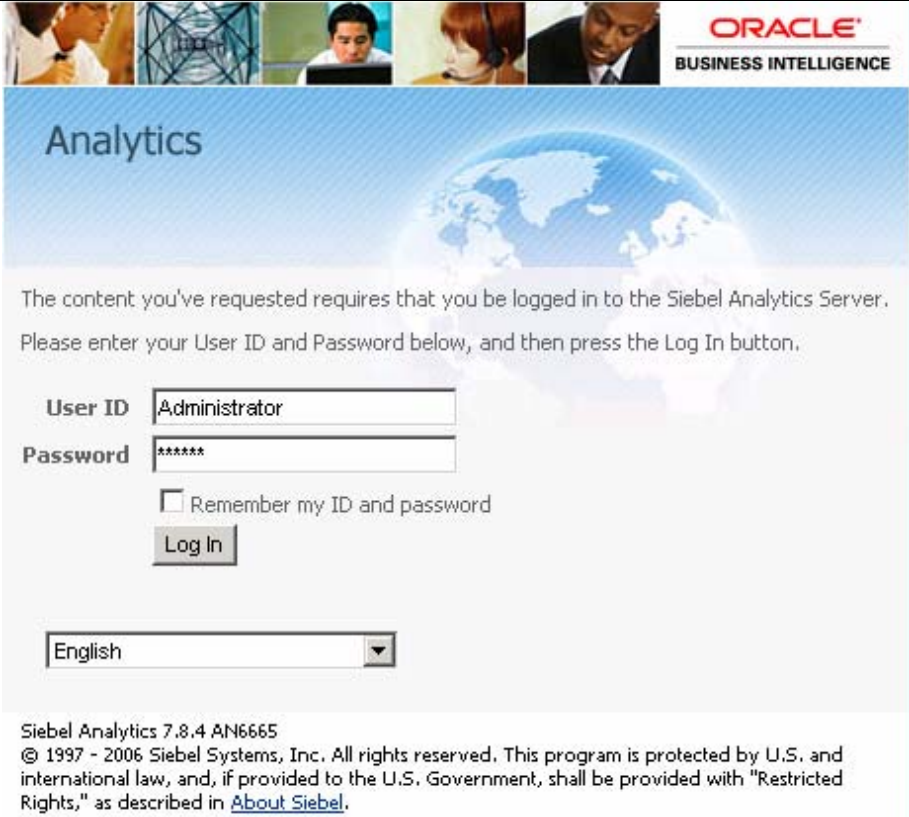


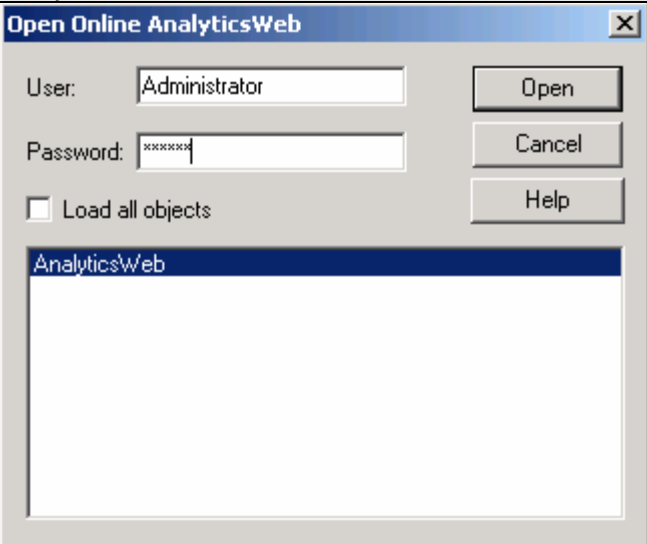
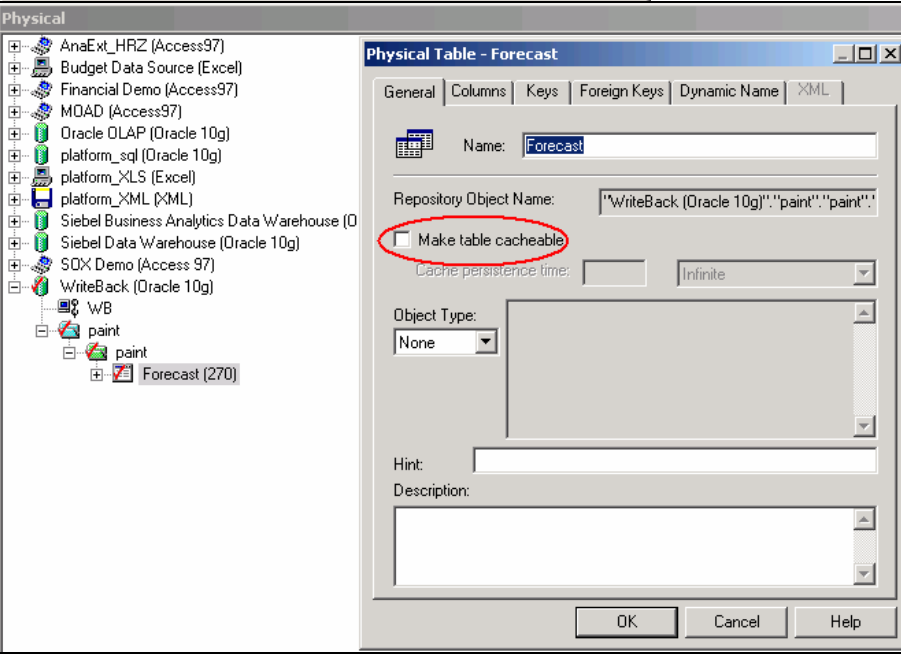
**WRITEBACK DEMONSTRATION:**

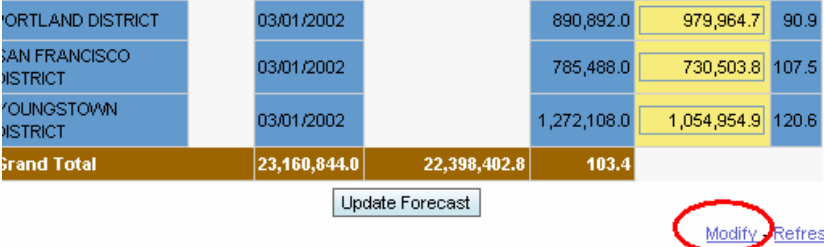
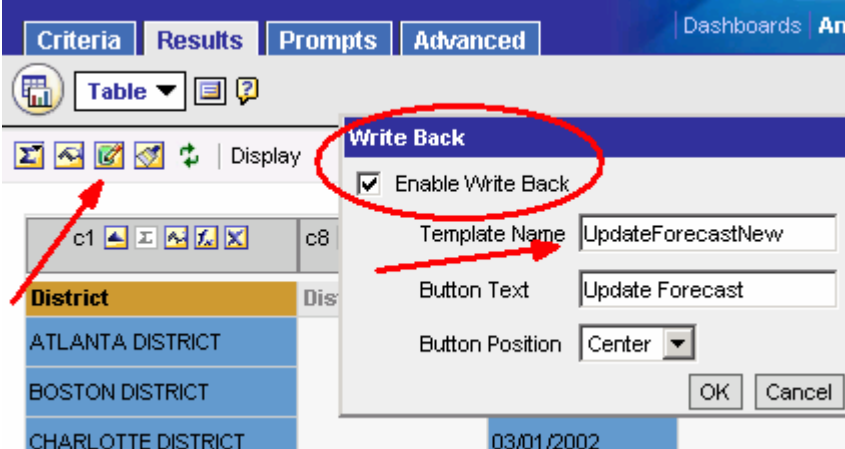
This is not a business centric demonstration, but more a process of documenting and explaining how writeback works. Sales consultants should not be overtly presenting this option as a solution to applications development (i.e. creating and updating a forecast system), but nonetheless, customers sometimes request these features and we need to communicate the capability. Note that this feature was only recently implemented and is crude at best. Newer versions will improve the implementation.

Say this	IT Selling Messages	BAAD Do This	New Screen Shot for BAAD
<p>Unlike many reporting tools, we can also directly update information where it makes sense to do so. By default this is not possible and so we do not have any security issues here.</p> <p>Lets look at a forecasting example where we are reporting financial results, but also wish to capture forecast information. Normally you would have a forecast application to do that, but in some cases you may wish to enable users to directly enter this information into their dashboard.</p> <p>I am going to log in as Administrator and go to the forecast dashboard.</p>	<p>In the few cases where customers wish to update information, this is a very convenient way for them to do this, as opposed to having to log in to another separate system.</p>	<p>Log on as Administrator (User name/Password Administrator/SADMIN)</p> <p>Go to the Demo Dashboard and select the Forecast (Writeback) tab.</p> <p>Any user that has access to Demo Dashboard can also be used.</p>	

Say this	IT Selling Messages	BAAD Do This	New Screen Shot for BAAD
<p>As a manager of the Central Region I will be updating my sales forecast for that region for the latest month. In this case I wish to update my forecast for the Minneapolis District, and will leave the other districts as is.</p>	<p>While most dashboards are read only, you can in fact allow users to enter and update information, which can be tied to a source transactional system or data warehouse. Since a single dashboard can contain information from any number of sources you can update information from multiple heterogeneous systems on a single dashboard.</p>	<p>Select the Minneapolis District and modify the value from 220,000 to 250,000. Be sure to enter the entire value rather than updating the existing value (which results in an update error). Note the forecast total for the Central Region in the summary table to the right. After entering the new value select the update forecast button.</p>	
<p>Note the updated summary and detail forecast totals. Since the reports are driven off the source data and this has been updated, all reports created off these sources will reflect the new values. All users will then immediately see the revised amounts, rather than having to upload data from desktop systems. This is an excellent way to provide a single enterprise consolidated point of control for maintaining information. Risk of data fragmentation and distribution is eliminated. Note the instant update and lack of need for upload process.</p>	<p>Position this as a way to avoid the problems associated with spreadsheet based systems that suffer from security, latency, and consolidation problems.</p>	<p>Draw the audience's attention to the revised information in all three reports. Update is instant.</p>	
<p>Again, this does not replace formal transactional application systems, but does provide a convenient and powerful way to instantly update information in a one or more sources securely directly through your dashboards.</p>			

**TECHNICAL DETAILS FOR SCS:**

Notes	What you do	What you see
<p>There are a few steps to setting up writeback. Here is how it was done in the above example.</p>	<p>Log into the repository.</p>	
<p>Repository requirements.</p>	<p>Expand the Writeback source, open the forecast table and ensure the table is not cachable. The writeback data source should be separate from the read data sources. This insures that only the correct tables are updated.</p>	

<p>Report requirements.</p>	<p>Modify the report that was used in the update.</p>	 <table border="1"> <tr> <td>PORTLAND DISTRICT</td> <td>03/01/2002</td> <td>890,892.0</td> <td>979,964.7</td> <td>90.9</td> </tr> <tr> <td>SAN FRANCISCO DISTRICT</td> <td>03/01/2002</td> <td>785,488.0</td> <td>730,503.8</td> <td>107.5</td> </tr> <tr> <td>YOUNGSTOWN DISTRICT</td> <td>03/01/2002</td> <td>1,272,108.0</td> <td>1,054,954.9</td> <td>120.6</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>23,160,844.0</b></td> <td><b>22,398,402.8</b></td> <td><b>103.4</b></td> <td></td> </tr> </table> <p>Update Forecast</p> <p><a href="#">Modify</a> Refresh</p>	PORTLAND DISTRICT	03/01/2002	890,892.0	979,964.7	90.9	SAN FRANCISCO DISTRICT	03/01/2002	785,488.0	730,503.8	107.5	YOUNGSTOWN DISTRICT	03/01/2002	1,272,108.0	1,054,954.9	120.6	<b>Grand Total</b>	<b>23,160,844.0</b>	<b>22,398,402.8</b>	<b>103.4</b>	
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<p>Modify each writeback report accordingly.</p>	<p>Select the results tab, then select the writeback properties icon. 'Enable Write Back' must be selected. You also need to create a template.</p>	 <p>Criteria Results Prompts Advanced Dashboards Ans</p> <p>Table</p> <p>Write Back</p> <p><input checked="" type="checkbox"/> Enable Write Back</p> <p>Template Name UpdateForecastNew</p> <p>Button Text Update Forecast</p> <p>Button Position Center</p> <p>OK Cancel</p>																				

That's it.

In the S:\SiebelAnalytics\Web\App\Res\CustomMessages folder you will find the template **'Writeback Template.xml'**. This needs to be modified to add the appropriate writeback entries. The connection pool must match the connection pool specified in the repository. Currently the insert functionality is not available. It is planned for a future release. The update line should be a database update statement. This statement references the columns in the report. Once Writeback is enabled on a report, the Table View in Answers will show the column number for each column. These should be used in the update statement.

```
WriteBackTemplate.xml - WordPad
File Edit View Insert Format Help

<?xml version="1.0" encoding="utf-8" ?>
<WebMessageTables xmlns:sawm="com.siebel.analytics.web.messageSystem">
  <WebMessageTable lang="en-us" system="WriteBackTemplates" table="Templates">

    <!-- Testing templates used for writing back market share values -->
    <WebMessage name="UpdateForecast">
      <XML>
        <writeBack connectionPool="WB">
          <insert>INSERT INTO Writeback VALUES (@{c0},@{c1},'@{c2}','@{c3}',@{c4})</insert>
          <update>UPDATE Forecast SET "DOLLARS"=@{c4} WHERE MKTKEY=@{c0} AND PERKEY=@{c6}</
        </writeBack>
      </XML>
    </WebMessage>
    <WebMessage name="UpdateForecastNew">
      <XML>
        <writeBack connectionPool="WB">
          <insert>INSERT INTO Writeback VALUES (@{c0},@{c1},'@{c2}','@{c3}',@{c4})</insert>
          <update>UPDATE FORECAST SET "DOLLARS"=@{c4} WHERE MKTKEY=@{c8} AND PERKEY=@{c9}</
        </writeBack>
      </XML>
    </WebMessage>

  </WebMessageTable>
</WebMessageTables>
```