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Siebel Administrator Guide for Deploying & Managing Oracle Guided Learning (OGL)

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Purpose statement

This document provides details of the major components of a company, such as its objectives, structure, and planned operations.

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Document Audience

This document is intended for Siebel Business Owners, Siebel Administrators, IT support teams, Technical Consultants, and Implementation Partners responsible for enabling, configuring, deploying, and maintaining Oracle Guided Learning (OGL) within a Siebel environment.

This guide focuses exclusively on administrative, technical, and operational aspects of OGL integration and does not serve as an end-user training document.

1. Introduction

As a Siebel Business owner, it is important to ensure that users receive accurate, contextual guidance directly within the application for maximizing process adoption, minimizing user errors, and reducing operational support effort.

Oracle Guided Learning (OGL) provides an enterprise-grade solution that overlays Siebel with interactive, in-application guidance. From an administrative perspective, OGL is implemented using lightweight JavaScript libraries and is managed independently of Siebel repository configuration, enabling rapid updates without requiring system downtime or repository compiles.

2. What is Oracle Guided Learning (OGL)?

Oracle Guided Learning (OGL) is a cloud-based digital adoption platform that delivers real-time, contextual guidance to users within Siebel.

From an administrator's perspective, OGL:

- Is injected into the Siebel UI via JavaScript

- Is centrally managed through the OGL cloud platform.

- Operates independently of Siebel business logic and data.

- Does not require repository changes or schema updates.

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Key Administrative Features:

- **Centralized Guide Management**

  Create, publish, and update guidance centrally through OGL without redeploying Siebel artifacts.

- **Seamless UI Injection**

  Guidance is dynamically loaded based on user role and active view.

- **Scalable Deployment Model**

  Supports SES-based and multi-node Siebel environments.

OGL bridges the gap between system complexity and user proficiency by making help available at the moment of need.

Refer to https://rise.articulate.com/share/EKvFgTF0tAHz3PoFUx7HXQLy-fTEoH2A for Beginner's Guide to Oracle Guided Learning (OGL).

3. Business Benefits for Siebel Customers

Oracle Guided Learning delivers measurable value by improving user experience, process accuracy, and system adoption across Siebel deployments.

- **No Impact on Siebel Core or Data**

  OGL overlays the UI and does not store, modify, or persist Siebel transactional data.

- **Rapid Guide Rollouts**

  New or updated guidance can be delivered instantly without repository compiles or maintenance windows.

- **Reduced Training and Support Load**

  In-application guidance reduces dependency on external training and Tier 1 support.

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- **Policy and Compliance Enforcement**

  Standardized guidance ensures consistent execution of business processes.

- **Simple Rollback or Disablement**

  OGL can be disabled by removing or deactivating manifest references, without impacting Siebel configuration.

4. Enabling OGL in Your Siebel Environment

Follow the steps below to activate OGL in a Siebel SES-based deployment.

Step 1: Obtain the OGL JavaScript Files

Obtain the following JavaScript files from Oracle or your authorized implementation partner:

- customogl.js
- custompl.js

Note: Always use files provided through official Oracle channels to comply with organizational security and governance policies.

Step 2: Deploy Libraries to the Siebel Open UI Scripts Directory

For SES-based deployments, copy both JavaScript files to all Siebel Web/App nodes:

SIEBEL_HOME\ses\applicationcontainer_external\siebelwebroot\scripts\siebel\custom\

If the custom directory does not exist, create it and ensure appropriate read permissions for the Siebel application server.

Step 3: Register JavaScript Files in Manifest Files

1. Log in to the Siebel Web Client with **administrator privileges.**
2. Navigate to: **Administration – Application → Manifest Files**
3. Create one record per file:

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Property	Entry
File Name	siebel/custom/ogl/customogl.js
Type	JavaScript
Description	OGL Loader Script
File Name	siebel/custom/ogl/compl.js
Type	JavaScript
Description	OGL Post-load Handler

Note: Save both records.

Step 4: Configure Manifest Administration Load Order

1. Navigate to: **Administration – Application → Manifest Files**
2. Add new file entries as follows:
   - siebel/custom/ogl/customogl.js
   - siebel/custom/ogl/compl.js
3. Navigate to: **Administration – Application → Manifest Administration**
4. Create or select an **Application** UI Object (e.g., *Siebel Call Center*)
5. Add an Object Expression:
   - Expression: Desktop
   - Level: 1
6. Under **Files,** select the file entries that were created in step2
   - siebel/custom/ogl/customogl.js (Sequence: 100)
   - siebel/custom/ogl/compl.js (Sequence: 101)

Best Practice: Always load customogl.js before compl.js.

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Step 5: Validate Deployment

- Clear browser and Siebel Web Client cache

- Restart Siebel services if required by internal change procedures.

- Log in as a standard user and verify the OGL widget appears.

5. OGL Configuration in Siebel Cloud Environments

Editing OGL Configuration Parameters

Oracle does **not** recommend updating OGL parameters through browser developer tools.

All configurations must be completed by **editing the JavaScript file directly** before deployment.

Update the following values in customogl.js:

- **OGL App ID**
- **OGL Server URL**

OGL Server Endpoints

- NA: https://guidedlearning.oracle.com

- EMEA: https://guidedlearning-emea.oracle.com

- APAC: https://guidedlearning-apac.oracle.com

After updating the file:

- Redeploy it to all nodes

- Clear cache

- Re-login to Siebel

Note: Do not use the OGL browser extension when OGL is embedded via JavaScript, as dual loading can cause unpredictable UI behavior.

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6. Common Use Cases for Oracle Guided Learning in Siebel

Oracle Guided Learning supports Siebel users across a variety of everyday and complex scenarios by providing real-time, in-application guidance.

Typical use cases include:

- **New User Onboarding:** Step-by-step guidance helps new users learn Siebel processes quickly without formal training.

- **Service Request and Case Management:** Users are guided through required fields and correct process steps to reduce errors.

- **Data Quality and Compliance:** Smart tips and reminders ensure mandatory information is captured consistently.

- **Task Lists and Guided Practice:** Users can follow structured task lists to complete key activities step by step, helping them become familiar with the application through hands-on practice.

- **User Surveys and Feedback:** In-application surveys allow users to share feedback and confirm understanding of new processes or changes directly within Siebel.

Refer to the accompanying video for a visual demonstration of these use cases in Siebel: Siebel User Demo.mp4

7. Frequently Asked Questions (FAQs)

1. **Does OGL require Siebel repository changes?**
   No. OGL operates independently of the Siebel repository.

2. **Does OGL store Siebel data?**
   No. OGL does not store or transmit transactional data.

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3. **How are guide updates delivered?**

   Guide content is updated in the OGL cloud portal and becomes available without redeployment.

4. **Can OGL be removed?**

   Yes. Removing the manifest references disables OGL without impacting Siebel data.

5. **Can guidance be customized for different user roles?**

   Yes. OGL supports role-based and context-aware guidance, ensuring users see only the instructions relevant to their role and current task.

6. **How are updates to guidance delivered to users?**

   Once guidance is published, updates are automatically available to all users without any client-side deployment.

7. **Can OGL be used for new feature rollouts or process changes?**

   Yes. OGL is commonly used to introduce new features, guide users through process changes, and reinforce updated business rules.

8. **Is OGL supported in multi-server Siebel environments?**

   Yes. OGL supports SES-based and multi-node Siebel deployments when the required JavaScript files are deployed across all nodes.

9. **Who should I contact for OGL access or support?**

   For OGL access, licensing, or support, contact your Oracle Account Representative or refer to the Oracle Guided Learning help page.

8. Revision History

This section is included to support version control and to help users track updates and changes to this document over time. Future revisions should update this table with the date and a summary of changes made.

Version	Date	Summary of Changes
1.0	20-Jan-2026	Initial draft of the Siebel Administrator Guide for Deploying and Managing Oracle Guided Learning (OGL). Document is created to introduce OGL concepts, benefits, and configuration steps for Siebel environments.

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