



End User Management

for Siebel

Visibility into the End User Experience for Siebel EBusiness Applications

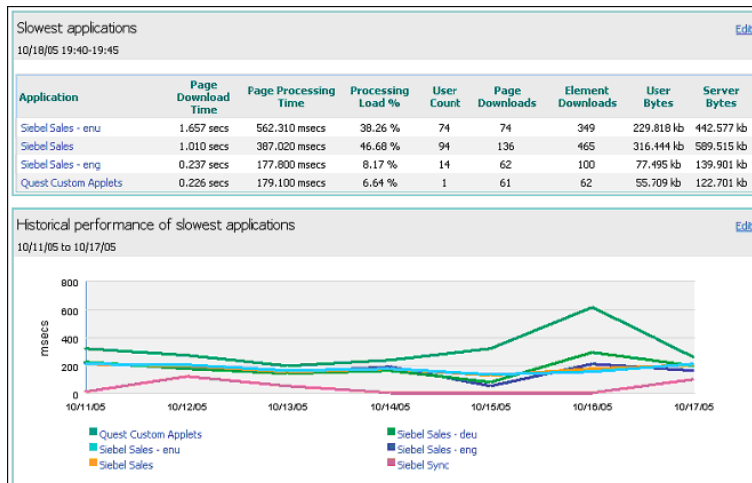
Organizations rely on Siebel eBusiness Applications to consistently deliver a superior end-user experience across their sales or call-center organization. Companies implementing Siebel 7.x and above expect a more profitable customer relationship, which can be jeopardized if employees and/or customers do not use the application or get the rapid response they expect. To further complicate matters, the complexity of multi-tiered Siebel Applications can make it more difficult to identify sources of errors.

Siebel provides its own monitoring solution through Siebel ARM (SARM), which offers insight into performance issues inside the Siebel application, but may lack the true end-to-end representation Quest can provide across the network and Siebel infrastructure. In addition, most customers may choose not to use SARM agents in production in order to maximize the Web tier performance of their Siebel applications.

End User Management for Siebel enables you to assure optimal service levels by providing visibility into and assigning accountability for the end-user experience. This solution enables you to easily understand the response time your Siebel application is providing to its users and reduces the mean time to resolve performance problems through real-time diagnostics.

End User Management for Siebel addresses the key elements within the Siebel applications that contribute to performance degradation that need to be detected and resolved. These include, but are not limited to:

- Accuracy of content delivered to the end user
- Performance from different geographical locations
- Detailed information of the transactions with poor response times and a health report of the entire application
- Web page errors
- Long Web page builds



Application-centric, End User Management: Group, understand and manage different Siebel business services from an end user perspective.

- Assure continuous availability and optimal performance of Siebel applications from an end-user perspective
- Establish and maintain accurate service levels based on performance across the end-user network and Siebel application infrastructure
- Isolate poor performance for specific users to a Siebel Web Engine Object, geographical location or Siebel Web server in seconds
- Find and fix Siebel application performance problems before end users and customers discover them
- Empower your Siebel administrator(s) by tying infrastructure performance issues obtained from Siebel ARM to end user functional activity

System Requirements:

End User Management for Siebel can be used for any http/https Web-based Siebel E-Business Applications versions 7.x and above.

Intelligent Recording

An intelligent recorder enables customers to record key and routine Siebel transactions accessed by end users either through a Windows-based client or a Web browser. This recorder can be used to record scripts without additional knowledge of any programming language. It is “the Siebel application interface as the end user sees it” with a record button.

User Experience Monitoring

End User Management collects response times for all end-user activity within the Siebel application to help identify poorly performing transactions. All Web servers associated with a particular Siebel application can be monitored, which helps verify load balancing and prioritize tuning efforts.

Business Service Grouping

Different activities or services that are actively monitored (simulated transactions) can be logically grouped into Service Groups to help manage and understand end-user activity for performance, availability and service-level management. These transactions can also be grouped and monitored based on different geographical locations.

Detailed Performance Metrics

End User Management for Siebel monitors several key metrics related to response time, access speed, network bytes, page download, processing time, etc., at the overall enterprise, user, content, infrastructure and services levels to provide integrated information about the Siebel application.

Proactive Alerting

There are several alarms configured out-of-the-box to help Siebel administrators manage service-level agreements (SLAs) for their applications. Additional alarms can be configured to proactively alert on a number of different security and response time errors at an enterprise, user, application or transaction level.

Integrated Diagnostics

For every transaction whether active (simulated) or passive (real), Integrated Diagnostics provides the breakdown of response times for each of the steps that comprise the Siebel business service or activity—without imposing any overhead on the critical servers that comprise the system.

SLA Tracking

SLA tracking helps establish historical, realistic and manageable service-level agreements at a business service, geographical and enterprise level for the implemented Siebel eBusiness applications.

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