

















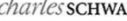






CRM Multi-Channel Enterprise Architecture Boot Camp

DMUST Academy **Siebel CRM Multi-Channel Enterprise Architecture Boot Camp** helps educational institutions around the world prepare a new generation of students to enter the workforce with a very good understanding of the conceptual blueprint that defines the IT structure and operation of a company. The intent of the **CRM Multi-Channel Enterprise Architecture Boot Camp** is for students to be empower with basic and fundamental knowledge to determine how a company can most effectible achieve its current and future objectives.

By teaching Multi-Channel architectures, strategies, and concepts, plus giving students access to authorized Oracle University training content as a part of the existing certificate, diploma, and/or degree programs, students can learn those relevant and desirable skills required for the increasingly competitive work environment.

Large-scale, Enterprise-wide Multi-Channel Architecture Deployments

Company	Users	Company	Users
 HP	63,797	 Microsoft	16,000
 IBM	63,600	 Dresdner Bank Die Sparkassen	16,000
 TELECOM ITALIA	41,335	 National	14,900
 Deutsche Telekom	39,100	 SIEMENS	13,800
 Giro Stabia	35,000	 Johnson & Johnson	13,000
 Sun	31,650	 GE	13,000
 GM	30,000	 Abbey	11,030
 CATERPILLAR	25,000	 Northwestern Mutual FINANCIAL NETWORK	10,630
 Bank of America	24,300	 DIRECTV	10,500
 AT&T Wireless	20,000	 ZURICH	9,570
 BT	17,900	 centrica	8,700
 BMO Financial Group	16,300	 charles SCHWAB	8,230



CRM Multi-Channel Enterprise Architecture Boot Camp instructor:

Santiago, worked in corporate America since 1980 at Electronic Data Systems (EDS), Baylor Health Care System, Associates Financial Corporation, Siebel Systems, and Oracle USA. During his 18 years at Oracle / Siebel Consulting was select as member Oracle -A team. A Siebel CRM and Innovation Pack (all versions) expert with extensive knowledge of all the suite of Oracle Products, Santiago supported all mayor Oracle Delivery Divisions Worldwide: Oracle Consulting, Global Services Delivery, Oracle Advance Customer Support Services (ACS) and Oracle Support.

Trained in the class room Oracle Consultants in Bangalore India, Buenos Aires Argentina, Santiago Chile, Mexico City, Toronto Canada, and Dallas USA.

A Texas resident since 1980 and a USA citizen, born and raised in Bogotá, Colombia, he earned a Bachelor's degree in Systems and Computing Engineering while he was playing professional soccer. After his retirement from professional soccer, he came to the USA, study Mathematics and then joined corporate America.

Santiago large list of customers and industries knowledge include USA: IVP Care, Bell South, Verizon, Spring, Primero, Dell, McAfee, Xerox, Cisco, VMWare, Intuit, Biogen, Abbott, Baxter, Aviall, South West Airlines; México: Cablevision, Televisa Telecom, iZZi, Cablemas, Casas GEO; Chile: Banco de Chile, LAN, LATAM; Argentina: Telecom Argentina, OSDE; BAC Central América

Siebel Business Automation 15.X

This Siebel Business Automation course provides in-depth training in the most important automation technologies in Siebel applications, and emphasizes core technologies, such as Siebel business services, Siebel Workflow, Siebel Task UI, and Siebel Assignment Manager. It is appropriate for Siebel 15.x and 8.x customers. Practices are performed using Open UI.

WHAT YOU WILL LEARN

In this course, students learn fundamental technologies and techniques for automating business processes in Siebel applications. The curriculum focuses on core technologies that are used in many Siebel automation facilities, such as business services and Siebel workflow. Students get hands-on experience with Siebel automation and create solutions to simple and more complex automation problems. It is appropriate for Siebel 15.x and 8.x customers. Practices are performed using Open UI.

Siebel business automation is implemented both in Siebel Tools and in the Siebel client, and this course presents a discussion of both. Students configure workflow processes and task flows in Siebel Tools, as well as implementing workflows for Siebel Universal Inbox and for Siebel Data Validation Manager. In the Siebel Web client, students implement Siebel State Models, Siebel Smart Scripts, and configure assignment rules. Students also learn the role of scripting in automating Siebel applications.

Learn to:

Create workflows to automate business processes

Configure the Siebel Inbox

Create tasks to guide users through complex procedures

Use Siebel client facilities for automation

Use Siebel Assignment Manager to assign business data to users

COURSE TOPICS

Siebel Business Services

Creating and Deploying Siebel Workflow Processes

Configuring Siebel Universal Inbox

Using Siebel Data Validation Manager

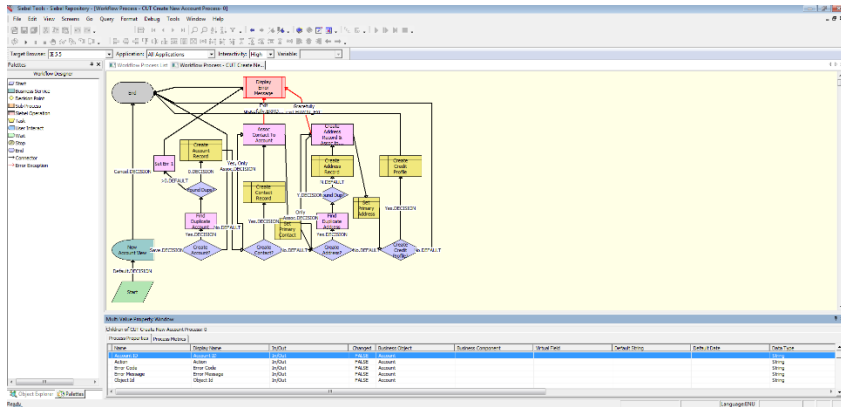
Using Siebel Task UI

Introducing Siebel Scripting

Creating Smart Scripts to automate customer interactions

Using Siebel State Model

Assigning Business Data with Siebel Assignment Manager

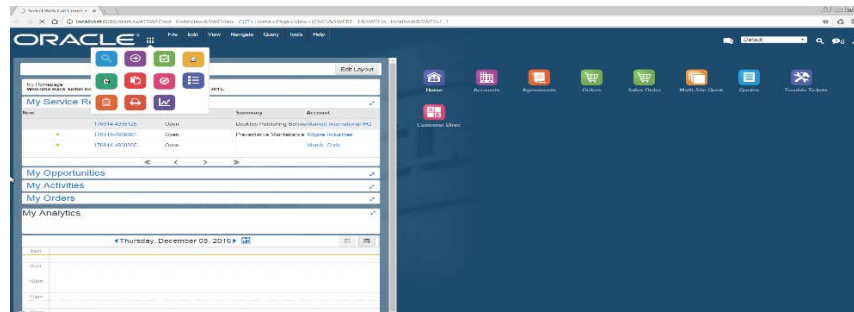


The screenshot shows the Siebel Assignment Manager interface. It displays a table of assignment rules with columns for Name, Status Group, Response, Activation, and Expiration. Below the table, there is a detailed view of a specific rule, 'ADS - Field Service Activity Assignment Rule', showing its configuration details.

Name	Status Group	Response	Activation	Expiration
ADS - Field Service Activity Assignment	Default Rule Group		6/4/2015 11:17 AM	
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	1		
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	2		
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	3	7/22/2015 11:03 AM	7/22/2015 11:03 AM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	4	8/25/2015 11:23 AM	8/25/2015 11:23 AM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	5	1/15/2016 2:11:34 PM	1/15/2016 2:11:34 PM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	6	5/12/2016 12:28:31 AM	5/12/2016 12:28:31 AM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	7	5/12/2016 2:19:17 PM	5/12/2016 2:19:17 PM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	8	4/1/2016 4:21:28 PM	4/1/2016 4:21:28 PM
ADS - Lead Assignment Rule	ADS - Lead Assignment Rule	9	4/28/2016 4:21:28 PM	4/28/2016 4:21:28 PM



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Siebel Installation and System Administration 15.X

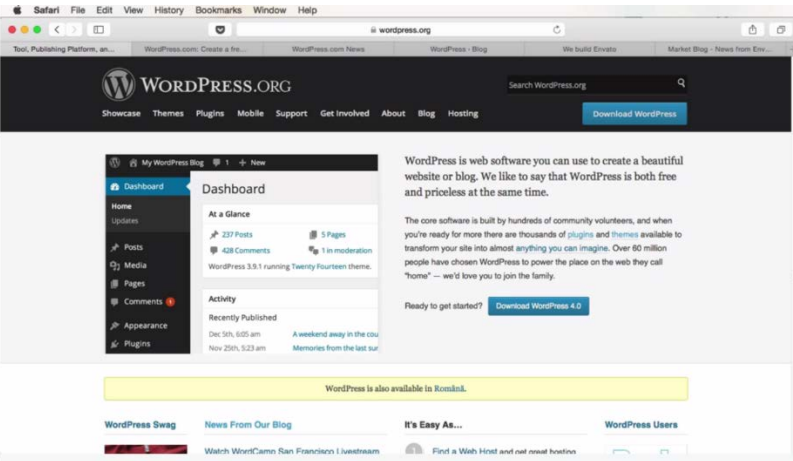
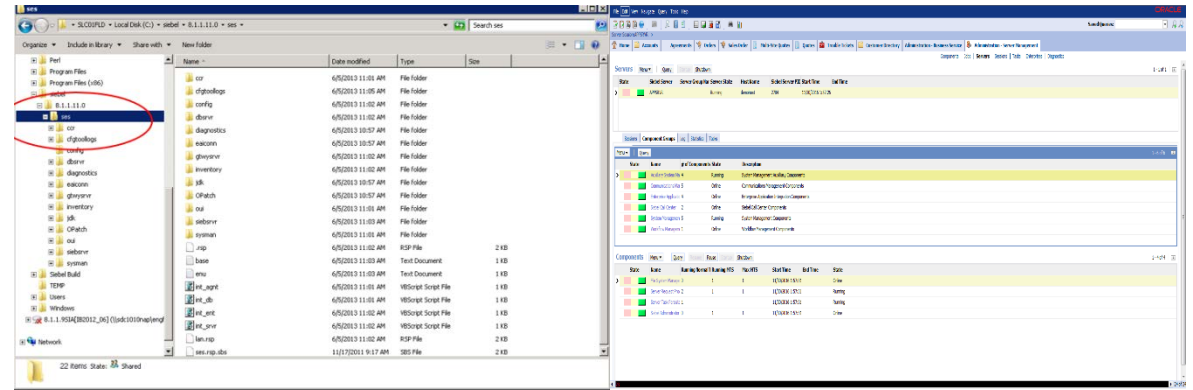
This Siebel Installation and System Administration courses teaches you how to install, configure, and deploy a Siebel CRM installation. Topics include adding servers and languages and unattended installations. You will also dive into administration topics such as the mechanisms for logging, performance monitoring, and migration. It is appropriate for Siebel 15.x and 8.x customers. Practices are performed using Open UI.

Learn to:

- ☐ Install and configure a Siebel Enterprise, Siebel Gateway Name Server, Siebel Server, Siebel Web Server Extension, Siebel Clients, and Siebel Tools.
- ☐ Monitor and manage components and parameters.
- ☐ Use the command-line Server Manager interface

COURSE TOPICS

- ☐ Installing a Siebel Enterprise and Clients
- ☐ Additional Installation Topics
- ☐ Architecture and Configuration
- ☐ System Monitoring
- ☐ Migration
- ☐ Performance Considerations



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Website Development

LEARN TO AND COURSE TOPICS

- 1.1 Introduction
- 1.2 What Is WordPress?
- 1.3 Installing WordPress Locally
- 1.4 Installing WordPress on a Live Server

2. WordPress Basics: Content Management

- 2.1 The WordPress Dashboard
- 2.2 Adding and Editing Posts
- 2.3 Adding and Editing Pages
- 2.4 The WordPress Editor
- 2.5 Managing Comments
- 2.6 The Media Library
- 2.7 Working with Sidebars and Widgets
- 2.8 Building and Maintaining Menus

3. WordPress Basics: Settings, Plugins, and Customization

- 3.1 The WordPress Customizer
- 3.2 Working with Plugins
- 3.3 Adding and Managing Users
- 3.4 WordPress Tools
- 3.5 Settings Overview
- 3.6 Reading and Writing Settings
- 3.7 Discussion, Media, and Permalink Settings
- 3.8 WordPress Themes

4. Conclusion

- 4.1 Final Words