



## Siebel applications from Oracle and HP QuickTest Professional software

Solution brief



### Are your Siebel applications from Oracle doing all they can for your business?

Few organizations implement customer relationship management (CRM) applications “out of the box”—that is, with no customization or integration. Typically, the enterprise will need to modify its CRM applications to accommodate its individual environment and industry.

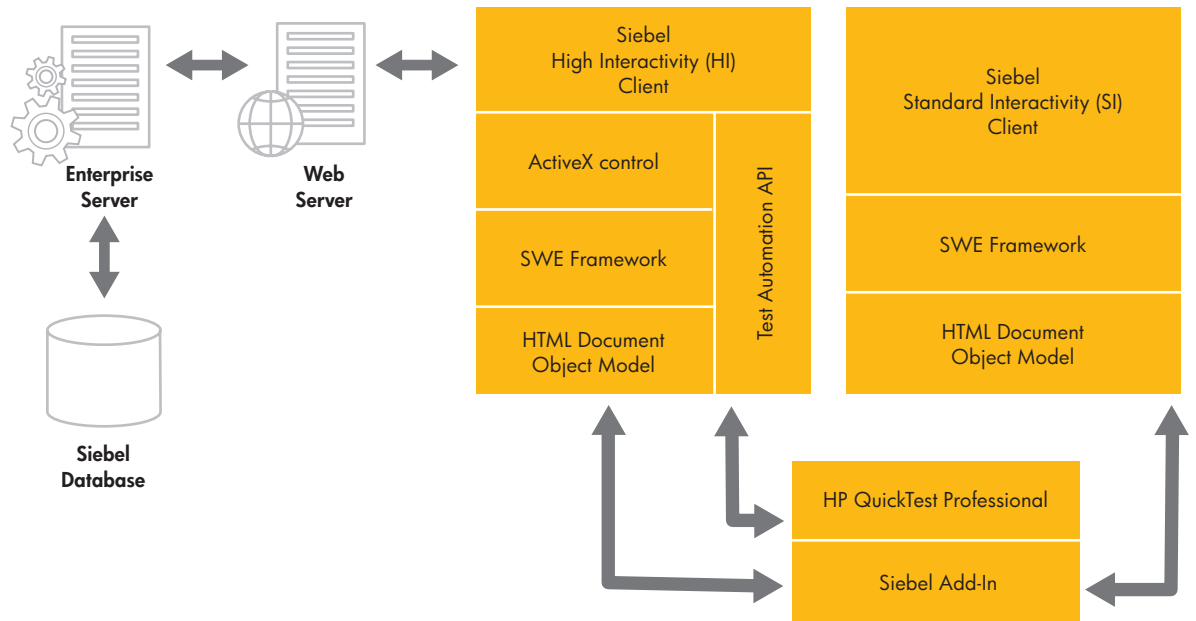
#### **Use HP QuickTest Professional software to find out.**

When your organization is customizing Oracle’s Siebel software to align with your business processes, you can benefit from HP QuickTest Professional software. HP QuickTest Professional verifies that your implementation is functional and that all business processes spanning multiple systems perform as expected.

HP QuickTest Professional is software for automated, keyword-driven, functional and regression testing. It is designed to test enterprise resource management (ERP) and CRM systems, as well as many other technologies such as Web, .NET, and Java™ applications. HP QuickTest Professional lets you create reusable, easy-to-maintain test scripts that verify the functionality of your implementation and prevent regression in quality early in your testing cycle.

Numerous Siebel customers around the world use HP software to deploy and upgrade their Siebel applications and maintain them in production. In addition, the Siebel quality assurance (QA) team at Oracle has standardized on HP QuickTest Professional as its functional testing software for Siebel applications.

**Get full support for Siebel client-side applications**  
HP QuickTest Professional captures data from all HI and SI controls.



## How integration with Siebel applications works

HP QuickTest Professional creates tests by capturing and recording business transactions that you typically perform. For Siebel 7.7 and later releases, it connects to the Test Automation API to capture the properties for all front-end high interactivity (HI) controls. To capture information for all standard interactivity (SI) controls inside the HI front ends, HP QuickTest Professional connects to the HTML document object model (DOM). By connecting to both, HP QuickTest Professional can provide full support for Siebel 7.7 and later front ends. For earlier versions, HP QuickTest Professional connects directly to the HTML DOM.

HP QuickTest Professional then produces a keyword-driven view for your test in which every step is represented by a separate row. This view includes the data being entered by the business users, which makes test parameterization easy. The keyword-based approach makes it easy for non-technical users to create and update test scripts for business processes. You can view and edit a test using either the keyword-driven representation or the VBScript code that is automatically generated by HP QuickTest Professional.

HP QuickTest Professional also introduces checkpoints to verify specific Web page characteristics, such as links and load times. In addition, during test execution, you can insert multiple types of checkpoints so that objects and database values continue to behave as expected.

HP QuickTest Professional verifies that values within an application's database remain consistent or are updated as business processes are executed. Any discrepancies are automatically highlighted.

HP offers comprehensive testing software for customers performing Siebel 7 and Siebel 8 installations, whether they are upgrading their Siebel applications or implementing them for the first time.

### Take advantage of modularity and reusability

HP QuickTest Professional creates and records tests so that each action, or step in the business process, is reused to propagate change across all applicable scripts. You can also use HP QuickTest Professional with HP Business Process Testing software, part of the HP Quality Center software portfolio. This combination lets subject matter experts collaborate with test automation experts to decompose every business process test into a set of reusable, automated test components.

During testing, you can use the Data Table feature in HP QuickTest Professional to extend your test coverage. The Data Table is an integrated spreadsheet that uses the full calculation power of Excel to manipulate data sets and quickly create multiple test scenarios. You can also extend your test coverage by importing select data from an external database.

After running a test, HP QuickTest Professional displays the expected results, the actual results, and the differences between them in clear visual reports.

### Key features and benefits

- Automates functional and regression testing for CRM applications, including integrations with legacy and enterprise resource planning (ERP) systems
- Decreases the amount of time and effort required to develop a powerful test suite
- Reduces training time and quickly increases QA productivity
- Facilitates collaborative testing to leverage existing QA resources across the enterprise
- Reuses test scripts throughout the application lifecycle
- Features an easy, intuitive, icon-based interface, which requires minimal time and effort to develop a powerful test suite and obtain immediate results
- Maintains tests throughout the application's lifecycle, which means testers can easily update test objects as an application changes
- Offers a multifunctional solution for testing dynamically changing Web, Java, CRM, and multimedia content
- Integrates seamlessly with other HP Quality Center products for a global quality management view
- Integrates with Siebel test automation for increased robustness and reusability of test scripts

## A complete solution

### Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years' experience meeting complex education challenges worldwide, HP knows training.

This experience, coupled with unique insights into HP Software products, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit [www.hp.com/learn](http://www.hp.com/learn).

### The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage, and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit [www.hp.com/go/hpfinancialservices](http://www.hp.com/go/hpfinancialservices).

## Contact information

To find an HP Software sales office or reseller near you, visit [www.managementsoftware.hp.com/buy](http://www.managementsoftware.hp.com/buy).

For more information about how HP QuickTest software can help you refine your implementation of Oracle's Siebel applications, or to learn more about HP Software solutions for Oracle software, visit [www.hp.com/go/oraclesoftware](http://www.hp.com/go/oraclesoftware).

For more information about the HP and Oracle alliance and joint solutions, visit [www.hp.com/go/oracle](http://www.hp.com/go/oracle).

## HP Services

### Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

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To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit [www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection).

## Technology for better business outcomes

To learn more, visit [www.hp.com/go/oraclesoftware](http://www.hp.com/go/oraclesoftware)

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