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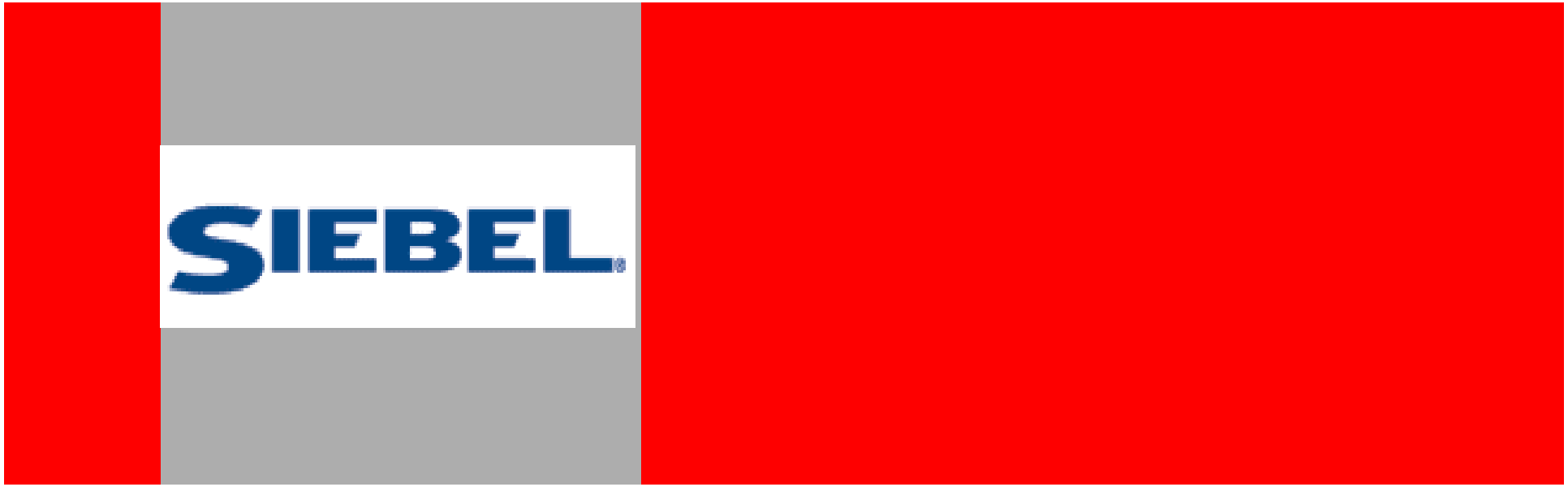
The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

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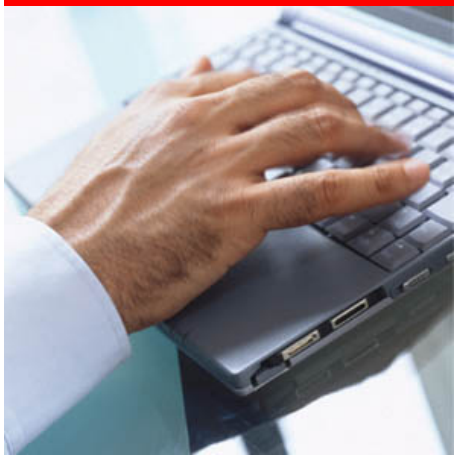
# Service-enable Siebel with Oracle SOA Suite BPEL Process Manager

**Santosh Malik Principal Technologist, PTS.**

**Nishit Rao Group Product Manager, FMW**

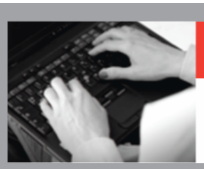
# Program Agenda



- FMW Overview
- FMW and Siebel Certification Roadmap
- FMW and Siebel Demo
- Hands on Lab
  - Integrating Siebel using Oracle SOA Suite / BPEL
- Q & A

# FMW Overview

# ORACLE FUSION MIDDLEWARE



**User Interaction**

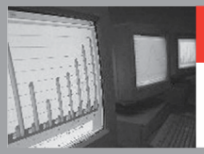
Web 2.0 Portal, Rich Internet Apps, Mobile, Search, Desktop, Presence, VoIP

**Enterprise Performance Management**

Planning, Budgeting, Financial Management & Reporting, Scorecards

**Business Intelligence**

Data Integration, Query & Analysis, OLAP, Dashboards, Reports, Alerts, Real-Time



**Content Management**

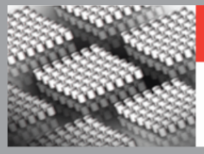
Web Content, Documents, Digital Assets, Imaging, Records, Information Rights

**SOA & Process Management**

ESB, BPEL PM, Workflow, BAM, Rules, B2B, MDM, Registry, SOA Governance

**Application Server**

Java EE, Web Services, Complex Event Processing, XTP, RFID & Sensors, SIP



**Grid Infrastructure**

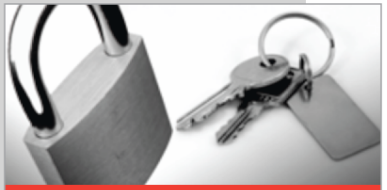
Application Clusters, In-Memory Data Grid, Common Metadata Services

**Development Tools**

Unified SOA Development Tool & Framework

**Enterprise Management**

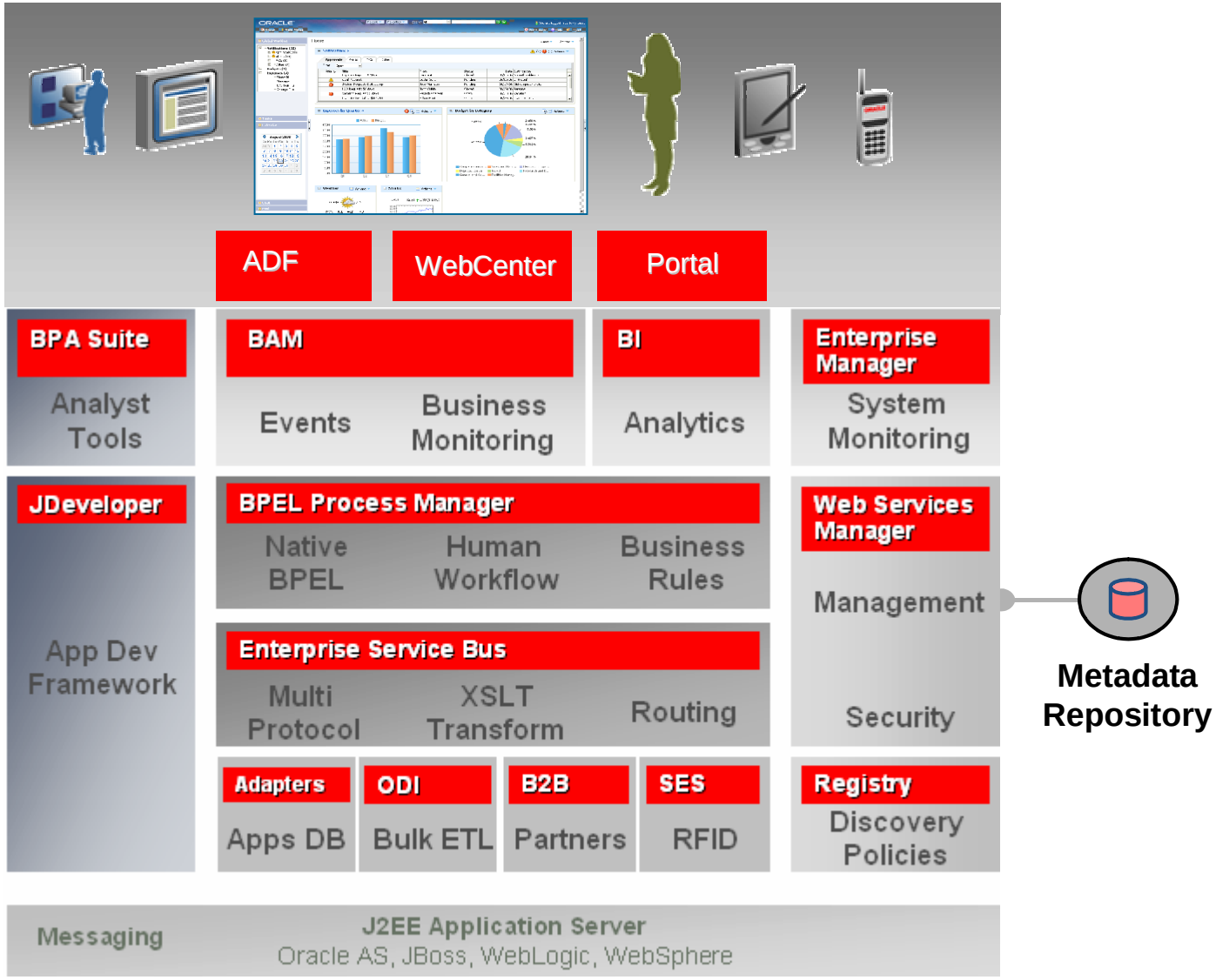
Provisioning, Diagnostics, Tuning, Configuration Management



**Identity Management**

Provisioning, Access Management, Federation, Audit, Directory

# Oracle SOA & Webcenter Technologies



# Oracle Fusion Middleware

## The World's Best Middleware Suite - Gartner MQs

| | |
|---|---|
| • Application Platform Suites | LEADER |
| • Development Tools | LEADER |
| • Application Server | LEADER |
| • Web Services Platform | LEADER |
| • Enterprise Portal | LEADER |
| • Enterprise Content Mgmt. | LEADER |
| • Enterprise Records Mgmt. | LEADER |
| • Enterprise Service Bus | LEADER |
| • Business Integration | LEADER |
| • Business Process Mgmt. | LEADER |
| • Business Intelligence | LEADER |
| • Corporate Performance Mgmt. | LEADER |
| • Access Management | LEADER |
| • Identity Provisioning | LEADER |
| • Web Services Management | LEADER |
| • Data Integration | LEADER |

# Oracle Fusion Middleware

The World's Best Middleware Suite

| | |
|---|---|
| 50,000+ | Global Customers |
| 873 | Business Week 1000 |
| 39 | Fortune 50 Global |
| 43 | Fortune 50 US |
| 7,800 | Partners |
| 4,780 | ISVs |
| 38,500 | SIs |
| 4,500 | VARs |
| 227 | Patents |
| 145 | Industry Awards |

# Oracle Fusion Middleware

## Used by the World's Leading Companies

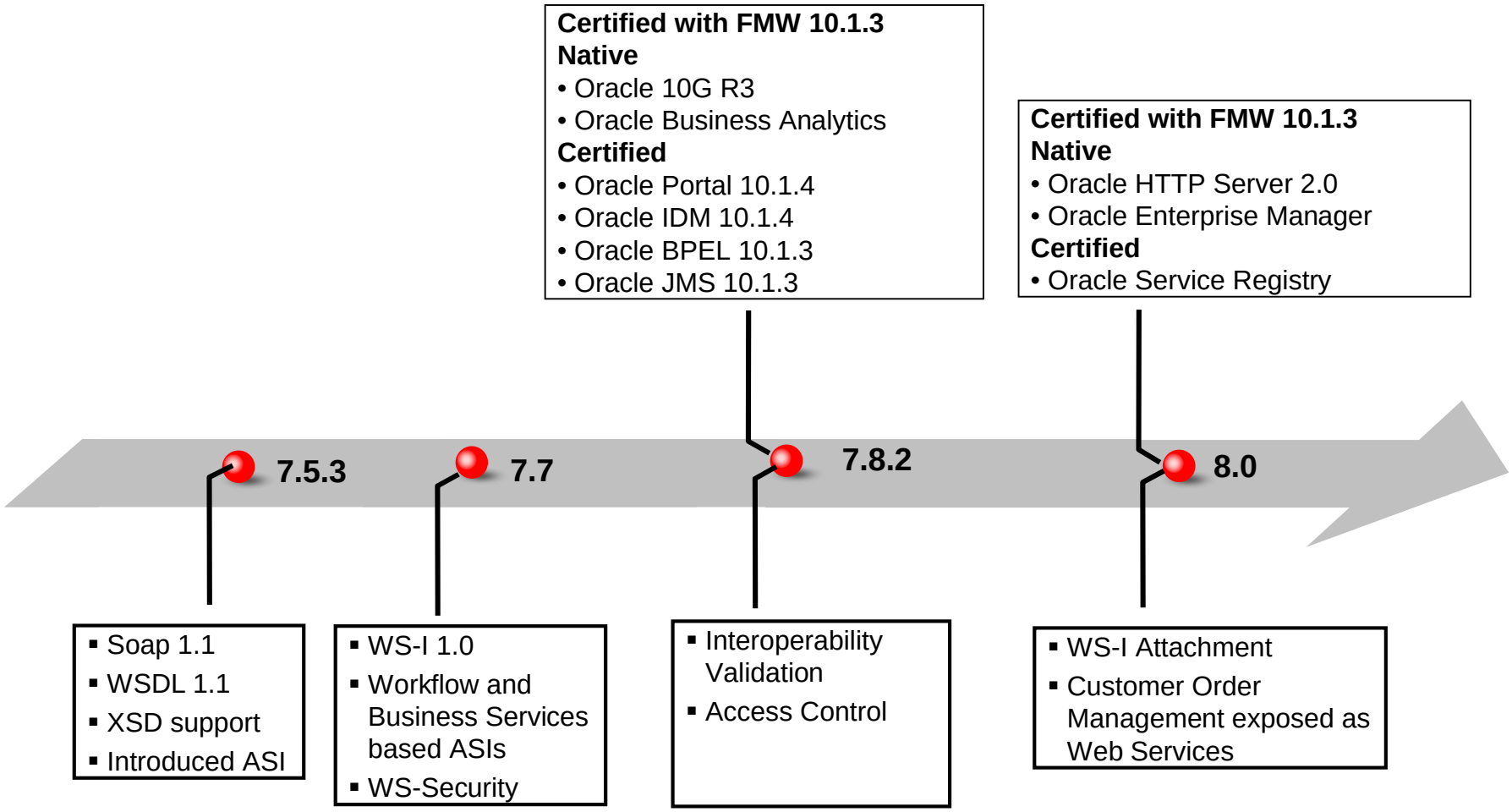
# Certifications and FMW Uptake

# Supporting SOA with Applications Unlimited

| | Oracle | PeopleSoft | Siebel | JD Edwards |
|---|---|---|---|---|
| **Enterprise Business Services (out of box)** | More than 150 | More than 200 | More than 100 | More than 100 |
| **Enterprise Service Operations** | More than 1000 | More than 2000 | More than 1000 | More than 500 |
| **Enterprise Business Events** | More than 1000 | More than 200 | More than 1000 | More than 300 |
| **Modeled Business Process Support** | More than 5000 | More than 800 | More than 1000 | More than 300 |
| **Services Repository Available** | YES | YES | YES | YES |

# FMW Certification Roadmap

# Siebel SOA Journey



# Siebel Fusion Support Roadmap

**Siebel 7.8**
Certified with
10.1.3 Fusion Middleware

**Native**
Oracle 10G R3
Oracle Business Analytics

**Certified**
Oracle Portal 10.1.4
Oracle Identity Management 10.1.4
Oracle BPEL 10.1.3
Oracle JMS 10.1.3
Oracle Container for J2EE 10.1.3 for Siebel Resource Adaptor

**Siebel 8.0**
Certified with
10.1.3 Fusion Middleware

**Native**
Oracle HTTP Server 2.0
Oracle Enterprise Linux
Oracle Enterprise Manager
Oracle Secure Enterprise Search*

**Certified**
Oracle Service Registry*

**Applications**
Siebel CRM OnDemand

**Siebel 8.1**
Certified with
Fusion Middleware

**Native**
Oracle Clusterware
Oracle 11G DB
Oracle Content DB
Oracle Stellant
Oracle XML Publisher

**Certified**
Oracle JES Rules
Oracle JDeveloper
Oracle Data Integrator

**Applications**
Siebel Self-Service

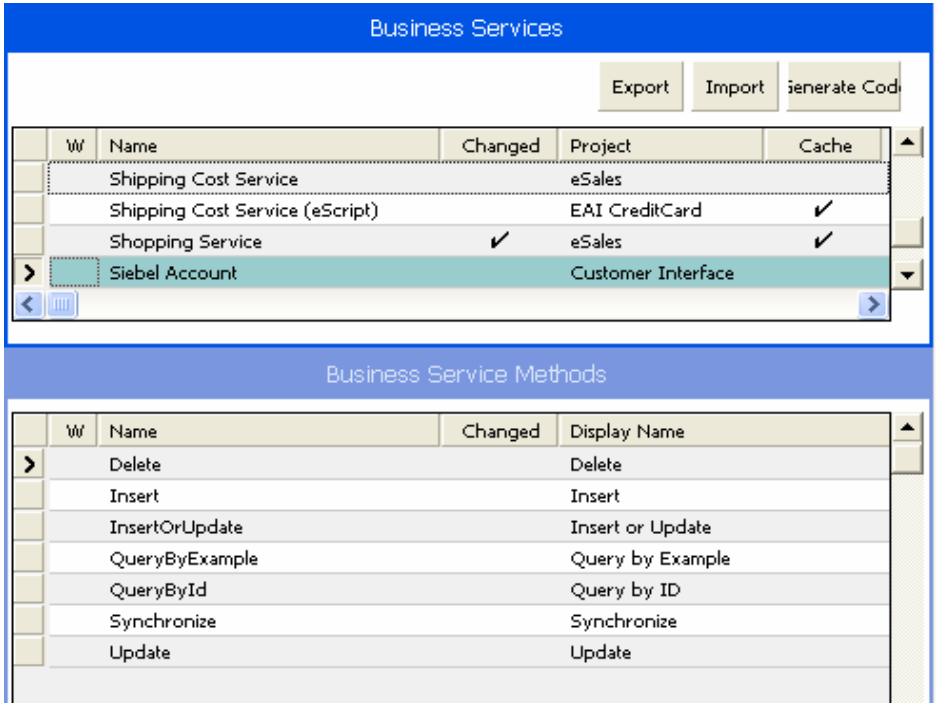
* Support will be post Siebel GA

# Siebel Integration Overview

# Siebel Business Services

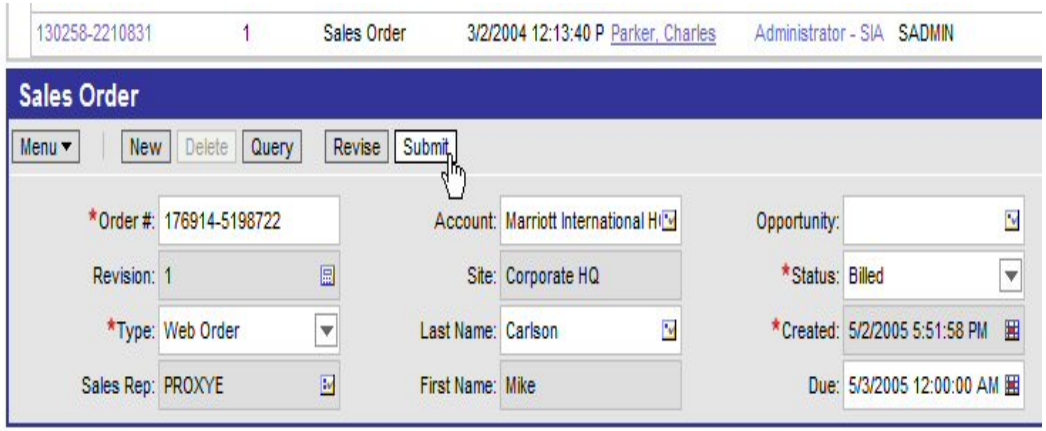
- **Pre-built and user built functions that act on Siebel Business Components.**

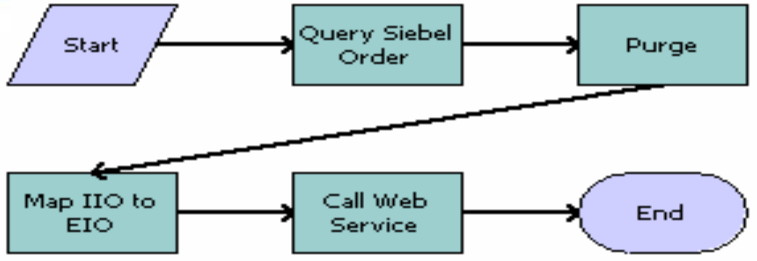
- **Example**
  - **Calculate Tax, using data from a number of Siebel Business components.**
  - **Account – Update, Insert Account.**



# Siebel Workflows

- Stitches together business services, data maps, scripts, events and interacts with GUI elements (applets).
- Example: Workflow starts when use hits ‘Submit’ button on Sales Order Applet.
- Extracts user data from Applet and executes a set of Business Services to send Sales Order data to external application

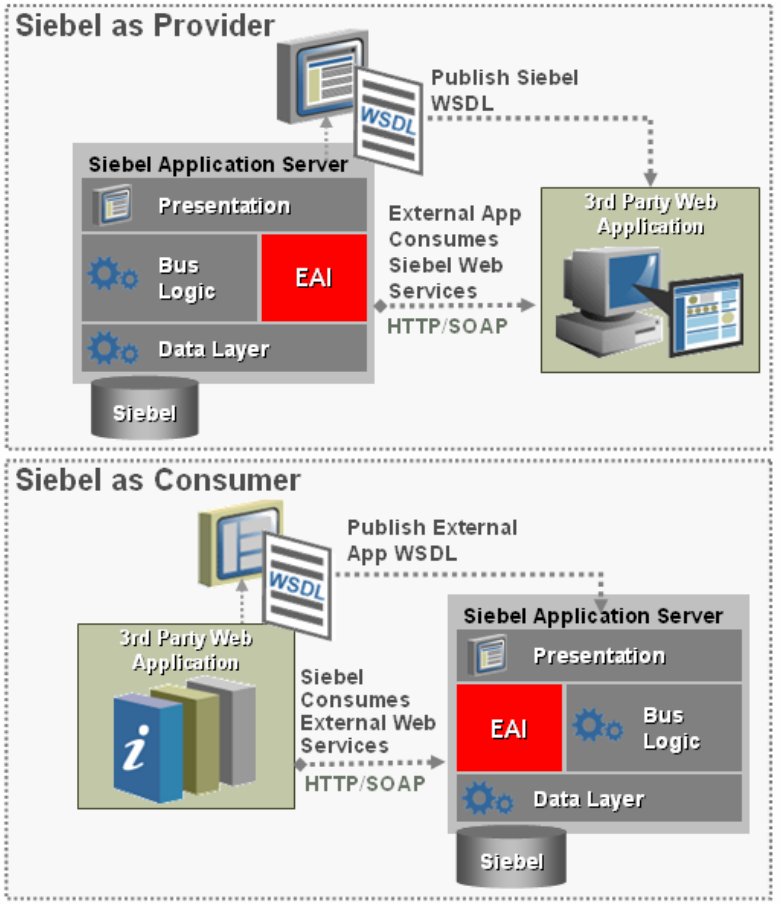


# Siebel CRM SOA Enablement

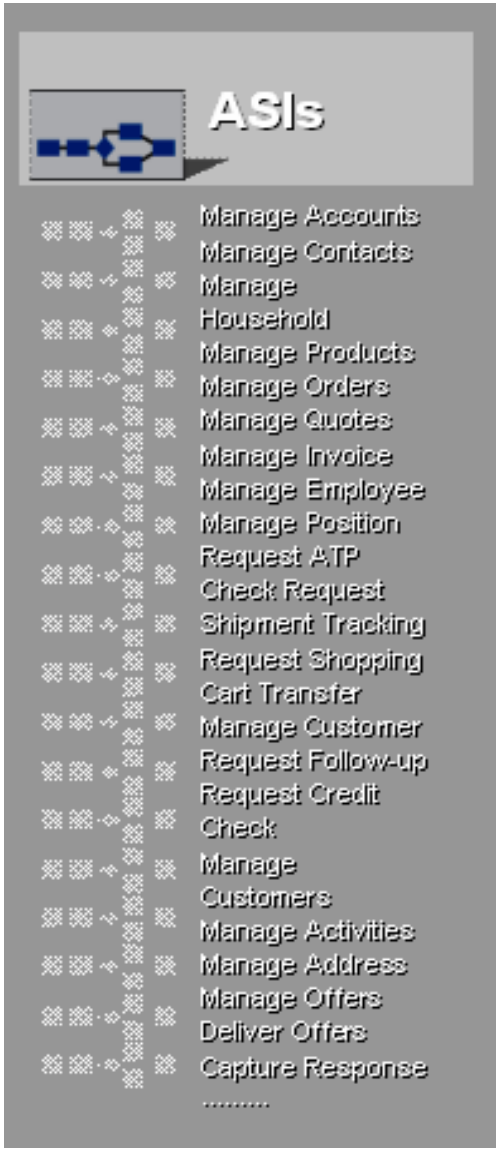
## Towards SOA since Siebel 7.5

- **Web Services support**
  - Soap 1.1, WSDL 1.1, XSD support
  - WSI – 1.0, WS-Security
  - WS-Attachments
- **Web Service Dispatcher handles inbound Web Service Calls**
- **Web Service Outbound Proxy handles invocation of external Web Services**
- **Workflows and Business Services are exposed as web services**

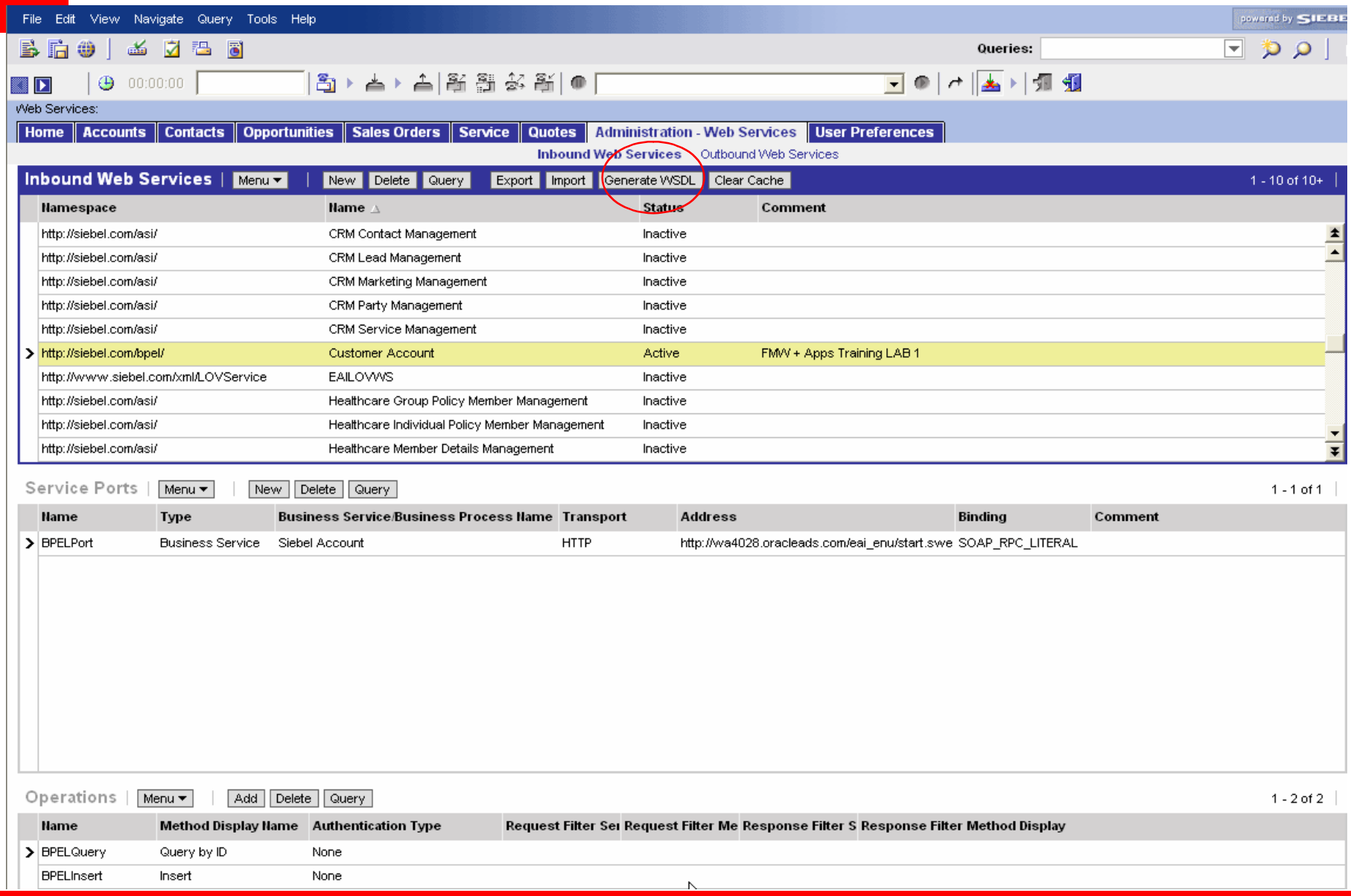


# ASI – Application Service Interfaces

- Exposes Siebel Business Services and Workflows as web services.
- Release independent interfaces
- Pre-built and out-of-the-box
- Uses XSD and WSDL to describe interface
- Inbound ASI
  - External Application Invoking Siebel
  - Oracle Financials syncing Order Status to Siebel Sales Order
- Outbound ASI
  - Siebel Application invoking external Web Service.
  - Example: Siebel Sales Order Applet invoking Oracle ERP to query quantity available (ATP Check).

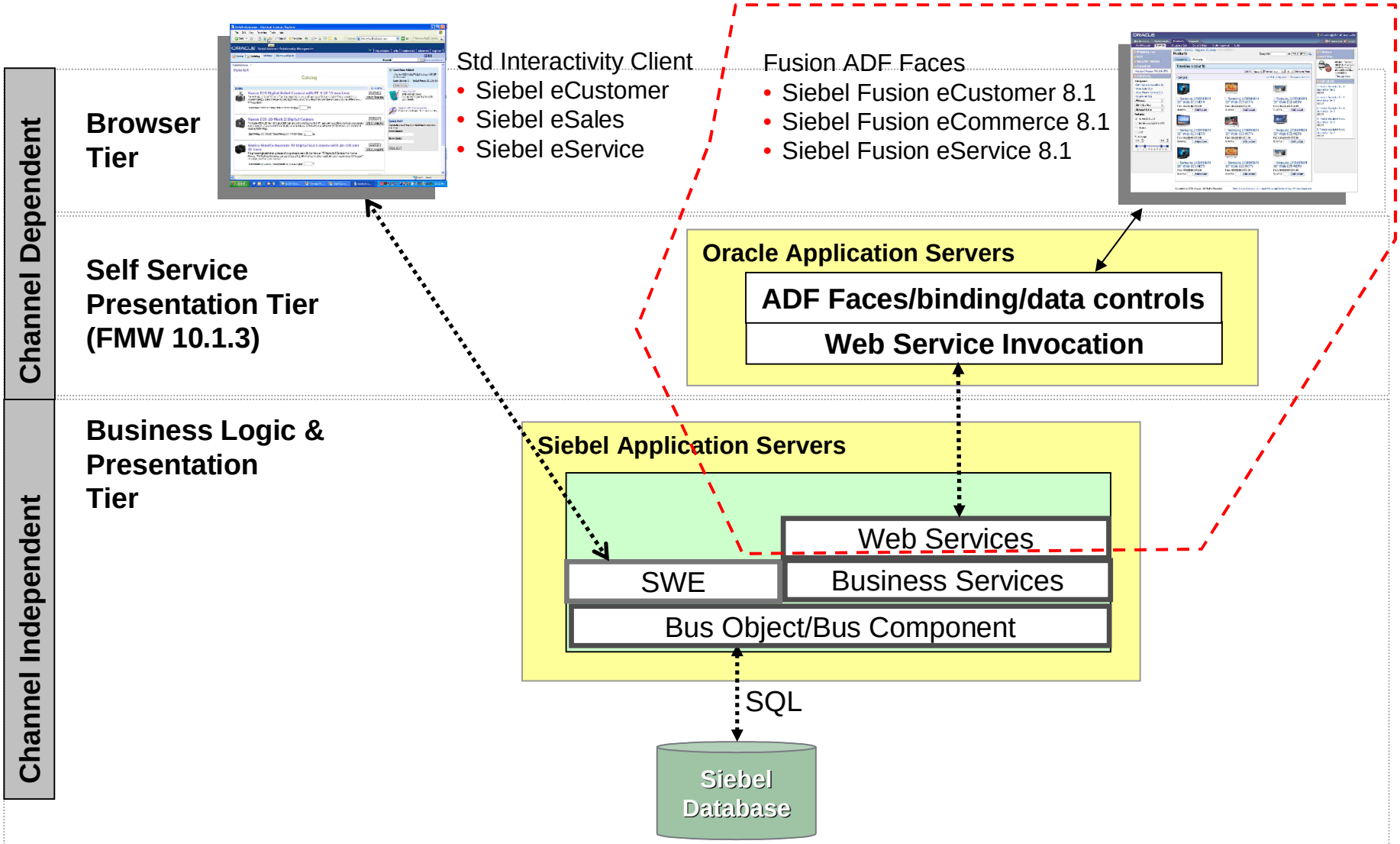


# Web Services Admin



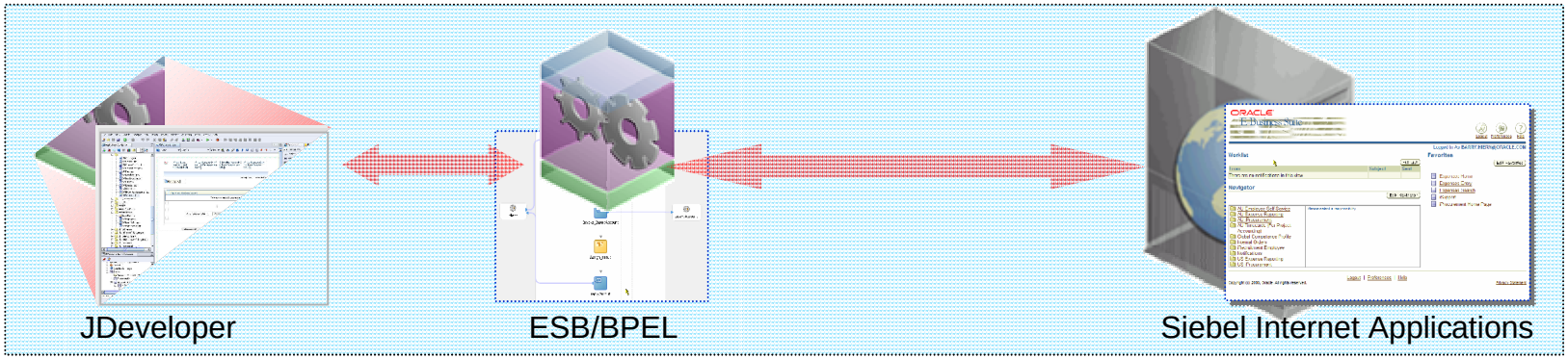
# ADF for Siebel

# Self Service 8.1 with Fusion ADF Presentation Tier



# WebCenter for Siebel

# Calling Siebel Web Services



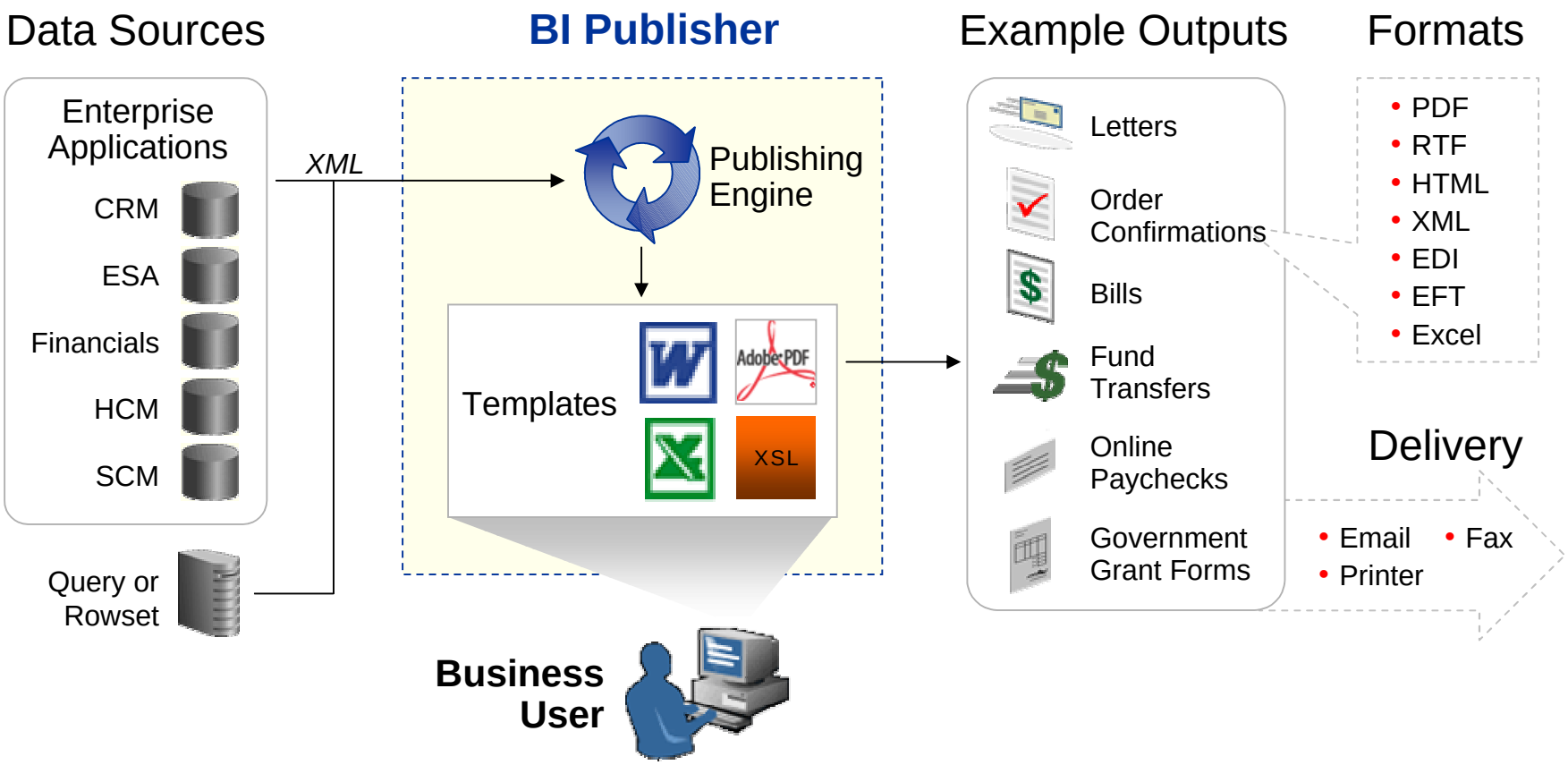

## Proxy Through BPEL SOA Middle Tier

- The BPEL transformation engine is able to support the complex types being returned from Siebel.
- This can be used to call the web service and subsequently expose the transformed web service to the ADF data control.

# Reporting in with XML Publisher

# BI Publisher

## Enable Business Users to Format and Deliver Documents

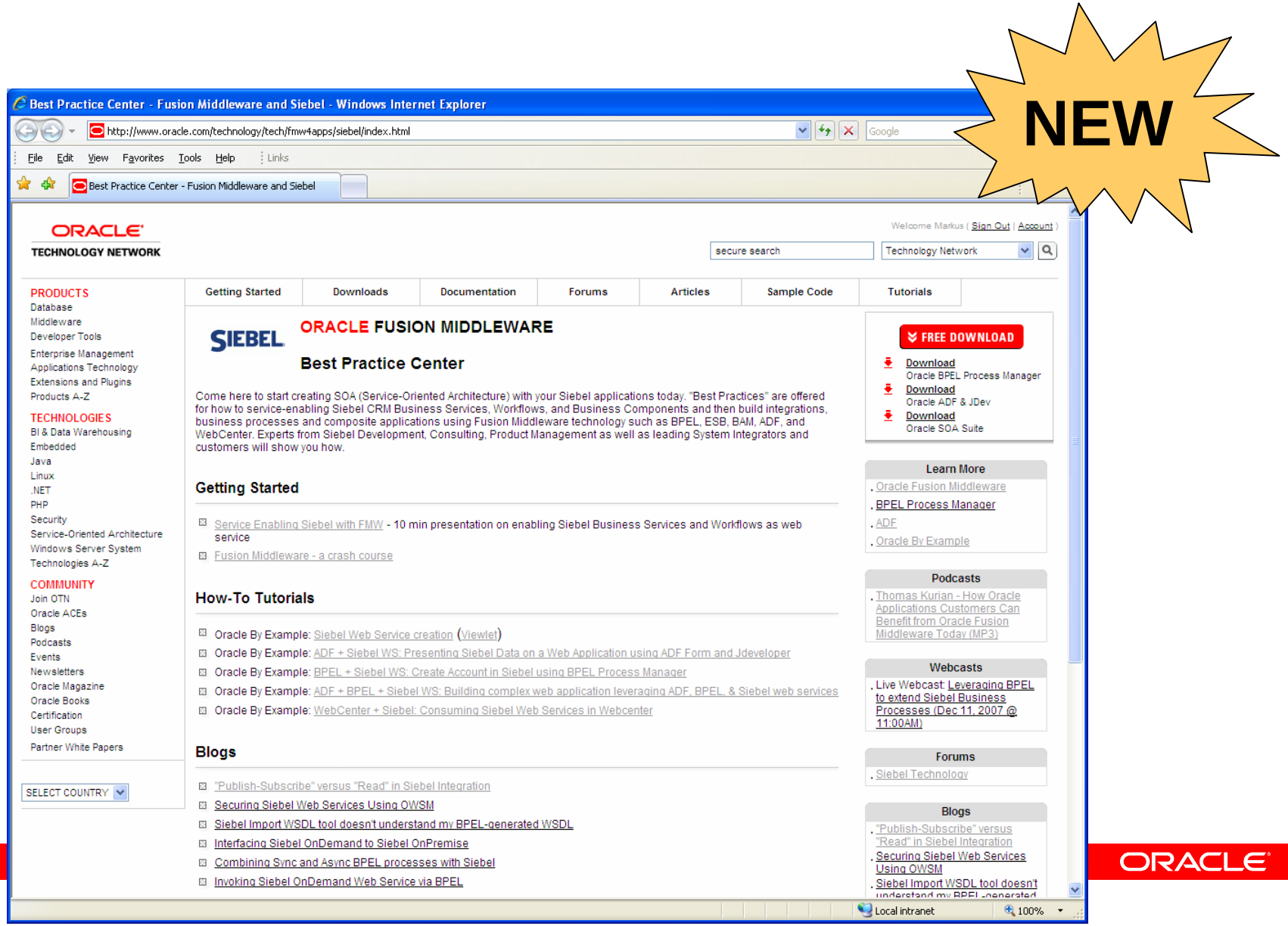


# BI Publisher in Oracle Applications Limited Use License

- Oracle E-Business Suite
  - 500 templates in 11i  900 templates in R12
  - Project to convert all remaining Oracle Reports reports
  - Conversion utility from Oracle Reports
- PeopleSoft
  - Integrated into 8.48
  - Products shipping content in R9
    - Financials
    - Grants
    - HCM
    - CRM
    - SCM
    - Student Admin
- J.D. Edwards
  - Integrated into 8.96
  - Allow customers to develop their own templates
  - Subsequent releases will add Apps content
- More coming …

# OTN Micro-site for Siebel and Fusion Middleware

## http://www.oracle.com/technology/tech/fmw4apps/siebel/index.html



# End to End FMW Demo

# Service Enabling Siebel – Hands on Lab Overview

# Siebel

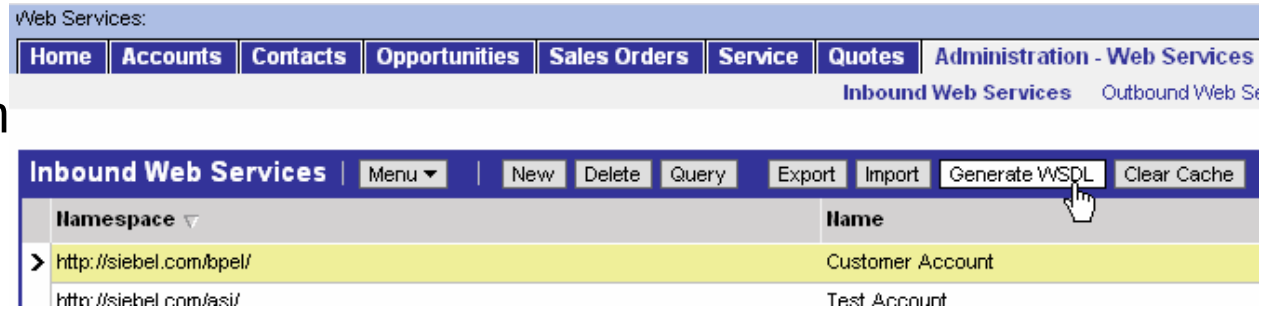
# Query Account By ID

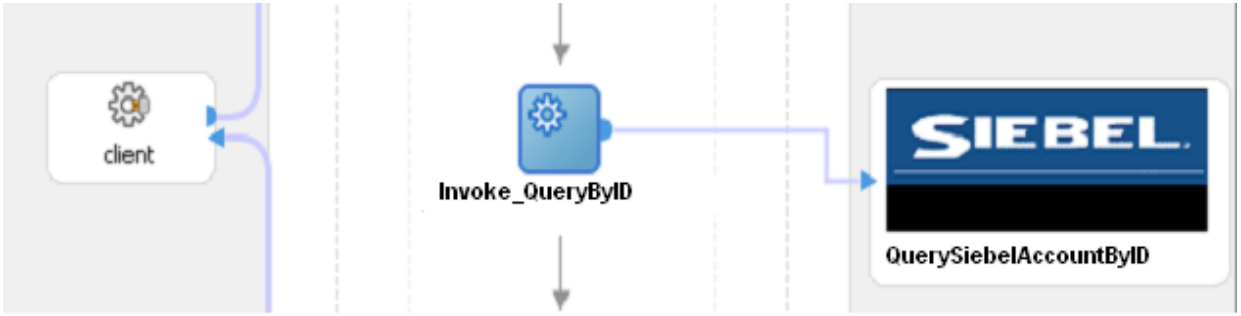
# Bill of Materials

- SOA Suite 10.1.3.1
  - BPEL Process Manager
- jDeveloper 10.1.3.1
- Siebel Call Center v 7.8

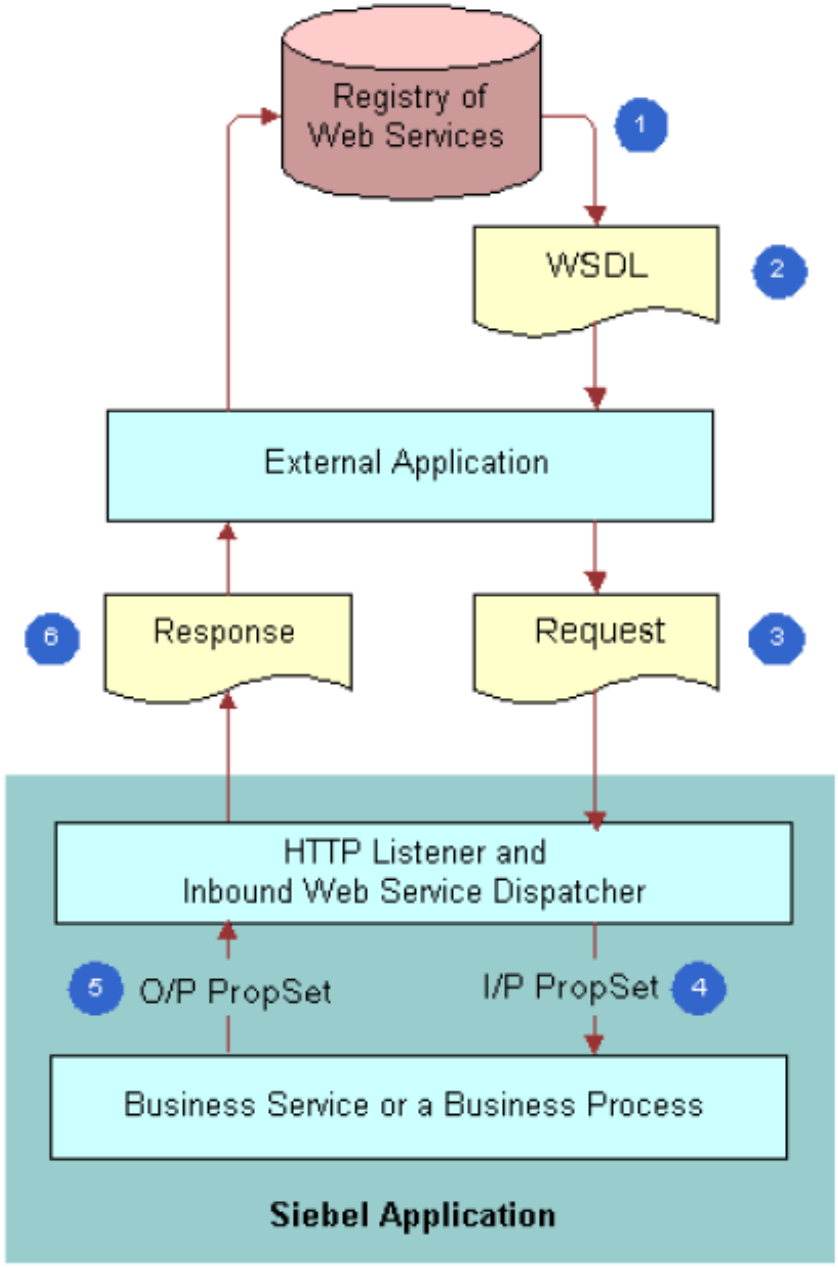
# Invoking Siebel Business Service

- Find Siebel Web Service for Account
- Generate WSDL from WS-Admin
- Consume WSDL in BPEL
- Invoke to Query Account



# BPEL / External App calling Siebel Web Service




1. Create an inbound web service record for a Business Service/ASI using WS-Admin.
    1. Typically existing Business Service.
2. Generate the WSDL file in WS-Admin and import into external App / BPEL.
3. External app / BPEL sends SOAP request to Siebel.
4. Dispatcher converts SOAP request into request PropSet. The PropSet is passed to a Business Service OR a Workflow.
    1. Dispatcher is just another Business Service
5. Business Service or Workflow returns response PropSet.
6. Response is converted to SOAP message and sent back to calling application.

# Q & A

**Contact Information**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