysis with Siebel eIntelligence to measure and refine marketing campaigns.

For information, see the *Siebel .COM Applications Guide, Configuring Siebel .COM Applications*, and the *HTML Online Help*.

### **Siebel eSales**

Siebel eSales is a Web-based application that supports unassisted business-to-business and business-to-consumer selling on the Internet. Siebel eSales allows consumers to find products that suit their needs through an electronic catalog, and to order them through an order wizard that supports complex order entry processing.

By integrating Siebel eSales with their existing Web sites, Siebel customers can “set up shop” on the Internet. Siebel eSales allows customers to leverage product data, marketing collateral, and configurations across their multiple selling channels—the field, the call center, indirect channels, and the Web.

For information, see the *Siebel .COM Applications Guide, Configuring Siebel .COM Applications*, and the *HTML Online Help*.

### **Siebel eService**

Siebel eService provides Web-based service automation to manage the service process, allowing external customers to create new service requests, enter new service detail, locate and track progress of open service requests, and view problem resolutions. Siebel eService also proactively notifies external customers of important events using email—both acknowledging receipt of a service request and informing the external customer of updates or resolutions.

For information, see the *Siebel .COM Applications Guide, Configuring Siebel .COM Applications*, and the *HTML Online Help*.

### **Siebel Web Objects**

Siebel Web Objects allows organizations to develop (using the Siebel .COM product infrastructure) Web-based applications for use by their customers. For example, an organization using WebSphere (or other, similar, applications) can create a custom HTML application for its customers.

## Additional Products

This section describes additional products available in version 6.0.

### **Siebel eBusiness Application Integration (EAI)**

(New in version 6.0)

Siebel EAI allows customizable, scalable, and upgradeable integration with external applications, whether located within or outside an enterprise firewall. Once configured, these products are accessible by users, including mobile users.

Siebel EAI includes the Integration Designer, a graphical, declarative environment for defining integration, and the Business Integration Manager, a run-time engine that manages integration message flows. The Integration Designer includes a set of adapters for formatting and transporting data between systems.

For information, see the *Siebel eBusiness Application Integration Guide*.

### **Siebel eBusiness Connector for SAP™ R/3®**

Siebel eBusiness Connector for SAP R/3 is a flexible infrastructure that allows Siebel eBusiness Applications to interact with SAP R/3 through standard SAP R/3 technologies. Siebel eBusiness Connector for SAP R/3 does not require companies to code components for transforming and routing data between Siebel and SAP R/3.

Siebel eBusiness Connector for SAP R/3 supports both SAP's Business APIs (BAPIs) for real-time interaction and Application Link Enabling (ALE) for asynchronous integration. The prebuilt functionality between Siebel eBusiness Applications and SAP R/3 facilitates configuration of enterprise-specific business functionality.

Siebel eBusiness Connector for SAP R/3 requires Siebel eBusiness Application Integration (EAI).

For information, see the *Siebel eBusiness Connector for SAP R/3 Guide*.

### **Siebel Communications Server**

(New in version 6.0)

Siebel Communications Server allows call center agents and marketing professionals to send outbound correspondence as individual items or in bulk. This server-based module allows organizations to use personalized emails, faxes, and pages for outbound campaigns and to respond to customer service issues using each customer's preferred method of communication.

For information, see the *Siebel Communications Server Administration Guide*.

### **Siebel Distance Learning**

Siebel Distance Learning allows corporate trainers to deliver training content to students using corporate intranets or the Internet. Siebel Distance Learning supports live software demonstrations, slide presentations, online quizzes, interactive discussion sessions, shared Web browsing, interactive question and answer sessions, training document uploading and storage, and integrated voice and processing.

Siebel Distance Learning options include various classroom add-on packs.

For information, see the *Siebel Distance Learning Guide*.

### **Siebel Global Enterprise Support**

Siebel Global Enterprise Support includes Siebel Language Extensions and Siebel Multi-Currency.

#### **Siebel Language Extensions**

Siebel Language Extensions provides support for English and other major European languages. System menus, messages, tabs, help text, and other user interface elements display in the local language.

## Siebel Multi-Currency

Siebel Multi-Currency provides support for tracking opportunity revenues, quotes, forecasts, prices, and other currency-related information in multiple currencies, supporting the needs of large, global organizations. Siebel eBusiness Applications perform currency conversions when appropriate across the system. System administrators can establish default currencies by organization and manage currencies and exchange rates across the system. Exchange rate enterprise interfaces allow administrators to update exchange rates at periodic intervals.

## Siebel Release Manager

(New in version 6.0)

Siebel Release Manager helps system administrators and application developers manage the application development and product release cycle.

For information, see the *Siebel Release Manager Guide*.

## Siebel System Software

The following system software is required for any Siebel base application purchase.

### Siebel Enterprise Integration Manager (EIM)

Siebel Enterprise Integration Manager allows users of Siebel eBusiness Applications to exchange information with other eBusiness applications. EIM also provides standard Siebel Open Interface tables as integration points with external systems.

For information, see the *Siebel Enterprise Integration Manager Administration Guide*.

### Siebel Remote Server

The server component of Siebel Remote manages information exchanges with mobile users. Siebel Remote monitors this two-way exchange and provides conflict detection and resolution facilities to synchronize server and client databases. Customers with mobile users must use Siebel Remote Server.

For information, see the *Siebel Remote and Replication Manager Administration Guide*.

### **Siebel Replication Manager**

Siebel Replication Manager allows organizations to periodically synchronize multiple satellite database servers to a central database server. Both central and satellite database servers can support both mobile and connected users. By deploying Siebel Replication Manager, organizations can segment and partition sales, marketing, and service information across multiple locations and database servers.

For information, see the *Siebel Remote and Replication Manager Administration Guide*.

### **Siebel Server Manager**

Siebel Server Manager provides both graphical and command-line interfaces for remote management of Siebel Application Servers across the enterprise. Siebel system administrators or external applications can access and administer performance statistics for server processes through the Siebel Server Manager.

For information, see the *Siebel Server Administration Guide*.

### **Siebel Thin Client**

A Siebel thin client allows enterprises to deploy the User Interface Objects layer of a Siebel application on a Web browser, as a Java application, or on a wireless device.

A Siebel thin client differs from a Siebel dedicated client, which is the default Siebel client for Siebel eBusiness Applications. In a Siebel dedicated client, all layers of the Siebel application architecture, except the database, reside on the user's personal computer.

Various standard Siebel applications are shipped with thin clients, including Siebel .COM applications and Siebel eBriefings applications.



## Types of Thin Clients

There are four types of Siebel thin clients:

- **Siebel HTML Thin Client.** This type uses an HTML-based user interface. This interface is part of Siebel .COM applications.
- **Siebel Java Thin Client.** This type allows enterprises to deploy the User Interface Objects layer of a Siebel application as a stand-alone Java application.
- **Siebel Thin Client for Windows.** This type allows enterprises to deploy the User Interface Objects layer of a Siebel application in a standard Microsoft Windows Web browser.

The Siebel Thin Client for Windows consists of:

- A standalone executable (.exe file)
- ActiveX controls
- A Netscape plug-in
- **Siebel WML Thin Client.** This type uses a Wireless Markup Language-based user interface to deploy Siebel applications to wireless devices.

For information, see the *Siebel .COM Applications Guide, Configuring Siebel .COM Applications*, and the *HTML Online Help*.

## Siebel Tools

Siebel Tools is an integrated environment for configuring a Siebel application so a single configuration can be:

- Deployed across Windows, Java, HTML, and wireless clients
- Maintained
- Upgraded to future Siebel product releases

### Siebel Tools Product Components

This subsection describes the Siebel Tools product components.

#### ■ **Advanced Database Extensibility**

Advanced Database Extensibility provides enterprises with greater functionality to extend the Siebel Data Model than what is provided by the Database Extension Designer. In particular, it allows enterprises to use a wizard to create three additional types of tables:

- Tables that are not related to any other type of table in the Siebel Data Model
- Tables that have a many-to-one relationship to existing Siebel tables
- Intersection of tables between existing Siebel tables

---

**NOTE:** In order to expose the tables to Enterprise Integration Manager (EIM) or to make them part of the docking rules, customers need to engage Siebel Expert Services. Therefore, this component is appropriate for deployments that do not involve remote users and that support table loading using capabilities other than EIM (for example, the Enterprise Application Integration products).

---

#### ■ **Siebel Application Upgrader**

Siebel Application Upgrader supports version upgrades by helping customers to acquire new features from the latest release while preserving the custom configuration changes made to the current repository. It notifies system administrators about conflicts between object customizations and new releases, automatically merges differences between object definitions, and assists administrators to manually override and apply any changes.

#### ■ **Siebel BusObject Designer**

Siebel BusObject Designer is used to customize Siebel products. It includes:

- Siebel BusObject Explorer, a graphical editing tool used for modifying and managing object definitions
- Siebel Visualization Views, which are graphical representations of the relationships between the various object definitions in the Siebel repository

- Various designers and wizards, which assist in modifying and creating repository objects
- BusObject Repository Manager, which provides a multiuser development environment that includes access to check-in/check-out functionality and version control
- Siebel BusObject Compiler, which developers can use to compile the repository or individual projects

#### ■ **Siebel BusObject Interfaces**

Developers can use both Siebel VB (or Siebel eScript) and Siebel's other object interfaces to access Siebel data from third-party applications, provide integration with legacy systems, and automate Siebel applications from other external applications. This flexibility helps developers to extend Siebel application behavior, provide client-side (and, for thin client environments, server-side) integration to other applications, and provide access to Siebel data and business rules from other programs that use Microsoft Visual Basic, PowerBuilder, Java, or ActiveX.

#### ■ **Siebel Database Extension Designer**

For developers who require extensions beyond built-in database extensions, Siebel Database Extension Designer provides a point-and-click interface for extending Siebel application tables. Customers can use these database extensions to capture data from new fields in application screens or from external sources using Siebel Enterprise Integration Manager (EIM).

#### ■ **Siebel Report Designer**

Siebel Report Designer allows developers to design reports based on Siebel business objects. Developers create the basic design of the data access within Siebel Tools, and the layout and format design is done within the Actuate Developer Workbench. Siebel Reports (described in [“Siebel Reports” on page 43](#)) is required for end users to take advantage of Siebel Report Designer functionality.

#### ■ **Siebel VB and Siebel eScript**

The Siebel VB and Siebel eScript development environments provide developers with a programming platform to:

- Integrate Siebel applications with third-party cooperative applications

- Extend the base functionality of the Siebel application screens and business components

Siebel VB is a Microsoft Visual Basic-like environment that includes an editor, a debugger, and an interpreter/compiler that developers can use to extend and further configure Siebel applications. This capability is integrated with the Siebel Applet Designer, so developers can attach scripts to user interface element controls like buttons, fields, and ActiveX controls.

Siebel eScript is a JavaScript-compatible language that developers can use to write event procedures. Siebel eScript supports scripting in Windows as well as non-Windows environments such as UNIX.

### **Siebel Tools Documentation**

For information about Siebel Tools, see:

- *Siebel eScript Language Reference*
- *Siebel Object Interfaces Reference*
- *Siebel Object Types Reference*
- *Siebel Reports Guide*
- *Siebel Tools Guide*
- *Siebel VB Language Reference*

### **Siebel Wireless**

(New in version 6.0)

With Siebel Wireless, field sales and field service professionals can have real-time wireless access to time-critical Siebel data through their mobile phones. Siebel Wireless is based on the worldwide Wireless Application Protocol (WAP) standard for mobile, wireless communications and Internet access. Siebel Wireless takes advantage of prebuilt thin-client templates and views and Siebel's Web-based architecture to deliver wireless, mobile access to Siebel content and data.

For information, see the *Siebel Wireless Guide*.

## Option Groups and Options

Siebel eBusiness Applications consist of the following option groups and options. [Table 9](#) lists the option groups and options. For descriptions of the options, see “[Option Descriptions](#)” on page 39.

**Table 9. Option Groups and Options (Sheet 1 of 4)**

Option Group	Options	Notes
General	Siebel Advanced Search	
	Siebel Anywhere	
	Siebel Assignment Manager	
	Siebel Calendar	
	Siebel Campaigns	
	Siebel Contracts	
	Siebel Data Quality	
	Siebel Encyclopedia	
	Siebel Executive Information System (EIS)	
	Siebel Expense Reporting	
	Siebel Global Enterprise Support	Consists of: <ul style="list-style-type: none"> <li>■ Siebel Language Extensions</li> <li>■ Siebel Multi-Currency</li> </ul>
	Siebel Incentive Compensation	
	Siebel MDF (Market Development Funds)	
	Siebel Office	
Siebel Order Entry		
Siebel Remote		

**Table 9. Option Groups and Options (Sheet 2 of 4)**

Option Group	Options	Notes
General (continued)	Siebel Reports	
	Siebel Reports Server	New in 6.0
	Siebel SmartScript	
	Siebel Sync	New in 6.0
	Siebel Workflow	Components: <ul style="list-style-type: none"> <li>■ State Models</li> <li>■ Workflow Policies</li> <li>■ Workflow Processes</li> </ul>
.COM Options	Siebel eBriefings	
	Siebel eCollaboration	
	Siebel eConfigurator	New in 6.0
	Siebel ePricer	New in 6.0
	Siebel eSmartScript	New in 6.0
	Siebel eTraining	New in 6.0
Communications Server Options	Siebel CTI	
	Siebel CTI Connect	
	Siebel eMail Response	New in 6.0
	Siebel Paging	New in 6.0
Configurator Options	Siebel Configurator	
	Siebel Product Configurator Integration Object	
eBriefings Options	Siebel eBriefings	
	Siebel eBriefings Server	New in 6.0
	Siebel eContent Services	

**Table 9. Option Groups and Options (Sheet 3 of 4)**

<b>Option Group</b>	<b>Options</b>	<b>Notes</b>
Field Service Options	Siebel Barcode	New in 6.0
	Siebel Logistics Manager	
	Siebel Preventive Maintenance	New in 6.0
	Siebel Repair	
	Siebel Service Inventory	
	Siebel Shipping/Receiving	
Handheld Option	Siebel Sales Handheld	
Marketing Options	Siebel Analysis Briefings	
	Siebel eMarketing Manager	
	Siebel Field Service Analysis	New in 6.0
	Siebel Marketing Analysis	
	Siebel Power Query	New in 6.0
	Siebel Sales Analysis	
	Siebel Service Analysis	
Professional Services Options	Siebel Agreements	
	Siebel Consultant's Package	
	Siebel Project Planning	
	Siebel Resource Assignment	
	Siebel Time Management and Reporting	

**Table 9. Option Groups and Options (Sheet 4 of 4)**

Option Group	Options	Notes
Sales Options	Siebel Customer Service Integration	
	Siebel Presentations	
	Siebel Product Forecasting	
	Siebel Proposals	
	Siebel Quotes	
	Siebel Revenue Forecasting	
	Siebel Sales Assistant	
	Siebel Target Account Selling	
Service Options	Siebel Quality Management	
	Siebel Service Assistant	



## Option Descriptions

This section describes the options for Siebel eBusiness Applications, and the documentation that supports those options.

### General Options

This section describes the general options for Siebel eBusiness Applications.

#### **Siebel Advanced Search**

Siebel Advanced Search helps agents to locate information from the corporate knowledge base. Advanced Search enhances the base Siebel Search capabilities by locating documents using term inflection, term proximity, word stemming, advanced thesaurus, fuzzy searching, and other advanced searching features. Siebel Advanced Search uses the Fulcrum search engine, which is also available in the base Siebel Search.

For information, see the *Siebel Search Guide*.

#### **Siebel Anywhere**

Siebel Anywhere allows mobile users to upgrade their local database schema and data while upgrading their application software. Siebel Anywhere also supports application and customization upgrades for connected users.

For information, see the *Siebel Anywhere Guide*.

#### **Siebel Assignment Manager**

Siebel Assignment Manager allows organizations to assign the most knowledgeable, available agents ownership of service requests, sales opportunities, product defects, accounts, contacts, and other Siebel entities. Siebel Assignment Manager supports sales territory management and call center assignment needs. It also allows organizations to define their own complex criteria for assignment.

For information, see the *Siebel Assignment Manager Administration Guide*.

### **Siebel Calendar**

Siebel Calendar is a shared calendar that is integrated with the activity management system. Siebel Calendar manages appointments (in a daily, weekly, or monthly format) and repeating appointments, and sets alarms and reminders. Members of an organization can view and schedule appointments for other members. The Siebel Open Scheduling architecture allows users to synchronize their contact and calendar information between Siebel applications and third-party personal information managers like Microsoft Outlook, Lotus Notes, and Novell Groupwise.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

### **Siebel Campaigns**

Siebel Campaigns allows marketing professionals to develop and target specific markets with tailored marketing campaigns. Siebel Campaigns provides automated list management capabilities to develop and load lists from both internal and external sources. Campaigns can be executed through multiple channels including direct sales, phone, direct mail, email, and fax.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

### **Siebel Contracts**

Siebel Contracts helps sales and service representatives to give their customers the proper level of support based on service level agreements and other contractual obligations. Siebel Contracts allows organizations to track details for both sales contracts and service agreements. Entitlement verification automatically locates relevant agreements and calculates the deadline by which an issue must be resolved, based on a customer's service calendar.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

## Siebel Data Quality

Siebel Data Quality provides prebuilt integrations of Siebel Sales, Siebel Field Service, and Siebel Call Center with the i.d.Centric product line of Firstlogic Corporation to support data cleansing and deduplication:

- *Data cleansing* stores name and address data in a standardized format and reconciles the mailing address with U.S. Postal Service standards.
- *Deduplication* identifies clusters of possible duplicate records in the customer's database.

Data cleansing and deduplication operate in both real-time and batch mode.

For information, see the *Siebel Tools Guide*.

## Siebel Encyclopedia

Siebel Encyclopedia provides sales and service professionals with access to a repository of company marketing information, including product information, competitive information, online literature, and decision-support information. Service professionals can view linked problem categories for suggested diagnostic tips and access related technical details. Information in Siebel Encyclopedia can be published by marketing and made available to all users of the system. Built-in communication capabilities allows users to send information to customers through Internet electronic mail, fax, or automated correspondence and fulfillment.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

## Siebel Executive Information System (EIS)

Siebel Executive Information System (EIS) allows sales and service professionals to dynamically visualize information in a variety of online graphical formats. Siebel EIS comes with over 90 predefined sales and service charts and has the capability to configure new graphics that are tailored to user requirements.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

### **Siebel Expense Reporting**

Siebel Expense Reporting helps sales and service representatives track expenses and create expense reports. Siebel Expense Reporting handles currency conversions, including Euro conversions. Activities that caused expenditures are captured and added to the user's newly created expense report. In addition, administrators can create and modify expense reports for individuals in their groups.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

### **Siebel Incentive Compensation**

Siebel Incentive Compensation product features include plan creation, performance measures, tracking, and reporting. These features are useful to sales and service professionals, managers, and compensation plan administrators. Siebel Incentive Compensation is preintegrated with Siebel eBusiness Applications. The base application includes compensation plan design, plan tracking, quota achievement calculation, compensation calculation, and payout reporting views for both managers and representatives.

For information, see the *Siebel Incentive Compensation Guide* and the *Online Help*.

### **Siebel MDF (Market Development Funds)**

Siebel MDF (Market Development Funds) helps partner organizations to automate the process of creating, managing, and approving market development funds. Partner users can submit fund requests, check the status of a pending fund request, and track approved expenditures against each fund. Partner managers can:

- Create either fixed or accrued MDF budgets, assign partners to a specific fund, and approve fund requests that are automatically routed to them
- Generate reports on how funds have been spent by region, vertical, time period, partner, category, or campaign.

For information, see the *Siebel .COM Applications Guide*.

## Siebel Office

Siebel Office helps to automate the process of sending correspondence, letters, customer satisfaction surveys, and literature to an enterprise's customers. The correspondence system includes integration with Microsoft Word, prebuilt correspondence templates, and automatic mail-merge capabilities. The fulfillment system provides support for both internal and third-party fulfillment centers.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

## Siebel Order Entry

Siebel Order Entry provides order entry capabilities that are integrated into other Siebel operations such as quote generation, campaigns, service request management, and return material authorizations. Siebel Order Entry supports multiple currencies, pricing, and multiple orders with different shipment and billing information.

For information, see *Using Siebel Applications* and the *Siebel Applications Administration Guide*.

## Siebel Remote

Siebel Remote supports an exchange of information between mobile computers and corporate servers. Mobile users can synchronize to upload local changes to the server, initiate requests for information, and download new information from the corporate server.

For information, see the *Siebel Remote and Replication Manager Administration Guide*.

## Siebel Reports

Siebel Reports provides report generation and report viewing capabilities. Users can use Query by Example to generate ad-hoc reports online, or to view reports in a graphical format. Siebel Smart Reports (included in the base product) provides summary dashboards and graphical analysis tools. All customers who want to use the Siebel Report Designer included with Siebel Tools must have the Siebel Reports base application. Siebel Reports is available only on dedicated Microsoft Windows clients.

For information, see the *Siebel Reports Guide*.

### Siebel Reports Server

(New in version 6.0)

Siebel Reports Server provides advanced reporting capabilities to Siebel users. It manages the services of both:

- Siebel Reports on dedicated clients
- Siebel Thin Clients for Windows and Siebel Java Thin Clients

Users can choose to schedule average-length reports to run periodically at predetermined times during the work day. Particularly long reports run at off-peak times. Siebel Reports Server uses the Actuate Reports Server, and this module includes the necessary Actuate components.

For information, see the *Siebel Reports Guide*.

### Siebel SmartScript

Siebel SmartScript provides customer agents with a workflow-based, dynamically generated user interface to guide an interaction with a customer. Siebel SmartScript can be automatically invoked based on business rules or through pop-up screen when used in conjunction with Siebel CTI. Potential benefits include increased call quality, fewer data-entry errors, and reduced training time. This module includes the Siebel Script Wizard that allows agents to enter data into any Siebel eBusiness Application view, and the Siebel SmartScript Designer, a visual tool for creating and viewing the call script flow.

For information, see the *Siebel SmartScript Guide*.

### Siebel Sync

(New in version 6.0)

Siebel Sync provides synchronization of Siebel contacts, activities, and calendar records with popular Personal Information Management (PIM) products like Microsoft Outlook and Palm Organizers. Sales, marketing, and service professionals plan their days and manage their contacts using their Palm Organizer, Microsoft Outlook, or Siebel Sales, and can then synchronize their changes across applications.

## Siebel Workflow

Siebel Workflow allows organizations to define and enforce business rules, policies, and procedures. Siebel Workflow consists of Workflow Policies, Workflow Processes, and State Models.

Workflow Policies allows customers to escalate overdue service requests, alert sales executives about pipeline management problems, page remote sales and service professionals about key events requiring their attention, and launch third-party programs based on specific business conditions.

Using Workflow Processes, organizations can identify the flow of data throughout the enterprise and pass data to and from external applications using Siebel eBusiness Application Integration. They can also use Siebel server components including sending outbound communication through the Siebel Communications Server. The Workflow Process Designer allows customers to graphically create and design workflow processes using a drag-and-drop user interface.

State Models allow customers to define valid states and state transitions for various Siebel objects as well as required authorizations and business process rules.

For information, see the *Siebel Workflow Manager Guide*.

## .COM Options

The .COM options are described in the following sections.

### Siebel eBriefings

For a description of Siebel eBriefings and the eBriefings options, see [“eBriefings Options” on page 49](#).

For information, see the *Siebel eBriefings Guide* and the *HTML Online Help*.

### Siebel eCollaboration

Siebel eCollaboration allows customers to interact with call center agents in real time over the Internet using Web browser synchronization as well as application and desktop sharing. Siebel eCollaboration also allows agents to use Web chat, display mouse pointers, and integrate voice audio in their collaboration sessions.

For information, see the *Siebel .COM Applications Guide*.

### **Siebel eConfigurator**

(New in version 6.0)

Siebel eConfigurator (included in the eSales product) assesses whether a configuration is valid, buildable, and available for order.

Features include:

- Reuse of product modules created for deployment to mobile sales people and those created for an e-commerce site
- Support for random selection order, allowing users to start their configuration with any product or conditions
- Continuous verification, allowing users to be immediately notified of invalid configuration conditions
- Ability to display online messages with upselling and cross-selling recommendations

For information, see the *Siebel eConfigurator Guide*.

### **Siebel ePricer**

(New in version 6.0)

Siebel ePricer is a pricing management product that allows companies to develop, administer, and deploy flexible pricing strategies.

For information, see the *Siebel .COM Applications Guide* and the *Siebel Pricer Guide*.

### **Siebel eSmartScript**

(New in version 6.0)

Siebel eSmartScript helps organizations to deploy an interactive guide and dynamic Web pages to customers and prospects—example uses include receiving troubleshooting diagnostics and filling out satisfaction surveys over the Web.

For information, see the *Siebel SmartScript Guide*.



## Siebel eTraining

(New in version 6.0)

Siebel eTraining is a learning portal product for creating, hosting, and managing end-user training—for in-house, partner, or customer use. Siebel eTraining includes a course registration system; course management and catalog system; curriculum planning, skills testing, and certification system; and the Siebel eTraining library that can be used to host and access a variety of training content on the Web.

For information, see the *Siebel eTraining Guide*.

## Communications Server Options

The communications server options are described in the following sections.

### Siebel CTI

Siebel CTI provides telephony integration to support a broad variety of Automated Call Distributors (ACDs). Using Siebel CTI, call center agents can integrate telephony functionality and Siebel eBusiness Application data. Siebel CTI supports hoteling and multi-shift call centers, allowing 24/7 deployments.

For information, see the *Siebel CTI Guide*.

### Siebel CTI Connect

Siebel CTI Connect is a CTI middleware product, certified and integrated with Siebel CTI. Siebel CTI Connect eliminates the need for customers to purchase a separate CTI middleware product from a separate vendor to implement Siebel CTI.

For information, see the *Siebel CTI Guide*.

### Siebel eMail Response

(New in version 6.0)

For a description of Siebel eMail Response, see [“Siebel eMail Response” on page 22](#).

For information, see the *Siebel eMail Response Guide*.

### **Siebel Paging**

(New in version 6.0)

Siebel Paging is a server-based paging product to allow organizations to send numeric and alphanumeric, Telecomputing Application Platform (TAP)-based protocol pages to employees.

For information, see the *Siebel Communications Server Administration Guide*.

## **Configurator Options**

The configurator options are described in the following subsections.

For information, see the *Siebel Configurator Integration Object API Reference*.

### **Siebel Configurator**

Siebel Configurator allows sales professionals to interactively configure products for quoting, building, and ordering. Siebel Configurator includes a quote assistant, which takes users through a quoting process, and administrative tools, which allow product managers to model the business rules about product interrelationships. Siebel Configurator works with Siebel Remote, allowing mobile sales professionals to synchronize and download new model and configuration rules.

### **Siebel Product Configurator Integration Object**

Siebel Product Configurator Integration Object allows Siebel customers to pass quote information to third-party product configurator applications and import valid configurations into the Siebel Quotes module. It also supports integration with select third-party product configurators. In addition, customers can use this object to develop integration to their own custom in-house product configurator applications.

## eBriefings Options

The eBriefings options are listed in the following sections.

For information, see the *Siebel eBriefings Guide* and the *HTML Online Help*.

### Siebel eBriefings

Siebel eBriefings integrates the data stored in Siebel eBusiness Applications with content from customers' corporate intranets, the Internet, and third-party information providers. This information is gathered, filtered, and formatted by software agents and delivered to users through a standard Web browser in personalized online documents known as eBriefings.

### Siebel eBriefings Server

(New in version 6.0)

The Siebel eBriefings Server provides a set of core services for the integration of external data into the front office. These services include tools for placing external content in context with accounts, products, and other core data items. The personalization engine provides personalized experience.

The Siebel eBriefings Server leverages data from external sources and filters that data into briefing documents. Third-party content can be integrated from Web-enabled resources. The Siebel eBriefings Server allows customers to leverage their existing subscription services or take advantage of content from specialized providers. The extensive company vocabulary is drawn from the Dun & Bradstreet WorldBase® file.

### Siebel eContent Services

Siebel eContent Services provides access to company profile data and news, including:

- Targeted business news stories through NewsEDGE
- Company profiles and financial information on over 10,000 U.S. and foreign public companies from Market Guide
- Dun & Bradstreet data, which includes profiles on over 200,000 public and private companies

## Field Service Options

This subsection describes the field service options.

For information, see the *Siebel Field Service Guide* and the *Online Help*.

### Siebel Barcode

(New in version 6.0)

Siebel Barcode provides integration with barcoding scanners supporting data formatting (that is, the ability to modify the bar code data string before it is sent to the computer keyboard interface). With Siebel Barcode, Siebel Field Service applications interpret the flow of data coming from the barcode reader and apply it to the right business process, bringing up the correct view in the application and applying the data to the appropriate field. Siebel Barcode is configurable by a barcoding toolbar embedded in the application.

### Siebel Logistics Manager

Siebel Logistics Manager provides a server that leverages inventory information to automate this service's logistics operations such as fulfillment, replenishment, and cycle counting. The fulfillment engineer analyzes orders and allocates parts for each line item. The Siebel Shipping/Receiving option allows the fulfillment engineer to generate and process pick tickets. The replenishment engine generates internal orders based on stock levels at each location. The cycle-counting engine generates cycle counts based on the cycle-counting configuration of each inventory.

### Siebel Preventive Maintenance

(New in version 6.0)

Siebel Preventive Maintenance manages and automates preventive maintenance (PM) plans. Specific assets can be associated to a PM plan, and each plan details the different PM activities and their schedule, either time-based or meter-based. A server creates future PM activities for each asset based on plan definition.

## **Siebel Repair**

Siebel Repair allows companies to track repairs through the repair process, from receiving the part to turning the part back into goods inventory or shipping it back to the customer. The process steps include depot repair activities, parts consumption, time spent, steps involved, and transfer between repair stations. Tracking includes internal as well as outsourced repair handled by third-party repair providers.

## **Siebel Service Inventory**

Siebel Service Inventory manages the service parts inventory process. Inventory is tracked in real time from multiple locations. The parts browser offers real-time access to inventory, allowing users in the service organization to make informed decisions and recommendations with accurate information.

## **Siebel Shipping/Receiving**

Siebel Shipping/Receiving assists field service organizations with both the pick/pack/ship process and the receiving process:

- Customer orders are tracked through the process up to and including shipment.
- Internal orders to transfer stock between different inventory locations are managed.
- Return Materials Agreements (RMAs) and orders are received.

## **Handheld Option**

Siebel Sales Handheld provides sales professionals access to business information on handheld computers. Siebel's handheld products support Microsoft Windows-based handheld devices, including handheld PCs and palm-sized PCs using Microsoft Windows CE and made by hardware OEMs such as Compaq and Hewlett-Packard.

## Marketing Options

This subsection describes the marketing options.

For information, see the *Siebel Marketing Guide* and the *Online Help*.

### Siebel Analysis Briefings

Siebel Analysis Briefings are online briefing reports that provide charts, tabular displays, and a narrative that explains key business trends and drivers. Siebel Analysis Briefings display in Microsoft Word to allow managers and business analysts to further customize briefing documents.

### Siebel eMarketing Manager

Siebel eMarketing Manager is used by marketers to design and execute multichannel personalized marketing campaigns over email, Web, phone, fax, or direct mail. When used with Siebel eIntelligence, Siebel eMarketing Manager allows business-criteria-based segmentation of customers and prospects, creation of personalized marketing campaign contents, targeting and execution of those campaigns, and analysis of campaign results. Siebel eMarketing Manager supports a range of segmentation capabilities, including advanced database marketing methodology.

### Siebel Field Service Analysis

(New in version 6.0)

Siebel Field Service Analysis provides preconfigured analysis tools focused on field service information. Analyses include charts and tabular display about field service performance information.

### Siebel Marketing Analysis

Siebel Marketing Analysis provides preconfigured analysis tools focused on campaign management and call center metric information. Analyses include charts, tabular displays, and online narratives about market performance information.

### Siebel Power Query

(New in version 6.0)

Siebel Power Query allows users to perform analytical, ad-hoc queries on customer data.

## Siebel Sales Analysis

Siebel Sales Analysis is a preconfigured analysis tool focused on sales performance, sales pipeline, and competitor information. Specific views include Sales Performance Analysis, Sales Pipeline Analysis, and Expected Revenue versus Closed Revenue.

## Siebel Service Analysis

Siebel Service Analysis provides preconfigured analysis tools focused on customer service and customer satisfaction information. Specific views include Customer Satisfaction, Service Request and Resolution Times, and Top Ten Most Serviced Products.

## Professional Services Options

This subsection describes the professional services options.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

## Siebel Agreements

Siebel Agreements allows consulting managers and administrators to create project agreements or work orders detailing the proposed professional services solution, project estimates, and relevant terms and conditions. Organizations can track the details of the agreement for their projects, subcontractors, and accounts.

## Siebel Consultant's Package

(New in version 6.0)

Siebel Consultant's Package is designed for individual consultants who do not manage projects. It includes only those features of Siebel Professional Service Management that are pertinent to a typical consultant. Siebel Consultant's Package allows organizations to assign individuals to projects and have them enter their time and expenses as well as update the project tasks and milestones that have been assigned to them. Siebel Consultant's Package includes Siebel Time Management and Reporting, Siebel Expense Reporting, and Siebel Resource Assignment.

### **Siebel Project Planning**

(New in version 6.0)

Siebel Project Planning allows consulting managers to bidirectionally synchronize project tasks, activities, and resources with Microsoft Project. Consultants can update activities and milestones and have the updates automatically synchronized into the project plan. This capability eliminates the need to share a single file with the entire project team.

### **Siebel Resource Assignment**

Siebel Resource Assignment helps employees to track their competency levels on corporate-defined skill metrics as they work on projects and gain expertise. When managers staff projects, they can select the skills and expertise levels needed to meet project demands. Before committing a consultant to a project, managers can:

- View a full resume
- Check the availability of the employee
- Add the employee to the project team

### **Siebel Time Management and Reporting**

Siebel Time Management and Reporting helps consultants capture billable time on their projects. Administrative access allows administrators to prepare timesheets for consultants' review. Project managers can view the submitted time for a given project and make any necessary adjustments to account for budget constraints.

## **Sales Options**

This subsection describes the sales options.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

### **Siebel Customer Service Integration**

Siebel Customer Service Integration allows sales and marketing professionals to view customer service requests and associated activities stored in third-party customer service applications. Siebel Customer Service Integration provides interfaces with these customer service applications through Siebel Enterprise Integration Manager.



## **Siebel Presentations**

Siebel Presentations allows sales professionals to build sales presentations and tailor them to customer requirements based on customer profiles. A sales professional can:

- Create a draft Microsoft PowerPoint presentation based on the details of a sales opportunity, including the customer's product interest, the competitive landscape, and the relevant decision issues
- Further customize the presentation to meet customer requirements by accessing the latest information published in the Siebel Marketing Encyclopedia and presentation library

Completed presentations can include templates embodying the company's look, position, and product information; materials pulled automatically or manually from the presentation library; slides dragged and dropped by the user from Windows Explorer; and dynamically generated slides designed by marketing professionals.

## **Siebel Product Forecasting**

Siebel Product Forecasting allows sales representatives to estimate and submit forecasts based on unit volume and price estimates over time. Siebel Product Forecasting includes opportunity-driven forecasts, forecast revisions, complete forecasting histories, forecast roll-up capabilities, and forecast reports. Managers can review forecast information in summary roll-up reports, or they can view the details and then adjust them as appropriate.

## **Siebel Proposals**

Siebel Proposals allows sales professionals to build sales proposals and tailor these proposals to customer requirements based on customer profiles. A sales professional can:

- Create a draft proposal based on the details of a sales opportunity, including the customer's product interest, the competitive landscape, and the relevant decision issues
- Further customize the proposal to meet customer requirements by accessing the latest information published in the Siebel Marketing Encyclopedia and proposal library

### **Siebel Quotes**

Siebel Quotes allows field sales and telesales professionals to develop, verify, submit, and revise quotes tailored to meet customer requirements. Users can generate quotes based on opportunity-specific information, price them from price lists, and include volume discounts and contingent services pricing. Quotes can be communicated to customers in print or electronically.

### **Siebel Revenue Forecasting**

Siebel Revenue Forecasting allows sales representatives to estimate and submit forecasts based on opportunity revenues over time. Siebel Revenue Forecasting includes opportunity-driven forecasts, forecast revisions, complete forecast histories, forecast roll-up capabilities, and forecast reports. Managers can review forecast information in summary roll-up reports, or they can view the details and then adjust them as appropriate.

### **Siebel Sales Assistant**

Siebel Sales Assistant is a sales coaching tool that supports popular sales methodologies and best practices. The sales organization can use this tool to present a consistent face to customers. Siebel Sales Assistant allows sales organizations to define sets of activities or activity plans that move their accounts and opportunities from prospect to close. Activity plans can be invoked automatically at specified points in the sales process or on demand by a sales professional. In addition, Siebel Sales Assistant can suggest that one or more assessments be performed to gather information about contacts, accounts, or opportunities.

### **Siebel Target Account Selling**

Siebel Target Account Selling provides built-in support for the Target Account Selling (TAS) sales methodology from Target Marketing Systems. Sales professionals can reinforce the TAS training curriculum by using TAS to manage account plans, strategies, and competitive positioning.

## Service Options

The service options are described in the following subsections.

For information, see *Siebel Basics*, *Using Siebel Applications*, and the *Online Help*.

### **Siebel Quality Management**

Siebel Quality Management provides customer service professionals with extensive defect tracking capabilities. Siebel Quality Management allows service teams working across the enterprise to categorize, prioritize, and dispatch product defects for resolution based on input from incoming customer service requests.

### **Siebel Service Assistant**

Siebel Service Assistant helps service organizations follow standard steps for diagnosing and closing service events. Siebel Service Assistant allows service organizations to define sets of activities or activity plans for various categories of service requests. Activity plans can be invoked automatically at specified points in the service process or on demand by a service professional.



# Index

## A

- Actuate Developer Workbench 18, 33
- Actuate Reports Server 44
- Advanced Database Extensibility 32
- all users audience description 5
- application administrators audience description 5
- application developers audience description 5
- audience descriptions
  - all users 5
  - application administrators 5
  - application developers 5
  - call center administrators 5
  - configurators 5
  - database administrators 5
  - end users 5
  - marketing administrators 5
  - system administrators 5

## B

- Bookshelf for Siebel eBusiness Applications* 6

## C

- call center administrators audience description 5
- communications server options 36, 47
- .COM options 36, 45
- Compaq hardware 51
- configurator options 36, 48
- configurators audience description 5
- Configuring Siebel .COM Applications* 16

## D

- database administrators audience description 5
- Database Extension Designer 33
- documentation categories 5
- Dun & Bradstreet
  - data 49
  - WorldBase file 49

## E

- eBriefings options 36, 49
- end users audience description 5

## F

- field service options 37, 50
- Firstlogic Corporation's i.d.Centric product line 41
- Fulcrum search engine 39

## G

- general options 35, 39
- Guide to Siebel Global Services* 6

## H

- handheld option 37, 51
- Hewlett-Packard hardware 51
- HTML Online Help* 6

## I

- i.d.Centric product line of Firstlogic Corporation 41

## L

- Lotus Notes 40

**M**

Market Guide application 49  
marketing administrators audience  
    description 5  
marketing options 37, 52  
Microsoft Outlook 40, 44  
Microsoft PowerPoint  
    using with Siebel Presentations 55  
Microsoft Project  
    using with Siebel Project Planning 54  
Microsoft Windows CE 51  
Microsoft Word  
    using with Siebel Analysis Briefings 52  
    using with Siebel Office 43

**N**

NewsEDGE application 49  
Novell Groupwise 40

**O**

options  
    .COM 36, 45  
    communications server 36, 47  
    configurator 36, 48  
    eBriefings 36, 49  
    field service 37, 50  
    general 35, 39  
    handheld 37, 51  
    marketing 37, 52  
    professional services 37, 53  
    sales 38, 54  
    service 38, 57

**P**

Palm Organizers 44  
professional services options 37, 53

**S**

Sagent Data Collection Agent 12  
sales options 38, 54  
service options 38, 57  
*Siebel .COM Applications Guide* 11

Siebel Advanced Search 39  
Siebel Agreements 53  
Siebel Analysis Briefings 52  
Siebel Anywhere 39  
*Siebel Anywhere Guide* 9, 14  
Siebel Application Upgrader 32  
*Siebel Applications Administration Guide* 11  
Siebel Assignment Manager 39  
*Siebel Assignment Manager Administration Guide* 14  
Siebel Barcode 50  
*Siebel Basics* 8  
Siebel BusObject Designer 32  
Siebel BusObject Interfaces 33  
Siebel Calendar 40  
Siebel Call Center 22  
Siebel Campaigns 40  
*Siebel Client Installation and Administration Guide* 9, 14  
Siebel Communications Server 28  
*Siebel Communications Server Administration Guide* 11, 14  
*Siebel Configuration Concepts Guide* 18  
Siebel Configurator Integration Object 48  
*Siebel Configurator Integration Object API Reference* 16  
Siebel Consultant's Package 53  
Siebel Contracts 40  
Siebel CTI 47  
Siebel CTI Connect 47  
*Siebel CTI Guide* 11  
Siebel Customer Service Integration 54  
Siebel Data Mart 12  
Siebel Data Quality 41  
Siebel Database Extension Designer 33  
Siebel Distance Learning 28  
*Siebel Distance Learning Guide* 9, 11  
*Siebel Documentation Notes* 6  
*Siebel Documentation Roadmap* 6  
Siebel eBriefings 45, 49  
*Siebel eBriefings Guide* 11, 16  
Siebel eBriefings Server 49

- Siebel eBusiness Application Integration (EAI) 27  
*Siebel eBusiness Application Integration Guide* 14, 16
- Siebel eBusiness Connector for SAP R/3 27  
*Siebel eBusiness Connector for SAP R/3 Guide* 15, 17
- Siebel eChannel 24
- Siebel eCollaboration 45
- Siebel eConfigurator 46  
*Siebel eConfigurator Guide* 12
- Siebel eContent Services 49
- Siebel eCustomer 25
- Siebel eIntelligence 52  
*Siebel E-mail Agent Guide* 12
- Siebel eMail Response 22, 47  
*Siebel eMail Response Guide* 12
- Siebel eMarketing 25
- Siebel eMarketing Manager 52
- Siebel Encyclopedia 41
- Siebel Enterprise Integration Manager (EIM) 29  
*Siebel Enterprise Integration Manager Administration Guide* 15
- Siebel eSales 26
- Siebel eScript 33  
*Siebel eScript Language Reference* 17
- Siebel eService 26
- Siebel eSmartScript 46
- Siebel eTraining 47  
*Siebel eTraining Guide* 8, 12
- Siebel Executive Information System (EIS) 41
- Siebel Expense Reporting 42
- Siebel Field Service 23
- Siebel Field Service Analysis 52  
*Siebel Field Service Guide* 12
- Siebel Global Enterprise Support 28  
*Siebel Glossary* 6
- Siebel HTML Thin Client 31
- Siebel Incentive Compensation 42  
*Siebel Incentive Compensation Guide* 12  
*Siebel Installation Guide* 10
- Siebel InterActive Guide* 11, 16
- Siebel Interface Tables Reference 17
- Siebel Java Thin Client 31
- Siebel Language Extensions 28
- Siebel Logistics Manager 50
- Siebel Marketing 23
- Siebel Marketing Analysis 52
- Siebel Marketing Encyclopedia 55  
*Siebel Marketing Enterprise Guide* 9, 12  
*Siebel Marketing Guide* 9, 12
- Siebel MDF (Market Development Funds) 42
- Siebel Multi-Currency 29  
*Siebel Object Interfaces Reference* 17  
*Siebel Object Types Reference* 17
- Siebel Office 43  
*Siebel Online Help* 7
- Siebel Order Entry 43
- Siebel Paging 48
- Siebel Power Query 52
- Siebel Presentations 55
- Siebel Preventive Maintenance 50
- Siebel Pricer 23  
*Siebel Pricer Guide* 8, 12
- Siebel Product Configurator 48  
*Siebel Product Configurator API Reference* 16  
*Siebel Product Configurator Guide* 12
- Siebel Product Forecasting 55
- Siebel Professional Services 23
- Siebel Project Planning 54
- Siebel Proposals 55
- Siebel Quality Management 57
- Siebel Quotes 56  
*Siebel Release Manager Guide* 13  
*Siebel Release Notes* 7
- Siebel Remote 43  
*Siebel Remote and Replication Manager Administration Guide* 15
- Siebel Remote Server 29
- Siebel Repair 51
- Siebel Replication Manager 30
- Siebel Report Designer 33, 43
- Siebel Reports 43

- Siebel Reports Guide* 18
  - Siebel Reports Professional 44
  - Siebel Resource Assignment 54
  - Siebel Revenue Forecasting 56
  - Siebel Sales 24
  - Siebel Sales Analysis 53
  - Siebel Sales Assistant 56
  - Siebel Sales Handheld 51
  - Siebel Script Wizard 44
  - Siebel Search 22, 23, 24
  - Siebel Search Guide* 13
  - Siebel Server Administration Guide* 15
  - Siebel Server Installation Guide* 10
  - Siebel Server Manager 30
  - Siebel Service 24
  - Siebel Service Analysis 53
  - Siebel Service Assistant 57
  - Siebel Service Inventory 51
  - Siebel Shipping/Receiving 51
  - Siebel Smart Reports 43
  - Siebel SmartScript 44
  - Siebel SmartScript Designer 44
  - Siebel SmartScript Guide* 13
  - Siebel Sync 44
  - Siebel System Requirements and Supported Platforms* 7
  - Siebel System Software 29
  - Siebel Target Account Selling 56
  - Siebel Thin Client for Windows 31
  - Siebel thin clients 30
  - Siebel Time Management and Reporting 54
  - Siebel Tools 31
    - documentation 34
    - product components 32
  - Siebel Tools Guide* 18
  - Siebel Training Guide* 9, 11
  - Siebel Upgrade Guide* 10
  - Siebel VB 33
  - Siebel VB Language Reference* 18
  - Siebel Web Objects 26
  - Siebel Wireless 34
  - Siebel Wireless Guide* 10, 13
  - Siebel WML Thin Client 31
  - Siebel Workflow 45
  - Siebel Workflow Guide* 15
  - Siebel Workflow Manager Guide* 15
  - State Models 45
  - system administrators audience
    - description 5
- T**
- Target Account Selling (TAS) sales
    - methodology from Target Marketing Systems 56
  - thin clients 30
    - HTML 31
    - Java 31
    - Windows 31
    - WML 31
- U**
- Using Siebel Applications* 8
- W**
- WebSphere application 26
  - Workflow
    - Policies 45
    - Processes 45