



SIEBEL[®]
eBusiness **7**

**ONLINE HELP
DEVELOPMENT GUIDE**

MIDMARKET EDITION

eBUSINESS APPLICATIONS

VERSION 7.0

12PA1-OH00-07000

OCTOBER 2001

Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404
Copyright © 2001 Siebel Systems, Inc.
All rights reserved.
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.

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

Other product names, designations, 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 Data—General, including Alternate III (June 1987), as applicable. Contractor/licensor is Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404.

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.

Contents

Introduction

Who Should Use This Guide	Intro-2
How This Guide Is Organized	Intro-3
Additional Documentation	Intro-4
What's New in This Release	Intro-4
Contacting Siebel Technical Support	Intro-5
Siebel Systems Welcomes Your Comments	Intro-6

Chapter 1. Help Implementation Overview

Employee Applications	1-2
Customer Applications	1-3
About Editing HTML Files	1-4

Chapter 2. Employee Applications

Location of Help Files	2-2
Siebel Web Client	2-2
Siebel Dedicated Web Client and Siebel Mobile Web Client	2-3
Online Help and Siebel Tools	2-5
Screen and View Objects	2-5
Help Id Objects	2-5
Help Properties of Screens and Views	2-6
Implementing Help for a Screen	2-7
Implementing Help for a View	2-9
Help Menu Items	2-10

Customizing and Adding Help	2-11
Customizing Help for Screens with Generic Help Topic Files	2-11
Customizing Help Content	2-12
Adding Help for a Screen	2-12
Adding Help for a View	2-12
Migrating Help	2-13
Help Migration Options	2-13
Sample Scenario	2-14
Updating Siebel Topic Files with Custom Content	2-14
Converting Content to HTML Format Using Siebel File Names	2-15
Converting Content to HTML Format Using Custom File Names	2-17
Using WinHelp	2-18

Chapter 3. Customer Applications

Location of Help Files	3-2
Online Help and Siebel Tools	3-3
Changing Help Links	3-5
Adding Help Links for New Applications	3-6
Migrating Help	3-8
Updating Siebel Topic Files with Custom Content	3-8
Using a Customized HTML File with a Custom File Name	3-9

Appendix A. Help Source Files

Employee Applications	A-1
Customer Applications	A-8

Appendix B. Cascading Style Sheet and JavaScript

siebhhelp.css	B-1
siebhhelp.js	B-3

Index

Introduction

Who Should Use This Guide	Intro-2
How This Guide Is Organized	Intro-3
Additional Documentation	Intro-4
What's New in This Release	Intro-4
Contacting Siebel Technical Support	Intro-5
Siebel Systems Welcomes Your Comments	Intro-6

Who Should Use This Guide

This guide provides information about the help implementation in Siebel eBusiness Applications, MidMarket Edition. It also contains information about customizing and migrating online help.

NOTE: All Siebel MidMarket product names include the phrase MidMarket Edition to distinguish this product from other Siebel eBusiness Applications. However, in the interest of brevity, after the first mention of a MidMarket product in this document, the product name will be given in abbreviated form. For example, after Siebel Call Center, MidMarket Edition, has been mentioned once, it will be referred to simply as Siebel Call Center. Such reference to a product using an abbreviated form should be understood as a specific reference to the associated Siebel MidMarket Edition product, and not any other Siebel Systems offering. When contacting Siebel Systems for technical support, sales, or other issues, note the full name of the product to ensure its proper identification and handling.

This book will be useful primarily to people whose title or job description matches one of the following:

Siebel Application Developers	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel applications.
Help Developers	Persons responsible for planning, developing, and implementing online help systems.
Technical Writers	Persons responsible for the documentation of your Siebel applications.

This guide assumes that you are familiar with Siebel Tools, MidMarket Edition, help development, HTML authoring, the use of cascading style sheets, and JavaScript.

How This Guide Is Organized

This guide begins with an overview of the implementation of online help in Siebel eBusiness Applications to provide you with the information you need to customize Siebel online help.

If your Siebel eBusiness Application is an employee application, [Chapter 2, “Employee Applications”](#) provides all the information you need to implement customized help for your application.

If your Siebel eBusiness Application is a customer application, [Chapter 3, “Customer Applications”](#) provides all the information you need to implement customized help for your application.

[Appendix A, “Help Source Files”](#) contains a detailed list of all the files used in the help systems, and [Appendix B, “Cascading Style Sheet and JavaScript”](#) contains a description of the cascading style sheet and JavaScript file used in the help systems.

Additional Documentation

The product documentation set for Siebel eBusiness Applications is provided on the *Bookshelf, MidMarket Edition* CD-ROM. For general information about Siebel product documentation, see the *Bookshelf, MidMarket Edition* home page, *Documentation Roadmap, MidMarket Edition*, and *What's New in Siebel 7: A Guide for Administrators and Developers, MidMarket Edition*.

Siebel Systems, Inc., reserves the right to modify the documentation for Siebel eBusiness Applications at any time. For updates to Siebel documentation, go to <http://ebusiness.siebel.com/supportweb/>.

If you want to order additional Siebel documentation and copies of the *Bookshelf, MidMarket Edition* CD-ROM, go to Books Online at <http://ebusiness.siebel.com/booksonline>.

To access both SupportWeb and Books Online, you will need to provide the user name and password you received from Siebel Support Services (support@siebel.com).

What's New in This Release

For a list of features new in this release, see the “What's New” books included on the *Bookshelf, MidMarket Edition*. Your Siebel implementation may not have all the features described in those guides, depending on which software modules you have purchased.

Contacting Siebel Technical Support

Do you know how to access Siebel Technical Support? It is crucial that you understand the requirements for getting support before you encounter technical issues that require Siebel Technical Support's assistance. This will facilitate smooth resolution of your issues. If you have questions, please don't hesitate to contact us.

To maximize your knowledge of Siebel products and your return on investment:

- You must attend Siebel training to become a *designated contact*.
- Your Siebel-trained designated contacts provide technical support to your users. Siebel Technical Support provides support directly to your designated contacts only.

To provide efficient, timely support and access to the Technical Support knowledge base:

- Siebel Technical Support is primarily Web-based; it can be accessed through Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>). Please submit new service requests to us through SupportWeb, where you can also search the knowledge base for solutions.
- Designated contacts receive read/write access to Siebel SupportWeb. All other project team members at your company receive read-only accounts so that they can access the knowledge base.

To register for Siebel training, access <http://siebeluniversity.siebel.com/edPortal> and choose Implementation Team Training.

Please submit your technical issues and updates to Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>). If you do not have a SupportWeb account, or if you have a question, please contact us at support@siebel.com or call your local Siebel Support Center:

- **North America:** + 1 800 214 0400 or + 1 650 295 5724
- **Brazil (São Paulo):** + 55 11 5110 0800
- **UK (London):** + 44 800 072 6787 or + 44 1784 494949
- **Germany (Munich):** + 49 89 95718 400

- **France (Paris):** + 44 800 072 6787 or + 44 1784 494949
- **Ireland (Galway):** + 44 800 072 6787 or + 44 1784 494949
- **Japan (Tokyo):** 0120 606 750 (Japan domestic only),
+ 81 3 5464 7948 (outside of Japan)
- **Singapore:** + 65 212 9266

Outside of local support center hours, Gold and Rollout Support Option customers can call +1 800 214 0400 or +1 650 295 5724.

We appreciate your business and look forward to working with you.

Siebel Systems Welcomes Your Comments

To help us improve our products, we want to know about any corrections or clarifications to this guide that you would find useful. Please include in your message:

- The title and version of the guide (very important)
- The name and version number of the Siebel eBusiness Application you are using
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

Siebel Systems, Inc.
Technical Publications Department
2207 Bridgepointe Parkway
San Mateo, CA 94404-5009

doc@siebel.com

We appreciate your feedback.

Help Implementation Overview

1

Employee Applications	1-2
Customer Applications	1-3
About Editing HTML Files	1-4

Employee Applications

Employee applications are generally used by internal employees of an enterprise. Siebel Call Center and Siebel Sales are examples of employee applications. In these applications, the help system is delivered in HTML format, and the help is context-sensitive at the screen level. When a user accesses help, the application calls the Siebel Web Engine (SWE) GotoPage method, which uses SWE code to display the correct help topic in a separate browser window.

The start page of the employee applications help system is siebstarthelp.htm, shown in [Figure 1-1](#).

[Appendix A, “Help Source Files”](#) contains a complete list of the files that make up the employee applications help system.



Figure 1-1. Start Page: Employee Applications Online Help

Customer Applications

Customer applications are generally used by external partners, customers, and prospects of an enterprise. Siebel eSales and Siebel eService are examples of customer applications. In these applications, the help system is delivered in HTML format, and the applications are configured to show the start page of the help system in a separate browser window whenever a user accesses help. This is done by using the SWE GotoURL method.

The start page of the customer applications help system is siebcomgeneric.htm, shown in [Figure 1-2](#).

[Appendix A, “Help Source Files”](#) contains a complete list of the files that make up the customer applications help system.



Figure 1-2. Start Page: Customer Applications Online Help

About Editing HTML Files

Siebel eBusiness Applications help files reside in a folder called “help.” When you have determined which HTML files you need to change, it is recommended that you copy those files to your local machine to make changes.

After you make your changes, you should test your changes (by reviewing the content in an HTML browser), and then copy the updated files to the appropriate directory on the server.

Location of Help Files	2-2
Siebel Web Client	2-2
Siebel Dedicated Web Client and Siebel Mobile Web Client	2-3
Online Help and Siebel Tools	2-5
Screen and View Objects	2-5
Help Id Objects	2-5
Help Properties of Screens and Views	2-6
Implementing Help for a Screen	2-7
Implementing Help for a View	2-9
Help Menu Items	2-10
Customizing and Adding Help	2-11
Customizing Help for Screens with Generic Help Topic Files	2-11
Customizing Help Content	2-12
Adding Help for a Screen	2-12
Adding Help for a View	2-12
Migrating Help	2-13
Help Migration Options	2-13
Sample Scenario	2-14
Updating Siebel Topic Files with Custom Content	2-14
Converting Content to HTML Format Using Siebel File Names	2-15
Converting Content to HTML Format Using Custom File Names	2-17
Using WinHelp	2-18

Location of Help Files

The location of the help files is determined by the location where you installed your Siebel applications and by the type of Siebel client.

Siebel Web Client

Siebel Web Client runs in a standard browser from the client personal computer and does not require any additional persistent software installed on the client. The browser connects through a Web server to the Siebel eBusiness Application server, which executes business logic and accesses data from the Siebel Database.

In this implementation, help files are installed in the following location on the server:

< install dir > \public\ < install language > \help, where

- *install dir* is the directory where you installed the Siebel Web Server Extensions
- *install language* is the language you selected during installation

During the installation process, your Web server is configured so that

*< install dir > \public\ < install language > *

becomes the root directory for the URL

http:// < hostname > / < Siebel application name >

When a Help Identifier property in a Screen object maps to a URL in the Help Id object, that URL is relative to *http:// < hostname > / < Siebel application name > .*

For example, if you are running Siebel Call Center on the server *siebsrvr*, when you request the help for the Accounts screen, the page that will appear is *http://siebsrvr/callcenter/help/siebaccounts.htm*. This means that you can put the help files in any directory that can be referenced from *http:// < hostname > / < Siebel_application_name > .*

For example, assume that in `<install dir> \public\<install language> \`, you create a directory called `customizedhelp` and you create a new help topic file for the Accounts screen, called `accountshelp.htm`. After that, you configure your Web server so that this directory is exposed to a Siebel application user. In this case, you would create Help Id objects that point to the URL `customizedhelp`; the Help Id object properties would be:

Property	Value
Name	ID_SCREEN_ACCOUNTS
Project	Repository Help Id
Type	Screen
HTML Help URL	customizedhelp/accountshelp.htm

Siebel Dedicated Web Client and Siebel Mobile Web Client

Siebel Dedicated Web Client is a Microsoft Windows client delivered through a Web browser that provides direct connectivity to a database server. It requires software to be installed on the client machine, but does not require a local database, Web server, or Siebel eBusiness Application server for serving up interactive user sessions. Siebel Server is still required for functionality like Territory Assignment Manager.

Siebel Mobile Web Client is a portable Microsoft Windows client delivered through a Web browser that is designed for local data access and does not need to be connected to a server. Siebel Mobile Web Client meets the needs of field professionals who do not have continuous access to a network. Siebel Mobile Web Client uses a local database on each mobile machine. Periodically, the client must access the Siebel Remote Server through a dial-up, WAN, or LAN connection to synchronize data changes with the Siebel Database on the database server and Siebel File System. This client requires installation of Siebel software on the user's personal computer.

The software installed on the user's machine for the Siebel Dedicated Web Client and Siebel Mobile Web Client is identical—the only difference is the type of connectivity provided.

In these implementations, the location of the help files is determined by the installation directory on the client:

< install path > \public\ < install language > \help, where

- *install path* is the complete path to the location where you installed the Siebel application
- *install language* is the language you selected during installation

For example, D:\sea\webclient\public\enu\help.

During the installation process, your local Web server is configured so that

*< install path > \public\ < install language > * becomes the root directory for the URL <http://localhost/>.

When a Help Identifier property in a Screen object maps to a URL in the Help Id object, that URL is relative to <http://localhost>.

For example, if you are running Siebel Call Center on your local machine, when you request the help for the Accounts screen, the page that will appear is <http://localhost/help/siebaccounts.htm>. This means that you can put the help files in any directory that can be referenced from <http://localhost/>.

For example, assume that in *< install path > \public\ < install language > *, you created a directory called *customizedhelp* and you created a new help topic file for the Accounts screen, called *accountshelp.htm*.

In this case, you would create Help Id objects that point to the URL *customizedhelp*; the Help Id object properties would be:

Property	Value
Name	ID_SCREEN_ACCOUNTS
Project	Repository Help Id
Type	Screen
HTML Help URL	customizedhelp/accountshelp.htm

Online Help and Siebel Tools

In Siebel Tools, Screen, View, and Help Id objects are used to establish the link between a screen or a view and a help topic file.

NOTE: Standard Siebel eBusiness Applications do not contain view-level help topic references; they are all at the screen level. See [“Implementing Help for a View” on page 2-9](#) for instructions about adding view-level help references.

Screen and View Objects

Each Screen and View object has a Help Identifier property that is used to establish the link with the Help Id object.

The format of the Help Identifier property is *ID_type_objdefname*, where:

- *type* is SCREEN or VIEW
- *objdefname* identifies the screen or view

Help Id Objects

Each Help Id object has a HTML Help URL property that is used to identify the HTML file that contains the help topics for the screen or the view by mapping the Help Identifier to a specific URL. You can use the same value for the HTML Help URL property for different Help Id objects.

The format of the HTML Help URL property is *help/helptopics.htm*, where:

- *help* is the server folder where the HTML topic files reside
- *helptopics.htm* is the HTML file that appears when a user invokes help

See [“Location of Help Files” on page 2-2](#) for additional information about where the help files are installed.

Help Properties of Screens and Views

To determine which HTML file contains the help topics for a screen or a view you must: use Siebel Tools to find the Help Identifier property of the Screen or View object and then find the corresponding HTML Help URL property in the Help Id object.

NOTE: Some screens are associated with generic help topics. In this case, you must use a different file name if you want to customize the help. See “Customizing Help for Screens with Generic Help Topic Files” on page 2-11 for instructions.

Example

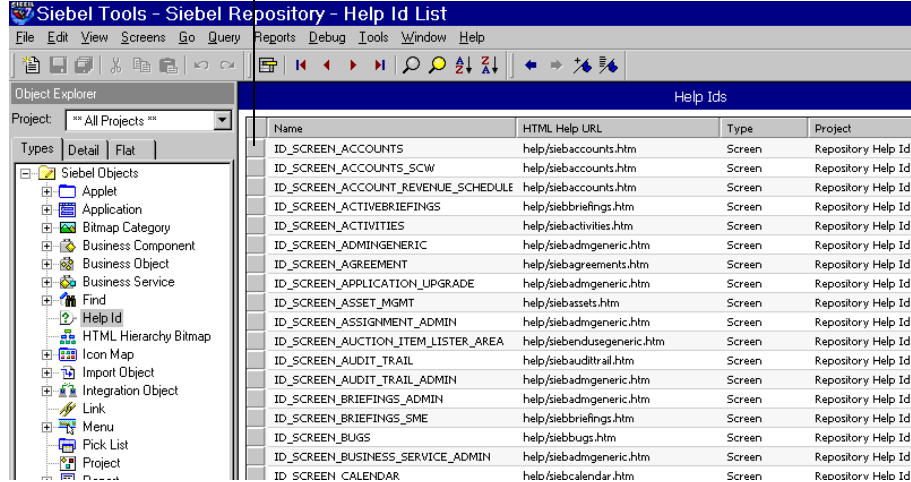
To determine which HTML file contains the help topics for the Accounts screen, you must find the Accounts screen object and find the value of its Help Identifier property (ID_SCREEN_ACCOUNTS), as illustrated below.

Screen object for the Accounts screen

Name	Project	Viewbar Text	Help Identifier
Account Revenue Schedule Script Scr	Opportunity Managen	Revenue Script	ID_SCREEN_ACCOUNT_REI
Accounts Screen	Account (SSE)	Accounts	ID_SCREEN_ACCOUNTS
Activities Screen	Activity (SSE)	Activities	ID_SCREEN_ACTIVITIES
Activities Screen (SME)	SME Campaign Manag	Activities	ID_SCREEN_ACTIVITIES
Agreement Screen	Srvagree (SSV)	Agreements	ID_SCREEN_AGREEMENT
Application Upgrade Screen	Application Upgrader	Application Upgrader	ID_SCREEN_APPLICATION
Asset Management Screen	Asset Management	Assets	ID_SCREEN_ASSET_MGMT
Asset Management Screen (eService)	Product Registration	Products	ID_SCREEN_ESERVICE
Assignment Administration Screen	Assignment	Assignment Administration	ID_SCREEN_ASSIGNMENT_
Auction	eAuction Auction Wat	Bidder	ID_SCREEN_EAUCTION
Auction Administration Screen	eAuction Admin	Auction Administration	ID_SCREEN_EAUCTION_AC
Auction Billing	eAuction Test	Auction Billing	
Auction Fees	eAuction Test	Auction Fees	
Auction Ratings	eAuction Test	Auction Ratings	
Auction Screen - Lots	eAuction Auction Iten	Auctions	ID_SCREEN_EAUCTION
Auctions	eAuction Test	Auctions viewbar text	
Audit Trail Admin Screen	Audit Trail	Audit Trail	ID_SCREEN_AUDIT_TRAIL
Audit Trail Screen	Audit Trail	Audit Trail	ID_SCREEN_AUDIT_TRAIL
Billing	FS Invoice	Billings	ID_SCREEN_FS_BILLING
Briefings Administration Screen	eBriefings	Briefings Administration	ID_SCREEN_BRIEFINGS_AC
Briefings Screen	SME Briefings (UI)	Briefings	ID_SCREEN_BRIEFINGS_SH
Bugs Screen	Bug	Bugs	ID_SCREEN_BUGS

When you know the value of the Help Identifier property of the Screen object (ID_SCREEN_ACCOUNTS), you can find the value of the Help Id object's HTML Help URL property (help/help/siebaccounts.htm), as illustrated below

Help Id object for
ID_SCREEN_ACCOUNTS



Name	HTML Help URL	Type	Project
ID_SCREEN_ACCOUNTS	help/siebaccounts.htm	Screen	Repository Help Id
ID_SCREEN_ACCOUNTS_SCW	help/siebaccounts.htm	Screen	Repository Help Id
ID_SCREEN_ACCOUNT_REVENUE_SCHEDULE	help/siebaccounts.htm	Screen	Repository Help Id
ID_SCREEN_ACTIVEBRIEFINGS	help/siebbriefings.htm	Screen	Repository Help Id
ID_SCREEN_ACTIVITIES	help/sieactivities.htm	Screen	Repository Help Id
ID_SCREEN_ADMINGENERIC	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_AGREEMENT	help/siebagreements.htm	Screen	Repository Help Id
ID_SCREEN_APPLICATION_UPGRADE	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_ASSET_MGMT	help/sieassets.htm	Screen	Repository Help Id
ID_SCREEN_ASSIGNMENT_ADMIN	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_AUCTION_ITEM_LISTER_AREA	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_AUDIT_TRAIL	help/sieaudittrail.htm	Screen	Repository Help Id
ID_SCREEN_AUDIT_TRAIL_ADMIN	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_BRIEFINGS_ADMIN	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN_BRIEFINGS_SME	help/siebbriefings.htm	Screen	Repository Help Id
ID_SCREEN_BUGS	help/siebugs.htm	Screen	Repository Help Id
ID_SCREEN_BUSINESS_SERVICE_ADMIN	help/siebadmgeneric.htm	Screen	Repository Help Id
ID_SCREEN CALENDAR	help/siecalendar.htm	Screen	Repository Help Id

Implementing Help for a Screen

If you add a custom screen in your implementation of Siebel eBusiness Applications, you can create help for that screen. To do this, you must use Siebel Tools to define the Screen object with a Help Identifier property, and then add a Help Id object with a HTML Help URL property for the screen. The documentation team can develop the content using the name of the file that will be added to the help folder on the Web server.

To add help for a new screen

- 1 In Siebel Tools, if the Screen object does not exist, create it.

See *Siebel Tools Reference, MidMarket Edition* for instructions.

- 2 In the Screen object, define the Help Identifier property.

For example, ID_SCREEN_MYNEWSCREEN.

- 3** Create a new Help Id object with the following properties:

Property	Value
Name	Value of the Help Identifier property of the screen
Project	Repository Help Id
Type	Screen
HTML Help URL	Name of the file that will contain the help content

For example,

Property	Value
Name	ID_SCREEN_MYNEWSCREEN
Project	Repository Help Id
Type	Screen
HTML Help URL	help/mynewscreen.htm

- 4** Recompile the repository file.
- 5** Create a new HTML file with help content for the screen.
- 6** Save the HTML file using the name defined in the HTML HELP URL property of the Help Id object associated with the screen.

For example, mynewscreen.htm.

- 7** Do one of the following:
- For Siebel Web Client implementations, copy the new HTML file to the correct server location.
 - For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the new SRF file and the new HTML file to your installed base.

For example, copy mynewscreen.htm to the correct server location, or push the HTML file to your installed base.

Implementing Help for a View

To add help for a view, you must use Siebel Tools to define the View object with a Help Identifier property, and then add a Help Id object with a HTML Help URL property for the view. At the same time, the documentation team can develop the content, and they can use the name of the file that will be added to the help folder on the Web server.

To add help for a view

- 1 In Siebel Tools, if the View object does not exist, create it.

See *Siebel Tools Reference, MidMarket Edition* for instructions.

- 2 In the View object, define the Help Identifier property.

For example, for the Opportunity Detail - Contacts View, use ID_VIEW_OPPORTUNITY_DETAIL_CONTACTS as the Help Identifier.

NOTE: If you leave the Help Identifier property blank for the View object, the Screen-specific help will be used as the default help topic for the view.

- 3 Create new Help Id object with the following properties:

Property	Value
Name	Value of the Help Identifier property of the view
Project	Repository Help Id
Type	View
HTML Help URL	Name of the file that contains the help topics

For example,

Property	Value
Name	ID_VIEW_OPPORTUNITY_DETAIL_CONTACTS
Project	Repository Help Id
Type	View
HTML Help URL	help/siebopportunities_detailcontacts.htm

- 4** Recompile the repository file.
- 5** Create a new HTML file with the help content for the view.
- 6** Save the HTML file using the name defined in the HTML HELP URL property of the Help Id object associated with the view.

For example, siebopportunities_detailcontacts.htm.

- 7** Do one of the following:
 - For Siebel Web Client implementations, copy the new HTML file to the correct server location.
 - For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the new SRF file and the new HTML file to your installed base.

For example, copy siebopportunities_detailcontacts.htm to the correct server location, or push the HTML file to your installed base.

Help Menu Items

If you create a new application using Siebel Tools, you can add help menu items to your application.

The Help application menu option is configured using the Command and Menu Objects.

The Command object created for online help is Contents Help (SWE).

See *Siebel Tools Reference, MidMarket Edition* for instructions about using the Command and Menu objects.

Customizing and Adding Help

You can customize help content included for a screen to suit your Siebel implementation and requirements. Standard Siebel eBusiness Applications do not include help files for views. If you want to add help at the view level, you must implement help for the view and then create a new HTML file with the help content for the view. See [“Implementing Help for a View” on page 2-9](#) for instructions.

Customizing Help for Screens with Generic Help Topic Files

Some screens are associated with generic help topics, which means that the HTML Help URL property of the Help Id object for a screen is one of the following:

- `help/siebadmgeneric.htm` for administrative screens
- `help/siebendusegeneric.htm` for end user screens

See [“Help Properties of Screens and Views” on page 2-6](#) for information about finding the HTML Help URL property.

To customize help for screens with generic help content

- 1** Open the HTML file referenced in the HTML Help URL property (`siebendusegeneric.htm` or `siebadmgeneric.htm`).
- 2** Save the file with a different name.
- 3** In Siebel Tools, update the HTML Help URL property of the Help Id object to reflect the new file name.
- 4** Follow the instructions in [“Customizing Help Content” on page 2-12](#).

Customizing Help Content

Since the help consists of HTML pages, you can use any HTML editor to change the content of a help topic.

To customize help content for a screen

- 1 Find the HTML Help URL property associated with the screen.

See [“Help Properties of Screens and Views” on page 2-6](#) for instructions.

For example, the HTML Help URL property for the Opportunities screen is `help/sieboopportunities.htm`.

- 2 Open the HTML file, make your changes, and save the file.

For example, open `sieboopportunities.htm`, make your changes, and save the file.

- 3 Do one of the following:

- For Siebel Web Client implementations, copy the updated HTML file to the correct server location.
- For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the new updated HTML file to your installed base.

In the sample scenario, copy `sieboopportunities.htm` to the correct server location, or push `sieboopportunities.htm` to your installed base.

Adding Help for a Screen

If you added a custom screen to your implementation of Siebel eBusiness Applications, you can add help for that screen. See [“Implementing Help for a Screen” on page 2-7](#) for instructions.

Adding Help for a View

To add help for a view, you must name the HTML topic file using the HTML Help URL property of the view. See [“Implementing Help for a View” on page 2-9](#) for instructions.

Migrating Help

If you customized the online help in earlier versions of your Siebel application and the customization was mostly related to task topics, it may be more effective to rewrite the content because the navigation in Siebel eBusiness Applications has changed considerably.

Help Migration Options

There are several ways to migrate customized help content to HTML format:

- Update the Siebel HTML topic file with information from your customized topic file from a previous release.

See [“Updating Siebel Topic Files with Custom Content” on page 2-14.](#)

- Convert existing content to HTML using the file name found in Siebel Tools.

See [“Converting Content to HTML Format Using Siebel File Names” on page 2-15.](#)

- Convert existing content to HTML using a file name of your choice, and update the HTML Help URL property.

See [“Converting Content to HTML Format Using Custom File Names” on page 2-17.](#)

If all users will be running on a MS Windows platform, you can use your current compiled Microsoft Windows help system as the help system for your Siebel application. See [“Using WinHelp” on page 2-18](#) for more information.

NOTE: In this chapter, *rich text editor* refers to a text editor that supports hidden text and footnotes, such as Microsoft Word.

Sample Scenario

For clarity purposes, the procedures in this section are illustrated by an example that assumes that you customized the help content for the Accounts screen to suit your implementation. In earlier versions of Siebel applications, you would have made these changes in the sa_acct.rtf source topic file.

Updating Siebel Topic Files with Custom Content

You can update the online help with customized information contained in your help system from a previous Siebel release using the Siebel topic files included with your Siebel eBusiness Applications.

Advantages	Disadvantages
<ul style="list-style-type: none">■ Maintains formatting, layout, and navigation elements of the original, Siebel-delivered online help.■ Links to the cascading style sheet remain in place.	<ul style="list-style-type: none">■ None

To update the Siebel HTML file with information from a customized .rtf file

- 1** Find the help properties of the screen.

See [“Help Properties of Screens and Views” on page 2-6](#) for instructions.

In the sample scenario, the HTML Help URL property associated with the Accounts screen is help/siebaccounts.htm.

- 2** Open the HTML file referenced in the HTML Help URL property.

In the sample scenario, open siebaccounts.htm.

- 3** Open the source .rtf file (used to create the help content in the previous version) in a rich text editor.

In the sample scenario, open sa_acct.rtf.

- 4** Use copy and paste functionality to copy content from the .rtf file to the HTML file.

In the sample scenario, copy content from sa_acct.rtf to siebaccounts.htm.

- 5** Apply the appropriate HTML tags to format content and save the HTML file.

See [Appendix B, “Cascading Style Sheet and JavaScript”](#) for a description of the cascading style sheet used in the help.

In the sample scenario, save siebaccounts.htm.

- 6** Test your changes by opening the HTML file in a Web browser.

- 7** Do one of the following:

- For Siebel Web Client implementations, update the HTML file on the server.
- For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the updated HTML file to your installed base.

In the sample scenario, on the server, replace help/siebaccounts.htm with your version of siebaccounts.htm created from the .rtf file, or push the HTML file to your installed base.

Converting Content to HTML Format Using Siebel File Names

If you customized the help content in previous versions of your Siebel application, you can use the method described in this section to convert the customized help content to HTML format. Use your source topic file (rich text format, .rtf) as a starting point and follow the instructions.

Advantages	Disadvantages
<ul style="list-style-type: none">■ The new help content exactly matches the customized content of the previous release.	<ul style="list-style-type: none">■ Creates a risk of unexpected formatting results if the person customizing the help is not familiar with HTML.■ Creates risk of losing navigation elements in the help system (to table of contents and index topics) if the correct HTML code is not inserted in the new HTML file.

To convert a customized .rtf file to HTML using the Siebel file name

- 1 Find the help properties of the screen.

See [“Help Properties of Screens and Views” on page 2-6](#) for instructions.

In the sample scenario, the HTML Help URL property associated with the Accounts screen is help/siebaccounts.htm. The Siebel file name for the topic file is “siebaccounts.htm.”

- 2 Open the source .rtf file (used to create the help content in the previous version) in a rich text editor.

In the sample scenario, open sa_acct.rtf.

- 3 Save the file in HTML format, using the appropriate Siebel file name.

In the sample scenario, save sa_acct.rtf as siebaccounts.htm.

- 4 Open the newly created HTML file.

- 5 In the HTML file, add a reference to the Siebel help cascading style sheet (siebhelp.css) and add the necessary blocks of code to implement the navigation buttons.

NOTE: You can copy this information from one of the Siebel-delivered HTML files.

- 6 Clean up the HTML code to use styles defined in the style sheet and save the HTML file.

- 7 Test your changes by opening the HTML file in a Web browser.

- 8 Do one of the following:

- For Siebel Web Client implementations, on the server, replace the Siebel-delivered HTML file with your version of the file.
- For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the updated HTML file to your installed base.

In the sample scenario, on the server, replace help/siebaccounts.htm with your version of siebaccounts.htm created from the .rtf file, or push the HTML file to your installed base.

Converting Content to HTML Format Using Custom File Names

You can use existing content in .rtf format and convert it to HTML using your own file naming convention.

Advantages	Disadvantages
<ul style="list-style-type: none">■ Requires very little work from your help developer or technical writer.	<ul style="list-style-type: none">■ Siebel Tools developers have to update the help properties for each topic file that does not use a Siebel name.■ Increases risk of errors because the names of files may be entered incorrectly in Siebel Tools.

To convert existing content to HTML using a file name of your choice

- 1** Open the source .rtf file (used to create the help content in the previous version) in a rich text editor.

In the sample scenario, open sa_acct.rtf.

- 2** Save the .rtf file in HTML format, with a name you choose.

In the sample scenario, save sa_acct.rtf as sa_acct.htm.

- 3** Test your changes by opening the HTML file in a Web browser.

- 4** In Siebel Tools, find the help properties of the screen.

See [“Help Properties of Screens and Views” on page 2-6](#) for instructions.

- 5** Update the HTML Help URL property of the Help Id object to reflect the correct file name.

In the sample scenario, update the HTML Help URL property for the ID_SCREEN_ACCOUNTS Help ID object to be help/sa_acct.htm.

6 Do one of the following:

- If you only changed HTML Help URL properties, recompile the Repository Help Id project to create an SRF and implement the changes.
- If you made other changes, recompile all affected projects to create an SRF and implement the changes.

7 Do one of the following:

- For Siebel Web Client implementations, copy the new HTML file to the correct server location.
- For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the new SRF file and the new HTML file to your installed base.

In the sample scenario, copy `sa_acct.htm` to the correct server location, or push the new SRF file and the HTML file to your installed base.

Using WinHelp

If all users will be running on a Microsoft Windows platform, you can use your current compiled Microsoft Windows help system (WinHelp) as the help system for your Siebel eBusiness Applications.

It is important to note that this solution is *not recommended* and that there are several drawbacks to this implementation:

- Each time a user invokes help, the Web browser's File Download dialog box will appear, and the user must respond access the help. The only way to avoid this is for your administrator to change security settings.
- When a user invokes help at a screen, the default topic in the WinHelp file appears in the help window, not the context-sensitive topic associated with the screen.

In WinHelp, you specify the default topic for the help file in the [OPTIONS] section of the help project file (.hpi). If you do not specify a default topic, WinHelp uses the first topic of the first file listed in the help project (.hpi) file.

- From the help window, the user can access the Index, but the table of contents (usually available through the Contents tab of the Help Topics window) is not available. Microsoft is aware of this problem, but since WinHelp is no longer the Microsoft method of choice for help delivery, Microsoft will not fix this defect.

NOTE: The following procedure assumes that you want to use siebhelp.hlp (a WinHelp file) as the help system for your Siebel eBusiness Applications.

To use a compiled WinHelp file

- 1** In Siebel Tools, update the HTML Help URL property for all Help Id objects to reflect the correct file name.

In this example, update the HTML Help URL property for all Help Id objects to be help/siebhelp.hlp.

- 2** Do one of the following:
 - If you only changed HTML Help URL properties, recompile the Repository Help Id project to create an SRF and implement the changes.
 - If you made other changes, recompile all affected projects to create an SRF and implement the changes.
- 3** Do one of the following:
 - For Siebel Web Client implementations, copy the help file (Windows compiled file) to the correct server location.
 - For Siebel Dedicated Web Client or Siebel Mobile Web Client implementations, push the new SRF file and the help file (.hlp) to your installed base.

In this example, copy siebhelp.hlp to the help folder on the server, or push the new SRF file and siebhelp.hlp to your installed base.

Location of Help Files	3-2
Online Help and Siebel Tools	3-3
Changing Help Links	3-5
Adding Help Links for New Applications	3-6
Migrating Help	3-8
Updating Siebel Topic Files with Custom Content	3-8
Using a Customized HTML File with a Custom File Name	3-9

Location of Help Files

The location of the help files is determined by the location where you installed your Siebel eBusiness Applications.

Help files are installed in the following location on the server:

< install dir > \public\ < install language > \help, where

- *install dir* is the directory where you installed the Siebel Web Server Extensions
- *install language* is the language you selected during installation

During the installation process, your Web server is configured so that

*< install dir > \public\ < install language > *
becomes the root directory for the URL
http:// < hostname > / < Siebel application name >

When the Value property of the Url Web Page Item Parameter maps to a URL, that URL is relative to *http:// < hostname > / < Siebel application name >* .

For example, if you are running Siebel eSales on the server siebsrvr, when you request help, the page that will appear is
http://siebsrvr/esales/help/comgeneric.htm. This means that you can put the help files in any directory that can be referenced from
http:// < hostname > / < Siebel_application_name > .

For example, assume that in *< install dir > \public\ < install language > *, you create a directory called customizedhelp and you create a start page for your help system, called myonlinehelp.htm. After that, you configure your Web server so that this directory is exposed to your application users. In this case, you would create a Web Page Item Parameter object definition that points to the URL customizedhelp; the Web Page Item Parameter object properties would be:

Property	Value
Name	Url
Value	customizedhelp/myonlinehelp.htm

Online Help and Siebel Tools

In Siebel Tools, a container Web Page object is used to establish the link between an application and its help start page.

Each Application object has a Container Web Page property.

Object Explorer		Applications			
Project: *** All Projects ***		Name	Container Web Page	Project	Menu
Types: Detail Flat	Siebel Objects	Siebel eAuction XML	CC Container Page	eAuction XML Applica	
	Applet	Siebel eBriefings	SI Container Page	eBriefings	Generic
	Application	Siebel eChannel	eChannel Container Page	Siebel eChannel	Generic
	Bitmap Category	Siebel eChannel Webphone		SWLS eChannel	Generic
	Help Id	Siebel eCustomer	CC Container Page (eSales)	eCustomer	Generic
	Menu	Siebel eEvents Management	CC Container Page (eEvents)	eEvents Management	Generic
	Pick List	Siebel eMail Response	CC Container Page	eMail Response	Generic W
	Project	Siebel eMarketing	eMarketing DotCom Container Page	eMarketing SWE	Generic
	Report	Siebel ePortal	ePortal Container Page	eBriefings	Generic
	Repository	Siebel eSales	CC Container Page (eSales)	eSales	Generic
	Screen	Siebel eService	DotCom Page Container eService (Fra	Siebel eService	Generic
	View	Siebel eService Webphone		SWLS eService	Generic
	Web Page	Siebel eTraining	CC Container Page (eTraining)	eTraining	Generic
	Web Template				

The Container Web Page property represents a Web Page object.

Object Explorer		Web Pages		
Project: *** All Projects ***		Name	Project	Web Template
Types: Detail Flat	Siebel Objects	CC Container Page	eApp	Page Container
	Applet	CC Container Page (Pre Login)	eApp	Page Container (Pre Login)
	Application	CC Container Page (eEvents)	eEvents Management	DotCom Page Container
	Bitmap Category	CC Container Page (eSales)	eSales	DotCom Page Container (Frame)
	Help Id	CC Container Page (eTraining)	eTraining	DotCom Page Container (Hybrid)
	Menu	CC Container Page Logic	Persistent Customer Dashboard	CC Container Page Logic
	Pick List	CC ContentContainer Page	eApp	Content Container
	Project	CC Error Page	eApp	Error
	Report	CC Help Page	eApp	Help
	Repository	CC Login Page	eApp	Login
	Screen	CC Login Page (Login Only)	eApp	Login
	View	CC Popup Page	eApp	Popup Container
	Web Page	CC SearchContainer Page	eApp	Search Container
	Web Template	CC Site Map	eApp	Site Map

Each Web Page object contains Web Page Item objects.

The screenshot shows the Siebel Tools interface. On the left is the Object Explorer with a tree view containing Siebel Objects, Applet, Application, Bitmap Category, Help Id, Menu, Pick List, Project, Report, Repository, Screen, View, Web Page, Web Page Item, and Web Template. The 'Web Page Item' is selected. On the right is the 'Web Pages' table with columns: W, Name, Changed, Project, Do Not Use Cont, and We. The table lists several container pages like 'CC Container Page' for different applications (eApp, eEvents Management, eSales, eTraining).

W	Name	Changed	Project	Do Not Use Cont	We
	CC Container Page		eApp	✓	Pa
	CC Container Page (Pre Login)		eApp	✓	Pa
	CC Container Page (eEvents)		eEvents Management	✓	Dot
	CC Container Page (eSales)		eSales	✓	Dot
	CC Container Page (eTraining)		eTraining	✓	Dot

Web Page Items		
Name	Type	HTML Attributes
ContactButton	Link	
HelpButton	Link	target="_blank"
LoginLink	Link	
LogoutButton	Link	
ProfileButton	Link	
Shopping Cart	Link	

The HelpButton Web Page Item has one parameter that identifies the start page of the help system for the application.

The screenshot shows the Siebel Tools interface. On the left is the Object Explorer with a tree view containing Siebel Objects, Applet, Application, Bitmap Category, Help Id, Menu, Pick List, Project, Report, Repository, Screen, View, Web Page, Web Page Item, Web Page Item Locale, and Web Page Item Parameter. The 'Web Page Item Parameter' is selected. On the right is the 'Web Page Item Parameters' table with columns: W, Name, Changed, Value, and Inad. The table lists parameters for various web page items like 'HelpButton', 'LoginLink', 'LogoutButton', 'ProfileButton', and 'Shopping Cart'. Below this is the 'Web Page Item Parameters' table with columns: W, Name, Changed, Value, and Inad. The table lists parameters for various web page items like 'HelpButton', 'LoginLink', 'LogoutButton', 'ProfileButton', and 'Shopping Cart'.

W	Name	Changed	Type	Captio
	HelpButton		Link	Help
	LoginLink		Link	Log In
	LogoutButton		Link	Log O
	ProfileButton		Link	My Ac
	Shopping Cart		Link	<img s

Web Page Item Parameters				
W	Name	Changed	Value	Inad
	Url		help/siebecomgeneric.htm	

Changing Help Links

If you want to use a different start page for the help, you can change the help link for the application.

To change a help link

- 1** In Siebel Tools, in the Object Explorer (Types tab) select the Application object type.
- 2** In the Object List Editor, find the Container Web Page that the application uses.
- 3** In the Object Explorer (Types tab), select the Web Page object type.
- 4** In the Object List Editor, find and select the Web Page object definition that uses the Container Web Page.
- 5** In the Object Explorer (Types tab), expand the Web Page object type and select the Web Page Item object type.
- 6** In the Object List Editor, select the HelpButton Web Page Item object definition, and in the Object Explorer (Types tab), expand the Web Page Item object to expose and select the Web Page Item Parameter object type.
- 7** In the Url Web Page Item Parameter object definition, change the Value property to reflect the name of the HTML file you want to use as a start page.

For example, help/index.htm.

Adding Help Links for New Applications

If you create a new application using Siebel Tools, you can add help links to your application.

To add a help link

- 1** In Siebel Tools, in the Object Explorer (Types tab) select the Application object type.
- 2** In the Object List Editor, find the value of the Container Web Page property for the Application object.

For example, the Container Web Page property of the Siebel eSales Application object is CC Container Page (eSales). Container Web pages map to the Web Page object in Siebel Tools.

- 3** In the Object Explorer (Types tab), select the Web Page object type.
- 4** In the Object List Editor, find and select the Web Page object definition that uses the Container Web Page.
- 5** In the Object Explorer (Types tab), expand the Web Page object type to expose the Web Page Item object type.
- 6** In the Object List Editor, create a new Web Page Item object definition with the following properties:

Property	Value
Name	HelpButton
Type	Link
Caption	Help
Method Invoked	GotoURL
Item Identifier	A number between 11 and 19 that is not used by another Web Page Item object definition.
HTML Attribute	target = “_blank”

- 7** In the Object List Editor, select the Web Page Item object definition you created, and in the Object Explorer (Types tab), expand the Web Page Item object to expose the Web Page Item Parameter object type.
- 8** Create a Web Page Item Parameters object definition with the following properties:

Property	Value
Name	Url
Value	help/siebcomgeneric.htm

Migrating Help

There are two ways to migrate customized help content to HTML format:

- [“Updating Siebel Topic Files with Custom Content”](#)
- [“Using a Customized HTML File with a Custom File Name”](#) on page 3-9

Updating Siebel Topic Files with Custom Content

You can update the online help with customized information contained in your help system from a previous Siebel release using the Siebel topic files included with your Siebel eBusiness Applications.

Advantages	Disadvantages
<ul style="list-style-type: none">■ Maintains formatting, layout, and navigation elements of the original, Siebel-delivered online help.■ Links to the cascading style sheet remain in place.	<ul style="list-style-type: none">■ None

To update the Siebel HTML file with information from a customized HTML file

- 1 Find the name of the HTML file to update and open the file.

See [Appendix A, “Help Source Files”](#) for a complete list of files.

- 2 Open the HTML file used to create help content in the previous version.

If you used the Siebel file name in earlier releases, the file name would be Siebel_eBusiness_Help.htm.

- 3 Use copy and paste functionality to update the Siebel HTML file.
- 4 Apply appropriate HTML tags to format content and save the HTML file.
- 5 Test your changes by opening the HTML file in a Web browser.
- 6 Update the HTML file on the server.

Using a Customized HTML File with a Custom File Name

You can use existing content in HTML format and use your own file naming convention.

Advantages	Disadvantages
<ul style="list-style-type: none">■ Requires very little work from your help developer or technical writer.	<ul style="list-style-type: none">■ Siebel Tools developers have to update the help link for the application.■ Adds a risk of losing navigation elements in the help system (table of contents, back, and forward) if you do not insert the correct HTML code in the customized HTML file.

To use an existing customized HTML file

- 1 In Siebel Tools, change the help link so that it calls the correct HTML file.

See [“Changing Help Links” on page 3-5](#) for instructions.

- 2 Recompile to create an updated SRF.
- 3 Optionally, in the HTML file, add a reference to the Siebel help cascading style sheet (siebhelp.css) and add the necessary code to implement the navigation buttons.

NOTE: You can use help/siebcomgeneric.htm as an example.

- 4 Update the SRF and the HTML file on the server.

Employee Applications

The help system for employee applications consists of HTML files (listed in [Table A-1](#)), image files (listed in [Table A-2 on page A-5](#)), a cascading style sheet (siebhelp.css), and a JavaScript file (siebhelp.js). The cascading style sheet and the JavaScript file are described in [Appendix B, “Cascading Style Sheet and JavaScript.”](#)

Table A-1. HTML Files (1 of 5)

File Name	Description
siebaccounts.htm	Screen topic, same content as siebendusegeneric.htm
siebactivities.htm	Screen topic, same content as siebendusegeneric.htm
siebadmgeneric.htm	Generic topic for administrative screens (same content as siebendusegeneric.htm)
siebagreements.htm	Screen topic, same content as siebendusegeneric.htm
siebasets.htm	Screen topic, same content as siebendusegeneric.htm
siebbasicsactsresp.htm	Accounts and Responsibilities
siebbasicscontrols.htm	Using Field Controls
siebbasicscontrolscal.htm	Selecting Date and Time Information
siebbasicscontrolscurr.htm	Using the Currency Calculator
siebbasicsdata.htm	Working with Data
siebbasicsdatatoc.htm	Table of contents: Working with Data
siebbasicsdbconnect.htm	Understanding Database Connection Options
siebbasicskbshortcuts.htm	Using Keyboard Shortcuts
siebbasicsnav.htm	Navigating the Application

Table A-1. HTML Files (2 of 5)

File Name	Description
siebbasicsselectiondbs.htm	Using Selection Dialog Boxes
siebugs.htm	Screen topic, same content as siebendusegeneric.htm
siebcalendar.htm	Using the Calendar
siebcampaigns.htm	Screen topic, same content as siebendusegeneric.htm
siebcategories.htm	Screen topic, same content as siebendusegeneric.htm
siebcctests.htm	Screen topic, same content as siebendusegeneric.htm
siebchannel.htm	Screen topic, same content as siebendusegeneric.htm
siebchannelpartneroper.htm	Screen topic, same content as siebendusegeneric.htm
siebcharts.htm	Using Charts
siebcommbar.htm	Screen topic, same content as siebendusegeneric.htm
siebcommunications.htm	Screen topic, same content as siebendusegeneric.htm
siebcompetitors.htm	Screen topic, same content as siebendusegeneric.htm
siebcontacts.htm	Screen topic, same content as siebendusegeneric.htm
siebcontactus.htm	Screen topic, same content as siebendusegeneric.htm
siebcorrespondence.htm	Using Siebel Correspondence
siebcorrespondencetoc.htm	Table of contents: Using Siebel Correspondence
siebcustdashboard.htm	Screen topic, same content as siebendusegeneric.htm
siebcustomer.htm	Screen topic, same content as siebendusegeneric.htm
siebcustomerprod.htm	Screen topic, same content as siebendusegeneric.htm
siebcustomizehelp.htm	High-level information about customizing help
siebemployees.htm	Screen topic, same content as siebendusegeneric.htm
siebendusegeneric.htm	Generic topic for end user screens
siebertitlements.htm	Screen topic, same content as siebendusegeneric.htm
siebexecreports.htm	Screen topic, same content as siebendusegeneric.htm

Table A-1. HTML Files (3 of 5)

File Name	Description
siebexpensereps.htm	Screen topic, same content as siebendusegeneric.htm
siebfavorites.htm	Working with Favorites
siebfavoritestoc.htm	Table of contents: Working with Favorites
siebfeatures.htm	Screen topic, same content as siebendusegeneric.htm
siebfilters.htm	Screen topic, same content as siebendusegeneric.htm
siebfindinginfotoc.htm	Table of contents: Finding Information
siebfulfillment.htm	Screen topic, same content as siebendusegeneric.htm
siebfundrequests.htm	Screen topic, same content as siebendusegeneric.htm
siebgeographicmap.htm	Screen topic, same content as siebendusegeneric.htm
siebgloss.htm	Glossary
siebhomepage.htm	Using the Home Page
siebhomepagetoc.htm	Table of contents: Using the Home Page
siebindex.htm	Help Index
sieblastmgmt.htm	Screen topic, same content as siebendusegeneric.htm
siebliterature.htm	Working with Literature
siebliteraturetoc.htm	Table of contents: Working with Literature
siebmdfdesign.htm	Screen topic, same content as siebendusegeneric.htm
siebmessages.htm	Screen topic, same content as siebendusegeneric.htm
siebmigratehelp.htm	High-level information about migrating help
siebmktgcomm.htm	Screen topic, same content as siebendusegeneric.htm
sieboffers.htm	Screen topic, same content as siebendusegeneric.htm
siebopportunities.htm	Screen topic, same content as siebendusegeneric.htm
sieboppprodanal.htm	Screen topic, same content as siebendusegeneric.htm
sieboptions.htm	Setting User Options

Table A-1. HTML Files (4 of 5)

File Name	Description
sieboptionstoc.htm	Table of contents: Setting User Options
sieborders.htm	Screen topic, same content as siebendusegeneric.htm
siebpaging.htm	Siebel Paging help topics
siebplans.htm	Screen topic, same content as siebendusegeneric.htm
siebproducts.htm	Screen topic, same content as siebendusegeneric.htm
siebprograms.htm	Screen topic, same content as siebendusegeneric.htm
siebprojects.htm	Screen topic, same content as siebendusegeneric.htm
siebpromotions.htm	Screen topic, same content as siebendusegeneric.htm
siebquality.htm	Screen topic, same content as siebendusegeneric.htm
siebquery.htm	Using Queries
siebquerytoc.htm	Table of contents: Using Queries
siebquotes.htm	Screen topic, same content as siebendusegeneric.htm
siebreceiving.htm	Screen topic, same content as siebendusegeneric.htm
siebreferences.htm	Screen topic, same content as siebendusegeneric.htm
siebreports.htm	Working with Reports
siebreportstoc.htm	Table of contents: Working with Reports
siebresponses.htm	Screen topic, same content as siebendusegeneric.htm
siebrevenues.htm	Screen topic, same content as siebendusegeneric.htm
siebsalesquotas.htm	Screen topic, same content as siebendusegeneric.htm
siebsearch.htm	Using the Siebel Search Center
siebsearchtoc.htm	Table of contents: Using the Siebel Search Center
siebsegments.htm	Screen topic, same content as siebendusegeneric.htm
siebservinv.htm	Screen topic, same content as siebendusegeneric.htm
siebservreqsts.htm	Screen topic, same content as siebendusegeneric.htm

Table A-1. HTML Files (5 of 5)

File Name	Description
siebshipping.htm	Screen topic, same content as siebendusegeneric.htm
siebsmartscripts.htm	Screen topic, same content as siebendusegeneric.htm
siebsolutions.htm	Screen topic, same content as siebendusegeneric.htm
siebstarthelp.htm	Start page (main table of contents)
siebsynch.htm	Synchronizing Data
siebsynchtoc.htm	Table of contents: Synchronizing Data
siebtimesheets.htm	Screen topic, same content as siebendusegeneric.htm
siebusercatalog.htm	Screen topic, same content as siebendusegeneric.htm
siebuserinterfacetoc.htm	Table of contents: Understanding the User Interface
siebusingcalendartoc.htm	Table of contents: Using the Calendar
siebwelcome.htm	Welcome to Siebel Online Help

Table A-2. Image Files (1 of 3)

File Name	Description
btn_cls_d.gif	Used to create buttons
btn_mid.gif	Used to create buttons
btn_opn_d.gif	Used to create buttons
calculatoricon.gif	Application icon
calendactivity.gif	Application icon
calendarselect.gif	Application icon
cl_book.gif	Closed book
closesearchbutton.gif	Application icon
col_movedown.gif	Application icon
col_moveleft.gif	Application icon

Table A-2. Image Files (2 of 3)

File Name	Description
col_moveleftall.gif	Application icon
col_moveright.gif	Application icon
col_moverightall.gif	Application icon
col_movetobottom.gif	Application icon
col_movetotop.gif	Application icon
col_moveup.gif	Application icon
collapse.gif	Application icon
ddlist.gif	Application icon
deleteicon.gif	Application icon
expand.gif	Application icon
hide.gif	Application icon
home.gif	Application icon
lessmore.gif	Application icon (Show less)
menubutton.gif	Application icon
moreless.gif	Application icon (Show more)
movedown.gif	Application icon
moveup.gif	Application icon
nxt_0_d.gif	Used to create buttons
nxt_1_d.gif	Used to create buttons
op_book.gif	Open book
page.gif	Page icon
prv_0_d.gif	Used to create buttons
prv_1_d.gif	Used to create buttons
recordnav.gif	Application icon

Table A-2. Image Files (3 of 3)

File Name	Description
return.gif	Back to top
saveicon.gif	Application icon
screentabbuttons.gif	Application icon
searchbutton.gif	Application icon
selecticon.gif	Application icon
show.gif	Application icon
sort.gif	Application icon
sortascending.gif	Application icon
sortascendingdone.gif	Application icon
sortdescending.gif	Application icon
tabjump.gif	Application icon
tabjumpenabled.gif	Application icon
top.gif	Back to top

Customer Applications

The help system for customer applications consists of HTML files (listed in [Table A-3](#)), image files (listed in [Table A-4 on page A-9](#)), a cascading style sheet (siebhelp.css), and a JavaScript file (siebhelp.js). The cascading style sheet and the JavaScript file are described in [Appendix B, “Cascading Style Sheet and JavaScript.”](#)

Table A-3. HTML Files

File Name	Description
siebcomcontactus.htm	Contacting Us
siebcomfindinginfo.htm	Finding Information
siebcomgeneric.htm	Start page (main table of contents)
siebcomgenericcontactustoc.htm	Table of contents: Contacting Us
siebcomgenericfindinginfotoc.htm	Table of contents: Finding Information
siebcomgenericlogintoc.htm	Table of contents: Logging In
siebcomgenericregistrationtoc.htm	Table of contents: Registration
siebcomgenericuserinterfacetoc.htm	Table of contents: Understanding the User Interface
siebcomloggingin.htm	Logging In
siebcomregistration.htm	Registration
siebcomsearch.htm	Using Search
siebcomupdatinguserprofile.htm	Updating Your User Profile
siebcomuserinterface.htm	Understanding the User Interface
siebcomwwattachments.htm	Viewing Attachments

Table A-4. Image Files

File Name	Description
btn_cls_d.gif	Used to create buttons
btn_mid.gif	Used to create buttons
btn_opn_d.gif	Used to create buttons
calculatoricon.gif	Application icon
calendarselect.gif	Application icon
cl_book.gif	Closed book
nxt_0_d.gif	Used to create buttons
nxt_1_d.gif	Used to create buttons
op_book.gif	Open book
prv_0_d.gif	Used to create buttons
prv_1_d.gif	Used to create buttons
recordnav.gif	Application icon
screentabbuttons.gif	Application icon
selecticon.gif	Application icon
sort.gif	Application icon
sortascendingdone.gif	Application icon
top.gif	Back to top

Cascading Style Sheet and JavaScript

B

Siebel online help uses a cascading style sheet and a JavaScript file to control the appearance of the help pages and to create navigation buttons in each file.

siebhelp.css

The formatting of the help pages in Siebel online help is managed with a cascading style sheet (siebhelp.css). A cascading style sheet includes typographical and formatting information on how the Web page should appear, such as the text font. A cascading style sheet gives the author control over the appearance of the page.

[Table B-1](#) describes each tag and class for which formatting is defined in siebhelp.css.

Table B-1. Cascading Style Sheet Definitions (1 of 2)

Tag/Class	Description
BODY	Tag. Defines the default formatting for all the text in all the HTML files that make up the help system.
P	Tag. Used for all paragraphs in all the HTML files that make up the help system.
H1	Tag. Used for the main title of a set of topics contained in one HTML file in the help system.
H2	Tag. Used for second-level topic titles within HTML files in the help system. In addition, H2 tags are used for the letter navigation bars in the glossary and index files.
H3	Tag. Used for subheadings within topics, such as “See Also” sections. In addition, H3 tags are used for the group heading letters in the glossary and index files.
H4	Tag. Used to format the heading of each entry in the glossary file.

Table B-1. Cascading Style Sheet Definitions (2 of 2)

Tag/Class	Description
H5	Tag. Used for all procedure headings in the HTML files that make up the help system (for example, for the “To add a record” procedure heading).
HR	Tag. Used in all HTML files to add a blue horizontal separation line between topics.
TD	Tag. Defined in the style sheet to reduce space in table cells and use 8 point as the default font size for table text. The tag is used for all table text in all the HTML files that make up the help system.
TR	Tag. Defined in the style sheet to set the vertical alignment of all the content of all table cells to “top.”
OL	Tag. Defined in the style sheet to reduce the standard ordered list indentation. In Netscape browsers, this specification has no effect.
UL	Tag. Defined in the style sheet to reduce the standard unordered list indentation. In Netscape browsers, this specification has no effect.
P.BacktoTop	Class. Used to reduce the spacing for the separation lines, with the back to top navigation icon, between topics in an HTML file.
P.index01	Class. Used for first-level index entries in siebindex.htm.
P.index02	Class. Used for second-level index entries in siebindex.htm. These entries are indented from the main index entries.
.minibutton	Class. Used for formatting of navigation buttons (Contents, Back, Forward, and Index), created using JavaScript.
.minibuttonOn	Class. Used for formatting of navigation buttons (Contents, Back, Forward, and Index), created using JavaScript.
.minibuttonOff	Class. Used for formatting of navigation buttons (Contents, Back, Forward, and Index), created using JavaScript.

siebhelp.js

Siebel online help uses a JavaScript file (siebhelp.js) to display navigation buttons at the beginning and the end of each help topic file. The navigation buttons are different for employee and customer applications:

- Employee applications help: Contents, Back, Forward, and Index.
- Customer applications help: Contents, Back, and Forward.

Each HTML source file has a statement that references the siebhelp.js file and also contains a set of script statements to create the buttons.

Index

A

- adding help
 - for screens 2-7
 - for views 2-9
- adding Help links for customer applications 3-5, 3-6
- adding Help menu items for employee applications 2-10
- audience for guide Intro-2

B

- BacktoTop class B-2
- BODY tag B-1

C

- cascading style sheet
 - used in Siebel help B-1
- classes used in Siebel help B-1
- Command objects 2-10
- Container Web Page property 3-5, 3-6
- .css file B-1
- customer applications
 - adding Help links 3-5, 3-6

E

- editing HTML files 1-4
- employee applications
 - adding Help menu items 2-10

F

- features, new features in this release Intro-4

files

- .css B-1
- .rtf 2-13
- editing HTML 1-4
- location of help 2-2, 2-3
- siebhhelp.css B-1
- format
 - Help Identifier property 2-5
 - HTML Help URL property 2-5

H

- H1 tag B-1
- H2 tag B-1
- H3 tag B-1
- H4 tag B-1
- H5 tag B-2
- help content
 - adding for screens 2-7
 - adding for views 2-9
 - customizing for screens 2-11
- help files
 - location 2-2, 2-3
- Help Id objects
 - HTML Help URL property 2-5
- Help Identifier property
 - Screen objects 2-5
- help links
 - adding for customer applications 3-5, 3-6
- Help menu items
 - adding for employee applications 2-10

- help migration
 - converting .rtf files using custom file names 2-17
 - converting .rtf files using Siebel file names 2-15
 - options 2-13
 - sample scenario 2-14
 - updating Siebel topic files 2-14
 - using WinHelp 2-18
- help properties
 - finding for screens 2-6
 - finding for views 2-6
- HR tag B-2
- HTML classes
 - BacktoTop B-2
 - index01 B-2
 - index02 B-2
 - minibutton B-2
 - minibuttonOff B-2
 - minibuttonOn B-2
 - used in Siebel help B-1
- HTML files
 - editing 1-4
- HTML Help URL property
 - format 2-5
 - Help Id objects 2-5
- HTML tags
 - BODY B-1
 - H1 B-1
 - H2 B-1
 - H3 B-1
 - H4 B-1
 - H5 B-2
 - HR B-2
 - OL B-2
 - P B-1
 - TD B-2
 - TR B-2
 - UL B-2
 - used in Siebel help B-1

I

- index01 class B-2
- index02 class B-2

L

- location of help files 2-2, 3-2

M

- Menu objects 2-10
- migrating help
 - options 2-13
 - sample scenario 2-14
- minibutton class B-2
- minibuttonOff class B-2
- minibuttonOn class B-2

O

- objects
 - Command 2-10
 - Menu 2-10
 - Web Page 3-5, 3-6
 - Web Page Item 3-5, 3-6
 - Web Page Item Parameter 3-5, 3-7
- OL tag B-2
- options for migrating help 2-13

P

- P tag B-1
- properties
 - Container Web Page 3-5, 3-6
 - Help Identifier 2-5
 - HTML Help URL 2-5

R

- release, new features Intro-4
- rich text editor 2-13
- .rtf 2-13

S

- sample scenario
 - help migration 2-14
- Screen objects

- Help Identifier property 2-5
- screens
 - adding help 2-7
 - customizing help content 2-11
 - finding help properties 2-6
- Siebel Mobile Web Client
 - location of help files 2-3
- Siebel technical support Intro-5 to Intro-6
- Siebel Web Client
 - location of help files 2-2
- siebhelp.css B-1
 - BacktoTop class B-2
 - BODY tag B-1
 - H1 tag B-1
 - H2 tag B-1
 - H3 tag B-1
 - H4 tag B-1
 - H5 tag B-2
 - HR tag B-2
 - index01 class B-2
 - index02 class B-2
 - minibutton class B-2
 - minibuttonOff class B-2
 - minibuttonOn class B-2
 - OL tag B-2
 - P tag B-1
 - TD tag B-2
 - TR tag B-2
 - UL tag B-2
- styles used in Siebel help B-1

T

- tags used in Siebel help B-1
- TD tag B-2
- technical support Intro-5 to Intro-6
- TR tag B-2

U

- UL tag B-2

V

- views
 - adding help 2-9
 - finding help properties 2-6

W

- Web Page Item objects 3-5, 3-6
- Web Page Item Parameter objects 3-5, 3-7
- Web Page objects 3-5, 3-6

