



Noble Software Consulting IT Training

ORACLE APPS CRM 11i – 40 HRS

- ❖ **Overview of IB/Service contracts**
- ❖ **Setup**
- ❖ **Customer Overview**
- ❖ **Item Setup**
- ❖ **IB Setup**
- ❖ **Instance and transaction Manual Creation**
- ❖ **OM Integration Setup**
- ❖ **Creation IB from OM**
- ❖ **Service Contracts Setup**
- ❖ **Manual Creation of Contracts**
- ❖ **Creation of Contracts from OM Renewal**
- ❖ **Setup**
- ❖ **Manual/Automatic Renewal**
- ❖ **Renewal Consolidation**
- ❖ **Billing Setups**

- ❖ **AR Integration**
- ❖ **Credit Memo**
- ❖ **Events (Overview)**
- ❖ **Important API/Tables**
- ❖ **Workflow Approval Overview**