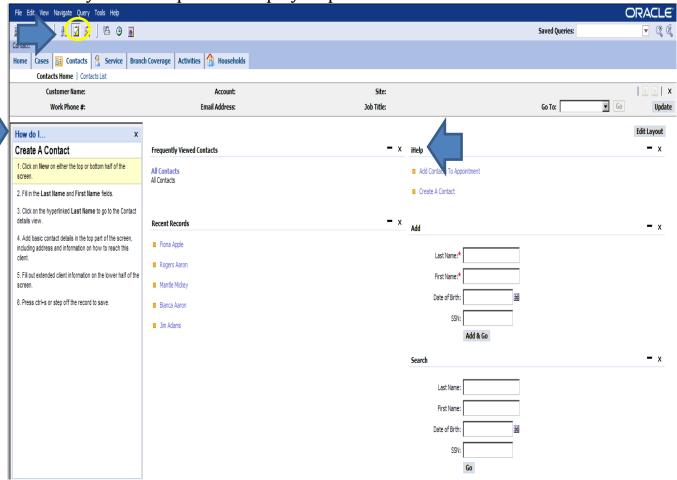
My Siebel iHelp!

What is iHelp? A training tool embedded within Siebel that can be launched from a toolbar icon or any screen to provide step by step instructions.



Using iHelp

There are two ways to access iHelp. 1) Through the clickable button circled above on the tool bar (located directly above the Contacts tab) or 2) through clickable links titled "iHelp" on any screen. iHelp tasks are related to the screen you are current viewing. For example, this is a view of the Contacts homepage. As you can see, the two iHelp links that are currently available are related to Contacts only.

When you select an iHelp, a "How do I..." window will appear on the left hand side of your screen. This window will walk you through the steps required to complete the specific task on that screen: in the case above "How do I create a contact?"

Benefits of using iHelp -

- Increases productivity by providing immediate access to step by step guidance.
- Reduces follow-up training needs.
- Helps to identify workflow process.

iHelp is available throughout the system and was created and designed with workers in mind. For Initial Win, iHelp will assist you with navigating the system. In the future, iHelp may assist you in many other ways!