Siebel CRM 2021 Documentation

The following list contains documentation available in the Siebel PDF Bookshelf. Documents are listed in alphabetical order without the word "Siebel" unless they reference an integration with another Oracle product. Click the name of a guide to view the document in PDF. To search all books in the Siebel PDF Bookshelf, click Search.

Search

Guides referenced from these pages are current for Siebel CRM 21.8 Update

Other Information

Related Documentation | Support | Siebel Tools Online Help | Using PDF Search | Legal Notices

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

All Documentation

A

Anywhere Administration Guide
Application Deployment Manager Guide
Application Services Interface Reference
Applications Administration Guide (Revised)
Approval Manager Guide
Assignment Manager Administration Guide
Automotive Guide

B

Business Process Framework: Task UI Guide
Business Process Framework: Workflow Guide
Business Processes and Rules: Siebel Enterprise Application Integration

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Siebel CRM 2021 Documentation

C

Chat Guide
Clinical Trial Management System Guide
Communications Guide
Configuring Siebel Business Applications
Configuring Siebel Open UI
Consumer Goods Guide
Correspondence, Proposals, and Presentations Guide
CRM Web Services Reference
Related Web Services Files (CRMWeb.zip file located in the \books folder)
CTI Administration Guide

D

Data Model Reference
Data Quality Administration Guide
Data Quality Guide for Oracle Customer Hub
Database Upgrade Guide (Revised)
Database Upgrade Guide for DB2 for z/OS (Revised)
Dealer Administration Guide
Demo Users Reference
Deploying Siebel Open UI
Deploying Siebel CRM Using Docker Image on OCI
Deployment Planning Guide (Revised)
Desktop Integration Siebel Agent Guide
Developer's Reference
Developing and Deploying Siebel CRM

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E

Email Administration Guide
Energy Guide
Enterprise Integration Manager Administration Guide
eSales Administration Guide
eScript Language Reference
Events Management Guide

F

Field Service Guide
Finance Guide
Financial Services Connector for ACORD P&C and Surety Guide
Financial Services Connector for IAA-XML Guide
Financial Services Connector for IFX XML Guide
Financial Services Enterprise Application Integration Guide
Forecasting Guide
Fundamentals Guide

G

Global Deployment Guide

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H

Healthcare Guide
HelpDesk Guide
High Tech and Industrial Manufacturing Guide
Hospitality Guide

I

Implementing Siebel Business Applications on DB2 for z/OS
In-Memory Next Best Action Guide
Installation Guide (Revised)
Insurance Guide
Integration Platform Technologies: Siebel Enterprise Application Integration

J

No entries

K

No entries

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L

Life Sciences Guide
Loyalty Administration Guide

M

Marketing Installation and Administration Guide
Marketing User Guide
Mobile Guide: Connected
Mobile Guide: Disconnected

N

No entries

O

Object Interfaces Reference
Object Types Reference
Open UI Configuration, see Configuring Siebel Open UI
Open UI Deployment, see Deploying Siebel Open UI
Oracle Customer Hub (UCM Master Data Management Reference)
Order Management Guide
Order Management Guide Addendum for Communications
Order Management Guide Addendum for Financial Services

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O

Order Management Guide Addendum for Fleet Management
Order Management Infrastructure Guide
Overview: Siebel Enterprise Application Integration

P

Partner Relationship Management Administration Guide
Performance Tuning Guide (Revised)
Personalization Administration Guide
Pricing Administration Guide
Product Administration Guide
Public Sector Guide

Q

No entries

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Siebel CRM 2021 Documentation

Bookshelf Home

R

Release Notes
Remote and Replication Manager Administration Guide
Reports Guide
REST API Guide

S

Search Administration Guide
Security Guide
Self Service Administration Guide
Server Sync Guide (Revised)

Siebel CRM Integration to FLEXCUBE Universal Banking Implementation Guide
Siebel Field Service Integration to Oracle Real-Time Scheduler Implementation Guide
Smart Answer Connector Guide
Smart Answer Guide (Revised)
SmartScript Administration Guide
Social Media Guide
System Administration Guide
System Monitoring and Diagnostics Guide
System Requirements and Platform Certifications

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Siebel CRM 2021 Documentation

T

Territory Management Guide
Testing Siebel CRM (Revised)
Tools Online Help
Transports and Interfaces: Siebel Enterprise Application Integration

U

Upgrade Guide, see Database Upgrade Guide
Upgrade Guide for DB2 for z/OS, see Database Upgrade Guide for DB2 for z/OS
Using Siebel Tools

V

VB Language Reference

W

Web Services Reference, see CRM Web Services Reference
Related Web Services Files (CRMWeb.zip file is located in the \books folder)

X - Y - Z

XML Reference: Siebel Enterprise Application Integration

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Siebel CRM 2021 Documentation

Related Documentation

Other documentation not contained in the Siebel CRM Documentation is available online:

- **Siebel Update Guide and Release Notes** (Article ID 2382435.1) on My Oracle Support
- **Siebel System Requirements and Platform Certifications** from the Certifications tab, My Oracle Support
- **Siebel Data Model Reference** (Article ID 2499820.1 on My Oracle Support
- **Other Oracle Documentation** on Oracle Help Center
- **Siebel Licensing Information** (Article ID 2454118.1) on My Oracle Support

- **Oracle's Siebel CRM Training** courses on Oracle University

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Support

Accessing Oracle Global Customer Support

Oracle customers have access to electronic and telephone support for Siebel Business Applications through Oracle Global Customer Support.

Hearing-impaired customers in the U.S. who wish to speak to an Oracle Support representative may use a telecommunications relay service (TRS). Information about the TRS is available at http://www.fcc.gov/cgb/consumerfacts/trs.html, and a list of telephone numbers is available at http://www.fcc.gov/cgb/dro/trsphonebk.html. International hearing-impaired customers should use the TRS at +1.605.224.1837.

My Oracle Support

My Oracle Support is an online support portal that offers you secure real-time access to support information from Oracle. It is a source of information, diagnostic tools, and support assistance. My Oracle Support provides a repository of technical articles, Service Request (SR) access, and the ability to create a personalized home page.

Log in to My Oracle Support to access the My Oracle Support Welcome Center (Doc ID 873313.1) from the Getting Started area. The Getting Started area is your single resource for information, training, and reference materials that will help you get started using My Oracle Support. Only the designated contacts of licensed customers have access to My Oracle Support.

Oracle Community

Oracle Community is a site for sharing information, questions, and comments about Oracle products and related technologies. Oracle Community is designed only for peer-to-peer knowledge sharing: users who require urgent support should use My Oracle Support.

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Siebel Tools Online Help

Within Siebel Tools Online Help, you will find the following books:

- Configuring Siebel Business Applications
- Object Types Reference
- Business Process Framework: Task UI Guide
- Business Process Framework: Workflow Guide
- Developer's Reference
- Object Interfaces Reference
- eScript Language Reference
- VB Language Reference
- Using Siebel Tools

Update the installed Tools Online Help by copying all files in the ToolsOnlineHelp folder provided here (not the folder itself) to the help folder where you installed Siebel Tools (usually, <*ToolsInstallationDirectory*>\HELP\ENU). To launch Tools Online Help directly from its folder, open tools.chm.

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Using PDF Search

To view Siebel Bookshelf PDF files and use search functionality, you must have Adobe Reader. You must open the Home page in Acrobat Reader and not in a Web browser with the PDF plug-in; some features do not function properly in a Web browser.

You can download the latest version of Acrobat Reader from http://get.adobe.com/reader/otherversions.

You can use the search functionality to find topics in all PDF files in the Bookshelf by clicking the Search button on the Home page.

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Bookshelf Home

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