

## Oracle Business Approvals for Sales Managers Frequently Asked Questions

### What is Oracle Business Approvals for Sales Managers?

Oracle Business Approvals for Sales Managers is a task-focused native iPhone application that enables sales executives to conveniently view pending actions related to sales quotes, and to easily access related business intelligence to support decision-making.

### What are the key features of Oracle Business Approvals for Sales Managers?

Oracle Business Approvals for Sales Managers allows users to view and interact with sales quote approvals that are generated in Oracle Siebel applications. Additionally, related business intelligence from Oracle Business Intelligence Enterprise Edition Plus or Oracle Business Intelligence Applications can be associated with approval tasks as an option to provide insight to support approval decisions.

Specific features include:

- Role-based security that enables sales executives to review approval tasks and related analytics relevant to their job functions.
- User configuration options that allow users to select activation preferences for sales quote approval.
- Flexible browse and sort options on approval tasks.
- Intuitive user interface to drill up, down and through related analytic reports that are in context with the approval task at hand.

### Who are the target users for Oracle Business Approvals for Sales Managers?

Sales executives and managers who are often on-the-go. Oracle business applications address how busy executives and managers work today – requiring targeted, intelligent and task-focused information to make informed decisions with ease and simplicity with today’s increasingly mobile work style.

### Is Oracle Business Approvals for Sales Managers a web-based application?

No. Oracle Business Approvals for Sales Managers is built as a native application on the Apple iPhone so that it can take full advantage of the mobile platform to offer highly intuitive and flexible user interface features.

### What approval actions are supported in Oracle Business Approvals for Sales Managers?

- Sales executives can approve and reject pending approval tasks.
- Additional comments can be easily added with approvals or rejections.
- Approval history can be viewed conveniently.

### What type of security is supported in Oracle Business Approvals for Sales Managers?

Oracle Business Approvals for Sales Managers uses 2002 draft WS-Security standard to format user name and password to be consistent with Oracle Siebel system for the authentication process.

Oracle Business Approvals for Sales Managers also supports Secure Sockets Layer (SSL) protocol to receive data securely. This encryption technology ensures that the user can view approval tasks and related analytic reports securely through the trusted SSL connection.

### Will more iPhone applications be released from Oracle in the future?

Yes, aside from supporting more role-based business approval applications on the iPhone, Oracle also intends to release CRM solutions that help users be productive when mobile, to collaborate and share information with colleagues and customers, and manage leads, accounts, opportunities and forecasts.

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### Are there any pre-requisites for Oracle Business Approvals for Sales Managers?

Yes, Oracle Business Approvals for Sales Managers requires the licensing of a server product called Oracle Business Approvals Connector for Sales Managers to provide the secure and robust integration with Oracle Siebel applications. Oracle Business Approvals Connector for Sales Managers can be licensed directly from Oracle. We encourage you to discuss licensing of Oracle Business Approvals Connector for Sales Managers with your Oracle Sales Representative as licensing may vary depending on the number of users or company size, etc.

Additionally, Oracle Business Approvals for Sales Managers requires the following Oracle Siebel applications on version 8.1.1: "Siebel CRM Base with Siebel Quotes", or "Siebel Quote and Order Capture"

### What is the cost and how can I get the new client application?

The English version of Oracle Business Approvals for Sales Managers iPhone client application can be downloaded for free from the following iTunes App Stores: Australia, Austria, Belgium, Canada, Denmark, Finland, Greece, Ireland, Luxembourg, New Zealand, Norway, Portugal, Sweden, United Kingdom and United States

### What if I don't reside in one of the supported countries?

You can download Oracle Business Approvals for Sales Managers client application by changing your iTunes account information to one of the supported countries (above). Please see iTunes help for more information.

### Will Oracle support additional languages?

Yes, Oracle intends to support additional languages in future releases.

### What versions of software are required?

- Apple iPhone 2.1 Software
- Oracle Business Approvals Connector for Sales Managers 1.0
- Oracle Siebel 8.1.1

### Who do I contact for support, Apple or Oracle?

- For issues related to downloading the application on App Store, contact iTunes Store support at <http://www.apple.com/support/itunes/store/>
- For issues related to the Oracle Business Approvals for Sales Managers application, contact Oracle support at <http://www.oracle.com/support/policies.html>

### Where do I go for more information about Oracle Business Approvals for Sales Managers?

For more information about Oracle Business Approvals for Sales Managers, refer to <http://www.oracle.com/applications/oracle-business-approvals-for-sales-managers.html>



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