

Oracle CRM

Training Curriculum

Oracle CRM

Module 1: Introduction to Oracle CRM - Overview and Architecture

- ✓ Introduction to Oracle CRM platform
- ✓ System architecture
- ✓ Deployment options
- ✓ Licensing models
- ✓ Business use cases across industries

Module 2: System Configuration and Initial Setup

- ✓ Master data setup
- ✓ Organizational structure configuration
- ✓ User management
- ✓ Authorization concepts
- ✓ Initial system customization for business requirements

Module 3: Core Functionalities and Features

- ✓ Deep dive into core modules
- ✓ Key functionalities
- ✓ Business processes
- ✓ Data management
- ✓ Reporting capabilities
- ✓ Standard workflows within the platform

Module 4: Advanced Configuration and Customization

- ✓ Advanced settings
- ✓ Custom fields
- ✓ Validation rules
- ✓ Workflow automation
- ✓ Business rules configuration
- ✓ Performance optimization techniques for enterprise scenarios

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Module 5: Integration with Enterprise Systems

- ✓ Integration architecture
- ✓ APIs and middleware connectors
- ✓ Data synchronization
- ✓ Real-time interfaces
- ✓ Batch processing
- ✓ Integration with ERP and CRM systems

Module 6: Reporting, Analytics and Data Visualization

- ✓ Creating custom reports
- ✓ Dashboards and KPI monitoring
- ✓ Data analytics
- ✓ Predictive analytics capabilities
- ✓ Executive-level visualizations for decision-making

Module 7: Security, Governance and Compliance

- ✓ Security architecture
- ✓ Role-based access control
- ✓ Data privacy
- ✓ Audit trails
- ✓ Compliance requirements
- ✓ Industry-specific regulatory adherence strategies

Module 8: Real-World Implementation Projects

- ✓ Hands-on capstone project
- ✓ End-to-end implementation
- ✓ Requirement gathering
- ✓ Solution design and configuration
- ✓ Testing and deployment
- ✓ Go-live support scenarios

Get In Touch



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