

# OAUG Siebel SIG Meeting

**Session ID: 10037**

Sunday April 10, 2016

2:15 PM - 3:15 PM

South Seas B

**Prepared by:**

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Ponder Pro Serve



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#C16LV



# Siebel Sessions



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Date	Time	Session	Location
Sun Apr 10, 2016	2:15 PM–3:15 PM	OAUG Siebel CRM SIG Meeting	South Seas B
Mon Apr 11, 2016	2:00 PM–3:00 PM	Optimize Siebel CRM Investment and Initiate Cloud Transformation	Mandalay Bay Ballroom K
Mon Apr 11, 2016	2:00 PM–3:00 PM	Tales From Business Intelligence: Using OBIEE to Analyse Customer Service Requests From Seibel	South Seas G
Tue Apr 12, 2016	9:15 PM–10:15 PM	Upgrading Siebel CRM Innovation Pack 15 and Innovation Pack 16	Breakers L
Tue Apr 12, 2016	1:00 PM–2:00 PM	Siebel CRM - Strategy and Roadmap. Delivering Innovation and Customer Success Through Disruptive Technological Changes	Banyan F
Tue Apr 12, 2016	3:30 PM–4:30 PM	Insperity's Open UI Upgrade Project, Increased Agility by Rapid Adoption of Siebel Innovation Pack	Breakers C
Wed Apr 13, 2016	3:00 PM–4:00 PM	Coexistence of Best-of-Breed Oracle Products for an Integrated CRM/Service Solution	Breakers C



# Agenda

- IP 2015
- IP 2016
- IP 2017



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# IP 2015

- Released May 2015
- Same code base as 8.1.1.14
- Monthly patch sets
- Serious improvements to OUI performance
- More functionality with OUI than previous versions
- PS 5 optional IRM



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# IP 2016



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- Should be released in April 2016
- RESTful web services
- No more HI or SI – only OUI
- New OUI applications: Partner, Consumer and Mobile
- Net Charts replaced with JQuery Charts
- Webmaster folder concept is gone – put all files directly on web server
- SAP iAnywhere local database is gone
- IRM, DB management and UPT updates including UPT Analytics

# IP 2016 – Continued



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- Desktop integration Siebel Agent (DISA)
- Outlook to Siebel drag & drop
- CTI notifications.
- CalDAV, CardDAV and Calendar enhancements
- Developer Workspaces
- Search enhancements
- Siebel Composer
- Product Configurator changes
- New red Oracle busy icon
- Commit pending indicator



# Release Themes



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- Visual
  - Commit pending indicator
  - Elastic list applets
  - Cleaner input fields
  - Responsive tiles
  - Single field search
- Technology
  - Open UI all the way!
  - Reduced JS file download at login
  - Simplified online help
  - Session timeout whitelist
  - Manifest global overrides
  - View cache indicator
  - Granular static content versioning



# Open UI All The Way

- No HI or SI
- Installation simplified
- Removal of many .cfg files
- Webmaster folder is gone
- Folder restructuring
- Obsolete server parameters
- Obsolete SWT tags
- Webtempl folder changes
- Eappweb\public changes



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# Elastic List Applets

- Minimal display by occupying only the height needed to display records
- Default # of rows acts as max height
- Enabled by default for all list applets
- System preference to turn on/off



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# Oracle XE Database

- Entry level Oracle 11g R2
- Replaces SAP's iAnywhere database starting 15.5
- Requires 1G of memory and 1 CPU
- Installation is very easy
- Can have multiple XE databases
- Siebel has provided a utility to switch between databases
- XE\_DBF folder



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# Calendar, CalDAV and CardDAV



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- Siebel Calendar has been enhanced in several ways
- New system preferences to control calendar
- CalDAV and CardDAV provide integration between Siebel and any compliant client such as iOS and Android
- CalDAV is bidirectional
- CardDAV is one way only from Siebel to client
- 3<sup>rd</sup> party plugin is required for Outlook and Android – iOS supports natively



# Workspaces



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- Fundamental element of composer
- Can and should use instead of local XE database
- Master and user workspaces
- No check out or object locking
- Any user can edit any object
- Solves many issues and starting in 17 will be the only option
- Versioning and ability to see all changes made in a release
- Conflicts and conflict resolution – Mini IRM
- Flatten workspace
- Ability to go back to any version
- Delta changes tracked only
- Submit for delivery instead of check in
- Few object types not enabled – WFP, Table, Tasks, Dock



# Desktop Integration



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- DISA Desktop Integration
  - Browsers sunset NPAPI
  - Browser limits what you can do
  - Java framework used by Siebel but you can also add your own .jar files to do whatever you need
  - Inline attachment edit, CTI hoteling, Outlook integration, batch fulfillment
  - Small Oracle icon
  - Can backport to 14/15
  - Java application and .properties file
- Outlook drag and drop
  - Fixes Outlook issue not Siebel issue
  - Works all the way back to 13
- Notifications
  - Helps CTI users not miss call. HI came to front on incoming call



# RESTful Web Services

- Going to be a big part of Siebel going forward
- Used by Composer
- Better than SOAP in many ways
- Consuming and offering data in JSON format
- New server architecture
  - Tomcat web server
  - No SWE - .war file instead
  - Reverse proxy
  - Proxy OM starts and stops Tomcat
- Special integration object REST ROWID key



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# Search

- Single field search
- Auto suggest
- Detachable search results pane
- Plug and play external search engine architecture
- Search history



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# IP 2017

- Production ready composer
- Test faster using UPT
- Multiple visualizations automatically
- .js and .css part of workspace
- Pm and Pr generators
  - Duncan Ford has built outside of Siebel
- Add missing object types to workspaces



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# Github.com/OracleSiebel



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A screenshot of a web browser displaying the GitHub repository page for OracleSiebel/ConfiguringSiebel. The browser's address bar shows the URL https://github.com/OracleSiebel/ConfiguringSiebel. The page header includes navigation links like Personal, Open source, Business, and Explore, along with a search bar and sign-in/sign-up buttons. The repository name is OracleSiebel / ConfiguringSiebel, with 4 watches, 2 stars, and 1 fork. The main content area shows the repository's commit history and file list. The commit history includes a commit by duncanford titled 'Initial PUSH of Elastic Example' and three files: BookshelfCode, ExampleCode, and README.md. The README.md file is expanded, showing the title 'ConfiguringSiebel' and the subtitle 'Bookshelf code and examples for configuring Siebel'. The browser's taskbar at the bottom shows a 125% zoom level.

# OUI Deployment Planning Guide



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Deployment Guide for Siebel Open UI  
8.1.1/8.2.2: Document 1499842.1

March 7, 2016

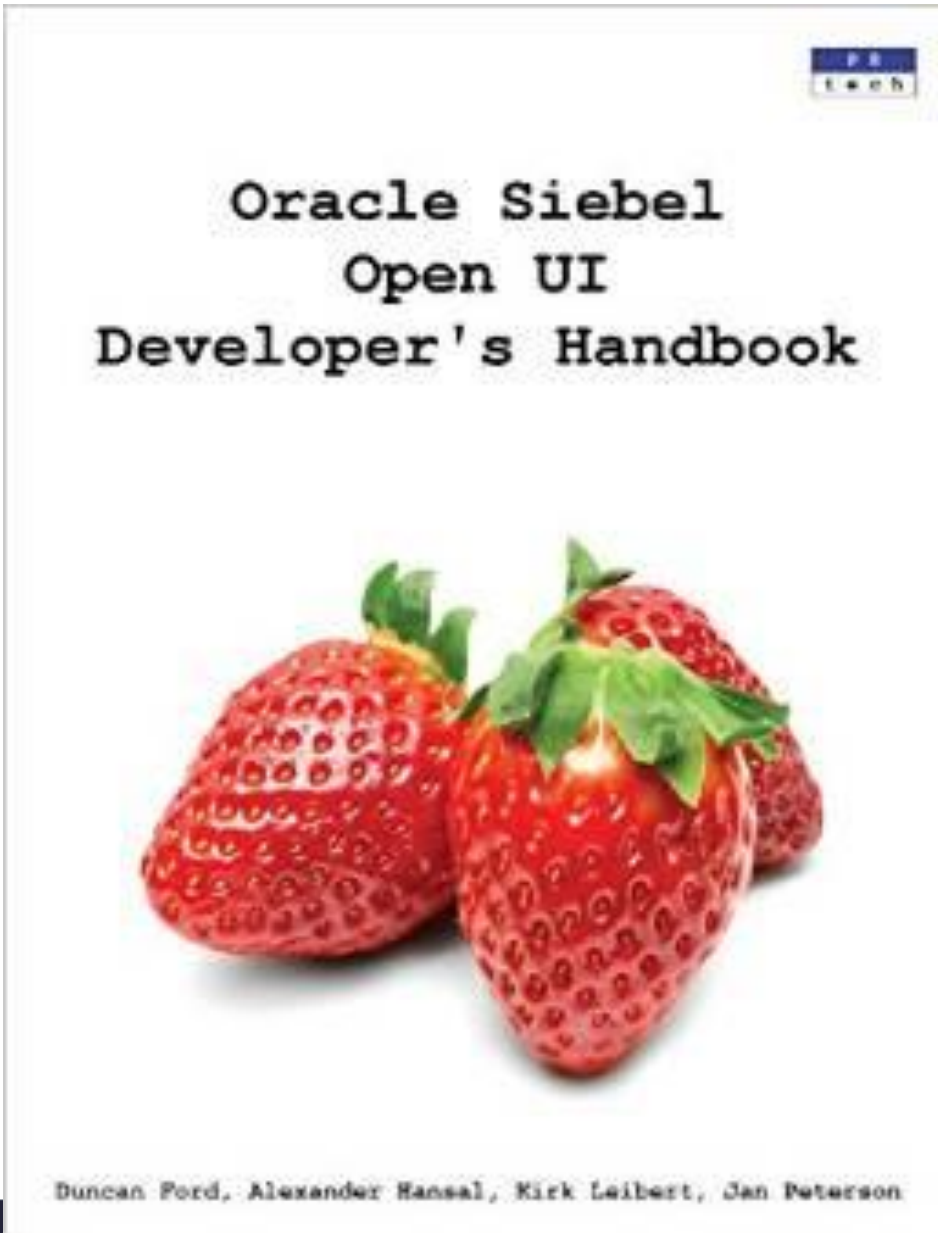
Holger Herbert, Siebel CRM  
Oracle

1

# Great New OUI Book



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- Linked In Connections
  - Duncan Ford
  - Jeroen Burgers
  - Alexander Hansal
  - Scott Hall
  - Jon Rozsits



# Siebel and the Cloud

- Customers are starting to move their Siebel to the Cloud
- Oracle Cloud has several Siebel varieties available in Store
- Many possible uses
- Some customers are doing very sophisticated things and even shutting down their data centers



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# Siebel SIG Educational Sessions 2016

- Siebel IP 2016 First Impressions
- More Open UI Training?
- Other? What Would You Like To See?



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