

# **Simulation Script**

**SCO #: 8522**

**SCO Name: Siebel for Complex Orders**

**Simulation Name: Searching for an Earning Number**

**Task Text: Searching for an Earning Number**

**SCO Storyboard Page Reference: Topic 3, Page 3**

Walkthrough - Searching for an Earning Number

Customer Markets Siebel - Earning No Search Currently Sharing

File Edit View Screens Go Query Reports Application Help

History List Threads Earning Number:

Opportunities Accounts **Earning Number** Contacts Activities Leads Expiring Contracts Agreement **Order**

EN	CLAC	Master Customer Id	Tiecode	Account Name
7709735204001	0009997618288	TRIBUNECOMMERICAL	SB938919398	TRIBUNE COM
7709814644121	0770981464412	AMERIBISTRO	SB003499417	AMERIBISTRO
7709890032001	0009997618286	ANNETEEWALTRESSDBAC	SB939458339	ANNETEE WAL
3058729116407	0009997618112	JACKSONHEWITTTAXSERVI	SB939394182	COLDWELL BAN
3058882495757	0009997618111	OLLCONEXION	SB938919682	OLL CONEXION
3059487374001	0009997618103	NORTHMIAMIKOSHERMARKI	SB938954873	NORTH MIAMI K
3059715516148	0009997618102	OCEANFANTASY	SB939386948	OCEAN FANTAS
7709043007158	0000001427383	ADVANCEFLOORINTERIOR	SB938991420	RON SO DBA AI
7709091109001	0009997618301	ADVANTAGEAUTOTECH	SB938919405	AUOT TECH AD
7709383144731	0009997618298	PCSSERVICE(EBS)	24120000000	RITE AID CORP

**Earning Number Detail**

Listed Name	TRIBUNE COMMERCIAL	CHATT Info	Siebel Adr ...	DUNS #	
Billing Name	TRIBUNE COMMERCIAL	Phone	(770) 973-5204	EN	7709735204001
Service	13 VICKWOOD CT SE ...	Disconnect Date	8/12/2008	Lines Per EN	2
Class of	1FRC Business Line ...			MAN FID	SRBRQ
BTN	7709735204001	CENT FID	S90	Account	TRIBUNE COMM

Item: 1 of 15+ NUM

Information:	Step 1
Graphic Location	ftp://att.elearn.ihost.com/attftp/WebEnabledFolders/TS_171/SCO_8522/Storyboard/8522Sim001.bmp
Step Text	Click the <b>Order Management</b> tab.
Details Text (optional)	In Siebel Order Management, the RID+1 flag is generated when the design for an order was due on the previous day. To determine if the order has been designed, you need to confirm the Tracking Key/CLO number. The first part of this simulation shows you how to confirm the Tracking Key/CLO number for a complex order.
Data Window Content (if applicable)	

Programming Notes:

- On the toolbar there are two magnifying glass icons. For the one on the left, the glass portion should be colored gray; not clear.
- On the screen above is highlighted a lavender box. The words within the box appear in the following order:  
**Expiring Contracts Agreements Orde**  
 Change the order to:  
**Expiring Contracts Order Management Agreements** (it's OK if not all of the word Agreements displays.)  
**Note:** The lavender box is only to highlight the area that needs to be fixed --- do not show a box in the final simulation
- On the screen shown there are 10 lines of data (as shown boxed in yellow). Please include only the top three rows. Delete the remaining seven rows.  
**Note:** The YELLOW box is only to highlight the area that needs to be fixed -- do not show a box in the final simulation.
- For the three rows of data that remain, the names in the **Master Customer ID** and the **Account Name** columns must be changed to reflect non-real names. See the following table for what data to replace:

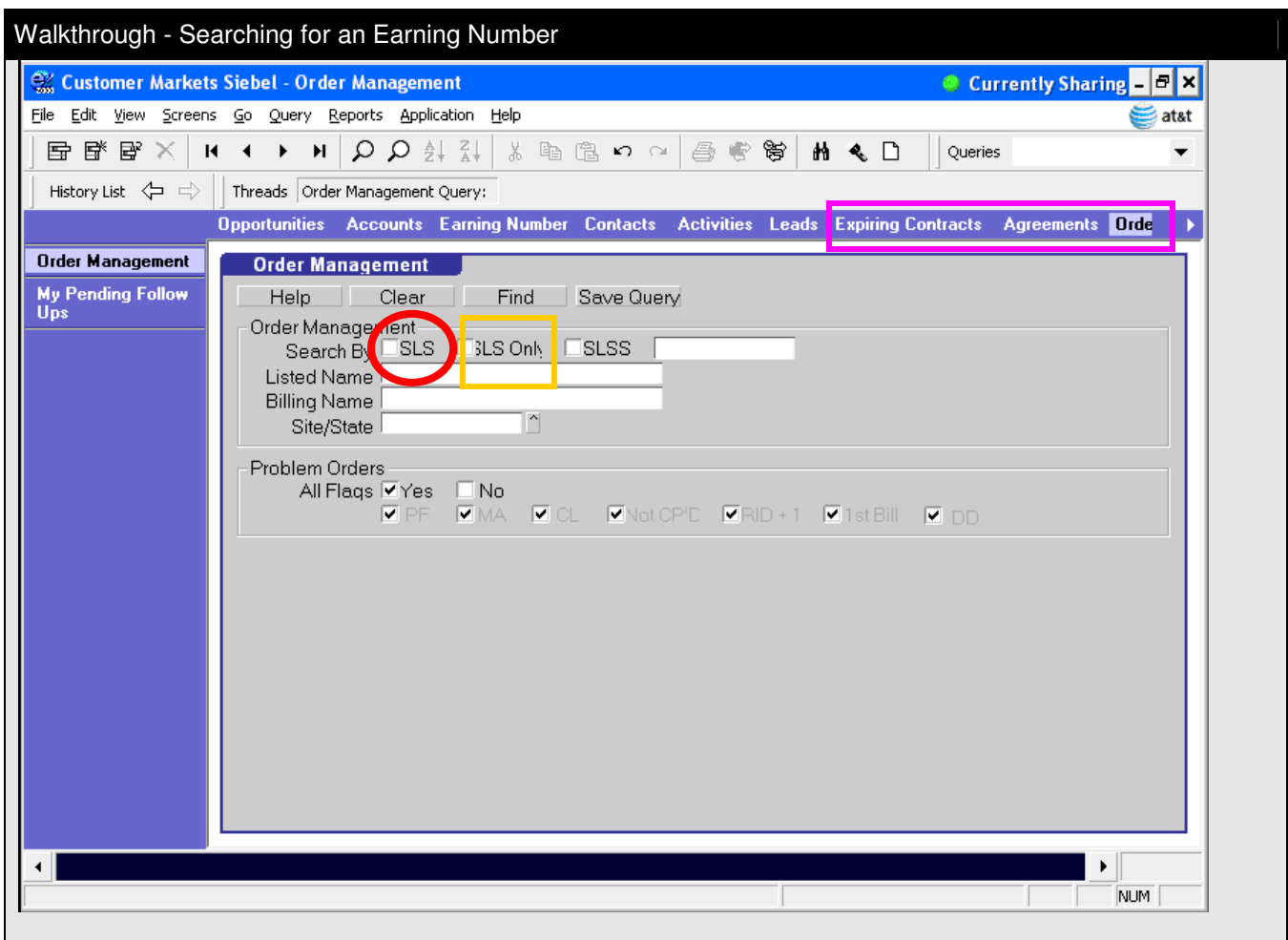
For original Master Customer ID	Replace with
TRIBUNECOMMERICAL	WATCHANDWEAR
AMERIBISTRO	SPRINGSOLUTIONS
ANNETEEWALTRESSDBAC(	PETSUNIVERSE

For original Account Name	Replace with
TRIBUNE COMM	WATCH AND WEAR
AMERIBISTRO	ALL AQUARIUMS INC
ANNETEE WAL	PET UNIVERSE

- At the bottom of the screen there are data (shown highlighted by green box). This data needs to be changed as follows. Note: it is OK to truncate the replaced data if it is too long to fit in the field box. Also, some of the data does not change, but because it is shown partially cut off on the screen capture, I need you to replace the existing text. The green box is only to highlight the area that needs to be fixed --- do not show a box in the final simulation.

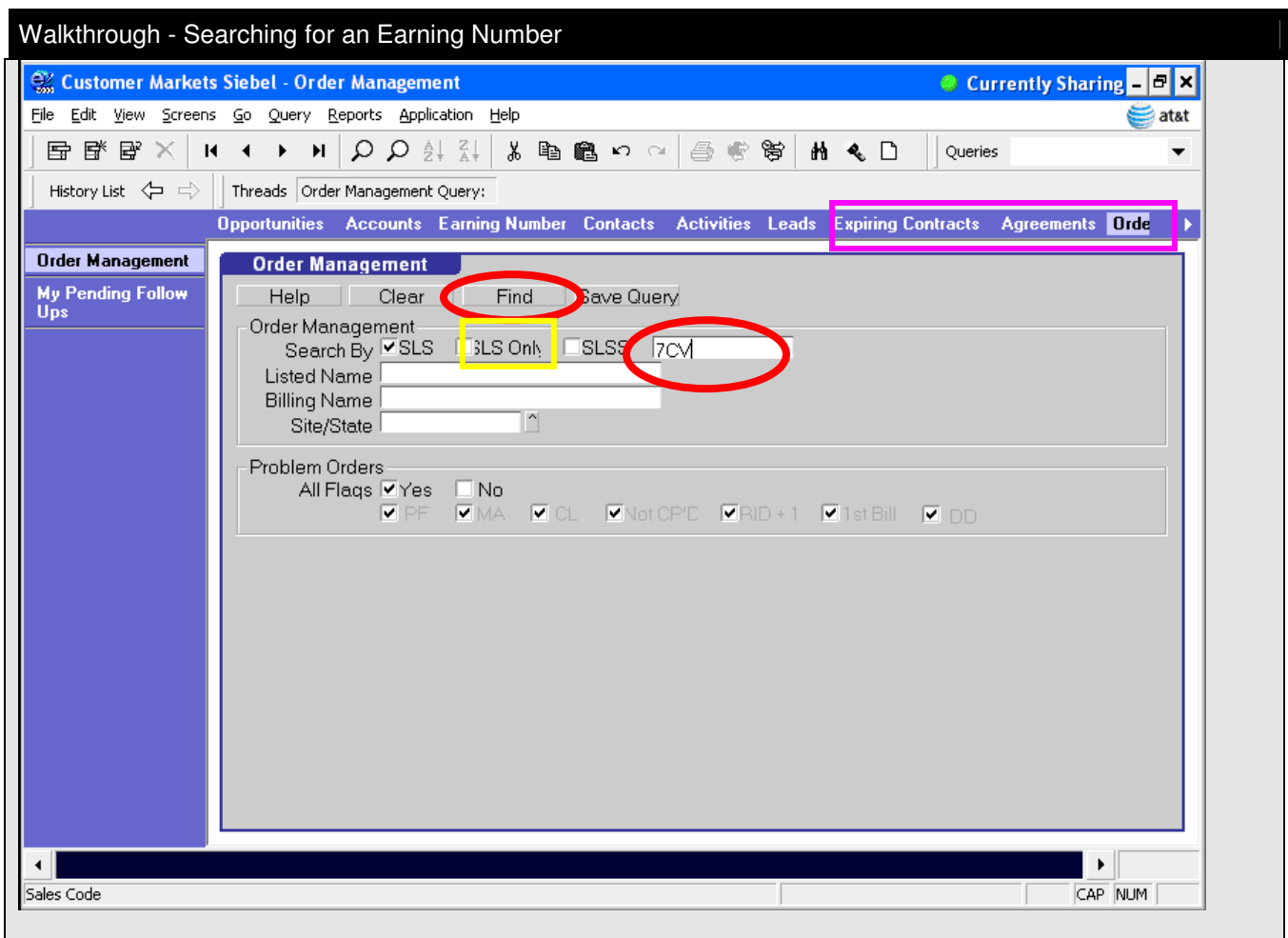
Field:	Original Data as shown	Replace with
Listed Name	TRIBUNE COMMERCIAL	WATCH AND WEAR
Billing Name	TRIBUNE COMMERCIAL	WATCH AND WEAR
Service	13 VICKWOOD CT SF	123 PARTNERSHIP LN
Class of	1FRC Business Line	1FRC Business Line
BTN	7709735204001	7709735204001
CHATT Info	Siebel Admin	Siebel Admin
Phone	(770) 973-5204	(555) 123-4567
Disconnect Date	8/12/2008	8/12/2009
CENT FID	S90	S90
EN	7709235204001	7709235204001
Lines Per EN	2	2
MAN FID	SBBBO	SBBBO
Account	TRIBUNE COMME	WATCH AND WEAR

Client Comments:



Typical Interactive Simulation Step Information:	Step 2
Graphic Location	ftp://att.elearn.ihost.com/attftp/WebEnabledFolders/TS_171/SCO_8522/Storyboard/8522Sim002.bmp
Step Text	Click the <b>SLS</b> (Sales) box in the <b>Search By</b> field.
Details Text (optional)	The Order Management screen displays.
Data Window Content (if applicable)	

Programming Notes:	<ol style="list-style-type: none"><li>1. On the toolbar there are two magnifying glass icons. For the one on the left, the glass portion should be colored gray; not clear.</li><li>2. On the screen above is highlighted a lavender box. The words within the box appear in the following order: <b>Expiring Contracts Agreements Orde</b> Change the order to: <b>Expiring Contracts Order Management Agreements</b> (it's OK if not all of the word Agreements displays.) <b>Note:</b> The lavender box is only to highlight the area that needs to be fixed --- do not show a box in the final simulation.</li><li>3. Because the phrase "SLS Only" (highlighted in yellow) is somewhat cutoff, please retype "SLS Only." <b>Note:</b> the yellow highlight is to highlight what needs to be fixed; do not include it in the final simulation.</li></ol>
Client Comments:	



Typical Interactive Simulation Step Information:	Step 3
Graphic Location	ftp://att.elearn.ihost.com/attftp/WebEnabledFolders/TS_171/SCO_8522/Storyboard/8522Sim004.bmp
Step Text	Type <b>7CV</b> in the <b>Search By</b> field and then click the <b>Find</b> button.
Details Text (optional)	In this instance, 7CV is the Sales Code.
Data Window Content (if applicable)	Sales Code: 7CV

Programming Notes:	<ol style="list-style-type: none"><li>1. On the toolbar there are two magnifying glass icons. For the one on the left, the glass portion should be colored gray; not clear.</li><li>2. Because the phrase "SLS Only" (highlighted in yellow) is somewhat cutoff, please retype "SLS Only." <b>Note:</b> the yellow highlight is to highlight what needs to be fixed; do not include it in the final simulation.</li><li>3. On the screen above is highlighted a lavender box. The words within the box appear in the following order: <b>Expiring Contracts Agreements Orde</b> Change the order to: <b>Expiring Contracts Order Management Agreements</b> (it's OK if not all of the word Agreements displays.) <b>Note:</b> The lavender box is only to highlight the area that needs to be fixed --- do not show a box in the final simulation.</li></ol>
Client Comments:	