

Order to Cash Integration: Siebel and BRM Pack Ed 1

Oracle Siebel CRM

DURATION

3 Days

MODULES

6 Lectures

COURSE CODE

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Course Overview

Order to Cash Integration: Siebel and BRM Pack Ed 1

What You Will Learn

- 1 Order to Cash Pre-Built Integration: Siebel CRM and BRM Pack
 - Welcome
 - Housekeeping
 - Introductions
 - Course Objectives
 - Course Agenda
- 2 Oracle Communications Order to Cash Pre-Built Integration
 - Objectives
 - Order to Cash Business Process: Key Telecommunication Industry Challenges
 - Oracle AIA: Overview
 - Oracle AIA: Pre-Built Integrations for Communications
 - Oracle AIA: Service Oriented Architecture (SOA)
 - Order to Cash Pre-Built Integration: Overview
 - Order to Cash Pre-Built Integration: Integration Packs
 - Oracle Communications Order to Cash Pre-Built Integration:
 - Installation Options
 - Order to Cash Siebel CRM and BRM Pre-Built Integration Installation Option
 - Order to Cash Siebel CRM and OSM Pre-Built Integration Installation Option
 - Order to Cash Siebel CRM, OSM, and BRM Pre-Built Integration Installation Option
 - Order to Cash Pre-Built Integration: Process Integrations
 - Order to Cash Pre-Built Integration: Process Integration Flows
 - Order to Cash Pre-Built Integration: Siebel CRM and BRM Business Flows
 - Order to Cash Pre-Built Integration: Product Lifecycle Management Business Flows
 - Order to Cash Pre-Built Integration: Order Lifecycle Management

- Business Flows
- Order to Cash Pre-Built Integration: Customer Management Business Flows
- Order to Cash Pre-Built Integration: Architecture
- Order to Cash Pre-Built Integration Application Role: Siebel CRM
- Order to Cash Pre-Built Integration Application Role: BRM
- Order to Cash Siebel CRM and BRM Pre-Built Integration Option:
- Business Benefits
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- Summary
- Quiz
- 3 Product Lifecycle Management (PLM): Design-Time Configuration
- Objectives
- Product Synchronization: Design-Time Configuration Overview
- Setting Up BRM: Overview
- Setting Up Siebel CRM: Overview
- Configuring Oracle Fusion Middleware: Overview
- Configuring Domain Value Maps (DVMs)
- Configuring DVMs for PLM
- PRICETYPE_EVENT DVM
- PRICELIST DVM
- Price Lists and Rate Plans
- Configuring Cross-References: Overview
- Configuring Cross References for PLM
- Configuring the AIAConfigurationProperties.xml File: Overview
- Configuring the AIAConfigurationProperties File: PLM Services
- Integration Points
- Error Handling
- Summary
- Quiz
- Practice 3: Verifying the Installation
- 4 Product Lifecycle Management (PLM): Product Definition
- Objectives
- Product Lifecycle Management: Introduction
- Order to Cash Pre-Built Integration: Process Integrations
- PLM Process Integration: Overview
- PLM Process Integration: Methodology
- Product Creation Flow
- Defining Products and Discounts in BRM: Products
- Defining Products and Discounts in BRM: Rate Plans
- Defining Products and Discounts in BRM: Multiple Rate Plans
- Defining Products and Discounts in BRM: Multiple Rate Plans -
- Defining Rate Structure
- Defining Products and Discounts in BRM: Multiple Rate Plans - Methodology
- Defining Products and Discounts in BRM: Discounts
- Defining Products and Discounts in BRM: Key Considerations
- Summary

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- Practice 4: Creating Products and Discounts in BRM
- 5 Product Lifecycle Management (PLM): Integration Implementation
- Objectives
- Product Lifecycle Management: Methodology
- Synchronize Product and Price Business Flow: Functional Overview
- Synchronize Product and Price Business Flow: Product Mapping
- Synchronize Product and Price Business Flow: Entity Mapping
- Synchronize Product and Price Business Flow: Attribute Mapping
- Synchronize Product and Price Business Flow: Product Types Supported
- Synchronize Product and Price Business Flow: Discount Types Supported
- Synchronize Product and Price Business Flow: Data Model
- Synchronization Modes: Real Time
- Synchronization Modes: Batch Mode
- Synchronization Modes: Differences Between Real-time Mode and
- Batch Mode
- Product Synchronization: Overview
- Product Synchronization: Functional Flow
- Discount Synchronization: Overview
- Discount Synchronization: Functional Flow
- Synchronize Product and Price Business Flow: Implementation Overview
- Synchronize Product and Price Business Flow: BRM Interfaces
- Synchronize Product and Price Business Flow:
- Industry Oracle AIA Components
- Synchronize Product and Price Business Flow: Siebel CRM Interfaces
- Synchronize Product and Price Business Flow: Integration Services
- BRM Integration Service: SyncProductBRMCommsReqABCImpl
- BRM Integration Service: SyncDiscountBRMCommsReqABCImpl
- Synchronize Product and Price Business Flow: Integration Services
- Siebel CRM Integration Service: SyncItem
- CompositionListSiebelCommsProvABCImpl
- Siebel CRM Integration Service:ProductOptimized
- SyncPriceListListSiebelCommsProvABCImpl
- Siebel CRM Integration Service: ProductOptimized
- SyncPriceListListSiebelCommsProvABCImpl
- Product Synchronization: Implementation Flow
- Discount Synchronization: Implementation Flow
- Integrating BRM and Siebel CRM: Assumptions and Constraints
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- Practice 5: Synchronizing Products and Discounts from BRM to Siebel CRM
- 6 Product Lifecycle Management (PLM): Bundling: Simple Offers
- Objectives
- Terms

- Product Lifecycle Management: Methodology
- Customer Product Enrichment
- Siebel CRM Product Bundling: Overview
- Siebel CRM Product Bundling: Simple Offers
- Products: Overview
- Products: Example
- Products: Configuration
- Products: Key Considerations
- Product Classes and Attributes: Overview
- Product Classes and Attributes: Configuration
- Product Classes and Attributes: Key Considerations
- Special Rating Products: Overview
- Special Rating Products: Example
- Special Rating Products: Configuration
- Special Rating Products: Configuration Flow
- Special Rating Products: Create a List
- Special Rating Products: Capture Phone Numbers
- Special Rating Products: List in BRM
- Special Rating Products: Key Considerations
- Discounts: Overview
- Discounts: Applying in Siebel CRM
- Discounts: Example
- Discounts: Assumptions and Constraints
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- Practice 6: Bundling Simple Offers
- 7 Product Lifecycle Management (PLM): Bundling: Bundled Offers
- Objectives
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- Bundling Flow
- Siebel CRM Product Bundling: Simple Offers and Bundled Offers
- Service Bundles: Overview
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- Service Bundles: Example
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- Service Bundles: Key Considerations
- Simple Service Bundle: Overview
- Simple Service Bundle: Configuration
- Simple Service Bundle: Assumptions and Constraints
- Practice 7.1: Simple Service Bundle Practice 7.2: Service Bundle
- Nested Service Bundle: Overview
- Nested Service Bundle: Example
- Non-Service Bundle Complex Product: Overview
- Non-Service Bundle Complex Product: Root Product
- Non-Service Bundle Complex Product: Child Product

- Non-Service Bundle Complex Product: Configuration
- Promotions: Overview
- Promotions: Example
- Promotion: Configuration
- Promotions: Assumptions and Constraints
- Practice 7.3: Bundled Offer Practice 7.4: Promotion
- Siebel CRM Product Bundling: Additional Items
- Price and Discount Overrides: Overview
- Price and Discount Overrides: Example
- Price and Discount Overrides: Configuration in Siebel CRM
- Price and Discount Overrides: Order Interfaced with BRM
- Price and Discount Overrides: Discount Choices
- Time-Based Offering: Overview
- Time Based Offerings: Design Time Configuration
- Time Based Offerings: Order Processing
- Time Based Offerings: Example
- Time Based Offerings: Key Considerations
- Bundling Best Practices: Multiple Event Mapping
- Bundling Best Practices: Discounts
- Bundling Best Practices: Penalty and One-Time Charges
- Bundling Best Practices: Setting Up Siebel CRM
- Bundling Best Practices: Usage Rates
- Summary
- Quiz
- Practice 7.5: Update Product
- 8 Customer Management: Overview
- Objectives
- Terms
- Customer Management: Overview
- Order to Cash Pre-Built Integration: Process Integrations
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- Customer Management: Methodology
- Customer Management: Account Hierarchy
- Customer Management: Siebel CRM and BRM Entity Mapping
- Customer Management: Account Attributes Mapping
- Customer Management: Contact Attribute Mapping
- Customer Management: Address Attribute Mapping
- Customer Management: Billing Information Attribute Mapping
- Customer Management: Payment Attributes Mapping
- Customer Management: Data Model
- Customer Management: Data Requirements
- Customer Management: Assumptions and Constraints
- Customer Management: Business Benefits
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- Quiz
- 9 Customer Management: Functional Flows and Technical Implementation

- Objectives
- Customer Management Process Integration: Overview
- Customer Management: Business Flows
- Synchronize Customer Account Business Flow: Integration Flows
- Create/Sync Account Integration Flow: Overview
- Create/Sync Account Integration Flow: Functional Flow
- Update Customer Account Integration Flow: Overview
- Update Customer Account Integration Flow: Functional Flow
- Customer Account Status Synchronization: Overview
- Synchronize Customer Account Business Flow: Implementation Overview
- Synchronize Customer Account Business Flow: Siebel CRM Interfaces
- Synchronize Customer Account Business Flow: BRM Interfaces
- Synchronize Customer Account Business Flow: Industry AIA Components
- ProcessFulfillmentOrderBillingAccountListOSMCFSCommsJMSConsumer
- CommsProcessFulfillmentOrderBillingAccountListEBF
- CommsProcessBillingAccountListEBF
- Synchronize Customer Account Business Flow: Integration Services
- QueryCustomerPartyListSiebelProvABCImplV2
- CommunicationsCustomerPartyEBSV2 Resequencer
- SyncCustomerPartyListBRMComms ProvABCImpl
- SyncCustomerSiebelEventAggregator
- SyncAcctSiebelAggrEventConsumer
- SyncAccountSiebelReqABCImpl
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- SyncCustomerPartyListBRM_01CommsJMSConsumer
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- Domain Value Maps (DVMs)
- Cross-Reference Tables
- Create/Sync Customer: Implementation Flow
- Update Customer Account: Implementation Flow
- Synchronize Customer Special Rating Profile Business Flow: Overview
- Synchronize Customer Special Rating Profile Business Flow: Integration Flow
- Synchronize Friends and Family List Updates to BRM Integration Flow
- Synchronize Customer Special Rating Business Flow:
 - Implementation Overview
 - Synchronize Customer Special Rating Business Flow:
 - Transaction Boundaries
 - Synchronize Customer Special Rating Business Flow:
 - Industry Oracle AIA Components
 - Synchronize Customer Special Rating Business Flow: Siebel CRM Interfaces
 - Synchronize Customer Special Rating Business Flow: Integration Services
 - ProcessInstalledProductSpecialRatingSetListSiebelCommsJMSConsumer
 - ProcessInstalledProductSpecialRatingSetListSiebelCommsReqABCImpl
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 - Synchronize Customer Special Rating Business Flow: BRM Interfaces
 - Synchronize Friends and Family List Updates Integration Flow:

- Implementation Flow
- Summary
- Quiz
- Practice 9: Synchronizing Customer Accounts from Siebel CRM to BRM
- 10 Customer Management: Design Time Configuration
- Objectives
- Configuring BRM
- Configuring Siebel CRM
- Configuring the Oracle Fusion Middleware
- Setting AIAConfigurations.xml Properties
- Delivered Routing Rules
- Transaction Management
- Exception Handling
- BRM Integration Points
- Siebel CRM Integration Points
- Summary
- 11 Order to Cash Pre-Built Integration: Siebel CRM and BRM Pack
- Oracle AIA, Process Integration Packs, and SOA
- Order to Cash Pre-Built Integration
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- Product Lifecycle Management
- Customer Management
- Course Assessment