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Oracle Application Testing Suite Test Starter Kits for Siebel SIA 8.1.1

ATS Version 9.3

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Introduction

The Oracle Application Testing Suite Test Starter Kits for Siebel provide sample automated test scripts for Siebel Applications using the Oracle Application Testing Suite 9.3 test automation solution. The kits include both automated functional & regression test scripts and automated load & performance test scripts. The Test Starter Kit is available for download from the Application Testing Suite download page on the Oracle Technology Network (OTN).

Test Starter Kit for Automated Functional Testing Overview

The Application Testing Suite (ATS) Test Starter Kit (TSK) for Siebel includes automated functional test scripts that cover a total of 3 key Siebel transactions. These scripts were built using Siebel SIA 8.1.1 Financial Services instance with sample database, which is required to run these scripts directly. The scripts can also be modified or used as examples for creating functional test scripts against your own Siebel instance and database.

All test scripts, databank files and properties file are included in this Test Starter Kit archive. These scripts will run in Oracle Functional Testing's OpenScript scripting platform, which is a component of ATS.

The "\Functional_Testing" folder contains:

- **Siebel TSK Functional Testing Script Folders:** There are 3 Siebel script folders named CC1, CC2, and CC3. Each folder contains a TSK functional test script to run in the ATS OpenScript product:
- **SiebelProperties File:** The "siebel.properties" file in the main folder is where users can define the starting URLs and user credentials for their Siebel instance.
- **Databanks:** The "Databanks" folder contains the databank CSV file (i.e. Solutions.csv) required by the TSK scripts in order to parameterize inputs to those scripts. Users can modify and add data to the databank CSV file to run their TSK scripts with different inputs.
- **Script Functions:** The "SiebelFunction" folder contains a "SiebelFunction" script that is where all common script functions shared by various scripts are stored.
- **Siebel Master Driver Script:** The "SiebelMasterDriver" script is a master script that will play all Siebel transaction scripts in sequence. You can use this if you want to kick off all of the TSK scripts to run at once.

These are the steps to execute Siebel Test Starter Kit functional test scripts:

1. Unzip "OATS93_Siebel_xxxx_TSK.zip" file and copy the "OATS93_Siebel_xxxx_TSK" folder to an existing OpenScript script repository location.
2. Enter the proper starting URL and user credentials for your Siebel application in the "siebel.properties" file. The "SiebelMasterDriver" script will call a function in the SiebelFunction library to access the siebel.properties file to get the starting URL.
3. If you want to run a specific Siebel transaction script, then run the "CC#" script for that transaction (located in each transaction folder).
4. If you want to playback all the TSK scripts at once, then playback "SiebelMasterDriver" script which will playback all Siebel transactions.
5. If you want to view and edit any of the Siebel TSK scripts, you can open them individually through the OpenScript user interface.

Test Starter Kit for Automated Load Testing Overview

The Application Testing Suite (ATS) Test Starter Kit (TSK) for Siebel includes automated load test scripts for Siebel load & performance testing. This includes scripts that automate individual Siebel transactions. These scripts were built using Siebel SIA 8.1.1 Financial Services instance with sample database, which is required to run these scripts directly. The scripts can also be modified or used as examples for creating load test scripts against your own Siebel instance and database.

All load test scripts are included in this Test Starter Kit archive. These scripts will run in Oracle Functional Testing's OpenScript scripting platform and in Oracle Load Testing, which are both components of ATS.

The "\Load_Testing" folder contains:

- **Siebel TSK Load Testing Script Folders:** There are 3 Siebel script folders named CC1, CC2, and CC3. Each folder contains a TSK load test script to run in the Oracle OpenScript or Oracle Load Testing products:
 - CC1: "Incoming Call Creates Opportunity, Quote and Order" end-to-end transaction flow includes 1 Siebel load test script that automates the steps to create a new contact, create a new opportunity and place an order.
 - CC2: "Call Creates a Service Request" end-to-end transaction flow includes 1 Siebel load test script that automates the steps to create a new service request.

- CC3: “Agent Follows Up On Service Request” end-to-end transaction flow includes 1 Siebel load test script that automates the steps to create go to a service request and create a solution.
- **SiebelProperties File:** The “siebel.properties” file in the main folder is where users can define the starting URLs and user credentials for their Siebel instance.
- **Databanks:** The “Databanks” folder contains the databank CSV file (i.e. Solutions.csv) required by the TSK scripts in order to parameterize inputs to those scripts. Users can modify and add data to the databank CSV file to run their TSK scripts with different inputs.
- **Script Functions:** The “SiebelFunction” folder contains a “SiebelFunction” script that is where all common script functions shared by various scripts are stored.

These are the steps to execute Siebel Test Starter Kit load test scripts:

1. Unzip “OATS93_Siebel_xxxx_TSK.zip” file and copy the “OATS93_Siebel_xxxx_TSK” folder to an existing OpenScript script repository location.
2. In order to run the load test scripts, you would need to enter the proper starting URL for your Siebel application instance with sample database. In the OpenScript Preferences → Playback section, you will see a "Replace URL" field that can be used to do this. For example: If you have recorded a script using <http://testserver/> and want to playback the script against <http://productionserver/> - you need to enter the following value in the "Replace URL" field: <http://testserver/>=<http://productionserver/>.
3. To run a stand-alone Siebel script, then open and run the script directly in OpenScript or select it in Oracle Load Testing.
4. If you want to view and edit any of the Siebel TSK scripts, you can open them individually through the OpenScript user interface.

System Setup

This section specifies the system setup required to use the Siebel TSK scripts.

Supported Siebel System

- SIA 8.1.1 Financial Services

Any other version of Siebel (incl. service releases like 8.1.1.2 – 8.1.1.5) may cause playback failure.

Siebel System Setup Before Running the Scripts

This section explains the steps required to import the sample database provided with the Siebel Test Starter Kit and set up the Siebel application prior to running the Oracle Application Testing Suite scripts included with the Test Starter Kit.

1. Importing the Sample Database

Caution: The sample database import will overwrite any data currently in the database.

The following command should be run to import sample data:

```
siebsrvr\BIN>dataimp /u SADMIN /p SADMIN /C siebel_DSN /d SIEBEL /f
SampleDBdump.dat /t y /h w /n 500
```

Where *siebel_DSN* is the data source used by Siebel. The dump file provided (SampleDBdump.dat) is for SIA (aka SBA). Import will fail for SEA.

2. Setting Up the Siebel System

This section explains the steps to setup the Siebel application to work with the Test Starter Kit scripts. Note: steps 2.5-2.11 might be not needed as they might be set up by default.

2.1 Create Contact eApps100

2.2 Create Account eApps Account2

2.3 Create Policies

Goto Account and create a Account with name "Irvin I. Sommerfeld Sewers & Pipes"
 Goto Sitemap -> Group Policies
 Create a polity with,
 Policy #: Insgroup-204849111
 Group : Irvin I. Sommerfeld Sewers & Pipes
 Policy Status: Inforce
 Substatus: Renewal
 Premium: \$567
 State: AL
 Referral Source: Magazine Ad
 Drilldown on the Policy # and navigate to Eligible Members tab
 Add the contact with Last Name "eApps100" to the list and save

2.4 Create Product and add to Musical Instrument price list

Goto Sitemap -> Administration - Product -> Product
 Create a new product "Aback" and release the product
 Navigate to Sitemap -> Administration - Pricing -> Price Lists
 Create a new price list "Musical Instrument Price List"
 Drill down on the price list and go to Price List Line Items tab
 Click on New button
 Select all the products in the pop up list and Click ok
 Click on Clear Cache button

2.5 Create Entitlement

Goto Agreements->My Agreements
Create a new agreement
Set Name "Scalability Agreement Account"
Goto Account Tab
Associate eApps Account2 to the agreement.
Click on the Name and Goto Entitlement Tab
New Entitlement with type "Service"
Goto third level applet: Account
New account: Pick eApps Account2 and eApps Account1
Check All Contacts and All Products

2.6 Add SR Related tab

Goto Application Administration->Responsibilities
Query for Call Center Agent
Add view "Service Request Related SR View"

2.7 Activate the FS - Verify Entitlement SR

Go to Administration-Business Process -> Workflow Deployment
Query for "FS - Verify Entitlement SR".
Activate this workflow process.
Bounce the servers.

2.8 Deactivate unnecessary Business processes and Activate required business processes

Goto Administration - Business process --> workflow deployment
Query for *ISS* (around 24 records will appear) activate all the records
Query "SIS OM Update Revenue" and activate
Query for *PSP* activate all records
Query for FS - *Verify* and do the same
Activate "Basic Pricing Procedure" and activate the record

2.9 PriceList

If Musical Instrument Price list did not appear then go to Administration - Pricing
Query "Musical Instrument Price List*" and set the expiry date to future date

2.10 Deactivate Workflow_0V-17Y*

Go to Administration - Runtime Events -> Events
Query for Subevent = VerifyEntitlement and Object Name = Service Request Detail
Applet
Drill into Action Set ("Workflow_0V-17YU0Q" or "Workflow_0V-17YU1C")
There are 2 actions,
 inactivate/uncheck Workflow_0V-17YTZP_Start_Go.DECISION and
 Workflow_0V_17YTZP_Wait_Continue.DECISION
Go to Menu->Reload Runtime Events

2.11 Remove Run Time events

Go to Administration --> Runtime Events
Query in Action set name as "Update*" and delete all the rows

Test Script Details

This section specifies the detailed steps used to create the scripts in the Test Starter Kit.

Financial Services:

The Test starter Kit scripts were created for the Siebel SIA 8.1.1 Financial Services application.

Scenario Detailed Instructions

The following are the detailed steps for the CC1, CC2, and CC3 functional and load test scripts in the Test Starter Kit.

CC1 Incoming Call Creates Opportunity, Quote and Order

Login

1. Enter the User Id. E.g. SADMIN
2. Enter the Password i.e. SADMIN
3. Click the Go Button.

Logout

1. Click on the file menu.
2. Click on the logout option.

Transaction/Actions

CC1_Iter1_101_ClickContacts

1. Click on Contacts Screen Tab->Contacts List

CC1_Iter1_102_QueryLastName

1. Click Query Button on the Contacts List Applet.
2. Enter Noname in the Last name column in the Contacts List Applet

CC1_Iter1_103_ClickGo

1. Click on the Go Button in the Contacts List Applet

CC1_Iter1_104_GotoContactScreen

1. Click on Contacts Screen Tab.

CC1_Iter1_105_ClickNewContact

1. Click on the new button in the Contacts List Applet.
2. Enter the values in the Last Name, First Name, and Work Phone #. For navigating from one column to another column press tab key.

CC1_Iter1_106_SaveContact

1. Click on the Menu Button in the Contacts List Applet.
2. Click on Save Record.

CC1_Iter1_107_GotoContactOpty

1. Drill down on the Last Name of the newly created record.
2. Click on the Opportunities View Tab.

CC1_Iter1_108_NewOpty

1. Click on the New Button in the Opportunity List Applet. It brings up a MVG Applet.

CC1_Iter1_109_ClickNewOptyOnMVG

1. Click New Button on the MVG Applet.

CC1_Iter1_110_ClickAccountMVG

1. Type in the opportunity name and go to the Account column by hitting the tab key.
2. Click the MVG icon in the Account column of the Opportunity List Applet.

CC1_Iter1_111_ClickQueryOnAccountMVG

1. Click Query Button on the Account MVG Applet.

CC1_Iter1_112_QueryAccount

1. Type eApps Account1 in the Account column in the MVG Applet.
2. Click the Go Button on the MVG Applet.

CC1_Iter1_113_ClickOKtoSelectAccount

1. Click the Ok Button on the Account MVG Applet to select the Account.

CC1_Iter1_114_EnterInfoAndSaveOpty

1. Click Tab Key to go to the revenue column in the opportunity list applet.
2. Click the icon in the Revenue column.
3. Enter the Amount.
4. Click on the Menu Button.
5. Click Save Record option.

CC1_Iter1_115_DrilldownToOptyContact

1. Drill down on the Opportunity Name to go to Opportunity-> Contacts.

CC1_Iter1_116_GotoOptyProduct

1. Click on the Products view tab under Opportunities.

CC1_Iter1_117_NewProduct1

1. Click on the new button in the Product List Applet.

CC1_Iter1_118_BringUpProdMVG1

1. Click Tab key to go to the Product column in the Product List Applet.
2. Click the MVG Icon to bring up the Product MVG Applet.

CC1_Iter1_119_QueryBabyhood_Almanac

1. Click the Query Button in the Product MVG Applet.
2. Type Babyhood Almanac in the Product column in the MVG Applet.
3. Click the Go button in the MVG Applet.

CC1_Iter1_120_ClickOKtoSelectProd1

1. Click the Ok Button on the Product MVG Applet.

CC1_Iter1_121_EnterQtyAndSave1

1. Press the tab key to go to the quantity column in the product list applet.
2. Type in the value in the quantity column.
3. Click on the Menu Button.
4. Click the Save Record Option.

CC1_Iter1_122_NewProduct2

1. Click on the new button in the Product List Applet.

CC1_Iter1_123_BringUpProdMVG2

1. Click Tab Key to go to the Product column.
2. Click the MVG Icon to bring up the Product MVG Applet.

CC1_Iter1_124_QueryBabyhood_Strophe

1. Click the Query Button in the Product MVG Applet.
2. Type Babyhood Strophe in the Product column in the MVG Applet.
3. Click the Go button in the MVG Applet.

CC1_Iter1_125_ClickOKtoSelectProd2

1. Click the Ok Button on the Product MVG Applet.

CC1_Iter1_126_EnterQtyAndSave2

1. Press the tab key to go to the quantity column in the product list applet.
2. Type in the value in the quantity column.
3. Click on the Menu Button.
4. Click the Save Record Option.

CC2 Call Creates a Service Request

Login

1. Enter the User Id. E.g. SADMIN
2. Enter the Password i.e. SADMIN
3. Click the Go Button.

Logout

1. Click on the file menu.
2. Click on the logout option.

Transaction/Actions

CC2_Iter1_101_ClickContacts

1. Click on the Contacts Screen Tab -> Contacts List

CC2_Iter1_102_QueryLastName

1. Click on the query button in the contacts list applet.

CC2_Iter1_103_ClickGo

1. Type Noname in the Last Name Column.
2. Click the Go Button on the Contacts List Applet.

CC2_Iter1_104_GotoSR

1. Click on the Service Screen Tab.

CC2_Iter1_105_ClickNewSR

1. Click on the new button in the service request list applet.

CC2_Iter1_106_ClickShowMoreButtonOnSRDetail

1. Click on the show more button on the SR Detail Applet which is the below form applet.

CC2_Iter1_107_ClickLastNamePickApplet

1. Click the icon in the last name to bring up the pick applet.

CC2_Iter1_108_ClickQueryLastName

1. Click Query button on the pick applet.

CC2_Iter1_109_EnterApps100AndQuery

1. Enter eApps100 in the Last Name column in the pick applet.
2. Click the Go Button.

CC2_Iter1_110_ClickOKtoSelectName

1. Click the OK Button to select the name.

CC2_Iter1_111_ClickAccountPickApplet

1. Click the icon in the Account field to bring up the Account Pick Applet.

CC2_Iter1_112_ClickQueryAccount

1. Click the Query Button on the Account Pick Applet.

CC2_Iter1_113_Query_eApps_Account2

1. Enter eApps Account2 in the Account column in the Pick Applet.
2. Click the Go Button.

CC2_Iter1_114_ClickOKtoPickAccount

1. Click OK Button to pick the Account.

CC2_Iter1_115_ClickVerifyButton

1. Click the Verify Button on the SR Detail Applet. It brings up a pick applet.

CC2_Iter1_116_ClickOKToSelectEntitlement

1. Click the OK Button on the pick applet to select the entitlement.

CC2_Iter1_117_ClickPolicyPickApplet

1. Click the icon in the Policy # field to bring the policy pick applet.

CC2_Iter1_118_ClickQueryPolicy

1. Click the query button on the policy pick applet.

CC2_Iter1_119_Enter Insgroup-2048491AndQuery

1. Type Insgroup-2048491 in the Account # / Policy # field in the pick applet.
2. Click the Go Button.

CC2_Iter1_120_ClickOKtoSelectPolicy

1. Click OK Button to select the policy.

CC2_Iter1_121_ClickProductPickApplet

1. Click the icon in the product field in the SR Detail Applet to bring the Product Pick Applet.

CC2_Iter1_122_EnterAbackAndQuery

1. Click the query button on the pick applet.
2. Type Aback in the Product field in the pick applet.
3. Click the Go Button.

CC2_Iter1_123_ClickOktoSelectProduct

1. Click the OK Button to select the Product.

CC2_Iter1_124_PickType

1. Select Auto from the Type Picklist.

CC2_Iter1_125_SaveSR

1. Click the menu button on the SR List Applet.
2. Click the Save Record option.

CC2_Iter1_126_ClickShowLessSR

1. Click the Show Less Button on the SR Detail Applet.

CC2_Iter1_127_GotoSRActivityPlan

1. Drill down on the SR# field.
2. Click on the Activity Plan View Tab.

CC2_Iter1_128_NewActSRPlan

1. Click the New Button on the Activity Plan List Applet.

CC2_Iter1_129_SelectPlanAndSaveSR

1. Click on the Template Picklist.
2. Click on the value of the appropriate template "Analyzer Repair"
3. Click on the Menu Button from SR Detail Applet.
4. Click on the Save Record Option.

CC3 Agent Follows Up On Service Request

Login

1. Enter the User Id. E.g. SADMIN
2. Enter the Password i.e. SADMIN
3. Click the Go Button.

Logout

1. Click on the file menu.
2. Click on the logout option.

Transaction/Actions

CC3_Iter1_101_GotoMyServiceRequest

1. Click on Service Screen Tab->Service Request List

CC3_Iter1_102_CreateNewSR

1. Click on New Button and Create New SR with type "Auto"

CC3_Iter1_103_GotoSRActivity

1. Drilldown on SR#

CC3_Iter1_104_GotoSRSolution

1. Click on the Solutions Tab

CC3_Iter1_105_NewSolution

1. Click on Add Button in the Solutions List Applet. A popup applet will be displayed containing a list of solutions.

CC3_Iter1_106_ClickGo

1. Click on the Query button in the popup applet and enter the name of the solution to be queried e.g. 303
2. Click Go Button in the Popup Applet.

CC3_Iter1_107_ClickAddToAddSolution

1. Click on the Add button in the popup applet.

CC3_Iter1_108_SaveSolution

1. Click on the Menu button in the solutions list applet.
2. Click on Save record.

CC3_Iter1_109_SetSRStatusAndSave

1. Click the status picklist.
2. Change the status of the SR from Open to pending.
3. Change the status of the SR from pending to Open.
4. Click Menu Button
5. Click Save Record.

1. Click the status picklist.
2. Change the status of the SR from Open to pending.
3. Click Menu Button
4. Click Save Record.



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