

2

Overview of Siebel Workflow

This chapter describes an overview of Oracle's Siebel Workflow. It includes the following topics:

- [About Siebel Workflow on page 15](#)

About Siebel Workflow

This topic describes an overview of Siebel Workflow. It includes the following topics:

- [Business Requirements That Siebel Workflow Can Meet on page 15](#)
- [Technologies That Siebel CRM Uses to Automate Business Processes on page 17](#)
- [Objects That Siebel Workflow Uses on page 18](#)
- [Scenarios That Resolves Service Requests on page 19](#)
- [Viewing Example Workflow Processes on page 21](#)
- [Overview for Using This Book on page 22](#)

Business Requirements That Siebel Workflow Can Meet

The benefits of managing a business process are often not realized because the organization does not manage the business process consistently. This situation can occur due to the large number of business processes that exist in the business environment, or because of the dynamic nature of the information that the process monitors.

Managing important events is central to managing a business process. **Workflow management** is the act of managing an event in a way that properly handles the event. For example, a service department uses processes to manage an open service request or to meet a measurable response time. A workflow process can increase the visibility of these business processes in your organization and make sure that your organization handles them correctly.

Siebel Workflow is a customizable business application that allows you to define, manage, and enforce your business processes and establish process automation in Siebel CRM. Siebel Workflow coordinates the process automation technologies that Siebel CRM provides.

A **workflow process** is a graphically sequenced series of automation steps that support a business process. It specifies inputs and outputs for individual steps and for the entire workflow process. A workflow process can be simple, such as entering a product order, or complex, such as managing a call center. A workflow process can perform operations on data, can include conditional logic, and can call a business service, task list, or subprocess.

You can use a workflow process to do the following:

- Escalate an event.

Siebel Workflow Guide

Marcel A. Müller



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Table of Contents Siebel Workflow Guide

1. Understanding the eBook Siebel Workflow Guide
 - The Rise of Digital Reading Siebel Workflow Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Siebel Workflow Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Siebel Workflow Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Siebel Workflow Guide
 - Personalized Recommendations
 - Siebel Workflow Guide User Reviews and Ratings
 - Siebel Workflow Guide and Bestseller Lists
5. Accessing Siebel Workflow Guide Free and Paid eBooks
 - Siebel Workflow Guide Public Domain eBooks
 - Siebel Workflow Guide eBook Subscription Services
 - Siebel Workflow Guide Budget-Friendly Options

6. Navigating Siebel Workflow Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Siebel Workflow Guide Compatibility with Devices
 - Siebel Workflow Guide Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Siebel Workflow Guide
 - Highlighting and Note-Taking Siebel Workflow Guide
 - Interactive Elements Siebel Workflow Guide
8. Staying Engaged with Siebel Workflow Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Siebel Workflow Guide
9. Balancing eBooks and Physical Books Siebel Workflow Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Siebel Workflow Guide
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Siebel Workflow Guide
 - Setting Reading Goals Siebel Workflow Guide
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Siebel Workflow Guide
 - Fact-Checking eBook Content of Siebel Workflow Guide
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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