

G440 - 11i CRM LG45 - System Administration

Course Objectives

This hands-on course introduces the student to the set-up and control options of the CRM support module, as configured for Local Government under the LG45 template schema.

The class has been developed in conjunction with a number of councils in the UK presently using the LG45 configuration and is therefore ideally suited to the ongoing rollout of LG45 solutions within a local government context.

Who Should Attend	Prerequisites	Duration
Support Staff	Oracle 11i Navigation (recommended)	2 Days
Applications Technicians		
LG45 Super Users		

Course Contents

Introduction and User

Controls

Overview and Basic Navigation
 Overview of Oracle
 Applications
 Overview of Oracle CRM
 Oracle Error Messages
 Log into the system
 Navigator Window
 Field Colours
 Wildcards
 Descriptive Flexfields (DFF)
 Enter data
 The Icon Bar
 Keyboard Shortcuts
 General Shortcuts
 Query Based Shortcuts
 Record Based Shortcuts
 Block Based Shortcuts
 Additional Notes/Helpful Hints

Creating Service Request
 Attributes
 Creating Service Request
 Attribute Values / Maintain
 Lookups
 Creating Service Request
 Severities
 Creating Service Request
 Types
 Map Service Request
 Attributes to Service Request
 Types
 Maintain Interaction History
 Workflow
 Dashboard Customisation

CRM LG45 Management

Controls

Create Employee
 Create User
 Link User Name to Employee
 Import the Employee as a
 Resource
 Password Maintenance
 Assign Roles to Resource
 Assign Responsibilities
 Create Groups and Map
 Resources to Groups
 Map Resources to Groups
 using the Resources Form