

MANAGEMENT CONNECTOR FOR SIEBEL HELP DESK



- Automatic and manual ticket generation based on Enterprise Manager alerts
- Fully customizable ticket generation via ticket templates
- Automatic alert-to-ticket synchronization
- In context launch of Siebel Helpdesk from Enterprise Manager and vice versa
- Out-of-box ticket templates

As part of an integrated solution for quality IT service management, the Oracle Management Connector for Siebel Help Desk enables IT organizations to proactively detect and respond to incidents (tickets) to ensure high quality of service levels are maintained. The Oracle Management Connector for Siebel Help Desk integrates Oracle Enterprise Manager Grid Control's proactive alert detection and resolution features with Siebel's help desk capabilities to provide a seamless workflow for ticket management and resolution – from the creation of tickets based on alerts to bi-directional console links for ticket resolution to automatic ticket closure based on the clearing of alerts.

Automatic and manual ticket generation

The Oracle Management Connector for Siebel Help Desk (Siebel Connector) enables the automatic or manual generation of Siebel tickets in response to alerts detected by Oracle Enterprise Manager Grid Control. After the Siebel Connector is installed and configured, Siebel notification methods are available for use for all alerts detected by Enterprise Manager. In the Enterprise Manager console, administrators use Notification Rules to specify the set of metric alerts for which Siebel tickets should be opened and associate a Siebel notification method with these metric alerts. If any of the metrics specified in the notification rule is detected to have crossed its thresholds, an alert is triggered and the Siebel Connector will automatically generate a Siebel ticket with the appropriate fields filled in with details of the alert. For example, if IT organizations require that a Siebel ticket is opened for filesystem related alerts, administrators can simply use Enterprise Manager to create notification rules for these filesystem metrics and associate a Siebel notification method with these metrics. If a filesystem is detected to have crossed its threshold, an alert is triggered and a Siebel ticket is automatically generated with details of the alert such as name of the host, filesystem space used, mount point, time the alert triggered, etc.

Once the ticket has been created, the Siebel Connector will continue to keep the ticket in synch by updating the Siebel system each time the alert severity changes. For example, if a warning alert on the filesystem metric initially created a ticket at “medium” level of urgency, if the alert subsequently changed to critical severity, this change will be communicated from the Siebel Connector to Siebel which could, in turn, cause the corresponding ticket to be upgraded to “high” level of urgency.

For IT organizations that require a manual triage of an alert before a ticket is opened for it,

the Siebel Connector also supports the ability to manually generate a ticket directly from the Enterprise Manager console. This means a first level operator can use the Enterprise Manager Console to initially investigate the alert, then, if necessary, open a ticket right within the Console. Relevant information about the alert is automatically carried into the generated ticket.

In both scenarios (automatic or manual generation of tickets), the ticket ID for the generated ticket is tracked and displayed as part of the details of the alert in the Enterprise Manager console. The ticket ID is the transactional link between the Siebel Helpdesk ticket and the Enterprise manager alert. This enables Enterprise Manager administrators to have a complete view of all the actions taken in response to the alert.

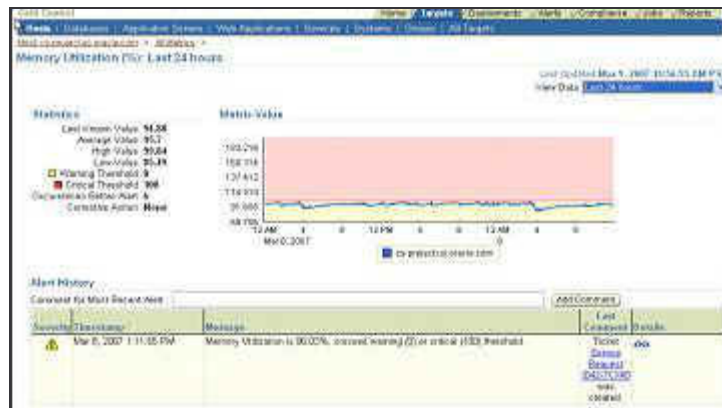


Figure 1: Alert details in the Enterprise Manager console include information about the Siebel ticket that was automatically created. Alternatively, the ticket could be manually created directly from the console.

Fully customized ticket generation via ticket templates

Many IT organizations customize their Siebel installations to support the way they manage tickets. Part of this customization includes defining the valid and required set of fields that make up a Siebel ticket. For example, some IT organizations may require a ticket to contain the Summary, Ticket Type, and Category fields while others may require the Summary, Description, Ticket Type, and Priority fields. The Siebel Connector can generate tickets that are compatible with any Siebel implementation by providing the same level of customization via ticket templates.

Ticket templates are customer-defined files that specify how ticket fields should be filled based on attributes of Enterprise Manager alerts. In a ticket template, administrators specify the fields of the ticket that should be pre-filled and the values assigned to those fields. The values for the ticket fields can either be:

- Derived values based on the alert.** This means the values for the ticket fields are based on the values of the Enterprise Manager alert. For example, administrators can assign the alert message to the 'Summary' field of the ticket, and the metric name, target name and metric alert severity fields to the Description field of the ticket. If the target type of the target on which the alert occurred is 'Database', then the ticket 'Type' field could be set to 'Database' and the assigned 'Group' field could be set to

‘DBA’.

- **Constant values for specific fields.** This means the values of the ticket fields are predefined constant values recognized in the Siebel system. For example, administrators can set the ‘Category’ ticket field to ‘Software’ if they have configured Enterprise Manager to only open tickets for database and application server alerts. They can also set the ‘Source’ field to ‘Enterprise Manager’ to indicate that the source of the ticket is an Enterprise Manager alert.

Bi-directional console launch for ticket resolution

After a ticket is created, the ticket ID and a link to the Siebel Help Desk Agent console UI is available as part of the alert details in Enterprise Manager console. This provides an easy way for administrators to logon to the Siebel Help Desk to perform actions such as further annotate the ticket with suggestions for a fix or determine the progress that has been made thus far. Likewise, in the Siebel Help Desk, a link to the alert details page in the Enterprise Manager console is provided, allowing help desk analysts to quickly access Enterprise Manager’s features to resolve the alert. For example, if a ticket was opened for a database down alert, the help desk analyst can quickly link back from the Siebel console to the Enterprise Manager console to restart the database. This minimizes the need to have help desk analysts install specific toolsets for repair actions. Once the repair action has been performed, Enterprise Manager will detect that the alert condition has been cleared and the Siebel Connector can be configured to automatically close the ticket associated with the alert. This bi-directional workflow thus streamlines the ticket resolution process to promote quick time to resolution.

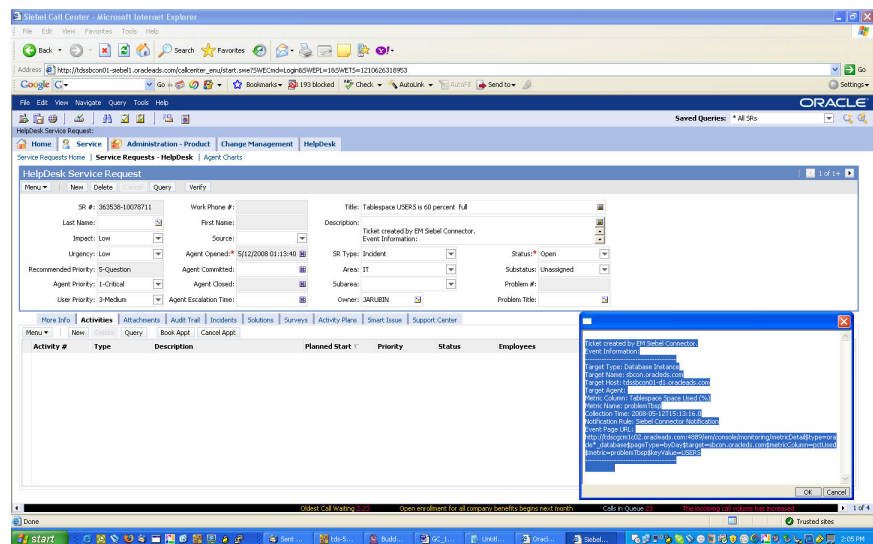


Figure 2: Information about the alert is passed to the Siebel ticket. A link back to the Enterprise Manager console is also provided.

Learn More

For more information about this and other Oracle Management Connectors, visit <http://www.oracle.com/technology/products/oem/extensions/index.html>

For more information about Siebel Helpdesk, visit

<http://www.oracle.com/applications/crm/siebel/contact-center-service/siebel-helpdesk.html>

To learn more about Oracle Enterprise Manager Grid Control, visit

www.oracle.com/enterprise_manager

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