Oracle Customer Relationship Management Foundation - Release 11i.7
Logical Data Model

PARTY

GROUP PARTY ORGANIZATION PARTY PERSON PARTY

INTERNAL ORGANIZATION

LEGAL ENTITY OPERATING UNIT BUSINESS GROUP

BUSINESS APPLICATION BUSINESS TRANSACTION TYPE

CALENDAR EXCEPTION CATEGORY CALENDAR EXCEPTION CALENDAR EXCEPTION ASSIGNMENT CALENDAR (JTF) SUPPLIER CUSTOMER ACCOUNT PARTY RELATIONSHIP

PARTY AGENT
ORGANIZATION EMPLOYMENT
CONSORTIUM MEMBER
ORGANIZATION SUBSIDIARY

TERRITORY ASSIGNMENT
TEMPLATE TERRITORY ESCALATION TERRITORY
STANDARD TERRITORY

BUSINESS APPLICATION TERRITORY ASSIGN BUSINESS APPLICATION TERR TYPE ASSIGN TERRITORY TRANSACTION TYPE ASSIGN

APPLICATION CALENDAR SHIFT CALENDAR SHIFT ASSIGNMENT SUPPLIER SITE CUSTOMER ACCOUNT SITE PARTY SITE

LOCATION

TERRITORY QUALIFIER TERRITORY TYPE TERRITORY TYPE TRANSACTION TYPE ASSIGN

RESULT REASON ASSIGNMENT CUSTOMER INTERACTION REASON CUSTOMER INTERACTION CALENDAR SHIFT DETAIL CALENDAR RESOURCE ASSIGNMENT SUPPLIER CONTACT PARTY CONTACT METHOD

PARTY CONTACT POINT
PARTY SITE CONTACT POINT

TERRITORY RESOURCE ASSIGNMENT SALES REPRESENTATIVE (AR) TASK RESOURCE ASSIGNMENT SALES TERRITORY ASSIGNMENT TERRITORY QUALIFIER VALUE TERRITORY TYPE QUALIFIER TERRITORY TRANSACTION QUALIFIER

CUSTOMER INTERACTION RESULT CUSTOMER INTERACTION SCRIPT RESOURCE AVAILABILITY SALES REPRESENTATIVE (AR) PERSON EMPLOYEE

SALES REPRESENTATIVE TERRITORY PHONE NUMBER

TASK CONTACT TASK TYPE APPLICATION OBJECT VALID TASK TYPE APPLICATION OBJECT APPLICATION OBJECT USAGE

OUTCOME RESULT ASSIGNMENT CUSTOMER INTERACTION OUTCOME CUSTOMER INTERACTION ACTIVITY RESOURCE (JTF)

RESOURCE GROUP

INDIVIDUAL RESOURCE
SUPPLIER CONTACT RESOURCE PARTY PARTNER RESOURCE
SALES REPRESENTATIVE RESOURCE CRM PERSON RESOURCE

TASK CONTACT POINT TASK (JTF) PREDETERMINED TASK RESOURCE REQUIREMENT TASK TEMPLATE TASK TEMPLATE GROUP

CUSTOMER INTERACTION WRAP-UP TASK PRIORITY TASK ORDER DEPENDENCY TASK RECURRENCE RULE

INTERACTION ACTION ITEM CODE PREDEFINED INTERACTION ACTION MARKETING CAMPAIGN TEAM USAGE RESOURCE ROLE ASSIGNMENT RESOURCE GROUP MEMBER ASSIGNMENT RESOURCE SKILL RESOURCE VALUE TASK REFERENCE TASK STATUS ADDITIONAL TASK DATE

INTERACTION ACTION DETAIL CAMPAIGN SCHEDULE RESOURCE ROLE RESOURCE MEMBER ROLE ASSIGNMENT ITEM CATEGORY RESOURCE PARAMETER TASK STATUS TRANSITION RULE

ATTACHMENT
DELIVERABLE ATTACHMENT
CAMPAIGN ATTACHMENT
EVENT OFFER ATTACHMENT

COLLATERAL FULFILLMENT TEMPLATE DETAIL COLLATERAL FULFILLMENT TEMPLATE CUSTOMER INTERACTION TYPE

INTERACTION MEDIA TYPE WEB COLLABORATION
INTERACTION MEDIA TYPE POSTAL MAIL INTERACTION MEDIA TYPE FAX
INTERACTION MEDIA TYPE ATM INTERACTION MEDIA TYPE WEB FORM
INTERACTION MEDIA TYPE KIOSK INTERACTION MEDIA TYPE VOICE MAIL
INTERACTION MEDIA TYPE EMAIL INTERACTION MEDIA TYPE PHONE CALL
INTERACTION MEDIA TYPE WEB CALLBACK INTERACTION MEDIA TYPE FILE COLLATERAL
INTERACTION MEDIA TYPE IN PERSON INTERACTION MEDIA TYPE PRINTED COLL

RESOURCE JOB ROLE SERVICE REQUEST ITEM CATEGORY ASSIGNMENT SALES LEAD

NOTE TYPE SOURCE ASSIGNMENT

DOCUMENT
QUOTE CREDIT LETTER INFORMATION NOTE
FILE URL
WORK CENTER SETUP INSTRUCTION TEXT

COLLATERAL FULFILLMENT DOCUMENT COLLATERAL FULFILLMENT REQUEST JOB ITEM

STANDARD ITEM MODEL
ENGINEERING ITEM PRODUCT FAMILY
MANUFACTURING ITEM

SALES OPPORTUNITY DEFECT NOTE NOTE TYPE

COLLATERAL FULFILLMENT CONTENT HISTORY COLLATERAL FULFILLMENT REQUEST HISTORY NOTE CONTEXT

ORACLE®
A p p l i c a t i o n s

Copyright © 2000, 2001, 2002, Oracle Corporation. All Rights Reserved
This logical data model is subject to change without notice.

ER Diagram Legend

Red entities – owned by application product shown in diagram title
Green entities – owned by other application products