

# Siebel CRM 2023 Documentation

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

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*Guides referenced from these pages are current for **Siebel CRM 23.2 Update***

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## Related Documentation

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

- **Siebel Update Guide and Release Notes** ([Article ID 2382435.1](#)) on My Oracle Support
  - **Siebel System Requirements and Platform Certifications** from the Certifications tab, [My Oracle Support Siebel Data](#)
  - **Model Reference** ([Article ID 2499820.1](#)) on My Oracle Support
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- **Oracle's Siebel CRM Training** courses on [Oracle University](#)

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## Support

### Accessing Oracle Global Customer Support

Oracle customers have access to electronic and telephone support for Siebel Business Applications through [Oracle Global Customer Support](#).

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

### My Oracle Support

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

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

### Oracle Community

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

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## Siebel Tools Online Help

Within Siebel Tools Online Help, you can find the following guides:

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- [Business Process Framework: Task UI Guide](#)
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- [Developer's Reference](#)
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Update the installed Tools Online Help by copying all files in the ToolsOnlineHelp folder provided here (not the folder itself) to the help folder where you installed Siebel Tools (usually, `<ToolsInstallationDirectory>\HELP\ENU`). To launch Tools Online Help directly from its folder, open tools.chm.

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