



Siebel



Demo Users Reference

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Preface

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

Using Oracle Applications

To find guides for Oracle Applications, go to the Oracle Help Center at <http://docs.oracle.com/>.

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1 What's New in This Release

What's New in Siebel Demo User's 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 Demo User's 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 Demo Users for Siebel Business Applications

Demo Users for Siebel Business Applications

This chapter identifies demo users applicable to the Siebel Sample Database you install for the following Siebel Business Applications:

- *Siebel Call Center*
- *Siebel Customer Order Management*
- *Siebel ERM*
- *Siebel Field Service*
- *Siebel Marketing*
- *Siebel PRM*
- *Siebel Sales*



Note: For more information about using a demo user to log in to a Siebel demo application, see *Siebel Installation Guide* for the operating system you are using.

Siebel Call Center

The following table lists the demo users for Siebel Call Center.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CCHENG	Casey Cheng / Universal Agent	Siebel Call Center	Universal Agent	Cheng handles service requests of all types: emails, inbound calls, and Web collaboration session requests. In addition, he executes outbound call campaigns.
TARNOLD	Ted Arnold / Telesales Representative	Siebel Call Center	Telesales Representative	Arnold primarily executes inbound and outbound telemarketing and telesales calls.
VTAYLOR	Vic Taylor / VP Call Center	Siebel Call Center	Call Center Manager	Taylor's responsibilities for the day-to-day operations of a Call Center make him a regular user of Siebel Call Center Administration functions. He uses the Siebel Analytics function to evaluate performance and ROI and to

Username and Password	Name / Title	Application	Primary Responsibility	Role
				make strategic decisions based on the analyses.
EMODI	Emily Modi / Engagement Manager	Siebel Call Center	Consulting Manager	Modi is responsible for managing a consulting practice business, including opportunity management, client relationships, contracts and agreements, and financial reporting and management.
GABBO	Glen Abboline / Information Technologist	Oracle Professional Services	Consultant	Abboline is responsible for day-to-day project management, including staffing requests.
GCLARK	Gary Clark / Consultant	Oracle Professional Services	Consulting Manager	Clark is responsible for managing a consulting practice business.

Siebel Customer Order Management

The following table lists the demo users for Siebel Customer Order Management.

Username and Password	Name / Title	Application	Primary Responsibility	Role
JADAMS	Jamie Adams / VP of Information Technology	Siebel Customer Order Management	Web Corporate User	Adams uses Siebel eCatalog to navigate through product offerings, Siebel Configurator and Pricer to configure and price orders, and Siebel eSales to check out online sales information.
MCARLSON	Mike Carlson / VP of Sales	Siebel Customer Order Management	Web Purchasing Manager	Carlson works at Marriott International, a customer of Oracle. He uses the Siebel online self-service products to answer questions, find solutions to his problems, and gather information about Siebel products Marriott has bought or is considering buying.

Siebel ERM

The following table lists the demo users for Siebel ERM.

Username and Password	Name / Title	Application	Primary Responsibility	Role
APARKER	Ashley Parker / Product Line Manager	Siebel ERM Administrator	ERM User, Siebel Administrator	Parker is an employee who sets objectives, takes training classes, files SRs. Parker also is an administrator who can perform all administrative functions.
JRUBIN	Jason Rubin / Director, Product Marketing	Siebel ERM	ERM Manager, ERM Analytics Manager	Rubin is the person used most frequently in ERM Demos. Rubin is a mid-level manager in the organization who has approval capabilities, a number of layers of employees under him in the organization, a view of certain analytics dashboards, and the ability to act like an individual contributor.
MSALTEN	Mark Salten / Vice President, Information Technology and CIO	Siebel ERM	ERM Manager, ERM Analytics HelpDesk	Salten is a CIO who can view key metrics related to internal HelpDesk performance.
EHOLDEN	Ed Holden / Senior Vice President, Product Marketing	Siebel ERM	ERM Manager, ERM Analytics VP	Holden is a vice president who approves comp plans, views overall organization analytics, and is Jason Rubin's Manager.
TSMITH	Tom Smith / Chairman and CEO	Siebel ERM	ERM Manager, Executive Analytics User	Smith is an executive who views key analytics and sets the corporate strategy.

Siebel Field Service

The following table lists the demo users for Siebel Field Service.

Username and Password	Name / Title	Application	Primary Responsibility	Role
DCOLLINS	Dana Collins / Dispatcher	Siebel Service	Dispatcher	Collins is responsible for addressing customer issues when personnel must be sent onsite.
FROBERTS	Fred Roberts / Field Service Engineer	Siebel Service	Senior Field Engineer	Roberts is a field service engineer working for Oracle's Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user.
JORMSBY	Jack Ormsby / Field Technician	Siebel Mobile application for Siebel Service	Field Technician	Field technician using the Siebel Mobile application for Siebel Service.
SMURPHY	Seth Murphy / Service Manager	Siebel Service	Service Administrator	Murphy manages all service operations.

Siebel Marketing

The following table lists the demo users for Siebel Marketing.

Username and Password	Name / Title	Application	Primary Responsibility	Role
MMARINO	Mary Marino / Email Marketing Manager	Siebel Marketing	Campaign Administrator	Marino uses Siebel Email Marketing and Siebel Web Marketing to create email and web campaigns.
PMILLER	Pat Miller / Vice President, Marketing	Siebel Marketing	Marketing Executive	Miller uses Siebel Marketing and Marketing Resource Management to plan, manage and monitor the effectiveness of the organization's marketing activities.
MMAY	Marion May / Marketing Manager	Siebel Marketing	Marketing Program Manager, Marketing Planning Manager	May uses Siebel Marketing to plan and execute marketing programs and campaigns.
EMENDIS	Ed Mendis, Event Manager	Siebel Events Manager	Events Manager	Mendis uses Siebel Events Manager to plan and manage marketing events.

Siebel PRM

The following table lists the demo users for Siebel PRM.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CELLIS	Cory Ellis / VP of Channels	Partner Manager	Channel Operations Manager	Ellis performs analysis of partner programs, product sold, pipeline and other analytics features, CHAMP initiatives created as a result of analytics and forecasting total visibility into expected partner revenue.
CMAX	Chris Max / Channel Marketing Manager	Partner Manager	Channel Marketing Manager Analytics User	Max uses Siebel Partner Manager to manage relationships with consulting partners.
CMORRIS	Colby Morris / Partner Manager	Partner Manager	Channel Account Manager	Morris uses Siebel Partner Manager to manage the relationships with the reseller partners he is responsible for. He drives marketing, sales and service through the partner organization, and assesses the overall performance of the partner organization.
TANGEL	Ted Angel / Senior Channel Executive	Partner Portal	Channel Executive	N/A
OMANN	Owen Mann / Partner Operations Agents	Partner Operations Manager	Partner Operations Analytics User	Mann has Delegated User Administration: partners can set up, modify and delete users. Delegated Product Catalog and administer complementary product offerings. Opportunity Assignment: new opportunities get assigned to partner employees using Assignment Manager.
RMARLOW	Robin Marlow / Partner Sales Manager	Partner Portal	Partner Executive	Marlow uses Siebel Partner Portal to work with Oracle and to improve the effectiveness of all interactions with her

Username and Password	Name / Title	Application	Primary Responsibility	Role
				customers, whether for marketing, sales or service purposes. She is also a mobile application user.
SREED	Shawne Reed / Partner Marketing Agent	Partner Portal	Partner Marketing Agent	Reed performs campaign administration to set up campaigns and add contacts. He can also submit a fund request to support a campaign.
SMEIZEN	Sandy Meizen / Partner Service Manager	Partner Manager	Partner Sales Representative - Mobile	Meizen can collaborate on projects. Solutions access to knowledge base with FAQs, troubleshooting guides, instructions, and so forth.

Siebel Sales

The following table lists the demo users for Siebel Sales.

Username and Password	Name / Title	Application	Primary Responsibility	Role
MSTERN	Madison Stern / Regional Manager	Siebel Sales	Sales Manager	Stern uses Siebel Sales to manage all personal and team Sales and Forecasting information. Also uses the Siebel Mobile application for Siebel Sales.
NSACHS	Nancy Sachs / VP Sales, North America	Siebel Sales	Multi-Organizational Manager	Sachs uses Siebel Sales to manage personal, team, and organizational Sales and forecasting information. She also performs analysis on revenue pipelines and forecast.
TSMYTHE	Terry Smythe / District Manager	Siebel Sales	Field Sales Representative	Smythe uses Siebel Sales to manage all personal Sales and Forecast information. Also uses the Siebel Mobile applications for Siebel Sales and Siebel Service.
JKATZ	Jamie Katz / Field Sales Representative	Siebel Mobile application for Siebel Sales	Route Sales	Sales representative using the Siebel Mobile application for Siebel Sales.

3 Demo Users for Siebel Industry Applications

Demo Users for Siebel Industry Applications

This chapter identifies demo users applicable to the Siebel Sample Database you install for the following Siebel Industry Applications:

- *Siebel Automotive*
- *Siebel Communications, Media & Energy: Energy*
- *Siebel Communications, Media & Energy: Media*
- *Siebel Communications, Media & Energy: Wireless*
- *Siebel Communications, Media & Energy: Wireline*
- *Siebel Consumer Sector: Consumer Goods*
- *Siebel Financial Services: Healthcare*
- *Siebel Financial Services: Institutional Finance*
- *Siebel Financial Services: Insurance*
- *Siebel Financial Services: Retail Finance*
- *Siebel High Technology/Industrial Manufacturing*
- *Siebel Hospitality*
- *Siebel Life Sciences: Clinical*
- *Siebel Life Sciences: Medical*
- *Siebel Life Sciences: Pharma*
- *Siebel Loyalty*
- *Siebel Public Sector*



Note: For more information about using a demo user to log in to a Siebel demo application, see *Siebel Installation Guide* for the operating system you are using.

Siebel Automotive

The following table lists the demo users for Siebel Automotive.

Username and Password	Name / Title	Application	Primary Responsibility	Role
BATKINS	Bill Atkins/Customer	Siebel eCustomer	Web Registered User	Atkins is the customer who is the recipient of all sales, service and marketing activities.

Username and Password	Name / Title	Application	Primary Responsibility	Role
AALEXIS	Andrea Alexis/ Customer Service Representative	Siebel Automotive	Auto Customer Service Representative	Alexis is an OEM who uses Siebel Automotive to manage all customer relationships.
CNASTASE	Carla Nastase / Collections Agent	Siebel Automotive	Auto Captive Collection Representative	Carla is an OEM captive finance employee who uses Siebel Automotive to call on delinquent customers to collect on their accounts and also manage other aspects of customer service.
DSIMONS	Deon Simons / Customer Service Representative	Siebel Automotive	Auto Captive Customer Service Representative	Deon is an OEM captive finance employee who uses Siebel Automotive to manage all aspects of customer relationships.
HABEL	Henry Abel/Field Manager	Siebel Automotive	Auto Field Manager	Abel is an OEM employee who uses Siebel Automotive to manage all dealer relationships.
CAUSTIN	Chris Austin/ Marketing Manager	Siebel Marketing	Auto Marketing Manager	Austin is an OEM Employee who uses Siebel Marketing and Siebel Analytics to manage all marketing activities.
GMORRIS	Gus Morris/Dealer General Manager	Siebel Dealer	Auto Dealer General Manager	Morris is Dealer General Manager who uses Siebel Dealer to manage marketing campaigns, OEM relationships, administer users at the dealership and manage all Sales Managers at Dealership.
KWALTERS	Kathy Walters / Customer Service Manager	Siebel Automotive	Auto Captive Customer Service Manager	Kathy is an OEM captive finance employee who uses Siebel Automotive to manage the group of customer service representatives who manage all aspects of customer relationships.
MBELKE	Maria Belke / Contract Specialist	Siebel Automotive	Auto Captive Contracting Agent	Maria is an OEM captive finance employee who uses Siebel Automotive to coordinate with dealerships in order to process and approve customer lease/loan contracts.
MRIVERA	Miles Rivera / Collections Manager	Siebel Automotive	Auto Captive Collection Manager	Miles is an OEM captive Finance employee who uses Siebel Automotive to manage the group of collections agents who call on delinquent customers.

Username and Password	Name / Title	Application	Primary Responsibility	Role
RELLSWOR	Roger Ellsworth / Field Sales Consultant	Siebel Automotive	Auto Captive Representative	Roger is an OEM captive finance employee who uses Siebel Automotive to manage all captive finance, related dealer relationships.
SAGNES	Sophia Agnes/Dealer Sales Assistant	Siebel Dealer	Auto Dealer Sales Assistant	Agnes is the Receptionist at Dealership whose role is to greet guests and direct them to the correct sales or service person.
SAMOOORE	Samantha Moore/ Dealer Sales Manager	Siebel Dealer	Auto Dealer Sales Manager	Moore is the Sales Manager at Dealership who uses Siebel Dealer to manage her team of Sales Consultants at Dealership.
SCHAN	Scott Chan/Dealer Sales Consultant	Siebel Dealer	Auto Dealer Sales Consultant	Chan is the Sales Consultant at Dealership who uses Siebel Dealer to manage Sales of Vehicles.
SMCCART	Steve McCartney / Lease End Consultant	Siebel Automotive	Auto Captive Lease End Specialist	Steve is an OEM captive finance employee who uses Siebel Automotive to work with customers and dealers in order to manage lease end activities.

Siebel Communications, Media & Energy: Energy

The following table lists the demo users for Siebel Communications, Media & Energy: Energy.

Username and Password	Name / Title	Application	Primary Responsibility	Role
TWELLS	Tony Wells / NE CSR	Siebel Energy	ENY Customer Service Rep	

Siebel Communications, Media & Energy: Media

The following table lists the demo users for Siebel Communications, Media & Energy: Media.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CMARSH	Chris Marsh / Customer	Customer CME	Web Registered User	Marsh uses Siebel eCustomer for Media to subscribe for service.
BEDINGER	B Edinger / Field Sales Director	Siebel Power Communications	COM Sales Manager	Edinger is Sales Manager at Millennium World Communications.
MNASH	Mike Nash / Field Sales Representative	Siebel Power Communications	COM Field Sales Rep	Nash uses Siebel Communications to manage his opportunities and validate quotes and orders.
TMILLER	Toni Miller / Customer Service Representative	Siebel Power Communications	COM Customer Service Rep	Miller uses Siebel Media to access customer information.

Siebel Communications, Media & Energy: Wireless

The following table lists the demo users for Siebel Communications, Media & Energy: Wireless.

Username and Password	Name / Title	Application	Primary Responsibility	Role
BEDINGER	B Edinger / Field Sales Director	Siebel Power Communications	COM Sales Manager	Edinger is Sales Manager at Millennium World Communications.
CWATSON	Cory Watson / Customer Service Representative	Siebel Power Communications	COM Customer Service Rep	Watson uses Siebel Communications Wireless to access customer information.
MNASH	Mike Nash / Field Sales Representative	Siebel Power Communications	COM Field Sales Rep	Nash uses Siebel Communications to manage his opportunities and validate quotes and orders.
PWEATHER	Pat Weathers / Customer	Customer CME	Web Registered User	Weathers uses Siebel eCustomer for Media to subscribe for service.

Siebel Communications, Media & Energy: Wireline

The following table lists the demo users for Siebel Communications, Media & Energy: Wireline.

Username and Password	Name / Title	Application	Primary Responsibility	Role
BEDINGER	B Edinger / Field Sales Director	Siebel Power Communications	COM Sales Manager	Edinger is Sales Manager at Millennium World Communications.
KALLISON	Kate Allison / Customer	Customer CME	Web Registered User	Allison uses Siebel eCustomer for Wireline to subscribe for service.
SROBERTS	Shirley Roberts / Customer	Customer CME	Web Corporate User	Roberts uses Siebel eCustomer for Wireline to manage her business activities.
MNASH	Mike Nash / Field Sales Representative	Siebel Power Communications	COM Field Sales Rep	Nash uses Siebel Communications to manage his opportunities and validate quotes and orders.
SCOLLINS	Sue Collins / Customer Service Representative	Siebel Power Communications	COM Customer Service Rep	Collins uses Siebel Communications to access customer information.

Siebel Consumer Sector: Consumer Goods

The following table lists the demo users for Siebel Consumer Sector: Consumer Goods.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CCARNEY	Chris Carney / Call Center Agent	Siebel Consumer Goods Call Center	CG Universal Agent	Carney is a customer service call center agent; also handles Web inquiries.
MMEYERS	Marty Meyers / Assistant Brand Manager	Siebel Consumer Goods Marketing	CG XX Marketing Manager	Meyers sets up marketing programs and manages programs.

Username and Password	Name / Title	Application	Primary Responsibility	Role
LSTREET	Lisa Street / Store Manager	Siebel Consumer Goods and Customer	CG XX Store Manager - eChannel	Street manages displays and product inventory.
TMARTIN	Tim Martin / Trade Marketing	Siebel Consumer Goods Sales and Siebel Consumer Goods Marketing	CG XX Trade Marketing Manager	Martin is a trade marketing manager.
JSTANLEY	Jeff Stanley / VP of Marketing	Siebel Consumer Goods Marketing	CG VP of Marketing	Stanley reviews approvals and sets up budgets.
BPARKER	Billy Parker / Deduction Agent	Siebel Consumer Goods Sales	CG Deductions Agent	Parker is responsible for resolving all deductions.
CSTAMPS	Colby Stamps / Customer Financial Service Manager	Siebel Consumer Goods Sales	CG CFS Manager	Stamps is a Finance Manager with financial reps as direct reports.
KDRESEL	Kelly Dresel / Retail Sales Representative	Siebel Consumer Goods Sales	CG Retail Sales Representative	Dresel is a retail sales rep responsible for servicing retail stores.
RMARCKS	Ricky Marks / CG Retail Sales Manager	Siebel Consumer Goods Sales	CG Retail Sales Manager	Marks is a retail sales manager with retail sales reps as direct reports.
VPRATT	Vick Pratt / Senior VP	Siebel Consumer Goods Sales	CG SR VP	Pratt is a Vice President over Sales, Marketing, Finance, and Operations.
CTRIPP	Courtney Tripp / Key Account Manager	Siebel Consumer Goods Sales and Siebel Mobile applications	CG Key Account Manager	Tripp develops account plans and promotions to drive incremental volume at select accounts.
DLIVERY	Del Livery / Delivery Representative	Siebel Consumer Goods Sales and Siebel Mobile applications	CG Deliver Representative - CE	Livery is a retail sales representative who uses mobile devices when in the field.
MROBINS	Max Robins / Merchandising Representative	Siebel Consumer Goods Sales and Siebel Mobile applications	CG Retail Merchandising Representative - CE	Robins is a retail merchandising rep at retail accounts who uses mobile devices.

Siebel Financial Services: Healthcare

The following table lists the demo users for Siebel Financial Services: Healthcare.

Username and Password	Name / Title	Application	Primary Responsibility	Role
LANDREWS	Louise Andrews / Call Center Agent	Healthcare Call Center	HC Agent - Call Center	Andrews works for health plan; handles member and provider service calls.
TWATSON	Tom Watson / Group Sales Rep	Healthcare Sales	HC Sales Rep - Group	Watson works for health plan; collaborates with agents and brokers on group sales.
WWU	Wendy Wu / Health Insurance Broker	Agent Portal	HC Broker	Wu works for a partner organization (insurance agency or brokerage).
JJUDD	Jerry Judd / Accountant	Customer Portal and Enrollment Portal	Web Corporate User	Judd is a health plan member.
SREED	Sheila Reed / Benefits Administrator	Group Portal	HC Administrator - Employer Group	Reed works for an employer group or TPA (Third-party administrator).
BGRANT	Bob Grant / Visit Coordinator	Provider Portal	HC Doctor Assistant - Provider Portal	Grant works at a physicians office or clinic.
FMILLER	Fred Miller / Vice President, Marketing	Marketing	FIN Analyst - Marketing	Miller uses Siebel Marketing and Siebel Analytics to evaluate important business drivers and to determine what marketing campaigns need to be created and executed.

Siebel Financial Services: Institutional Finance

The following table lists the demo users for Siebel Financial Services: Institutional Finance.

Username and Password	Name / Title	Application	Primary Responsibility	Role
BKEMPER	Bonnie Kemper / Director - Commercial Banking	Siebel Finance Call Center	IF Manager - Commercial Banking	Kemper uses Siebel Finance Sales to manage all personal and team contact, opportunity, loan request, and Forecast information for commercial banking.
CBAXTER	Charlie Baxter / Relationship Manager	Siebel Finance Call Center	IF Banker - Commercial Banking	Baxter uses Siebel Finance Sales to manage all personal contact, opportunity, loan requests, and forecast information for commercial banking.
EASPEN	Eve Aspen / Events Administrator	Siebel Finance Call Center	IF Events Administrator - Institutional Sales	Aspen uses Siebel Events Manager for Finance to plan and manage institutional marketing events.
FPRICE	Francis Price / Financial Advisor - Private Client Services	Siebel Finance Call Center	IF Broker - Wealth Management	Price uses Siebel Finance to manage all relationship functions related to financial planning and wealth management across retail brokerage and wealth management.
IBARNES	Ian Barnes / Vice President	Siebel Finance Call Center	IF Banker - Investment Banking	Barnes uses Siebel Finance Sales to manage all personal deals, forecasts, client, and event information for investment banking, while respecting all Chinese Wall security requirements.
ISTONE	Irene Stone / Vice President Equity Sales	Siebel Finance Call Center	IF Sales Manager - Institutional Sales	Stone uses Siebel Finance Sales to manage client relationships, sales, and call list information for institutional sales.
MDONAHUE	Michael Donahue / Senior Managing Director	Siebel Finance Call Center	IF Manager - Investment Banking	Donahue uses Siebel Finance Sales to manage investment banking client relationships, while adhering to Chinese Wall security requirements. He also performs sophisticated analysis on revenue pipelines and forecasting.
RADAMS	Robert Adams / Research Analyst	Siebel Finance Call Center	IF Sales Rep - Institutional Sales	Adams uses Siebel Finance Sales to manage client relationships and to maintain and distribute research.

Siebel Financial Services: Insurance

The following table lists the demo users for Siebel Financial Services: Insurance.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CANTHONY	Chris Anthony / Claims Adjuster	Siebel Financial Services	IN Claims Adjuster	Anthony is a Claims Adjuster.
CCONWAY	Chris Conway / Insurance Call Center Agent	Siebel Financial Services	IN Agent - Call Center	Conway is a Call Center/Service Representative.
VALONTO	Victor Alonto / Sales Representative	Siebel Financial Services	IN Channel Manager	Alonto manages relationships with agents and brokers.
BWONG	Bill Wong / Customer	Siebel Financial eCustomer	Web Corporate User	Wong is a customer (Customer Portal).
CALLEN	Cindy Allen / Insurance Agent	Siebel Insurance Agent Portal	IN Agent - Agent Portal User	Allen is an Insurance Agent (Agent Portal).

Siebel Financial Services: Retail Finance

The following table lists the demo users for Siebel Financial Services: Retail Finance.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CABLE	Carol Able / Contact Center Agent	Siebel Finance Call Center	RF Universal Agent - Contact Center	Able handles inbound consumer service requests and is responsible for cross-selling and outbound telesales.
CMICHAEL	Christine Michaels / Manager	Siebel Finance Call Center	RF Vice President - Contact Center	Michaels manages an inbound and outbound call center.
EQUITY	Erika Quity / Mortgage Specialist	Siebel Finance Call Center	RF Agent - Credit Center Service	Quity uses Siebel Finance Call Center to handle consumer loan requests, such as mortgage, home equity, and credit card requests in a call center.

Username and Password	Name / Title	Application	Primary Responsibility	Role
SBUTLER	Stacey Butler / Senior Call Center Agent	Siebel Finance Call Center	RF Agent - Small Business Call Center	Butler uses Siebel Finance Call Center in a blended small business call center, handling both sales and service.

Siebel High Technology/Industrial Manufacturing

The following table lists the demo users for Siebel High Technology/Industrial Manufacturing.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CCHENG	Casey Cheng / Call Center Manager	Siebel HTIM	HT Call Center Agent	Cheng handles service requests of all types such as emails, inbound calls and Web collaboration session requests. He also executes outbound call campaigns.
SLYBRAND	Sally Lybrand /Call Center Manager	Siebel HTIM	HT Call Center Manager	Lybrand's responsibilities for the day-to-day operations of a Call Center make her a regular user of Siebel Call Center Administration functions. She also uses the Siebel Analytics function to evaluate and manage agent performance.
VTAYLOR	Vic Taylor / Call Center Vice President	Siebel HTIM	HT Call Center Manager	Taylor is responsible for cost-effective service delivery while maintaining high customer satisfaction. He uses Siebel Analytics functions to evaluate call center performance and ROI and to make strategic decisions based on the analyses.
JARMSTRO	Joseph Armstrong / VP / General Manager	Siebel eCustomer	HT Customer Business	Joseph Armstrong works at Honeywell International, a customer of PCS Technologies and is the primary contact for sales and service issues. He uses the Siebel online self-service products to answer questions and gather information about PCS products Honeywell has bought or is considering buying.
MCARLSON	Mike Carlson / Director, IT Procurement	Siebel eCustomer	HT Customer Business	Carlson works at Marriott International, which is a Oracle customer. He uses the Siebel

Username and Password	Name / Title	Application	Primary Responsibility	Role
				online self-service products to answer questions, find solutions to his problems, and gather information about the Siebel products Marriott International has bought or is considering buying. Mike is also a key decision maker for large revenue opportunity with Terry Smythe.
RUTAH	Robin Utah /Customer	Siebel eCustomer	HT Customer Consumer	Utah is a business to consumer customer of PCS Computing, who can self-service by ordering products and service online.
DCOLLINS	Dana Collins / Dispatcher	Siebel HTIM	HT Customer Business	Collins is responsible for dispatching customer issues out to the field engineers.
FROBERTS	Fred Roberts /Field Service Engineer	Siebel HTIM	HT Field Engineer	Roberts is a field service engineer working for Oracle's Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user.
CWILSON	Chris Wilson /Field Service Engineer	Siebel HTIM	HT Field Service Engineer	Wilson is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts. He is also a mobile application user.
FSINGH	Felix Singh / Field Service Engineer	Siebel HTIM	HT Field Engineer	Singh is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts.
SMURPHY	Seth Murphy /Field Service Vice President	Siebel HTIM	HT Field Service Vice President	Murphy manages all service operations.
STHOMAS	Scott Thomas /Field Service Engineer	Siebel HTIM	HT Field Service Engineer	Thomas is a field service engineer working for Oracle Service Team. He is responsible for carrying out field repairs and replacing defective parts.
PMILLER	Pat Miller /Marketing Vice President	Siebel Marketing	Marketing Executive	Miller uses Siebel Marketing and Marketing Resource Management to plan, manage and monitor the effectiveness of the organization's marketing activities.

Username and Password	Name / Title	Application	Primary Responsibility	Role
MMAY	Marion May / Marketing Manager	Siebel Marketing	Marketing Executive	May uses Siebel Marketing to plan and execute marketing programs and campaigns.
CELLIS	Cory Ellis /Alliance Executive	Siebel Partner Manager	HT Partner Vice President	Ellis performs analysis of partner programs, products sold, partner pipeline, and other aspects of partner performance. He develops CHAMP initiatives and works with partners to jointly define objectives and uses Analytics to provide visibility into expected partner revenue.
CMAX	Chris Max / Alliance Marketing Manager	Siebel Partner Manager	HT Partner Manager	Max uses Siebel Partner Manager to manage relationships with consulting partners.
CMORRIS	Colby Morris /Alliance Manager	Siebel Partner Manager	HT Partner Manager	Morris uses Siebel Partner Manager to manage the relationships with the reseller partners he is responsible for. He drives marketing, sales and service through the partner organization, and assesses the overall performance of the partner organization.
OMANN	Owen Mann /Partner Operations Manager	Siebel HTIM PRM	HT Partner Agent - Partner	Mann has Delegated User Administration: partners can set up, modify and delete users' Delegated Product Catalog and administer complementary product offerings. Opportunity Assignment: new opportunities get assigned to partner employees using Assignment Manager.
RMARLOW	Robin Marlow /Partner Sales Manager	Siebel HTIM PRM	HT Partner Agent - Partner	Marlow uses Siebel Partner Portal to work with Oracle and to improve the effectiveness of all interactions with her customers, whether for marketing, sales or service purposes.
SMEIZEN	Sandy Meizen / Partner Service Manager	Siebel HTIM PRM	HT Partner Agent - Partner	Meizen can collaborate on projects. Solutions access to knowledge base with FAQs, troubleshooting guides, instructions, and so on.
SREED	Shawne Reed /Partner Service Manager	Siebel HTIM PRM	HT Partner Manager - Partner	Reed performs campaign administration to set up campaigns and add contacts. He

Username and Password	Name / Title	Application	Primary Responsibility	Role
				can also submit a fund request to support a campaign.
KWILSON	Kelly Wilson /Sales Representative	Siebel HTIM	HT Sales Representative	Wilson is a Sales Representative with Assigned Accounts.
MSTERN	Madison Stern /Sales Manager	Siebel HTIM	HT Sales Manager	Stern uses Siebel Sales to manage all personal and team Sales and Forecasting information. Also uses the Siebel Mobile application for Siebel Sales.
NSACHS	Nancy Sachs / Sales Vice President	Siebel HTIM	HT Sales Vice President	Sachs uses Siebel Sales to manage personal, team, and organizational Sales and forecasting information. She also performs analysis on revenue pipelines and forecast.
TOLENIK	Todd Olenik / Sales Manager	Siebel HTIM	HT Sales Representative	Olenik is a Sales Manager. He reports to Nancy Sachs.
TSMYTHE	Terry Smythe / Sales Representative	Siebel HTIM	HT Sales Representative	Smythe uses Siebel Sales to manage all personal Sales and Forecast information. Also uses the Siebel Mobile application for Siebel Sales.
WTAKUDA	Wasaka Takuda / Sales Representative	Siebel HTIM	HT Sales Representative	Takuda is a Sales Representative with Assigned Accounts. They report to Nancy Sachs.
AGRAHAM	Amy Graham / COOP Program Administrator	HTIM	COOP Program Administrator	Channel Operations Manager
ALIM	Arlene Lim / COOP Manager	HTIM	COOP Manager	Channel Partner Manager
JGORDON	Jon Gordon / COOP Partner User	HTIM PRM	COOP Partner User	Partner Marketing Manager
RCHANG	Rob Chang / COOP Specialist	HTIM	COOP Specialist	Channel Marketing Manager
AMARTIN	Andy Martin / Design Registration and SPA Administrator	HTIM	Design Reg Administrator	Design Reg Administrator, SPA Administrator
BRANCH	Bill Ranch / Distributor Sales Rep Branch	HTIM PRM	Design Reg Manager	Partner Sales Rep, SPA Manager

Username and Password	Name / Title	Application	Primary Responsibility	Role
IADAMS	Irene Adams / Design Registration and SPA Approver	HTIM	Design Reg Manager	Design Reg Manager, SPA Manager
RMASON	Rick Mason / Distributor Sales Rep	HTIM PRM	Design Reg Individual	Partner Sales Rep, SPA Individual
BHESS	Brad Hess / Manager	Siebel eCustomer	Web Corporate User	Brad Hess is a customer at Lone Star Enterprises, Inc. Brad is responsible for communications and activity between Lone Star and PCS Equipment.
JJORDAN	Jack Jordan / Sales Mgr	Siebel HTIM	IM Sales Manager	Jack Jordan manages a territory of sales reps at PCS Equipment.
TNANCE	Tina Nance / Sales Rep	Siebel HTIM	IM Sales Manager	Tina Nance is responsible for customer relationships for PCS Equipment in Texas and throughout the south. Tina is a primary contact for customers when purchasing new equipment and services.
TMALONE	Tim Malone / Call Center Agent	Siebel HTIM	IM Call Center Agent	Tim Malone is a universal agent at PCS Equipment. Tim handles inbound communications from customers regarding equipment and services that PCS Equipment provides.
BROSS	Bonnie Ross / Service Dispatcher	Siebel HTIM	IM Field Service Dispatcher	Bonnie Ross is dispatches service activities to PCS Equipment field mechanics.
FRAINES	Frank Raines / Service VP	Siebel HTIM	IM Field Service Vice President	Fred Raines is VP of Service at PCS Equipment. Fred is responsible for all aspects of service delivery across the multiple channels that PCS provides in the call center and in the field.
LSUTTON	Larry Sutton / Service Engineer	Siebel HTIM	IM Field Service Engineer	Larry Sutton is a field mechanic for PCS Equipment. Larry provides field service repairs and preventive maintenance.
JPIERCE	Janet Pierce / Marketing VP	Siebel Marketing	IM Marketing Manager	Janet Pierce is responsible for driving company revenue with marketing plans and programs.

Username and Password	Name / Title	Application	Primary Responsibility	Role
WMIMMS	William Mimms / Marketing Manager	Siebel Marketing	IM Marketing Manager	William Mimms is responsible for company branding, messaging and marketing at PCS Equipment.
GFALL	Gerald Fall / Alliance Account Mgr	Siebel Partner Manager	IM Partner Manager	Gerald Fall manages the partner relationship and monitors partner activity
MCAGEL	Megan Cagel / Partner - Partner Mgr	Siebel HTIM PRM Portal	IM Partner Manager Partner	Megan Cagel is the Channel Sales Manager for RCS Distributors. She sells PCS's Products.

Siebel Hospitality

The following table lists the demo users for Siebel Hospitality.

Username and Password	Name / Title	Application	Primary Responsibility	Role
EHART	Emilia Hart / Revenue Manager	Siebel Hospitality	TH - Revenue Manager	Hart is the person who is responsible for maximizing the asset utilization and profit potential of the hotel.
HOSADMIN	Siebel Administrator - TH / Sys Admin - TH	Siebel Hospitality	TH Hospitality Administrator User	The Hospitality administrator is the person responsible for the administration of the Hospitality application.
MHAWK	Mike Hawk / Operations Manager	Siebel Hospitality	TH- Operations Manager	Hawk is responsible for taking care of the day-to-day operations of executing group events.
MSANDERS	Mike Sanders / National Sales Manager	Siebel Hospitality	TH- National Sales Manager	Sanders is the person who sells group events across properties and can view group execution activities across properties.
PHARG	Phil Harg / Sales Manager	Siebel Hospitality	TH - Sales Manager	Harg is the person who sells events to a client for a particular property.
PHALL	Pablo Hall / Sales Manager	Siebel Hospitality	TH - Sales Manager HLR	Hall is the person who sells events to a client for a particular property.

Username and Password	Name / Title	Application	Primary Responsibility	Role
PHAYS	Patricia Hays / Events Director	Siebel Hospitality	TH- Events Director	Hays is the person finally responsible for execution of all the events in the hotel.
SROSS	Sandy Ross / Events Manager	Siebel Hospitality	TH- Events Manager	Ross is the key point of resource during the event execution phase of group events.

Siebel Life Sciences: Clinical

The following table lists the demo users for Siebel Life Sciences: Clinical.

Username and Password	Name / Title	Application	Primary Responsibility	Role
CROSEN	Chris Rosen / Clinical Director	Siebel Clinical	Clinical Director	Rosen uses Siebel Clinical Manager and Clinical Project and Resource Management to manage and track clinical trials across all programs within the clinical organization.
CSANDERS	Cathy Sanders / Clinical Manager	Siebel Clinical	Clinical Manager	Sanders uses Siebel Clinical Manager and Clinical Project and Resource Management module to manage her assigned clinical trial projects.
CSTONE	Cindy Stone / Clinical Research Associate	Siebel Clinical	Clinical Research Associate	Stone uses Siebel Clinical Manager, Protocol Builder, and Trip Report modules to manage her sites and record trip reports.
CWALKER	Connie Walker / Clinical Research Associate	Siebel Clinical	Clinical Research Associate	Walker uses Siebel Clinical Manager, Protocol Builder, and Trip Report modules to manage her sites and record trip reports.
CYOUNG	Craig Young / Clinical Research Associate	Siebel Clinical	CL Clinical Research Associate - Light	Young uses Siebel Clinical to manage clinical trial documents.
ASIMON	Anna Simon / Site Administrator	Siebel Clinical Site Portal	Delegated Customer Administrator Site	Simon administers and maintains the site portal for clinical investigators and site coordinators.

Username and Password	Name / Title	Application	Primary Responsibility	Role
JALBRIGHT	Jill Albright / Site Coordinator	Siebel Clinical Site Portal	Registered Customer Site	Albright uses the site portal to screen, re-screen, and enroll subjects for clinical trials.

Siebel Life Sciences: Medical

The following table lists the demo users for Siebel Life Sciences: Medical.

Username and Password	Name / Title	Application	Primary Responsibility	Role
MDADMIN	Siebel Administrator - MD / Sys Admin - MD	Siebel Medical	LS Administrator	The administrator for Siebel Medical (Medical Products Organization).
CALEX	Carlos Alex / Engineer - Corrective Action	Siebel Medical	MD Corrective Actions	Alex is responsible for managing corrective and preventive actions.
PALLEN	Paul Allen / Engineer - Product Analysis	Siebel Medical	MD Product Analysis	Allen is responsible for analyzing the root cause of product problem.
QMANNY	Quincy Manny / Quality Manager	Siebel Medical	MD Quality Manager	Manny is a quality and safety manager for investigating adverse events and regulatory reports.
RLONDON	Rob London / Regulatory Liaison	Siebel Medical	MD Quality Manager	London is responsible for managing complaint and adverse events investigation.
SMARQUEZ	Susan Marquez / Marketing Manager	Siebel Medical	PH Marketing Manager	Marquez is responsible for managing marketing campaigns.
SMASTERS	Sean Masters / Customer Service Rep	Siebel Medical	MD Customer Service Rep	Masters is a customer service representative responsible for answering customer calls and requests.
SMICHAEL	Seth Michael / Field Engineer	Siebel Medical	MD Field Engineer	Michael is a field service engineer responsible for managing servicing equipment at customer location.

Username and Password	Name / Title	Application	Primary Responsibility	Role
SMILES	Sunny Miles / Senior VP	Siebel Medical	MD Executive Analytics	Miles is the executive officer responsible for overseeing the organization's performance.
SMILIKEN	Steve Miliken / Customer Service Manager	Siebel Medical	Service Analytics Administrator	Miliken is a service manager responsible for both customer service and field service.
SMITCHEL	Sandy Mitchel / Contracts Manager	Siebel Medical	MD Contracts Manager	Mitchel is responsible for creating, administrating and managing contracts.
SMURPHY	Samuel Murphy / Sales Rep	Siebel Medical	MD Sales Rep	Murphy is a sales representative in the Medical Products Organization.
SMORGAN	Sue Morgan / Sales Manager	Siebel Medical	MD Sales Manager	Morgan is a sales manager in the Medical Products Organization.

Siebel Life Sciences: Pharma

The following table lists the demo users for Siebel Life Sciences: Pharma.

Username and Password	Name / Title	Application	Primary Responsibility	Role
BCARTERS	Barbara Carters / Primary Sales Representative	Siebel Pharma Sales	PH Pharma Pulsar Rep	Carters is a representative calling on primary care physicians for Pulsar division.
CPARK	Christina Park / National Account Director	Siebel Pharma Sales	PH Pharma District Manager - US Sales	Park manages national accounts, contacts and tracks formulary status and contracts.
JKIM	Jonathan Kim / Specialty Sales Representative	Siebel Pharma Sales	PH Pharma Specialty Sales Rep - US Sales	Kim is a sales rep for specialty sales force.
LHILL	Lynford Hill / Primary Sales Representative	Siebel Pharma Sales	PH Pharma Pulsar Rep	Hill is a representative calling on primary care physicians for Pulsar division.

Username and Password	Name / Title	Application	Primary Responsibility	Role
SCARROL	Scott Carrol / National Account Manager	Siebel Pharma Sales	PH Pharma Account Manager - US Managed Care	Carrol manages regional accounts, contacts and tracks formulary status and contracts.
SMILLER	Sarah Miller / District Manager	Siebel Pharma Sales	PH Pharma District Manager - US Sales	Miller is a District Manager managing a team of field representatives.
SPORTER	Susan Porter / Primary Sales Representative	Siebel Pharma Sales	PH Pharma Sales Rep - US Sales	Porter is a representative calling on primary care physicians. She manages contacts, accounts, samples, events, meetings, and calendar.

Siebel Loyalty

The following table lists the demo users for Siebel Loyalty.

Username and Password	Name / Title	Application	Primary Responsibility	Role
AFINN	Alan Finn / DFC Partner Representative	Siebel Loyalty Partner Portal	Loyalty Partner Representative (LPR)	Alan is a partner employee who uses the Loyalty Partner Portal.
AJUBA	Amy Juba / Account Member	Siebel Loyalty Customer Portal	Web Registered User	Amy, a member of the loyalty program, uses the Loyalty Customer Portal.
ASTON	Arthur Ston / Individual Member	Siebel Loyalty Customer Portal	Web Registered User	Arthur, a member of the loyalty program, uses the Loyalty Customer Portal.
BMARTY	Brian Marty / Partner Representative	Siebel Loyalty Partner Portal	Self-registered Partner Agent	Brian is a partner employee who uses the Loyalty Partner Portal.
CBAKER	Cindy Baker / Account Member	Siebel Loyalty Customer Portal	Web Registered User	Cindy, a member of the loyalty program, uses the Loyalty Customer portal.
CHOBBS	Calvin Hobbes / Household Member	Siebel Loyalty Customer Portal	Web Registered User	Calvin, a member of the loyalty program, uses the Loyalty Customer Portal.

Username and Password	Name / Title	Application	Primary Responsibility	Role
JTRADER	Joe Trader / Account Member	Siebel Loyalty Customer Portal	Web Registered User	Joe, a member of the loyalty program, uses the Loyalty Customer Portal.
LYADMIN	Siebel Administrator - LY / Sys Admin - LY	Siebel Loyalty Manager	Loyalty Administrator (LA)	Overall administrative responsibility for Loyalty.
MBORG	Mary Borg / Individual Member	Siebel Loyalty Customer Portal	Web Registered User	Mary, a member of the loyalty program, uses the Loyalty Customer Portal.
MKUST	Mike Kust / Individual Member	Siebel Loyalty Customer Portal	Web Registered User	Mke, a member of the loyalty program, uses the Loyalty Customer Portal.
MMULHONE	Mark Mulhone / Loyalty Marketing Manager (LMM)	Siebel Loyalty Manager	Loyalty Marketing Manager (LMM)	Mulhone manages loyalty promotions.
MPOND	Mila Pond / Household Member	Siebel Loyalty Customer Portal	Web Registered User	Mila, a member of the loyalty program, uses the Loyalty Customer Portal.
MSROBINS	Mary S. Robins / Members Services Rep (MSR)	Siebel Loyalty Manager	Member Services Representative (MSR)	Robins is a front-line loyalty rep who deals with loyalty program members and other customers.
PMARS	Paul Mars / Partner Manager	Siebel Loyalty Manager	Loyalty Partner Manager (LPM)	Mars manages the loyalty program's partners.
PPARTNER	Paul Partner / Partner Representative	Siebel Loyalty Partner Portal	Loyalty Partner Representative (LPR)	Partner is an employee who uses the Loyalty Partner Portal.
RAMIT	Richard Amit / Aircell Partner Representative	Siebel Loyalty Partner Portal	Loyalty Partner Representative (LPR)	Richard is a partner employee who uses the Loyalty Partner Portal.
RMILLER	Rick Miller / Account Member	Siebel Loyalty Customer Portal	Web Registered User	Rick, a member of the loyalty program, uses the Loyalty Customer Portal.
RVALLEY	Robert Valley / Partner Representative	Siebel Loyalty Partner Portal	Loyalty Partner Representative (LPR)	Robert is a partner employee who uses the Loyalty Partner Portal.
SSHAH	Sam Shah / Household Member	Siebel Loyalty Customer Portal	Web Registered User	Sam, a member of the loyalty program, uses the Loyalty Customer Portal.

Username and Password	Name / Title	Application	Primary Responsibility	Role
TMAHL	Tammy Mahl / Individual Member	Siebel Loyalty Customer Portal	Web Registered User	Tammy, a member of the loyalty program, uses the Loyalty Customer Portal.
VCREW	Vince Crew / Partner Representative	Siebel Loyalty Partner Portal	Self-registered Partner Agent	Vince is a partner employee who uses the Loyalty Partner Portal.
VCRUISE	Vanessa Cruise / Venus Cruisliner Partner Representative	Siebel Loyalty Partner Portal	Loyalty Partner Representative (LPR)	Vanessa is a partner employee who uses the Loyalty Partner Portal.

Siebel Public Sector

The following table lists the demo users for Siebel Public Sector.

Username and Password	Name / Title	Application	Primary Responsibility	Role
DSMITH	Dana Smith / Citizen (Self Service user)	Siebel Public Sector Self Service	Web Corporate User	Smith is a citizen who seeks service from a variety of government agencies, including applying for social services benefits and paying taxes.
GOVADMIN	Siebel Administrator - GOV / Sys Admin - GOV	Siebel Public Sector	Siebel Administrator	System administrator for Siebel Public Sector applications.
TJACKSON	Terry Jackson / Doctor (Partner Portal user)	Siebel Public Sector PRM Portal	Channel Partner Manager	Jackson is an employee at a non-profit organization that works in conjunction with a government agency to assist in performing the government mission—whether collecting taxes or helping to deliver benefits to citizens.
CWEST	Charles West / Case Worker	Siebel Public Sector	PS Benefits Case Management	West is a case worker with a federal government social services agency, responsible for managing the cases of many citizens throughout the case lifecycle.
RCOLLINS	Rich Collins / Tax Case Worker	Siebel Public Sector	PS Benefits Case Management	Collins is a case worker at a state government tax agency,

Username and Password	Name / Title	Application	Primary Responsibility	Role
				responsible for managing many citizens' tax cases through their lifecycle, including collection, audits, and appeals.
LTHOMAS	Leigh Thomas / 311 Call Center Operator	Siebel Public Sector	PS Incident Management	Thomas works as a customer service agent in a local government 311 call center. Leigh is responsible for responding to citizen inquiries on a broad range of topics.
DFRANKLIN	Dana Franklin / Investigative Agent	Siebel Public Sector	PS Investigative Case Management	Franklin is an agent with a federal law enforcement agency, responsible for investigating criminal activity and threats to the public interest.
JROWAN	Jean Rowan / Immigration Services Officer	Siebel Public Sector	PS Investigative Case Management	Rowan works as an immigration services officer for a federal immigration agency. Jean is responsible for processing incoming applications for visas and citizenship and making determinations as to whether to grant these benefits.
MWILLIAM	Mike Williams / Investigative Agent	Siebel Public Sector	PS Investigative Case Management	Williams is an agent with a federal law enforcement agency, responsible for investigating criminal activity and threats to the public interest.
PMORRIS	Pat Morris / Intelligence Analyst	Siebel Public Sector	PS Investigative Case Management	Morris is an analyst with a federal intelligence agency, responsible for monitoring and assessing threats to national safety and producing a range of intelligence products.
CWOODS	Chris Woods / Public Health Professional	Siebel Public Sector	PS Threat & Response Management	Woods is an epidemiologist with a federal public health agency, responsible for tracking and responding to outbreaks of deadly diseases.