

SIEBEL CRM ON DEMAND ON-SITE TRAINING

ORACLE® CRM ON DEMAND

A COMPREHENSIVE CRM ON-DEMAND SOLUTION

- Easy to use for high user adoption
- Deploys quickly with no IT investment
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales, and service best practices

Experienced Oracle Education Consultants deliver On-Site Custom Training for Oracle's Siebel CRM On Demand at any location of your choice. Since our instructors come to you, your training participants can take full advantage of the interactive, hands-on training session from the comfort of their own work environment.

CUSTOM ON-SITE TRAINING

As with all of Oracle's custom training offerings, the On-Site Training package for Siebel CRM On Demand blends functional training with a curriculum specifically tailored to meet your company's individual needs. All this is delivered by our skilled Education Consultants at a location of your choosing! Oracle has delivered On-Site Training to Siebel CRM On Demand customers at many different venues, including company headquarters, national or international sales meetings, and corporate training centers.

EXPERIENCED TRAINING PROFESSIONALS

All of our experienced Education Consultants have a strong background delivering Siebel CRM On Demand training and always provide practical, firsthand knowledge of product capabilities that are pertinent to your business objectives. In addition, on-site training allows our training team to provide a level of tailoring and interactivity that is best achieved with face-to-face interaction.

Prior to the scheduled On-Site Training event, the Oracle training team works with your subject matter experts and/or training group to understand your organization's training requirements and business goals in using Siebel CRM On Demand. These training requirements are documented and presented to you for validation and approval. We fine-tune the tailored training curriculum as necessary to ensure maximum impact and value to your users.

TRAINING TAILORED TO YOUR ORGANIZATION

Siebel CRM On Demand On-Site Training is delivered in a live classroom setting and always focuses on the specific Siebel CRM On Demand functionality appropriate to your business goals and processes. The On-Site Training session typically consists of a variety of learning methods: lecture, day-in-the-life demonstrations of your configured application, and independent exercises to reinforce concepts and solidify learning. This highly interactive package includes learning materials, hands-on exercises, Q&A, and live training sessions tailored to your needs.

KEY FEATURES

Service Request Management

- Automatic assignment of service requests to the most appropriate individual
- Easy capture and tracking of comprehensive service request information
- Drill-down analysis on service effectiveness, individual performance, and workload balancing

Solution Management

- Real-time, searchable knowledgebase that enables rapid resolution of service requests
- Scoring of solution effectiveness that promotes continual service improvement

Account and Contact Management

- Instant visibility into complete histories, notes, service requests, and opportunities related to each account
- Information sharing of customer service issues across account teams

Asset Management

- Linking of company products and services to customer accounts
- Tracking of part numbers, warranties, and contract information

Calendar and Task Management

- Rapid scheduling of to-do items
- Easy sharing of information, delegation of tasks, and management of complex service issues

TRAINING WHERE YOU NEED IT

Siebel CRM On Demand On-Site Training is delivered at a location of your choice, and since Siebel CRM On Demand is a hosted CRM solution, there is typically little set-up required on your side for the training sessions. Oracle Education Consultants will work directly with you or an appointed person from a third-party venue to ensure that the training environment and event is executed flawlessly!

FOR MORE INFORMATION

To sign up for technical classes, click the Training link in On Demand or visit Oracle University at education.oracle.com. For custom training offerings, including Siebel CRM On Demand On-Site Training, email siebelondemandtraining_ww@oracle.com.

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