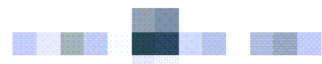


Siebel Basics

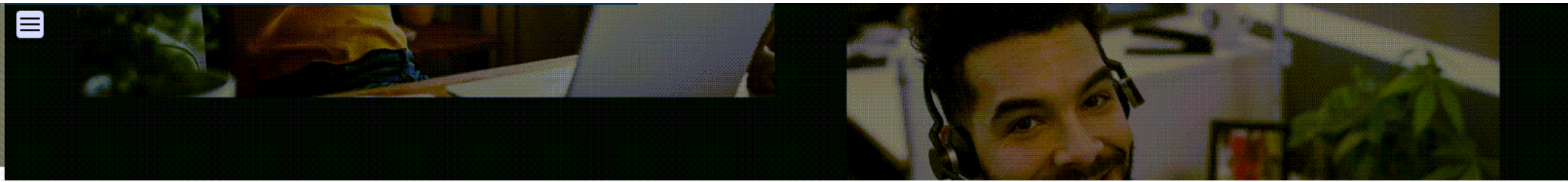
START COURSE



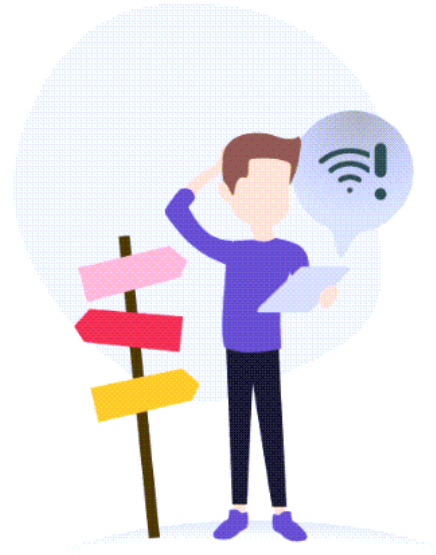
Time Estimate: 10 minutes

In this training, you'll learn about Siebel. After completion, you'll be able to:

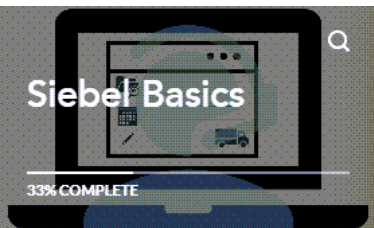
- Describe what Siebel is,
- Explain the importance of Siebel,
- Recognize how it connects back to the customer experience, and
- Identify some of the tasks performed in Siebel.



- ☰ What is Siebel? ○
- ☰ Why Do We Use Siebel and Why Is It Important? ○
- ☰ Summary ○



Think about your experience as a customer for many of the products or services in your home. Let's say you are having trouble with your internet connection. You call into your internet provider's customer support line, and they are able to resolve your connection issues; however, you end up calling back in an hour because you continue to lose internet connection. When you call back, it's a different person on the phone. They don't have any sort of documentation about what troubleshooting you've already completed, and they end up completing the same troubleshooting as the previous person. Alright, let's stop here. Doesn't this last part sound so inefficient and complicated?



Siebel Basics

33% COMPLETE

☰ What is Siebel?

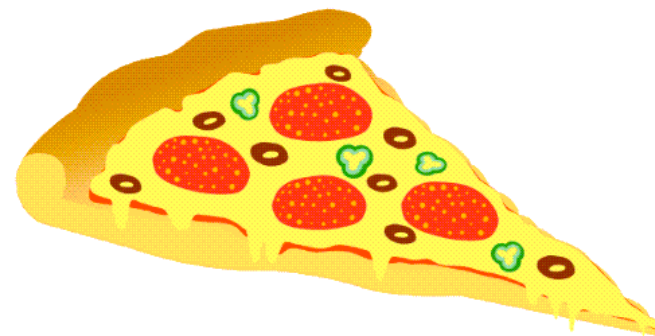
☰ Why Do We Use Siebel and Why Is It Important?

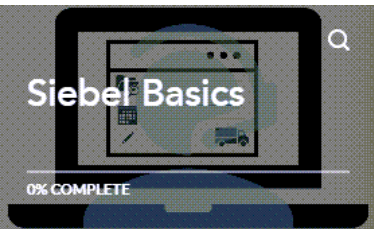
☰ Summary

To fully support our customers, there are many tasks we complete in Siebel. With Siebel, completing these tasks is far more efficient!

For Example: Imagine you work at a popular pizza delivery service. You take a customer's order over the phone, and the next step in the assembly line is assembling and cooking the pizza. What are your initial thoughts on the following two options for communicating the customer's order to your teammates?

1. Yell the food order over the noise of a loud, busy, and chaotic kitchen environment — hoping your teammates hear the order, or
2. Enter the food order into the Point of Sale (POS) system, and the customer's food order automatically displays the exact order on a TV screen to the kitchen staff.






wouldn't it be great if there was some sort of system that tracked all customer interactions? This would make it so that all Sleep Number team members would know the customer's story — allowing for a smoother and more positive experience! The great news is we do have that system, and it's called Siebel!

- ≡ What is Siebel?
- ≡ Why Do We Use Siebel and Why Is It Important?
- ≡ Summary



 uses a system, specifically a Customer Relationship Manager or "CRM" system, called **Siebel**. Siebel allows us to track **all** interactions with customers. It's an electronic journal of all activity, but it's also much more than that! Continue forward to learn more about the types of tasks completed in Siebel.

CONTINUE



- ☰ What is Siebel?
- ☰ Why Do We Use Siebel and Why Is It Important?
- ☰ Summary

Select each of the following + buttons to learn about some of the different tasks performed in Siebel:



That's a lot you can do in Siebel, isn't it? So hopefully you can see why we use it. Let's talk a bit more about why Siebel is important.