Siebel

Data Model Reference Guide

January 2020



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Data Model Reference Guide

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Authors: Siebel Information Development Team

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Preface

This preface introduces information sources that can help you use the application and this guide.

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1 What's New in This Release

What's New in Siebel Data Model Reference, Siebel CRM 20.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

What's New in Siebel Data Model Reference, Siebel CRM 19.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

2 Siebel Logical Model

Siebel Logical Model

The entity relationship diagrams (ERDs) included in this chapter are those that are the most useful to individuals involved in implementing or integrating Siebel Business Applications. These diagrams cover the application areas that are most relevant to a functional understanding of the application.

The information on ERDs is organized as follows:

- *Overview of Siebel Data Model*
- *Entity Relationship Diagram Conventions*
- *Entity Relationship Diagrams and Descriptions for Siebel Cross-Industry Applications*
- *Entity Relationship Diagrams and Descriptions for Siebel Industry Applications*

Overview of Siebel Data Model

Oracle has made and continues to make a significant investment in modeling the business functions of sales, marketing, and service organizations. The entity relationship diagrams included in this chapter represent the logical model for the current release of Siebel Business Applications. In some areas, the model extends beyond the current implementation. Published entities, therefore, might appear in the logical model that might not be implemented in the physical model at the present time.

Oracle's Siebel Data Model defines how the data used by Siebel Business Applications is stored in a standard relational DBMS such as Oracle, DB2, or Microsoft SQL Server. The Siebel Data Model also defines some of the data integrity constraints validated by Siebel Business Applications.



Note: The terms and conditions of your license agreement with Oracle permits use only of those portions of the Siebel Data Model that correspond to the Siebel CRM products you have purchased. You are not entitled to use any portion of the Siebel Data Model to support Siebel CRM products for which you have not purchased the required licenses.

The Siebel Data Model is designed for speed and performance in data entry, running limited scope queries, and managing processes like call scripting. These tasks are considered transactions, and the database used is called an *online transaction processing* (OLTP) database.

Optimizing a database used for these purposes requires a design, or schema, that puts each unit of information in a single location in the database. This allows you to update the data efficiently, since you do not need to update the same unit of data in several different locations. Most tables in an OLTP database includes links, or join paths, to other tables, sometimes to many other tables.

The database design used in an OLTP database is usually normalized. There are several levels of database normalization, ranging from first to fifth normal form. The Siebel database is in third normal form.

The information in this reference is intended as an aid in configuring and using Siebel Business Applications.

CAUTION: Do not attempt to insert or update data in the Siebel Business Applications tables through non-Siebel application products. Doing so can render your Siebel database unusable; additionally, you limit the ability of Oracle to provide you with quality support.

To learn how to configure an application to insert, update, and delete data interactively, read the *Siebel Developer's Reference* . To learn how to insert, update, and delete data in large quantities, see *Siebel Enterprise Integration Manager Administration Guide* .

Note: The Siebel Bookshelf is available on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html) and Oracle Software Delivery Cloud. It might also be installed locally on your intranet or on a network location.

Entity Relationship Diagram Conventions

The Siebel logical model represents the following in Siebel Business Applications:

- Entities
- Relationships between entities

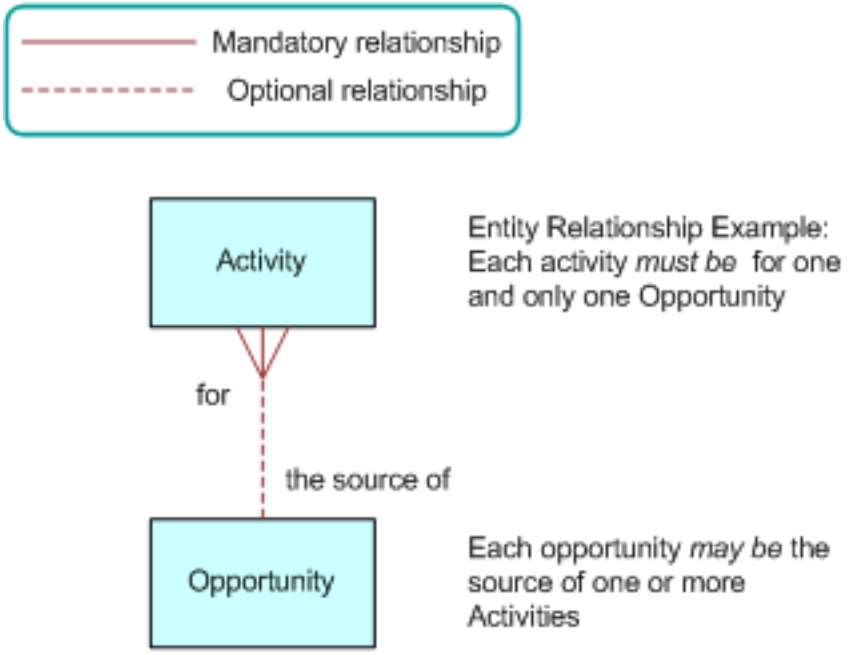
ERDs represent the significant entities and relevant relationships in a functional area. To enhance their readability, the diagrams do not include every relationship and subtype. Some many-to-many relationships have also been preserved instead of showing them as one-to-many relationships around intersection tables in the logical model.

This topic describes entity relationship diagram conventions, as follows:

- *General Entities*
- *Exclusive Arc Relationship*
- *Recursive Relationship*

General Entities

The following figure shows the diagram conventions for general entities used in this guide.

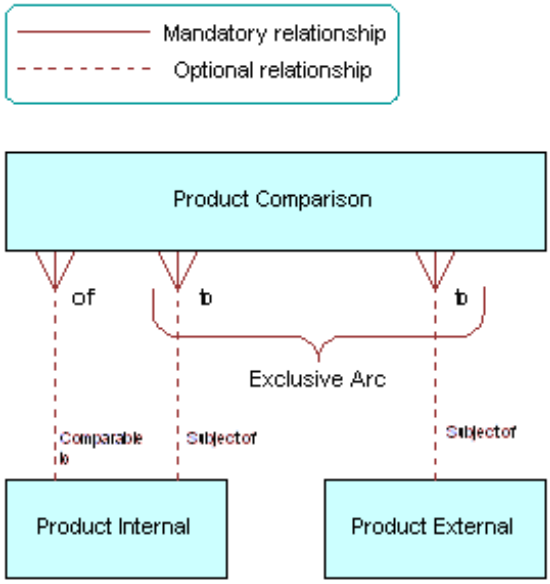


This is an example of a one-to-many (1:M) relationship as indicated by the "tripod" on one end of the relationship line. A many-to-many relationship would have this symbol on both ends.

Exclusive Arc Relationship

The following figure illustrates an example of the exclusive arc relationship. An *exclusive arc* is an arc across two or more relationship ends; you can read each exclusive arc relationship as follows:

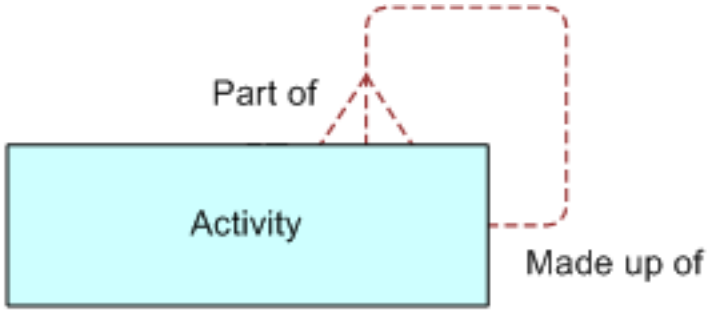
Each [entity] must be [relationship name] either to only one [entity] or [relationship name] to only one [entity]. For example, each Product Comparison must be to only one Product Internal or to only one Product External, see the following figure.



Recursive Relationship

The following figure illustrates an example of the recursive relationship. A *recursive relationship* is one in which an entity has a relationship to itself. For example, each activity can be part of only one activity, or each activity can be made up of one or more activities, see the following figure.

Recursive relationships are almost always optional, and either one-to-many or many-to-many.



Entity Relationship Example:

1) Each activity may by made up of one or more activities.
2) Each activity may be part of one and only one activity.

Entity Relationship Diagrams and Descriptions for Siebel Cross-Industry Applications

The ERD descriptions and diagrams in this topic apply to Siebel Cross-Industry Applications. These applications are designed for particular business activities and operate across industries. They include the Siebel Call Center, Siebel Service, Siebel Sales, Siebel Marketing, and other applications. The following table provides a list of ERDs in alphabetic order.

ERD Name	Functional Area
Account	General
Adjustment Group	General
Asset Management	General
Auction	General
Auto Email Response Generator	General
CG Promotion Planning	Marketing
Compensation Planning Administration	ERM
Compensation Planning Execution	ERM
Competency Management System	ERM
Content Management	General
Contract Conditions	General
Contracts	General
Data Visibility	General
Dun & Bradstreet Integration	Sales and Marketing
Employee KPI	ERM
Expense Reports	General

ERD Name	Functional Area
Field Service Inventory	Service
Field Service Scheduler	Service
Forecasts	Sales and Marketing
High Tech Marketing Development Fund	Marketing
In-Memory Next Best Action	Marketing
Invoiceable Charges	Service
Invoices	Service
Lead Management	Sales and Marketing
Marketing Budget Request	Marketing
Marketing Campaign	Marketing
Marketing Collaboration	Marketing
Marketing Encyclopedia	Sales and Marketing
Marketing Event Driven Dialogue	Marketing
Marketing Events	General
Marketing Plans	Marketing
Marketing Program	Marketing
Marketing Resource Management: Document	Marketing
Opportunity Management	Sales
Order and Promotion	General
Order Life Cycle	General

ERD Name	Functional Area
Orders	General
Partner Collaboration	General
Partner Program Registration	General
Party Model	General
Payments	General
Performance Review	ERM
Personal Account	Industry-Specific
Personal Financial Review	Industry-Specific
Pricing	General
Pricing Comparison	Energy
Product Promotion	General
Product Quality Tracking	General
Product Recommendation and Offer	General
Products or Services	Service
Professional Services	General
Promotion Group	General
Revenue	General
Sales Hierarchy and Credit Assignment	Sales
Sales Portfolio Management	Sales
Service Agreement	Service
Service Calendars and Work Shifts	Service

ERD Name	Functional Area
Service Request	Service
Shipment	General
Siebel Assistant	General
Social Media	General
Territory Management	Sales
Territory Quota Rollup	Sales
Textile, Apparel, and Footwear	Consumer Sector
Time Sheet	General
Trade Promotions	General
Training Curriculum Course	General
Training Test Engine	General
Versioned Object Definition	General
Warranty	Service
Warranty Claim	Service
Work Order	Service

Account

This ERD (see the following figure) illustrates the account entity, a key entity in the Siebel Data Model. The account entity appears in many diagrams in this publication, and is often referred to as an *organization unit*.

The account entity is a subtype of party composed of one or more people or contacts. An account is any organization or subset of an organization that can be sold to or serviced. An account can represent a company, a site, a subsidiary, a division, or any other subset of an organization. An account can also represent a governmental agency, club, or other formal or informal group of individuals. Each account might be accessible at one or more addresses.

The account entity supports Global Account Views and Dynamic Hierarchy. This allows a universal view of all customer interactions. The Global Account Views present accounts in the context of a customizable hierarchy, allowing navigation

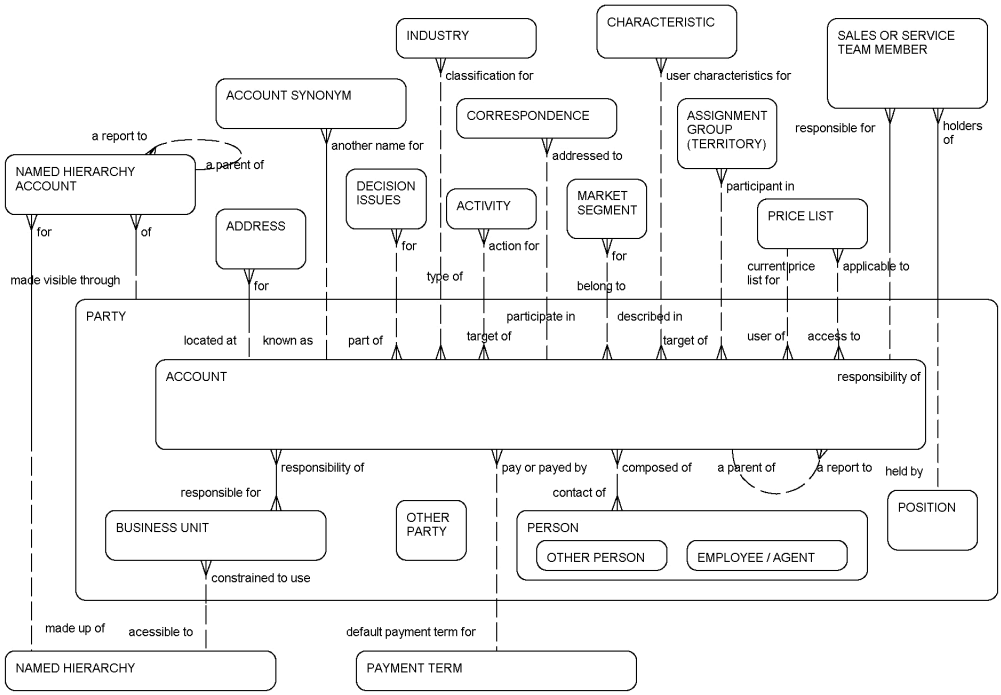
to parent and child accounts. Roll-up and roll-down functionality gives users access to account-specific information, and aggregate information including child accounts, activities, contacts, opportunities, and the account team.

Dynamic Hierarchy allows the Global Account Views to display a different hierarchy depending on the business unit of the user. Each custom account hierarchy is represented completely in a relationship table. The relationships are then denormalized into a separate table to be used for roll-up support.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Account Synonym	S_ORG_SYN
Activity	S_EVT_ACT
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Assignment Group (Territory)	S_ASGN_GRP
Business Unit	S_BU, S_ORG_EXT, S_PARTY
Characteristics	S_CHRCTR
Dynamic Account Hierarchy	S_DYN_HRCHY
Dynamic Account Hierarchy Node	S_DYN_HRCHY_REL
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Industry	S_INDUST
Market Segment	S_MKT_SEG
Party	S_PARTY
Payment Term	S_PAYMENT_TERM
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Price List	S_PRI_LST

Entity	Table
Sales or Service Team Member	S_ACCNT_POSTN



Adjustment Group

This ERD (see the following figure) illustrates the system for managing the various matrices for pricing, compatibility, eligibility, product promotions, and so on. It allows the user to define a matrix, its dimensions, and all of its rules. This new infrastructure allows the adjustment to be any value, not just a price amount.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Adjustment Group	S_ADJ_GROUP
Adjustment Group Dimension	S_ADJ_GROUP_DIM
Product Compatibility Matrix Rule	S_PRODCOMP_MTRX
Product Eligibility Matrix Rule	S_PRODELIG_MTRX
Product Promotion Pricing Matrix Rule	S_PROM_PMTRX

Entity	Table
Standard Entitlement Pricing Matrix Rule	S_STDENTL_PMTRX
Standard Product Pricing Matrix Rule	S_STDPROD_PMTRX
Standard Training Pricing Matrix Rule	S_STDTRNG_PMTRX



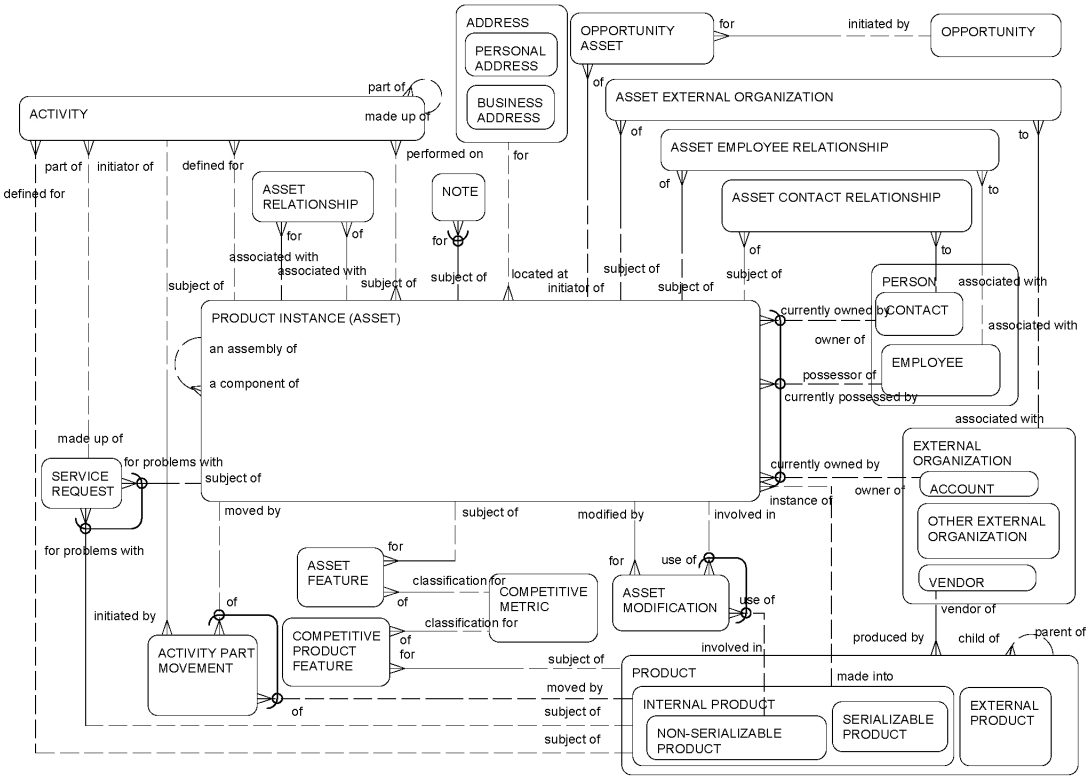
Asset Management

This ERD (see the following figure) illustrates how Siebel Business Applications track instances of assets. Moving counter-clockwise from the lower-right corner, the diagram shows how internal products can be made into assets and associated with an account or a contact to register ownership. Additional relationships between assets and accounts, contacts, and employees are illustrated in the upper-right corner. Additional information such as the related opportunities, the current business or personal address location of the asset, notes, and related assets are shown across the top of the diagram. The left side of the diagram shows the relationships with service requests, activities, and related part movements.

The following figure lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Activity Part Movement	S_ACTPART_MVMT
Asset Contact Relationship	S_ASSET_CON

Entity	Table
Asset Employee Relationship	S_ASSET_EMP
Asset External Organization	S_ASSET_ACCNT
Asset Feature	S_ASSET_FEA
Asset Modification	S_ASSET_TXN
Asset Relationship	S_ASSET_REL
Business Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Competitive Metric	S_CMPT_MTRC
Competitive Product Feature	S_CMPT_PROD_FEA
Contact	S_CONTACT, S_PARTY
Employee	S_EMP_PER, S_CONTACT, S_PARTY
External Product	S_PROD_EXT
Internal Product	S_PROD_INT
Opportunity	S_OPTY
Opportunity Asset	S_OPTY_ASSET
Person	S_CONTACT, S_PARTY
Personal Address	S_ADDR_PER
Product Instance (Asset)	S_ASSET
Service Request	S_SRV_REQ



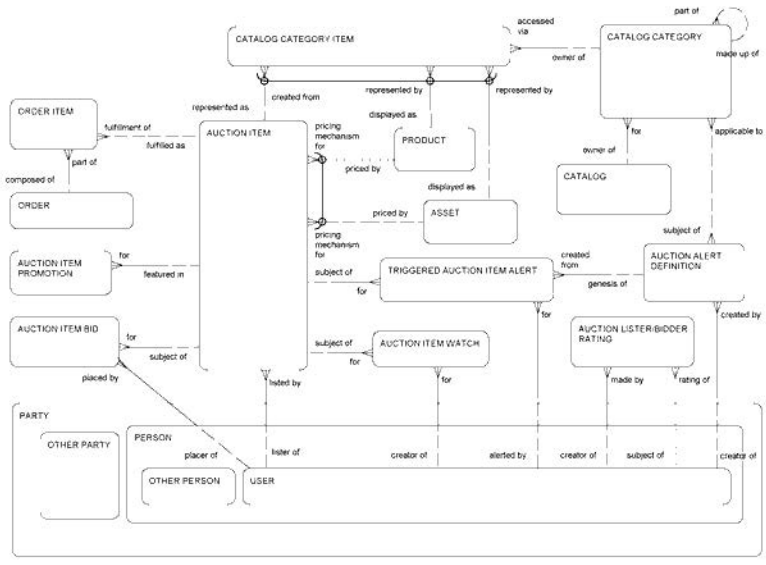
Auction

This ERD (see the following figure) illustrates how the Siebel Data Model represents the auctioning of goods or services to bidders. An auction item can be a stand-alone offering, or can be a specific instance of an offering of a quantity of product or of a particular asset for sale. An auction item must be listed by a corporate or individual user, but that user can be either internal to or external to the Siebel-owning company. Auction items are displayed to bidders through one or more categories in a catalog. Fulfillment of an auction item to the winning bidders can be tracked through one or more order items. Finally, users can set up watched items, define alerts, and rate fellow listers or bidders.

The following figure lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Auction Alert Definition	S_AUC_ALRT_DEF
Auction Item	S_AUC_ITEM
Auction Item Bid	S_AUC_BID
Auction Item Promotion	S_AUC_ITM_PROMO

Entity	Table
Auction Item Watch	S_AUC_WATCH
Auction Lister/Bidder Rating	S_AUC_RATING
Catalog	S_CTLG
Catalog Category	S_CTLG_CAT
Catalog Category Item	S_CTLG_CAT_PROD, S_CTLGCAT_ASSET, S_CTLG_CAT_AUC
Order	S_ORDER
Order Item	S_ORDER_ITEM
Party	S_PARTY
Person	S_CONTACT
Product	S_PROD_INT
Triggered Auction Alert Item	S_AUC_ALRT
User	S_USER, S_CONTACT, S_PARTY

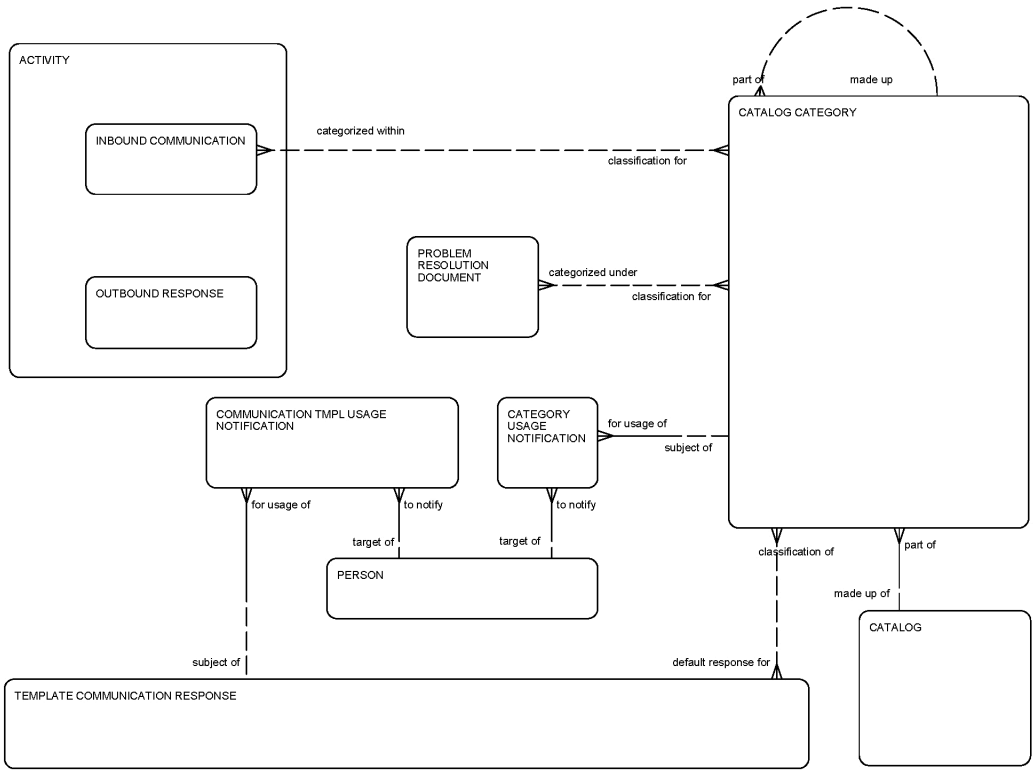


Auto Email Response Generator

This ERD (see the following figure) illustrates the data model for the automatic generation of a response to an inbound communication. Incoming messages (inbound communications) are compared against a database of previously categorized messages to categorize them in one or more categories. The categories are associated with predefined template communication responses, used to generate a default response to each category of message. A notification mechanism can be defined to alert a person whenever the usage of a category or template exceeds a predefined limit.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Catalog	S_CTLG
Catalog Category	S_CTLG_CAT
Category Usage Notification	S_COMM_CTG_NTFY
Communication Template Usage Notification	S_COMMTMPL_NTFY
Person	S_CONTACT, S_PARTY
Problem Resolution Document	S_RESITEM
Template Communication Response	S_DMND_CRTN_PRG



CG Promotion Planning

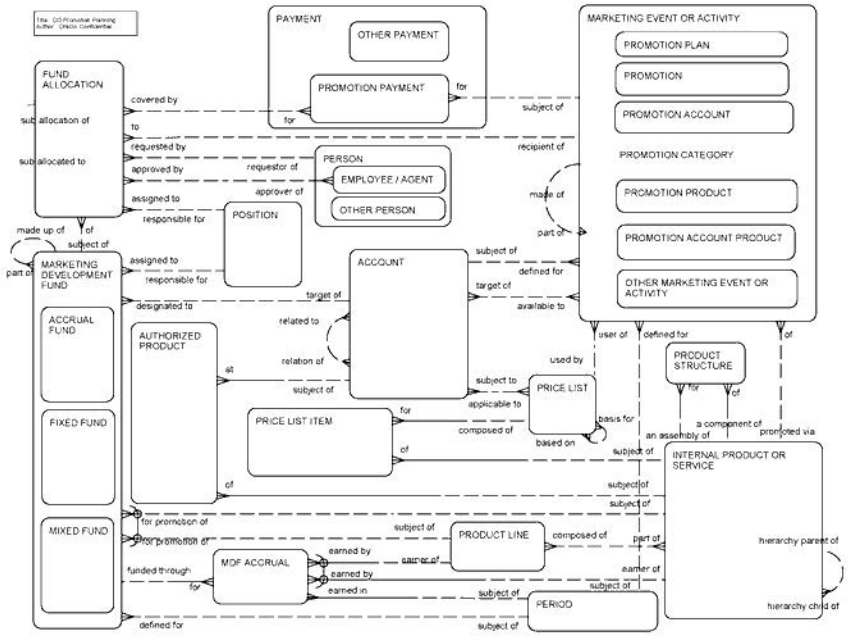
This ERD (see the following figure) illustrates how Siebel Business Applications support the funding of trade promotions in channel management and the Consumer Goods (CG) industry. Marketing development funds (MDFs) are defined for an account, for a product line or product category, and for an accounting period. An MDF can be a fixed sum of money, an accrual fund, or a mixture of the two. The value of the accrual fund is typically determined based on an accrual rate multiplied by either the number of units sold, or the revenue in a given period from one or more specific products that are representative of the product line or category of the fund. Planned expenses for the various tactics involved in the planning and execution of product promotions can be allocated to one or more MDFs. Allocations that have not yet been approved are considered fund requests. One or more such MDF allocations can be covered by a single payment to the partner account.

Advanced Planning is a feature designed to address the process used by CG organizations to plan sales volume and sales revenue at key accounts. Advanced Planning is part of a broader process called Trade Marketing. Trade Marketing includes planning, executing, and analyzing sales.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Authorized Product	S_ORG_PROD

Entity	Table
Fund Allocation	S_MDF_ALLOC
Marketing Development Fund	S_MDF
Marketing Event or Activity	S_SRC
MDF Accrual	S_MDF_ACCRUAL
Payment	S_SRC_PAYMENT
Period	S_PERIOD
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITEM
Product Internal	S_PROD_INT
Product Line	S_PROD_LN
Product Structure	S_PROD_REL or S_PROD_ITEM
Promotion Plan	S_SRC
Promotion	S_SRC
Promotion Account	S_SRC
Promotion Product	S_SRC
Promotion Category	S_SRC
Promotion Account Product	S_SRC



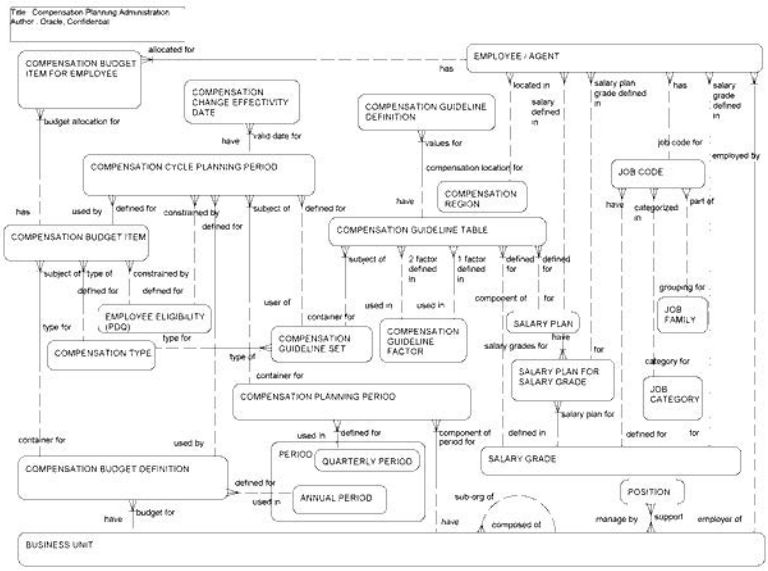
Compensation Planning Administration

This ERD (see the following figure) illustrates the administration activities of compensation planning, which involve setting up salary structures such as salary plan, salary grades, and job codes. In addition to salary structures, an organization sets up compensation budgets, compensation types such as merit increase, bonus, promotion, and stock options, planning periods, budget calculation and eligibility rules, guidelines and calculation of budget allocations for employees.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Business Unit	S_BU
Compensation Budget Definition	S_CP_BDGT
Compensation Budget Item	S_CP_BDGT_ITEM
Compensation Budget Item For Employee	S_CP_BDGT_EMP
Compensation Cycle Planning Period	S_CP_PD_BDGTITM
Compensation Guideline Definition	S_CP_GDLN
Compensation Guideline Factor	LOV

Entity	Table
Compensation Guideline Set	S_CP_GDLN_SET
Compensation Guideline Table	S_CP_GDLN_TBL
Compensation Planning Period	S_CP_PERIOD
Compensation Region	S_CP_REGN
Compensation Type	LOV
Compensation Valid Effectivity Date	S_CP_EFF_DATE
Employee Eligibility	S_APP_QUERY (PDQ)
Employee/Agent	S_EMP_PER
Job Category	LOV
Job Code	S_JOB
Job Family	S_JOB_FAMILY
Job Profile	S_JOB_PRFL
Period	S_PERIOD
Salary Grade	S_SALARY_GRADE, S_SALPLAN_GRADE
Salary Plan	S_SALARY_PLAN



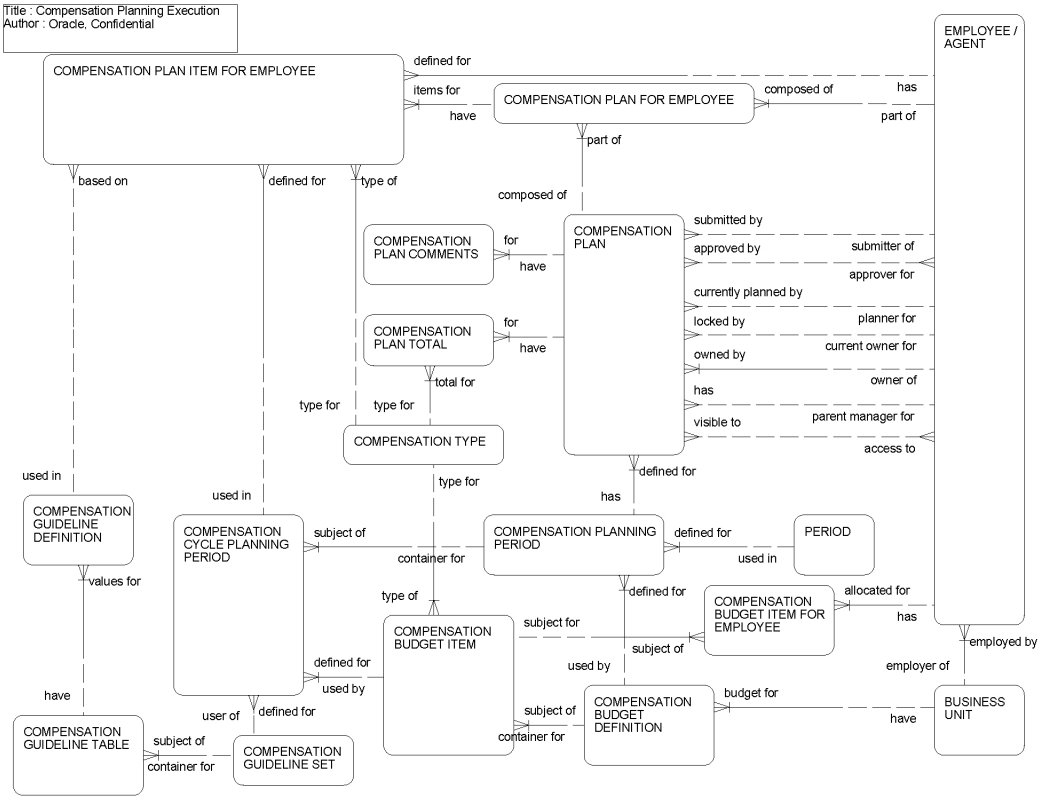
Compensation Planning Execution

This ERD (see the following figure) illustrates the execution phase of compensation planning. In this phase, a workbook is created for each of the authorized managers with the list of employees who report to them. The manager goes through the planning process and decides on the merit, bonus, promotion, and stock option changes that he can grant to his employees. Authorized persons such as managers, or HR personnel approve the plans. Totals are maintained for each manager and organization.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Business Unit	S_BU
Compensation Budget Definition	S_CP_BDGT
Compensation Budget Item	S_CP_BDGT_ITEM
Compensation Budget Item For Employee	S_CP_BDGT_EMP
Compensation Cycle Planning Period	S_CP_PD_BDGTITM
Compensation Guideline Definition	S_CP_GDLN
Compensation Guideline Set	S_CP_GDLN_SET
Compensation Guideline Table	S_CP_GDLN_TBL

Entity	Table
Compensation Plan	S_CP_PLAN
Compensation Plan Comments	S_NOTE_CP_PLAN
Compensation Plan For Employee	S_CP_PLAN_EMP
Compensation Plan Item Detail	S_CP_PLNITM_DTL
Compensation Plan Item For Employee	S_CP_PLAN_ITEM
Compensation Plan Total	S_CP_PLNITM_TOT
Compensation Planning Period	S_CP_PERIOD
Compensation Type	LOV
Compensation Valid Effectivity Date	S_CP_EFF_DATE
Plan Approval	S_CP_APPROVAL
Proxy Access To Plan	S_USER_PROXY



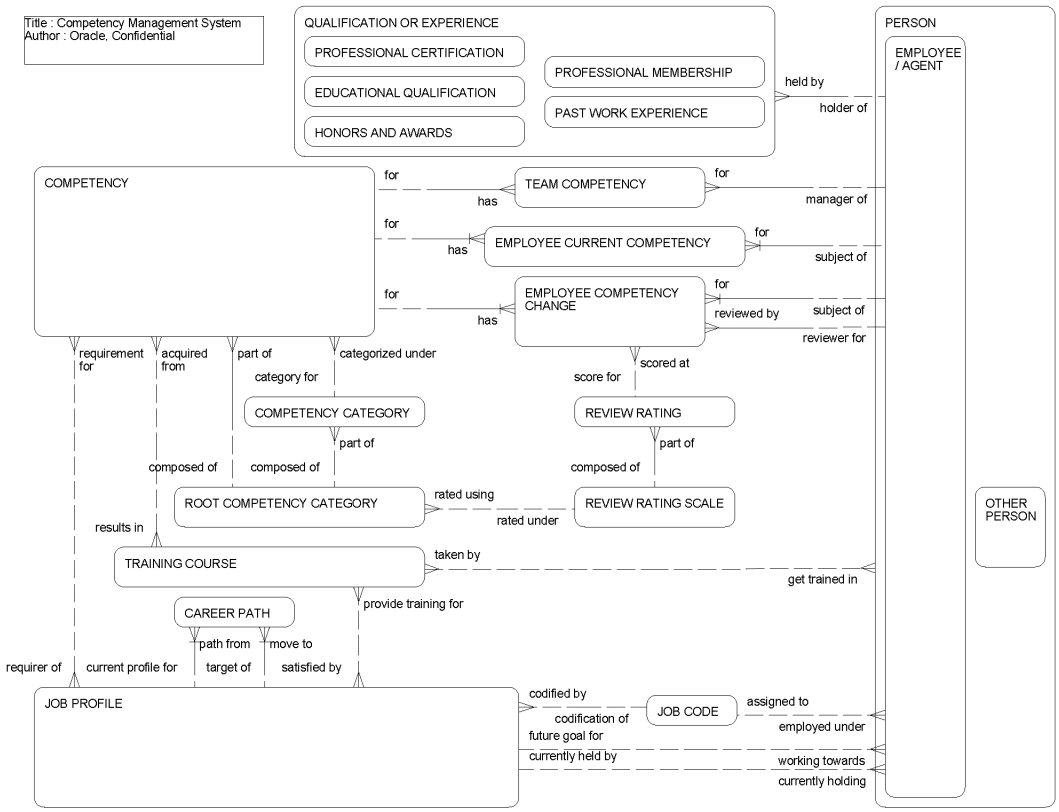
Competency Management System

This ERD (see the following figure) illustrates how an organization can define a set of competencies that employees can have or acquire over a period of time and an evaluation of employees' skill levels in those competencies. In addition, information about an employee's past work experience, merits, honors, professional memberships and education qualifications can be maintained. An organization can also define a list of courses and related skills which can be associated with an employee when he or she complete those courses.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Career Path	S_JOB_PRFL_TRNS
Competency, Competency Category, Root Competency Category	S_CMPTNCY
Educational Qualification	S_PER_EDU_QUAL
Employee Competency	S_EMP_CMPTNCY
Employee Competency Change	S_EMP_CMPT_CHG

Entity	Table
Employee/Agent	S_EMP_PER
Honors And Awards	S_PER_AWARD
Job Code	S_JOB
Job Profile	S_JOB_PROFILE, S_JOBPRFL_CMPT
Past Work Experience	S_PER_WRK_EXP
Person	S_USER, S_CONTACT
Professional Membership	S_PER_PROF_MBR
Professional Qualification	S_PER_PROF_CERT
Review Rating	S_PERF_RATING
Review Rating Scale	S_PERF_RTNG_SCL
Team Competency	S_TEAM_CMPTNCY
Training Course	S_PROD_INT_CRSE



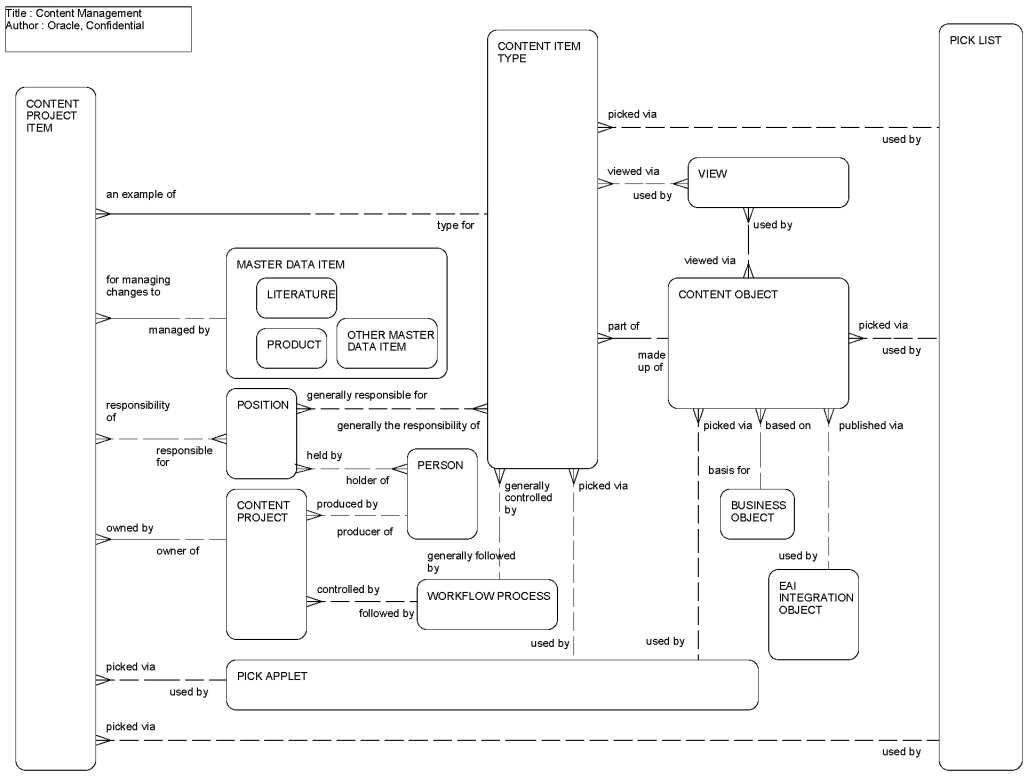
Content Management

This ERD (see the following figure) illustrates how the Siebel Data Model supports the process of creating and maintaining content through projects. A content project is made up of one or more content project items that represent an item of master data, such as a product definition or an item of literature. Each content project item is an instance of a content item type that is part of a content object. A content object is based on a business object and is published to the production system through an EAI integration object. A workflow process governs the flow of the items in a content project from conception through publication. Each item can be the responsibility of, reviewed by, or approved by one or more Positions.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Content Item Type	S_CONTENT_TYPE
Content Object	S_CONTENT_OBJ
Content Project	S_CONTENT_PROJ
Content Project Item	S_CONTENT_ITEM

Entity	Table
Literature	S_LIT
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Product	S_PROD_INT

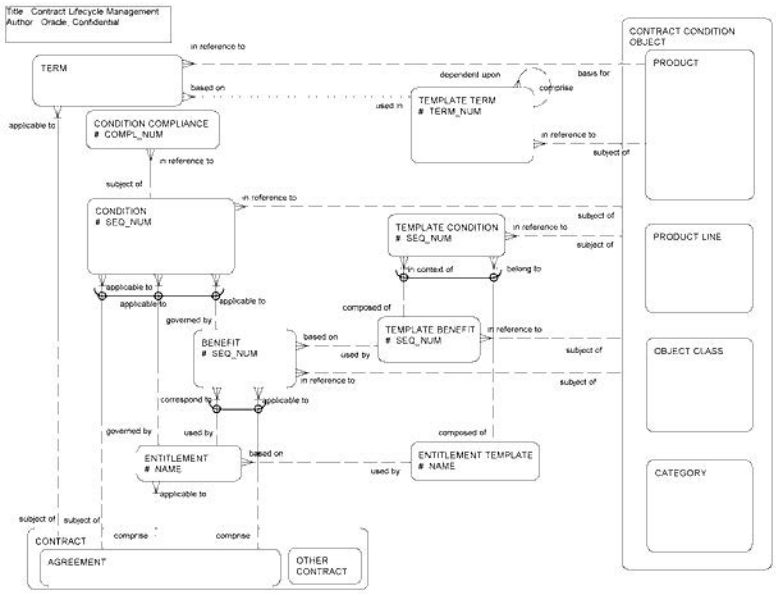


Contract Conditions

This ERD (see the following figure) illustrates the usage of templates to create agreements. An agreement could comprise one or more entitlements. A contracts administrator can define template entitlements, template benefits and template conditions in addition to template terms. Template benefits and conditions could be for a specific product or product line or product class or category. An entitlement could be created using the entitlement template and this would create the corresponding benefits and conditions based on the corresponding template benefits and conditions. The terms governing the agreement could be based on template terms.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Agreement	S_DOC_AGREE
Benefit	S_AGREE_BNFT
Category	S_CTLG_CAT
Condition	S_AGREE_COND
Condition Compliance	S_AGR_COND_CMPL
Contract	S_DOC_AGREE
Entitlement	S_ENTLMNT
Entitlement Template	S_ENTL_TMPL
Object Class	S_VOD, S_VOD_VER
Product	S_PROD_INT
Product Line	S_PROD_LN
Template Benefit	S_ENTL_BNFTTMPL
Template Condition	S_ENTL_CONDTMPL
Template Term	S_AGR_TERM_TMPL
Term	S_AGR_TERM_DESC



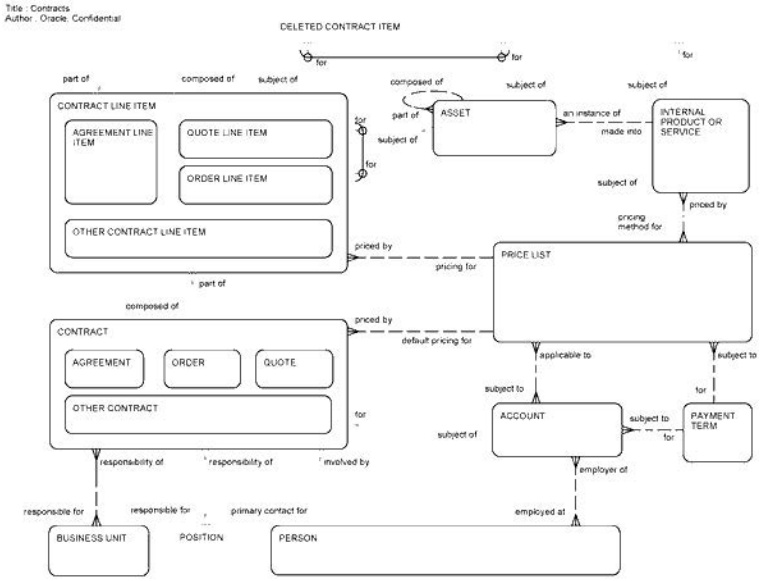
Contracts

This ERD (see the following figure) illustrates the significant entities related to general business contracts (quotes, orders, agreements, and others). A contract is an agreement between two parties, usually to deliver goods or services in exchange for payment. For example, a quote is an agreement between a company and a customer to guarantee a price for a particular set of items if acted on within a specified time frame. The customer is usually an account, but can be a person. The party on the other side of the contract is an internal or partner organization (or business unit). A contract is composed of contract line items that specify the internal products, services, or assets to be covered under the terms of the contract.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Asset	S_ASSET
Business Unit	S_BU, S_ORG_EXT, S_PARTY
Contract	S_DOC_AGREE, S_DOC_QUOTE, S_ORDER
Contract Line Item	S_AGREE_ITEM, S_QUOTE_ITEM, S_ORDER_ITEM
Deleted Contract Item	S_ORDER_ITM_DEL, S_QUOTE_ITM_DEL, S_ASSET_DEL
Internal Product or Service	S_PROD_INT

Entity	Table
Payment Term	S_PAYMENT_TERM
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Price List	S_PRI_LST



Data Visibility

The main business entities represented (see the following figure) in the Siebel Data Model fall into one of two super-types: Master Data Item or Customer Data Item. A Master Data Item represents data set up and administered by the company using Siebel Business Applications, such as products, literature, and price Lists. Master Data Items are often categorized to make information more accessible. A user gains visibility to this data either through the person's association with a business unit (multiple organization visibility) or through the person's access to items in a catalog (access control). Access to items in a catalog is provided by making the category public, or by granting access to the category to one or more access groups. Each access group can be made up of smaller access groups and can be made up of one or more groups of users. Categories granted to a parent access group are automatically granted to all of its child access groups, but categories granted to a child are not granted to its parents.

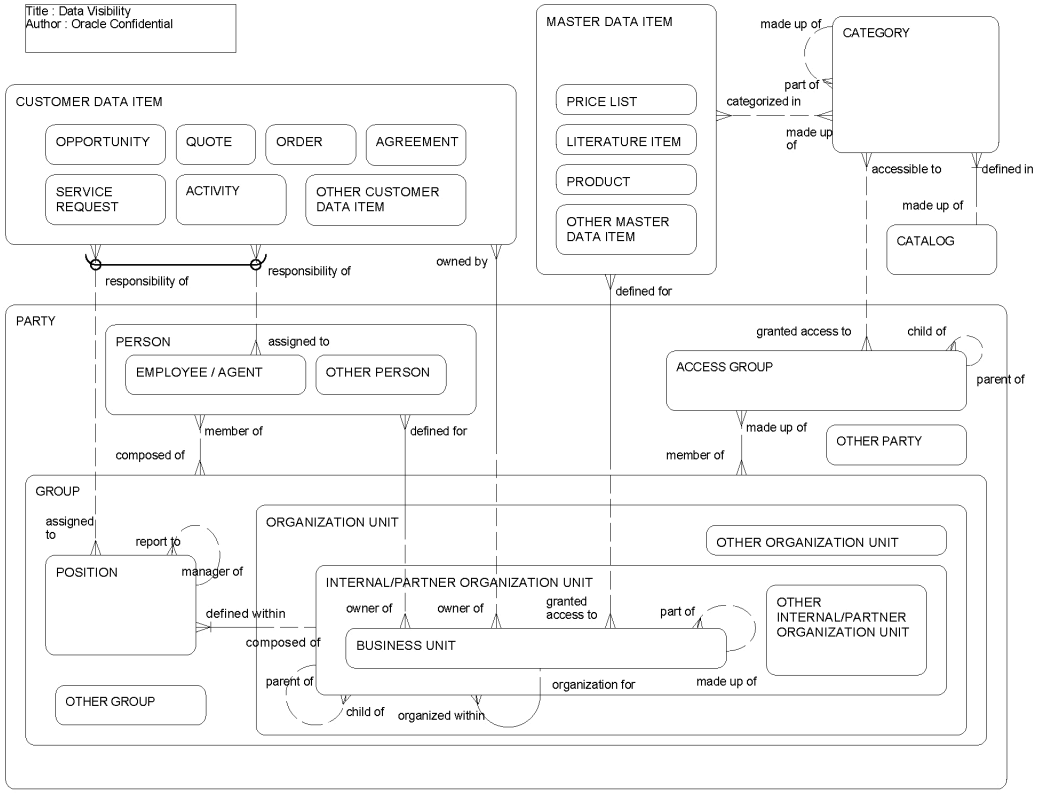
A Customer Data Item represents transactional data collected during the normal course of doing business such as opportunities, quotes, orders, agreements, service requests, and activities. A user gains visibility to this data either through the person's association with a business unit (multiple organization visibility) or more commonly through a direct assignment of the person or the person's position to the item. A Customer Data Item is usually accessible to one business unit, but is occasionally accessible to two or more business units. Each business unit can be made up of smaller business units. A given type of customer data item is usually assigned to employees through position or

directly to the employee, but rarely both. Managers can be granted access to customer data items assigned to their subordinates.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Access Group	S_PARTY
Account	S_ORG_EXT
Activity	S_EVT_ACT
Agreement	S_DOC_AGREE
Business Unit	S_BU, S_ORG_EXT, S_PARTY
Catalog	S_CTLG
Category	S_CTLG_CAT
Dynamic Account Hierarchy	S_DYN_HRCHY
Dynamic Account Hierarchy Node	S_DYN_HRCHY_REL
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Group	S_PARTY
Internal/Partner Organization Unit	S_ORG_EXT
Literature Item	S_LIT
Opportunity	S_OPTY
Order	S_ORDER
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Position	S_POSTN, S_PARTY
Price List	S_PRI_LST

Entity	Table
Product	S_PROD_INT
Quote	S_DOC_QUOTE
Service Request	S_SRV_REQ

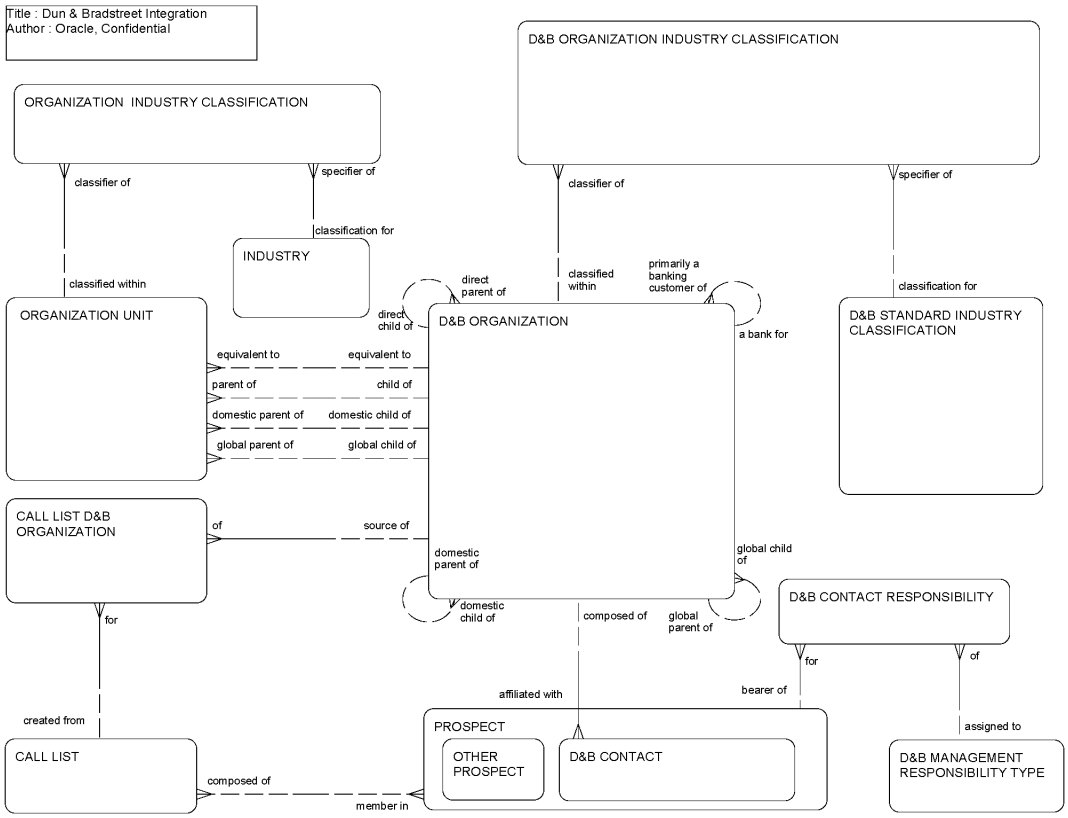


Dun & Bradstreet Integration

This ERD (see the following figure) illustrates how Siebel Business Applications integrate with Dun & Bradstreet Organization information. A D & B organization can be classified as doing business in one or more industries, and can provide information about contacts at the organization and their management responsibilities. In addition, a D & B organization can indicate its direct parent organization, its ultimate domestic parent, and its ultimate global parent. A Siebel organization unit (for example, an account) can be related to its equivalent D & B organization and its associated parent organizations. Contact information from one or more D & B organizations can be used to create one or more call lists.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Call List	S_CALL_LST
Call List D & B Organization	S_DNB_ORG_LST
D & B Contact Responsibility	S_DNB_CON_MRC
D & B Management Responsibility Type	S_DNB_MRC
D & B Organization	S_DNB_ORG
D & B Organization Industry Classification	S_DNB_ORG_SIC
D & B Standard Industry Classification	S_DNB_SIC
Industry	S_INDUST
Organization Industry Classification	S_ORG_INDUST
Organization Unit	S_ORG_EXT, S_PARTY
Prospect	S_PRSP_CONTACT



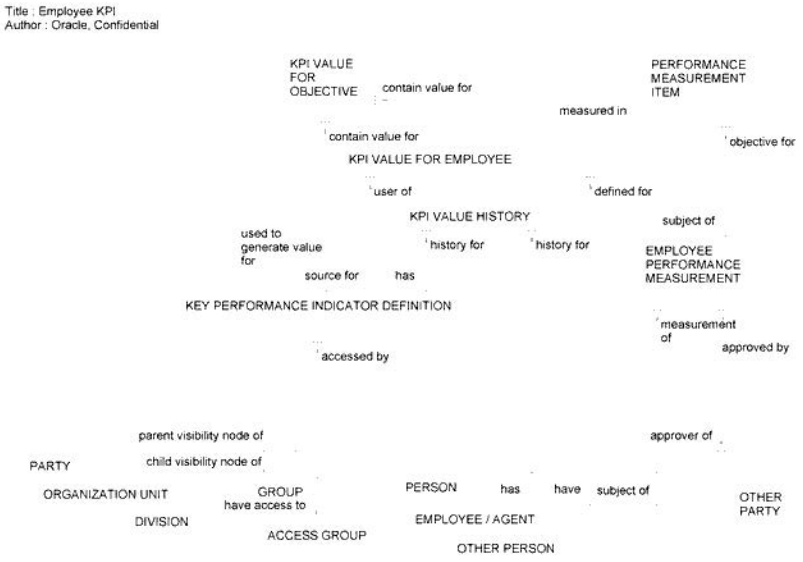
Employee KPI

This ERD (see the following figure) illustrates that Key Performance Indicators (KPI) can be defined and associated with the objectives of an employee so that the employee and the manager of the employee manager can measure achievement or current values against the goals set in the objectives of the employee.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
BUSINESS UNIT	S_BU
EMPLOYEE PERFORMANCE MEASUREMENT	S_EMP_PERF_MEAS
GROUP, ACCESS GROUP	S_PARTY
KEY PERFORMANCE INDICATOR DEFINITION	S_KPI, S_KPI_AGRP
KPI VALUE FOR EMPLOYEE	S_EMP_KPI

Entity	Table
KPI VALUE FOR OBJECTIVE	S_PERF_MITM_KPI
KPI VALUE HISTORY	S_EMPKPI_SNPSHT
ORGANIZATION UNIT, DIVISION	S_ORG_EXT
PERFORMANCE MEASUREMENT ITEM	S_PERF_MEAS_ITM
PERSON, EMPLOYEE/AGENT, OTHER PERSON	S_CONTACT, S_EMP_PER, S_USER



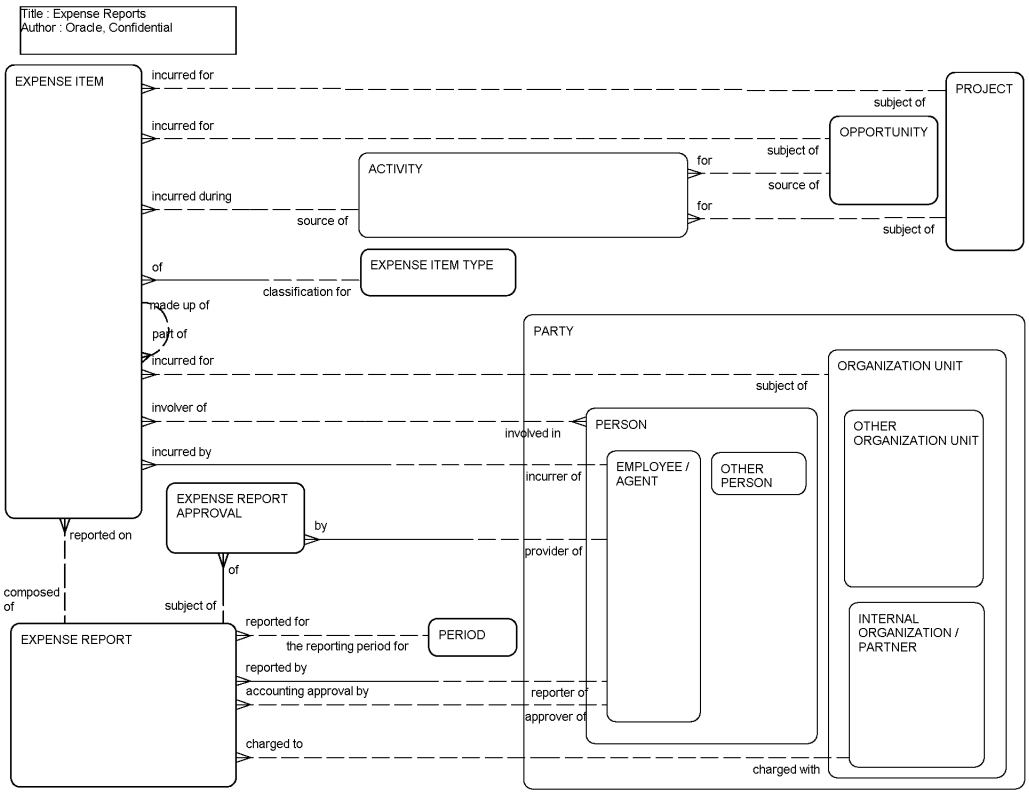
Expense Reports

This ERD (see the following figure) illustrates how Siebel Business Applications track employee expense reports. Employees (for example, sales representatives, field service engineers, and professional services personnel) can track expense items incurred for business purposes. These expenses can be associated with an account, an opportunity, or a project, and can be related to an activity. Other employees or contacts involved in the expense can be associated with the expense. The expenses in a specified reporting period can then be reported on an expense report for reimbursement.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT

Entity	Table
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Expense Item	S_EXP_ITEM
Expense Item Type	S_EXP_ITM_TYPE
Expense Report	S_EXP_RPT
Expense Report Approval	S_EXP_RPT_APPR
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Person	S_CONTACT, S_PARTY
Project	S_PROJ



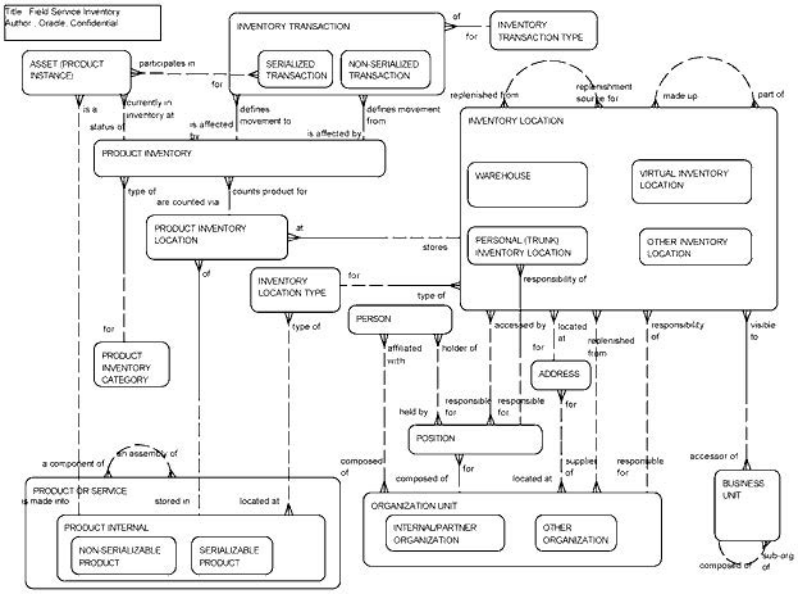
Field Service Inventory

This ERD (see the following figure) illustrates how Siebel Business Applications track field service parts inventory. Parts can be tracked in inventory as serialized assets or as nonserialized quantities of products. An instance of product inventory defines a quantity of product in a given location with a given status and availability. Inventory quantities cannot be modified directly. Instead, they are modified through inventory transactions that reflect each movement of parts between locations, statuses, and availabilities. Inventory locations can be located at a third-party provider, as well as within the internal organization. They can also be related to other inventory locations for the purposes of replenishment or fulfillment.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Asset	S_ASSET
Business Unit	S_BU, S_ORG_EXT, S_PARTY

Entity	Table
Inventory Location	S_INVLOC
Inventory Transaction	S_INV_TXN
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Product Inventory	S_PROD_INV
Product Inventory Category	S_PROD_INV_CAT
Product Inventory Location	S_PROD_INVLOC
Product or Service	S_PROD_INT



Field Service Scheduler

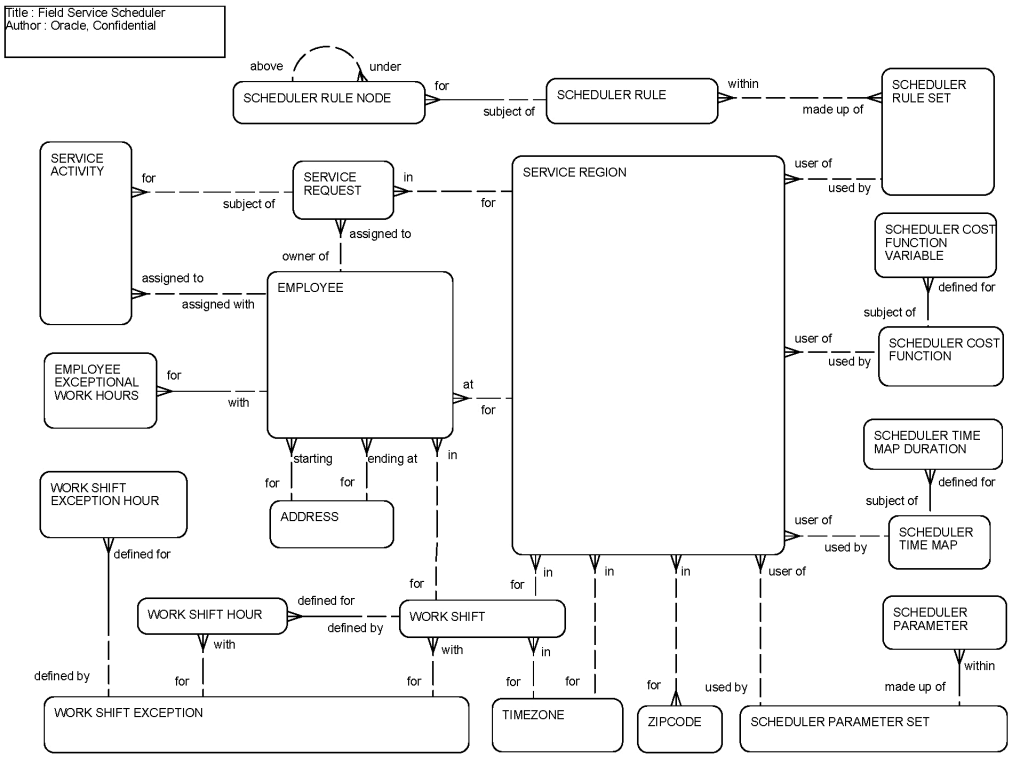
This ERD (see the following figure) illustrates how the Siebel Data Model supports the scheduling of employees to perform service activities within configured service regions. A service region corresponds to one or more ZIP codes

or other geographical representation, but can only be associated with a single time zone. The service region defines a number of parameters, time duration maps, cost functions, and rule sets that constrain the scheduling of resources within the region. A given service request or activity is assigned to a service region and then to an employee, based on the employee's working hours and current schedule.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Employee Exceptional Work Hours	S_EMP_EXCPT_HRS
Scheduler Cost Function	S_SCH_CSTFN
Scheduler Cost Function Variable	S_SCH_CSTFN_VAR
Scheduler Parameter	S_SCH_PARAM
Scheduler Parameter Set	S_SCH_PARAM_SET
Scheduler Rule	S_SCH_RULE
Scheduler Rule Node	S_SCH_RULENODE
Scheduler Rule Set	S_SCH_RLST
Scheduler Time Map	S_SCH_TMMAP
Scheduler Time Map Duration	S_SCH_TMMAP_DUR
Service Activity	S_EVT_ACT
Service Region	S_SRV_REGN
Service Request	S_SRV_REQ
Timezone	S_TIMEZONE
Work Shift	S_SCHED_CAL

Entity	Table
Work Shift Exception	S_EXCPT_CAL
Work Shift Exception Hour	S_EXCPT_CAL_HRS
Work Shift Hour	S_SCHED_CAL_HRS
Zipcode	S_ZIPCODE

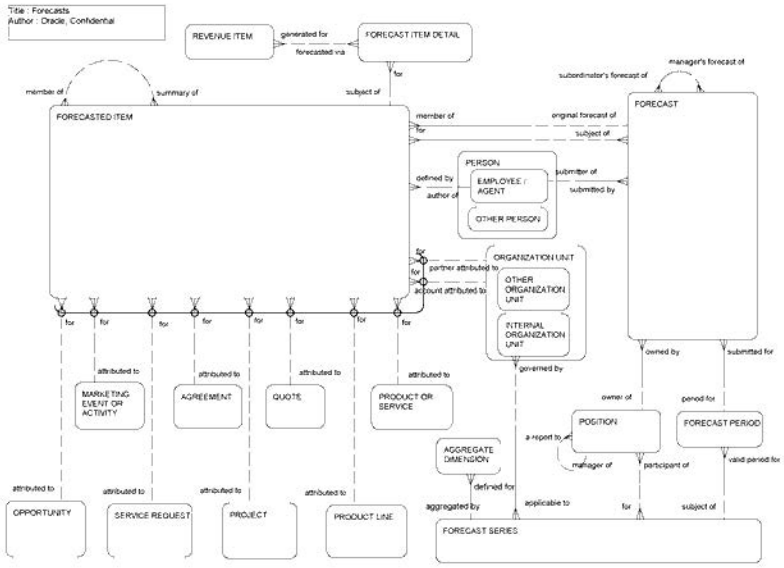


Forecasts

This ERD (see the following figure) illustrates the process of generating forecasts. A forecast series defines a set of forecast periods in which forecasts must be submitted, and describes the appropriate number of periods to forecast into the future for each forecast period. One or more positions are then assigned to submit forecasts under the defined forecast series. When a forecast series is accessible to the public, it means the forecast series can be shared across organizations. Each participant submits a forecast each period that is made up of forecast items. Each forecast item can be attributed to different kinds of business transactions, and can be defined at any of a number of levels based on business rules. These forecast items can be generated based on known revenue items. Forecasts that managers make can contain items from the forecasts of their subordinates.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Agreement	S_DOC_AGREE
Forecast	S_FCST
Forecast Item Detail	S_FCST_ITEM_DTL
Forecast Period	S_FCSTSER_DATE
Forecast Series	S_FCSTSER
Forecasted Item	S_FCST_ITEM
Marketing Event	S_SRC
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Product Line	S_PROD_LN
Product or Service	S_PROD_INT
Project	S_PROJ
Quote	S_DOC_QUOTE
Revenue Item	S_REVN
Service Request	S_SRV_REQ



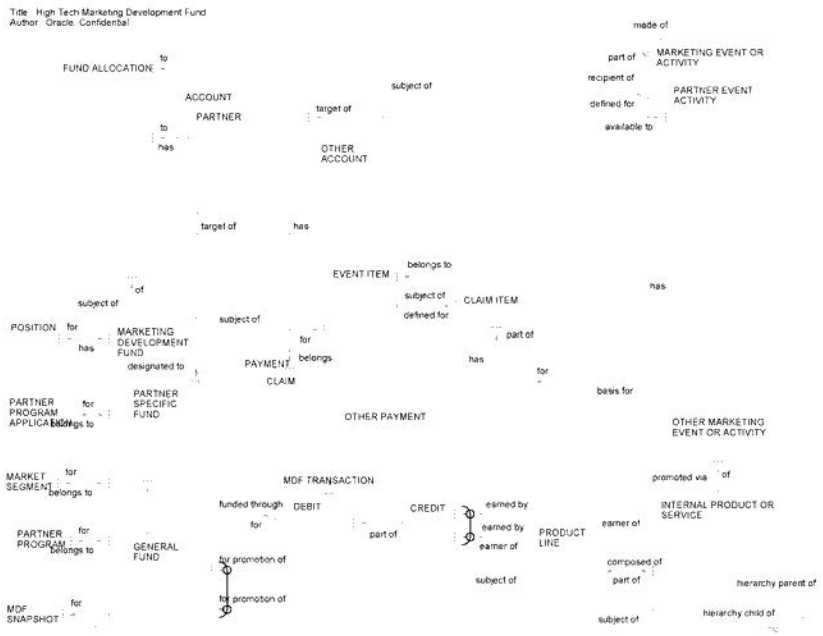
High Tech Marketing Development Fund

This ERD (see the following figure) illustrates how Siebel Business Applications support the funding of trade promotions in the high technology industry. Marketing Development Fund (MDF) is a pool of money made available to partners for the organization of marketing activities (campaigns, events, and so on). An MDF can be a partner-specific fund or general fund. MDFs (Programs) provide the brand owner with the ability to make marketing funds available to partners in a programmatic way. Partner Specific funds are child funds of Programs. Within each Partner Specific fund, the partner accrues funds under the given program. The partner creates a partner event activity (pre-approval) with several associated event items. Event Items add granularity to the partner event activity. Partners create claims to redeem the money in their partner-specific funds for marketing activities that were pre-approved by the brand owner.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account, Partner, Other Account	S_ORG_EXT
Claim Item	S_SRC_PAYITM
Claim, Payment, Other Payment	S_SRC_PAYMENT
Event Item	S_SRC_COST
Fund Allocation	S_MDF_ALLOC
General Fund	S_MDF
Internal Product or Service	S_PROD_INT

Entity	Table
Market Segment	S_MKT_SEG
Marketing Development Fund	S_MDF
Marketing Event or Activity	S_SRC
MDF Snapshot	S_MDF_PERIOD
MDF Transaction	S_MDF_TXN
Partner Event Activity	S_SRC
Partner Program	S_PRTNR_PROG
Partner Program Application	S_PRTNRPRG_APPL
Partner Specific Fund	S_MDF
Position	S_POSTN



In-Memory Next Best Action

This ERD (see the following figure) illustrates how organizations can provide contextual recommendations to their customers on all channels using Siebel In-Memory Next Best Action. Siebel In-Memory Next Best Action provides an open, flexible, and configurable integration framework between Siebel Contact Center and Oracle Real-Time Decisions. A closed-loop Response Action Framework provides feedback on the customer interaction in real time, and it tailors product recommendations to the actions that the customer takes.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Request	S_RTD_REQUEST
Request Parameter	S_RTD_REQ_ATTR
Request Recommendation Response	S_REQ_RECO_RESP
Message Response Action	S_PROD_MSG_RESP, S_MSG_RESP_ACTN
Message Response Action Parameter	S_RESPACTN_PARM



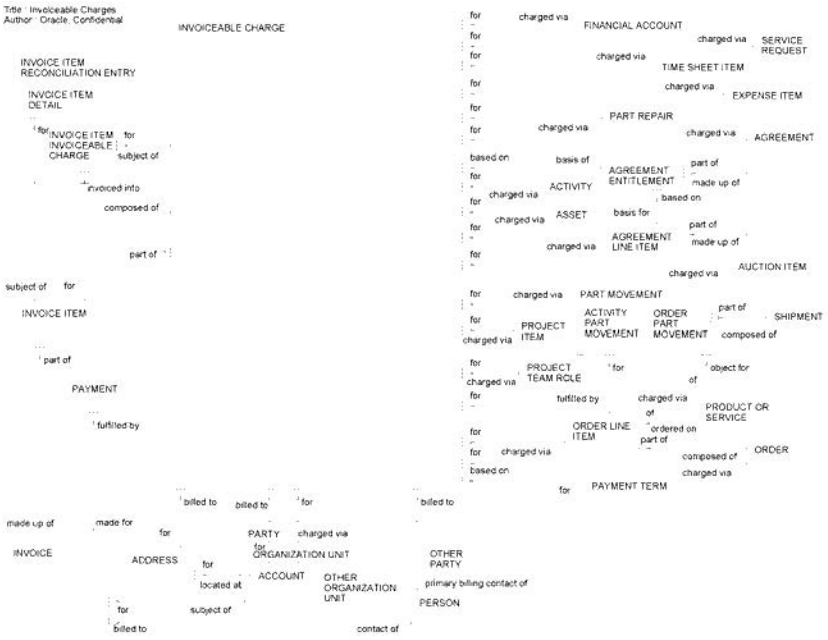
Invoiceable Charges

This ERD (see the following figure) illustrates how financial transactions, such as charges and credits, are handled. Any charge or credit that could be invoiced is added to this table. This is based on defined consolidation plan rules to consolidate charges and credits into invoice and invoice items.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Agreement	S_DOC_AGREE
Agreement Entitlement	S_ENTLMNT
Agreement Line Item	S_AGREE_ITEM
Asset	S_ASSET
Auction Item	S_AUC_ITEM
Expense Item	S_EXP_ITEM
Financial Account	S_ASSET
Invoiceable Charge	S_INVOICE_CHRG
Invoice	S_INVOICE
Invoice Item	S_INVOICE_ITEM
Invoice Item Reconciliation Entry	S_INVC_ITM_DTL
Order	S_ORDER
Order Line Item	S_ORDER_ITEM
Part Movement	S_ACTPART_MVMT, S_ORDPART_MVMT
Part Repair	S_PART_RPR

Entity	Table
Party	S_PARTY, S_ORG_EXT, S_CONTACT, S_USER, S_BU
Payment	S_SRC_PAYMENT
Payment Term	S_PAYMENT_TERM
Product or Service	S_PROD_INT
Project Item	S_PROJITEM
Project Team Role	S_PROJ_RSRC
Service Request	S_SRV_REQ
Shipment	S_SHIPMENT
Time Sheet Item	S_TMSHT_ITEM



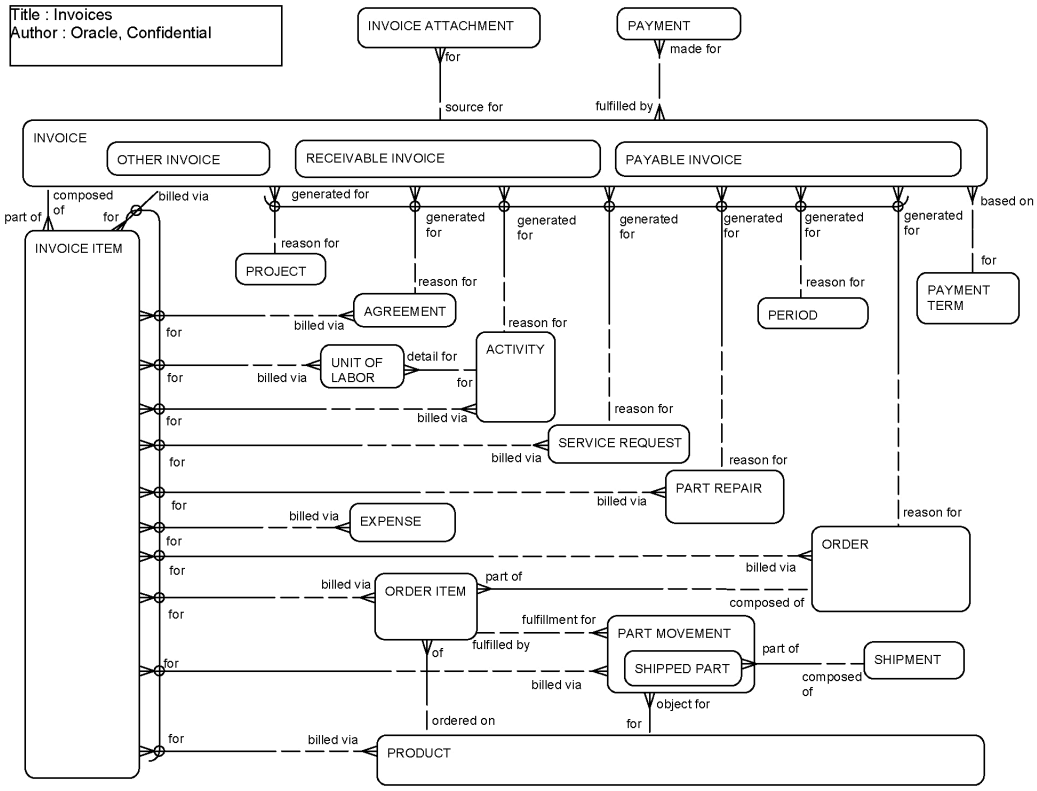
Invoices

This ERD (see the following figure) illustrates the invoicing and payment processes. An invoice can be considered a receivable or a payable for the company. It can be generated to bill for an order, a project, a part repair, an agreement,

a service request, an activity, or a period of time for products or services delivered within a specific period of time. Items on the invoice can be reconciled with one or more other entities as well. A payment can be made for one or more Invoices, and an invoice can be paid through one or more payments.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Agreement	S_DOC_AGREE
Expense	S_EXP_ITEM
Invoice	S_INVOICE
Invoice Attachment	S_INVOICE_ATT
Invoice Item	S_INVOICE_ITEM
Order	S_ORDER
Order Item	S_ORDER_ITEM
Part Movement	S_ORDPART_MVMT
Part Repair	S_PART_RPR
Payment	S_SRC_PAYMENT
Period	S_PERIOD
Product	S_PROD_INT
Project	S_PROJ
Service Request	S_SRV_REQ
Shipment	S_SHIPMENT



Lead Management

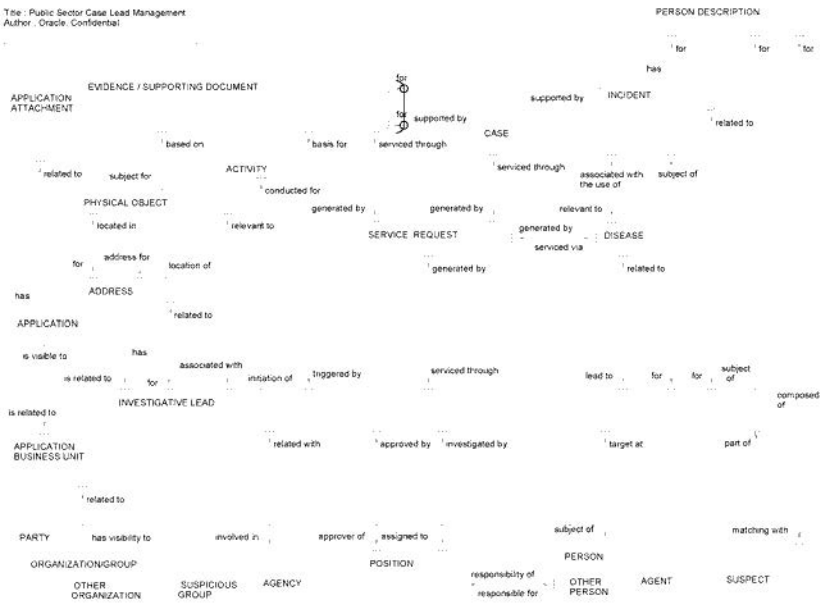
This ERD (see the following figure) illustrates how the lead management process is supported. A lead refers to a new prospect or an existing customer who is interested in certain products or services and can be converted into an Opportunity. A lead can be generated as a result of a marketing campaign, a marketing offer or other marketing activities. A lead can be referred by a partner organization. A lead can be assigned to internal team members or partners. Responses or various activities are tracked for each lead.

Steps in the lead management process include:

- Lead Entity. Views for sales users to create leads which are distinct from contacts/prospects, responses and opportunities, and manage their leads.
- Lead Import. Import lists of customers, prospects, responses or leads from an outside party or another internal source.
- Lead Quality Control. Rule-based user interface that enables the business user to create a formula or set of rules that compute a score for a lead
- Lead Assignment. Lead-assignment rule system that can be fully administered by a sales operations user or sales manager. Leads can also be assigned to partner organizations or partner users.
- Lead Conversion. End-user actions to convert a lead into an opportunity, quote or order in one step, reject the lead or retire the lead.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Lead	S_LEAD
Lead Note	S_NOTE_LEAD
Opportunity	S_OPTY
Product	S_PROD_INT
Marketing Import Task	S_MKT_IMPRT_TSK
Lead Source	S_SRC
Campaign Contact	S_CAMP_CON
Marketing Offer	S_DMND_CRTN_PRG
Response	S_COMMUNICATION
Activity	S_EVT_ACT
Prospect Contact	S_PRSP_CONTACT
Contact	S_CONTACT
Business Unit	S_BU
Position	S_POSTN
Account	S_ORG_EXT
Internal Organization	S_ORG_EXT
Partner Organization	S_ORG_EXT
Assigned External Organization	S_ORG_EXT

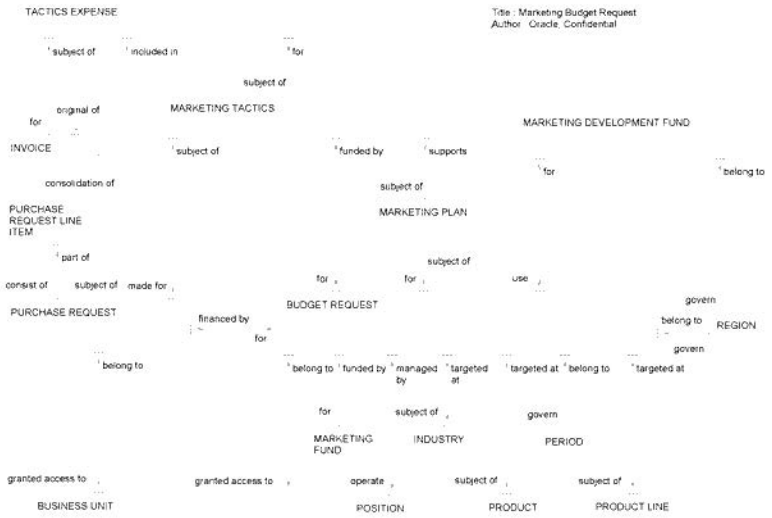


Marketing Budget Request

This ERD (see the following figure) covers the Marketing Resource Management: budget request process. It illustrates the relationships between budget requests and marketing tactics, marketing funds, and purchase orders. A budget request can be managed by a team and defined against a dedicated marketing fund for a period and a region. It can be associated with one or more industries, products, and product lines.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table(s)
Budget Request	S_MKTG_BDGT_REQ
Purchase Request	S_ORDER
Marketing Development Fund	S_MDF
Marketing Plan	S_SRC
Marketing Fund	S_MDF
Marketing Tactics	S_SRC
Tactics Expense	S_SRC_COST
Purchase Request Line Item	S_ORDER_ITEM



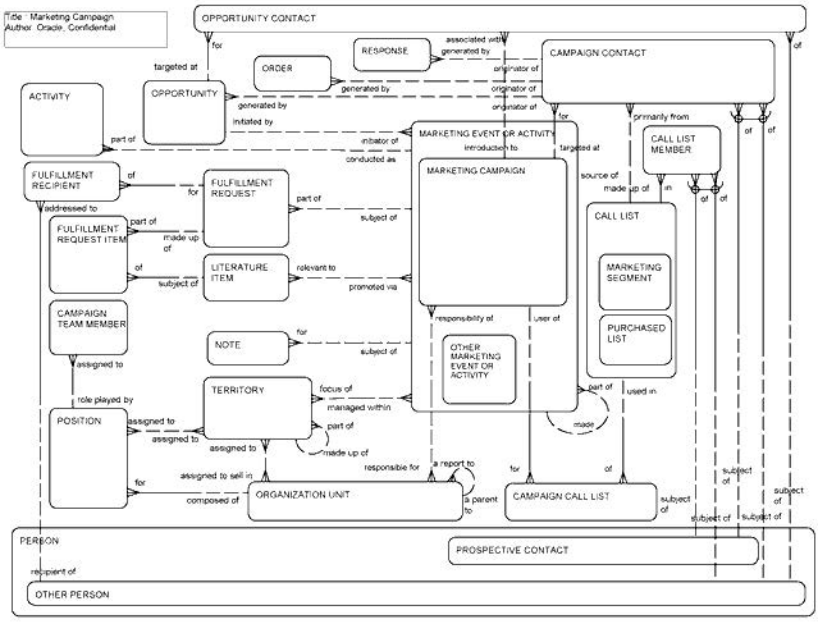
Marketing Campaign

This ERD (see the following figure) illustrates campaign management, execution, and evolution. Campaign management can involve the focus of the campaign on a territory, as well as the responsibility of the various internal divisions and teams for successful execution. Execution can include the production and distribution of literature to the appropriate campaign contacts. Campaign evolution tracks the usage of call lists to identify campaign contacts and generate leads. Campaign contacts can include prospective contacts purchased on a call list. If a prospective contact is not promoted to a customer before the call list that names them expires, they are typically deleted from the database.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Call List	S_CALL_LST
Call List Member	S_CALL_LST_CON
Campaign Call List	S_CAMP_CALL_LST
Campaign Contact	S_CAMP_CON
Fulfillment Recipient	S_FUL_RECIP
Fulfillment Request	S_EVT_FUL_REQ
Fulfillment Request Item	S_FUL_REQ_ITEM

Entity	Table
Literature Item	S_LIT
Marketing Event	S_SRC
Opportunity	S_OPTY
Opportunity Contact	S_OPTY_CON
Order	S_ORDER
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Prospective Contact	S_PRSP_CONTACT
Response	S_COMMUNICATION
Territory	S_ASGN_GRP

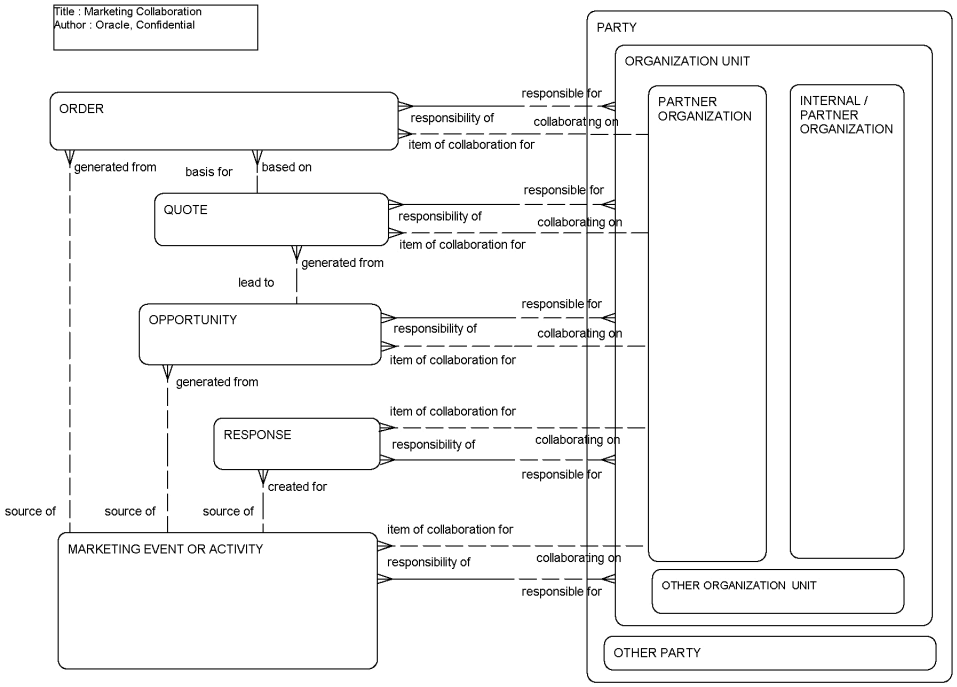


Marketing Collaboration

Collaborative marketing (see the following figure) assists marketers in maintaining the balance between the need for consistent customer management among partners and effective brand building with local expertise. It includes two features. Marketing program collaboration allows companies to develop marketing programs in a more collaborative environment, resulting in reduced costs. It encourages collaboration on programs through the sharing of information with key action groups (internal and external). Partner marketing enhancements provides the ability to associate and track partner participation in marketing programs and campaigns to measure and report on opportunities, orders, and ROI. It also closes the loop by providing the ability to track partner sources for responses/opportunities orders.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Internal Partner/Organization	S_ORG_EXT, S_PARTY
Marketing Event or Activity	S_SRC
Opportunity	S_OPTY
Order	S_ORDER
Organization Unit, Other Organization Unit	S_ORG_EXT, S_PARTY
Partner Organization	S_BU, S_PARTY
Party, Other Party	S_PARTY
Quote	S_DOC_QUOTE
Response	S_COMMUNICATION



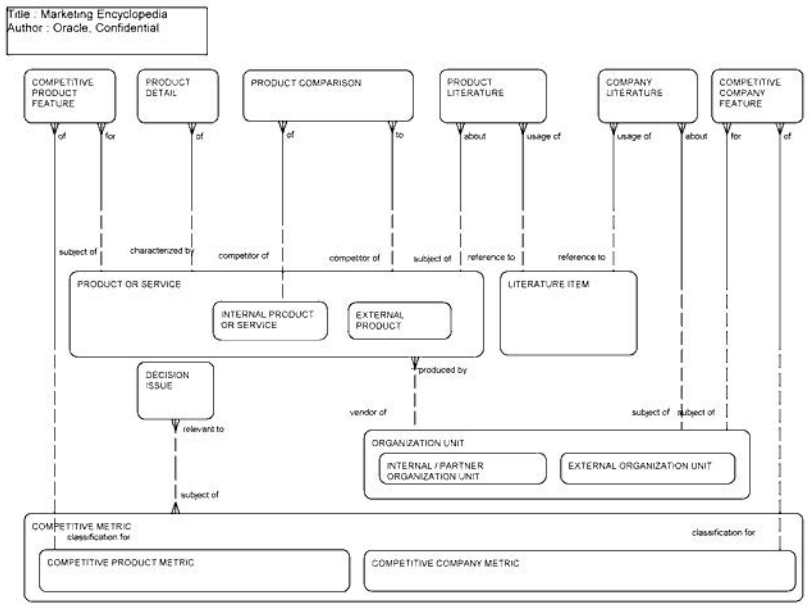
Marketing Encyclopedia

This ERD (see the following figure) illustrates how Siebel Business Applications track competitive information about products and companies. A standard set of metrics can be defined against which competitive organizations and their products can be rated in comparison with the internal organization and products, respectively. Detailed product specifications can be recorded. In addition, competitive literature can be associated both with organizations and with products. The relevance of key decision issues to the various competitive metrics can be defined.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Company Literature	S_CO_LIT
Competitive Company Feature	S_CMPT_CO_FEA
Competitive Metric	S_CMPT_MTRC
Competitive Product Feature	S_CMPT_PROD_FEA
Issue	S_ISS
Literature Item	S_LIT
Organization Unit	S_ORG_EXT, S_PARTY

Entity	Table
Product Comparison	S_PROD_CMP
Product Detail	S_PROD_SPEC
Product External	S_PROD_EXT
Product Internal	S_PROD_INT
Product Literature	S_PROD_LIT



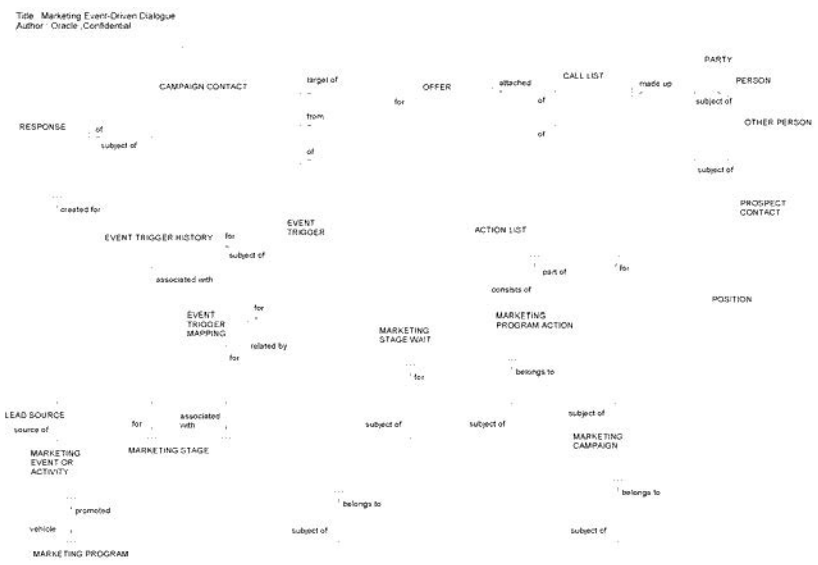
Marketing Event Driven Dialogue

The Event Driven Dialogue feature helps enable timely sales and services designed around specific customer needs. Specific events are tracked for different customers and these events are used to trigger appropriate program stages for the marketing program. This ERD (see the following figure) illustrates the various relationships between Marketing Program, Stage, and Event Triggers. The wait period between stages is also tracked.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Action List	S_MKTPRGACT_LST
Call List	S_CALL_LST

Entity	Table
Campaign Contact	S_CAMP_CON
Event Trigger	S_MKT_EVT_TRG
Event Trigger History	S_MKTEVTRG_HST
Event Trigger Mapping	S_MKTEVTRG_MAP
Lead Source	S_SRC
Marketing Campaign	S_SRC
Marketing Event or Activity	S_SRC
Marketing Program	S_SRC
Marketing Program Action	S_SRC
Marketing Stage	S_SRC
Marketing Stage Wait	S_MKT_STGWAIT, S_MKT_STGWT_REL
Offer	S_DMND_CRTN_PRG
Party	S_PARTY
Person	S_CONTACT
Position	S_POSTN
Response	S_COMMUNICATION



Marketing Events

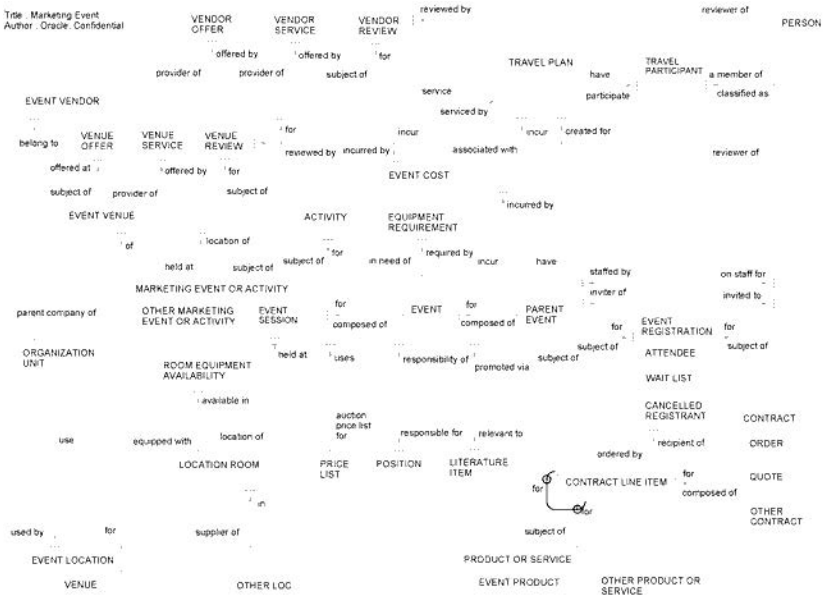
This ERD (see the following figure) illustrates how Siebel Business Applications support marketing events and activities planning. A marketing event can be composed of one or more sessions, held at one or more venues such as a hotel or convention center. The room for each session of an event can be chosen based on the size and equipment requirements of the session matched to the size and available equipment of each room. Users can also create travel plans for customers attending the events. Event vendors and sponsors can be tracked as well as the various offers or services they provide. The event staff can be planned and attendees invited. Attendees can then register for the event or even for specific sessions. Attendees can be quoted registration prices through a quote and purchase tickets to the event through an order.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Contract Line Item	S_ORDER_ITEM, S_QUOTE_ITEM
Equipment Requirement	S_SRC_REQ_EQUIP
Event	S_SRC_EVT, S_SRC
Event Cost	S_SRC_COST
Event Location	S_EVTLOC
Event Registration	S_SRC_EVT_REG

Entity	Table
Event Session	S_SRC_EVT, S_SRC
Event Vendor	S_SRC_ORG
Event Venue	S_SRC_VENUE
Literature Item	S_LIT
Location Room	S_EVTLOC_ROOM
Marketing Event or Activity	S_SRC
Order	S_ORDER
Organization Unit	S_ORG_EXT, S_PARTY
Parent Event	S_SRC_EVT, S_SRC
Position	S_POSTN, S_PARTY
Price List	S_PRI_LST
Product or Service	S_PROD_INT
Quote	S_DOC_QUOTE
Room Avail Equipment	S_EVTLOC_RM_EQP
Travel Participant	S_EVT_TRVL_PER
Travel Plan	S_EVT_TRVL_PLAN
Vendor Offer	S_EVT_VNDR_OFR
Vendor Review	S_EVT_VNDR_RVW
Vendor Service	S_EVT_VNDR_SVC
Venue	S_ORG_EXT, S_PARTY
Venue Offer	S_EVT_VENUE_OFR

Entity	Table
Venue Review	S_EVT_VENUE_RVW
Venue Service	S_EVT_VENUE_SVC



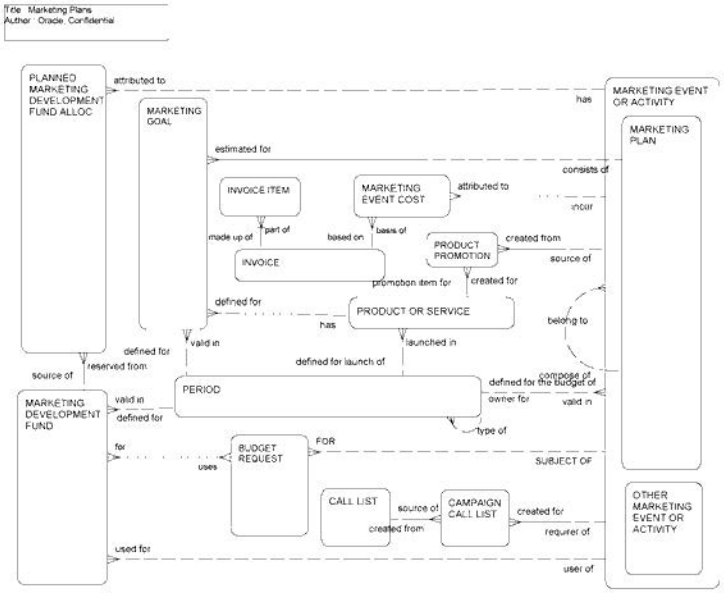
Marketing Plans

This ERD (see the following figure) illustrates how marketing plans are used in conjunction with the financial modeler for the purposes of financial planning. Marketing plans are multilevel groupings of plan elements (campaigns) or sub-plans. Financial goals and costs can be forecasted for each level of the plan, tracked against actual achievement after campaign execution, and rolled up to the top-level plan. Funds can also be allocated for different plans in different periods and used as inputs for accounting purposes or in financial calculations.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Call List	S_CALL_LST
Marketing Development Fund	S_MDF
Marketing Event Cost	S_SRC_COST
Marketing Event or Activity, Marketing Plan, Other Marketing Plan or Activity	S_SRC

Entity	Table
Marketing Goal	S_SRC_GOAL
Period	S_PERIOD
Planned Marketing Development Fund Allocation	S_MDF_ALLOC
Product or Service, Product Line, Other Product or Service	S_PROD_INT, S_PROD_LN
Product Promotion	S_PROD_INT_SRC



Marketing Program

This ERD (see the following figure) illustrates how Siebel Business Applications support the more complex program planning and execution used for Database Marketing. Marketing segments are dynamic lists of people defined by a set of database criteria and available to marketing programs. These criteria can be defined on measures and attributes by using complex mathematical scores, ratios, and formulas applied to customer demographics or behavior data sourced from the Siebel database or from external applications such as a data warehouse.

After a data dictionary describing the external data store has been defined, segment definitions can be created and attached to one or more campaigns, together with purchased lists. Filters allow the exclusion of segment members based on predefined clauses. Segment prioritization and deduplication make sure that individuals qualified for more than one segment do not receive conflicting messages from more than one campaign. Waves can be generated as a subset of the qualifying people within the targeted segments.

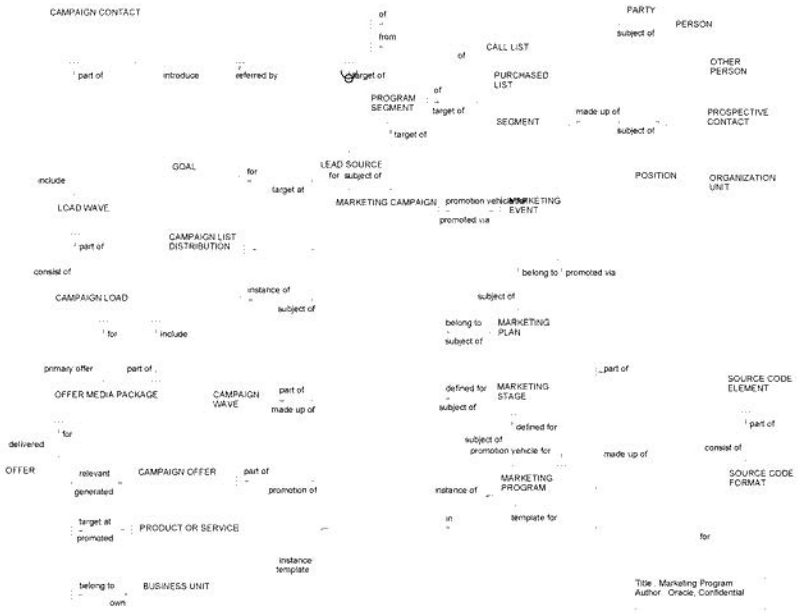
Recurring marketing programs can be defined in which each stage can be based on customer response behavior or any other event. Marketers can define customer hierarchies, so that campaigns can be driven by data summarized from any level of the hierarchy (for example household level and customer level). People to be contacted are listed as campaign contacts for a specific campaign or wave.

Each campaign can be presented with one or more offers. An offer is a type of demand creation program that is directly presented to a target audience. It is intended to generate awareness of or demand for one or more products. Responses are tracked through Communications.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Assignment Rule Group	S_ASGN_RULE_GRP
Call List	S_CALL_LST
Campaign Allocation	S_CAMP_CALL_LST
Campaign Contact	S_CAMP_CON
Campaign Load	S_CAMP_LD_WAVE
Campaign Offer	S_SRC_OFFR
Campaign Wave	S_DD_CAMP_WAVE
Contact	S_CONTACT, S_PARTY
Contact Status	S_ SRCDCP_CONSTA
Deal	S_DEAL
Filter	S_DD_FILTER
Filter Clause	S_DD_FILTER_DTL
Load Wave	S_CAMP_LD_WAVE
Marketing Activity	S_SRC
Marketing Segment	S_CALL_LST
Offer	S_MKTG_OFFR

Entity	Table
Offer Media Package	S_DMND_CRTN_PKG
Program Segment	S_CAMP_CALL_LST
Prospective Contact	S_PRSP_CONTACT
Purchased List	S_CALL_LST
Response	S_COMMUNICATION



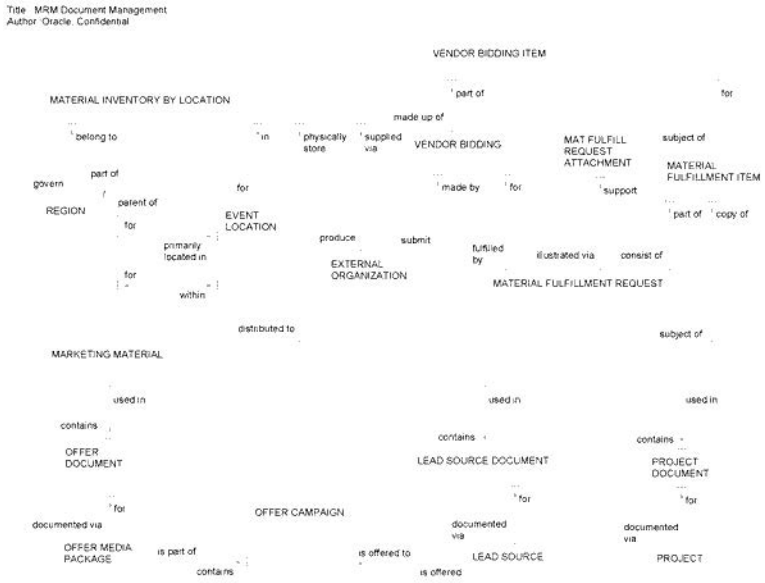
Marketing Resource Management: Document

This ERD (see the following figure) illustrates the marketing content processing of the enhanced Marketing Resource Management module. It shows the relationship between the content and various entities such as project, offer media package, and lead source. It also illustrates the process of managing content inventory by region and location, and shows how fulfillment requests are completed through vendor bidding.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Marketing Material	S_CB_ASSET
Material Inventory by Location	S_MKTG_DOC_INVT

Entity	Table
Event Location	S_EVTLOC
Region	S_REGION
Material Fulfillment Request	S_EVT_FUL_REQ
Material Fulfillment Item	S_FUL_REQ_ITEM
Mat Fulfill Request Attachment	S_NOTE_FUL_REQ
Vendor Bidding	S_FUL_REQ_BID
Vendor Bidding Item	S_FR_BID_LITM
External Organization	S_ORG_EXT
Offer Media Package	S_DMND_CRTN_PRG
Offer Document	S_OFFR_CBAST
Lead Source	S_SRC
Lead Source Document	S_SRC_CBAST
Project	S_PROJ
Project Document	S_PROJ_CBAST



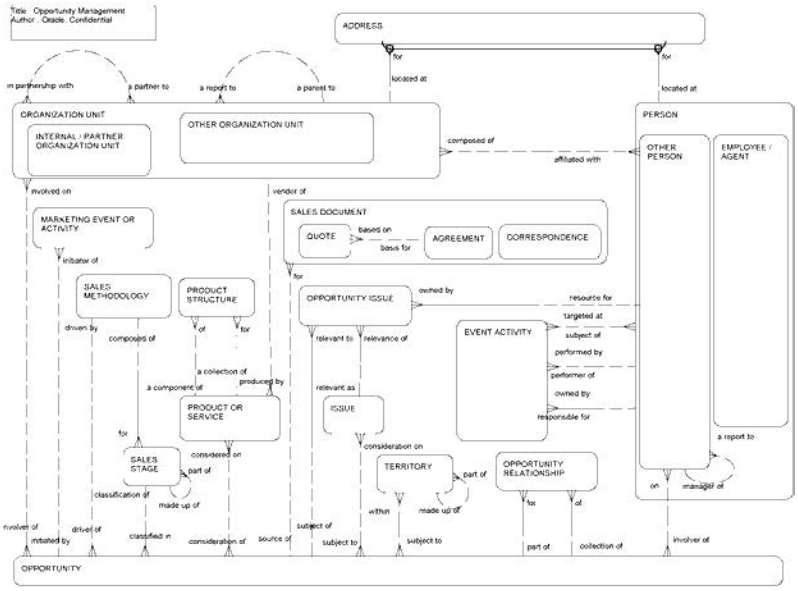
Opportunity Management

This ERD (see the following figure) illustrates the significant entities related to an opportunity (or lead), including relationships to contacts, employees (generally sales representatives), products, accounts, and so on.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Agreement	S_DOC_AGREE
Contact	S_CONTACT, S_PARTY
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Event	S_EVT_ACT
External Organization Unit	S_ORG_EXT, S_PARTY
Issue	S_ISS
Opportunity	S_OPTY
Opportunity Relationship	S_OPTY_REL

Entity	Table
Opportunity Signature	S_OPTY_SIGN
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Product	S_PROD_INT
Quote	S_DOC_QUOTE
Sales Stage	S_STG
Source	S_SRC
Territory	S_ASGN_GRP

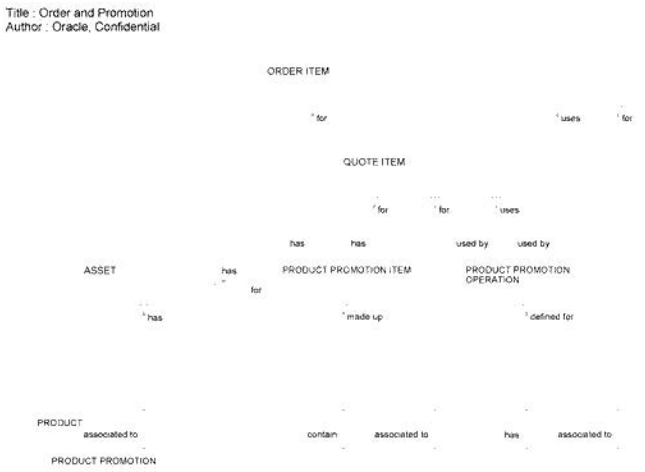


Order and Promotion

This ERD (see the following figure) describes the relationship between Product Promotions and Order, Quote and Assets.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Order Item	S_ORDER_ITEM
Product Promotion	S_PROD_INT
Product Promotion Item	S_PROM_ITEM
Product Promotion Operation	S_PROM_OPER
Quote Item	S_QUOTE_ITEM



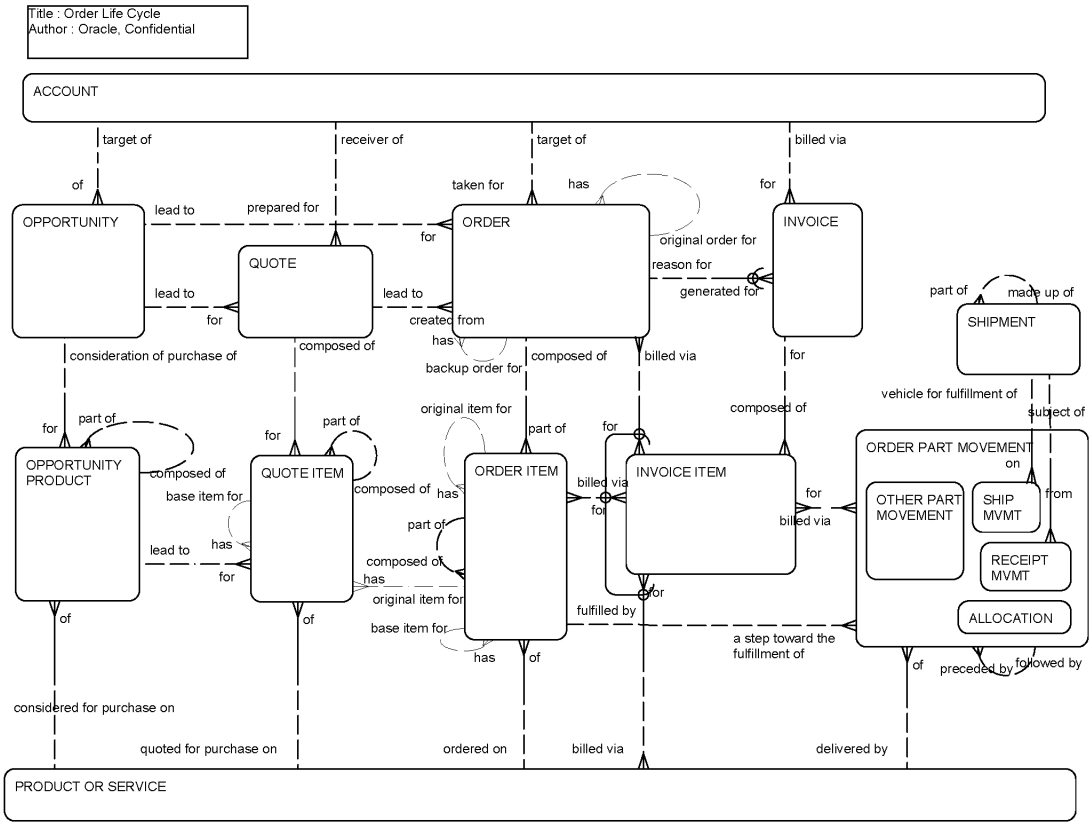
Order Life Cycle

This ERD (see the following figure) illustrates how orders are tracked through their full life cycle by Siebel Business Applications. The cycle starts with an opportunity that tracks the consideration of purchase of one or more products. This opportunity leads to one or more quotes, composed of one or more quoted product items. A quote can then lead to one or more orders. An order is composed of one or more ordered product items. Fulfillment of the order can be tracked through a set of part movements of various types, culminating in a shipment of products to the customer, and the invoicing for shipped goods.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY

Entity	Table
Invoice	S_INVOICE
Invoice Item	S_INVOICE_ITEM
Opportunity	S_OPTY
Opportunity Product	S_REVN
Order	S_ORDER
Order Item	S_ORDER_ITEM
Order Part Movement	S_ORDPART_MVMT
Product or Service	S_PROD_INT
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM
Shipment	S_SHIPMENT



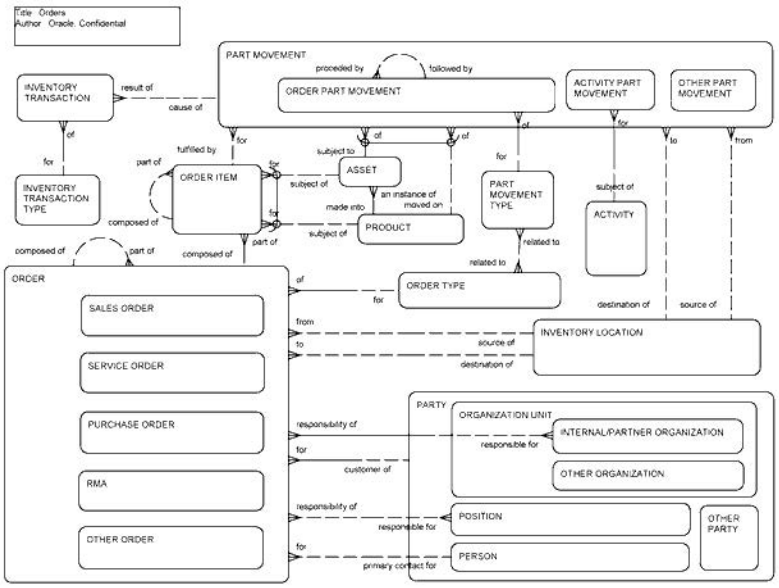
Orders

This ERD (see the following figure) illustrates the relationships between orders and significant entities related to orders such as assets, products, inventory locations, part movements, inventory transactions, activities, and parties. Orders include sales orders, service orders, purchase orders, and return material authorizations (RMAs) among others. The fulfillment of an order results in one or more part movements according to the instructions of the order. Each part movement results in one or more inventory transactions. Each order is usually the responsibility of a single internal or partner organization, but sometimes two or more. An order can be assigned or credited to one or more positions.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Asset	S_ASSET
Inventory Location	S_INVLOC
Inventory Transaction	S_INV_TXN
Inventory Transaction Type	S_INV_TXN_TYPE

Entity	Table
Order	S_ORDER
Order Item	S_ORDER_ITEM
Order Type	S_ORDER_TYPE
Part Movement	S_ACTPART_MVMT, S_ORDPART_MVMT
Part Movement Type	S_PARTMVMT_TYPE
Party	S_PARTY, S_ORG_EXT, S_POSTN, S_CONTACT
Product	S_PROD_INT

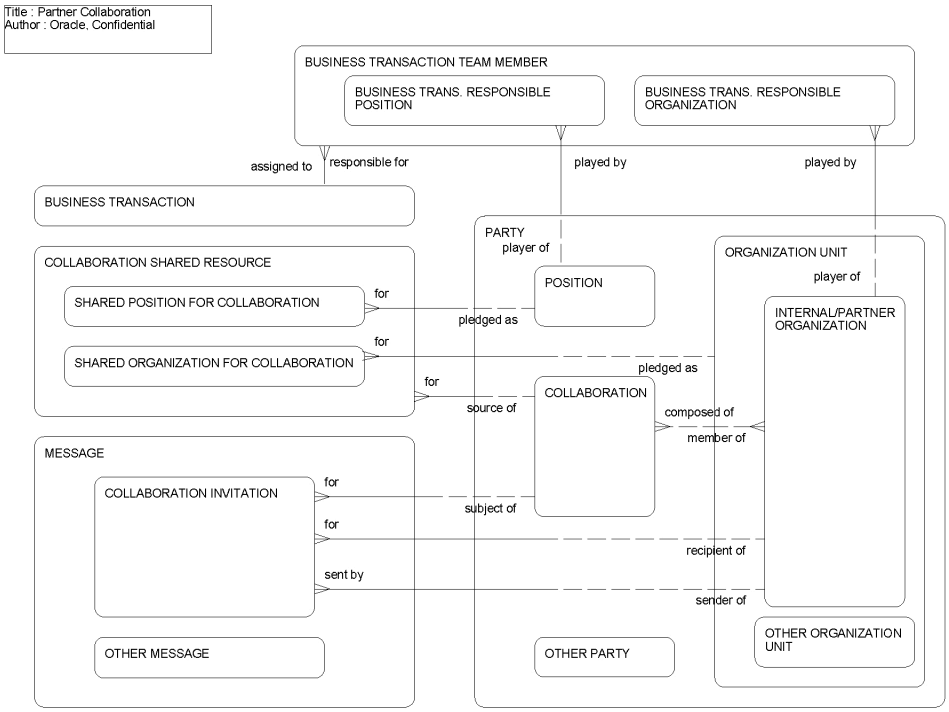


Partner Collaboration

Partner collaboration (see the following figure) allows the brand owner's partner companies to give other partners visibility to their data. With this functionality, partners can more easily collaborate with other partners, without any required intervention from the brand owner company. Partner companies can start collaborations and invite other partners of the brand owner to join their collaborations. Once the invitation is accepted, individual partner companies who are now part of the collaboration can pledge resources (Positions) to the collaboration, making the resources available to all partners in the collaboration who might want to add the resource to a project or an opportunity.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Business Unit	S_BU
Collaboration	S_PARTY_GROUP
Collaboration Resource	S_PARTY_PER
Collaboration Invitation	S_BRDCST_MSG
Party	S_PARTY
Position	S_POSTN

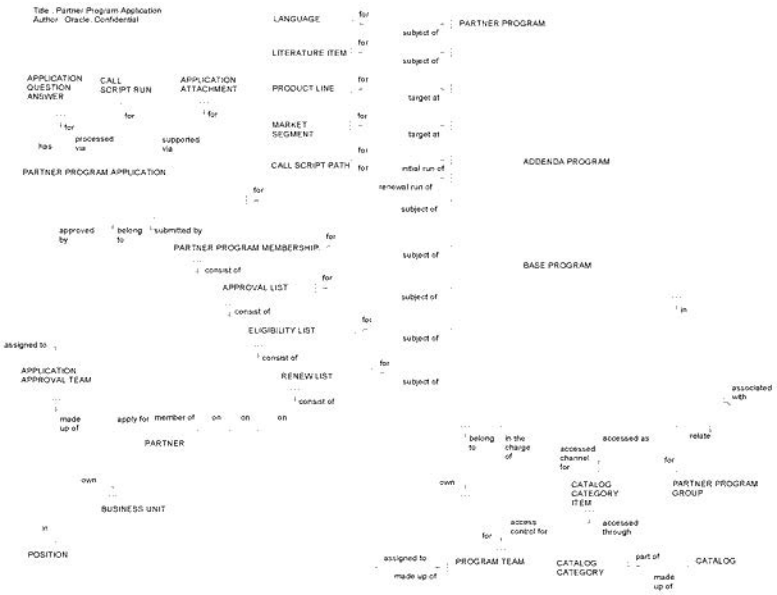


Partner Program Registration

Partner Program Registration (see the following figure) provides a system for the process of configuration and deployment of registration of partner programs. Partner Program Registration consists of three smaller and more manageable processes: a user registration process, a company registration process, and a partner program registration process.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Application Approval Team	S_PRG_APPL_PSTN
Application Attachment	S_PRG_APPL_ATT
Application Question Answer	S_PRG_APPL_QA
Approval List	S_PRTNRPRG_PRTN
Eligibility List	S_PRTNRPRG_PRTN
Partner	S_ORG_EXT
Partner Program	S_PRTNR_PROG
Partner Program Application	S_PRTNRPRG_APPL
Partner Program Group	S_PRTNRPRG_GRP
Partner Program Membership	S_PRTNRPRG_MBR
Program Team	S_PRTNRPRG_PSTN
Renew List	S_PRTNRPRG_PRTN



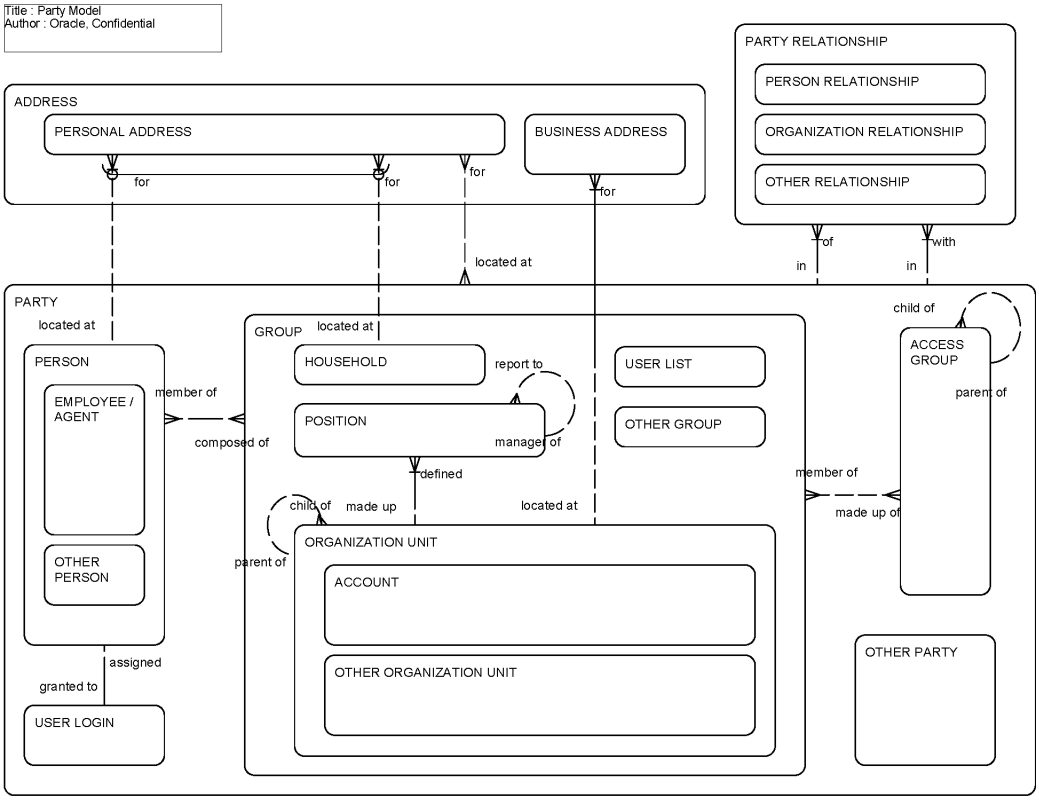
Party Model

This ERD (see the following figure) illustrates the structure of the party entity, its significant subtypes, and relationships. A party is either a person or some grouping of people such as an organization, a household, a position or a list of users. A person can be an employee or agent of the company using Siebel Business Applications. A person can also be considered a user if he or she has been granted user login credentials. An access group is a type of party that is made up of one or more groups. Addresses can be tracked for a person, a household, or an organization.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Access Group	S_PARTY
Account	S_ORG_EXT, S_PARTY
Business Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Group	S_PARTY
Household	S_ORG_GROUP, S_PARTY
Organization Relationship	S_ORG_REL (Siebel Cross-Industry Applications) S_PARTY_REL (Siebel Industry Applications)
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Party Relationship	S_PARTY_REL
Person	S_CONTACT, S_PARTY
Person Relationship	S_PARTY_REL or S_CONTACT_REL
Personal Address	S_ADDR_PER
Position	S_POSTN, S_PARTY
User List	S_PARTY
User Login	S_USER

Entity	Table



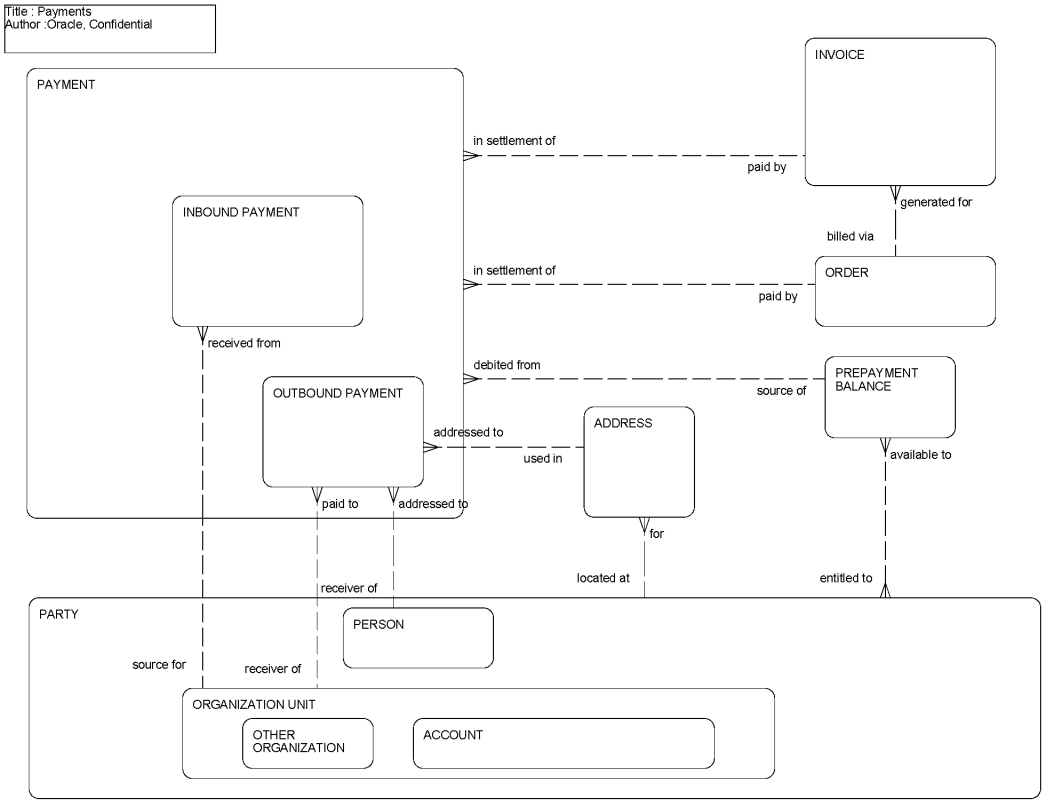
Payments

This ERD (see the following figure) illustrates the support for payments provided in the Siebel Data Model. The payment entity supports payments made by customers to the company, as well as payments made by the company to customers, vendors, or others. A payment can be made to directly settle an order or to settle one or more Invoices. An invoice can be paid through one or more payments. A payment can be taken as a deduction from a prepayment balance available to the paying party.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Invoice	S_INVOICE
Order	S_ORDER

Entity	Table
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Payment	S_SRC_PAYMENT
Person	S_CONTACT, S_PARTY
Prepayment Balance	S_PREPAY_BAL



Performance Review

This ERD (see the following figure) illustrates how the Siebel Data Model supports employee performance reviews. Review templates of various types (such as annual review, periodic review, customer satisfaction, MBO, KSO, and service level) can be specified to contain one or more Components (such as shared objectives, training plan, rollup, 360-degree evaluation, individual objectives, and skills). Components can consist of standard review metrics. The performance review can then be created for a given employee and employee-specific objectives can be defined. At the end of the review period, the performance review can be completed and ratings given for assigned objectives and for the standard review metrics. Different rating scales can be defined and used for different types of reviews. Review templates can be

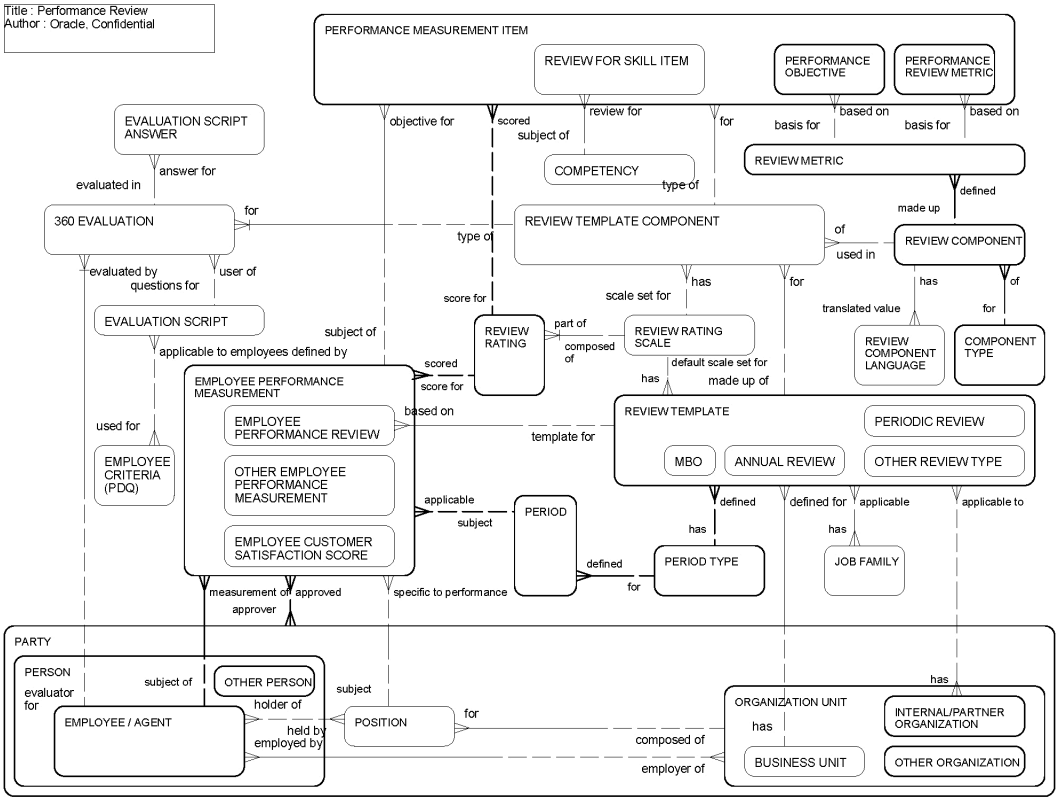
specified for different job families and internal organizations. Optionally, an employee can be separately reviewed for performance in each of his or her assigned positions.

This diagram also illustrates how the Siebel Data Model supports employee performance review by other employees within an organization. These employees can be employees at the same level, a higher level, or a lower level who can provide performance reviews for an employee to the manager of that employee. A set of evaluation questions can be defined and associated with different sets of employees. The reviewers answer the questions to evaluate the performance of the employee.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
360 Evaluation	S_PERF_360_EVAL
Competency	S_CMPTNCY
Employee Criteria (PDQ)	S_APP_VER, S_RVW_360_CS
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Evaluation Script	S_CS_PATH, S_CS_PATH_SCPT
Evaluation Script Answer	S_CS_RUN, S_CS_RUN_ANSWR
Job Family	S_JOB_FAMILY
Organization Unit	S_ORG_EXT, S_PARTY
Party	S_PARTY
Performance Measurement Item	S_PERF_MEAS_ITM
Performance Review	S_EMP_PERF_MEAS
Period	S_PERIOD
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Review Component	S_PERF_RVW_CMP
Review Component Language	S_RVW_COMP_LANG
Review For Skill Item	S_PERF_CMPTNCY

Entity	Table
Review Metric	S_PERF_RVW_MTRC
Review Rating	S_PERF_RATING
Review Rating Scale	S_PERF_RATING_SCL
Review Template	S_PERF_RVW_TMPL
Review Template Component	S_PERF_RVW_COMP

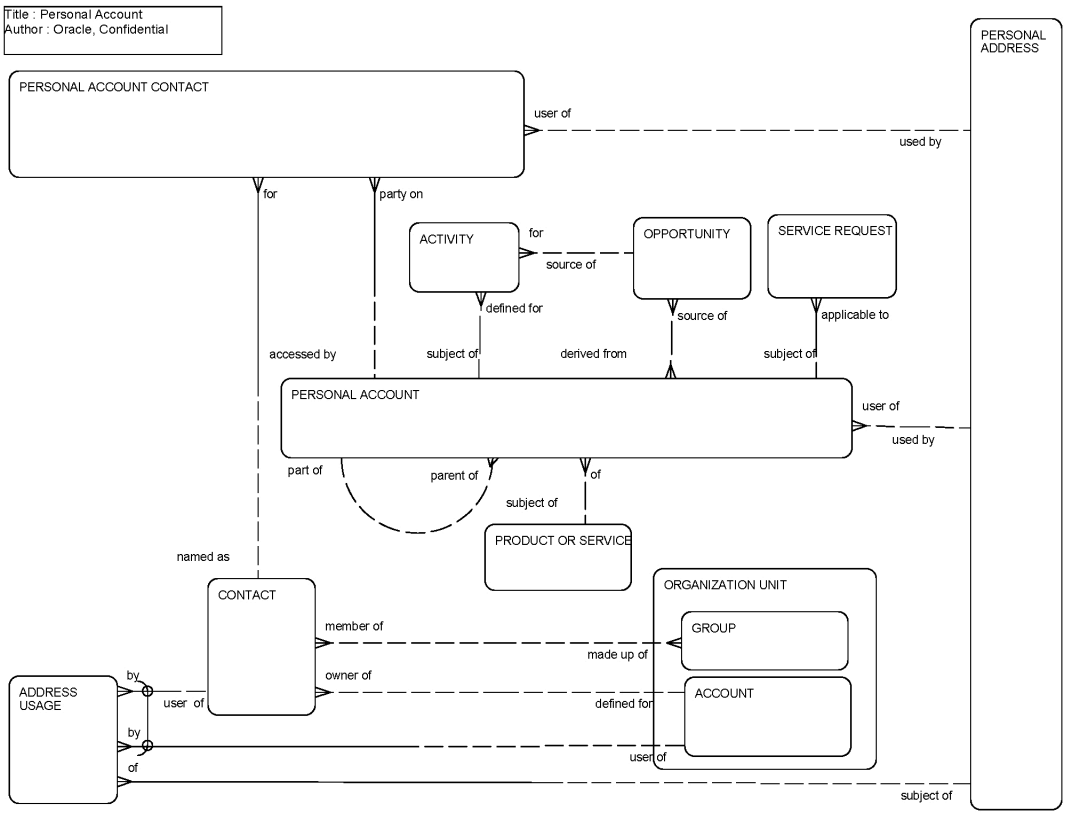


Personal Account

This ERD (see the following table) illustrates how personal accounts (such as financial accounts or insurance policies) are accessible by contacts and associated with accounts, and how addresses are relevant for each of these. Also supported are associations between contacts and the membership of contacts in groups. Opportunities are associated with personal accounts to track the source of existing business.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT
Contact	S_CONTACT, S_PARTY
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY
Personal Account	S_ASSET
Personal Account Contact	S_ASSET_CON
Personal Address	S_ADDR_PER
Product	S_PROD_INT
Service Request	S_SRV_REQ



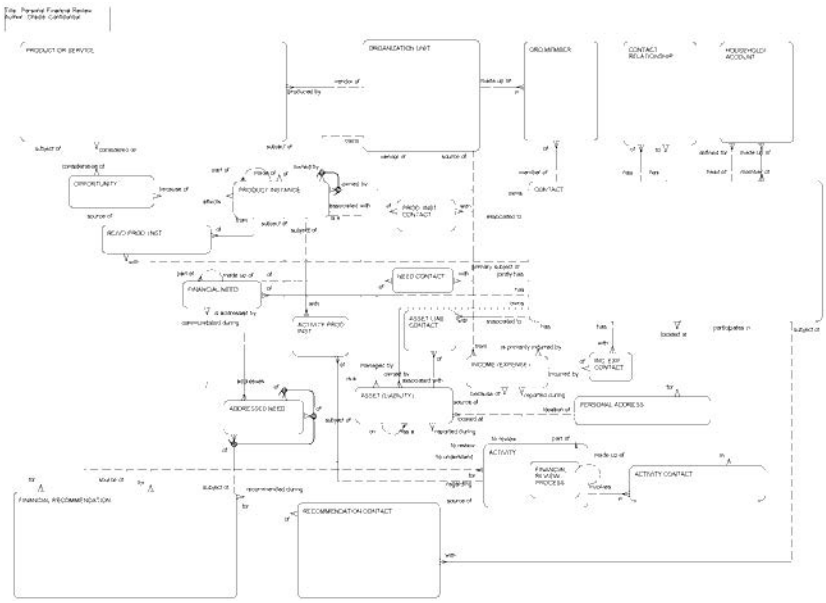
Personal Financial Review

This ERD (see the following figure) illustrates the information captured during the process of reviewing the financial status of an individual customer. The financial review process itself is tracked as an activity and becomes the source of the rest of the personal financial information of the contact, including assets, liabilities, income, expenses, and financial needs (such as retirement savings). When the financial needs of the contact are not fully addressed by his or her current financial product holdings, assets, or liabilities, the salesperson makes one or more financial recommendations. When a financial recommendation leads to a purchased product, such as a savings account or mortgage, the product instance can be associated with the recommendation that led to it. Assets can be located at a personal address and can be a source of income. Similarly, a liability, such as a mortgage, can be secured by an associated asset and can have periodic expenses associated with the liability.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Activity Product Instance	S_ACT_ASSET
Asset (Liability)	S_FN_ASSET_LIAB
Asset (Liability) Contact	S_FN_ASSET_LIAB_CON
Contact	S_CONTACT, S_PARTY
Contact Relationship	S_CONTACT_REL
Financial Need	S_FN_NEED
Financial Recommendation	S_FN_RCMD
Household/Account	S_ORG_GROUP, S_PARTY
Income (Expense)	S_FN_INCM_EXP
Income (Expense) Contact	S_FN_INCM_EXP_CON
Need Contact	S_FN_NEED_CON
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY

Entity	Table
Product	S_PROD_INT
Product Instance	S_ASSET
Product Instance Contact	S_ASSET_CON
Received Product Instance	S_FN_RCMD_ASSET
Recommendation Contact	S_FN_RCMD_CON



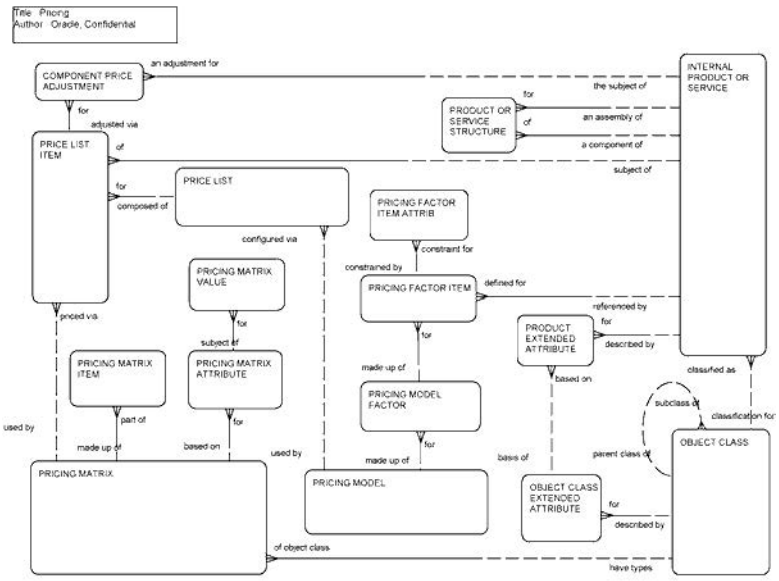
Pricing

This ERD (see the following figure) illustrates the pricing capabilities of Siebel Business Applications, including price lists, pricing matrices, and pricing models, and how they are related to simple and complex products or services to be priced. A price list is made up of price list items, each of which tracks the price for a given product or service. The list prices can be adjusted for certain extended attributes as defined in a specified pricing matrix. They can be adjusted based on changes to a customizable product through component price adjustments. They can also be modified through a specified pricing model made up of pricing factors.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Component Price Adjustment	S_PRI_CFG_ITEM

Entity	Table
Object Class	S_VOD, S_VOD_VER
Object Class Extended Attribute	S_XA_ATTR
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITEM
Pricing Factor Item	S_PRIFCTR_ITM
Pricing Factor Item Attrib	S_PRIFCTITM_ATR
Pricing Matrix	S_PRI_MTRX
Pricing Matrix Attribute	S_PRI_ATTR
Pricing Matrix Item	S_PRI_MTRX_ITEM
Pricing Matrix Value	S_PRI_MTRX_VAL
Pricing Model	S_PRIMDL
Pricing Model Factor	S_PRIMDL_FCTR
Product Extended Attribute	S_PROD_INT_XA
Product or Service	S_PROD_INT
Product or Service Structure	S_PROD_ITEM



Pricing Comparison

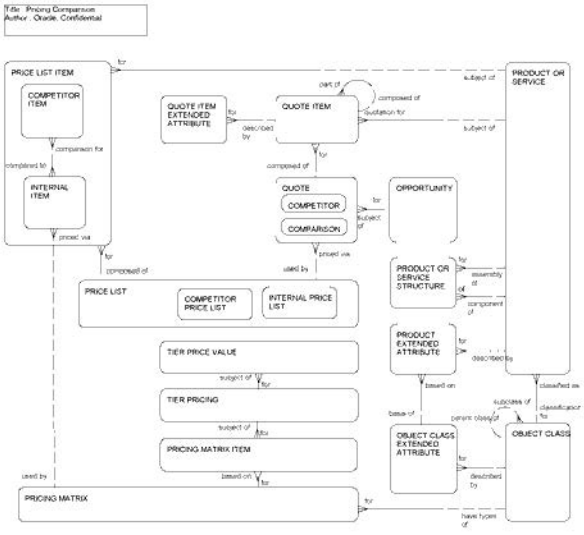
This ERD (see the following figure) illustrates the pricing comparison feature. A competitor's customer is viewed as an opportunity and by creating a quote using that competitor's price list the size of the opportunity can be quantified. Comparison quotes are generated using products and services from the internal price list that are similar to the competitor's offerings, to calculate the savings the customer could achieve by switching from the competitor.

Products and services provided by companies have complex pricing structures including tier-based pricing. Pricing also varies by region, payment method, service type, credit risk, and so on. The tier prices are associated with the attributes of the product or service that is provided.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Object Class	S_VOD, S_VOD_VER
Object Class Extended Attribute	S_XA_ATTR
Opportunity	S_OPPTY
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITEM
Pricing Matrix	S_PRI_MTRX
Pricing Matrix Item	S_PRI_MTRX_ITEM

Entity	Table
Product Extended Attribute	S_PROD_INT_XA
Product or Service	S_PROD_INT
Product or Service Structure	S_PROD_ITEM
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM
Quote Item Extended Attribute	S_QUOTE_ITEM_XA
Tier Price Value	S_VDISCNT_ITEM
Tier Pricing	S_VOL_DISCNT

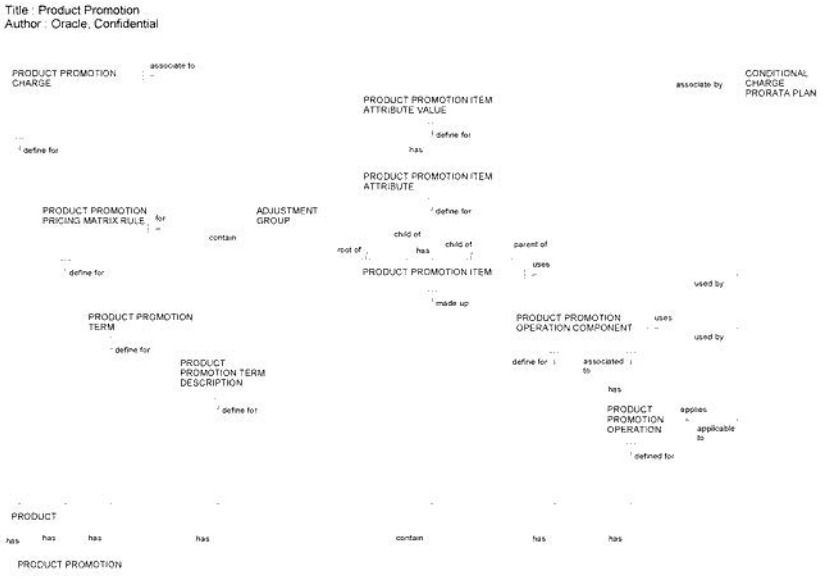


Product Promotion

Product Promotion (see the following figure) provides a system for managing product promotions. Production Promotion allows the user to fully define the promotion based on products, product templates, product attributes, and so on. Product Promotion also allows the user to specify other information for the promotion including the terms, charges, and pricing rules.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Conditional Charge Prorata Plan	S_AGR_PR_PLAN
Product Promotion	S_PROD_INT
Product Promotion Charge	S_PROM_CHRG
Product Promotion Item	S_PROM_ITEM
Product Promotion Item Attribute	S_PROM_ITEM_XA
Product Promotion Item Attribute Value	S_PROMITM_VAL
Product Promotion Operation	S_PROM_OPER
Product Promotion Operation Component	S_PROM_OPER_CPT
Product Promotion Pricing Matrix Rule	S_PROM_PMTRX
Product Promotion Term	S_PROMITM_TRMS
Product Promotion Term Description	S_PROD_TRM_DESC

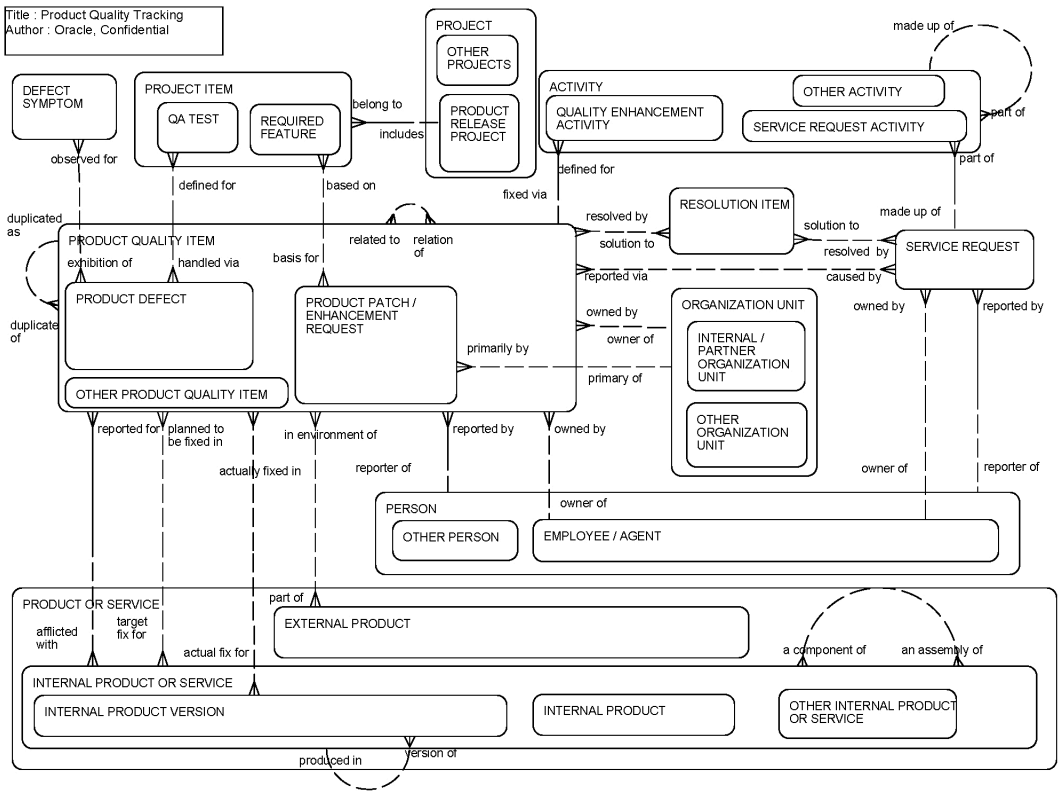


Product Quality Tracking

This ERD (see the following figure) illustrates the significant entities related to product defect tracking. Defects can be associated with service requests and can include associated activities defined to fix the defect. Associations can be defined with various product or product versions to record which are affected by the defect, which are planned to fix the defect, and which actually fix the defect. Additional relevant associations with external products can be recorded. Defects can be associated with other, related defects.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Defect Symptom	S_PRDFCT_SYMP
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Organization Unit	S_ORG_EXT, S_PARTY
Product or Service	S_PROD_INT, S_PROD_EXT
Product Quality Item	S_PROD_DEFECT
Project	S_PROJ
Project Item	S_PROJITEM
Resolution Item	S_RESITEM
Service Request	S_SRV_REQ



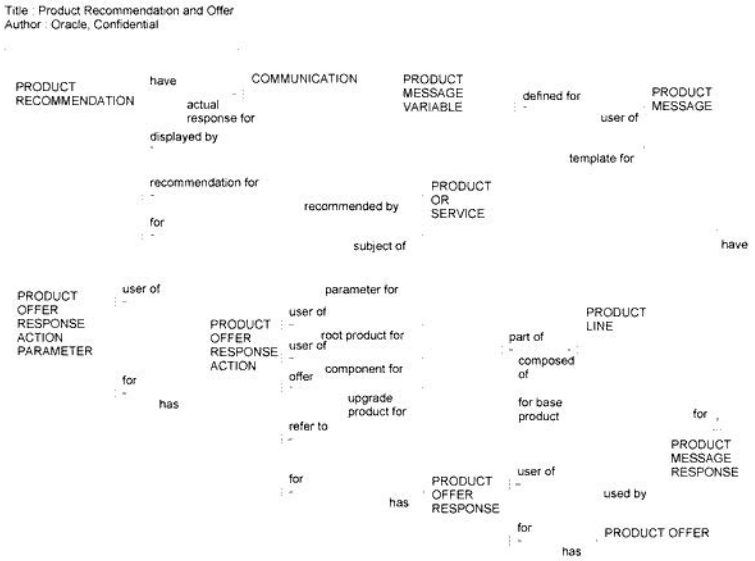
Product Recommendation and Offer

This ERD (see the following figure) provides a method for managing product recommendations for up-sell or cross-sell. Product Recommendation allows the user to clearly define the messages, the set of possible responses, and the recommendation itself. Similarly, Product Offer allows the user to clearly define the messages, the set of possible responses, the set of actions for the offer responses, the set of parameters for the offer response, and the offer itself

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Communication	S_COMMUNICATION
Product Line	S_PROD_LN, S_PROD_LN_PROD
Product Message	S_PROD_MSG
Product Message Response	S_PROD_MSG_RESP
Product Message Variable	S_PROD_MSG_VAR

Entity	Table
Product Offer	S_PROD_INT
Product Offer Response	S_PROD_OFR_RESP
Product Offer Response Action	S_PROD_OFR_ACTN
Product Offer Response Action Parameter	S_PROD_OFR_PARM
Product or Service	S_PROD_INT
Product Recommendation	S_PROD_RECMNDTN



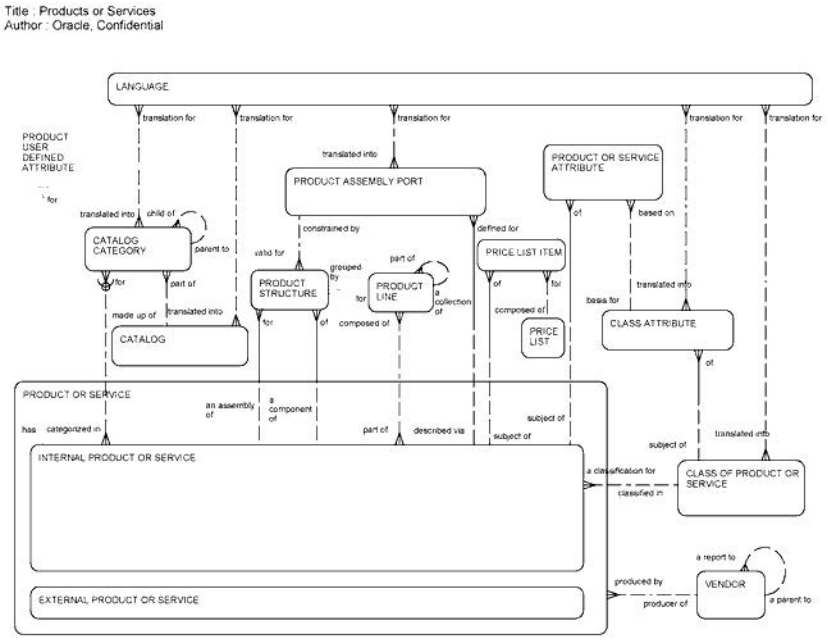
Products or Services

This ERD (see the following figure) illustrates the significant entities related to a product including product components (product structure), substitute or competitive products (product comparison), the product's vendor, the product line or lines to which the product belongs, and so on. In addition, this diagram illustrates the relationship between products and product prices, as well as the language translations for some of these entities.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Catalog	S_CTLG

Entity	Table
Catalog Category	S_CTLG_CAT
Class Attribute	S_XA_ATTR
Class of Product or Service	S_VOD, S_VOD_VER
Language	S_LANG
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITEM
Product Assembly Port	S_PROD_ITEM
Product Line	S_PROD_LN
Product or Service	S_PROD_INT or S_PROD_EXT
Product or Service Attribute	S_PROD_INT_XA
Product Structure	S_PROD_ITEM, S_PROD_REL
Product User Defined Attribute	S_PROD_USRDEFATR
Vendor	S_ORG_EXT, S_PARTY



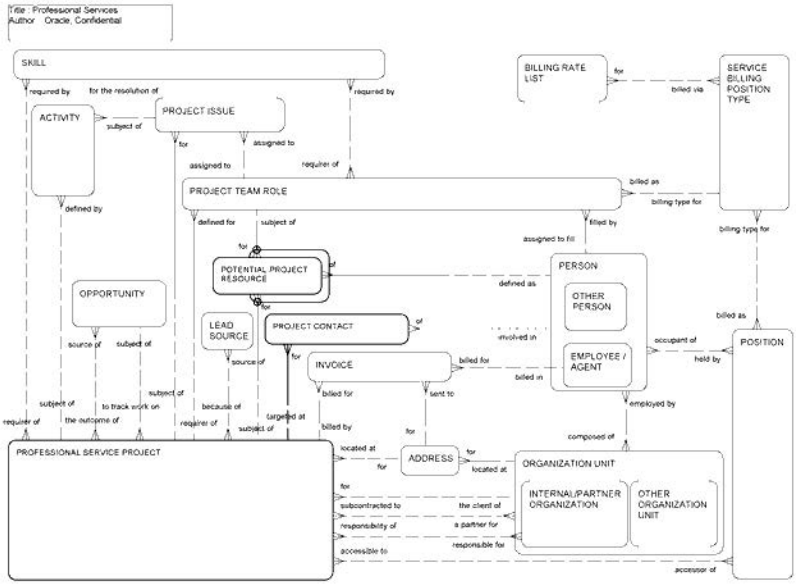
Professional Services

This ERD (see the following figure) illustrates how Siebel Business Applications support the planning and execution of Professional Services projects. Projects can be defined for an external or internal client, as the responsibility of one or more internal organizations, subcontracted to one or more partners, associated with a required skill set, and made accessible to one or more positions. The definition of required project team roles allows project billings to be estimated based on the billing rate and the number of hours required from the resource. An employee, a sub-contractor employee or a contact can ultimately fill a team role from the client, but until then, a list of potential project resources can be stored for the project or a specific project team role. Positions and project team roles can be associated with a service billing product to define the billing rate for that entity from a billing rate list. Project issues can be tracked for a project, assigned to a project team role, and detailed as a series of activities. Receivable Invoices billed to the client or payable invoices from subcontractors can be associated with the project.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Address	S_ADDR_ORG (Siebel Cross-Industry Applications) S_ADDR_PER (Siebel Industry Applications)
Billing Rate List	S_PRI_LST
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Internal/Partner Organization	S_ORG_EXT, S_PARTY

Entity	Table
Invoice	S_INVOICE
Lead Source	S_SRC
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Potential Project Resource	S_PROJ_PTL_RSRC
Project	S_PROJ
Project Contact	S_PROJ_CON
Project Issue	S_PROJ_ISS
Project Team Role	S_PROJ_RSRC
Skill	S_PROJRSRC_SKL



Promotion Group

Promotion Groups (see the following figure) offer advanced product and service bundling and new community offerings that tie various customer assets in a loosely-coupled network and they provide shared benefits and provisioning functions.

Promotion Group Validation provides the ability to define and enforce validation rules for Promotion Groups, such as eligibility and compatibility rules or rules validating the consistency in a Promotion Group.

Promotion Group pricing provides the ability to define and enforce all pricing-related aspects of a Promotion Group, such as assigning charges to Promotion Group memberships or adjusting prices for Promotion Group components.

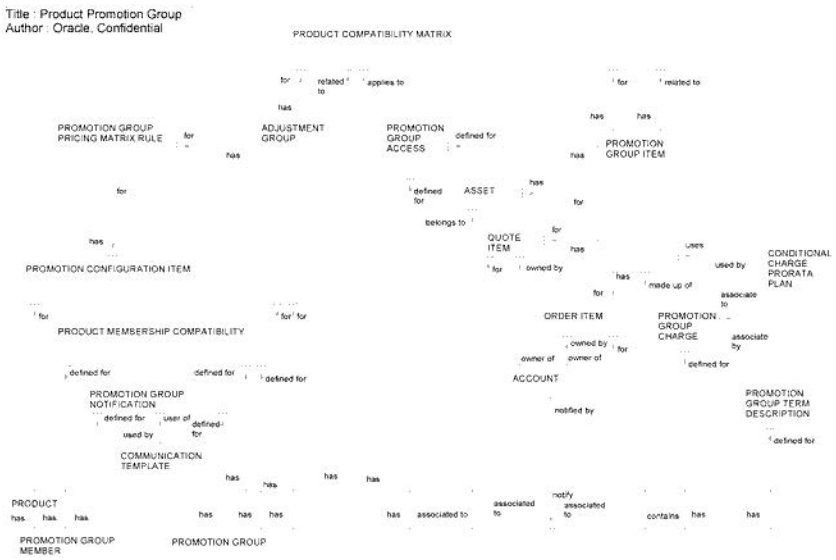
Promotion Group Access Control provides the ability to define and enforce business rules governing who can manage the membership of a given Promotion Group.

Promotion Group Notification provides the ability to define the different types of notifications to be sent to Promotion Group owners and members in response to business events like new or canceled membership.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Adjustment Group	S_ADJ_GROUP
Asset	S_ASSET
Communication Template	S_DMND_CRTN_PRG
Conditional Charge Prorata Plan	S_AGR_PR_PLAN
Order Item	S_ORDER_ITEM
Product Compatibility Matrix	S_PRODCOMP_MTRX
Product Membership Compatibility	S_PRODCOMP_MEM
Promotion Configuration Item	S_PRO_CFG_ITEM
Promotion Group	S_PROD_INT
Promotion Group Access	S_PROMGRP_ACESS
Promotion Group Charge	S_PROM_CHRG

Entity	Table
Promotion Group Item	S_PROM_ITEM
Promotion Group Member	S_PROD_INT
Promotion Group Notification	S_PROM_GRP_NTFY
Promotion Group Pricing Matrix Rule	S_PROM_PMTRX
Promotion Group Term Description	S_PROD_TRM_DESC
Quote Item	S_QUOTE_ITEM

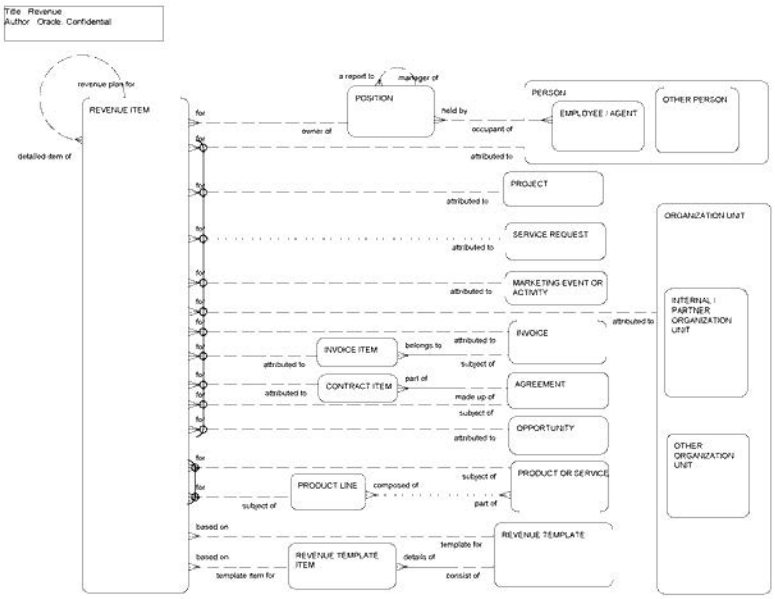


Revenue

This ERD (see the following figure) illustrates how revenue items are tracked and analyzed in Siebel Business Applications. Revenue Items can be defined for any number of confirmed or likely business transactions such as opportunities, accounts, projects, marketing events or activities, agreements, invoices, and so on. Revenue is generally attributed to a product, service, product line, or some description of the product or service offering. Credit for the revenue can be spread across sales team members by breaking the revenue into a line for each sales team member with their credit amounts. Recurring or incoming revenues over a period of time (weeks, months, or years) can be shown by using the revenue schedule capabilities. A revenue template with detailed items can be created for this purpose.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Agreement	S_DOC_AGREE
Agreement Item	S_AGREE_ITEM
Invoice	S_INVOICE
Invoice Item	S_INVC_ITEM
Marketing Event	S_SRC
Opportunity	S_OPTY
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Position	S_POSTN, S_PARTY
Product Line	S_PROD_LN
Product or Service	S_PROD_INT
Project	S_PROJ
Revenue Item	S_REVN
Revenue Template	S_REVN_TMPL
Revenue Template Item	S_REVN_TMPL_ITM
Service Request	S_SRV_REQ



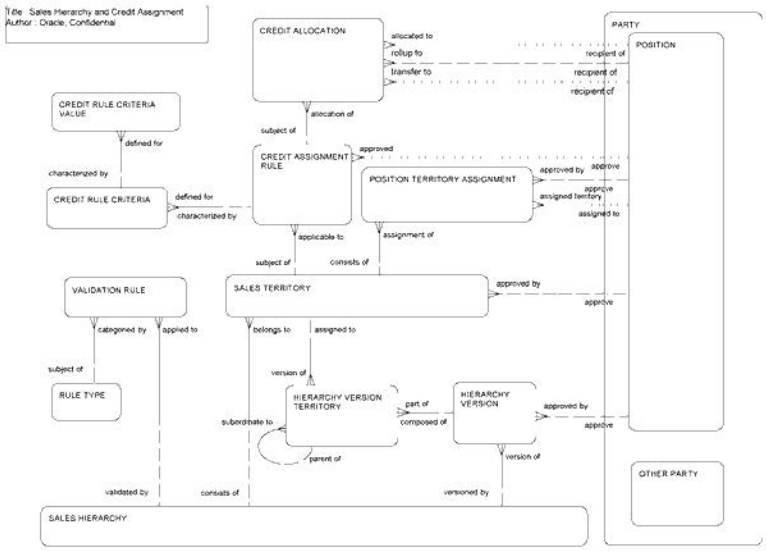
Sales Hierarchy and Credit Assignment

The Sales Hierarchy Module allows organizations to build sales hierarchies on top of sales territories and to assign sales credits to territories and positions accordingly. A sales hierarchy (see the following figure) consists of sales territories, which are made up of positions and crediting rules. The sales hierarchy can be versioned to accommodate ongoing changes without losing track of its history. A position can be assigned to different territories or the same territory with different start date and end date. A crediting rule can be applied to positions with allocation percentage defined. For a given hierarchy version, the credit assignment engine is able to identify all the positions assigned to the territories and all the applicable crediting rules by effective start date and end date. The crediting rules, their criteria and values are read by Siebel Assignment Manager, which performs the assignments appropriately. The sales hierarchy needs to be approved and validated before taking effect.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Credit Allocation	S_SLSCR_RL_PSTN
Credit Assignment Rule	S_SLSCRDT_RULE
Credit Rule Criteria	S_SLSCRDT_CRIT
Credit Rule Criteria Value	S_SLSCRDT_VAL
Hierarchy Version	S_SLS_HIER_VER
Hierarchy Version Territory	S_SLS_HIER_TERR

Entity	Table
Position	S_POSTN, S_PARTY
Position Territory Assignment	S_SLSTERR_POSTN
Sales Hierarchy	S_SLS_HIER
Sales Territory	S_SLS_TERR



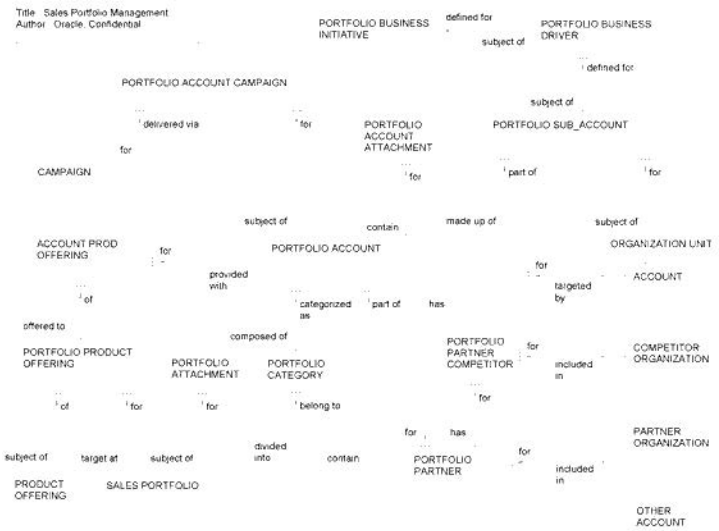
Sales Portfolio Management

This ERD (see the following figure) illustrates the process of creating and managing sales portfolios for employees in sales positions within the sales organization. It shows the process for creating a sale portfolio, setting target accounts for a given portfolio, and defining the business or service units for each associated account as well as their business drivers and initiatives. Also illustrated are partners and partner's competitors associated with the portfolio accounts. In addition, this ERD covers the marketing campaigns which are targeted at the accounts in the portfolios.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Sales Portfolio	S_SLS_PORTFOLIO
Portfolio Category	S_PRTFL_CTGRY
Portfolio Account	S_PRTFL_ACCNT

Entity	Table
Product Offering	S_ENT_SOLN
Portfolio Partner	S_PRTFL_PRTNR
Portfolio Attachment	S_PRTFL_ATT
Portfolio Product Offering	S_PRTFL_ENTSOLN
Account Prod Offering	S_PRTFL_ACCSOLN
Portfolio Sub_Account	S_PRTFL_SUBACC
Portfolio Account Attachment	S_PRTFL_ACC_ATT
Portfolio Business Driver	S_PRTFL_BU_DRVR
Portfolio Business Initiative	S_PRTFL_BU_INTV
Campaign	S_SRC
Portfolio Account Campaign	S_PRTFL_CAMP
Portfolio Partner Competitor	S_PRTFL_CMPTR
Organization Unit	S_ORG_EXT



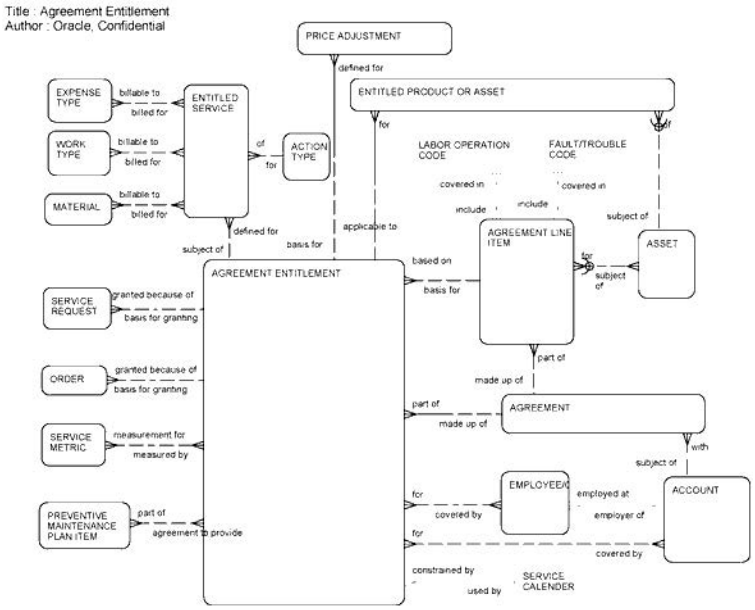
Service Agreement

This ERD (see the following figure) illustrates how Siebel Business Applications support service agreements. A service agreement is a contract that entitles one or more contacts at one or more organizations to provide service or support on one or more items through entitlements. Entitlement items define coverage of products or specified instances of a product. The entitlement can be constrained by a service calendar (to indicate 24x7 coverage, for example), and can be subject to one or more metrics (that describe a guaranteed two-hour response, for example). For covered items, covered labor and covered faults can be defined.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Agreement	S_DOC_AGREE
Agreement Entitlement	S_ENTLMNT
Agreement Line Item	S_AGREE_ITEM
Asset	S_ASSET
Contact	S_CONTACT, S_PARTY
Entitled Product or Asset	S_ENTLMNT_ITEM
Entitled Service	S_ENTL_ACT_TYPE
Expense Type	S_EXP_ITEM_TYPE
Fault/Trouble Code	S_FAULT_CODE, S_AGRITM_FLTCD
Labor Operation Code	S_LAB_OPER_CODE, S_AGRITM_LABOPR
Material	S_PROD_INT
Order	S_ORDER
Preventive Maintenance	S_PM_PLNITM
Price Adjustment	S_ENTL_PRDPRI

Entity	Table
Product	S_PROD_INT
Service Calendar	S_SCHED_CAL
Service Metric	S_SVC_METRIC
Service Request	S_SRV_REQ
Work Type	S_PROJ



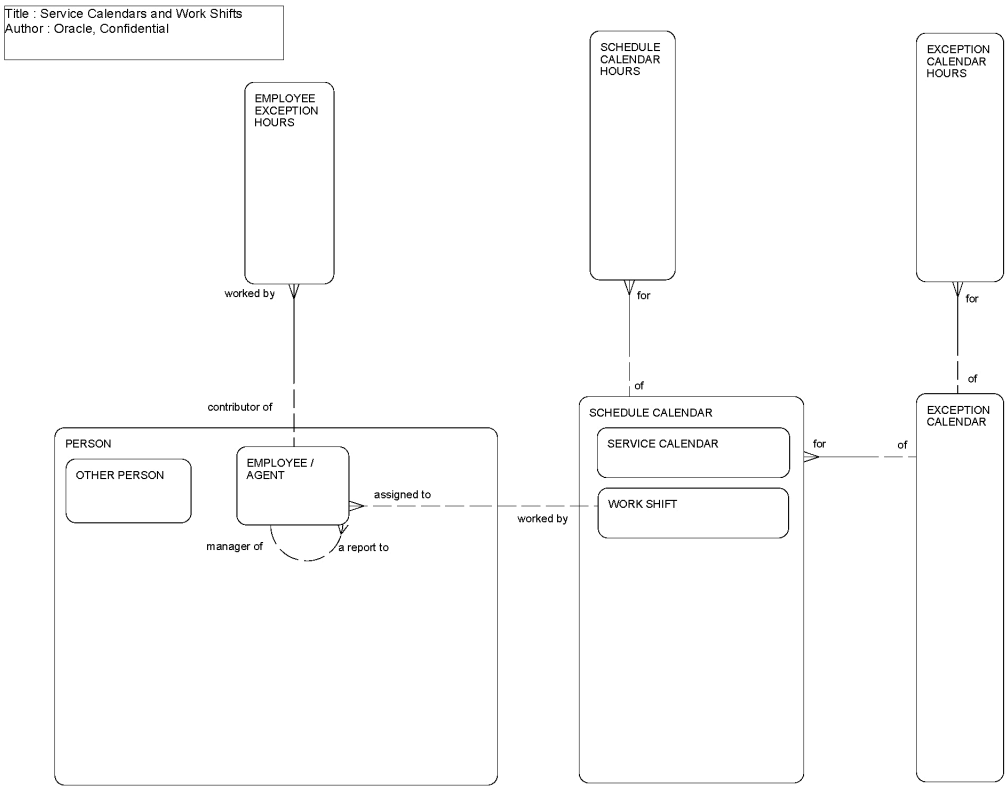
Service Calendars and Work Shifts

This ERD (see the following figure) illustrates the structure of service calendars and work shifts. Both are made up of a set of working hours for each day of the week with a single exception calendar defining planned holidays and other exceptional working days. An employee can be assigned to a work shift to define his or her normal working hours with exceptional working or non-working hours expressed as employee exception hours.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Employee	S_CONTACT, S_EMP_PER, S_PARTY
Employee Exception Hours	S_EXCPT_CAL_HRS

Entity	Table
Exception Calendar	S_EXCPT_CAL
Exception Calendar Hours	S_EXCPT_CAL_HRS
Person	S_CONTACT, S_PARTY
Schedule Calendar	S_SCHED_CAL
Schedule Calendar Hours	S_SCHED_CAL_HRS
Service Calendar	S_SCHED_CAL
Work Shift	S_SCHED_CAL



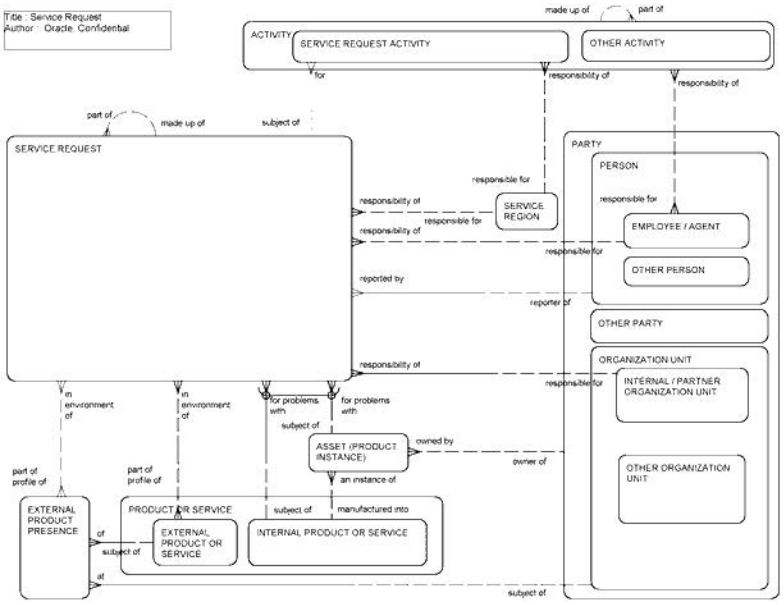
Service Request

This ERD (see the following figure) illustrates how service requests are handled as a series of activities, each owned by a specific employee. Relevant information includes the contact who reported the service request, the product with which

assistance is requested along with the customer's environment or profile, and specifically which third-party products are in use and relevant to the service request.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Asset (Product Instance)	S_ASSET
External Product Instance	S_ORG_PRDEXT
Party	S_PARTY, S_ORG_EXT, S_CONTACT, S_USER
Product or Service	S_PROD_INT, S_PROD_EXT
Service Region	S_SRV_REGN

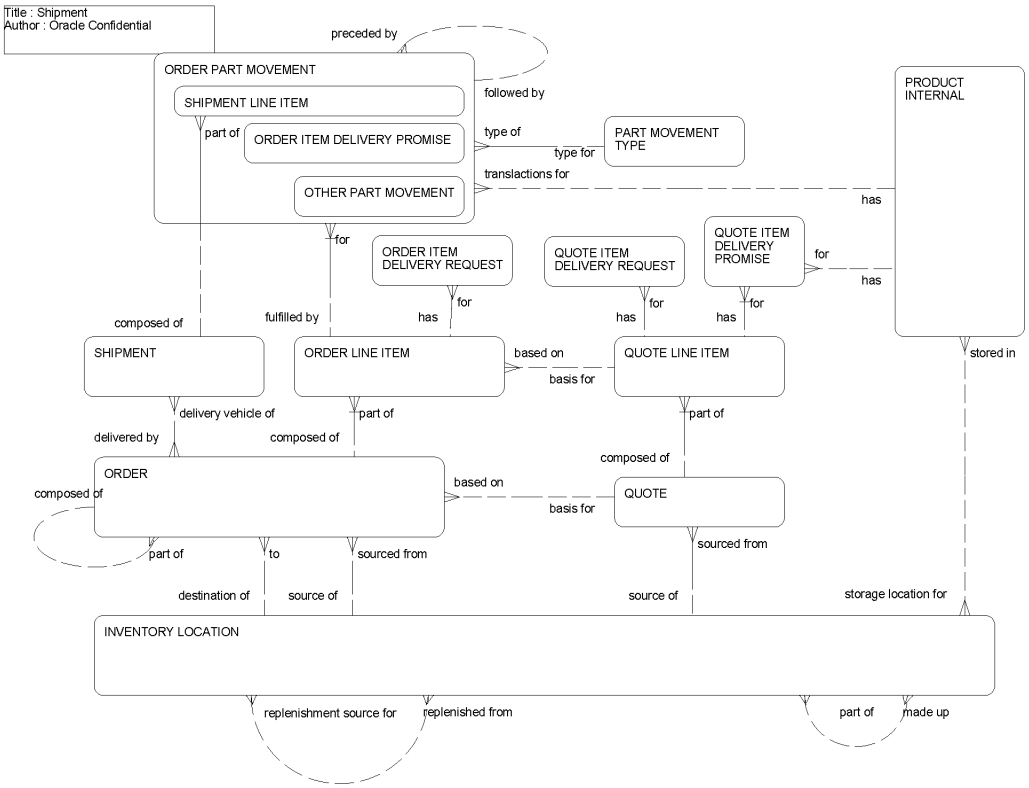


Shipment

This ERD (see the following figure) illustrates the relationship between orders, quote, products, inventory locations, and shipment related to orders. Delivery requests and delivery promises (date of delivery, delivery quantity) can be associated with order items and quote items.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Inventory Location	S_INVLOC
Order	S_ORDER, S_ORDER_SHIP
Order Item Delivery Request	S_ORDPART_REQ
Order Line Item	S_ORDER_ITEM
Order Part Movement	S_ORDPART_MVMT, S_SHIPMENT_MVMT
Part Movement Type	S_PARTMVMT_TYPE
Product Internal	S_PROD_INT
Quote	S_DOC_QUOTE, S_DOC_ORDER
Quote Item Delivery Promise	S_QTE_ITM_DLVRQ
Quote Item Delivery Request	S_QTE_ITM_DLVRQ
Quote Line Item	S_QUOTE_ITEM
Shipment	S_SHIPMENT



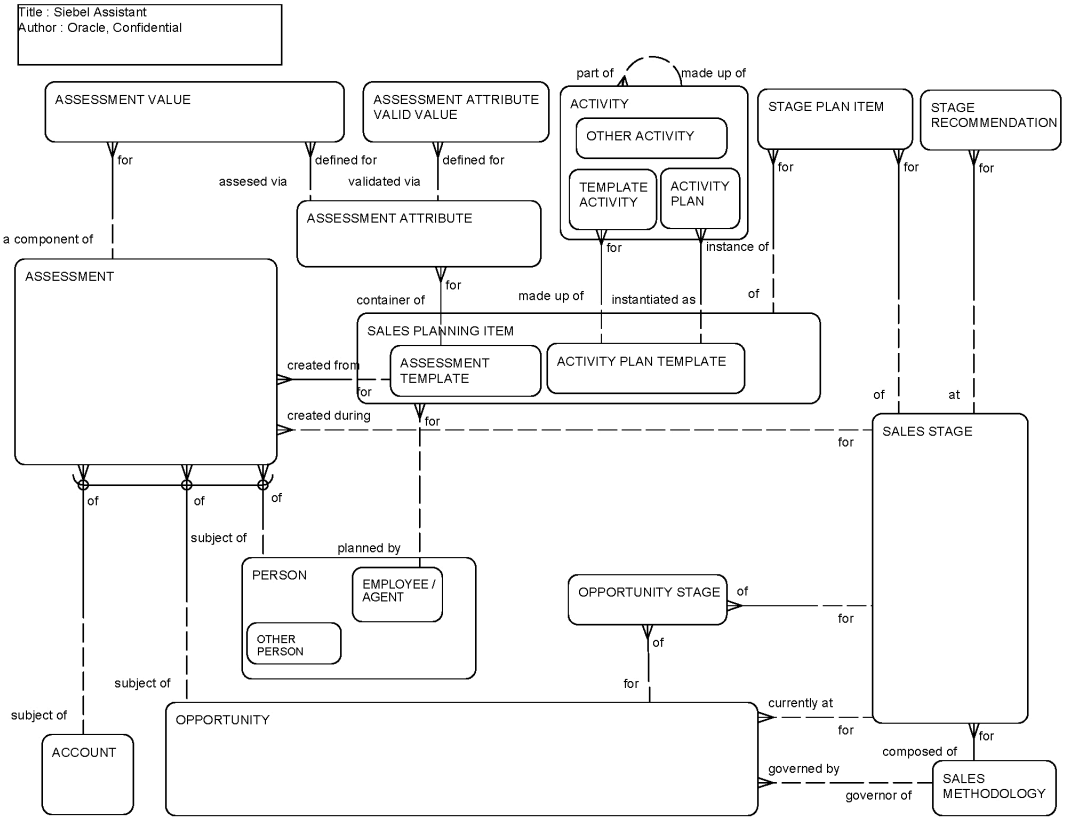
Siebel Assistant

This ERD (see the following figure) illustrates how Siebel Business Applications support the Siebel Assistant functionality. Personal or corporate sales planning items can be defined to serve as template assessments or template activity plans. Both types of sales planning items can be defined as relevant to one or more sales stages within one or more sales methodologies. A template assessment contains one or more attributes, optionally validated by a set of valid values. Actual Assessments are created from a template assessment during a specific sales stage to assess an opportunity, an account, or a contact. A template activity plan is made up of one or more template activities. Actual activity plans are created from a template activity plan during a specific sales stage to prompt the user to plan certain activities copied from the template activities.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT
Activity Plan	S_EVT_ACT
Activity Plan Template	S_TMPL_PLANITEM

Entity	Table
Assessment Template	S_TMPL_PLANITEM
Assessment	S_ASSESS
Assessment Attribute	S_ASSESS_ATTRIB
Assessment Attribute Valid Value	S_ASSESS_ATTVAL
Assessment Value	S_ASSESS_VAL
Employee/Agent	S_EMP_PER, S_CONTACT, S_PARTY
Opportunity	S_OPTY
Opportunity Stage	S_OPTY_STG
Person	S_CONTACT, S_PARTY
Sales Methodology	S_SALES_METHOD
Sales Stage	S_STG
Stage Plan Item	S_STG_PLANITEM
Stage Recommendation	S_STG_RECOMMEND
Template Activity	S_EVT_ACT



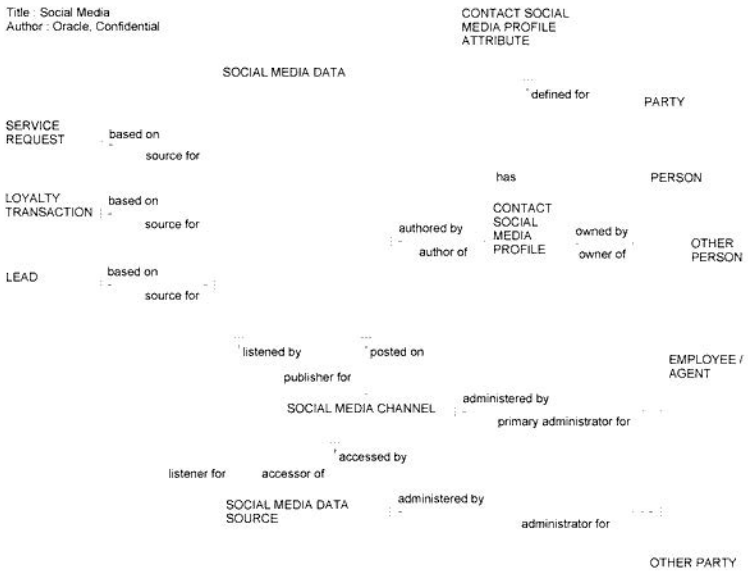
Social Media

This ERD (see the following figure) illustrates how social media data is integrated with the Siebel application to generate service requests, leads, and loyalty credits. Loyalty credits can be defined for customers who post information in social media about a company's products or perform other activities that might result in customer adoption or increased market awareness of the product.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Employee/Agent	S_CONTACT, S_USER, S_EMP_PER, S_PARTY
Contact Social Media Profile	S_CON_SM_PROF
Contact Social Media Profile Attribute	S_CON_SM_ATTR
Lead	S_LEAD, S_SM_DATA_LEAD
Loyalty Transaction	S_LOY_TXN

Entity	Table
Person	S_CONTACT, S_PARTY, S_SM_DTASRC_USR
Social Media Channel	S_SM_CHANNEL
Social Media Data	S_SM_DATA
Social Media Data Source	S_SM_DTA_SOURCE
Service Request	S_SRV_REQ



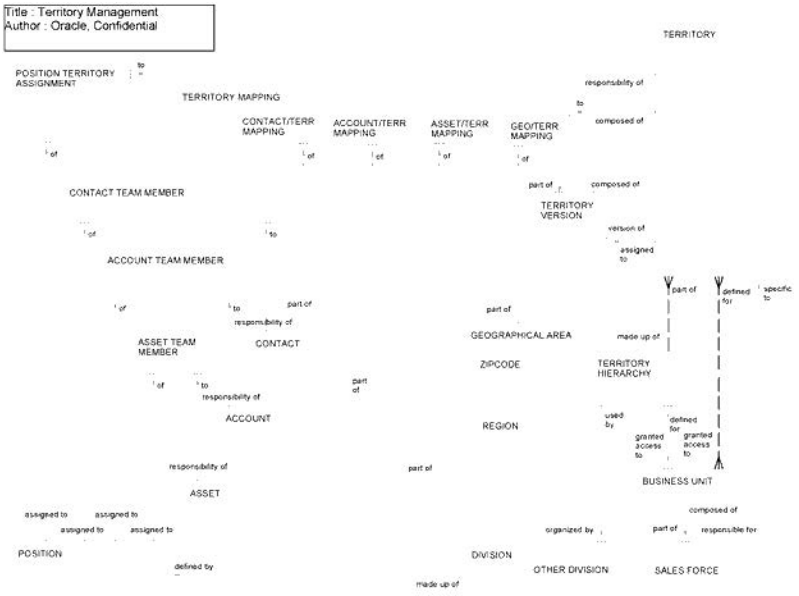
Territory Management

This ERD (see the following figure) illustrates that sales territories can be defined geographically, explicitly (using named accounts, contacts, or assets), or a combination of both. Flexible territory hierarchies can be defined to capture the relationship between territories. Multiple positions can be assigned to a given territory and multiple territories can be assigned to a given position. Accounts, contacts, and assets can be assigned to sales representatives within a sales force.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Account Team Member	S_ACCNT_POSTN

Entity	Table
Account/Terr Mapping	S_TERR_ACCNT
Asset	S_ASSET
Asset Team Member	S_ASSET_POSTN
Asset/Terr Mapping	S_TERR_ASSET
Business Unit	S_BU
Contact	S_CONTACT
Contact/Terr Mapping	S_TERR_CON
Contact Team Member	S_POSTN_CON
Division	S_ORG_EXT
Geo/Terr Mapping	S_TERR_ZIP, S_TERR_REGION
Position	S_POSTN
Position Territory Assignment	S_TERR_POSITION
Region	S_REGION
Territory	S_TERRITORY
Territory Hierarchy	S_TERR_HIER
Territory Version	S_TERRHIER_NODE
Zipcode	(None)



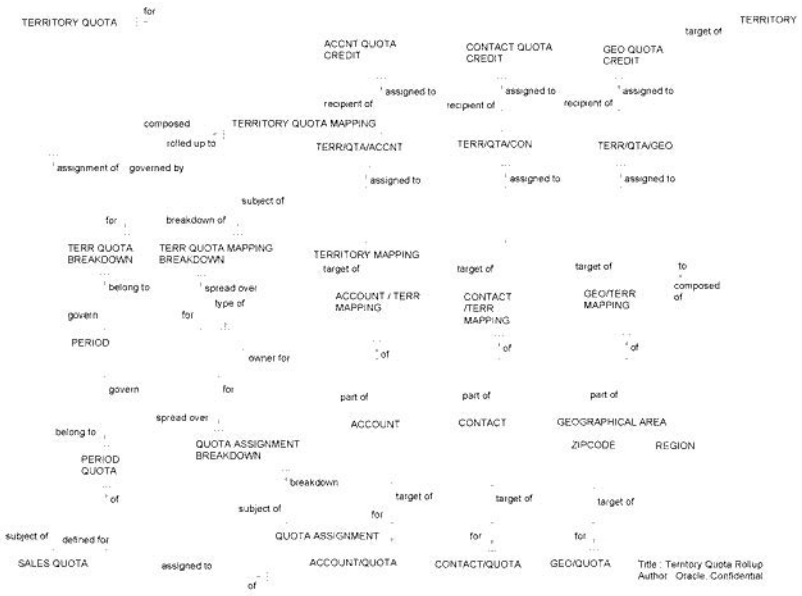
Territory Quota Rollup

This ERD (see the following figure) covers sales quotas setup and quota rollup in the territory management system. It illustrates assigning sales quotas to periods, contacts, accounts, regions, and ZIP codes. These assignments can be spread over different periods. As each territory consists of a set of contacts, accounts, regions, and ZIP codes assigned with quotas; the quotas can be rolled up to each territory or each territory for each period.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Sales Quota	S_SLS_QUOTA
Territory	S_TERRITORY
Territory Quota	S_TERR_QUOTA
Account/Quota	S_QUOTA_ACCNT
Contact/Quota	S_QUOTA_CON
Geo/Quota	S_QUOTA_REGN, S_QUOTA_ZIP
Quota Assignment Breakdown	S_QTA_ACC_PD, S_QTA_CON_PD, S_QTA_REGN_PD, S_QTA_ZIP_PD
Contact/Terr Mapping	S_TERR_CON

Entity	Table
Account/Terr Mapping	S_TERR_ACCNT
Geo/Terr Mapping	S_TERR_REGION, S_TERR_ZIP
Terr/Qta/Geo	S_TERR_QTA_REGN, S_TERR_QTA_ZIP
Terr/Qta/Con	S_TERR_QTA_CON
Terr/Qta/Accnt	S_TERR_QTA_ACCT
Accnt Quota Credit	S_TRQT_ACC_CRDT
Contact Quota Credit	S_TRQT_CON_CRDT
Geo Quota Credit	S_TRQT_REGNCRDT, S_TRQT_ZIP_CRDT
Period Quota	S_QTA_PD_BRKDN
Terr Quota Breakdown	S_TRQT_PD_BRKDN



Textile, Apparel, and Footwear

This ERD (see the following figure) illustrates how Siebel Business Applications support the assortment planning process in the textile, apparel, and footwear industries. A retailer can define the products that are sold in each season,

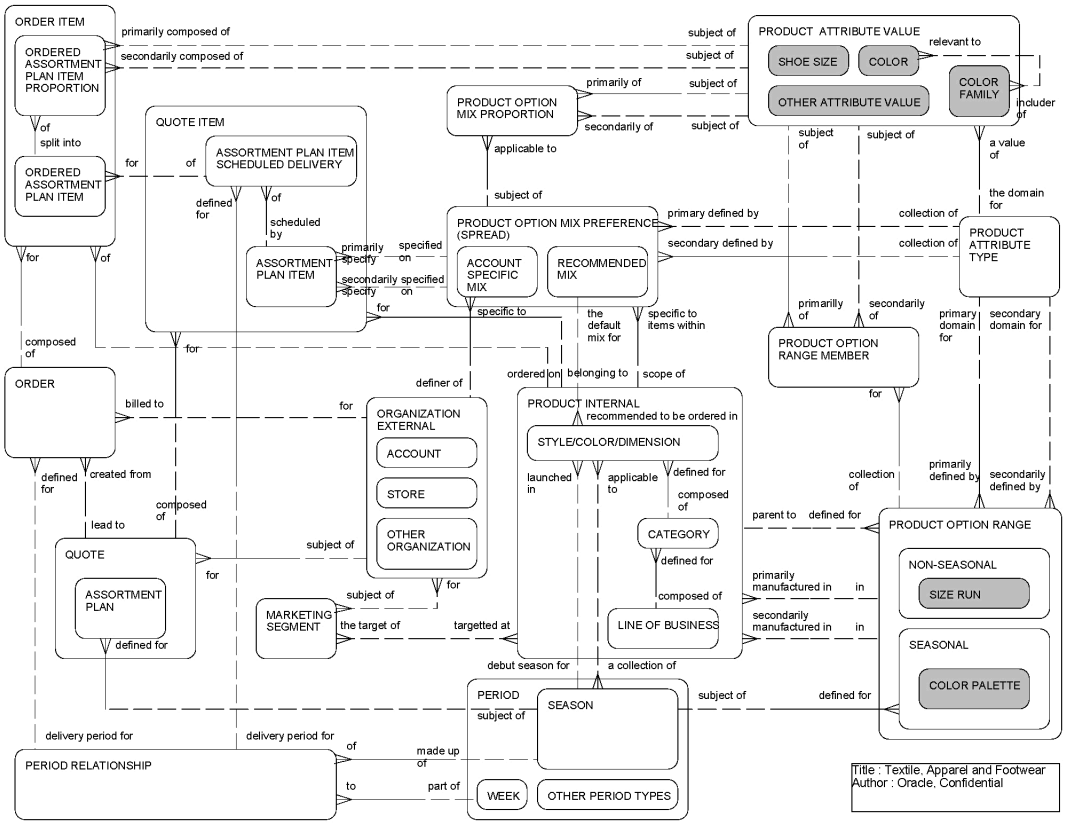
then associate each product with one or more market segments to define recommended product assortments. Rather than complicating the assortment by specifying product entries for each combination of one or two attributes in which a style is manufactured (such as size or color), the attributes can be specified through a seasonal or nonseasonal product option range (for example, a shirt size range of S, M, L, and XL). The retailer can then further specify recommended product option mixes that indicate the proportion of each product option attribute value to deliver when ordering a style (for example, a mix preference of 20% S, 30% M, 30% L, and 20% XL), or each retail customer can create its own mix preferences. When creating an assortment plan for a season, the retail customer chooses the styles from the recommended product assortment for the season, modifies the assortment to fit its customers, and chooses the desired product option mix for each product option. The total ordered quantity of each style is then further broken down into the quantity to be delivered in each subperiod within the season (for example, each week in the season). This assortment plan can then serve as a guideline for ordering throughout the season or even facilitate the generation of orders in each delivery period in the season.

The shaded subtypes in the following figure indicate examples of the types of data that can be found within a supertype. They are not intended to indicate strict subtypes.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Marketing Segment	S_MKT_SEG
Order	S_ORDER
Order Item	S_ORDER_ITEM
Organization External	S_ORG_EXT
Period	S_PERIOD
Period Relationship	S_PERIOD_REL
Product Attribute Type	S_LST_OF_VAL
Product Attribute Value	S_LST_OF_VAL
Product Option Mix Preference	S_PROD_OPT_MIX
Product Option Mix Proportion	S_PROD_OPT_PCT
Product Option Range	S_PROD_OPTION
Product Option Range Member	S_PROD_OPT_VAL
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM

Entity	Table



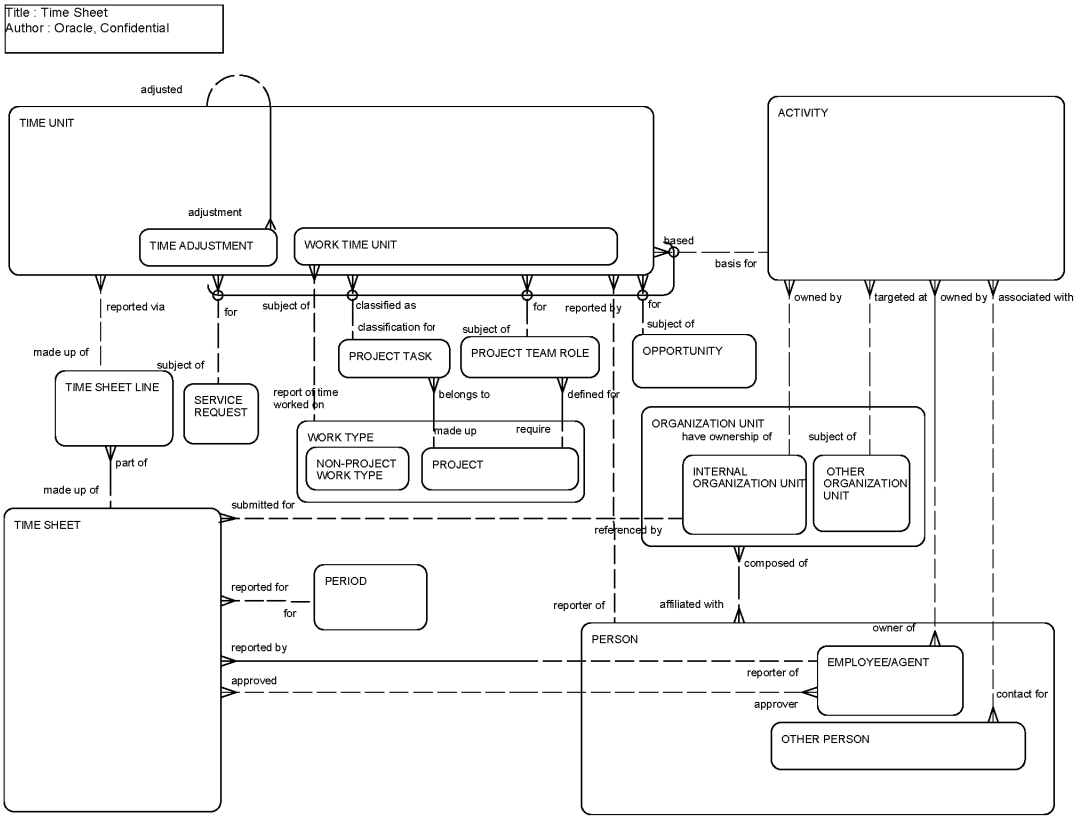
Time Sheet

This ERD (see the following figure) illustrates how Siebel Business Applications track employee time sheets. Employees can track time spent for client billing or for other purposes. Time can be entered for projects, activities, service requests, and so on. These time units can then be aggregated into time sheets through time sheet lines. A time sheet is reported for a specified reporting period and lists time spent on specific project or nonproject work such as vacation, sick leave, training, and so on. Each time sheet line is specific to a given day within the reporting period.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Organization Unit	S_ORG_EXT, S_PARTY

Entity	Table
Period	S_PERIOD
Person	S_CONTACT, S_PARTY
Project	S_PROJ
Project Team Role	S_PROJ_RSRC
Service Request	S_SRV_REQ
Time Unit	S_TMSHT_ITEM
Timesheet	S_TMSHT
Timesheet Approval	S_TMSHT_APPR
Timesheet Line	S_TMSHT_LN
Work Type	S_PROJ

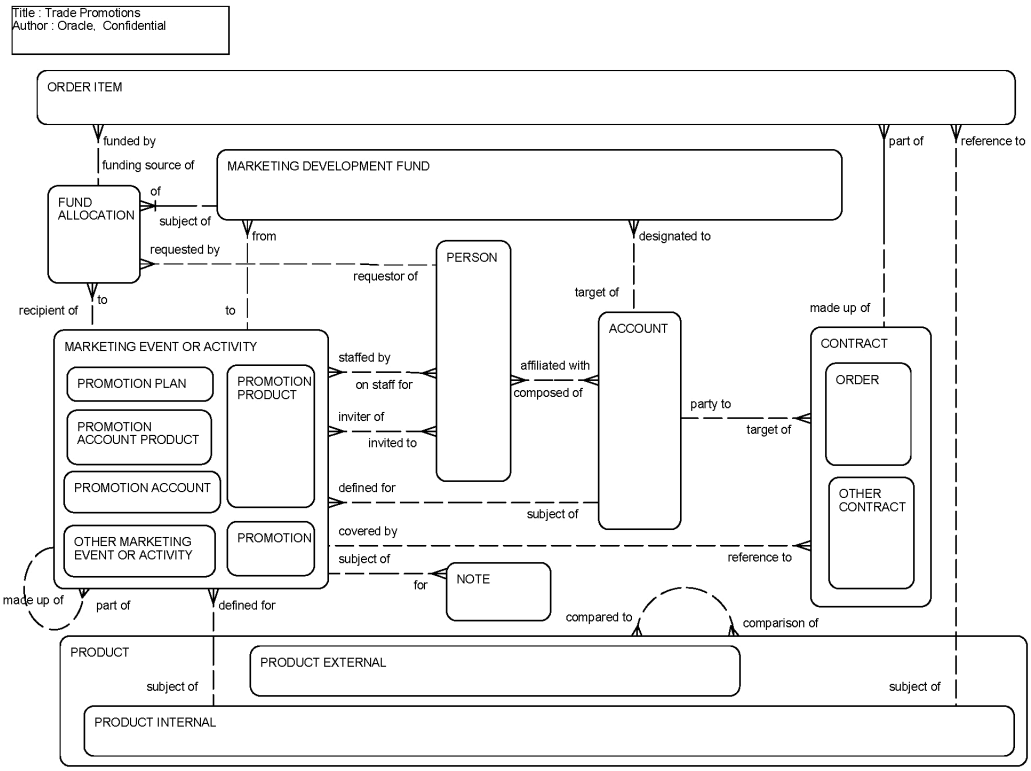


Trade Promotions

This ERD (see the following figure) illustrates the planning and execution of a consumer goods promotion, including definition of promotion-products, promotion-accounts, and promotion-account-products. Also supported are promotion payments, promotion agreements, and observations of store conditions.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Contract	S_D0C_AGREE, S_DOC_QUOTE, S_ORDER
Contract Item	S_AGREE_ITEM, S_QUOTE_ITEM, S_ORDER_ITEM
Fund Allocation	S_MDF_ALLOC
Internal Product Presence	S_ORG_PROD
Marketing Development Fund	S_MDF
Marketing Event or Activity	S_SRC, S_SRC_CHNL
Note	S_NOTE_SRC
Order	S_ORDER
Other Contract	S_DOC_AGREE, S_DOC_QUOTE
Person	S_CONTACT, S_PARTY
Product	S_PROD_INT, S_PROD_EXT

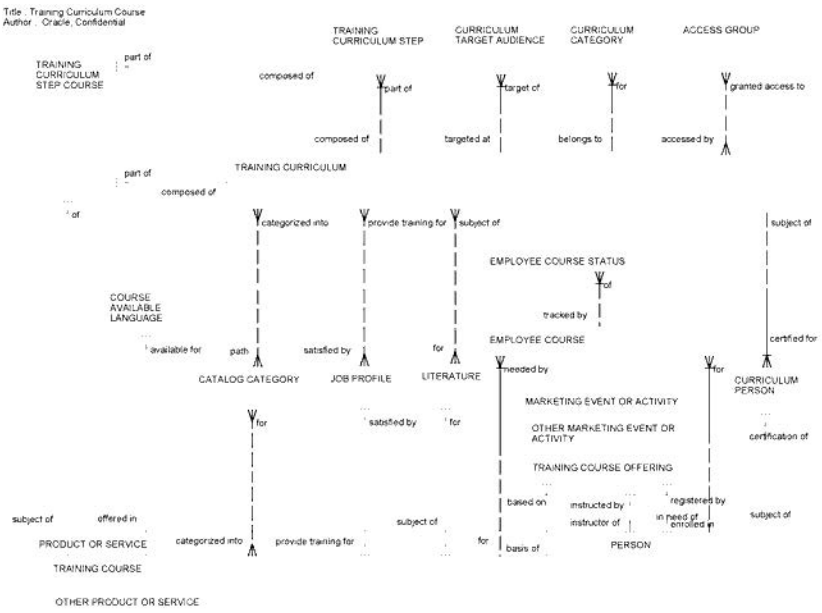


Training Curriculum Course

This ERD (see the following figure) illustrates the entities and relationships relevant to the training business function. A training curriculum is made up of one or more training courses, which are offered through one or more course offerings. Both courses and curriculums target one or more audience types and have literature associated with them. A person can be registered for one or more course offerings. Tests can be defined for one or more course offerings, including test questions and possible answers. Tests taken by an Individual contain the answer given by that person to each question and the score achieved by that person for each question.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Catalog Category	S_CTLG_CAT
Access Group	S_PARTY
Employee Course	S_EMP_CRSE
Employee Course Status	S_EMP_CRSE_STAT



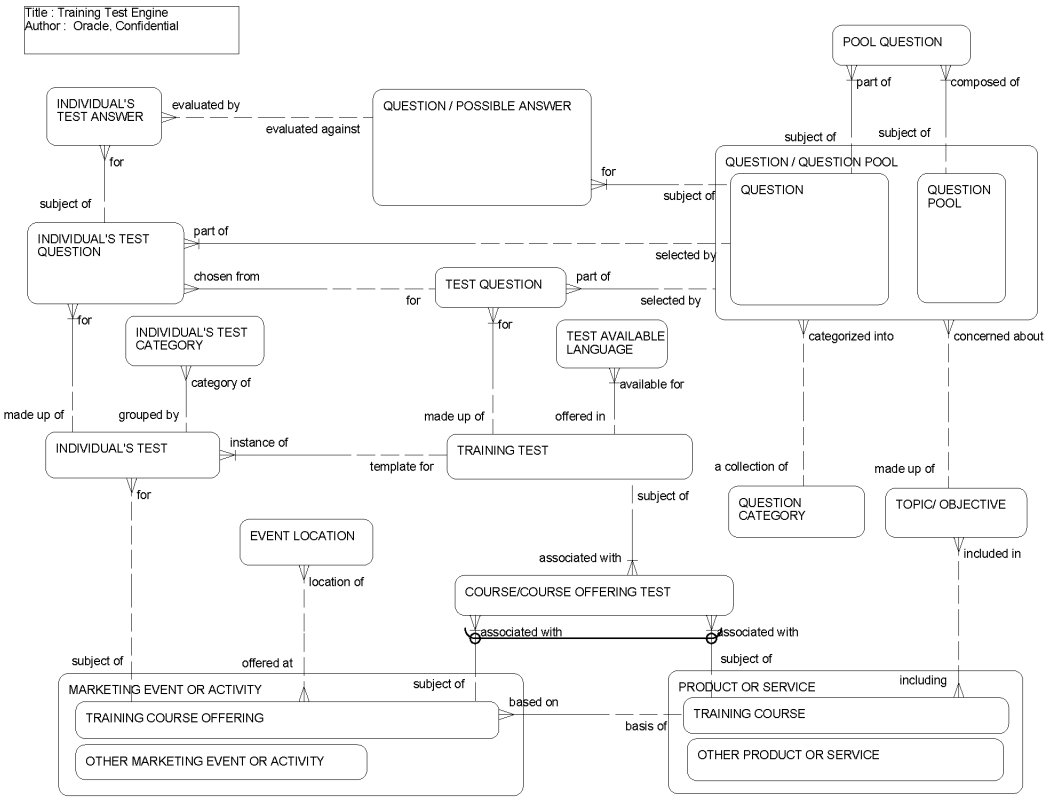
Training Test Engine

This ERD (see the following figure) illustrates the entities and relationships relevant to the training test engine business function. Tests can be defined for one or more course offerings, or for one or more courses, including test questions and possible answers, and can be available in one or more languages. Each test question can be either determined in advance or pulled from a question pool at run time. Tests taken by an individual contain the exact question presented to the individual, the individual's answer to each question, and the score achieved by that person for each question. It also keeps track of whether the individual has attempted to answer the question.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Course/Course Offering Test	S_CRSE_OFFR_TST
Event Location	S_EVTLOC
Individual's Test	S_CRSE_TSTRUN
Individual's Test Answer	S_CRSE_TSTRUN_A
Individual's Test Category	S_TSTRUN_CATSTS
Individual's Test Question	S_CRSE_TSTRUN_Q
Marketing Event or Activity	S_SRC

Entity	Table
Pool Question	S_POOL_QUES
Product or Service	S_PROD_INT
Question/Possible Answer	S_CRSE_TST_ANSR
Question/Question Pool, Question Pool, Question	S_TST_QUES
Question Category	LOV
Test Available Language	S_CRSE_TST_LANG
Test Question	S_CRSE_TST_QUES
Topic/Objective	S_CRSE_TOPIC
Training Course	S_PROD_INT_CRSE, S_PROD_INT
Training Course Offering	S_SRC_EVT, S_SRC
Training Test	S_CRSE_TST



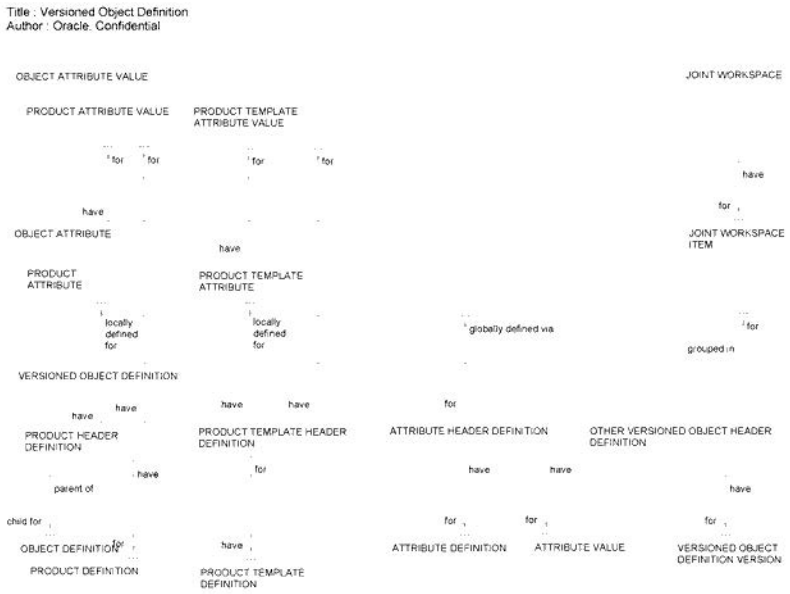
Versioned Object Definition

Versioned Object Definition (see the following figure) provides a system for managing the versioned objects in the system, including Products, Product Templates (Classes), Attributes, Context Variables, and so on. Versioned Object Definition replaces the Product Configurator infrastructure tables in all previous releases.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Attribute Definition	S_ISS_ATTR_DEF
Attribute Value	S_ISS_ATTR_VAL
Joint Workspace	S_ISS_JWS
Joint Workspace Item	S_ISS_JWS_ITEM
Object Attribute	S_ISS_OBJ_ATTR
Object Attribute Value	S_ISS_OBATR_VAL

Entity	Table
Object Definition	S_ISS_OBJ_DEF
Object Definition	S_VOD
Versioned Object Definition Version	S_VOD_VER



Warranty

This ERD (see the following figure) illustrates how Siebel Business Applications track product warranty coverages. Warranty coverage is provided by an organization (often the vendor of the product) and covers one or more products. The products covered under the warranty coverage are specified directly through product warranty coverage entries. Warranty service can be provided by one or more authorized service providers.

The various warranty coverages are applied to an asset through a Warranty Policy. A warranty can be tracked throughout its life, and can be applied to fully or partially compensate the service provider for service requested in a service order. Warranties can also include coverage lists, exclusions from coverage, fault codes, trouble codes, repair operation codes, and repair operation times associated with them.

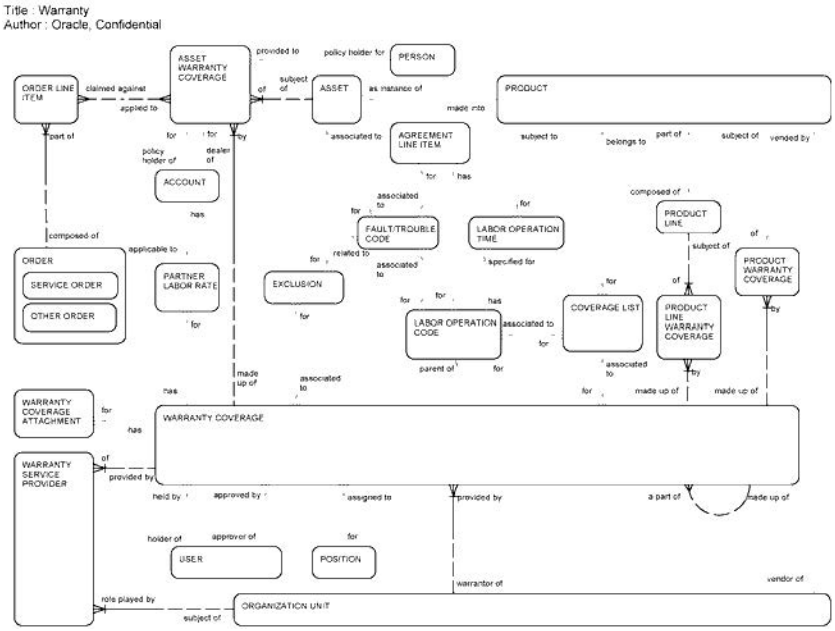
A Supplier Warranty Policy is an agreement between the parts supplier and the original equipment manufacturer. Parts are covered as line items of the agreement with the rules and conditions of compensation specified.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT

Entity	Table
Asset	S_ASSET
Asset Warranty Coverage	S_ASSET_WRNTY
Contact	S_CONTACT
Coverage List	S_CVRG_LST, S_WRNTY_CVRGLST
Exclusion	S_EXCLUSION, S_WRNTY_EXLSN
Fault/Trouble Code	S_FAULT_CODE
Labor Operation Code	S_LAB_OPER_CODE, S_CVRGLST_LABOP
Labor Operation Time	S_LAB_OPER_TM
Order	S_ORDER
Order Item	S_ORDER_ITEM
Organization Unit	S_ORG_EXT, S_PARTY
Partner Labor Rate	S_PRTNR_LAB_RATE
Position	S_POSTN
Product	S_PROD_INT, S_CVRGLST_PART
Product Line	S_PROD_LN
Product Line Warranty Coverage	S_PRDLN_WRNTY
Product Warranty Coverage	S_PROD_WRNTY
User	S_USER
Warranty Coverage	S_WRNTY_CVRG, S_WRNTY_CVRG_X
Warranty Coverage Attachment	S_WRNT_CVRG_ATT
Warranty Service Provider	S_WRNTY_SRV_ORG

Entity	Table



Warranty Claim

Warranty Claim (see the following figure) is the dealer's or service provider's claim for repair or replacement, or compensation for nonperformance or under-performance, of an item as provided for in its warranty. Prewarranty authorization is the request submitted by the dealer or service provider to seek approval to carry out the repair work for the claim. Warranty claim items can relate to repair or replacement of certain parts of the asset. The compensation details for the failures are included. Compensation can be claimed for repair or replacement of parts, labor charges, and sublet charges.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Agreement	S_DOC_AGREE
Asset	S_ASSET
Asset Warranty Coverage	S_ASSET_WRNTY
Business Unit	S_BU

Entity	Table
Campaign	S_SRC
Contact	S_CONTACT
Event Activity	S_EVT_ACT
Exclusion	S_EXCLUSION
Fault/Trouble Code	S_FAULT_CODE
Labor Operation Code	S_LAB_OPER_CODE
Order	S_ORDER
Order Item	S_ORDER_ITEM
Partner Labor Rate	S_PRTNR_LAB_RATE
Position	S_POSTN
Product	S_PROD_INT
Service Request	S_SRV_REQ
Source Asset	S_SRC_ASSET
Source Payment	S_SRC_PAYMENT
Source Payment Item	S_SRC_PAYMT_ITM
User	S_USER
Validation Message	S_ISS_VALDN_MSG
Warranty Claim	S_WRNTY_CLAIM
Warranty Claim Attachment	S_WRNTY_CLM_ATT
Warranty Claim Item	S_WRNTY_CLM_IT
Warranty Claim Part	S_WRNTY_IT_PROD



Work Order

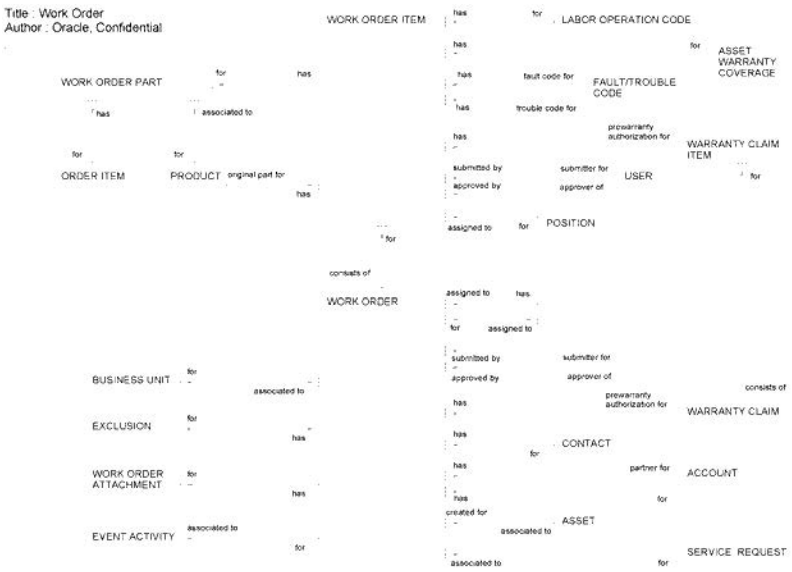
A work order (see the following figure) is created when a dealer performs any kind of service, which can be part of a warranty claim or a paid service on the asset. The work order is used to document all repair-related information. Work Order Items can relate to replacement of certain parts of the asset. Compensation details for failures are included. Compensation can be claimed for parts replacement, labor charges, and sublet charges.

A supplier recovery claim is the claim for failed parts supplied by the supplier. The claim is based on the supplier warranty policy and made by the original equipment manufacturer to the supplier.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Asset	S_ASSET, S_ASSET_EXLSN
Asset Warranty Coverage	S_ASSET_WRNTY
Business Unit	S_BU, S_WRK_ORDR_BU
Contact	S_CONTACT
Event Activity	S_EVT_ACT
Exclusion	S_EXCLUSION

Entity	Table
Fault and Related Operation	S_FLT_LABOPER
Fault and Related Trouble	S_FLT_TRBL_REL, S_FAULT_CODE
Fault/Trouble Code	S_FAULT_CODE
Labor Operation Code	S_LAB_OPER_CODE
Order Item	S_ORDER_ITEM
Position	S_POSTN, S_WRKORDR_POSTN
Product	S_PROD_INT
Service Request	S_SRV_REQ
User	S_USER
Warranty Claim	S_WRNTY_CLAIM
Warranty Claim Item	S_WRNTY_CLM_IT
Work Order	S_WORK_ORDER
Work Order Attachment	S_WRKORDR_ATT
Work Order Item	S_WRK_ORDR_ITEM
Work Order Part	S_WRKORDER_PART



Entity Relationship Diagrams and Descriptions for Siebel Industry Applications

The ERD descriptions and diagrams in this topic apply to Siebel Industry Applications. These applications are designed for specific industries such as the pharmaceutical, energy, insurance, and healthcare industries. They include Siebel Consumer Sector, Siebel Energy, Siebel Finance, Siebel High Tech and Manufacturing, Siebel Life Sciences, Siebel Public Sector, and Siebel Travel and Transportation, and other applications. The following table provides a list of ERDs in alphabetic order.

The following table provides a list of ERDs in alphabetic order.

ERD Name	Functional Area
Account Targeting	Consumer Sector
Activity	Life Sciences
Affiliations and Best Times	Life Sciences
Agencies/Agent	Financial Services
Automotive Retail	Automotive
Brick	Life Sciences
Clinical Study Management	Life Sciences

ERD Name	Functional Area
Clinical Study Site Management	Life Sciences
Clinical Training Planning and Tracking	Life Sciences
Communications, Media, and Energy (CME) Account	CME
CME Agreement	CME
CME Alert	CME
CME Energy Products, Service, and Usage	CME
CME Order Management	CME
Commercial Banking	Financial Services
Commercial Insurance	Financial Services
Community/Chat Discussion	Life Sciences
Dealer Sales and Service Promotion	Automotive
Document ID and Tax ID	Handheld
Event Tax Administration	Hospitality
Financial Account	Financial Services
Financial Account Application	Financial Services
Financial Account Origination	Financial Services
Financial Investments	Financial Services
Financial Products	Financial Services
Financial Services Events	Financial Services
Fleet Management	Financial Services
Fleet Management - Location	Financial Services

ERD Name	Functional Area
FLEXCUBE Universal Banking Integration	Financial Services
Group Insurance Policies	Financial Services
Group Pensions	Financial Services
Health Provider and Provider Group	Financial Services
High Tech Special Pricing Authorization	Sales
Hospitality Category	General
Hospitality - Meeting Package	General
Institutional Sales	Financial Services
Insurance Claims	Financial Services
Insurance Policies	Financial Services
Life Insurance Policy	Financial Services
Loyalty	General
Loyalty Flowchart and Formula	General
Managed Care	Life Sciences
Medical Education Event Management	Life Sciences
Objectives	Consumer Sector
Oracle Policy Automation Integration	Financial Services, Public Sector
Personalized Content Delivery	Life Sciences
Public Sector Benefit Case Management	Public Sector
Public Sector Case Lead Management	Public Sector
Public Sector Child Welfare	Public Sector

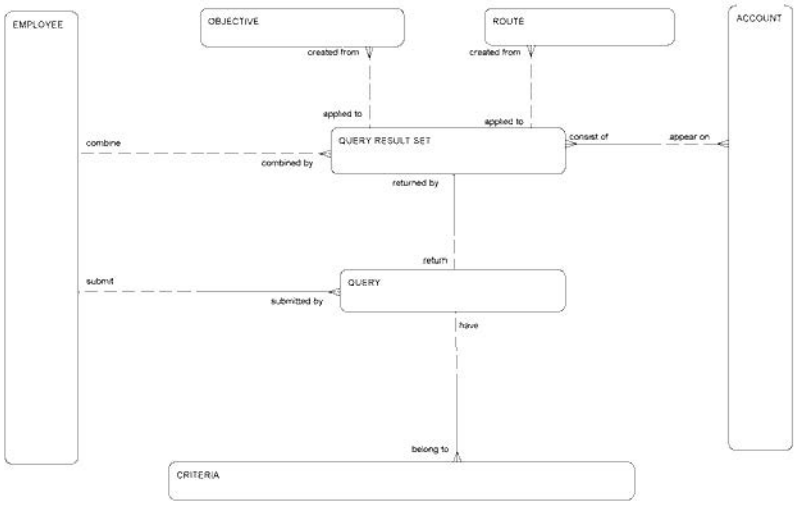
ERD Name	Functional Area
Public Sector Contact Identity	Public Sector
Public Sector Evidence Management	Public Sector
Public Sector Incident Management	Public Sector
Public Sector Service Provider and Referral Management	Public Sector
Real-Time Scheduler Integration	Service
Routes and Best Call Hours	Sales
Sales Volume Planning	Consumer Sector
Sample Management	Life Sciences
Special Rate List	Communications
Syndicated Data	Life Sciences
Teller Administration	Financial Services
Territory Alignment–Quota Assignment	Sales
Territory Management - Consumer Sector	Service
Territory Management - Life Sciences	Sales
Universal Customer Master	General
Vehicle	Automotive
Vehicle Collection	Automotive
Vehicle Financing	Automotive
Vehicle Sales	Automotive

Account Targeting

This ERD (see the following figure) illustrates how Siebel Enterprise applications (Consumer Goods) support account targeting as an extension of basic querying. Account targeting provides the capability to save the results of account queries and apply those account lists when you schedule routes. The results that you save are called target lists. Target lists consist of sets of accounts that meet the conditions defined by the query. Typically, the target lists you create in account targeting are for a specific purpose and period of time. For example, the target lists might be used to support a promotion, a campaign, or an objective.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Criteria	S_CG_QUERY_ITEM
Employee	S_CONTACT, S_PARTY
Objective	S_SRC
Query	S_CG_QUERY
Route	S_ACCNTRT



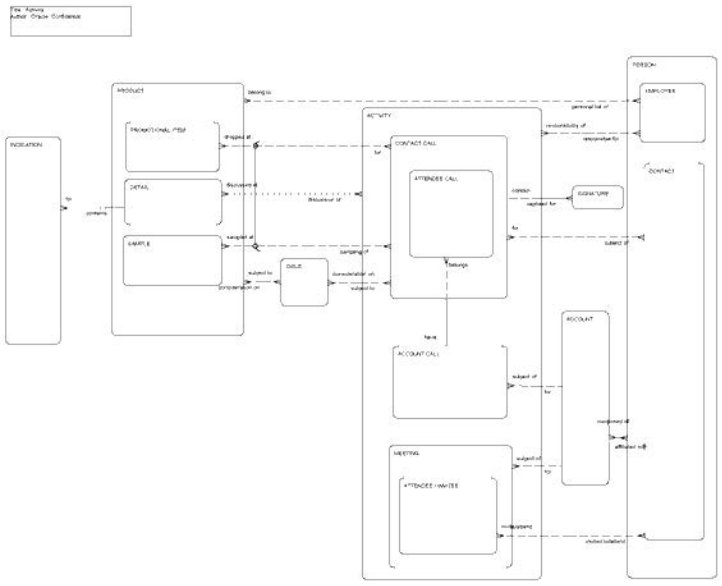
Activity

This ERD (see the following figure) illustrates how activities, contact calls, account calls, attendee calls, and meetings are managed. Every activity belongs to the employee creator and other employees assigned to the activity. Activities

can be associated with one or more contacts and one account. Contact calls are associated with the employee creator and the contact, and can be associated with other employees who have been assigned, product details, samples, promotional items, and decision issues. Account calls are associated with the employee creator and an account, and can be associated with other employees who have been assigned, product details, and multiple attendee calls. Each attendee call is associated with the product details from the account call and one contact, and can be associated with samples, promotional items, and decision issues. Meetings include the employee who owns the meeting, the contacts invited to attend, the account where the meeting is taking place, and the product to be discussed at the meeting.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT
Contact	S_CONTACT
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Indication	S_PROD_APPLCTN
Issue	S_PROD_ISS
Person	S_CONTACT, S_PARTY
Product	S_PROD_INT

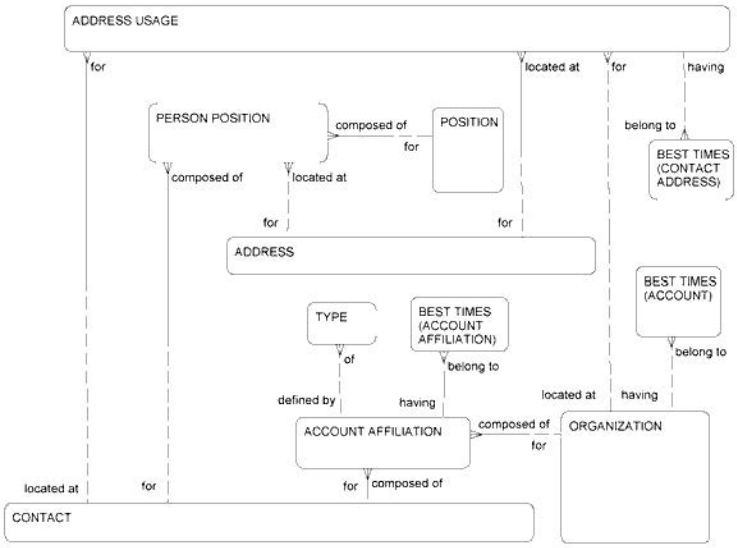


Affiliations and Best Times

This ERD (see the following figure) illustrates how contacts and accounts can be affiliated with one another, and how best times can be stored. Contacts can have multiple account affiliations, and can store multiple types or roles and best times for each account affiliation. Contacts can have multiple addresses and can share address records with other contacts. Contacts can also have a primary address for each position that is on the team. Accounts can also have multiple addresses and can share address records with other accounts. Contacts and accounts can share address records. Best times are stored for each address for each contact. Best times are also stored for each account.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account Affiliation	S_PARTY_PER
Address	S_ADDR_PER
Address Usage	S_CON_ADDR
Best Times (Account)	S_BEST_CALL_HRS
Best Times (Account Affiliation)	S_PARTY_PER_HRS
Best Times (Contact Address)	S_CON_ADDR_HRS
Organization	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Person Position	S_POSTN_CON
Position	S_POSTN, S_PARTY
Type	S_PARTY_PER_DTL

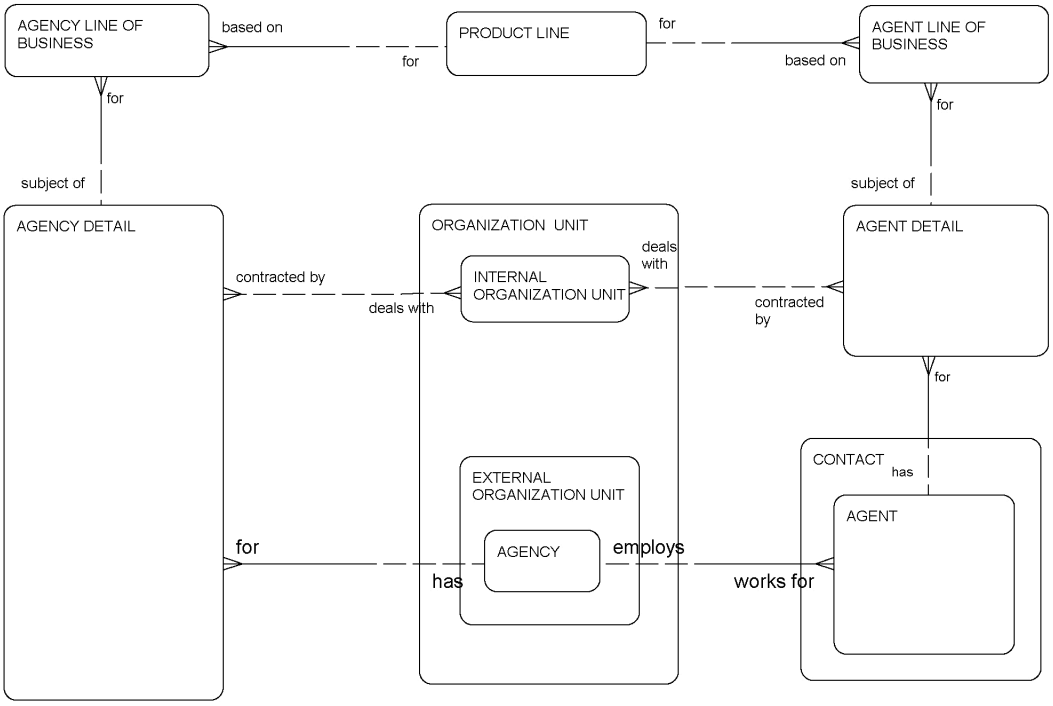


Agencies/Agent

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of internal organization units (such as insurance agencies) that can use external organization units or agencies (such as insurance brokers) as well as individual agents to distribute their products. Each external organization unit agency or agent can be associated with details (such as licensing, appointments, commission contracts, and NASD registrations, and other selling agreements).

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Agency Line of Business	S_AGNC_LCNSLOB
Agent Line of Business	S_AGENT_LCNSLOB
Agent Detail	S_AGENT_DETAIL
Agency Detail	S_AGENCY_DETAIL
Contact	S_CONTACT, S_PARTY
Organization Unit	S_ORG_EXT, S_PARTY
Product Line	S_PROD_LN



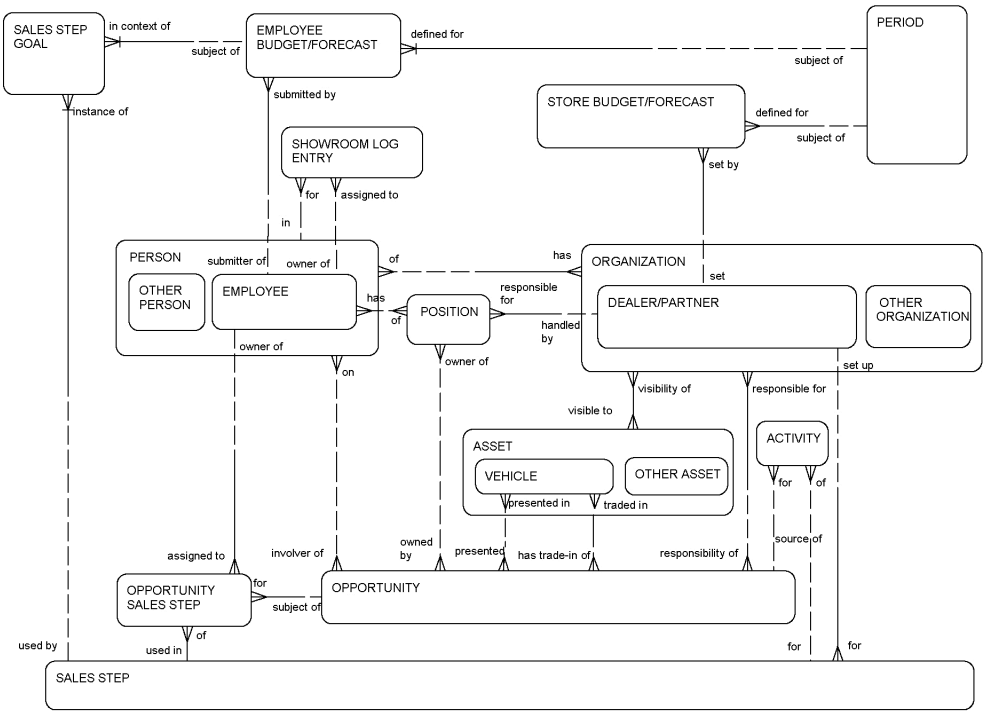
Automotive Retail

This ERD (see the following figure) illustrates the Automotive retail process at dealerships. Sales goals are defined for every sales representative as well as the dealership for a period (month, quarter, and so on.). These goals are for new and used vehicles or a fleet of vehicles. The sales process could comprise several steps and an opportunity to sell a vehicle might involve some of these sales steps. The sales steps taken by every sales representative are aggregated for the period to determine the effectiveness of each sales step.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Asset	S_ASSET
Employee	S_EMP_PER, S_CONTACT, S_USER
Employee Budget/Forecast	S_AT_PER_FCST
Opportunity	S_OPTY, S_OPTY_ATX
Opportunity Sales Step	S_OPTY_SLS_STEP

Entity	Table
Organization	S_ORG_EXT, S_BU
Period	S_PERIOD
Person	S_CONTACT, S_CONTACT_ATX, S_CONTACT_BU
Sales Step	S_SALES_STEP
Sales Step Goal	S_FCST_SLS_STEP
Showroom Log Entry	S_COMM_LOG
Store Budget/Forecast	S_AT_ORG_FCST
Vehicle	S_ASSET, S_ASSET_ATX

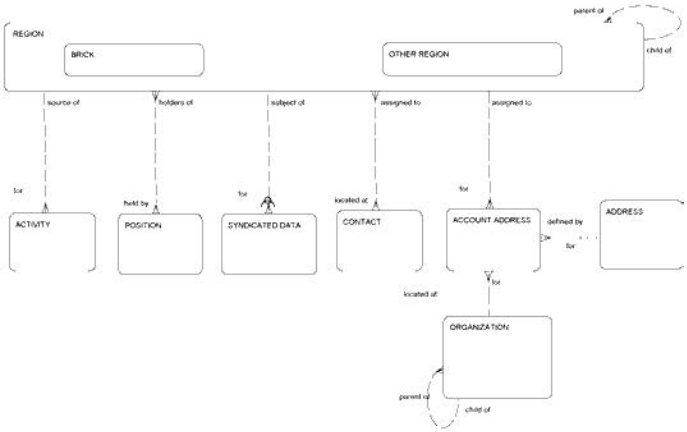


Brick

This ERD (see the following figure) illustrates how region (brick and mini brick) is used in Siebel Life Sciences. Area can be associated with multiple positions. Area is defined at the address level for organizations and at the contact level. Area is tracked for activities. Syndicated data is also available at the area level.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Account Address	S_CON_ADDR
Address	S_ADDR_PER
Contact	S_CONTACT, S_PARTY
Organization	S_ORG_EXT, S_PARTY
Position	S_POSTN
Region	S_REGION
Syndicated Data	S_SYND_DATA



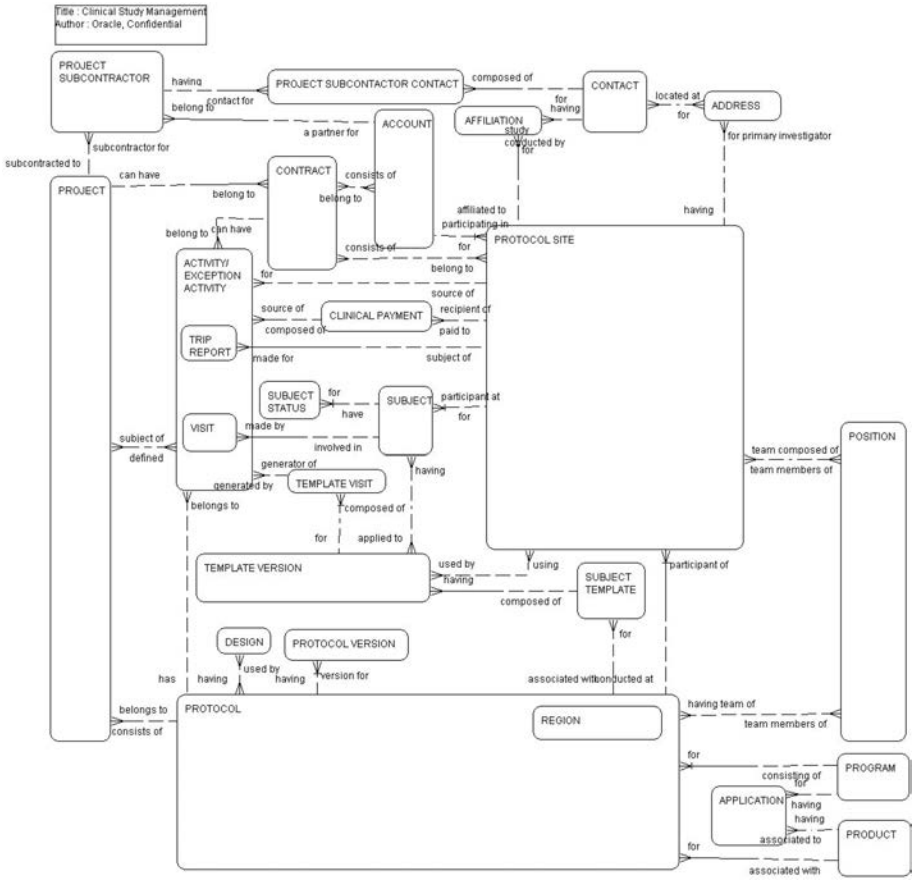
Clinical Study Management

This ERD (see the following figure) illustrates how clinical trials are managed. Each clinical trial starts with a protocol for a specific compound (product). Each protocol is conducted by sites and managed by site personnel. A protocol can have many versions and multiple protocols can roll up to a single program. Protocols can also roll up to regions. Subjects are screened and enrolled at protocol sites for specific protocol versions. Protocol sites are paid, based on the activities they complete. Visits and activities are generated for subjects based on templates defined for the protocol. The Clinical Research Associates perform site initiation activities for protocol sites and submit periodic trip reports. A protocol can also be associated with one or more projects. For a complete layout of projects, refer to *Professional Services*.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT
Address	S_ADDR_PER
Affiliation	S_PTL_ST_CON_LS, S_PTL_STCONHIST
Application	S_CL_PGM_APP_LS
Clinical Payment	S_SRC_PAYMENT
Contact	S_CONTACT, S_PARTY
Contract	S_DOC_AGREE
Design	S_CL_DSGN_LS
Exception Activity	S_CL_ACT_EXC_LS
Position	S_POSTN
Product	S_PROD_INT
Program	S_CL_PGM_LS
Project	S_PROJ
Project Subcontractor	S_PROG_ORG

Entity	Table
Project Subcontractor Contact	S_PROJ_ORG_CON
Protocol	S_CL_PTCL_LS
Protocol Site	S_PTCL_SITE_LS
Subject	S_CL_SUBJ_LS
Subject Status	S_CL_SUBJ_ST_LS
Subject Template	S_SUBJ_TMPL_LS
Template Version	S_SBJTMP_VER_LS
Template Visit	S_TMPL_PLANITEM
Trip Report	S_EVT_ACT
Visit	S_EVT_ACT



Clinical Study Site Management

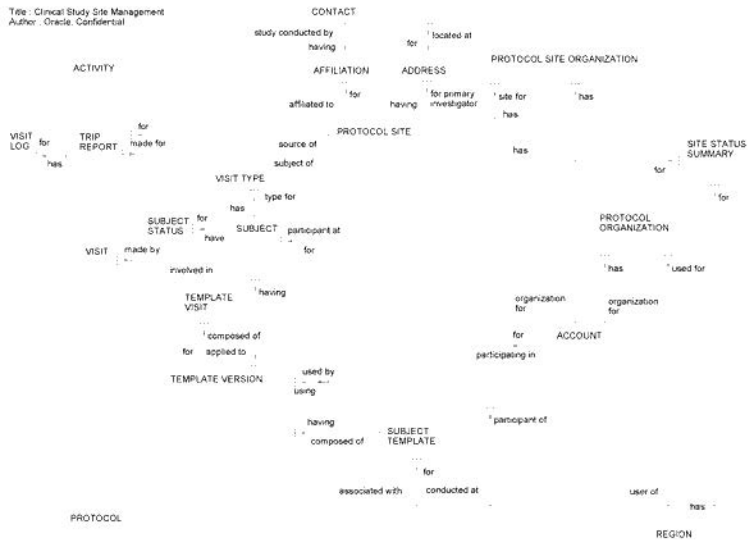
This ERD (see the following figure) is an extension of Clinical Study Management and illustrates:

- Activities related to subjects participating in clinical studies and the list of visit types to be scheduled for this subject.
- How site visit logs are maintained. Clinical Research Associates visit different targeted sites depending on research requirements and their visits are logged.
- How organizations, such as vendors, sponsors, clinical research organizations, central laboratories, and institutional review boards, are associated with clinical protocol and clinical protocol sites.
- How summaries of subject visits are organized by visit type and by protocol site.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT

Entity	Table
Address	S_ADDR_PER_S_CON_ADDR
Affiliation	S_PTCL_ST_CON_LS
Contact	S_CONTACT, S_PARTY
Protocol	S_CL_PTCL_LS
Protocol Site	S_PTCL_SITE_LS
Protocol Organization	S_PTCL_ORG_LS
Protocol Site Organization	S_PTCLST_ORG_LS
Site Status Summary	S_CL_SIT_ST_SUM
Subject	S_CL_SUBJ_LS
Subject Status	S_CL_SUBJ_ST_LS
Subject Template	S_SUBJ_TMPL_LS
Subject Visit Type	S_CL_SUBJVST_TP
Template Version	S_SBJTMP_VER_LS
Template Visit	S_TMPL_PLANITEM
Visit	S_EVT_ACT
Visit Log	S_SITE_VST_LOG

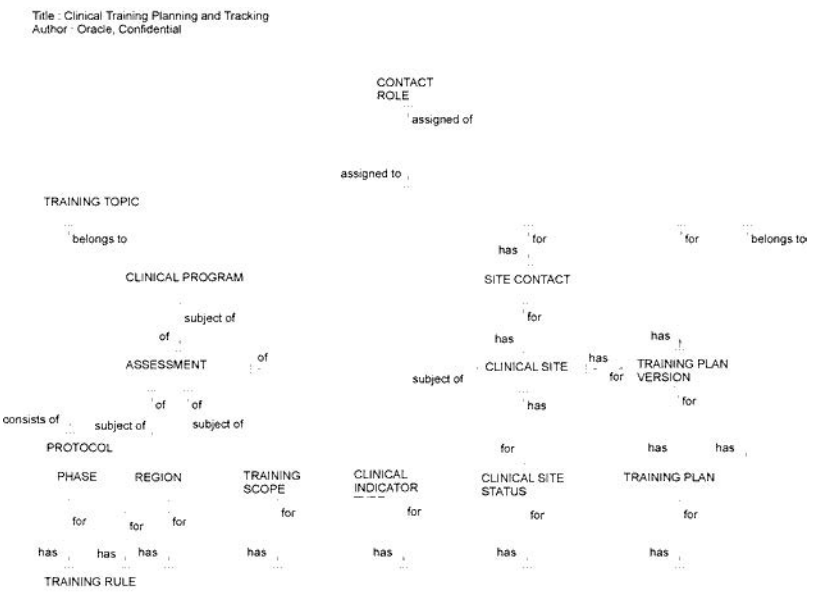


Clinical Training Planning and Tracking

This ERD illustrates how administrators create training and training plans for clinical site personnel and how the training is managed and tracked.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Training Topic	S_TRG_TOPIC_LS
Training Plan	S_TRG_PLAN_LS
Training Rule	S_TRG_RULE_LS, S_TRG_PLAN_LS, S_CL_PTCL_LS
Training Plan Version	S_TRG_VER_LS, S_TRG_PLAN_LS
Protocol Site	S_PTCL_SITE_LS
Clinical Protocol Training	S_CL_PTCL_TRG, S_CL_PTCL_LS, S_TRG_TOPIC_LS
Assessment	S_ASSESS
Clinical Program	S_CL_PGM_LS

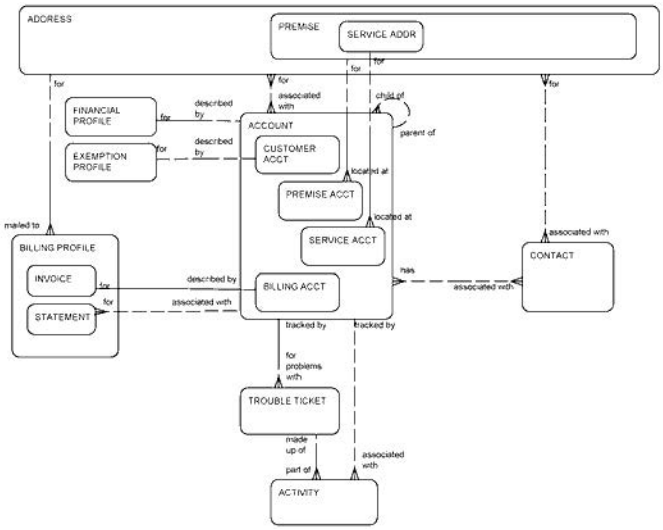


Communications, Media, and Energy (CME) Account

This ERD (see the following figure) illustrates how complex hierarchies of accounts are maintained in Siebel Communications and Siebel Energy. Profiles are the way an account is further described. Addresses are associated with contacts and accounts. Addresses are unique in the database. Trouble tickets (service requests) and activities can be associated at the accounts level.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Activity	S_EVT_ACT
Address	S_ADDR_PER
Billing Profile	S_INV_PROF
Contact	S_CONTACT, S_PARTY
Exemption Profile	S_SUBSIDY
Financial Profile	S_FINAN_PROF
Trouble Ticket	S_SRV_REQ

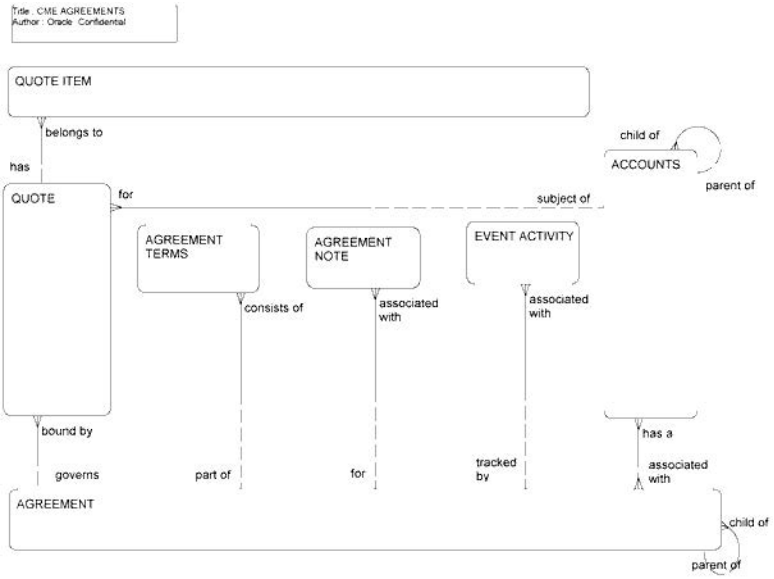


CME Agreement

This ERD (see the following figure) illustrates how an agreement is managed in Siebel Business applications. An agreement can be associated with many accounts. Terms and entitlements are associated with an agreement. An agreement covers service instances and products through the account with which it is associated.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Accounts	S_ORG_EXT, S_PARTY
Agreement	S_DOC_AGREE
Agreement Note	S_NOTE_AGR_CUT
Agreement Terms	S_AGREE_TERMS
Event Activity	S_EVT_ACT
Parameter	S_QUOTE_ITEM_XA
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM
Solution Set	S_QUOTE_ITEM



CME Alert

This ERD (see the following figure) illustrates how credit and fraud alerts are managed for communications and utilities customers. A fraud alert is associated with an account. Profile attributes provide more information about the fraud threshold for an account. A credit alert is related to an account and a statement. Activities can be performed on both types of alerts.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Activity	S_EVT_ACT
Alert Attachment	S_ALERT_ATT_CUT
Alerts	S_ALERT_CUT
Asset	S_ASSET
Bill Transactions	S_BILL_MAINT
Billing Profile	S_INV_PROF
Energy Consumption	S_USAGE
Fraud Profile	S_FRD_PROF_CUT

Entity	Table



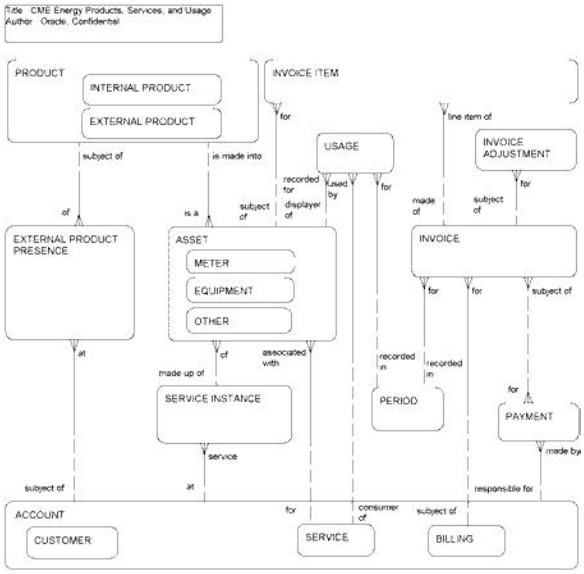
CME Energy Products, Service, and Usage

This ERD (see the following figure) illustrates how products and services in use, inactive, or planned are associated with, tracked, and maintained by account. Assets are instances of internal products with the Siebel products catalog and can represent equipment, services designated by the administrator. Services are represented as assets that consist of specific commodities or energy service with corresponding rates or prices (for example, commercial electric service with rate CE5). Each of these services can be further associated with one or multiple meters. After a service has been established as an asset with corresponding rate and meter detail, the utility consumption is recorded for each period, and an invoice is generated.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Address	S_ADDR_PER
Asset	S_ASSET
External Product Presence	S_ORG_PRDEXT
Invoice	S_INVOICE
Invoice Adjustment	S_INVOICE_ADJ
Invoice Item	S_INVOICE_ITEM

Entity	Table
Payment	S_SRC_PAYMENT
Period	S_PERIOD
Product: External	S_PROD_EXT
Product: Internal	S_PROD_INT
Service Instance	S_ASSET
Usage	S_USAGE

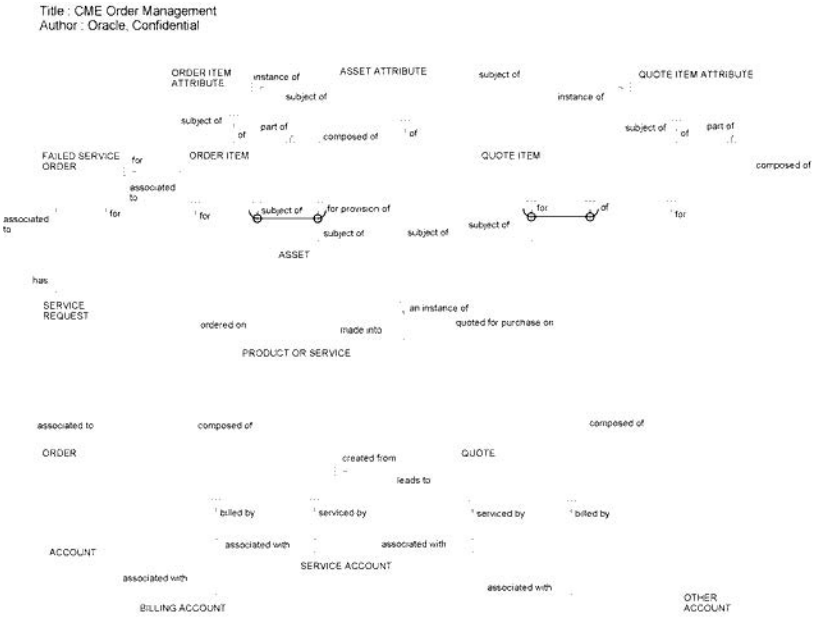


CME Order Management

This ERD (see the following figure) illustrates order management. Companies provide products and services to their customers over an extended period of time. Quotes and orders are used to capture the changes to a customer's installed services. The cycle starts when a customer requests the initial installation of a product or service in the form of a quote. The quote is converted to an order and that order is provisioned. At that time, the products and services described in the order are converted into assets associated with the customer's account. Subsequent changes to the configuration, disconnect instructions, or additions to the installed assets are captured in further quotes and orders. Order synchronization failures can also be tracked.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Asset	S_ASSET
Asset Attribute	S_ASSET_XA
Order	S_ORDER
Order Item	S_ORDER_ITEM
Order Item Attribute	S_ORDER_ITEM_XA
Product or Service	S_PROD_INT
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM
Quote Item Attribute	S_QUOTE_ITEM_XA
Failed Service Order	S_SRV_ORD_FAIL
Service Request	S_SRV_REQ



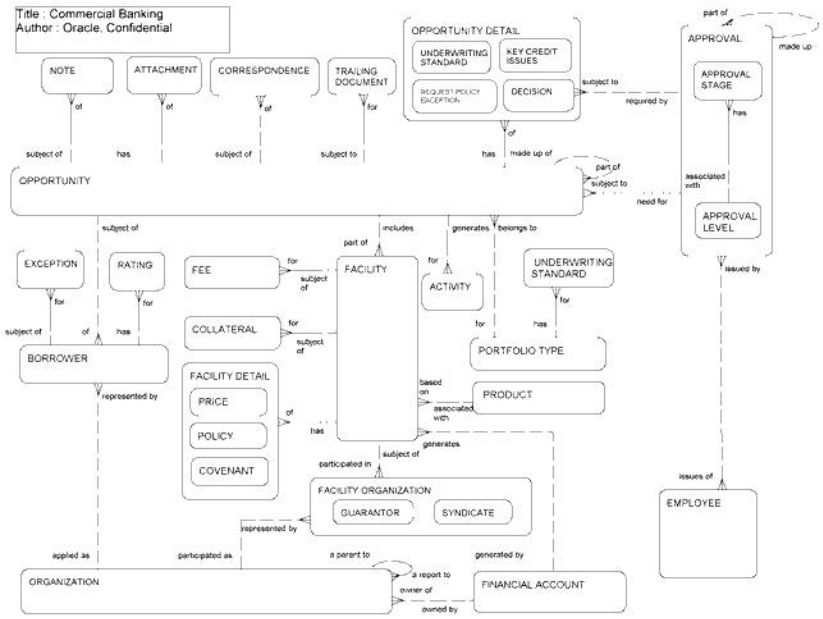
Commercial Banking

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of a commercial loan (or facility) application by portfolio type. Each application is associated with many organizations as borrowers or lenders. The application tracks the collateral, policies, prices of a facility, and documents used in the application process, for example, trailing documents and attachments. An application must undergo several stages of approvals before it is finally approved to become a financial account.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Approval	S_FN_APPR
Attachment	S_OPTY_ATT
Borrower	S_OPTY_ORG
Collateral	S_FN_OFFR_COLT
Correspondence	S_EVT_FUL_REQ
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Exception	S_OPTY_ORG_FNXM
Facility	S_REVN
Facility Detail	S_OPTY_PROD_FNXM
Facility Organization	S_OPTYPRD_ORG
Fee	S_FN_OFFR_FEE
Financial Account	S_ASSET
Note	S_NOTE_OPTY
Opportunity	S_OPTY
Opportunity Detail	S_OPTY_DTL

Entity	Table
Organization	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Portfolio Type	S_MKT_SEG
Product	S_PROD_INT
Rating	S_OPTY_ORG_FNXM
Revenue	S_REVN
Revenue	S_REVN
Trailing Document	S_OPTY_DOC
Underwriting Standard	S_MKT_SEG_VAL



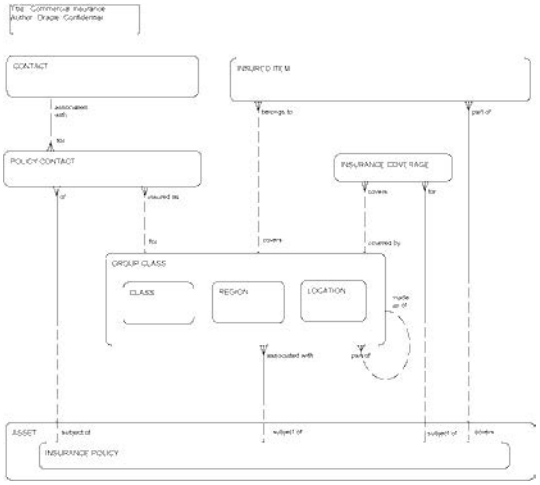
Commercial Insurance

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of group classes of insured items covered by an insurance policy. An insured item can belong to either one or two group classes, including a

region (such as a state), a location, (such as physical location), or a class (such as an employee). Insurance coverage can be associated with either one or two group classes.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Contact	S_CONTACT,S_PARTY
Group Class	S_FN_GRP_CLASS
Insurance Coverage	S_APPLD_CVRG
Insured Item	S_INS_ITEM
Policy Contact	S_ASSET_CON



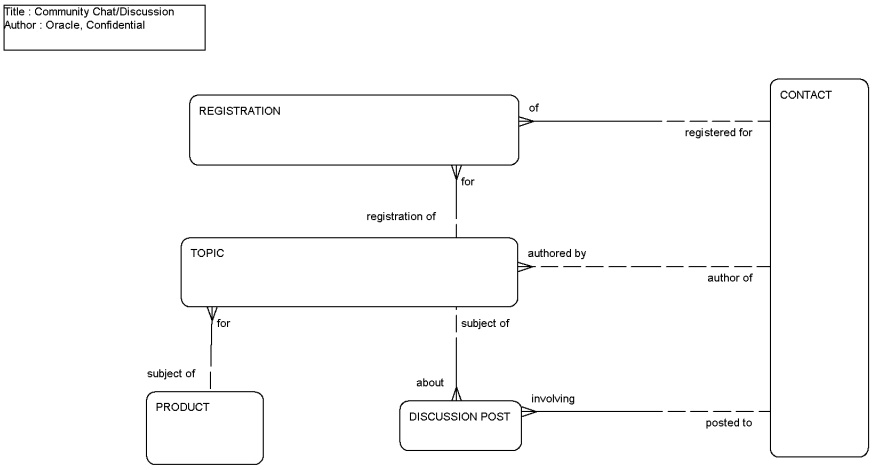
Community/Chat Discussion

This ERD (see the following figure) illustrates how topics can be created for chat or discussion purposes for a disease state (market product). Users can register to chat for a particular topic or they can post messages to the discussion.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Contact	S_CONTACT, S_PARTY

Entity	Table
Discussion Post	S_MESG_BRD_LS
Product	S_PROD_INT
Registration	S_TOPIC_CON_LS
Topic	S_TOPIC_LS



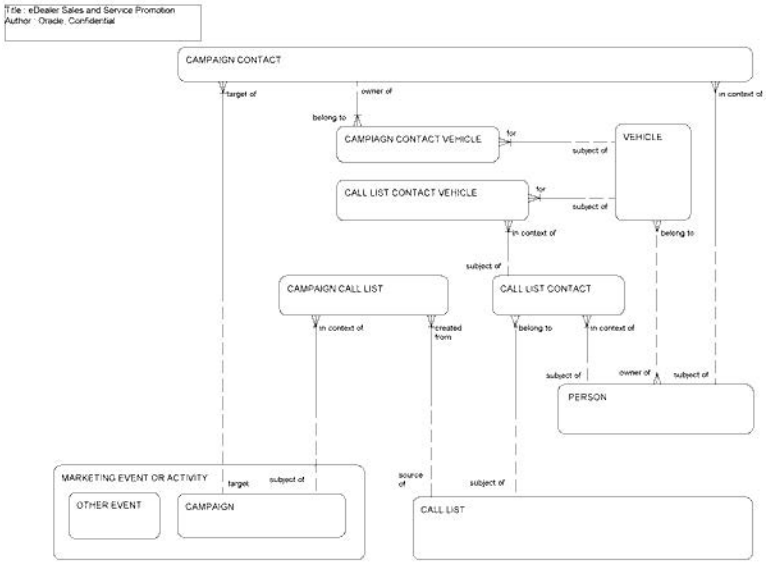
Dealer Sales and Service Promotion

This ERD (see the following figure) illustrates how a call list can be created by searching on specific attributes of vehicle, person, sales history, or service history. A person might qualify to be on the call list by virtue of possessing a specific vehicle, having the car serviced with the dealership in the past (the next service might be due), and so on. The dealer can start a campaign for sales or service specials and include one or more call lists to be targeted through the campaign.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Call List	S_CALL_LST
Call List Contact	S_CALL_LST_CON
Call List Contact Vehicle	S_C_LST_CON_AST
Campaign	S_SRC
Campaign Call List	S_CAMP_CALL_LST

Entity	Table
Campaign Contact	S_CAMP_CON
Campaign Contact Vehicle	S_CAMP_CON_AST
Marketing Event or Activity	S_SRC
Person	S_CONTACT, S_CONTACT_ATX
Vehicle	S_ASSET, S_ASSET_ATX



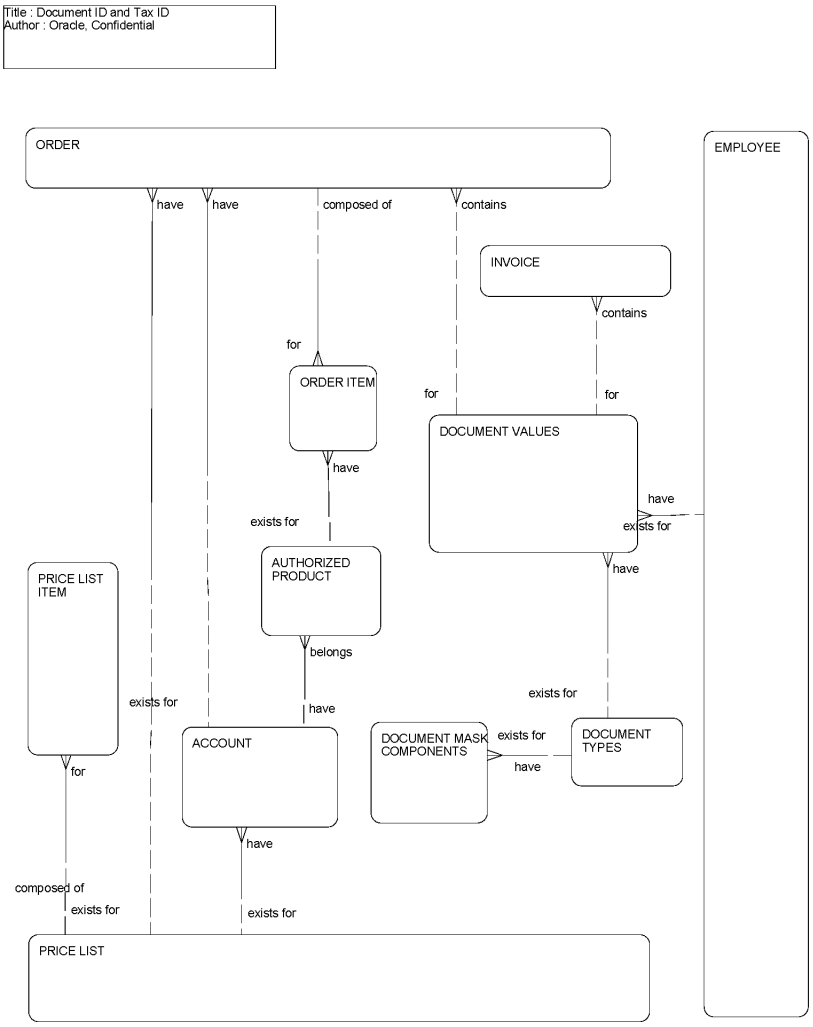
Document ID and Tax ID

This ERD (see the following figure) illustrates how document identification numbers are generated and assigned to each user. Typically, document IDs are used to support a legal requirement to print unique numbers on legal documents, such as invoices and receipts. Governments provide specifications on the document ID formats, and these formats can be used to generate a document ID mask within the Siebel application. After the mask is created, it must be assigned to individual users who have the authority to use them. When the user prints from the handheld device, a unique sequence of numbers are printed onto each legal document defined with the document ID mask.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY

Entity	Table
Authorized Product	S_ORG_PROD
Document Mask Component	S_DOC_NUM_SEG
Document Types	S_DOC_NUM
Document Values	S_DOC_NUM_VAL
Invoice	S_INVOICE
Order	S_ORDER
Order Item	S_ORDER_ITEM
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITEM



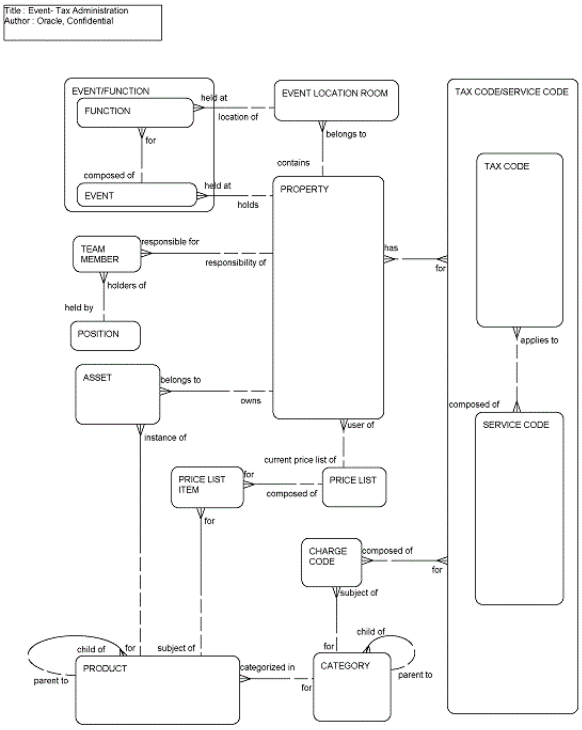
Event Tax Administration

This ERD (see the following figure) illustrates how the Siebel Hospitality application supports tax and service charge calculation for invoices. An event is hosted at a property such as a hotel or convention center. Event functions and associated subfunctions are conducted in rooms at the property. A team of events managers and operations staff at the property work together to plan and execute the event. The event functions use assets that are specific instances of products at each property. Each product is associated with a category and subcategory. Both categories and subcategories are associated with charge codes. Each charge code is composed of taxes and service charges, which might be taxable. The taxes and service charges linked with the charge code apply to the product.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET

Entity	Table
Category	S_CTLG_CAT
Charge Code	S_EVT_CHRG_LST
Event/Function	S_SRC
Event Location Room	S_EVTLOC_ROOM
Position	S_POSTN
Price List	S_PRI_LST
Price List Item	S_PRI_LST_ITM
Product	S_PROD_INT
Property	S_ORG_EXT, S_PARTY
Tax Code/Service Code	S_PRI_LST
Team Member	S_USER, S_PARTY



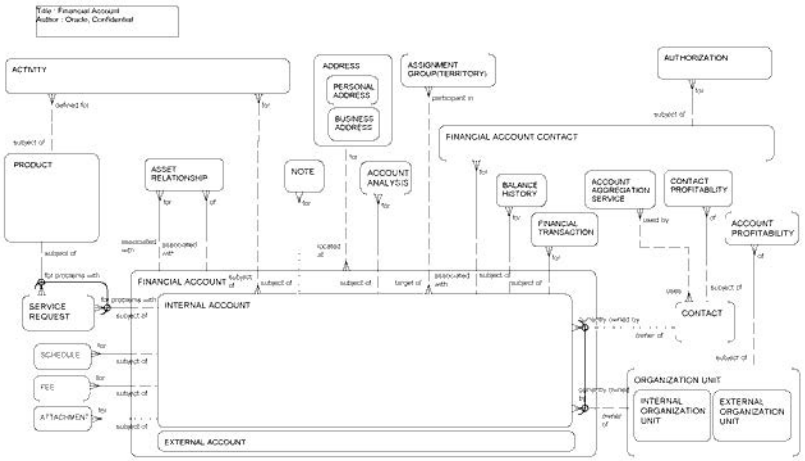
Financial Account

This ERD (see the following figure) illustrates how Siebel Financial Services supports tracking of financial accounts (instances of products or assets). A financial account can be owned by an organization, or a number of contacts. The owners can track the activities, service requests, balance history, and transactions on their accounts, as well as the balance of their external accounts using Siebel Financial Services. The manager can track the profitability of his customers through contact and account profitability.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account Aggregation Service	S_FN_AAG_SVC
Account Analysis	S_FN_SRVC_TXN
Account Profitability	S_ORG_PRFTBLTY
Activity	S_EVT_ACT
Address	S_ADDR_PER

Entity	Table
Asset Relationship	S_ASSET_REL
Assignment Group	S_ASGN_GRP
Attachment	S_ASSET_ATT
Authorization	S_ASSETCON_AUTH
Balance History	S_FN_ACCNT_BAL
Contact	S_CONTACT, S_PARTY
Contact Profitability	S_CON_PRFTBLTY
Fee	S_FN_ACCNT_FEE
Financial Account	S_ASSET
Financial Account Contact	S_ASSET_CON
Financial Transaction	S_FN_ACCNT_TXN
Note	S_NOTE_ASSET
Organization Unit	S_ORG_EXT, S_PARTY
Product	S_PROD_INT
Schedule	S_FN_ACCNT_SCHD
Service Request	S_SRV_REQ



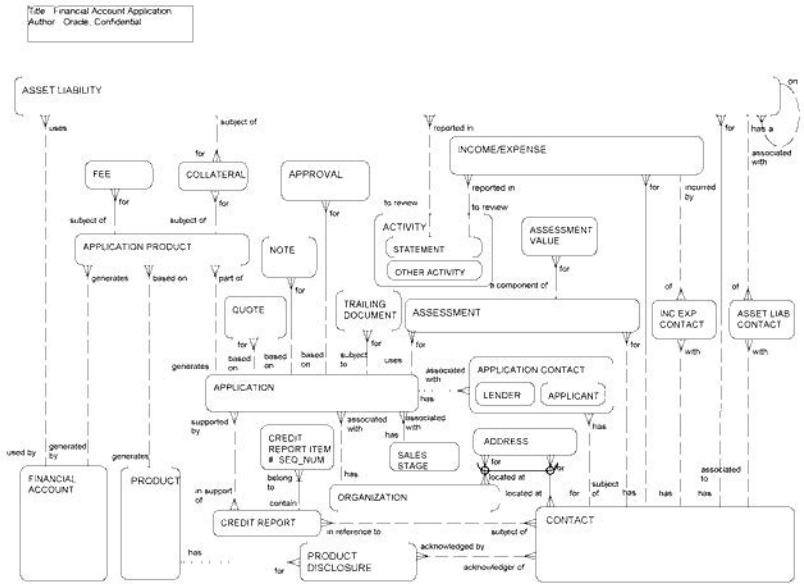
Financial Account Application

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of a financial product (loan, mortgage, or similar) application by a consumer (contact) or an organization. The applicant is assessed based on incomes, expenses, assets, and liabilities. Fees and collateral are associated with the application, and when it is approved, it generates a financial account (asset).

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Address	S_ADDR_PER, S_CON_ADDR
Application	S_OPTY
Application Contact	S_OPTY_CON
Application Product	S_REVN
Assessment	S_ASSESS
Assessment Value	S_ASSESS_VAL
Asset Liab Contact	S_FN_ASTLB_CON
Asset Liability	S_FN_ASSET_LIAB
Collateral	S_FN_OFFR_COLT

Entity	Table
Contact	S_CONTACT, S_PARTY
Credit Report	S_FN_CRDT_RPT
Credit Report Item	S_CRDT_RPT_ITEM
Fee	S_FN_OFFR_FEE
Financial Account	S_ASSET
Inc. Exp. Contact	S_FN_INCEXP_CON
Income/Expense	S_FN_INCM_EXP
Note	S_NOTE_OPTY
Organization	S_ORG_EXT, S_PARTY
Product	S_PROD_INT
Quote	S_DOC_QUOTE
Sales Stage	S_STG
Trailing Document	S_OPTY_DOC



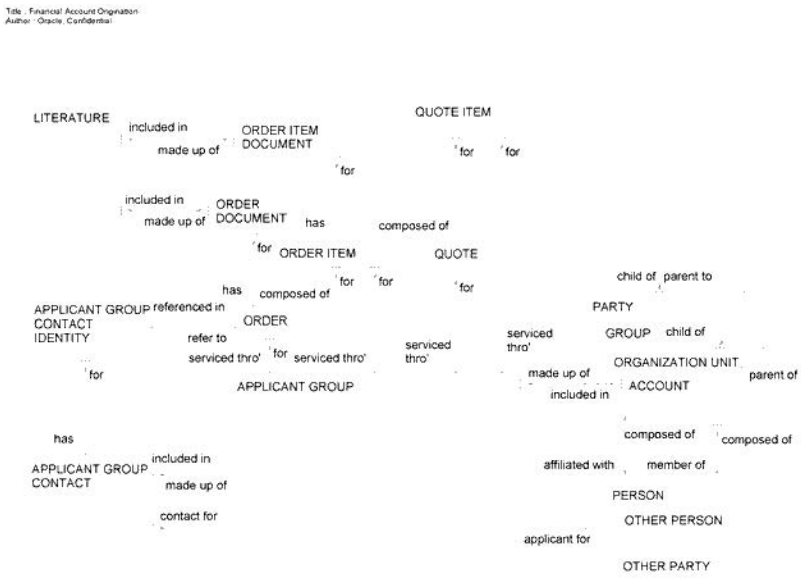
Financial Account Origination

This ERD (see the following figure) illustrates how to create an applicant group and how to include one or more individual applicants or organizations for a financial product, such as loans, mortgages, savings, or checking, in the applicant group. The organization that is included can also be an applicant or a legal entity, such as a law firm associated with the applicant. Individual applicants can also include guarantors, those who hold power of attorney, and so forth. Identity information about individuals, such as passport or driver's license information, can be captured and used to create multiple actions using the customer order management process. These actions can include opening accounts, ordering forms, ordering credit or ATM cards, and so forth, and can be integrated with back-office applications.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY, S_APPLNTGRP_ACC
Applicant Group	S_APPLNT_GRP
Applicant Group Contact	S_APPLNTGRP_CON
Applicant Group Contact Identity	S_APPLNT_IDENT
Contact (Person)	S_CONTACT, S_PARTY
Literature	S_LIT
Order	S_ORDER

Entity	Table
Order Document	S_ORDER_DOC, S_ORDR_DOC_LIT
Order Item	S_ORDER_ITEM
Order Item Document	S_ORDERITM_DOC, S_ORDITMDOC_LI
Quote	S_DOC_QUOTE, S_DOC_ORDER
Quote Item	S_QUOTE_ITEM



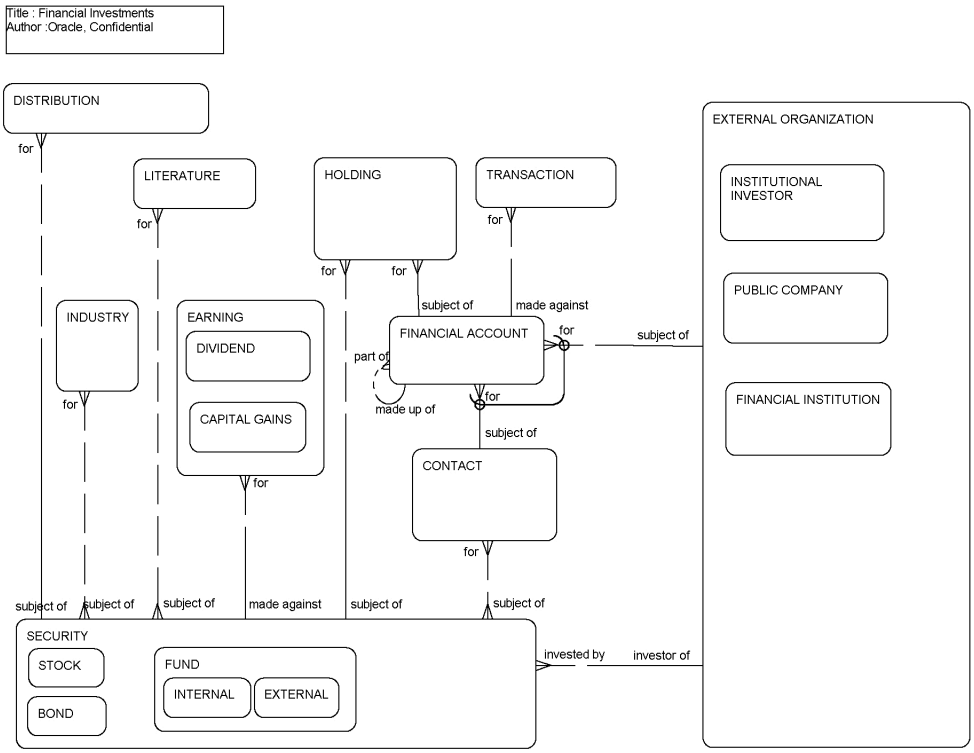
Financial Investments

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of financial investments and other relevant associations with organizations, financial accounts, holdings, distribution, and transactions. The major entities are depicted in the lower half of the diagram (security and external organization).

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Contact	S_CONTACT,S_PARTY
Distribution	S_FNSEC_DSTRBTN

Entity	Table
External Organization	S_ORG_EXT, S_PARTY
Earning	S_FNSEC_ERNG
Financial Account	S_ASSET
Holding	S_FN_HLDNG
Industry	S_INDUST
Literature	S_LIT
Security	S_PROD_INT
Transaction	S_FN_ACCNT_TXN

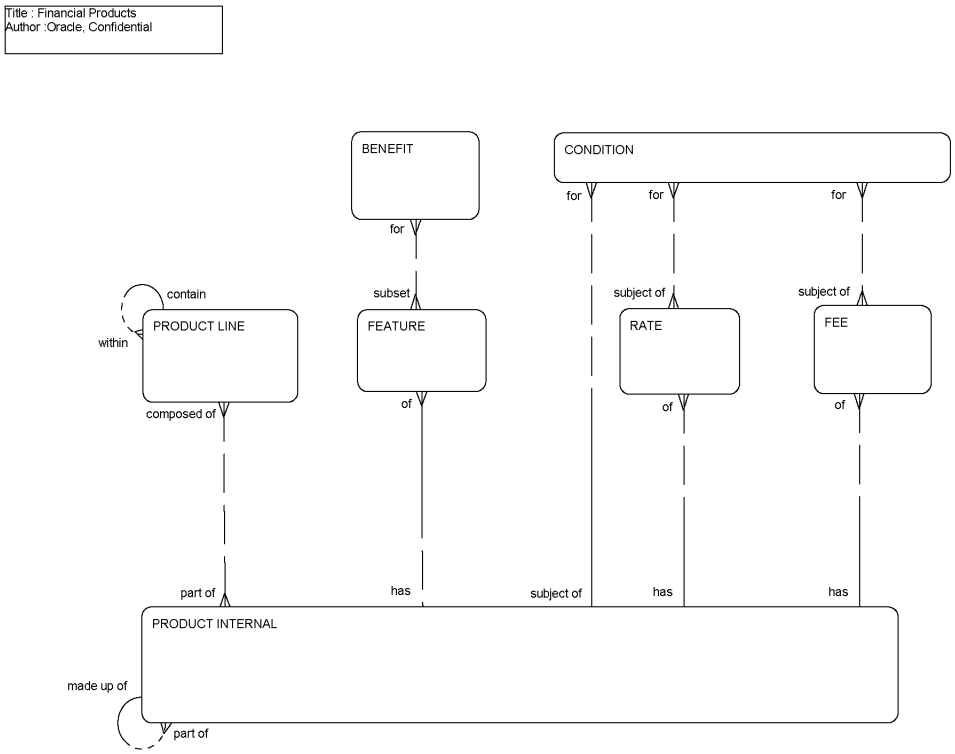


Financial Products

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of financial products and other relevant associations. Internal products, rates, fees, and product line information is also depicted. The major entities are depicted in the lower half of the diagram (Product Internal).

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Benefit	S_PROD_BNFT
Condition	S_PROD_COND
Feature	S_PROD_SPEC
Fee	S_PROD_FEE
Product	S_PROD_INT
Product Line	S_PROD_LN
Rate	S_PROD_RATE



Financial Services Events

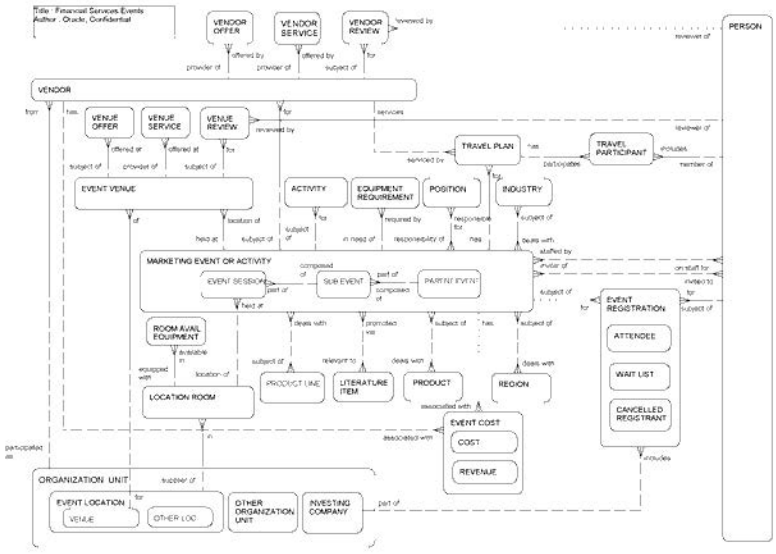
This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of marketing events in a three-level hierarchy (parent events, sub events, and sessions). An event can be associated with many opportunities, product lines, regions, or industries. It includes a list of registrants (contacts or organizations). Vendors, venues, and suppliers are tracked for the event in the organization entity. For persons, tracks the registration procedure and travel plans they might participate in to attend the event.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Equipment Requirement	S_ORDER_ITEM, S_QUOTE_ITEM
Event Cost	S_SRC_COST
Event Location	S_ORG_EXT, S_PARTY
Event Registration	S_SRC_EVT_REG
Event Session	S_SRC_EVT, S_SRC

Entity	Table
Event Venue	S_SRC_VENUE
Industry	S_INDUST
Literature Item	S_LIT
Location Room	S_EVTLOC_ROOM
Marketing Event or Activity	S_SRC
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_EMP_PER, S_CONTACT, S_PARTY
Position	S_POSTN
Product	S_PROD_INT
Product Line	S_PROD_LN
Region	S_REGION
Room Avail Equipment	S_EVTLOC_RM_EQP
Travel Participant	S_EVT_TRVL_PER
Travel Plan	S_EVT_TRVL_PLAN
Vendor	S_SRC_ORG
Vendor Offer	S_EVT_VNDR_OFR
Vendor Review	S_EVT_VNDR_RVW
Vendor Service	S_EVT_VNDR_SVC
Venue	S_ORG_EXT, S_PARTY
Venue Offer	S_EVT_VENUE_OFR
Venue Review	S_EVT_VENUE_RVW

Entity	Table
Venue Service	S_EVT_VENUE_SVC



Fleet Management

Fleet Management enables transportation management customers to perform order capture, rating, and order management of transportation orders. The following figure shows the Fleet Management ERD.

Return Route Orders functionality allows multiple stops to be created for a given location and allows both origin and destination locations to reference the same location.

Order Revision Enhancements functionality provides stricter constraints for revising, rejecting, and cancelling orders. Users will not be able to revise any inactive order or rejected order. Furthermore, users will not be able to revise any order in which there is a relationship with a cancelled order.

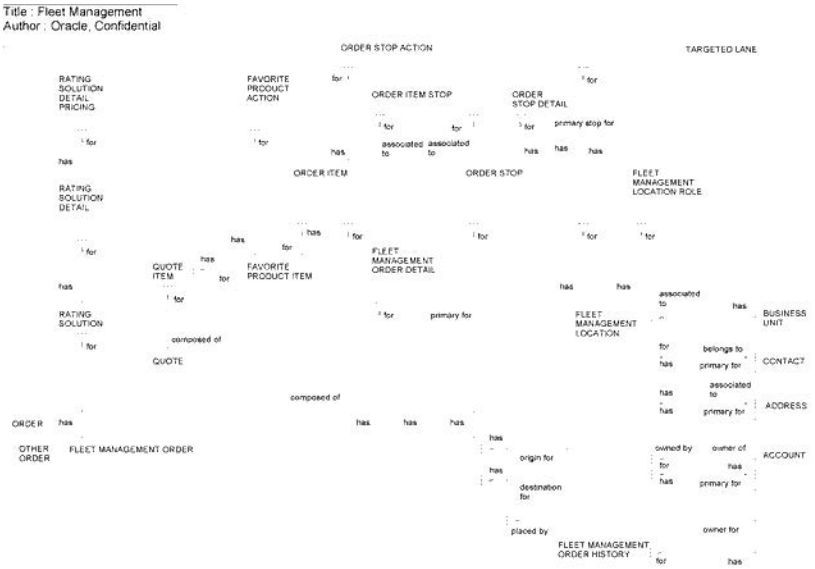
After completing the order, the customer service representative submits the order to Oracle Transportation Management. Oracle Transportation Management takes over the fulfillment of the order from the Siebel application. The marketing department of the transportation provider defines the targeted lanes; that is, the lanes where the company wants to focus on selling transportation routes. A *lane* is a route between an origin and a destination, using a given line of business. Whenever Oracle Transportation Management sends information that an order is complete, the Siebel application adds information about this order to its order history. The order history aggregates weekly orders for each account for each lane.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Address	S_ADDR_PER

Entity	Table
Business Unit	S_BU
Contact	S_CONTACT
Favorite Product Action	S_PRDFAVITM_ACT
Favorite Product Item	S_QUOTE_ITEM
Fleet Management Location	S_LOCATION
Fleet Management Location Role	S_LOC_ROLE
Fleet Management Order	S_ORDER
Fleet Management Order Detail	S_ORDER_FM_DTL
Fleet Management Order History	S_FM_ORDER_HIST
Order Account	S_ORG_EXT
Order Item	S_ORDER_ITEM
Order Item Stop	S_ORDITEM_STOP
Order Stop	S_ORDER_STOP
Order Stop Action	S_ORDSTOP_ACTN
Order Stop Detail	S_ORDERSTOP_DTL
Quote	S_DOC_QUOTE
Quote Item	S_QUOTE_ITEM
Rating Solution	S_RTNG_SLTN
Rating Solution Detail	S_RTNG_SLTN_DTL
Rating Solution Detail Pricing	S_SLTN_DTL_PRC
Targeted Lane	S_TARGETED_LANE

Entity	Table

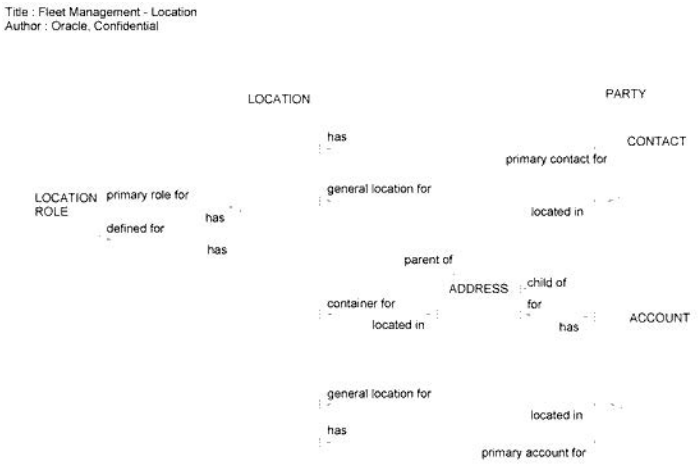


Fleet Management - Location

This ERD (see the following figure) illustrates how geographic locations related to fleet management can be modeled to optimize deliveries or pickups for a given location. In this model, a given location is the persons and organizations located in that general area and the addresses associated with the parties in that area.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Contact	S_CONTACT, S_PARTY, S_LOC_CONTACT
Account	S_ORG_EXT, S_PARTY, S_LOC_ACCNT
Address	S_ADDR_PER, S_ADDR_CON, S_LOC_ADDR
Location	S_LOCATION
Location Role	S_LOC_ROLE



FLEXCUBE Universal Banking Integration

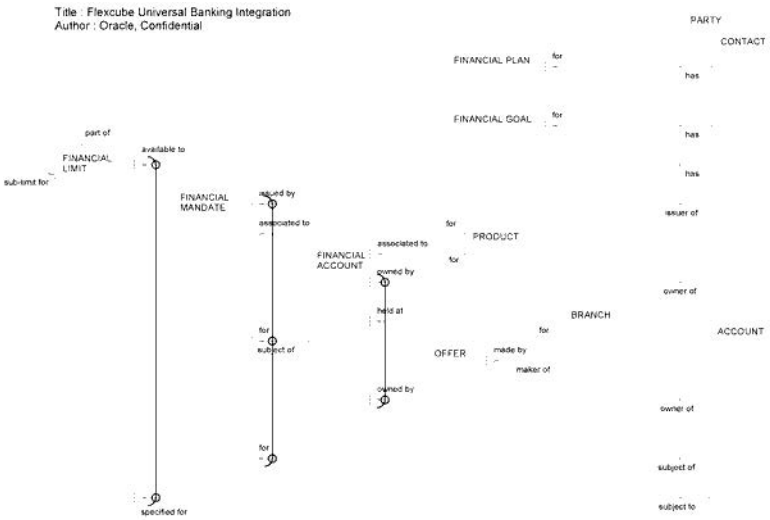
The FLEXCUBE Universal Banking Integration ERD (see the following figure) describes the integration of Siebel CRM with an external banking system. It provides new features, such as financial plans, goals, and limits that can be specified for a customer.

Financial plans are investment plans created for customers after analyzing the customer's financial position, expected future cash-flows, inflation, returns, and goals. Financial goals include but are not limited to education, retirement, investment, buying property, and so forth. The individual's goals are used as guidelines to map a course of action to reach those goals. A financial limit specifies the total liabilities of the customer arising out of the credit facilities used by the customer. A customer can also provide financial mandates, which are instructions to initiate payment transactions at a predetermined future time or frequency or for such future transactions.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_ORG_EXT_FNX
Branch	S_ORG_EXT
Contact	S_CONTACT, S_CONTACT_FNX
Financial Account	S_ASSET, S_FN_ACCNT1_FNX
Financial Goal	S_FN_GOAL
Financial Limit	S_FN_LIMIT
Financial Mandate	S_FN_MANDATE

Entity	Table
Financial Plan	S_FN_PLAN
Offer	S_DMND_CRTN_PRG
Party	S_PARTY
Product	S_PROD_INT



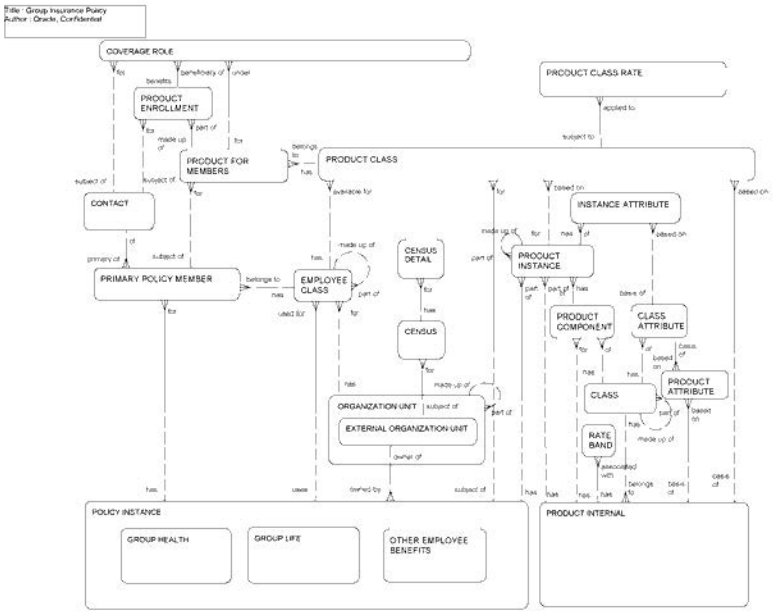
Group Insurance Policies

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of a group policy instance, which can be either a group health or a group life policy, or other types of employee benefits. One organization can own many policy instances. Each organization's employee is a primary policy contact, and determines the type of coverage and the elements of coverage they enjoy. Each contact covered by a policy instance includes an insurance coverage role, and the contact's dependents are stored as coverage elements. The coverage role provides each coverage element with multiple possible benefits.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Census	S_ORG_CENSUS
Census Detail	S_CENSUS_DETAIL
Class	S_VOD, S_VOD_VER

Entity	Table
Class Attribute	S_XA_ATTR
Contact	S_CONTACT,S_PARTY
Coverage Role	S_FN_CVRG_ROLE
Employee Class	S_FN_GRP_CLASS
Instance Attribute	S_ASSET_ITEM_XA
Organization Unit	S_ORG_EXT, S_PARTY
Policy Instance	S_ASSET
Primary Policy Member	S_ASSET_CON
Product Attribute	S_PROD_INT_XA
Product Class	S_FN_HLDNG
Product Class Rate	S_FN_HLDNG_RATE
Product Component	S_PROD_ITEM
Product Enrollment	S_FNCVRG_ELMNTS
Product For Member	S_APPLD_CVRG
Product Instance	S_ASSET_ITEM
Product Internal	S_PROD_INT
Rate Band	S_PROD_RATE



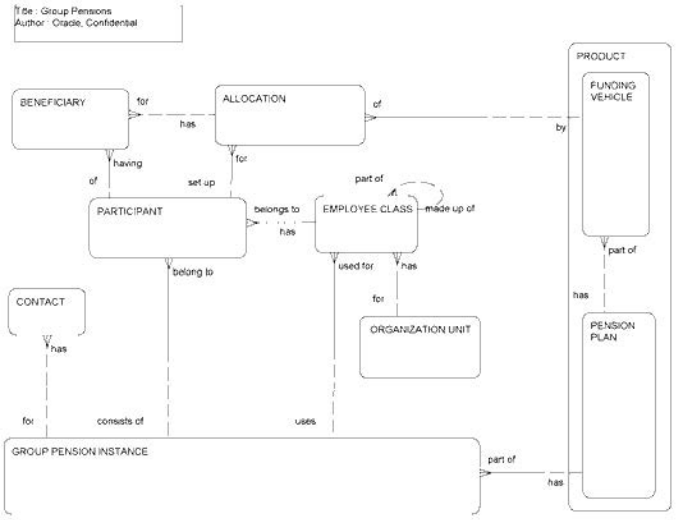
Group Pensions

This ERD (see the following figure) illustrates how Siebel Financial Services supports group pension plans. The group pensions module is designed to meet the needs of sales and service professionals, managers, and pension administrators. Users can define group pension plans, plan classes, plan eligibility rules, and plan funding vehicles. When a pension plan is defined, users can track eligible and enrolled participants, participant contribution and investment allocations, and participant beneficiary information.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Allocation	S_APPLD_CVRG
Beneficiary	S_FN_CVRG_ROLE
Employee Class	S_FN_GRP_CLASS
Funding Vehicle	S_PROD_REL
Group Pension Participant	S_CONTACT, S_PARTY
Group Pension Plan	S_ASSET
Group Pension Plan Contact	S_ASSET_CON
Organization Unit	S_BU

Entity	Table
Pension Plan Offering	S_PROD_INT
Person	S_CONTACT, S_PARTY



Health Provider and Provider Group

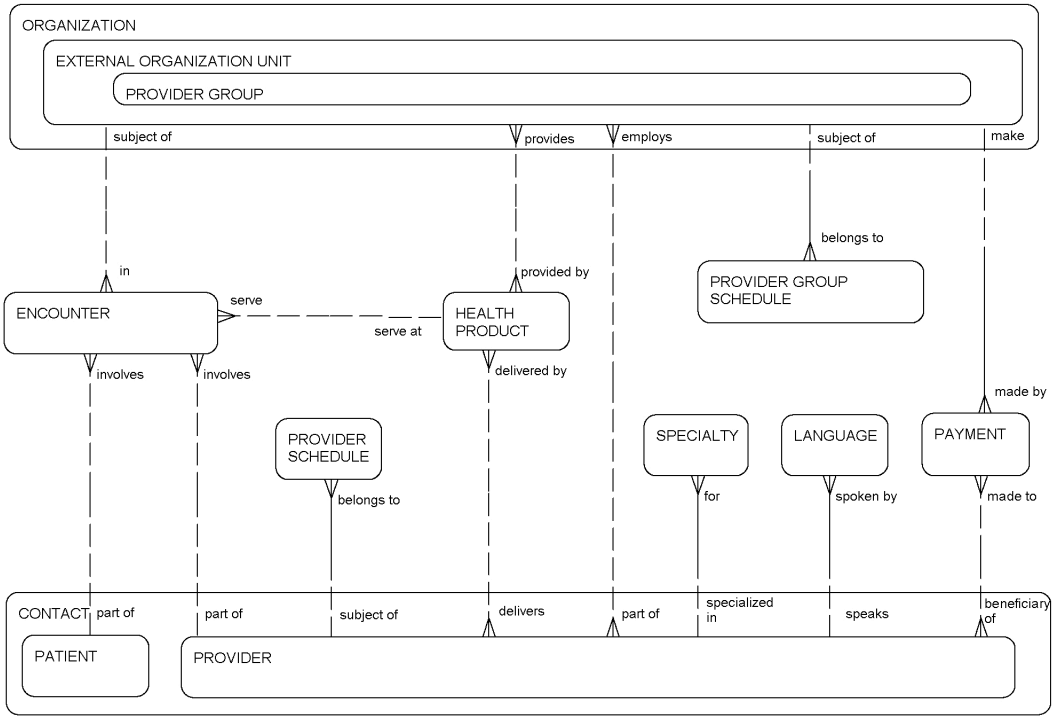
This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of heath-related organizations (such as hospitals) and providers (such as physicians). A provider can be affiliated with one or more organizations and can deliver a health product (a medical service) to a contact or a patient during an encounter. Siebel Financial Services also stores payments made to a provider by an organization, as well as the specialty, language, and schedule of the provider.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Contact	S_CONTACT,S_PARTY
Encounter	S_FN_HLTH_ENCTR
Health Product	S_PROD_INT
Language	S_CONTACT_FNXM
Organization	S_ORG_EXT, S_PARTY

Entity	Table
Payment	S_SRC_PAYMENT
Provider Group Schedule	S_ORG_TIME
Provider Schedule	S_CON_LOCTN
Specialty	S_CONTACT_FNXM

Title : Health Provider/Provider Groups
Author :Oracle, Confidential

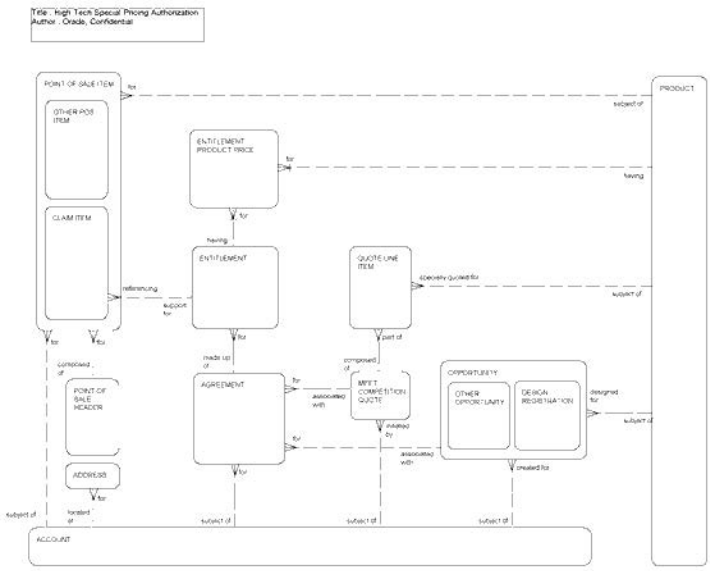


High Tech Special Pricing Authorization

This ERD (see the following figure) illustrates the special pricing authorization business process for Siebel High Tech, which uses the Meet Competition Quote and Design Registration features. The quote or design registration opportunity leads to an Agreement with Entitlements for discounts on products. Point of sale data includes claim items, which can refer to agreed upon entitlements.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Address	S_ADDR_PER
Agreement	S_DOC_AGREE
Claim Item	S_POS_CLAIM_ITM
Design Registration	S_OPTY_DSGN_REG
Entitlement	S_ENTLMNT
Entitlement Product Price	S_ENTL_PRDPRI
Meet Competition Quote	S_DOC_QUOTE
Opportunity	S_OPTY
Point of Sale Header	S_POS
Point of Sale Item	S_POS_ITEM
Product	S_PROD_INT
Quote Line Item	S_QUOTE_ITEM



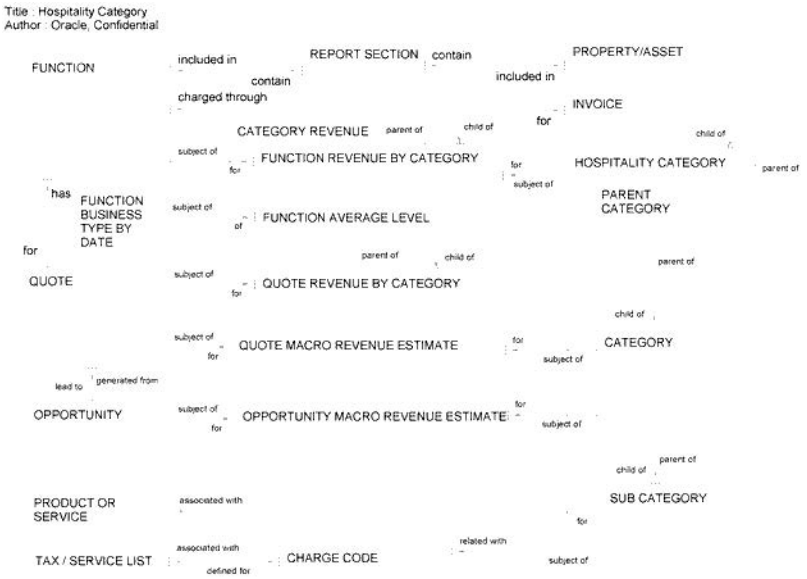
Hospitality Category

This ERD (see the following figure) illustrates how Siebel Hospitality supports the categorization for revenue. There can be N levels of the revenue category in the hierarchy. One parent category can include one or more categories, and one category can include one or more subcategories. The subcategory is defined for the charge code and product, and a report is generated by category for each function and quote. Function and quote revenue by category hierarchy supports the hierarchical category. A macro estimate for the opportunity and quote is generated at the category level.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Hospitality Category	S_CTLG_CAT
Parent Category	S_CTLG_CAT
Category	S_CTLG_CAT
Subcategory	S_CTLG_CAT
Category Revenue	S_AVG_VAL_TNT, S_FN_CATRV_TNT, S_QUO_CATRV_TNT
Function Average Level	S_AVG_VAL_TNT
Function Revenue by Category	S_FN_CATRV_TNT
Quote Revenue by Category	S_QUO_CATRV_TNT
Quote Macro Revenue Estimate	S_QUO_MEST_TNT
Opportunity Macro Revenue Estimate	S_OPTY_MEST_TNT
Charge Code	S_EVT_CHRG_LST
Function Business Type by Date	S_BIZ_TP_DT_TNT
Function	S_FUNC_TNT
Function Report Section	S_FUNC_RPT_SECT
Property Report Section	S_PROP_RPT_SECT
Report Section	S_RPT_SECT_TNT

Entity	Table
Property/Asset	S_ORG_EXT
Quote	S_DOC_QUOTE
Opportunity	S_OPTY
Product or Service	S_PROD_INT
Tax/Service List	S_PRI_LST



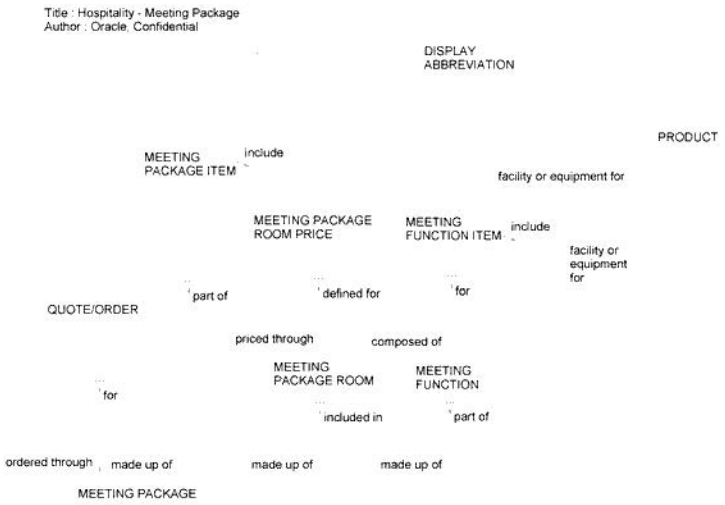
Hospitality - Meeting Package

This ERD (see the following figure) illustrates how offerings from a hospitality organization can be packaged as a product. Products can include one or more functions, such as breakfasts, dinners, weddings, receptions, board meetings, or share holders' meetings, as well as facilities used for the functions, such as rooms, conference halls, and dining halls. The package can also include video and audio equipment, and so forth.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Display Abbreviation	S_PTY_LOV_ABBR
Meeting Function	S_MTG_FNCTN

Entity	Table
Meeting Function Item	S_MTG_FNCTN_ITM
Meeting Package	S_PROD_MTG_PKG, S_PROD_INT
Meeting Package Item	S_MTG_PKG_ITEM
Meeting Package Room	S_MTG_PKG_ROOM
Meeting Package Room Price	S_MTG_PKGRM_PRI
Product	S_PROD_INT
Quote/Order	S_DOC_QUOTE, S_DOC_ORDER, S_QTE_MTG_PKG

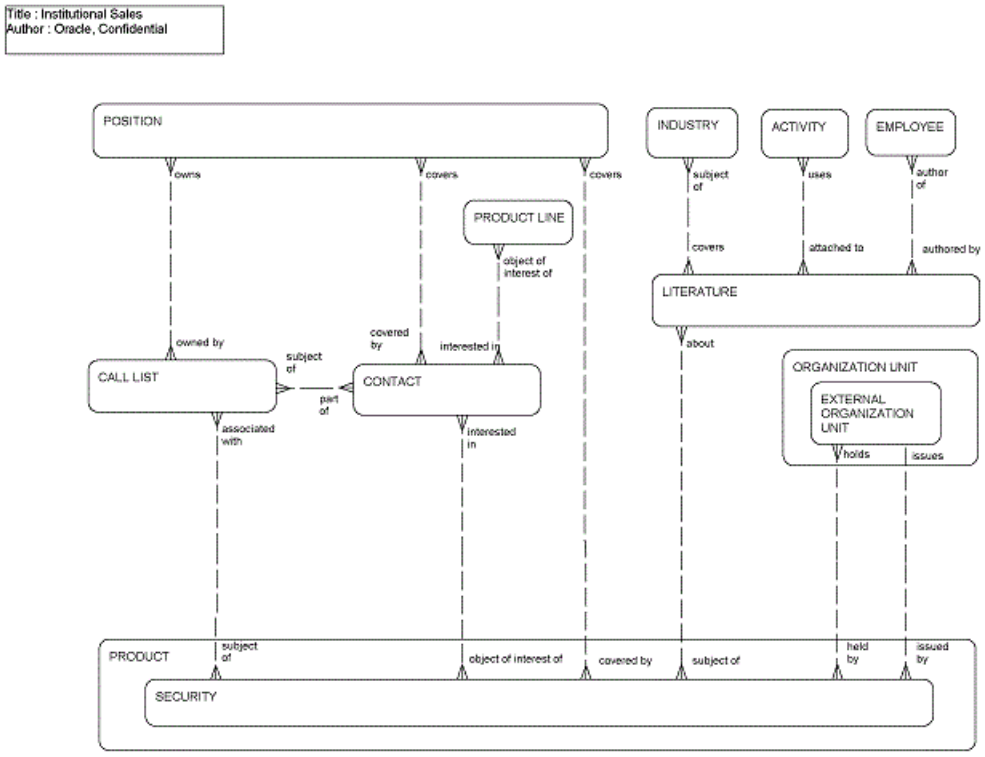


Institutional Sales

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of a product or security traded in the stock market. One or more positions (such as institutional salespeople) can cover a product. A position owns and prepares a call list containing one or more contacts, who are the objects of the calls associated with any number of products. Siebel Financial Services also tracks security or product line interests of a contact, as well as the securities held by an organization unit (such as a company). Siebel Financial Services creates many-to-many relationships when storing the literature associated with employees, activities, and products. A position can send any number of pieces of literature to a contact within one activity.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Call List	S_CALL_LST
Contact	S_CONTACT, S_PARTY
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Industry	S_INDUST
Literature	S_LIT
Organization Unit	S_ORG_EXT, S_PARTY
Position	S_POSTN, S_PARTY
Product	S_PROD_INT
Product Line	S_PROD_LN



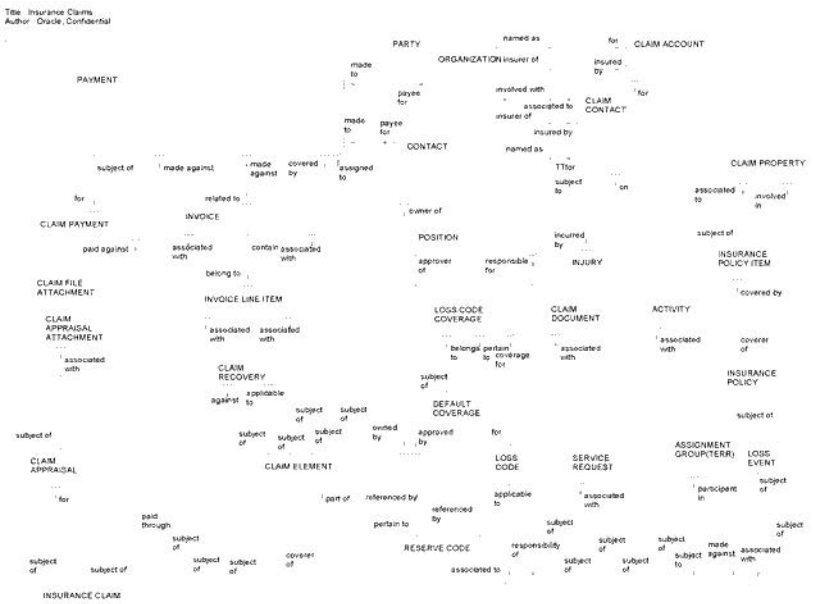
Insurance Claims

This ERD (see the following figure) shows the important entities in the Insurance Claim recording and handling process. It illustrates the relationship between claims and claim elements and the various parties to the claim. It covers the association of invoices, invoice line items, payments and recoveries to claims. Also illustrated is the relationship between claim and insurance policy, activity, service request, document, appraisal, and so forth. The diagram also shows the metadata that supports claims and claim elements.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT, S_EVT_ACT_FNX
Assignment Group (Territory)	S_ASGN_GRP, S_INSCLM_TERR
Claim Account	S_INSCLM_ORG
Claim Appraisal	S_INSCLM_APRSL
Claim Appraisal Attachment	S_INSCLM_AP_ATT
Claim Contact	S_INSCLM_CON, S_INSCLMCON_ORG
Claim Document	S_INSCLM_DOC
Claim Element	S_INSCLM_ELMNT
Claim File Attachment	S_INSCLM_CL_ATT
Claim Payment	S_SRCPAY_INSCLM
Claim Property	S_INSCLM_PRPTY
Claim Recovery	S_INSCLM_RECVRY
Contact	S_CONTACT, S_PARTY, S_CONTACT_FNX
Default Coverage	S_DEFAULT_ADMIN
Injury	S_INSCLM_INJURY
Insurance Claim	S_INS_CLAIM S_INSCLM_FRAUD S_INSCLM_SBRGTN S_INSCLM_UW
Insurance Policy	S_ASSET
Insurance Policy Item	S_INS_ITEM
Invoice	S_INVOICE, S_INVC_PAYMENT
Invoice Line Item	S_INVOICE_ITEM
Loss Code	S_INS_LOSS_CODE, S_LOSSCD_PLNITM

Entity	Table
Loss Code Coverage	S_INS_LOSCD_COV
Loss Event	S_INSCLM_EVT
Organization	S_ORG_EXT S_PARTY S_ORG_EXT_FNX
Party	S_PARTY
Payment	S_SRC_PAYMENT S_SRCPAYMT_CON S_SRCPAYMT_ORG S_INVC_PAYMENT
Position	S_POSTN, S_PARTY
Reserve Code	S_INS_RSRV_CODE
Service Request	S_SRV_REQ, S_SRV_REQ2_FNX

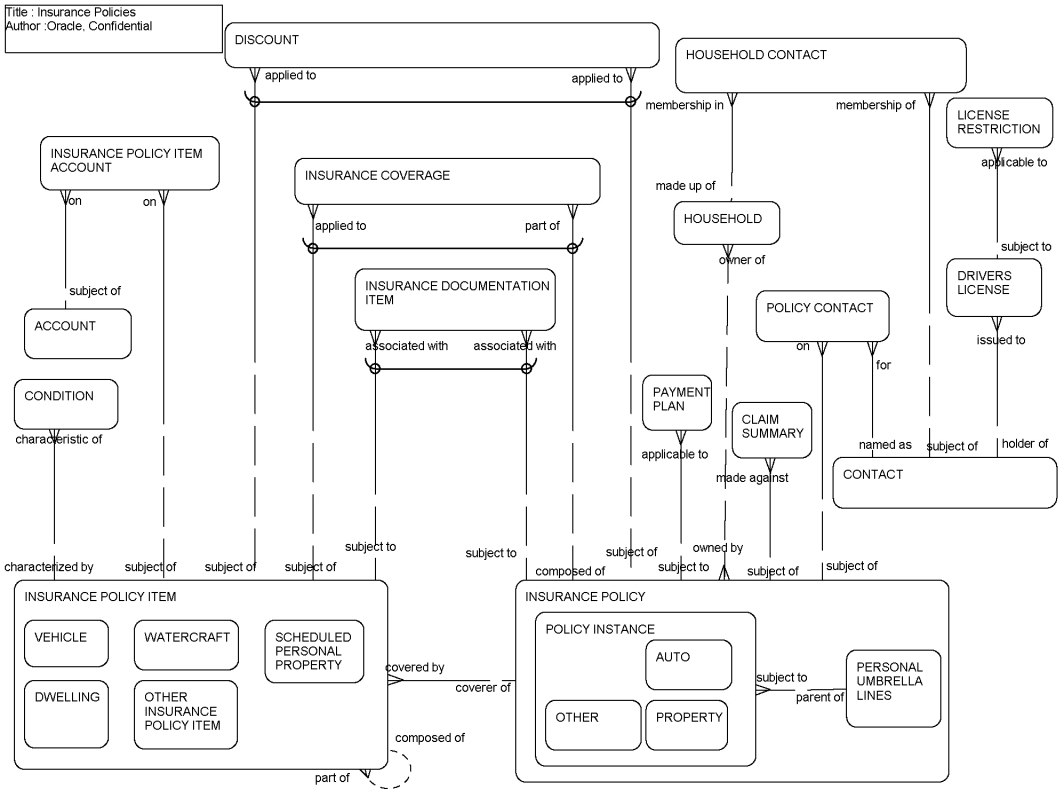


Insurance Policies

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of insurance policies and related insurance policy items. The major entities are depicted in the bottom half of the diagram (insurance policy and insurance policy items). Insurance policies relate to households as well as contacts. Policy coverages, discounts, payment plans, and claim summaries are also supported.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Claim Summary	S_INS_CLAIM
Condition	S_INSITEM_CNDTN
Contact	S_CONTACT,S_PARTY
Discount	S_APPLD_DISCNT
Drivers License	S_DRVR_LICENSE
Household	S_ORG_GROUP, S_PARTY
Household Contact	S_GROUP_CONTACT
Insurance Coverages	S_APPLD_CVRG
Insurance Document Item	S_INS_DOC
Insurance Policy	S_ASSET
Insurance Policy Item	S_INS_ITEM
Insurance Policy Item Account	S_INSITEM_ACCNT
License Restriction	S_DL_RSTRCT
Payment Plan	S_PAY_PLAN
Policy Contact	S_ASSET_CON



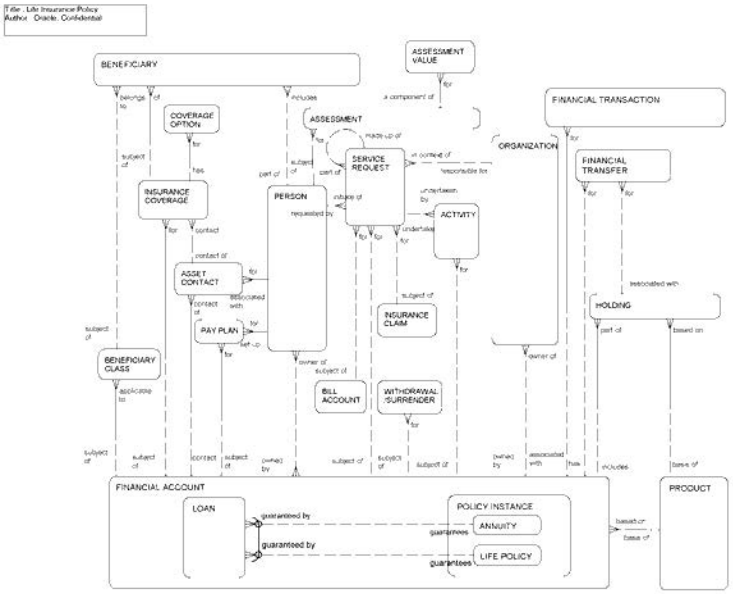
Life Insurance Policy

This ERD (see the following figure) illustrates how Siebel Financial Services supports generation of life insurance policies and annuities as assets. Each asset can be owned by an organization or a number of contacts, and the owners can specify the coverage and beneficiaries under the policy. The owner can execute a multitude of operations on the asset such as transfers, payments, withdrawals, and surrenders.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Assessment	S_ASSESS
Assessment Value	S_ASSESS_VAL
Asset Contact	S_ASSET_CON
Beneficiary	S_FN_CVRG_ROLE
Beneficiary Class	S_FN_BENFCLASS

Entity	Table
Bill Account	S_INS_BILLACCT
Coverage Option	S_CVRG_OPTION
Financial Account	S_ASSET
Financial Transaction	S_FN_ACCNT_TXN
Financial Transfer	S_FN_ASSET_TXFR
Holding	S_FN_HLDNG
Insurance Claim	S_INS_CLAIM
Insurance Coverage	S_APPL_CVRG
Organization	S_ORG_EXT, S_PARTY
Pay Plan	S_PAY_PLAN
Person	S_CONTACT, S_PARTY
Product	S_PROD_INT
Service Request	S_SRV_REQ
Withdrawal/Surrender	S_PAYMT_REQ



Loyalty

This ERD (see the following figure) illustrates how programs and promotions are created for customer loyalty. Partner companies can have an association with a loyalty hosting company to create a loyalty program. A program is the highest level entity in Siebel Loyalty. Members, tiers, promotions, point values, and so on are all specific to a single program. The members of the loyalty program can be individuals, households or accounts. A loyalty member can accrue or redeem points based on their individual transactions. Pricing rule, Pricing Range, Point Subtype, Incentive Choice, and Partner Statement entities support enhancements to features such as Post-Paid and Pre-Paid Partnership Management, Promotion Registration Service and so on.

Accrual, redemption, promotion, enrollment, member administration, partner administration and other functions are described in more detail as follows:

- Accrual Processing. Allows unified partner point type for simplified billing. Accrual templates are used for configurable transaction validations. Multiple partner debits for joint promotions enable cost sharing among partners. User-defined controls and billing triggers are provided to manage partner point balance. Allows joint rewards to benefit the organization for employee's business transactions.
- Promotion. Supports range-based points calculation as well as issuing vouchers as an accrual reward. Promotion criteria now includes product and partner attributes and leverages target lists of members linked to marketing campaigns or generated using analytics.
- Redemption. Supports distance-based zones to support air redemption pricing used by some airlines and carriers. Multiple currency and multiple modes of payment are allowed. Automated point loans can be assigned to members with an insufficient balance for redemption, based on their tier status. Variable redemption pricing enables member differentiation. OOTB business services support end-to-end redemptions from third-party interfaces. A voucher-based redemption model supports service awards.
- Member Administration. Automated tier upgrades recognize member relationships. Tier assessment enhancements support additional models like anniversary-based, fixed-date and rolling-period models. Tier change approvals prevent key members from automatic downgrade of their membership status. Bulk member administration facilitates effective service recovery through dynamic targeted rewards. User-defined membership statuses manage the membership life cycle.

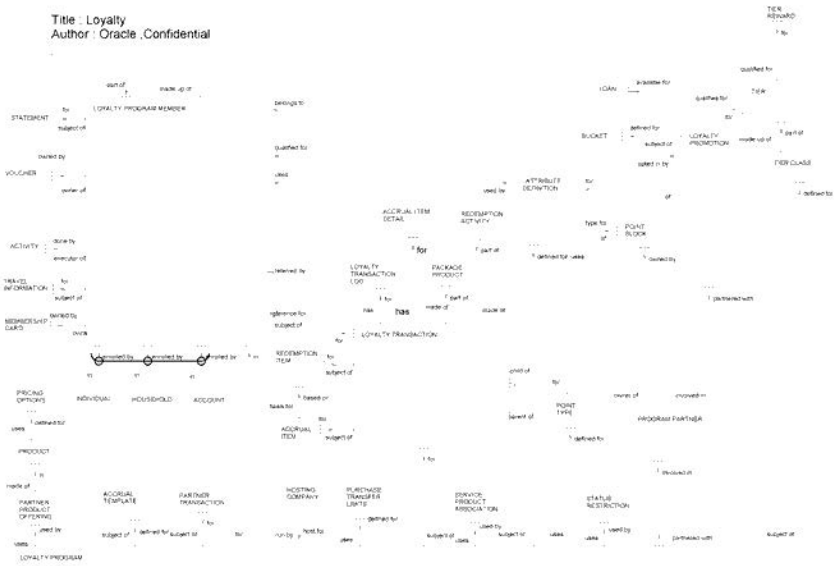
- Enrollment. The member data model has been enhanced for enriched analytics and segmentation. Batch enrollment processing has been enabled for bulk member creation and pre- created memberships enable instant member acquisition.
- Outbound Communication. Outbound communication will be triggered when certain events occur. Content is now generated in XML format for compatibility with third-party fulfillment applications.
- Post-Paid and Pre-Paid Partnership Management. Supports both post-paid and pre-paid partnerships. Post-paid partners are billed based on a pay-as-you-go basis. The bill frequency can be based on time or a threshold value. Credit limits can be set for pre-paid partners; the partners cannot reward points to the members beyond the limit. After the limit is reached, they have to reorder for points. Partner statements can be generated.
- Point sub-type related data-model enhancements. Point subtype information is captured to aid points administration.
- Points Reactivation: Enables reactivation of points. Loyalty members' point balances expire if not used for a given expiration period. Upon request by a loyalty member, these points can be reactivated with some charges applied to the member's account.
- Gift Miles Service. Loyalty members are allowed to gift accrued points to other members.
- Promotion Registration Service. Incentive choices are available at the promotion level.
- Airport-Zone Map for Coterminal Identification. Tracks zone details of airports. Loyalty programs can use zone details to allow members to accrue points based on zone travel.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Accrual Item	S_LOY_ACRL_ITM
Accrual Item Detail	S_LOY_ACRL_DTL
Accrual Template	S_LOY_ACRL_RULE,S_ACRL_RULE_ITM
Activity	S_EVT_ACT_LOYX
Attribute Definition	S_LOY_ATTRDEFN
Bucket	S_LOY_BUCKET
Hosting Company	S_ORG_EXT
Household	S_ORG_GROUP
Incentive Choice	S_LOYPR_ICHOICE
Individual	S_CONTACT

Entity	Table
Loan	S_LOY_LOAN
Loyalty Program	S_LOY_PROGRAM
Loyalty Program Member	S_LOY_MEMBER
Loyalty Promotion	S_LOY_PROMO
Loyalty Transaction	S_LOY_TXN
Loyalty Transaction Log	S_LOY_TXN_LOG, S_LOY_TXNEN_LOG
Membership Card	S_LOY_CARD
Package Product	S_LOY_TXN_ITEM
Partner Product Offering	S_PGM_ORG_PROD
Partner Statement	S_PROGORG_STMT
Partner Transaction	S_LOY_PRT_TXN
Point Type	S_LOY_ATTRDEFN
Point Subtype	S_LOY_PTSUBTYP
Pricing Options	S_LOY_PROD_PT
Pricing Rule	S_LOY_PRI_RULE
Pricing Range	S_LOY_PRI_RANGE
Product	S_PROD_INT
Program Partner	S_ORG_EXT, S_LOY_PROG_ORG
Purchase Transfer Limits	S_LOY_PURTRN_LM
Redemption Activity	S_LOY_RDM_ACT
Redemption Item	S_LOY_RDM_ITM

Entity	Table
Service Product Association	S_LOY_SRV_PROD
Statement	S_LOY_STMT
Status Restriction	S_LOY_MSTAT_PRF
Tier	S_LOY_TIER
Tier Class	S_LOY_TIER_CLS
Tier Reward	S_LOY_REWARD
Travel Information	S_LOY_TRVL_INFO
Voucher	S_LOY_MEM_VCHR



Loyalty Flowchart and Formula

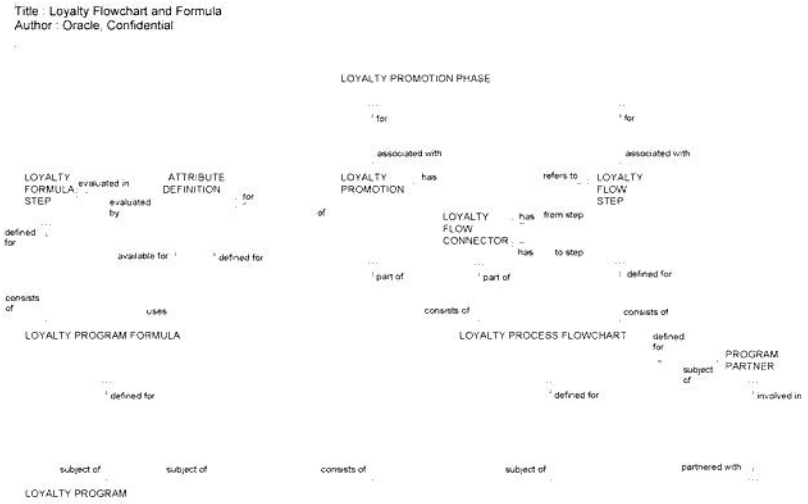
This ERD (see the following figure) illustrates how Loyalty Promotion flowcharts help to execute promotions in a particular sequence. They can be used to validate the sequence of the promotions and calculate the points awarded for a particular flow.

Loyalty Formulas are used to create and store a set of objects and operators specific to a loyalty program. Values can be calculated based on input from third parties and then the resulting value can be taken into account within a

promotion. A formula can be available for use by a promotion only if it is associated with the same loyalty program as that promotion. Once validated, a formula is available for use in promotion criteria and actions. When used in promotion criteria and actions, the object is the formula and the attributes are a list of user-defined formulas.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Attribute Definition	S_LOY_ATTRDEFN
Loyalty Flow Connector	S_LOY_FLW_CNCTR
Loyalty Flow Step	S_LOY_FLOW_STEP
Loyalty Formula Step	S_LOY_FRML_STEP
Loyalty Process Flowchart	S_LOY_PROC_FLOW
Loyalty Program	S_LOY_PROGRAM
Loyalty Program Formula	S_LOY_PRG_FRML
Loyalty Promotion	S_LOY_PROMO
Loyalty Promotion Phase	S_LOY_PHASE_PRM
Program Partner	S_ORG_EXT, S_LOY_PROG_ORG

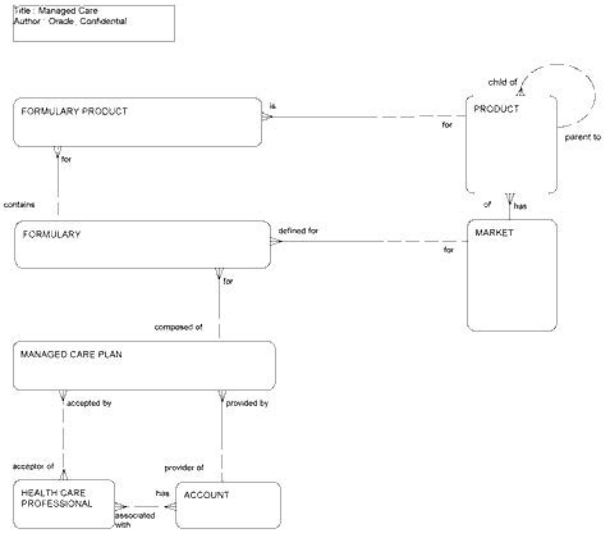


Managed Care

This ERD (see the following figure) illustrates how plan design, formulary, and formulary product are used in Siebel Life Sciences. An account contains plan designs, which have relationships to contacts. Each plan design contains formularies, which are associated with markets that are essentially products. Each formulary contains formulary products, which are child products for the market with which the formulary is associated.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Formulary	S_INSPLN_FRMLY
Formulary Product	S_PLNFRMLY_PROD
Health Care Professional	S_CONTACT, S_PARTY
Managed Care Plan	S_INS_PLAN
Plan Design Contact	S_INSPLAN_CON
Product, Market	S_PROD_INT

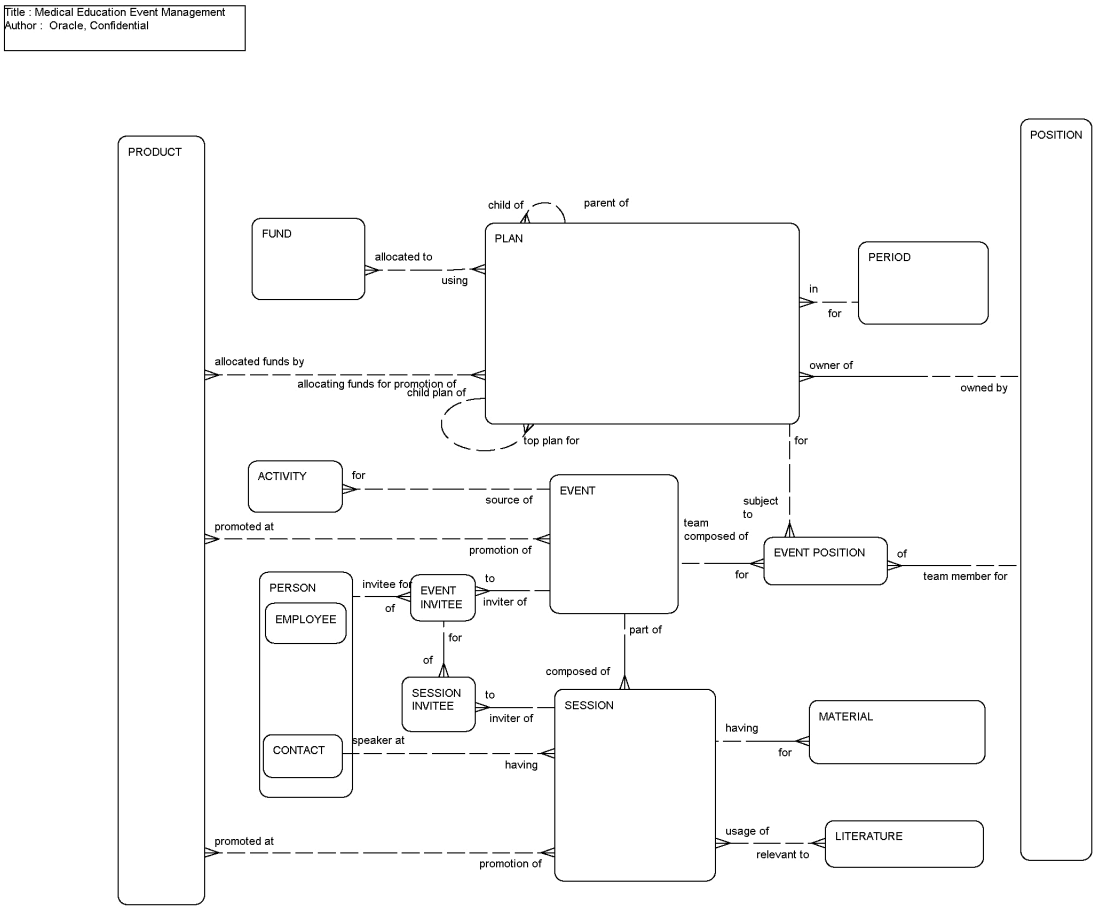


Medical Education Event Management

This ERD (see the following figure) illustrates the significant entities related to medical education events including plans, subplans, funds, events, sessions, products, and team members (employees). Medical education event planning also supports the allocation and aggregation of medical education budgets and expenditures for individual team members.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Event	S_ME_EVT_LS
Event Invitee	S_ME_EVT_INV_LS
Event Position	S_ME_EVT_POS_LS
Fund	S_MDF, S_ME_PLN_MDF_LS
Literature	S_ME_SES_LIT_LS
Material	S_ME_SES_MAT_LS
Period	S_PERIOD
Person	S_CONTACT, S_PARTY
Plan	S_ME_PLN_LS
Position	S_POSTN, S_PARTY
Product	S_ME_SES_PRD_LS, S_ME_EVT_PRD_LS, S_ME_PLN_PRD_LS, S_PROD_INT
Session	S_ME_SES_LS
Session Invitee	S_ME_SES_INV_LS



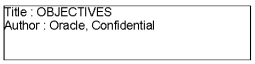
Objectives

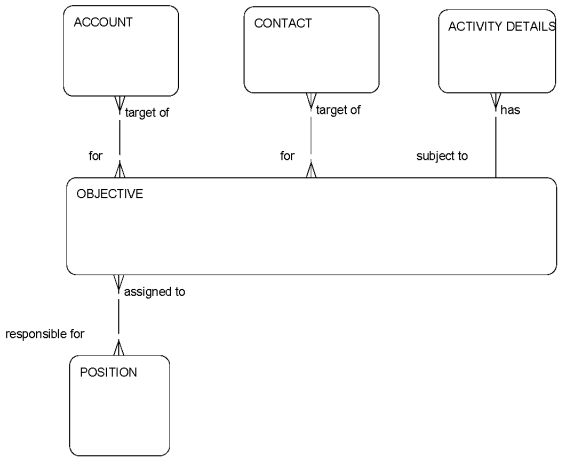
This ERD (see the following figure) illustrates how the Siebel Consumer Goods application supports the objective process as part of retail execution. The retail execution process begins with the creation of an objective. Objectives are generated to help facilitate the process of accomplishing certain goals. This model shows that an objective can be applied to many accounts, including accounts with multiple contacts. There are generally multiple activities that belong to an objective, activities which require follow-through to help bring the objective to fruition. The objective must be executed by personnel who are assigned to the objective, its accounts, and activities.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_PARTY, S_ORG_EXT
Activity Details	S_EVT_ACT
Contact	S_PARTY, S_CONTACT

Entity	Table
Objective	S_SRC
Position	S_POSTN





Oracle Policy Automation Integration

This ERD (see the following figure) describes the integration of Siebel CRM with an Oracle Policy Automation (OPA) tool. Policy administrators can create policies in the OPA tool or they can access the same data-input forms seamlessly through Siebel web services.

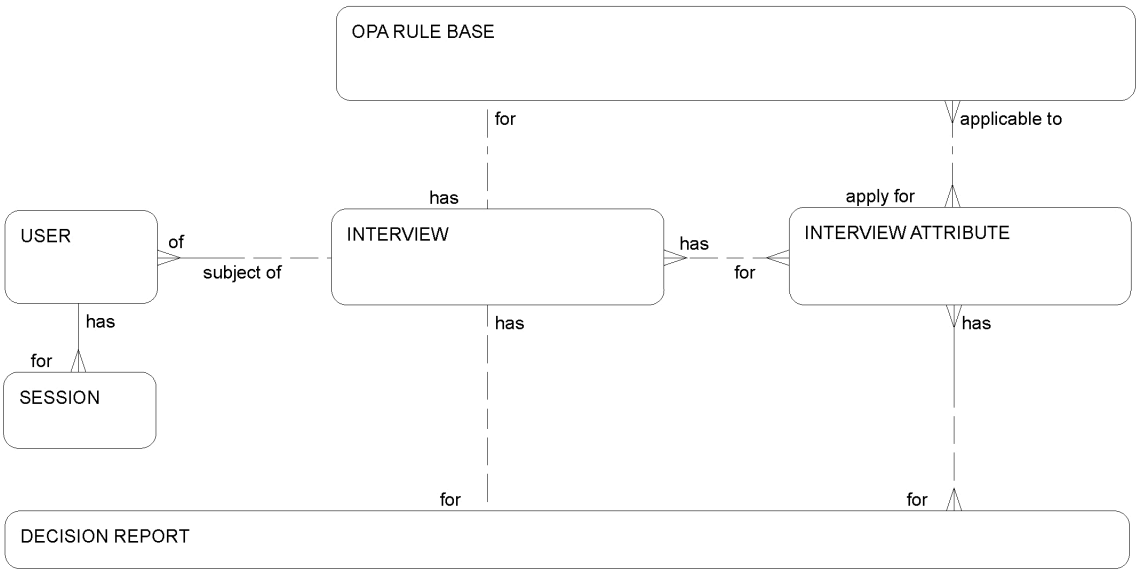
Interview Service is a web service exposed by OPA that interacts with other applications such as Siebel CRM Applications. The Interview Service provides metadata about the data-input form.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Session	S_INTV_SES_INFO
Decision Report	S_INTV_DCSN_RPT
OPA Rule Base	S_INTG_RULE_VER

Entity	Table
Interview	S_INTV_MAP
Interview Attribute	S_INTV_MAP_PRM

Title : Oracle Policy Automation Integration
Author : Oracle, Confidential



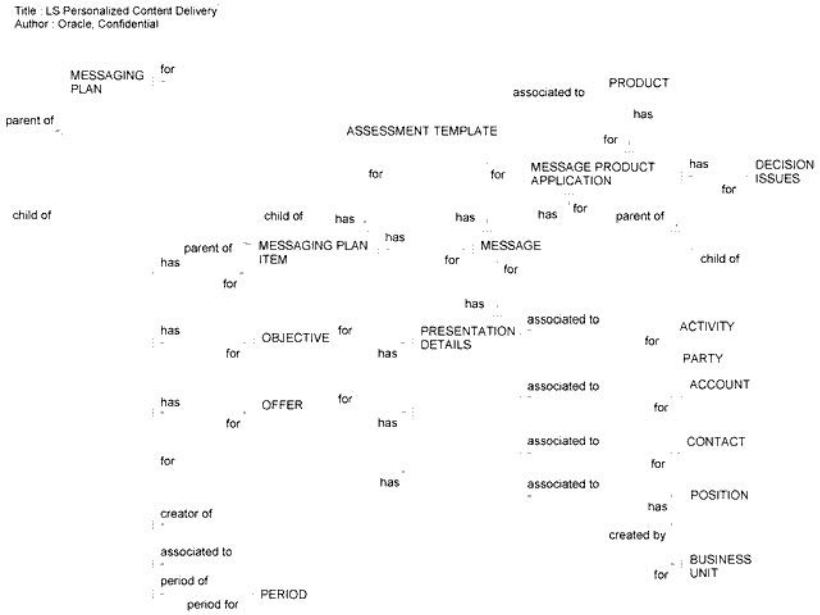
Personalized Content Delivery

The Personalized Content Delivery feature allows pharmaceutical sales representatives to deliver a sales communication to general practitioners and medical specialists using multimedia visualizations. This ERD (see the following figure) illustrates how a Message Plan is associated with Messages, Products Presentation Details and Party Entities such as Account, Contact, Position and Business Unit.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
ACCOUNT	S_PARTY, S_ORG_EXT
ACTIVITY	S_EVT_ACT, S_EVT_ACT_LSX
ASSESSMENT TEMPLATE	S_TMPL_PLANITEM
BUSINESS Unit	S_PARTY, S_BU

Entity	Table
CONTACT	S_PARTY, S_CONTACT
DECISION ISSUES	S_ISS
MESSAGE	S_LIT, S_LIT_LSX
MESSAGE PRODUCT APPLICATION	S_LIT_PROD_APPL
MESSAGING Plan	S_MSG_PLAN
MESSAGING Plan Item	S_MSGPLAN_ITM
OBJECTIVE	S_SRC
Offer	S_DMND_CRTN_PRG
Period	S_PERIOD
Position	S_PARTY, S_POSTN
PRESENTATION DETAILS	S_PCD_DETAIL
PRODUCT	S_PROD_INT



Public Sector Benefit Case Management

This ERD (see the following figure) illustrates how Benefit Case Management supports benefits determination and case-information verification, specifically:

- Eligibility Determination. Provides the capability to develop benefits plans that allow caseworkers to make eligibility changes in program rules that impact benefit disbursement while reducing the number of overpayments. The feature provides the ability to submit individual or household profiles to a rules engine for eligibility determination. Enhancements for Siebel 8.2 include Benefits Plan History, Lock Benefits, Reassess Circumstances, and Payment History.

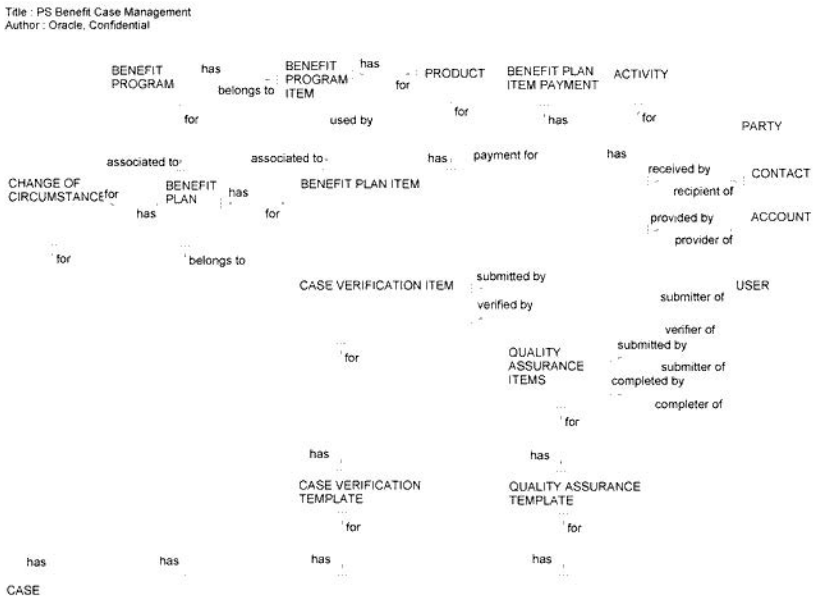
  This ERD illustrates that a Benefit Plan is created under a Benefit Program that consists of one or more Benefit Program Items. Benefit Program Items include one or more Products. A Benefit Plan also consists of Benefit Plan Items that are associated with a Recipient, provided by a Provider and associated with a Product. This ERD also shows that a Benefit Plan belongs to a Case and that a Case can have a Change of Circumstance which might or might not be associated with a Benefit Plan.
- Effective Dating. Allows the application to capture, store and output change history for an effective-dating enabled (ED-enabled) business component in terms of its field data as well as its relationship to other business components. Using the change history, the system can reconstruct data for a given point in time. Effective Dating is preconfigured for the Contact, Household and Income Business Components.
- Supporting Tasks. Helps a caseworker verify information during the intake process, where the caseworker uses the Public Sector application to document that the information was verified, how verification was accomplished and who verified the information. The caseworker performing quality assurance is presented with cases based upon random selection, queued, or high-risk profiles.

  As the ERD shows, a Case Verification Template is associated with a Case and can consist of one or more Case Verification Items. The Case Verification Template Items can be associated with a submitter and a verifier. This feature can also help a quality-assurance worker review cases following a checklist for adherence to standards and ensuring that each case is reviewed in the same way.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
ACCOUNT	S_PARTY, S_ORG_EXT
ACTIVITY	S_EVT_ACT
Benefit Plan	S_CASE_BNFTPLAN
Benefit Plan Item	S_BNFT_PLAN_ITM
Benefit Plan Item Payment	S_SRC_PAYMENT
Benefit Program	S_BNFT_PGM
Benefit Program Item	S_BNFT_PGM_ITM

Entity	Table
Case	S_CASE, S_CASE_PSX
Case VERIFICATION Item	S_ASSESS_ATTRIB
Case VERIFICATION TEMPLATE	S_TMPL_PLANITEM
CHANGE OF CIRCUMSTANCE	S_CASE_CHGOFCCM
CONTACT	S_PARTY, S_CONTACT
Party	S_PARTY
Product	S_PROD_INT
Quality Assurance Items	S_ASSESS_ATTRIB
Quality Assurance TEMPLATE	S_TMPL_PLANITEM
User	S_PARTY, S_CONTACT, S_USER



Public Sector Case Lead Management

This ERD (see the following figure) illustrates how an investigative lead is related to incident and case. It shows how a party, such as a person, organization, or group, becomes involved in the investigative lead, and the positions of team members assigned to work on it. This ERD also shows evidence/supporting documentation as the trigger of the investigative lead. The physical object used, location of the investigative lead, as well as the related activity, disease, and service request are shown. This ERD covers the features of applications received from users and their supporting documents as well as their visibility to various organizations.

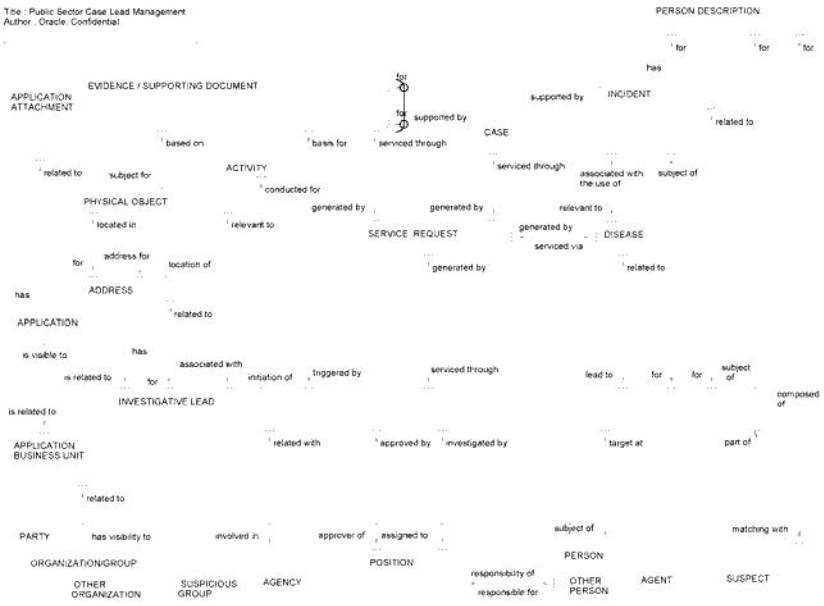
New features in 8.1 include:

- Submitted applications are reviewed on the Siebel side and information uploaded from the applications into Siebel objects such as case and contacts.
- Applications received from users/citizens for benefits, visa, immigration, and so forth are taken into account. The supporting documents for a given application, as well as any scanned images of the application, are stored in file systems. The visibility of an application to various organizations is also managed.
- Data from the application form, as filled out by the citizen or employee, is transferred to the Siebel application so that the agency has a historical record of the data as submitted at that point in time. Employees will then upload the application into the system. During the upload process, relevant data from the form(s) is imported into the appropriate Siebel contact, household and case records.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
INVESTIGATIVE CASE LEAD	S_CASE_LEAD
PARTY	S_PARTY
PERSON	S_CONTACT, S_USER, S_CONTACT_PSX
ORGANIZATION/GROUP	S_ORG_EXT, S_ORG_GRP_PSX
POSITION	S_POSTN
ADDRESS	S_ADDR_PER
SERVICE REQUEST	S_SRV_REQ
ACTIVITY	S_EVT_ACT
CASE	S_CASE, S_CASE_PSX
PHYSICAL OBJECT	S_ASSET

Entity	Table
DISEASE	S_DISEASE
EVIDENCE/SUPPORTING DOCUMENT	S_EVIDENCE
INCIDENT	S_INCIDENT
PERSON DESCRIPTION	S_SUBJECT
APPLICATION	S_PS_APPL
APPLICATION ATTACHMENT	S_PS_APPL_ATT
APPLICATION/BUSINESS UNIT VISIBILITY	S_PS_APPL_BU

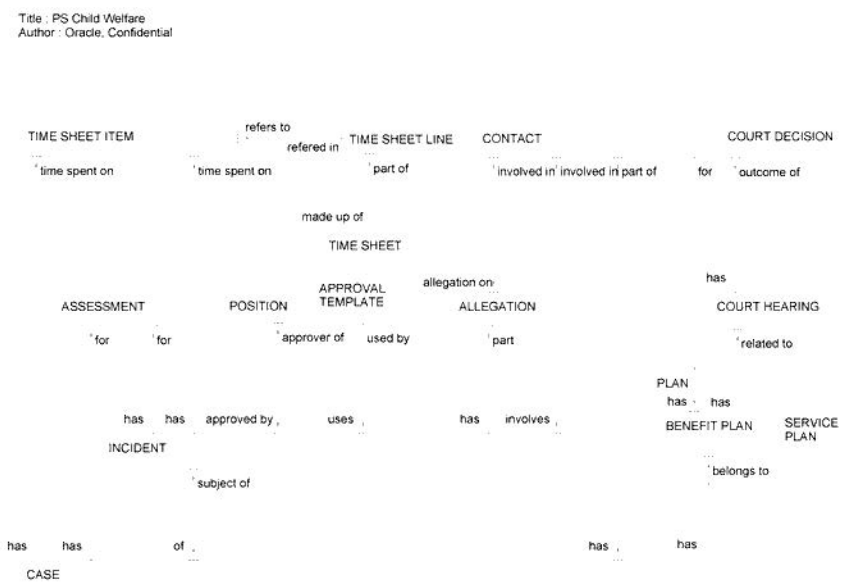


Public Sector Child Welfare

The Child Welfare feature addresses the intake and case management needs of social service agencies working to provide child welfare services. Intake, Screening Decision, Assessment Management, Court Processing Interface, and Service Plan Creation functions are included. As the ERD (see the following figure) depicts, a Case can have one or more Incidents and one or more Benefit Plans. An Incident can have multiple Assessments, can be approved by one or more Positions, can have one or more Contacts and uses an Approval Template. An Incident can also have one or more Allegations that can be allegations on one or more Contacts associated with the Incident. A Benefit Plan can have one or more Court Hearings and a Court Hearing can have one or more Court Decisions.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Allegation	S_ALLEGATION
Approval Template	S_APPR_TEMPLATE
Assessment	S_ASSESS
Benefit Plan	S_CASE_BNFTPLAN
Case	S_CASE, S_CASE_PSX
Contact	S_CONTACT, S_PARTY
Court Decision	S_COURT_DECISN
Court Hearing	S_EVT_ACT
Incident	S_INCIDENT
Position	S_POSTN, S_PARTY
Service Plan	S_CASE_BNFTPLAN
Time Sheet	S_TMSHT
Time Sheet Item	S_TMSHT_ITEM
Time Sheet Line	S_TMSHT_LN

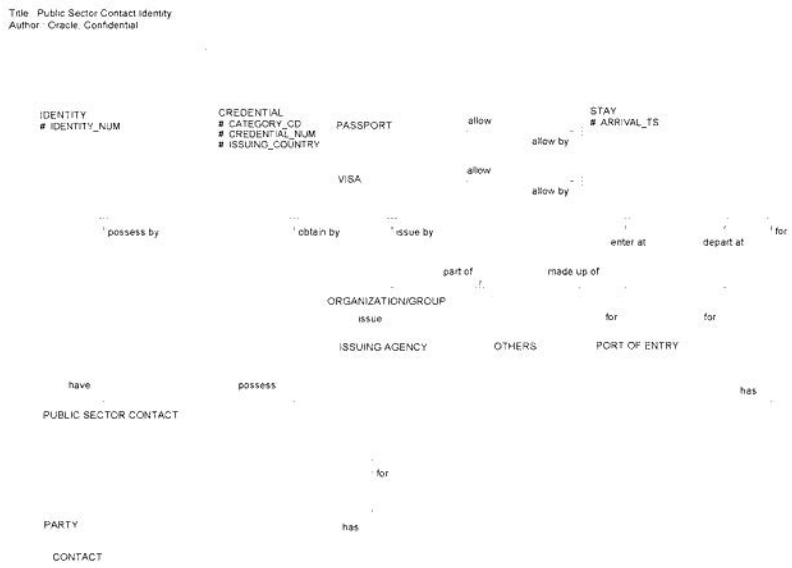


Public Sector Contact Identity

Public Sector Contact Identity (see the following figure) allows you to track the identity of an individual, including personal attributes, marital status changes, place of residence, and so on over time so that the responsible organization can react swiftly to the legality of the individual. Public Sector Contact Identity also tracks the entry and departure information of the individual into and out of the country. Public Sector Contact Identity is used mainly for the purposes of homeland security.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
IDENTITY	S_PS_IDENTITY
CREDENTIAL	S_PS_CREDENTIAL
STAY	S_PS_STAY_LOG
PUBLIC SECTOR CONTACT	S_PS_CONTACT
ORGANIZATION/GROUP	S_ORG_EXT, S_BU
PARTY, CONTACT	S_PARTY, S_CONTACT



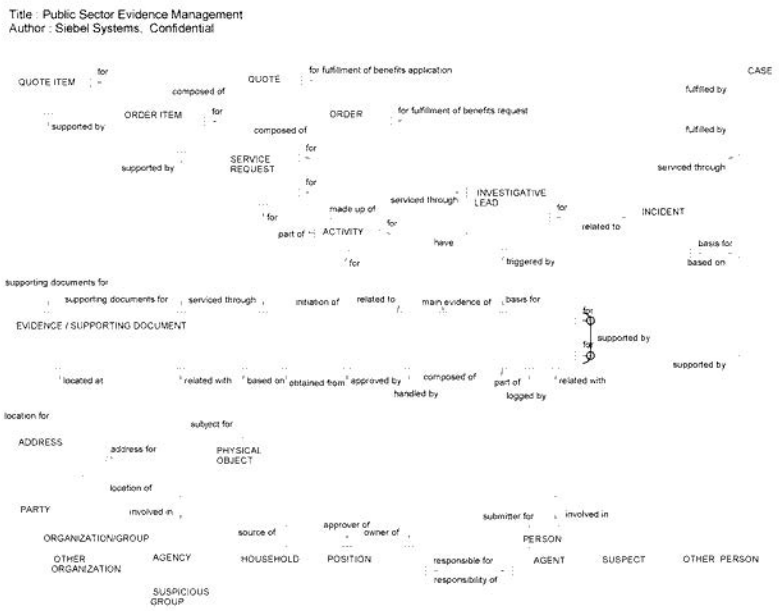
Public Sector Evidence Management

This ERD (shown in the following figure) illustrates how evidence and supporting documents are related to the incident and case and acts as the trigger of the investigative lead. It shows how a party, such as a person, organization, or group, is included in the evidence and supporting documents. The ERD describes the positions of team members assigned to handle the incident and approve the documents. This ERD also shows how the items are supported by the documents. The location of the incident, physical object used in the incident, as well as the activity and service request related to the evidence are shown.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
EVIDENCE/SUPPORTING DOCUMENT	S_EVIDENCE
PARTY	S_PARTY
PERSON	S_CONTACT, S_USER
ORGANIZATION/GROUP	S_ORG_EXT
POSITION	S_POSTN
ADDRESS	S_ADDR_PER
PHYSICAL OBJECT	S_ASSET

Entity	Table
QUOTE ITEM	S_QUOTE_ITEM
ORDER ITEM	S_ORDER_ITEM
QUOTE	S_DOC_QUOTE
ORDER	S_ORDER
SERVICE REQUEST	S_SRV_REQ
ACTIVITY	S_EVT_ACT
INVESTIGATIVE LEAD	S_CASE_LEAD
INCIDENT	S_INCIDENT
CASE	S_CASE



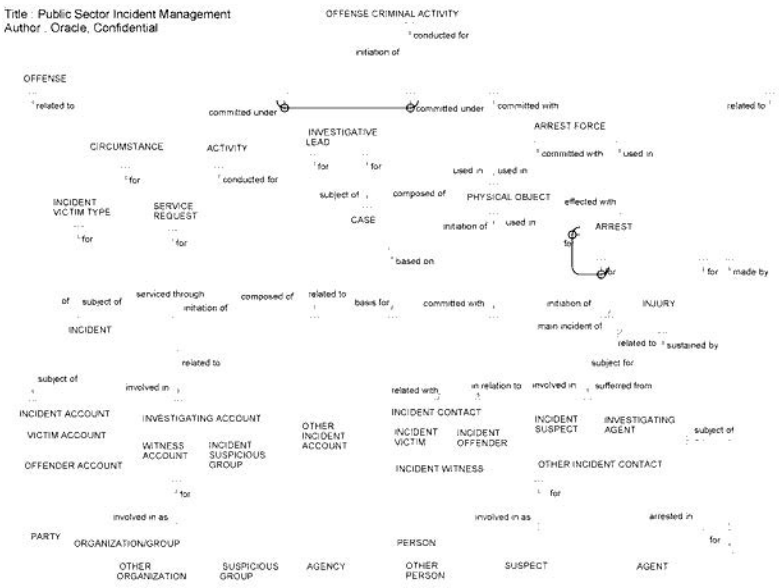
Public Sector Incident Management

This ERD (see the following figure) illustrates how an incident is related to investigative lead and case. It shows how a party, such as a person, organization, or group, becomes involved in the incident in different roles such as victim,

offender, witness, suspect, or owner of the incident. It includes the offense committed and any arrest initiated by the incident or case. The physical object used in the offense, arrest, and incident, as well as the activity and the service request related with the incident, are also shown.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
INCIDENT	S_INCIDENT
PARTY	S_PARTY
PERSON	S_CONTACT, S_USER
ORGANIZATION/GROUP	S_ORG_EXT
INCIDENT ACCOUNT	S_INCIDNT_ACCNT
INCIDENT CONTACT	S_INCIDENT_CON
INJURY	S_INCTCON_INJRY
INCIDENT VICTIM TYPE	S_INCDNT_VCTMTP
CIRCUMSTANCE	S_CIRCUMSTANCE
SERVICE REQUEST	S_SRV_REQ
ACTIVITY	S_EVT_ACT
INVESTIGATIVE LEAD	S_CASE_LEAD
CASE	S_CASE
PHYSICAL OBJECT	S_ASSET
ARREST	S_ARREST
ARREST FORCE	S_ARREST_FORCE
OFFENSE	S_OFFENSE
OFFENSE CRIMINAL ACTIVITY	S_OFFENSE_ACT



Public Sector Service Provider and Referral Management

The Service Provider and Referral Management feature allows social service agencies to locate service providers and manage the referral process. Features include Service Provider Information Management, Service Provider Contract Management, Service Provider Transaction Management, Service Provider Portal, Service Provider Portal Resource and Inventory Control, Service Provider Locator, Service Provider Referral and Benefits Administration.

This ERD (see the following figure) illustrates that Service Providers can have a Profile, be the subject of Contracts and own Assets. Contracts consist of Contract Items for Products that are made into Asset instances. Benefit Plans with Benefit Plan Items can be associated with a Case. Benefit Plan Items are also associated with a Product and a Service Provider who provides the Benefit. A Benefit Plan is created under a Benefit Program that consists of Benefit Program Items. Each Benefit Plan Item is associated with a Product and can have one or more Orders (created as part of Referral) that are serviced by Service Providers and are composed of Order Items. Order Items are associated with the Product, which is also associated with the related Benefit Plan Item.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Benefit Fund	S_BNFT_FUND
Benefit Plan	S_CASE_BNFTPLAN
Benefit Plan Item	S_BNFT_PLAN_ITM, S_BNFT_PLNIT_XA
Benefit Plan Item Payment	S_SRC_PAYMENT

Entity	Table
Benefit Program	S_BNFT_PGM
Benefit Program Item	S_BNFT_PGM_ITEM
Case	S_CASE, S_CASE_PSX
Contract Header	S_DOC_AGREE
Contract Item	S_AGREE_ITEM
Internal Product or Service	S_PROD_INT
Order	S_ORDER, S_ORDER_PSX
Order Line Item	S_ORDER_ITEM
Other Organization	S_ORG_EXT, S_PARTY
Party	S_PARTY
Service Provider Profile	S_ORG_EXT_ATTR, S_ORG_EXT_LANG
Service Provider	S_ORG_EXT, S_ORG_EXT_PSX, S_PARTY



Real-Time Scheduler Integration

In a typical field service scenario, technicians are sent to a customer's location to do a job such as performing an installation, upgrade, or repair. Real-Time Scheduler is an external application that performs the scheduling ERD (see the following figure). Scheduling involves matching an available service technician with a job or service request. Each job includes a set of necessary skills. For example, installation of a set-top box might require a skill, such as training in electrical wiring. Each technician has a distinct set of skills. The job of the scheduler is to find the best technician who is available and has the necessary skills to perform the job.

The following information is mastered and stored in the Siebel application:

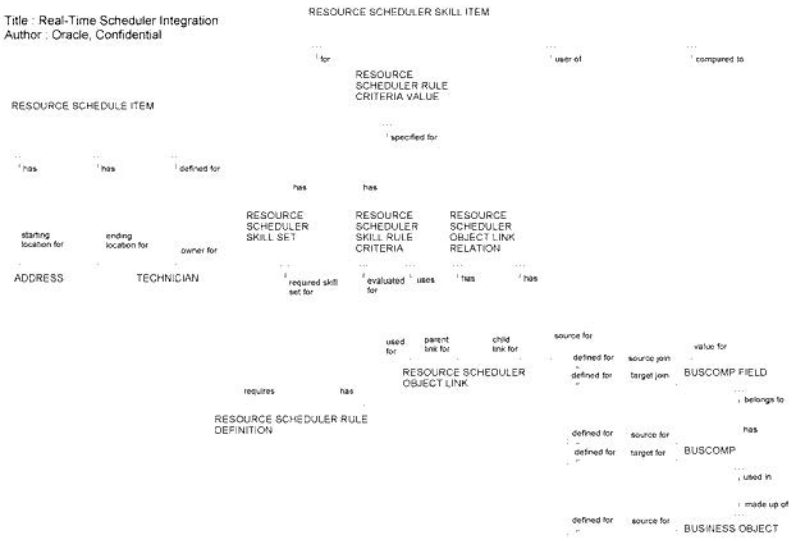
- Technician details (name, phone number, and so on.)
- Technician schedule and availability
- Technician skill set
- Job details
- Job skills (skills required to accomplish the job)
- Service requests for jobs

Real-Time Scheduler can use the above information to prepare a schedule that contains a timetable for each technician. To enable this, the Siebel application must use the Real-Time Scheduler Web service to pass the skills needed to do the job to the Real-Time Scheduler.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Address	S_ADDR_PER
Buscomp	S_BUSCOMP
Buscomp Field	S_FIELD
Business Object	S_BUSOBJ
Resource Scheduler Rule Criteria Value	S_RS_CRIT_VAL
Resource Scheduler Object Link	S_RS_OBJ_LNK
Resource Scheduler Object Link Relation	S_RS_OBJLNK_REL
Resource Scheduler Skill Rule Criteria	S_RS_RULE_CRIT
Resource Scheduler Rule Definition	S_RS_RULE_DEF
Resource Schedule Item	S_RS_SCHD_EVENT

Entity	Table
Resource Scheduler Skill Item	S_RS_SKILL_ITM
Resource Scheduler Skill Set	S_RS_SKILL_SET
Technician	S_USER

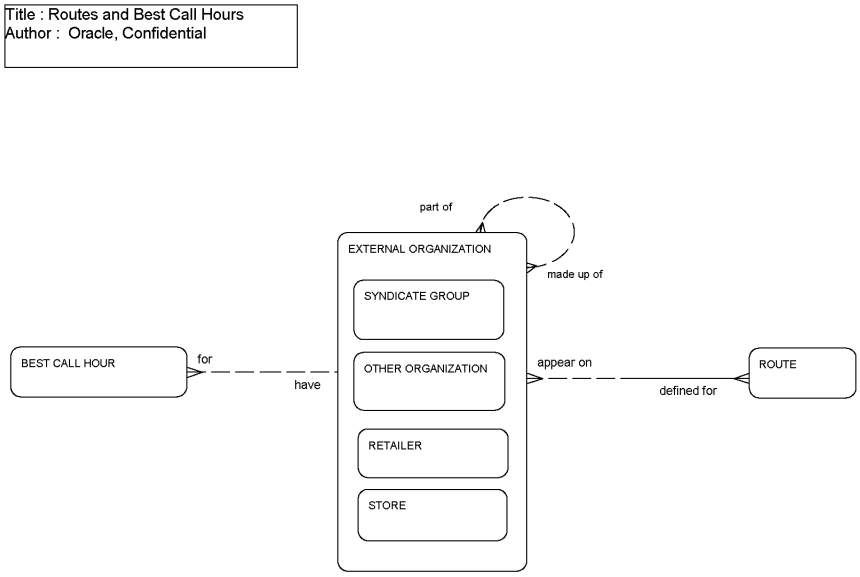


Routes and Best Call Hours

This ERD (see the following figure) illustrates how the Siebel Consumer Goods application supports the use of best call hours in the context of retail execution. Simply stated, each external organization or retailer, is part of one or multiple routes which are predefined logical groupings of stores. These routes exist for the purpose of facilitating the visit execution of a mobile field force. To coordinate the most logical order in which these external organizations should be visited, each includes a coordinating best call hour that specifies the time(s) at which the retailer should be visited.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Best Call Hour	S_BEST_CALL_HRS
Organization External	S_ORG_EXT, S_PARTY
Route	S_ACCNTRT



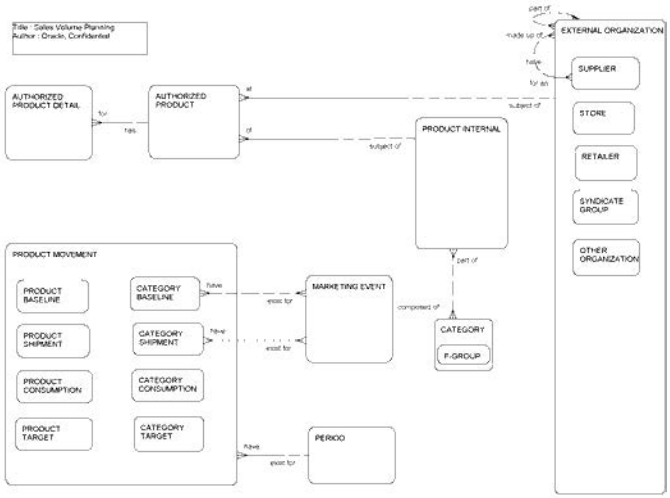
Sales Volume Planning

This ERD (see the following figure) illustrates how Siebel Business applications (Consumer Goods) support sales volume planning (SVP). A sales volume plan is the targeted sales volume (cases or currency) for a period. This volume is calculated based on historical data within a period. Algorithms used to calculate the SVP could be a flat percentage change over a period, or it could be a trended volume. While planning, an authorized employee can allocate down an account, or an account product category tree. Prior to allocating, historical data must be aggregated up these trees. After the initial aggregation, allocation and aggregation can occur any number of times until the plan is committed or until historical data within the plan's period is entered into the application.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Authorized Product	S_ORG_PROD
Authorized Product Detail	S_ORG_DIST_LST
Category	S_CTLG_CAT
Category Baseline	S_CG_CAT_BASELN
Consumption Category	S_CG_CAT_CONSUM
Employee	S_CONTACT, S_PARTY
External Organization	S_ORG_EXT, S_PARTY

Entity	Table
Internal Product	S_PROD_INT
Marketing Event	S_SRC
Period	S_PERIOD
Planned Volume	S_PROD_BASELINE, S_CG_CAT_BASELN, S_PROD_TARGET, S_CG_CAT_TARGET
Product Baseline	S_PROD_BASELINE
Product Consumption	S_PROD_CONSUME
Product Line	S_PROD_LN
Product Shipment	S_PROD_SHIPMENT
Product Target	S_PROD_TARGET
Sales Volume Planning Action	S_CG_SVP_ACTION
Shipment Category	S_CG_CAT_SHIP
Target Category	S_CG_CAT_TARGET



Sample Management

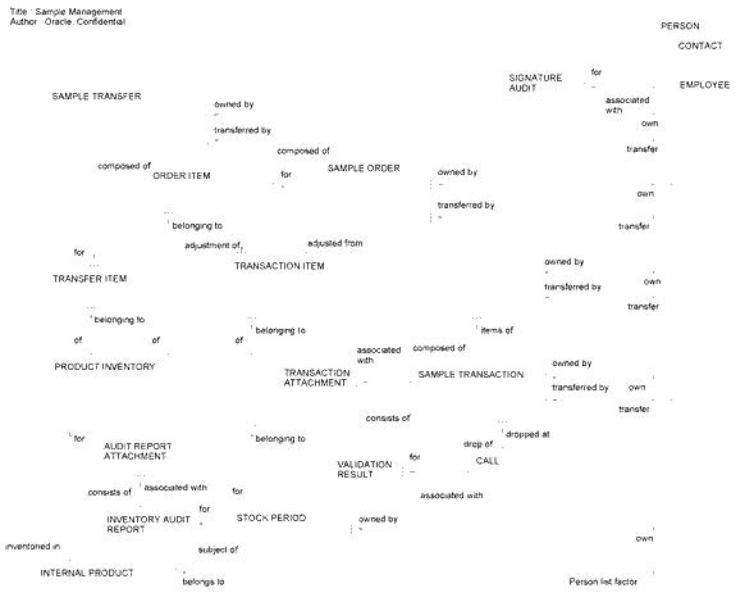
This ERD (see the following figure) illustrates how product samples can be tracked in inventory. Inventory is for a particular employee and for a specified period. All transactions involving samples such as disbursement, shipments, and sample orders can be tracked and each active inventory period can be reconciled after a physical inventory count.

Use of samples for product promotion by pharmaceutical companies around the world is governed by local country legislation. The Life Science Sampling, Sample Management and Compliance feature details requirements for sample management and compliance processes in a pharmaceutical company to ensure that the company's processes comply with regulations. Sample Audit and Compliance Administration functionality enables companies to adhere to government guidelines.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Audit Report Attachment	S_INVADTRPT_ATT
Call	S_EVT_ACT
Contact	S_CONTACT, S_PARTY
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Internal Product	S_PROD_INT
Inventory Audit Report	S_INV_AUDIT_RPT
Order Item	S_SMPL_TXN_ITEM
Person	S_CONTACT, S_PARTY, S_USER
Product Inventory	S_STOCK_EMP
Sample Order	S_SAMPLE_TXN
Sample Transaction	S_SAMPLE_TXN
Sample Transfer	S_SAMPLE_TXN
Signature Audit	S_EMP_AUDITSIGN
Stock Period	S_STK_PERD_EMP

Entity	Table
Transaction Attachment	S_SMPL_TXN_ATT
Transaction Item	S_SMPL_TXN_ITEM
Transfer Item	S_SMPL_TXN_ITEM
Validation Result	S_VALDN_RESULT



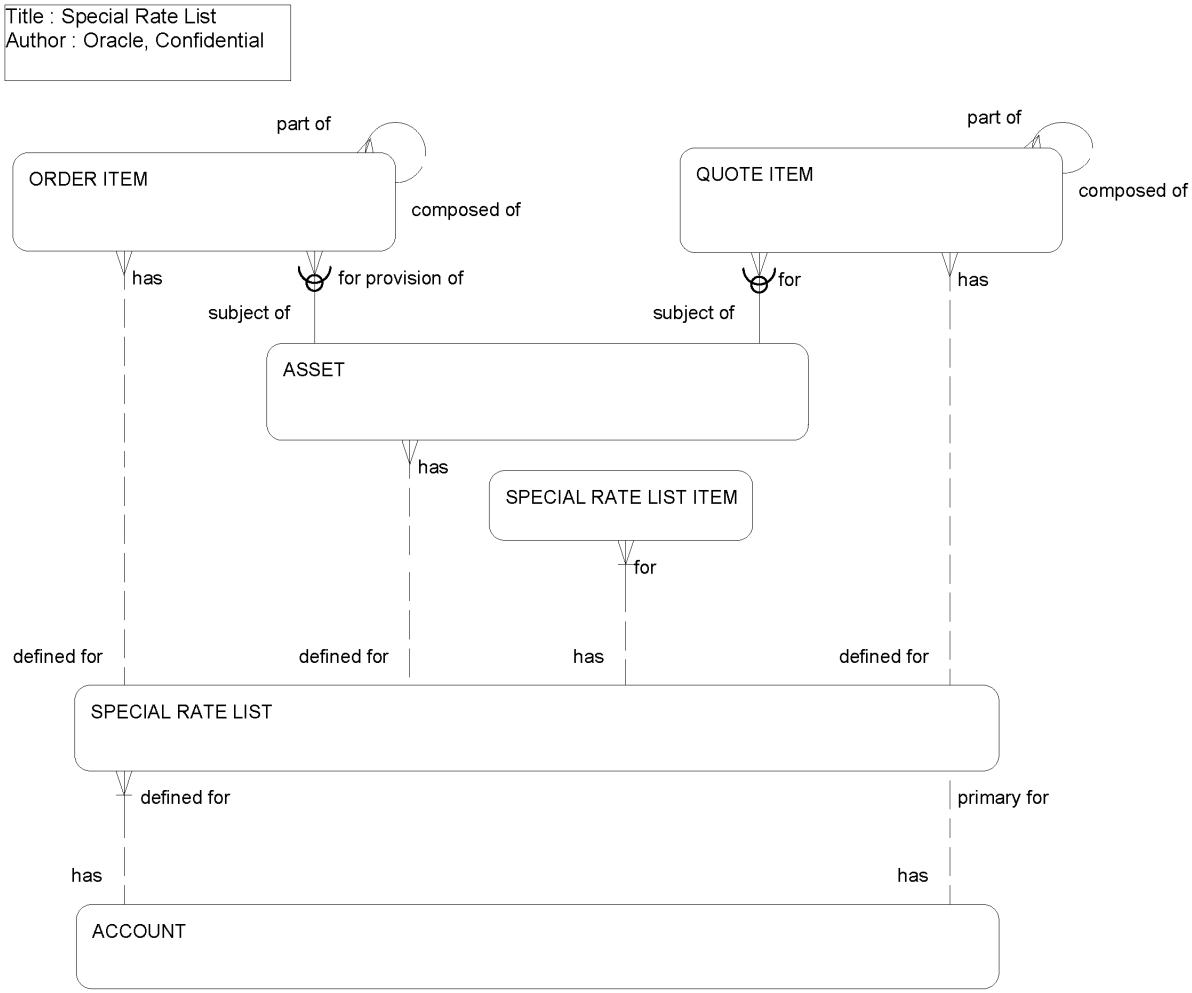
Special Rate List

Special Rate List (see the following figure) is a list of phone numbers, country codes, area codes, and so on, to be used for special rates in telephone rate plans. This list is defined for a telephone user account in the communications industry. This special rate list is subsequently used in quotes and orders for the customer in relation to the telephone owned by the customer.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Asset	S_ASSET
Order Item	S_ORDER_ITEM

Entity	Table
Quote Item	S_QUOTE_ITEM
Special Rate List	S_SPL_RATE_LST
Special Rate List Item	S_SPL_RATE_ITEM

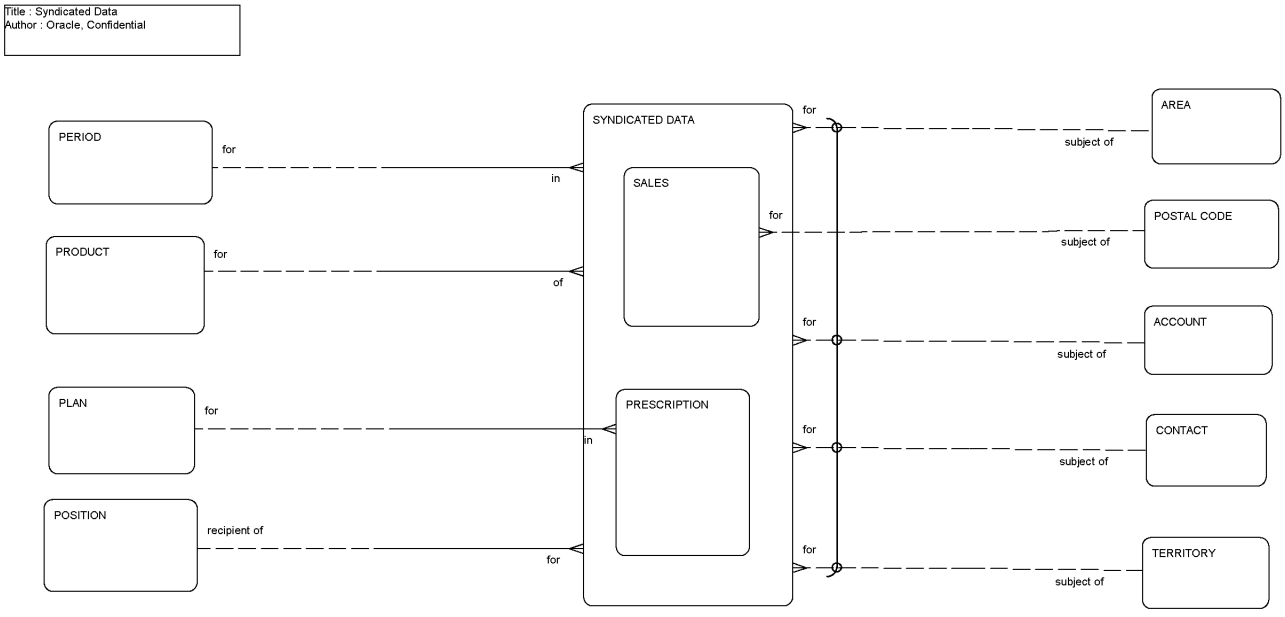


Syndicated Data

This ERD (see the following figure) illustrates how the syndicated data (sales and prescription information) is associated with a period, plan, account, contact, postal code, territory, and area.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT, S_PARTY
Contact	S_CONTACT, S_PARTY
Period	S_PERIOD
Plan	S_INS_PLAN
Position	S_POSTN, S_PARTY
Postal Code	S_ZIPCODE
Product	S_PROD_INT
Region	S_REGION
Syndicated Data	S_SYND_DATA
Territory	S_ASGN_GRP

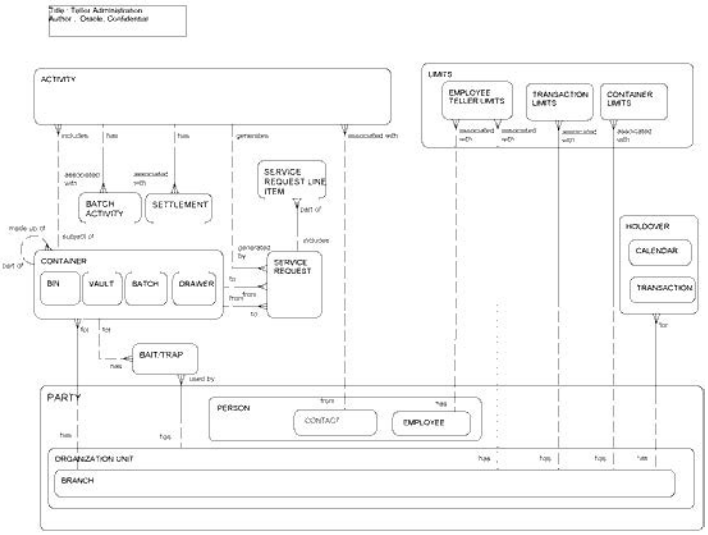


Teller Administration

This ERD (see the following figure) illustrates how Siebel Financial Services supports the administration of a tellers activities at a financial institution branch. A set of employee, transaction, and container limits are defined for each branch, as well as a multiple containers. Each teller is associated with a set of containers, where they execute different activities and service requests for the customer.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Activity	S_EVT_ACT
Activity Batch	S_FN_ACT_BATCH
Activity Settle	S_FN_ACT_SETTL
Bait	S_FN_BAIT
Contact	S_CONTACT, S_PARTY
Container	S_FN_CONTAINER
Container Limits	S_FNCONTNR_LMTS
Employee	S_EMP_PER, S_CONTACT, S_PARTY
Employee Teller Limits	S_EMP_TLR_LMTS
Holdover	S_FN_TXN_HLDVR, S_FN_HLDVR_CTF
Organization Unit	S_ORG_EXT, S_PARTY
Person	S_CONTACT, S_PARTY
Service Request	S_SRV_REQ
Transaction Limits	S_FN_TXN_LMTS



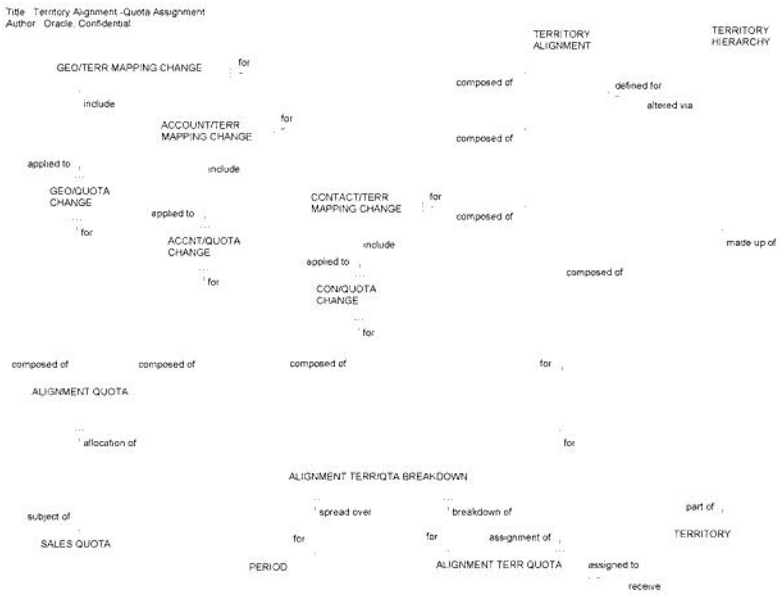
Territory Alignment–Quota Assignment

This ERD (see the following figure) shows how to set up territory alignment to determine whether the results of quota assignments are as expected. It covers assigning quotas to alignments, breaking these assignments down by contacts, accounts, regions, or ZIP codes and changes included in a given alignment.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Sales Quota	S_SLS_QUOTA
Territory	S_TERRITORY
Alignment Terr Quota	S_ALGN_QTA_TERR
Alignment Terr/Qta Breakdown	S_ALGN_QT_BRKDN
Period	S_PERIOD
Alignment Quota	S_TERRALGN_QTA
Territory Alignment	S_TERRALGN
Contact/Terr Mapping Change	S_TERRALGN_CON
Con/Quota Change	S_ALGN_QTA_CON

Entity	Table
Account/Terr Mapping Change	S_TERRALGN_ACCT
Accnt/Quota Change	S_ALGN_QTA_ACCT
Geo/Terr Mapping Change	S_TERRALGN_REGN, S_TERRALGN_ZIP



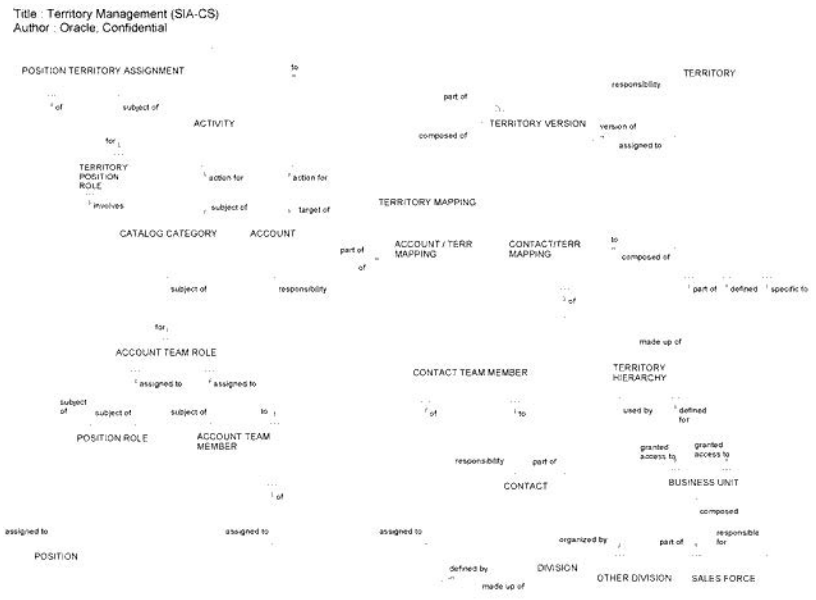
Territory Management - Consumer Sector

This ERD (see the following figure) shows how multiple representatives can call on the same account to carry out different roles on a regular basis. The Territory Management module within Siebel Consumer Goods supports a system for creating territories and modifying them to meet the needs of the consumer goods industry.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Account Team Member	S_ACCNT_POSTN
Account Team Role	S_ACCNT_POSROLE
Account/Terr Mapping	S_TERR_ACCNT
Activity	S_EVT_ACT

Entity	Table
Business Unit	S_BU
Catalog Category	S_CTLG_CAT
Contact	S_CONTACT
Contact Team Member	S_POSTN_CON
Contact/Terr Mapping	S_TERR_CON
Division	S_ORG_EXT
Position	S_POSTN
Position Territory Assignment	S_TERR_POSITION
Position Role	(LOV type TERR_POSITION_ROLE)
Territory	S_TERRITORY
Territory Hierarchy	S_TERR_HIER
Territory Position Role	S_TERR_POS_ROLE
Territory Version	S_TERRHIER_NODE



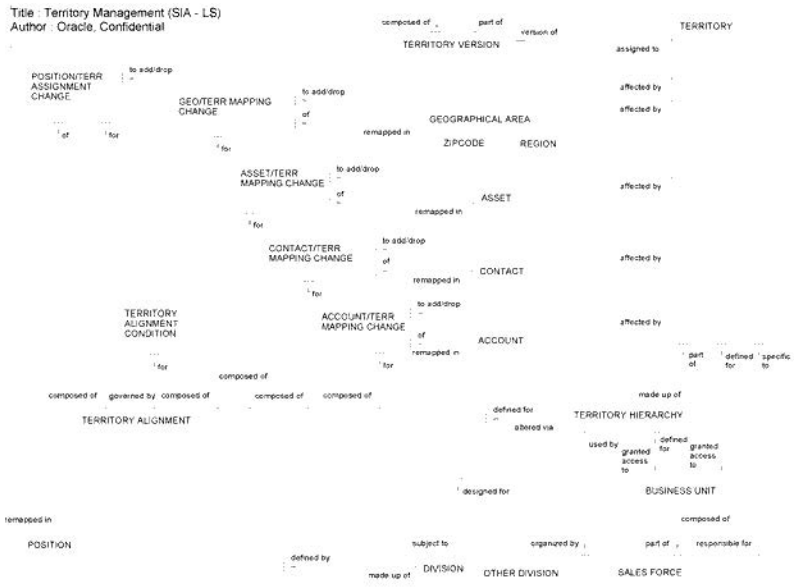
Territory Management - Life Sciences

For Life Science companies, a key business process is territory alignment (sales force alignment). This ERD (see the following figure) illustrates how territory alignments can be defined encompassing territories, sales representatives, business rules, territory roll-ups, and so on. Historical alignments can be maintained for reference and comparison. Future alignments can be staged and analyzed concurrently, thus facilitating simultaneous evaluation of multiple strategies for a sales force.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Account	S_ORG_EXT
Account/Terr Mapping Change	S_TERRALGN_ACCT
Asset	S_ASSET
Asset/Terr Mapping Change	S_TERRALGN_AST
Business Unit	S_BU
Contact	S_CONTACT
Contact/Terr Mapping Change	S_TERRALGN_CON
Division	S_ORG_EXT

Entity	Table
Geo/Terr Mapping Change	S_TERR_REGION, S_TERR_ZIP
Position	S_POSTN
Position Territory Assignment Change	S_TERRALGN_PSTN
Region	S_REGION
Territory	S_TERRITORY
Territory Alignment	S_TERRALGN
Territory Alignment Condition	S_TERRALGN_COND
Territory Hierarchy	S_TERR_HIER
Territory Version	S_TERRHIER_NODE
Zipcode	(None)



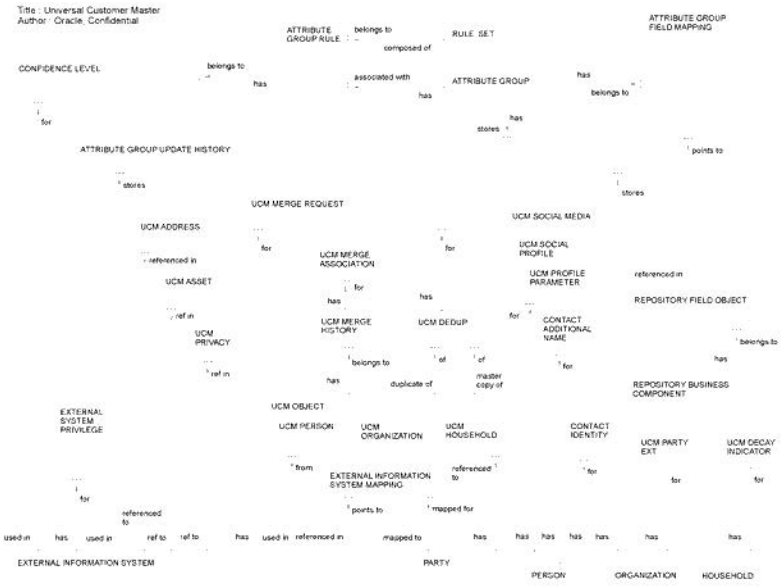
Universal Customer Master

This ERD (see the following figure) illustrates how Universal Customer Master works with external applications and the Siebel application. This ERD also shows the UCM engine schematics including the survivorship rule set and its relationship with repository-based information, UCM objects, and operations such as deduplication, merge, and history of changes.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Attribute Group	S_UCM_ATGP
Attribute Group Field Mapping	S_UCM_ATGP_FLD
Attribute Group Rule	S_UCM_ATGP_RULE
Attribute Group Update History	S_UCM_CON_ATGP, S_UCM_ORG_ATGP, S_UCM_OGP_ATGP
Confidence Level	S_UCM_CONF_LVL
Contact Additional Name	S_CONTACT_NAME
Contact Identity	S_CON_IDNTY_DOC
External Information System	S_CIF_EXT_SYST
External Information System Mapping	S_CIF_CON_MAP, S_CIF_ORGRP_MAP, S_CIF_ORG_MAP
External System Privilege	S_CIF_SYS_DTL
Named Hierarchy	S_DYN_HRCHY
Named Hierarchy Account	S_DYN_HRCHY_REL
Rule Set	S_UCM_RULE_SET
UCM Address	S_UCM_ADDR_PER
UCM Asset	S_UCM_ASSET
UCM Child Object	S_UCM_CON_CHILD, S_UCM_OGP_CHILD, S_UCM_ORG_CHILD

Entity	Table
UCM Decay Indicator	S_UCM_CON_DECAY, S_UCM_ORG_DECAY
UCM Deduplication	S_UCM_DEDUP
UCM Merge Association	S_UCM_MRG_ASSOC
UCM Merge History	S_UCM_CON_MERGE, S_UCM_ORG_MERGE, S_UCM_ORGRP_MRG
UCM Merge Request	S_UCM_MERGE_REQ
UCM Named Hierarchy	S_UCM_HRCHY
UCM Named Hierarchy Account	S_UCM_HRCHY_REL
UCM Object	S_UCM_CONTACT, S_UCM_ORG_EXT, S_UCM_ORGGRP
UCM Party Ext	S_PARTY_UCMX, S_CONTACT_UCMX
UCM Privacy	S_UCM_PRIVACY
UCM Social Media Profile of Contacts	S_UCM_CN_SMPROF, S_CONSMPROF_UPD, S_CIF_SMPROFMAP
UCM Social Media Profile Attribute of Contacts	S_UCM_CN_SMATTR, S_CIF_SMATTRMAP



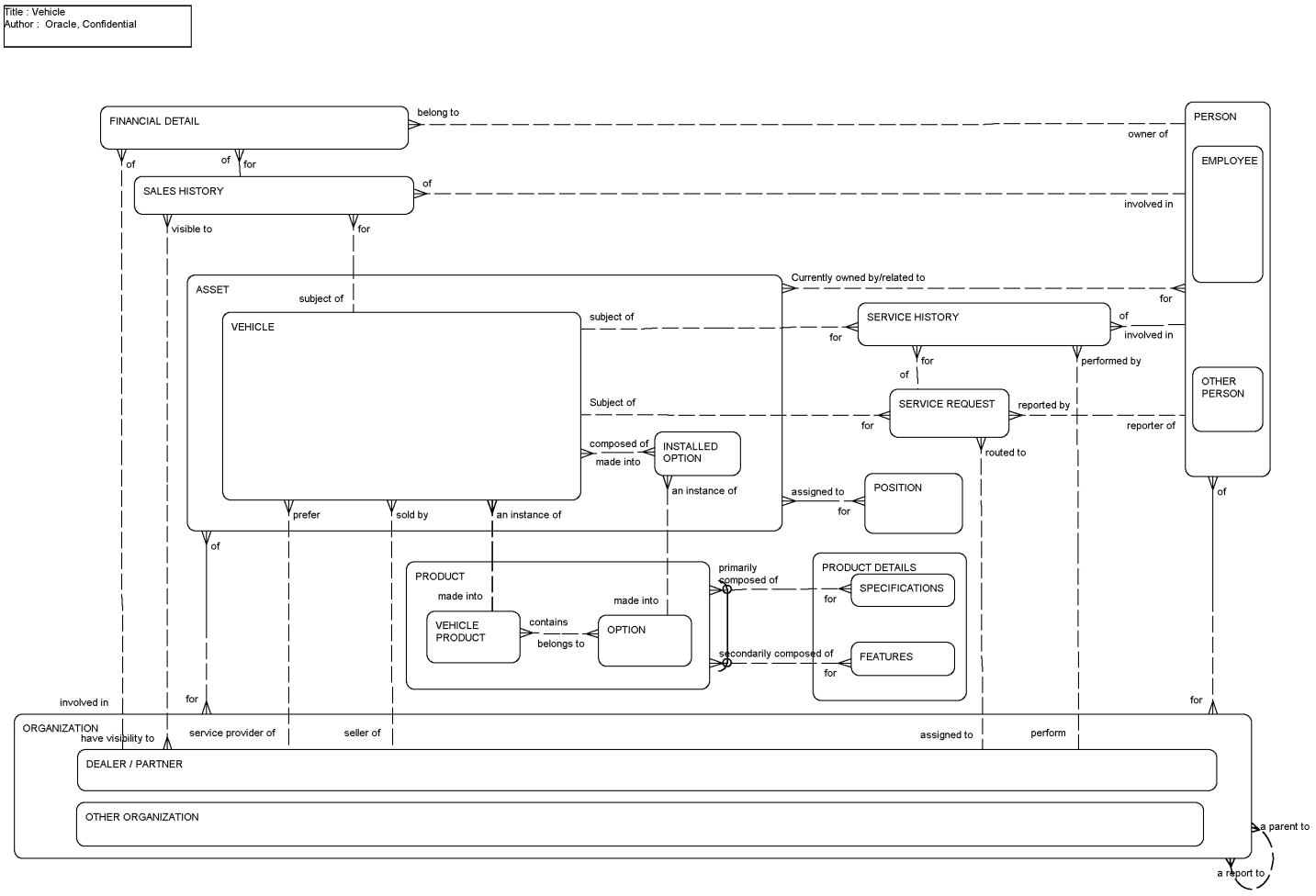
Vehicle

This ERD (see the following figure) illustrates how Siebel Automotive tracks the configuration and relationships associated with a vehicle. Vehicles represent a physical asset based on a product that can be related to one or more contacts, organizations, accounts, and positions. In addition to the attributes inherited from the product upon which it is based, a vehicle can also have one or more options (also products) associated with it. A vehicle's sales history, financial detail, service history and service requests can be tracked through its life cycle.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Contact	S_CONTACT, S_PARTY
Dealer	S_ORG_EXT, S_PARTY
Features	S_PROD_SPEC
Financial Detail	S_VHCL_FIN_DTL
Installed Option	S_ASSET_REL
Option	S_PROD_REL

Entity	Table
Position	S_POSITION, S_PARTY
Product	S_PROD_INT
Product Features	S_PROD_SPEC
Sales History	S_VHCL_SALES
Service History	S_VHCL_SRV
Service Request	S_SRV_REQ
Specifications	S_PROD_SPEC
Vehicle	S_ASSET, S_ASSET_ATX
Vehicle Product	S_PROD_INT



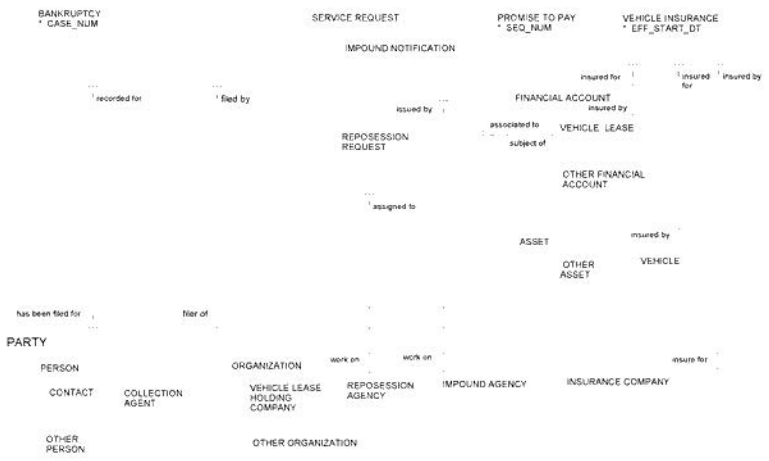
Vehicle Collection

This ERD (see the following figure) illustrates how the Siebel application helps an automotive captive finance company deploy collections processes. Relevant information includes that a customer's car can be impounded by a government agency, or a customer might abandon the car during the life cycle of vehicle ownership. Captive Finance allows the capture of multiple promises to pay (PTPs) for a given account. When the customer breaks a promise to pay, a Service Request is created for an impound, a repossession, or a cure process.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Bankruptcy	S_BANKRUPTCY, S_BK_PARTY
Service Request	S_SRV_REQ, S_SRV_REQ1_FNX
Promise to Pay	S_CF_PTP

Entity	Table
Party	S_PARTY, S_ORG_EXT, S_CONTACT, S_USER
Asset, Financial Account	S_ASSET
Vehicle Insurance	S_CF_INSURANCE



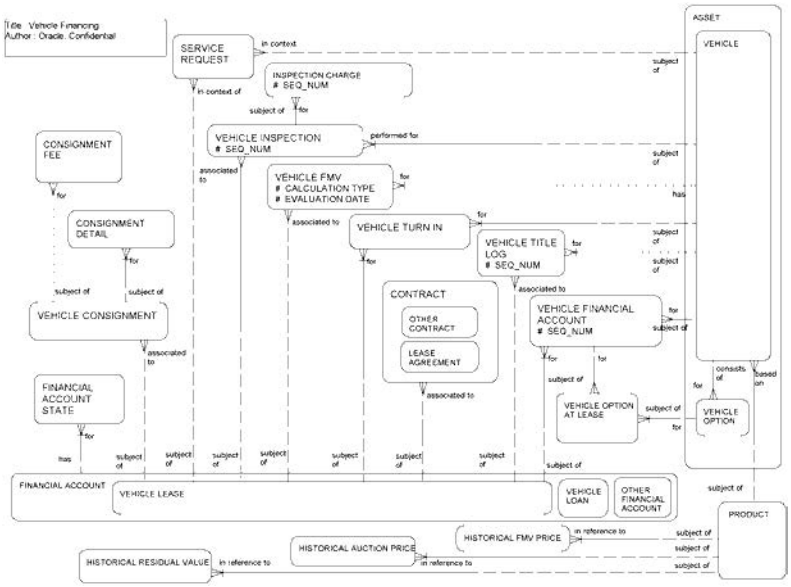
Vehicle Financing

Asset financing (see the following figure) refers to the niche area of capital financing where an asset is converted into a working cash flow in exchange for a security interest in the asset. For example, an auto dealer might offer a customer a lease option, where the customer pays a fixed monthly charge in exchange for using the vehicle for a predetermined period of time. In this form of leasing, the lessee has the right to use the vehicle, but does not own the vehicle. The lessee pays an up-front cost and pays monthly payments to get the right to use the vehicle. At the end of the lease, the lessee usually has several options: to buy the vehicle or pay the end-of-lease cost and walk away. The lessor must now deal with remarketing the vehicle. The lessor can lease it to another lessee or auction the vehicle to dealers or consumers.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Asset	S_ASSET
Contract	S_DOC_AGREE
Financial Account	S_ASSET
Financial Account State	S_FN_ACCNT_STAT

Entity	Table
Historical Auction Price	S_VHCL_AUC_REF
Historical FMV Price	S_VHCL_FMV_REF
Historical Residual Value	S_VHCL_RSDL_REF
Product	S_PROD_INT
Service Request	S_SRV_REQ
Vehicle Consignment	S_VHCL_CNSGNMNT
Vehicle Consignment Details	S_VHCL_CNSGNDTL
Vehicle Consignment Fees	S_VHCL_CNSGNFEE
Vehicle FMV	S_VHCL_FMV
Vehicle Inspection	S_VHCL_INSPCTN
Vehicle Inspection Charges	S_VHCL_INSPCHRG
Vehicle Option at Lease	S_FNACC_AST_OPT
Vehicle Title Log	S_VHCL_TITLELOG
Vehicle Turn In	S_VHCL_TURN_IN



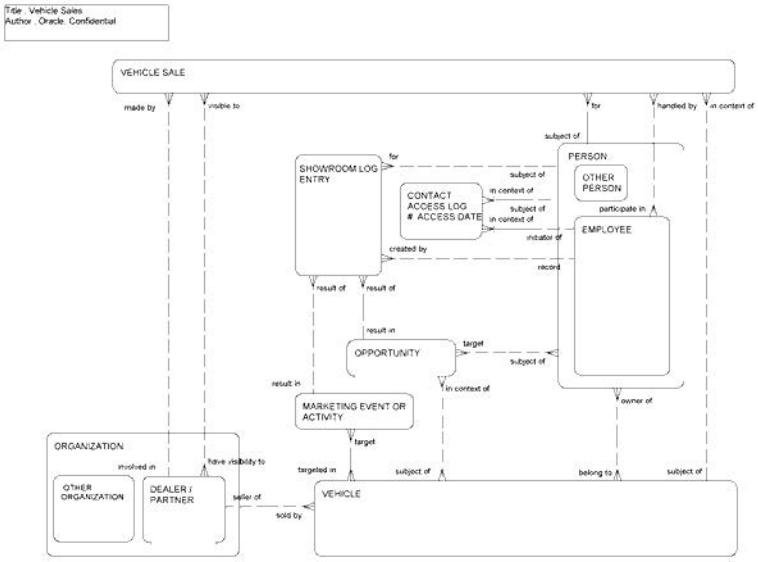
Vehicle Sales

This ERD (see the following figure) illustrates the vehicle sales process at automotive dealerships. A prospective buyer could come into a dealership as a result of a marketing activity by the dealership such as an advertisement campaign, direct mailer, and so on. This could result in an opportunity to sell a vehicle to the prospective buyer. A showroom log entry is created by a sales representative to record the visit of the prospective buyer. The sales representative could call and pursue the opportunity with the prospect. If the vehicle is sold, the sale is recorded with the team of sales representatives involved in the sale. The sale data could be made visible to affiliated dealerships.

The following table lists the entities in this ERD and their corresponding tables.

Entity	Table
Contact Access Log	S_CON_ACCSS_LOG
Employee	S_EMP_PER, S_CONTACT, S_USER
Marketing Event or Activity	S_SRC
Opportunity	S_OPTY, S_OPTY_ATX
Organization	S_ORG_EXT, S_BU
Person	S_CONTACT, S_CONTACT_ATX, S_CONTACT_BU
Showroom Log Entry	S_COMM_LOG
Vehicle	S_ASSET, S_ASSET_ATX

Entity	Table
Vehicle Sale	S_VHCL_SALES, S_VHCL_SALES_BU, S_VHCL_SALE_EMP



3 Siebel Physical Model

Siebel Physical Model

This chapter describes the Siebel physical model, which encompasses the tables, their columns, and their indexes. It covers the following topics:

- *Data Model Naming Conventions*
- *Data Model Type Definitions*
- *Columns of Numeric Physical Type*
- *Siebel System Fields*
- *INTEGRATION_ID Columns*
- *Include Only Field*
- *Siebel Repository*
- *Database Schema Version*
- *Limit Checking for Data Types*
- *Validating the Siebel Schema*
- *Party Model Unifies Access to Data*
- *Generating a Report about Tables*

Data Model Naming Conventions

This topic describes the following conventions:

- *Table Naming Conventions*
- *Index Naming Conventions*
- *Column Naming Conventions*
- *Abbreviations Used in the Physical Model Listings*

Table Naming Conventions

Tables in the Siebel database use a three-part naming convention. The syntax is: PREFIX_NAME_SUFFIX.

PREFIX	Table names in Siebel Business Applications have a one- to three-letter prefix (EIM_, S_, W_, and so on) to distinguish them from other tables in your application.
NAME	A unique table name that is generally an abbreviation of the entity supertype name.
SUFFIX	A supertype name can be followed by the entity subtype. For example, the supertype EVT (event) includes ACT (activity) as one of its subtypes. Thus, the name becomes S_EVT_ACT.

The prefix indicates the part of the Siebel schema to which a table belongs. The following table provides some of the prefixes and their descriptions.

Prefix	Meaning
EIM_	Interface tables for Siebel Enterprise Integration Manager.
S_	Siebel base table. (Exception: Tables with names of the form S_<name>_IF are obsolete interface tables.)
W_	Oracle Business Analytics Warehouse table, described in *Oracle Business Analytics Warehouse Data Model Reference*. .

The suffix indicates a table type. The following table provides some of the suffixes and their descriptions.

Suffix	Meaning
_ATT	File attachment table.
_REL	A table that supports a many-to-many relationship from an entity back to itself.
_SS	A table that stores Siebel-to-Siebel integration information.
_V	A table that represents a database view.
_X	One-to-one extension table, available for customers to add attributes to the Siebel database.
_XA	A table that stores extended attributes associated with an object class.
_XM	One-to-many extension table, available for customers to add attributes to the Siebel database.

Index Naming Conventions

Indexes are named the same as the table on which they are created plus a one-character to four-character suffix, see the following table.

Suffix	Value	Unique or Not Unique
_F#	Foreign key index.	Not unique
_II	Index on INTEGRATION_ID columns that are used for integrating Siebel Business Applications with back-office applications.	Not unique
_P#	Primary key index.	Unique
_U#	Primary key index of the user.	Unique
_V#	Special routing visibility rule index; usually on primary child foreign key and system foreign key columns not ordinarily indexed (for example, primary address, primary contact, creator, and so on).	Not unique
_M#	Miscellaneous index. Any index that does not fit into one of the above categories.	Not unique

CAUTION: Before modifying or deleting indexes, create a service request (SR) on My Oracle Support. Modifying or deleting indexes can negatively affect the performance of Siebel Business Applications and can render the applications unusable. Alternatively, you can phone Global Customer Support directly to create a service request or get a status update on your current SR.

Column Naming Conventions

Suffixes are used to indicate columns that must contain specific values. The following table shows the standard suffixes for column names and their possible values.

Suffix	Value
_AMT	This column contains a currency amount.
_CD	The column value is based on the contents of the List of Values (LOV).
_DT	This column contains a date or datetime value.
_FLG	This column contains a Boolean value where Y indicates Yes or True; N indicates No or False.
_ID	This column contains ROW_ID values.
_NUM	This column contains a number or an identifying alphanumeric value.
_TEXT	This column contains text data.

Suffix	Value
_TM	This column contains a time value.
_TS	This column contains a timestamp value.

Abbreviations Used in the Physical Model Listings

Descriptions that appear in the physical model listings might use the abbreviations, see the following table.

Abbreviation or Phrase	Meaning
fk	Foreign key; a column that references a primary key of another table.
pk	Primary key; the unique row identifier of a table.
SEA	Siebel Enterprise Applications.
Siebel System Field	One of theSiebel Enterprise Applications system fields described in the table in topic Siebel System Fields.

Data Model Type Definitions

This topic contains the following type definitions:

- *Table Type Definitions*
- *Table Status Definitions*
- *Column Type Definitions*
- *Domain Type Definitions*

Table Type Definitions

The following table provides descriptions of the types of tables in the Siebel database.

Table Type	Description
Data (Intersection)	Data (Intersection) tables contain application or end-user data. An intersection table implements a many-to-many relationship between two data tables. The name of an intersection table is usually composed by concatenating the two table names, abbreviated if needed. For example S_OPTY_POSTN

Table Type	Description
	is the intersection table between tables S_OPTY and S_POSTN. Intersection tables cannot be extended using extension tables, but can be extended using extension columns, subject to database restrictions.
Data (Private)	Data (Private) tables contain application administration or system data. Private tables cannot be extended using extension tables or extension columns.
Data (Public)	Data (Public) tables contain application or end-user data. Public data tables can be extended using extension tables and, subject to database restrictions, extension columns.
Database View	Database View objects appear as tables with regular columns. These tables represent database views. Objects of this table type are not created by the ddlimp Siebel database utility. Underlying views are created by SQL scripts during install and upgrade.
Dictionary	S_APP_VER is the only table in this category. This table has only one row and contains information about the application such as major and minor version, application name, unicode flag, and so on. This table contains information about the data dictionary.
Extension	Extension tables implement a one-to-one relationship with a data table to provide additional columns to the data table. These tables are named with an _X suffix and contain generic columns with the ATTRIB_ prefix, which are useful to define customized fields in a business component. These tables can be further extended using extension columns, subject to database restrictions. Note that there are also tables that implement a many-to-one relationship to a data table. Those tables have an _XM suffix and their columns have generic names with the ATTRIB_ prefix. However, they are not considered extension tables. Their type is Data (Public).
Extension (Siebel)	Extension (Siebel) tables also implement a one-to-one relationship with a data table to provide additional columns to the data table. However, these columns are configured in advance in Siebel Business Applications. Do not use extension tables for any other purpose. These tables can be extended using extension columns, subject to database restrictions, but cannot be extended through extension tables.
External	External tables are tables that reside outside the Siebel database. The Siebel object manager provides some support for accessing data in these tables through business components. In Siebel Tools, the Table object type includes properties that support external tables.
Interface	Interface tables are EIM tables, which are used when moving data between the Siebel application and external applications.
Log	Log tables are used to log events. There are three Log tables: S_DCK_INST_LOG, S_PROC_INST, and S_PROC_INST_LOG.
Repository	Repository tables contain information about the Siebel Repository. Data in some of these tables might be compiled into the Runtime Repository.
Virtual Table	Virtual tables represent database tables or data in an operating system file that resides outside the Siebel database. Virtual business components are defined on these tables.
Warehouse	Warehouse tables are used byOracle Business Analytics in theOracle Business Analytics Warehouse table. These tables have names starting with 'W_'.

Note: Tables of the following types: Data(Public), Data(Intersection), Extension(Siebel), and Extension are designed to hold user data. These tables, as well as some of their columns, are occasionally marked as obsolete in the comments whenever they are no longer used by the current version of Siebel Business Applications. The status of the table or column indicates the support that will be provided for it in future versions of the Siebel database schema, see the following table.

Table Status Definitions

The following table provides descriptions of the types of table status in the Siebel database.

Table Status	Description
Active	Actively used and supported in Siebel Business Applications.
Inactive	Dropped or removed from Siebel Data Model and no longer supported. Customers must remove every reference to these tables or columns in their configurations.
EOL	End of Life. Supported as is in this release but will be dropped in a future release of Siebel Business Applications. Use alternate active tables or columns.
Not Used	Not currently used by Siebel Business Applications, but might be used by customers.

Column Type Definitions

The following table provides descriptions for the types of columns in the Siebel database.

Column Type	Description
Data (Public)	This is the general type for most columns.
Denormalized	This is the type for a column that holds a value denormalized from another column. Denormalized columns are only supported in special situations and cannot be added as part of customization.
Extension	These are columns that belong to an extension table or extension columns in a base table. Those columns are used to define customized fields in a business component.
System	This is the type for System Fields, which are described in the following table.

Domain Type Definitions

The following table provides descriptions for the domain types of certain columns in the Siebel database.

Domain Type	Meaning	Domain Contains
FK	Foreign Key column	The name of the table referenced by this Foreign Key column.
PC	Primary Child	The name of the table in which the Primary Child is found. For example, an account (S_ORG_EXT) can be associated with multiple industries (S_INDUST) through the intersection table S_ORG_INDUST. One of these industries is the primary industry of the account: column S_ORG_EXT.PR_INDUST_ID points to the foreign key column INDUST_ID of the primary child table S_ORG_INDUST (the column S_ORG_INDUST.INDUST_ID is a foreign key to the base table S_INDUST and so it points to S_INDUST.ROW_ID).
LOV	List of Values	The intended List of Values type for this column. List of values types are defined in the table S_LST_OF_VAL accessible through Siebel Tools: Screens > System Administration > List of Values.
LOVB	List of Values Bounded	The List of Values type against which this column is validated. In the LOVB case, end users must specify a value from the list, whereas in the LOV case, the user can enter a value not contained in the list.
MLOV	Multilingual List of Values	The List of Values type against which this column is validated, in multiple languages. End users must specify a value from the list, but see the values in their preferred language.
MLS	Multiple Language Support	The name of the table in which the translation in an alternate language can be found.
DNRM	Denormalized	The path to the original column, used by the Object Manager to synchronize the values, in the form of [foreign key column].[original column]. For example, the ACCNT_NAME column of table S_ACCNT_POSTN is denormalized; its domain is [OU_EXT_ID].[NAME]. In other words, the contents of column NAME of the table referenced by OU_EXT_ID (S_ORG_EXT) are replicated into column ACCNT_NAME of table S_ACCNT_POSTN. Denormalization is used to improve query performance.
(blank)		There is no domain specified for this column.

Columns of Numeric Physical Type

Columns of a numeric physical type must have the properties Precision and Scale set, for example: Number (22, 7), or Number (10, 0). The first value (22 and 10, in these examples) represents the precision, which is the total length of the column including the decimal places. The second number (7 and 0, in these examples) represents the scale, which are

the decimal places after the decimal point. Siebel Tools sets the Length property to 22 by default; Length is a required column in Siebel Tools, but this property does not play any role in columns of a numeric physical type.

Siebel System Fields

Every Siebel table contains the system fields described in the following table. Do not alter the contents of these fields.

Column Name	Description
CONFLICT_ID	Unique value used to resolve Siebel remote routing conflicts if necessary; otherwise, value is zero.
CREATED	Date the record was entered.
CREATED_BY	User who entered the record (foreign key to S_USER).
DCKING_NUM	No longer used.
DB_LAST_UPD	Date and time the record was last changed in the database.
DB_LAST_UPD_SRC	Source of the instance or operation that changed the record in the database.
LAST_UPD	Date and time the record was last changed.
LAST_UPD_BY	User who last changed record (foreign key to S_USER).
MODIFICATION_NUM	Internally incremented number used for locking and to identify records for incremental updates of the Siebel Business Data Warehouse.
ROW_ID	Unique row identifier.

INTEGRATION_ID Columns

Many tables contain a column called INTEGRATION_ID that is used to support integration with back-office applications. Customers use this column to store the unique reference identifiers for corresponding records in their back-office application. For Application Integration Architecture (AIA) integrations, use AIA_INTEG_ID columns.

Include Only Field

Include Only is an index column field, and is either blank or checked. It applies only to DB2. When checked, it adds the column into the leaf pages of the unique index. This avoids access to table pages when the column is the only other piece of data retrieved from the table other than the indexed columns. Included columns do not contribute to the unique constraint.

Siebel Repository

Siebel Business Applications include a set of tables referred to as the Siebel repository tables. These tables store the full definition of a given configuration of Siebel Business Applications, including the database schema and the client configuration. As with other Siebel tables, do not manipulate information in the Siebel repository tables directly. Instead, use Siebel Tools. For more information on how to use Siebel Tools, see *Using Siebel Tools* . To learn more about the information stored in the repository, see *Siebel Object Types Reference* .

Database Schema Version

Each Siebel Business Applications database installation is stamped with a database schema version. You can learn the schema version of a Siebel installation by choosing Help, then Technical Support from your Siebel client. The schema version is listed in the format 41.XX.YY.ZZ, where XX, YY, and ZZ are one or two digit integers.

Limit Checking for Data Types

The Object Manager imposes limit checking on data of specific types to make sure that every input, regardless of its source, is within specified limits (see the following table) Sources of inputs include Oracle's Siebel application, EIM, and connectors. For example, if you do a bulk import using EIM, you must make sure the dates are within the specified range, otherwise the Object Manager returns an SQL error for each out-of-range date.

Data Type	Limit Checking
Dates	Dates must be in the range of January 1, 1753 to December 31, 4712.
Long	Maximum size of 16K
Text	Maximum size of 16K
CLOB	Maximum size of 128K

Validating the Siebel Schema

To make sure that there are no inconsistencies between the Siebel Database Server and the physical database schema, use the Siebel Server utility dbchck.exe (Windows) or dbchck (UNIX). You can use the dbchck utility to validate data relationships, including foreign keys and the list of values. You can also use the DICTUTL utility to verify that all doc objects and rule definitions are correct. For more information about how to use these utilities, see *Siebel Enterprise Integration Manager Administration Guide* .

Party Model Unifies Access to Data

The party model is a means of unifying all access to data about relationships. This covers relationships between your company and people (contacts, employees, partner employees, users) and other businesses (accounts, divisions, organizations, partners). The base table for all such access is S_PARTY. Related tables are implicitly joined as extension tables. The following table lists the extension tables and their corresponding EIM interface tables.

Data Type	Extension Table to S_PARTY	EIM Interface Table
Accounts	S_ORG_EXT	EIM_ACCOUNT
Business Units	S_BU	EIM_BU
Contacts	S_CONTACT	EIM_CONTACT
Employees	S_CONTACT	EIM_EMPLOYEE
Groups	S_ORG_GROUP	EIM_GROUP
Organizations	S_ORG_BU	EIM_ORG_BU
Positions	S_POSTN	EIM_POSITION
Users	S_USER	EIM_USER

Because the extension tables are implicitly joined to S_PARTY, you do not need to configure anything to access them through S_PARTY. Some data types have a many-to-many relationship. For example, any contact can be associated with multiple accounts or partners. To model these relationships there are preconfigured intersection tables: S_PARTY_PER and S_PARTY_REL. Use S_PARTY_REL to implement relationships between parties in the S_PARTY table. In this case, records in S_PARTY are both parent (PARTY_ID) and child (PERSON_ID).

Use S_PARTY_PER to implement relationships between members:

- Access groups and members

- Accounts and contacts
- Employees and positions
- User lists and users

Generating a Report about Tables

You can generate a report that displays selected properties of each table and lists the columns. The name, physical type, length, comments, and various other properties are identified for each column.

To generate a table report

1. Log in to the Siebel application, and navigate to the Administration - Application screen, then Tables view.
2. From the Menu menu, choose New Query.
3. In the Name column, enter the name of the table for which the report is to be generated, and press Enter.
4. Click the Reports icon in the icon bar.
5. Select Tables Report from the drop-down list.

   The Output Type dialog box appears.
6. Select the output format for the report from the drop-down list.
7. Click Submit to generate the report.

   The File Download dialog box appears.
8. Choose to open, save or cancel the report.

Note: For more information about generating reports, see *Siebel Reports Guide* .

4 Schema Changes

Schema Changes

This chapter lists the table, table column, and table index changes in the schema that have been implemented in Siebel Innovation Pack 2017. It includes the following information:

- *New Tables Added to Innovation Pack 2017*
- *New Table Columns Added to Innovation Pack 2017*
- *Modified Columns in Innovation Pack 2017*
- *New Table Indexes Added to Innovation Pack 2017*
- *Table Index Columns That Have Been Added in Innovation Pack 2017*

New Tables Added to Innovation Pack 2017

The following table lists tables that have been added to Innovation Pack 2017. All of these new tables are active.

Table	Type	Project
S_ORDER_SIGN	Data (Public)	Table Order

New Table Columns Added to Innovation Pack 2017

The following table lists table columns that are new to Innovation Pack 2017. All of these tables are active. Some of the column headings are abbreviated as follows:

- Opt indicates optional.
- Len indicates length.
- Prec indicates precision.
- Def indicates default.

N/A in a row indicates not applicable.

Table	Column	Type	Opt	Data Type	Len	Prec	Scale	Def
S_APP_VIEW_RESP	WS_ID	Data (Private)	Y	Varchar	15	N/A	N/A	N/A
	WS_INACTIVE_FLG	Data (Private)	N	Char	1	N/A	N/A	N

Table	Column	Type	Opt	Data Type	Len	Prec	Scale	Def
	WS_MIN_VER	Data (Private)	Y	Number	22	10	0	0
	WS_SRC_ID	Data (Private)	Y	Varchar	15	N/A	N/A	N/A
S_ASSESS_ATTRIB	CATEGORY_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
S_ASSESS_ATTVAL	TYPE_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
S_ASSESS_VAL	ATTRIB_01_VALUE	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
	ATTRIB_02_VALUE	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
	CATEGORY_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
	CONSIDERATIONS	Data (Public)	Y	Varchar	1500	N/A	N/A	N/A
	DTCTBLTY_SCORE	Data (Public)	Y	Number	22	10	0	N/A
	FUNCPLAN_IMPACT_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N/A
	PROBABILITY_SCORE	Data (Public)	Y	Number	22	10	0	N/A
	PROG_PTCL_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N
	RATIONALE	Data (Public)	Y	Varchar	256	N/A	N/A	10000
	TOTAL_SCORE	Data (Public)	Y	Number	22	10	0	0
S_LST_OF_VAL	WS_ID	Data (Private)	Y	Varchar	15	N/A	N/A	N/A
	WS_INACTIVE_FLG	Data (Private)	N	Char	1	N/A	N/A	N
	WS_MAX_VER	Data (Private)	Y	Number	22	10	0	10000
	WS_MIN_VER	Data (Private)	Y	Number	22	10	0	0
	WS_SRC_ID	Data (Private)	Y	Varchar	15	N/A	N/A	N/A
S_UI_CTRL_STYLE	WEB_TEMPLATE	Data (Private)	Y	Varchar	75	N/A	N/A	N/A
S_WS_WEBSERVICE	TYPE_CD	Data (Public)	Y	Varchar	30	N/A	N/A	N/A

Table	Column	Type	Opt	Data Type	Len	Prec	Scale	Def

Modified Columns in Innovation Pack 2017

The following table describes table columns that have been modified in Innovation Pack 2017.

Table	Column	Type of Change	Old Value	New Value
S_AGREE_TERMS	CC_NUMBER	Column Length Changed	50	250
S_ASSESS_ATTRIB	DESC_TEXT	Column Length Changed	250	1500
S_CONTACT_FNX	YL_PASSWD	Column Length Changed	90	500
S_DOC_ORDER	CCV_NUMBER	Column Length Changed	20	100
	CC_NUMBER	Column Length Changed	50	250
S_INV_PROF	CCV_NUMBER	Column Length Changed	20	100
	CC_NUMBER	Column Length Changed	50	250
S_NAV_LINK_LANG	CONFLICT_ID	Default Value added	N/A	0
S_ORDER	CC_NUMBER	Column Length Changed	50	250
S_PTY_PAY_PRFL	PAY_ACCNT_NUM	Column Length Changed	50	250
	VERIFICATION_NUM	Column Length Changed	20	100
S_SRC_PAYMENT	CC_NUM	Column Length Changed	50	250
S_USER	CHALLENGE_ANSWER	Column Length Changed	250	1200
	CHALLENGE_QUESTION	Column Length Changed	250	1200

New Table Indexes Added to Innovation Pack 2017

The following table lists table indexes that are new to Innovation Pack 2017. All of these tables are active.

Table	Index	Unique	Columns
S_LST_OF_VAL	S_LST_OF_VAL_M3	N	(WS_ID,WS_SRC_ID)

Table Index Columns That Have Been Added in Innovation Pack 2017

The following table lists table index columns that have been added in Innovation Pack 2017. This table is active and unique.

Table	Index	Existing Columns	Additional Columns
S_APP_VIEW_RESP	S_APP_VIEW_RESP_U1	• VIEW_ID • RESP_ID • CONFLICT_ID	• WS_ID • WS_MIN_VER
S_LST_OF_VAL	S_LST_OF_VAL_U1	• TYPE • VAL • LANG_ID • SUB_TYPE • BU_ID • CONFLICT_ID	• WS_ID • WS_MIN_VER
S_LST_OF_VAL	S_LST_OF_VAL_U2	• TYPE • NAME • LANG_ID • SUB_TYPE • BU_ID • CONFLICT_ID	• WS_ID • WS_MIN_VER