ORACLE SIEBEL CRM OPEN UI

To respond to the need for broad support of clients and devices, to ease deployment, and to improve the user experience for end users, Oracle will be providing a new standards based, open client. Open UI uses a single framework to meet the demand for a variety of use cases.

Oracle’s Open UI client is planned to be delivered toward the end of 2012 with Siebel Innovation Pack 2012. It will work on any modern browser and will be easy to deploy for employee and partner-facing rich internet applications (RIAs), providing a more modern alternative to high-interactivity (HI) applications.

User Experience

Users continue to leverage the familiarity gained through prior Siebel versions but supplement usability from modern JavaScript consumer applications, used by roughly 60% of all leading web based applications. Many aspects of the UI have been revamped to bring new highly intuitive features to the client.

Figure 1: Modern user experience on any device

Updated controls and popups

- Modern Grid with ability to support forms
- Map & URL Integration
- Date and time fields
- Can be used keyboard only or tablet only.
- WAI-ARIA Navigation model
Deployment and Integration

The age of the plug-in is rapidly coming to a close. Flash, Silverlight, ActiveX, and to some degree Java (for UI use) are reduced in use because they do not run on all mobile devices, and create deployment and security concerns. With the release of Windows 8, Microsoft will not fully support ActiveX.

The new client will provide true Web-based client deployment. To log in, users must have a URL and credentials. There will be no requirement for browser configuration.

True standards based Web Based client

The latest versions of Internet Explorer such as Internet Explorer 9/10, Google Chrome, and Mozilla Firefox are fully supported via standards. This platform will also support Android and IOS platforms such as IPad, IPhone, Android phones and tablets, RIM, Windows Phone as well as other standards compliant client and mobile platforms.

Extensibility: Configuration and extension of the UI

Open UI provides a fully published JavaScript API to build powerful CRM solutions. That API allows customers to easily extend the capabilities of Oracle provided features. The new API supports anything from simple validations to replacement of whole UI components that require rendering in special ways. In addition Siebel’s new implementation of CSS allows extreme ease of branding the user experience. Literally any aspect of colors fonts, layout and styling can easily be manipulated in Siebel.

Customers can continue to use tools they are accustomed to or use the new web development extensibility to build features previously unachievable using traditional means.

Bottom Line

Enable improved usability, deployment, development and integration options with Open UI and expect many other benefits of deploying Open UI. For detailed information please visit My Oracle Support Document 1499842.1.
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