ORACLE

Siebel Test Automation

Productivity with Siebel Test Automation - Now Enabled for CI/CD

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Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

Siebel Test Automation

A framework to test OpenUI implementation

- Supports all Siebel apps, Webtools

Built using Keyword-driven methodology
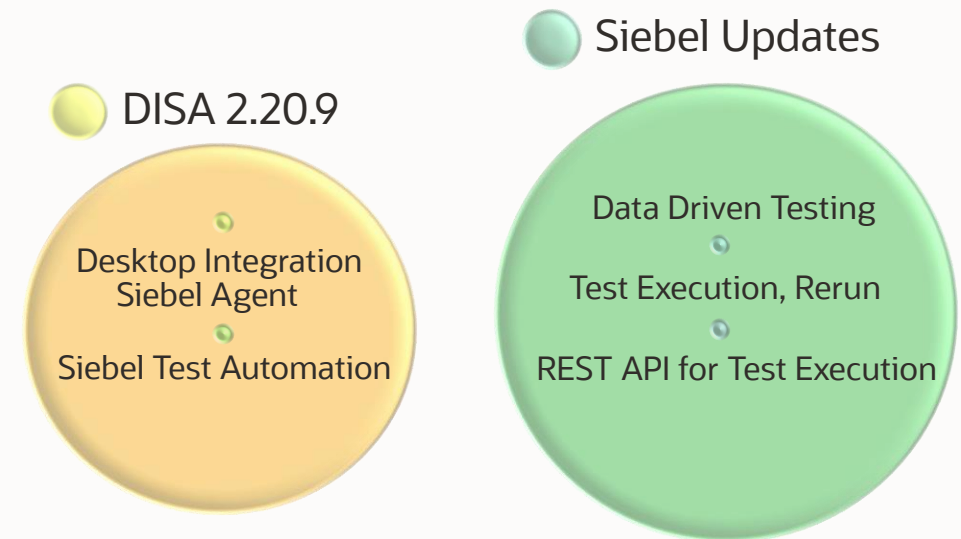
- Stack using Selenium, Appium

Provides ability to Record/Playback Functional test scripts, leveraging Usage Pattern Tracking (UPT) for recording

- Supports script parameterization, verifications and data-driven testing

Includes Test Execution Framework for Lights-out runs

- Jenkins plug-in (STE) for batch runs
- REST API to automate CI/CD tasks
- Supports Desktop Browsers, Mobile, REST API, CLI

Includes Test Management

DISA 2.20.9

Desktop Integration
Siebel Agent

Siebel Test Automation

Siebel Updates

Data Driven Testing

Test Execution, Rerun

REST API for Test Execution

Siebel Test Automation Usage

To Test

- OpenUI implementation
- New/Changed UI/Task Flows
- New/Changed Data Inputs
- Desktop Browsers
- Mobile, Tablets
- Platform/Database Updates
- OCI deployment
- Different User roles
- Language deployment

Test Stages

- Unit Testing
- Integration Testing
- System Testing
- Sanity / Smoke Testing
- UAT
- Staging

Who Benefits

- New Customers
- Customers upgrading to 20.x
- Customers on 18.x, 19.x, 20.x

- Business Users
- System Integrators
- Development/QA team
- Automation Engineers
- Dev Ops Engineers

In general, for broader functional, lifecycle scope and team coverage

ORACLE
Siebel
Customer Relationship
Management

Over 11000 Test Scripts, 3 Runs a month, ~90% P2P, Monthly Update Releases

—

Functional, Regression, Certification Testing
Journey began with a few 100s from IP2016, Test Automation productized in IP2017, Monthly Update Releases from 2018, Scaled to double in 2019/20

Equivalent of ~400 persons days / run

Highly effective for Integration and System testing, Regression and Certification

Across Siebel Apps for Desktop browsers, Mobile, Tablets and Platform/Database coverage

Framework extended to non-windows support, REST API testing for Cloud Native initiative and Digital Experience for Communications

"Trust, but Test! in Agile development, let's build what customers and us, both need and can use. If not used, its not proven, probably not useful"

George Jacob
GVP Siebel CRM

Key Benefits

Over 70% lower TCO than conventional UI automation

Intuitive & Robust

- Proven - used to test the Siebel CRM product
- Continuous Monthly Updates
- Easier to develop Test Scripts
- Concise, easy to understand
- Easy to modify and maintain
- Reusable, Scalable, Robust
- Data Driven Testing
- Early Stage Testing
- Comprehensive UI coverage

Flexible & Standards Based

- Platform Independent
- Desktop Browsers and Mobile
- Non-ENU Support
- Industry Standard Tools – Selenium, Appium, REST Assured, Jenkins
- REST API enabled framework
- Comprehensive result logs
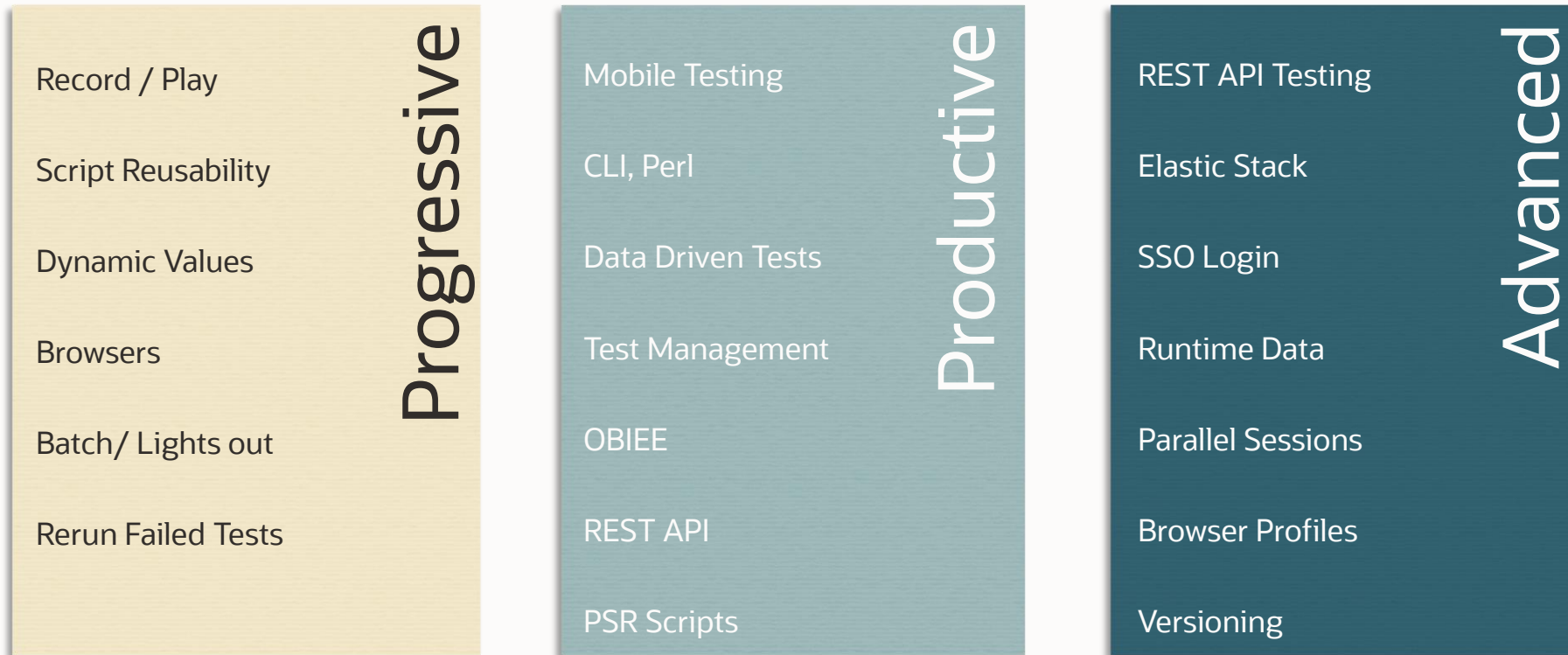- Unit and Lights-out runs

Reduce TCO

- No additional license costs
- No framework development
- No framework maintenance
- Not limited to Automation
- Not sensitive to UX/Layout changes
- Not susceptible to RT changes

Keeping in tune with Industry Standard Frameworks, Tools and Best Practices

Siebel Test Automation Features

New Features from 20.9, enabled by Seamless Repository Upgrade and NEO

Progressive	Productive	Advanced
Record / Play	Mobile Testing	REST API Testing
Script Reusability	CLI, Perl	Elastic Stack
Dynamic Values	Data Driven Tests	SSO Login
Browsers	Test Management	Runtime Data
Batch/ Lights out	OBIEE	Parallel Sessions
Rerun Failed Tests	REST API	Browser Profiles
	PSR Scripts	Versioning

Agility →

Progressive	Productive	Advanced
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Script Reusability	CLI, Perl	Elastic Stack
Dynamic Values	Data Driven Tests	SSO Login
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	PSR Scripts	Versioning

Poll:
Which features would be most valuable to you for Test Automation?

Data-driven
REST API Testing
Mobile Testing
Parallel Sessions on same client
SSO Support
Dashboards

Poll:
How far have you progressed in your Test Automation journey?

What is your current test automation coverage?
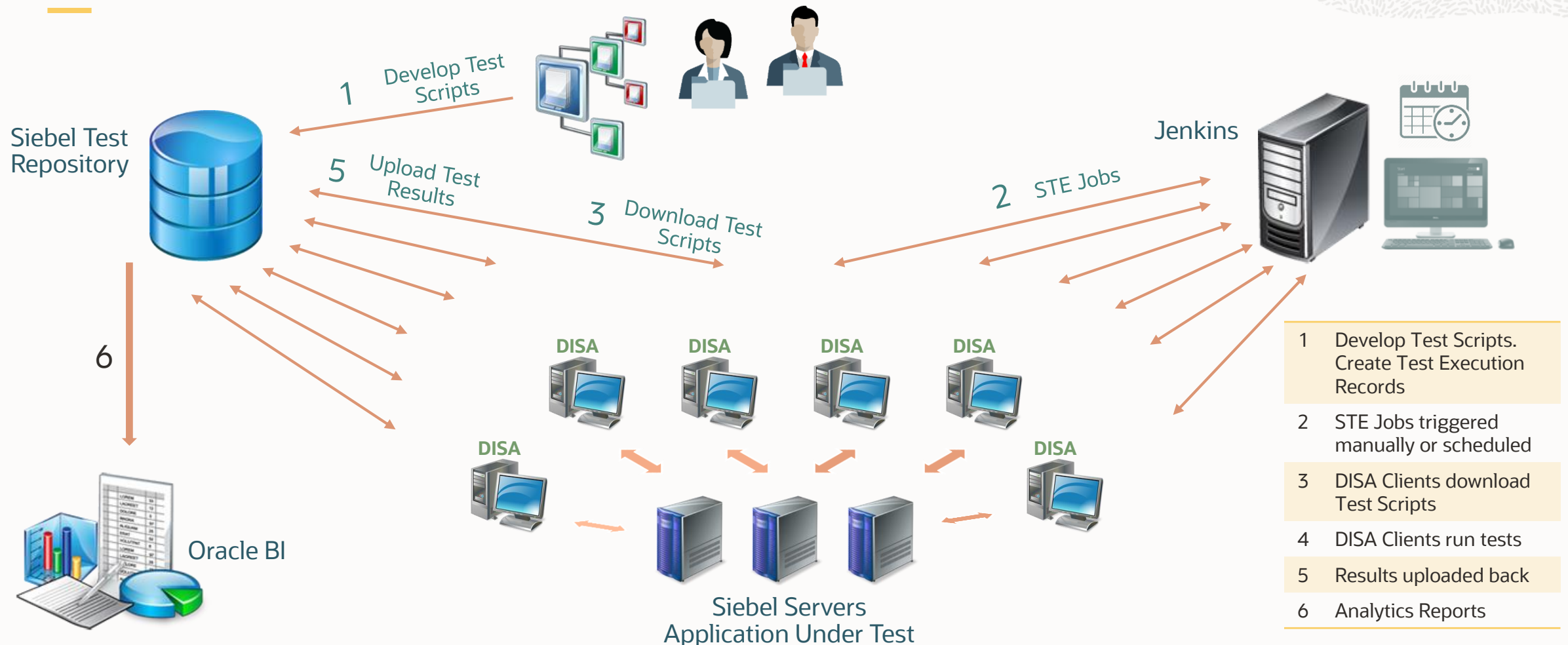
Which Tools are you invested in?
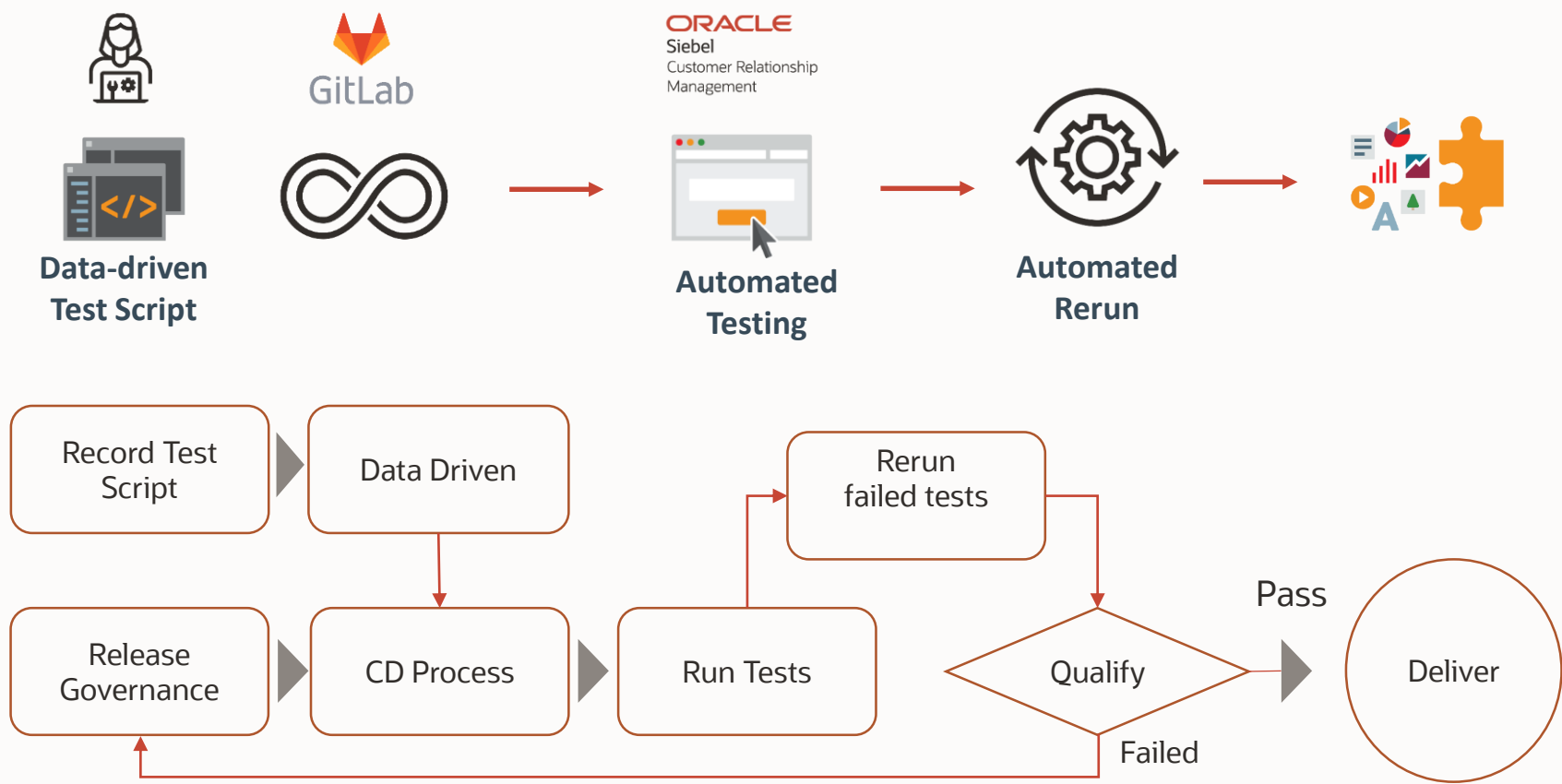
Selenium

Cucumber

QTP

Other

Siebel Automation Topology

Siebel Test Repository

1 Develop Test Scripts

5 Upload Test Results

3 Download Test Scripts

2 STE Jobs

Jenkins

6

Oracle BI

DISA DISA DISA DISA

DISA DISA

Siebel Servers
Application Under Test

1	Develop Test Scripts. Create Test Execution Records
2	STE Jobs triggered manually or scheduled
3	DISA Clients download Test Scripts
4	DISA Clients run tests
5	Results uploaded back
6	Analytics Reports

Demonstration

End to End Flow

**Data-driven
Test Script**

GitLab

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Siebel
Customer Relationship
Management

**Automated
Testing**

**Automated
Rerun**

Record Test Script	▶	Data Driven

Release Governance	▶	CD Process	▶	Run Tests

Rerun
failed tests

Qualify

Pass

Deliver

Failed

Best Practices

Small groups of Tests

Small to medium length scripts

Common set of Base data

CLI, REST for complex logic

Implicit and minimal verifications

Data-driven

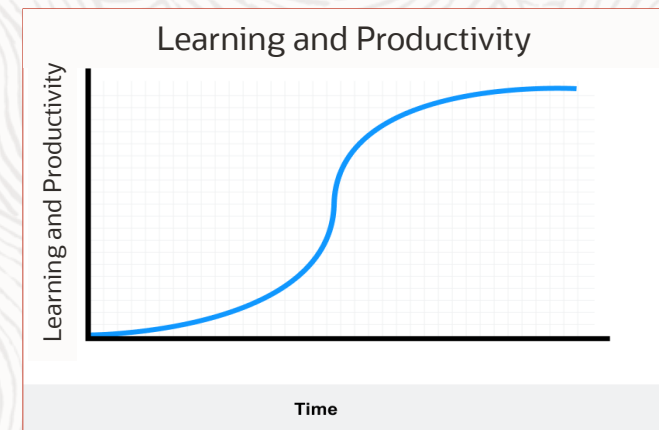| Functional Flows |
| --- |
| Combinatorial |
| Structured |
| Reviewability |
| Maintainability |

Poll:
How much of your Test Automation is (or can be) addressed by Siebel Test Automation?

Up to 25%

Up to 50%

Up to 75%

Over 75%

Learning and Productivity

Key Takeaways

1 **Save Costs** Proven test automation suite OOTB, save money on other solutions, reduce TCO

2 **Intuitive & Flexible** Key benefits for all type of users, simple to use, highly flexible and adaptable

3 **Agile** Continuously updated via Monthly Updates, weave into automated CI/CD process for maximum impact and ROI

Thanks!

Suneel Joshi

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Kunal Kumar

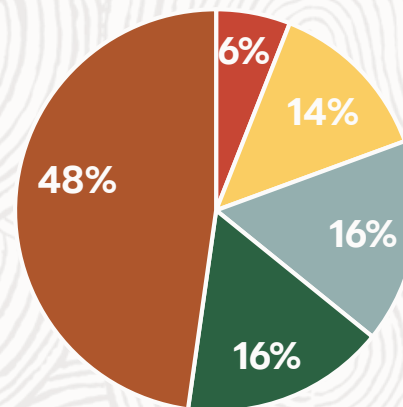✉ **Kunal.k.kumar@oracle.com**

blogs.oracle.com/siebelcrm

Poll Result:
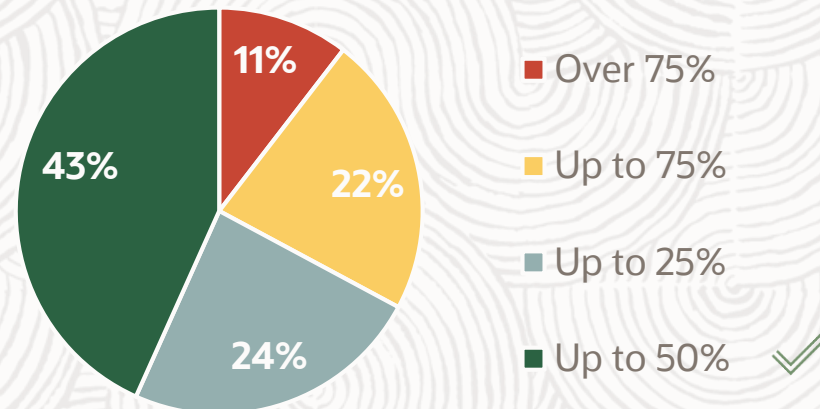# Are you using Siebel Test Automation?

Using regularly
Using other solutions
Evaluating
Started recently
Planning to evaluate/use

- Using Regularly
- Using other solutions
- Evaluating
- Started recently
- Planning to evaluate/use ✓

6%
14%
48%
16%
16%

Poll Result:
How much of you Test Automation is or can be addressed by Siebel Test Automation?

Over 75%

Up to 75%

Up to 50%

Up to 25%

- Over 75%
- Up to 75%
- Up to 25%
- Up to 50% ✓

11% 22% 24% 43%

Progressive	Productive	Advanced
Record / Play	Mobile Testing	REST API Testing
Script Reusability	CLI, Perl	Elastic Stack
Dynamic Values	Data Driven Tests	SSO Login
Browsers	Test Management	Runtime Data
Batch/ Lights out	OBIEE	Parallel Sessions
Rerun Failed Tests	REST API	Browser Profiles
	PSR Scripts	Versioning

Poll Result:
Which features would be most valuable to you for Test Automation?

Data-driven

REST API Testing

Mobile Testing

Parallel Sessions on same client

SSO Support

Dashboards

REST API Testing — 80% ✓
Data-driven — 67%
Parallel Sessions on same client — 59%
SSO Support — 35%
Dashboards — 35%
Mobile Testing — 24%
Other — 6%
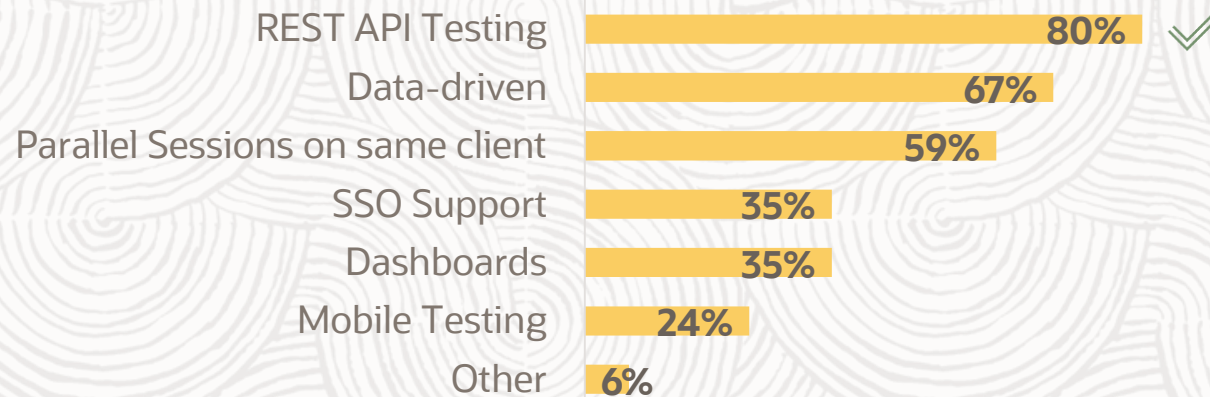
Poll Result:
Which Tools are you invested in?

Selenium

Cucumber

QTP

Other

Selenium **49%** ✓

Other **30%**

HP QTP **26%**

Oracle Functional Testing Suite **13%**

In-house developed **10%**

Appium **4%**

IBM Rational Functional Tester **4%**

Cucumber **2%**
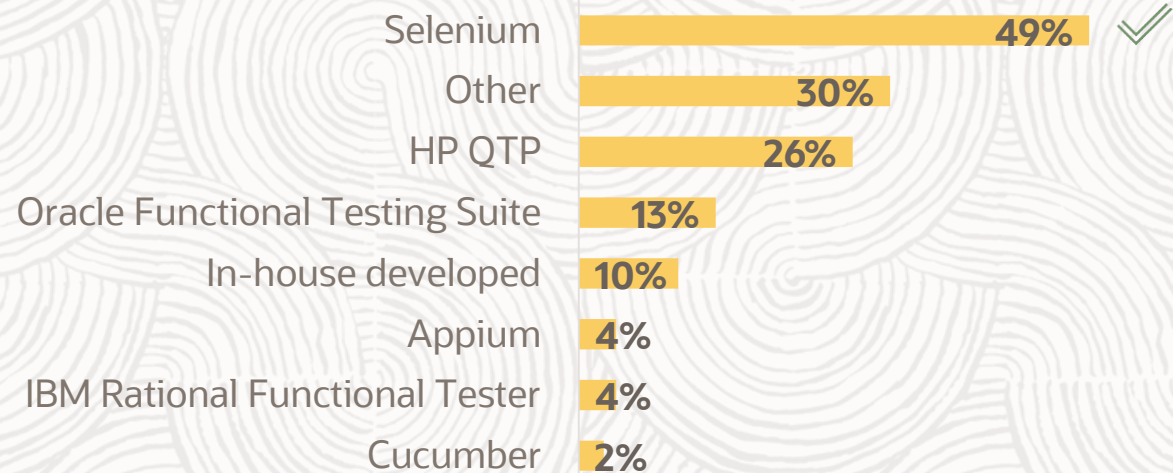
Poll Result:
What is your current test automation coverage?

>80%

60-80%

40-60%

20-40%

<20%

Yet to start
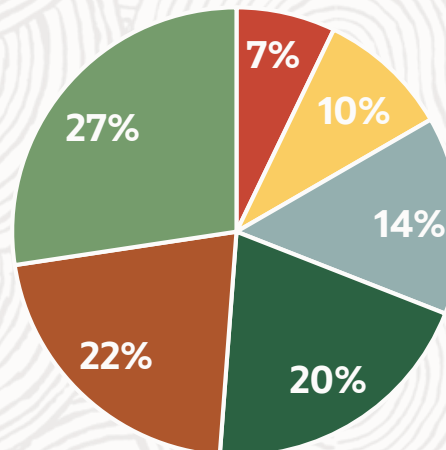
Legend	
7%	> 80%
10%	60 - 80%
14%	20 - 40%
20%	40 - 60%
22%	< 20%
27%	Yet to start

Take the Siebel CRM Innovation Survey

Let us help you kickstart your Siebel CRM transformation

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Oracle Support Value
Partner Spotlights

Siebel CRM Learning Subscription
(Free content, click Preview)
Siebel CRM Bookshelf
Siebel CRM Github
Siebel CRM Advisor Webcasts
My Oracle Support Community

Siebel CRM Statement of Direction
Siebel CRM Release Updates
Siebel CRM Premier Support
Datasheets – Features by Release
Siebel CRM Ideas (Collaboration)

Siebel CRM Customer Connect
CAB portal

LinkedIn Customer Connect

Newsletter Email Distribution list
(Customer) & (Partner)

Virtual CAB replays