

## G422 - 11i Service Functional Configuration

### Course Objectives

Oracle CRM Systems is the family name for an integrated group of applications that support the management of customers and people.

This practical hands-on course is designed to introduce the configuration controls associated with the set-up and implementation of Oracle 11i Service.

The course provides detailed exposure to the set-up elements of the system together with practical analysis of the implications and requirements of differing configuration models than can be implemented using Oracle 11i.

Who Should Attend	Prerequisites	Duration
CRM Consultants	Business Knowledge of the Customer Relationship Management and the Service Action Cycle	2 Days
CRM Users		
CRM Super Users	Should have attended an Oracle Navigation Course	

### Course Contents

#### Introduction

Oracle 11i Methodologies  
 Hardware  
 Software  
 Data  
 Customers  
 Procedures  
 Project Implementation  
 Methodology

#### Concepts

Overview of CRM Cycle  
 Oracle E-Business Suite 11i  
 Integration  
 Oracle Glossary

#### Service Overview

The Service Lifecycle  
 Teleservice Functions  
 Managing Customers  
 Sales Interaction  
 Service Requests  
 Configuring Groups  
 Handling Intelligence  
 Handling Requests  
 Integrating Actions  
 Call Histories  
 Service Histories  
 Action Histories  
 Control Centres for Service  
 Service Functionality  
 Service Process Overview  
 Service Technical Overview

Service Online Functionality

#### Service Setup Steps

Complete run through of the steps involved in Oracle Service setup & analysis of requirements

#### Service & Service Online Profiles

Complete run through of Service profile options, their implications and use

#### Service Data Config

Create Employee  
 Create User  
 Creating Links  
 Resource Management  
 Role Management  
 Assign Responsibilities  
 Groups and Mappings  
 Service Requests  
 Service Request Attributes  
 Teleservice Attributes  
 Service Request  
 Configurations  
 Content Management  
 Service Request Severities  
 Service Request Types  
 Service Request Mappings

#### Service Integration Config

Setup Customers  
 Setup Relationships  
 Managing Agents  
 Service Interactions with diary actions  
 HRMS Interfaces  
 Content Management  
 Interfaces  
 Service Workflows