Siebel Newsflash

epic Enhancements

epic Change # 1

'epic Full' Checkbox Added at Master Account Level:

To help our Associates working with epic have better visibility into which clients are epic full, a new 'epic Full' checkbox has been added at the Master Account level. This setting then applies to all corporate numbers with that master corporate number.

This information is also displayed on the opportunity.

epic Change # 2

Account Name Added to RFH Reminder Emails:

All epic reminder emails for all RFH Types, other than Oakwood
Global Solutions, now include the Account Name of the RFH to help
Associates more easily sort emails by customer.

Subject: IMPORTANT: New Disney Housing Request for Account textron to reply to by 02/15/2013 00:00:00 (GMT-08:00) Pacific Time (US & Canada)

Dear Bridgestreet,

This is an automatic email notification of a new or updated housing request (RFH Id 1-BVN6W), for Account textron seeking housing in Los Angeles.

Please go to http://sb8dev.corp.oakwood.com/epic_enu to access epic to view this housing request and submit your response.

The housing deadline is 02/15/2013 00:00:00 (GMT-08:00) Pacific Time (US & Canada).

Thank you,

Disney

epic Change #3

New Provider Link Allows Multichoice Access with Any Browser:

Until now, all Multichoice providers needed to use Internet Explorer 8
to respond to Cartus RFH requests. The Siebel Team has now
created an alternate Multichoice portal that works with any internet
browser – IE9, Firefox, Chrome and even Safari on an iPad!
This new version looks slightly different yet works exactly the same.

To access this browser-friendly version, epic providers can click on the
alternate link that now displays in the notification emails.


```
Dear Bridgestreet,

This is an automatic email notification of a new or updated housing
request (RFH Id 1-KNI4Q), seeking housing in Los Angeles, Ca.

Please go to https://multichoice.oakwood.com to access epic to view
this housing request and submit your response.

The housing deadline is 12/11/2012 18:03:21 (GMT-08:00) Pacific Time
(US & Canada).

Thank you,

Cartus

P.S. If you're having browser compatibility issues, please use the
following link:

https://multichoicesi.oakwood.com
```

Note: epic providers who were not responding to Cartus RFH
requests have been able to use browsers other than IE8 since the
December Siebel Release.

epic Change #4

Condensed Internal epic Provider Response View:

To minimize the amount of scrolling necessary to respond to an epic request, the internal Provider response view has been 'scrunched'.

Here's how the new internal provider response screen looks:

On most monitors this 'slimmer' screen should be completely visible and it works exactly as it did before.

Note: The Siebel Team already 'slimmed' the external Provider version of this screen in the December Siebel release.

General Changes

General Change # 1

Email Sent to Franchisee When Oppty Sent:

Siebel now sends an email to the franchisees when an Oppty has been forwarded to them using the Send to Project feature. This will help franchisees be more aware of housing requests that have been sent within Siebel.
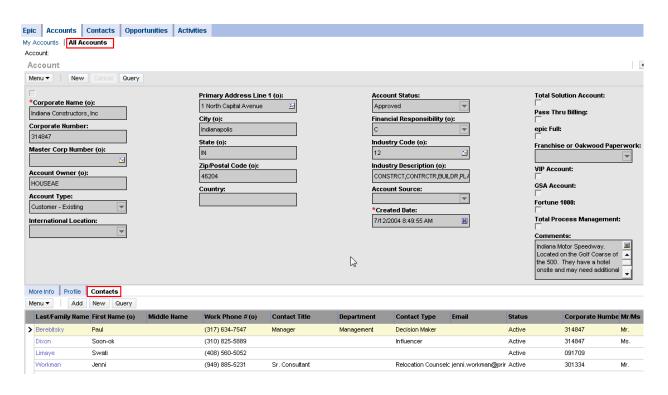
General Change # 2

Franchisees Have All Accounts>Contacts views:

| Epic | Accounts | Contacts | Opportunities | Activities |

My Accounts | **All Accounts**
Account:

Account

Menu ▼ | New | Cancel | Query

*Corporate Name (o):	Primary Address Line 1 (o):
Indiana Constructors, Inc	1 North Capital Avenue
Corporate Number:	City (o):
314847	Indianapolis
Master Corp Number (o):	State (o):
	IN
Account Owner (o):	Zip/Postal Code (o):
HOUSEAE	46204
Account Type:	Country:
Customer - Existing	
International Location:	

Account Status: Approved
Financial Responsibility (o): C
Industry Code (o): 12
Industry Description (o): CONSTRCT,CONTRCTR,BUILDR,PLA
Account Source:
*Created Date: 7/12/2004 8:49:55 AM

Total Solution Account:
Pass Thru Billing:
epic Full:
Franchise or Oakwood Paperwork:
VIP Account:
GSA Account:
Fortune 1000:
Total Process Management:
Comments: Indiana Motor Speedway. Located on the Golf Coarse of the 500. They have a hotel onsite and may need additional

More Info | Profile | **Contacts**
Menu ▼ | Add | New | Query

	Last/Family Name	First Name (o)	Middle Name	Work Phone # (o)	Contact Title	Department	Contact Type	Email	Status	Corporate Number	Mr/Ms
>	Berebitsky	Paul		(317) 634-7547	Manager	Management	Decision Maker		Active	314847	Mr.
	Dixon	Soon-ok		(310) 825-5889			Influencer		Active	314847	Ms.
	Limaye	Swati		(408) 560-5052					Active	091709	
	Workman	Jenni		(949) 885-5231	Sr. Consultant		Relocation Counselc	jenni.workman@prir	Active	301334	Mr.

This tab has been added so franchisees can more easily find contact information from within the All Accounts tab.

General Change # 3

New 'Franchise or Oakwood Paperwork' field on Account and Oppty:

A new 'Franchise or Oakwood Paperwork' field has been added to help indicate what type of paperwork should be used for a particular tenancy.

This value is set at the corporate account and is displayed on the oppty as shown below.