



Siebel CRM 25.4 Update 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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All Documentation

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

A

[Anywhere Administration Guide](#)
[Application Deployment Manager Guide](#)
[Application Services Interface Reference](#)
[Applications Administration Guide](#)
[Approval Manager Guide](#)
[Assignment Manager Administration Guide](#)
[Automotive Guide](#)

B

[Business Process Framework: Task UI Guide](#)
[Business Process Framework: Workflow Guide](#)
[Business Processes and Rules: Siebel Enterprise Application Integration](#)

C

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



D

- [Data Model Reference](#)
- [Data Quality Administration Guide](#)
- [Data Quality for Oracle Customer Hub Guide](#)
- [Database Upgrade Guide](#)
- [Database Upgrade Guide for DB2 for z/OS](#)
- [Dealer Administration Guide](#)
- [Demo Users Reference](#)
- [Deploying Siebel Open UI](#)
- [Deploying Siebel CRM Containers](#)
- [Deploying Siebel CRM Containers on Kubernetes using Siebel Cloud Manager](#)
- [Deployment Planning Guide](#)
- [Desktop Integration Siebel Agent Guide](#)
- [Developer's Reference](#)
- [Developing and Deploying Siebel CRM](#)

E

- [Email Administration Guide](#)
- [Energy Guide](#)
- [Enterprise Integration Manager Administration Guide](#)
- [eSales Administration](#)
- [eScript Language Reference](#)
- [Events Management Guide](#)

F

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

G

- [Global Deployment Guide](#)

H

- [Healthcare Guide](#)
- [HelpDesk Guide](#)
- [High Tech and Industrial Manufacturing Guide](#)
- [Hospitality Guide](#)



I

[Implementing Siebel Business Applications on DB2 for z/OS](#)

[In-Memory Next Best Action Guide](#)

[Installation Guide](#)

[Insurance Guide](#)

[Integration Platform Technologies: Siebel Enterprise Application Integration Guide](#)

J

No entries

K

No entries

L

[Life Sciences Guide](#)

[Loyalty Administration Guide](#)

[Licensing Information User Manual](#)

M

[Marketing Installation and Administration](#)

[Marketing User Guide](#)

[Mobile Guide: Connected](#)

[Mobile Guide: Disconnected](#)

N

No entries

O

[Object Interfaces Reference](#)

[Object Types Reference](#)

[Open UI Configuration](#), see [Configuring Siebel Open UI](#)

[Open UI Deployment](#), see [Deploying Siebel Open UI](#)

[Oracle Customer Hub \(UCM Master Data Management Reference\)](#)

[Order Management Guide](#)

[Order Management Guide Addendum for Communications](#)

[Order Management Guide Addendum for Financial Services](#)

[Order Management Guide Addendum for Fleet Management](#)

[Order Management Infrastructure Guide](#)

[Overview: Siebel Enterprise Application Integration](#)



P

[Partner Relationship Management Administration Guide](#)
[Performance Tuning Guide](#)
[Personalization Administration Guide](#)
[Pricing Administration Guide](#)
[Product Administration Guide](#)
[Public Sector Guide](#)

Q

No entries

R

[Release Notes](#)
[Remote and Replication Manager Administration Guide](#)
[Reports Guide](#)
[REST API Guide](#)
[REST API: Product Administration REST API OAS Specifications](#) (Zip file located in the \books folder)
[REST API: Sample Product Administration Postman Collection](#) (Zip file located in the \books folder)

S

[Search Administration Guide](#)
[Security Guide](#)
[Self Service Administration Guide](#)
[Server Sync Guide](#)
[Siebel CRM Integration to FLEXCUBE Universal Banking Implementation Guide](#)
[Siebel Field Service Integration to Oracle Real-Time Scheduler Implementation Guide](#)
[Smart Answer Connector Guide](#)
[Smart Answer Guide](#)
[SmartScript Administration Guide](#)
[System Administration Guide](#)
[System Monitoring and Diagnostics Guide](#)
[System Requirements and Platform Certifications](#)

T

[Territory Management Guide](#)
[Testing Siebel Business Applications Guide](#)
[Tools Online Help](#)
[Transports and Interfaces: Siebel Enterprise Application Integration](#)



U

Upgrade Guide, see [Database Upgrade Guide](#)

Upgrade Guide for DB2 for z/OS, see [Database Upgrade Guide for DB2 for z/OS Using Siebel Tools](#)

V

[VB Language Reference](#)

W

Web Services Reference, see [CRM Web Services Reference](#)

[Web Services Related Files](#) (CRMWeb.zip file located in the \books folder)

X - Y - Z

[XML Reference: Siebel Enterprise Application Integration](#)



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** information from the Certifications tab on [My Oracle Support](#): see [My Oracle Support Certification Tool Available for Siebel CRM Products](#)
 - **Other Oracle Documentation** on [Oracle Help Center](#)
 - **Oracle 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>.

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.



Siebel Tools Online Help

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

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

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



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