CCW

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CCW introduction :

- ✓ CCW has 20 years experience with consulting, customization, development, upgrade , architecture for **Oracle Siebel CRM**
- ✓ CCW has experience with Oracle ESB, BPEL, Oracle DB, OCI, Oracle Digital Assistant
- ✓ CCW has 6 OCI Associate Architects and 20+ OCI certifications
- ✓ Our focus is on
    - ✓ lift-and-shift for Oracle Siebel CRM to OCI
    - ✓ New Oracle Siebel CRM provisioning in OCI for Oracle Siebel CRM
    - ✓ Integrating Oracle Siebel CRM with OCI Services especially AI/ML/genAI
    - ✓ Oracle Digital Assistant in OCI (provisioning, training, configuration, integration, support)

CCW as Oracle partner has competency in :

Siebel CRM Consulting

Consulting, development and DEVOPS services for the Oracle Siebel CRM. We have 10+ consultants and 20+years experience with Siebel CRM.

Siebel CRM deployment to OCI

CCW can create a new deployment of Siebel CRM in OCI or we can migrate you Siebel CRM from on premise to OCI using Siebel Cloud Manager. CCW can also design "Lift and Shift" migration from onprem to OCI.

Oracle Digital Assistant and AI

Design , configuration, training ,integration and deployment of the Oracle Digital Assistant (AI, genAI Chatbot) into OCI and integration with applications. Integration with OCI AI and generative AI services for upgrading the chatbot to highest industry level.

Oracle Cloud Adoption

OCI strategy and optimization ; landing zone design and build, workload migration and modernization – containerization and microservice adoption; DevOps modernization, Lift and Shift Migration, Cloud Native development

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Deploying Siebel CRM to OCI

✓ There are 3 Scenarios :
   1. New deployment of Siebel CRM to OCI using Siebel Cloud Manager
   2. Migration of on-premise Siebel CRM infrastructure to OCI with Lift and Shift Utility of the Siebel Cloud Manager
   3. Lift and Shift of the Siebel CRM infrastructure from on premise to OCI using traditional VM migration scenario

For all scenarious there can be with Bring Your Own Database (BYOD) option.

The typical package consist of phases :

| Discovery | Design | Build | Manage |

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Deploying Siebel CRM to OCI

Discovery	Design	Build	Manage

✓ Discovery

- ❑ Identify which scenario out of 3 suits best for the goal of the customer
- ❑ Identify which Bring Your Own model can be used out of existing customer resources
- ❑ Decide whether Oracle DB will be in shared or in VM mode
- ❑ Decide the migration strategy for the data to the OCI Oracle DB
- ❑ Discover the requirements sizing of the enviroment
- ❑ Discover the requirements for the OCI landing zone
- ❑ Define deployment strategy for the Siebel CRM artifacts
- ❑ Discover the requirement for the integration with IT landscape
- ❑ Discover the enviroments need

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Deploying Siebel CRM to OCI

| Discovery | Design | Build | Manage |

✓ Design
- ❑ Plan and design the steps for the selected scenario with new and existing resources
- ❑ Plan and design the migration of the data to the OCI Oracle DB
- ❑ Define the sizing of the enviroments
- ❑ Define the OCI landing zone
- ❑ Design the deployment for the Siebel CRM artifacts
- ❑ Design the integration with OCI and with onprem systems
- ❑ Define number of enviroments Dev/Preprod/Prod

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Deploying Siebel CRM to OCI

Discovery	Design	Build	Manage

✓ Build

- ❑ Configure OCI Account and OCI Landing Zone
- ❑ Install Gitlab server and generate tokens
- ❑ Siebel Cloud Manager Setup via REST calls
- ❑ Siebel CRM build in OCI
- ❑ Data Migration
- ❑ Siebel Deployment

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Deploying Siebel CRM to OCI

| Discovery | Design | Build | Manage |

- ✓ Manage
  - ❑ Monitoring of the Siebel CRM Enviroment
  - ❑ Patching Siebel CRM
  - ❑ Monitoring OCI resources
  - ❑ CI/CD pipelines
  - ❑ Integration

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Oracle Digital Assistant

- ✓ Oracle Digital Assistant delivers a complete AI platform to create conversational experiences for business applications through text, chat, and voice interfaces.
- ✓ It is a Conversational AI with Generative AI features, Natural Language Understanding and machine learning. It has a machine powered Voice.
- ✓ The package consist of full consultancy and delivery services. We will understand the requirements from context and topic point of view, IT integration, training data set and deliver the ODA configured, deployed, trained and integrated to the customer.

Discovery > **ML Data** > **Build Flow and Integrate** > **Deploy and Devops**

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Discovery

| Discovery | ML Data | Build Flow and Integrate | Deploy and Devops |

- ❑ Identifying the requirements for usecase scenarios for ODA.
- ❑ Identifying data sets to train intents
- ❑ Identifying the integration requirements
- ❑ Identifying target channels for use
- ❑ Identifying the requirements for the webchat ui
- ❑ Pricing clarification based on expected load
- ❑ Define language and translation requirements

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ML Data

Discovery	ML Data	Build Flow and Integrate	Deploy and Devops

- ❑ Define user intents
- ❑ Get training data sets for each intent
- ❑ Get testing data sets
- ❑ Train the ODA
- ❑ Test intents
- ❑ Improve trainset and repeat testing
- ❑ Define translations

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Build Flow and Integrate

Discovery	ML Data	Build Flow and Integrate	Deploy and Devops

- ❑ Configure the flow
- ❑ Configure the triggers
- ❑ Configure integrations
- ❑ Integrate the webchat UI
- ❑ Configure authentication
- ❑ Configure reporting and monitoring
- ❑ Prepare deploy package
- ❑ Integrate Generative AI with LLM Blocks
- ❑ Define FAQ
- ❑ Configure translation service

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Deploy and Devops

Discovery	ML Data	Build Flow and Integrate	Deploy and Devops

- ❑ Deploy and activate the ODA
- ❑ Monitor intents accuracy based on user inputs
- ❑ Adapt the train data based on reports from production
- ❑ Adapt test data

Thank you !

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