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Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

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- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

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Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

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Preface

Intended Audience


This book is intended for administrators responsible for implementing Oracle Sales for Handhelds.

This guide assumes that you have a working knowledge of the following:

- The principles and customary practices of your business area
- The Oracle Sales for Handhelds application
- Oracle Application Framework Applications
- The Oracle Applications graphical user interface

To learn more about the Oracle Applications graphical user interface, read the Oracle E-Business Suite User’s Guide.

See Related Information Sources on page viii for more Oracle E-Business Suite product information.

Deaf/Hard of Hearing Access to Oracle Support Services

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at http://www.fcc.gov/cgb/consumerfacts/trs.html, and a list of phone numbers is available at http://www.fcc.gov/cgb/dro/trsphonebk.html.
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Structure

1. Introduction to Oracle Sales for Handhelds
2. Dependencies and Integration Points
3. Common Implementation Steps
4. Implementation Steps for the Connected Browser Functionality
5. Implementation Steps for Outlook Synchronization Functionality
6. Implementing the Clients
7. Implementing Alerts
8. Troubleshooting

Related Information Sources

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite’s business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for
integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

**Online Documentation**

All Oracle E-Business Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently.

- **Online Help** - Online help patches (HTML) are available on My Oracle Support.

- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.


**Guides Related to All Products**


This guide explains how to navigate, enter data, query, and run reports using the user interface (UI) of Oracle E-Business Suite. This guide also includes information on setting user profiles, as well as running and reviewing concurrent programs.

You can access this guide online by choosing "Getting Started with Oracle Applications" from any Oracle E-Business Suite product help file.

**Guides Related To this Product**

**Oracle Common Application Calendar Implementation Guide**

This guide describes how to define tasks and note types, set up task statuses and status transition rules, define task priorities, set up data security, and map notes and references to source objects such as a sales lead to Task Manager. In addition, it
describes how to create users and run concurrent programs to retrieve new and updated tasks.

**Oracle Sales for Handhelds User Guide**
Oracle Sales for Handhelds enables traveling sales professionals to access enterprise information from their pocket PC, Blackberry, palm-based devices, and Nokia using an HTML browser. You can use Outlook for your appointments, view emails received in outlook from contacts as Oracle Sales interaction history, and receive Short Message Service alerts for service contract expiry, escalated service requests, and invoice overdue. You can manage customers, contacts, and customer visits using your handheld.

**Oracle Sales Implementation Guide**
This guide enables you to set up users, user groups, and roles, define forecast categories that group products and services to be included in a forecast, set up and enable currency conversion, and set up the sales dashboard linking the sales funnel to sales stages of a sales methodology. You can also set up Oracle Sales and Oracle Telesales interoperability and set up Oracle Sales for integration with Oracle Territory Manager, Oracle Marketing, Oracle Quoting, Oracle Proposals, Oracle Trade Management, Oracle Partner Management, and Oracle Incentive Compensation.

**Installation and System Administration**

**Maintaining Oracle E-Business Suite Documentation Set**
This documentation set provides maintenance and patching information for the Oracle E-Business Suite DBA. *Oracle E-Business Suite Maintenance Procedures* provides a description of the strategies, related tasks, and troubleshooting activities that will help ensure the continued smooth running of an Oracle E-Business Suite system. *Oracle E-Business Suite Maintenance Utilities* describes the Oracle E-Business Suite utilities that are supplied with Oracle E-Business Suite and used to maintain the application file system and database. It also provides a detailed description of the numerous options available to meet specific operational requirements. *Oracle E-Business Suite Patching Procedures* explains how to patch an Oracle E-Business Suite system, covering the key concepts and strategies. Also included are recommendations for optimizing typical patching operations and reducing downtime.

**Oracle Alert User's Guide**
This guide explains how to define periodic and event alerts to monitor the status of your Oracle E-Business Suite data.

**Oracle E-Business Suite Concepts**
This book is intended for all those planning to deploy Oracle E-Business Suite Release
12, or contemplating significant changes to a configuration. After describing the Oracle E-Business Suite architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

**Oracle E-Business Suite CRM System Administrator’s Guide**

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console.

**Oracle E-Business Suite Developer’s Guide**

This guide contains the coding standards followed by the Oracle E-Business Suite development staff. It describes the Oracle Application Object Library components needed to implement the Oracle E-Business Suite user interface described in the *Oracle E-Business Suite User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer forms so that they integrate with Oracle E-Business Suite. In addition, this guide has information for customizations in features such as concurrent programs, flexfields, messages, and logging.

**Oracle E-Business Suite Installation Guide: Using Rapid Install**

This book is intended for use by anyone who is responsible for installing or upgrading Oracle E-Business Suite. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle E-Business Suite Release 12, or as part of an upgrade from Release 11i to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

**Oracle E-Business Suite System Administrator’s Guide Documentation Set**


**Oracle E-Business Suite User Interface Standards for Forms-Based Products**

This guide contains the user interface (UI) standards followed by the Oracle E-Business Suite development staff. It describes the UI for the Oracle E-Business Suite products and tells you how to apply this UI to the design of an application built by using Oracle.
Forms.

Other Implementation Documentation

Oracle Applications Multiple Organizations Implementation Guide
This guide describes how to set up multiple organizations and the relationships among them in a single installation of an Oracle E-Business Suite product such that transactions flow smoothly through and among organizations that can be ledgers, business groups, legal entities, operating units, or inventory organizations. You can use this guide to assign operating units to a security profile and assign this profile to responsibilities such that a user can access data for multiple operation units from a single responsibility. In addition, this guide describes how to set up reporting to generate reports at different levels and for different contexts. Reporting levels can be ledger or operating unit while reporting context is a named entity in the selected reporting level.

Oracle Approvals Management Implementation Guide
This guide describes transaction attributes, conditions, actions, and approver groups that you can use to define approval rules for your business. These rules govern the process for approving transactions in an integrated Oracle application. You can define approvals by job, supervisor hierarchy, positions, or by lists of individuals created either at the time you set up the approval rule or generated dynamically when the rule is invoked. You can learn how to link different approval methods together and how to run approval processes in parallel to shorten transaction approval process time.

Oracle Diagnostics Framework User's Guide
This guide contains information on implementing, administering, and developing diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

Oracle E-Business Suite Flexfields Guide
This guide provides flexfields planning, setup and reference information for the Oracle E-Business Suite implementation team, as well as for users responsible for the ongoing maintenance of Oracle E-Business Suite product data. This guide also provides information on creating custom reports on flexfields data.

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide
This guide explains the details of how integration repository administrators can manage and administer the entire service enablement process based on the service-oriented architecture (SOA) for both native packaged public integration interfaces and composite services - BPEL type. It also describes how to invoke Web services from Oracle E-Business Suite by working with Oracle Workflow Business Event System, manage Web service security, and monitor SOAP messages.

This guide describes how users can browse and view the integration interface definitions and services that reside in Oracle Integration Repository.

**Oracle e-Commerce Gateway Implementation Manual**

This guide describes implementation details, highlighting additional setup steps needed for trading partners, code conversion, and Oracle E-Business Suite. It also provides architecture guidelines for transaction interface files, troubleshooting information, and a description of how to customize EDI transactions.

**Oracle e-Commerce Gateway User’s Guide**

This guide describes the functionality of Oracle e-Commerce Gateway and the necessary setup steps in order for Oracle E-Business Suite to conduct business with trading partners through Electronic Data Interchange (EDI). It also describes how to run extract programs for outbound transactions, import programs for inbound transactions, and the relevant reports.

**Oracle iSetup User’s Guide**

This guide describes how to use Oracle iSetup to migrate data between different instances of the Oracle E-Business Suite and generate reports. It also includes configuration information, instance mapping, and seeded templates used for data migration.

**Oracle Product Lifecycle Management Implementation Guide**

This guide describes how you can define hierarchies of items using structure types, catalogs, and catalog categories, and define change categories and configure them for revised items or request lines. Oracle Product Lifecycle Management provides several predefined catalogs such as the Product Catalog, Asset Catalog, and the Service Catalog and predefined change categories such as change orders and ideas. Use this guide to learn how to define additional catalogs for browsing and reporting purposes and new change categories specific to your business needs. You can then learn how to set up users and responsibilities that provide or restrict access to these catalogs, catalog items, and change management objects.

**Oracle Product Lifecycle Management User Guide**

This guide describes how to create and manage catalogs, create and maintain product attributes and attribute values, and manage item statuses and lifecycle phases. You can learn how to create change categories, create task templates for change orders, and create change management reports. In addition, you can use this guide to create roles, map roles to privileges, and maintain these roles.
Oracle Web Applications Desktop Integrator Implementation and Administration Guide

Oracle Web Applications Desktop Integrator brings Oracle E-Business Suite functionality to a spreadsheet, where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data, which you can then upload. This guide describes how to implement Oracle Web Applications Desktop Integrator and how to define mappings, layouts, style sheets, and other setup options.

Oracle Workflow Administrator’s Guide

This guide explains how to complete the setup steps necessary for any Oracle E-Business Suite product that includes workflow-enabled processes. It also describes how to manage workflow processes and business events using Oracle Applications Manager, how to monitor the progress of runtime workflow processes, and how to administer notifications sent to workflow users.

Oracle Workflow Developer’s Guide

This guide explains how to define new workflow business processes and customize existing workflow processes embedded in Oracle E-Business Suite. It also describes how to define and customize business events and event subscriptions.

Oracle Workflow User’s Guide

This guide describes how Oracle E-Business Suite users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle XML Gateway User’s Guide

This guide describes Oracle XML Gateway functionality and each component of the Oracle XML Gateway architecture, including Message Designer, Oracle XML Gateway Setup, Execution Engine, Message Queues, and Oracle Transport Agent. It also explains how to use Collaboration History that records all business transactions and messages exchanged with trading partners.

The integrations with Oracle Workflow Business Event System, and the Business-to-Business transactions are also addressed in this guide.

Oracle XML Publisher Administration and Developer’s Guide

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle E-Business Suite report data, or you can use Oracle XML Publisher’s data extraction engine to build your own queries. Oracle XML Publisher also provides a
A robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions. This guide is available through the Oracle E-Business Suite online help.

**Oracle XML Publisher Report Designer’s Guide**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Using Microsoft Word or Adobe Acrobat as the design tool, you can create pixel-perfect reports from the Oracle E-Business Suite. Use this guide to design your report layouts. This guide is available through the Oracle E-Business Suite online help.

**Training and Support**

**Training**

Oracle offers a complete set of training courses to help you master your product and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University’s online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

**Support**

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep your product working for you. This team includes your Technical Representative, Account Manager, and Oracle’s large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

**Do Not Use Database Tools to Modify Oracle E-Business Suite Data**

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as
SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.
Introduction to Oracle Sales for Handhelds

Overview of Oracle Sales for Handhelds

Oracle Sales for Handhelds complements the online and disconnected editions of the Oracle Sales application by providing users with real time sales information on the road and synchronization capabilities.

Connected Handheld Browser

The connected browser on the handheld device provides real time access to enterprise information. Users can use a web browser available in handheld devices to manage:

- Customers and contacts
- Opportunities
- Tasks and appointments

The supported browsers are:

- Pocket PC handheld devices running Pocket IE on Windows Mobile 2003 or Windows Mobile 5.0
- Palm based handheld devices running Blazer 3.0 browser or higher
- Nokia running Internet Browser for HTML 4.01/xHTML on Symbian 7.OS operating system
- Blackberry devices version 4.0 or higher

Oracle Sales Synchronization

Users can use Oracle Sales synchronization to synchronize information between laptop, desktop, or Pocket PC devices and the eBusiness Suite. Oracle Sales Synchronization
can be used to synchronize:

- Appointments
- Tasks
- Contacts
- E-mail interactions (Desktop only)

Synchronization functionality is provided specifically for:

- Pocket PC devices running Windows Mobile 2003 or Windows Mobile 5.0
- Palm devices running Windows Mobile 5.0
- Laptops or desktops with Windows 2000 or Windows XP operating systems running Outlook 2000, Outlook 2002 (XP), Outlook 2003

### Devices and Supported Functionality

Oracle Sales for Handhelds currently utilizes a blended model for providing enterprise data on handheld devices. Oracle Sales Synchronization provides enterprise information directly into Microsoft Outlook and Pocket PC devices. The Oracle Sales for Handhelds connected pages provide enterprise information via an HTML browser and OA framework. The following matrix discusses which devices can be used with the Oracle Sales for Handhelds functionality.

<table>
<thead>
<tr>
<th>Device</th>
<th>Direct Synchronization</th>
<th>Connected Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Pocket PC Devices</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>(Windows Mobile CE, XScale or ARM Processors only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Smartphone Devices</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>(Windows Mobile SE)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palm OS (Blazer Browser)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Palm (Windows Mobile 5.0)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Nokia Communicator</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>(Symbian OS with Opera browser support)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Device</td>
<td>Direct Synchronization</td>
<td>Connected Pages</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Nokia Smartphone (Symbian OS without Opera browser)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>RIM Blackberry (Blackberry Browser)</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Note that wherever direct synchronization is not provided, synchronization can still be done by synchronizing to Desktop Outlook and using the appropriate Outlook connector.

**Alerts**

Alerts can be sent in e-mails or by Short Message Service (SMS). In order to receive e-mails, salespeople must have their e-mail addresses set up correctly in Oracle Workflow. SMS is a feature available with some wireless phones that allow users to send or receive short alphanumeric messages typically up to 160 characters. With alerts, sales representatives can receive automatic information about critical business events, anytime, anywhere via SMS or e-mail.

Administrators can create customized alerts (see Extensibility for Alerts Using Oracle alerts: page 7-3 for details on creating custom alerts.) Following are the seeded alerts:

- The application queries the transaction tables from Oracle Collections to determine delinquent customers. The alert advises the customer name, transaction number, and due date of the overdue invoice. The e-mail displays the transaction and customer details.

- Alerts for service contracts that are about to expire are created by a concurrent program in Oracle Service Contracts. A parameter sets the number of days before expiration within which expiring contracts are included. The alert includes the contract number, customer name, and expiration date. The e-mail includes contact and contract information.

- A service request that is newly escalated via Escalation Manager creates a newly escalated task with a related service request. Escalation Manager sends an alert that provides customer name, service request number, status, escalation level, and who the service request is assigned to. The e-mail includes customer contacts.
Dependencies and Integration Points

Mandatory Dependencies

The connected handheld browser requires Oracle Sales: See the Oracle Sales Implementation Guide.

The Microsoft Outlook Synchronization requires Oracle Sales: See the Oracle Sales Implementation Guide.

Oracle Sales for Handhelds requires the synchronization feature contained in Oracle Common Application Calendar. See the Oracle Common Application Calendar Implementation Guide.

Optional Integrations

Oracle Interaction History is required in order for Oracle Sales to show e-mail interactions that are captured in Desktop Outlook and synchronized with Oracle Sales.

The alerts feature requires the following integrations:

- Oracle Workflow is required for all alerts.
- Alerts for past due invoices and delinquent accounts require Oracle Collections.
- Alerts for expiring service contracts require Oracle Service Contracts.
- Alerts for escalated service requests require both Oracle Support and Escalation Manager (a feature in Oracle Common Application Calendar).
Common Implementation Steps

Set Up and Synchronize Employees

Set up users in Oracle Human Resources. If an employee requires the ability to track e-mail interactions through synchronizing with Outlook, be sure to enter the employee's e-mail address under Office Details in Oracle HR before running the Synchronize Employees concurrent program.

The Oracle Common Application Calendar concurrent program *Synchronize Employees* synchronizes HR employee information with Resource information. It must be run whenever new users are added. Use the CRM Administrator responsibility to run this concurrent program.

Data Quality Management Setup

Oracle Sales for Handhelds utilizes Data Quality Management for customer and contact searches.

**Steps:**

1. Set the profile option *HZ: Enable DQM Party Search* to Yes.

2. Use the Trading Community Manager responsibility to run the concurrent program *DQM Staging Program* to create the staged schema and intermedia index.

3. Use the Trading Community Manager responsibility to schedule the concurrent program *DQM Synchronization Program* on a short interval. This program synchronizes the new data coming into the system.

4. Use the Trading Community Manager responsibility to schedule the concurrent program *DQM Index Optimization Program* on a regular interval, such as daily.

5. Use the Trading Community Manager responsibility to run the concurrent program *DQM Compile All Rules* to compile all the defined match rules.
6. Set the following profile options with appropriate matching rules for customer and contact search:

<table>
<thead>
<tr>
<th>Function</th>
<th>Profile Option</th>
<th>Default Value (Matching Rule)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Search</td>
<td>HZ: Match Rule for Organization Simple Search</td>
<td>HZ_ORG_SIMPLE_SEARCH_RULE</td>
</tr>
<tr>
<td>Contact Search</td>
<td>HZ: Match Rule for Contact Simple Search</td>
<td>HZ_CONTACT_SIMPLE_SEARCH_RULE</td>
</tr>
<tr>
<td>Contact Create</td>
<td>HZ: Match Rule for Organization Duplicate Prevention</td>
<td>SAMPLE: SEARCH</td>
</tr>
<tr>
<td></td>
<td>HZ: Match Rule for Contact Duplicate Prevention</td>
<td>SAMPLE: SEARCH</td>
</tr>
</tbody>
</table>

**Appointment Preferences**

Responsibility: Sales User

Preferences > General > Regional > Timezone. Set Timezone to the time zone to be displayed in the appointment pages.

Preferences > Calendar Preferences > Default Settings > Categories. Set Categories to the category you want to be the default for appointments.

**Seeded Roles and Responsibilities**

The following responsibilities are shipped with Oracle Sales for Handhelds:

- Wireless Sales User
- Wireless Sales Administrator

Custom responsibilities can be setup using standard eBusiness suite functionality.
Implementation Steps for the Connected Browser Functionality

Setting Up Sales for Handhelds Profile Options

Setting the following profile options is not mandatory:

- **ASP: Calendar date range**
  
  This profile determines the number of days for which the events are listed on the dashboard.

  Default: 3

  Profile Category: UI

- **ASP: Maximum number of characters displayed**
  
  This profile determines the number of characters to be displayed in tables on the handheld device, after which the data is truncated.

  Default: 35

  Profile Category: UI

Customizing Action Lists

Use lookups to customize the search choice list on the Dashboard page and the action selection list on other pages. Following are the lookup types and the related page.

<table>
<thead>
<tr>
<th>Page Name</th>
<th>Lookup Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Details Page</td>
<td>ASP_APT_DET_PG_NAV</td>
</tr>
</tbody>
</table>
### Personalizing the User Interface

Oracle Sales for Handhelds allows administrators to personalize the user interface. Out of the box, some of the user interface elements such as tables, table columns, and record fields are hidden to optimize user experience for smaller handheld device screens. Administrators can change these settings to suit their business needs.

To personalize a page, access the application using Wireless Sales Administrator responsibility on a desktop browser. Personalization can not be done on the handheld device browsers.

The ability to personalize is controlled by the profile option *Personalize Self-Service Defn*. There are five levels of personalization:

- **Function**: Affects all users with a particular function
- **Localization**: Affects all end users for a particular location
- **Site**: Affects all users of the current installation
- **Organization**: Affects all users for a particular business unit (Org)
- **Responsibility**: Affects all users within a particular responsibility.

**Example**

For example, you can customize the user interface in the following ways:

- Hide or show regions, fields, and entire tables
- Change the order of regions and fields on a page

<table>
<thead>
<tr>
<th>Page Name</th>
<th>Lookup Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Landing Page</td>
<td>ASP_CTLAND_PG_NAV</td>
</tr>
<tr>
<td>Contact: Phone/Email Pages</td>
<td>ASP_CTPHEM_PG_NAV</td>
</tr>
<tr>
<td>Customer Landing Page</td>
<td>ASP_CULAND_PG_NAV</td>
</tr>
<tr>
<td>Dashboard Quick Search</td>
<td>ASP_HOME_QSEARH_TYPE</td>
</tr>
<tr>
<td>Opportunity Landing Page</td>
<td>ASP_OPP_LAND_PG_NAV</td>
</tr>
<tr>
<td>Task Details Page</td>
<td>ASP_TASK_DET_PG_NAV</td>
</tr>
</tbody>
</table>
• Change field labels and region headers
• Make fields mandatory
• Make fields read-only
• Use cascading style sheets
• Define default values
• Provide tip text
• Add fields to a region
Implementation Steps for Outlook Synchronization Functionality

Setting Mandatory Profile Options

Set the following profile options for the synchronization with Pocket Outlook and Desktop Outlook:

• **CAC Sync: Contact Sync Mode**
  
  Determines if contacts can be synchronized both ways or download only. Choices are Disabled, Download Only, and Two Way.
  
  Level: Site and application
  
  Default: Download Only at the site level, Two Way at the application level for Oracle Sales for Handhelds (ASP)
  
  Category: Calendar - Synchronization or Security

• **CAC Sync: Include Details**
  
  If set to yes, then appointments that are synchronized include appointment details in the body notes.
  
  Level: Application, Site, Responsibility, and User
  
  Default: Yes for application level for Oracle Sales for Handhelds
  
  Category: Calendar - Synchronization or Security

• **CAC Sync: Include Links**
  
  If set to yes, then contacts and appointments synchronized to the offline device include links to related pages. If set to yes, then **CAC Sync: Include Details** must also be set to yes.
  
  Level: Application, Site, User
Default: Yes for application level for Oracle Sales for Handhelds
Category: Calendar - Synchronization or Security

- **CAC Sync: Include Tasks Without Date**
  If set to yes, then tasks without due dates are included in the synchronization for the user.
  Level: Site, Application, Responsibility, and User
  Default: Yes at site level, No at application level for Oracle Sales for Handhelds
  Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Contact Data Security Definition**
  For the Oracle Sales for Handhelds and the Oracle Sales applications, set the value to:
  `oracle.apps.asp.common.util.server.CustomerSecurityAM`
  This enables adding contacts as attendees for appointments. It enables the Add Contact button in the Create Appointments page in Oracle Sales.
  Level: Application
  Default: None
  Category: Calendar - Synchronization or Security

The profile option Task Manager: Default Task Type is already set to work correctly with synchronization. Please do not change the setting.

### Setting Optional Profile Options

You can change the following profile options.

- **CAC: Maximum number of Contact Preferences for each user**
  Users create lists of contacts to include during synchronization. This profile sets the maximum number of contacts for all users.
  Level: Site
  Default: 200
  Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Appointments Category**
  When appointments are synchronized between Common Application Calendar (CAC) and Pocket PC or Desktop Outlook, the appointments from Oracle Sales are placed in the category specified in this profile option. If this profile option is changed after the initial implementation, then users must perform a Full Synchronization.
Level: Site
Default: Oracle Appointments
Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Contacts Category**
  When contacts are synchronized between Common Application Calendar and Pocket PC or Desktop Outlook, the contacts from Oracle Sales are placed in the category specified in this profile option. If this profile option is changed after the initial implementation, then users must perform a Full Synchronization.
  Level: Site
  Default: Oracle Contacts
  Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Tasks Category**
  When tasks are synchronized between Common Application Calendar and Pocket PC or Desktop Outlook, the tasks from Oracle Sales are placed in the category specified in this profile option. If this profile option is changed after the initial implementation, then users must perform a Full Synchronization.
  Level: Site
  Default: Oracle Tasks
  Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Conflict Category**
  This is the category that stores duplicate information when there are conflicts during synchronization.
  Level: Site
  Default: Oracle Conflicts
  Category: Calendar - Synchronization or Synchronization

- **CAC Sync: Days Before**
  The number of days set here determines the number of past days for which tasks and appointments are synchronized from the server to the client during initial (full) synchronization. Tasks and appointments due or occurring within the previous x days as well as tasks and appointments due or occurring anytime in the future are included. Recommend using between 7 and 21 days. There are no limits for synchronizing from the client to the server.
  Level: Site. This profile can also be set by users.
  Default: 14
Category: Calendar - Synchronization or Synchronization

- **ASP: Email Address Domain Name**
  This profile option stores the e-mail address domain name. The application will use this domain name to route e-mails if it uses MS Exchange Server.
  
  Level: Site
  Default: Null
  
  Category: E-mail interaction.

- **ASP: Email Interaction: Flagged Category**
  This is the category name for e-mails that are marked in Desktop Outlook to be added to interaction history in Oracle Sales when synchronized. If you change this category, then users must perform a full synchronization to update their clients.
  
  Level: Site
  Default: Marked for Logging
  
  Category: Email Interaction

- **ASP: Email Interaction: Recorded Category**
  This is the category name for e-mails that were successfully synchronized from Desktop Outlook to be added to interaction history in Oracle Sales. If you change this category, then users must perform a full synchronization to update their clients.
  
  Level: Site
  Default: Logged in Oracle
  
  Category: Email Interaction

**Concurrent Programs**

**Purge Synchronization Data Concurrent Program**
Schedule the concurrent program CACSYNCP to permanently delete data for obsolete devices or users. The Expiry parameter sets the number of days, with a default of 180. Data that has not been updated for longer than the expiry value is purged.

After you run the CAC SYNC Purge/Cleanup concurrent request, then the 'SYNCML' error will not appear in Microsoft Outlook while synchronizing data from Outlook 2007 to server.

**Deleting Invalid Contacts Concurrent Program**
The concurrent program Delete Invalid Contacts from User Preference checks for the status
of the contacts in the contact list. The program checks whether
1. The contacts in the download list are active contacts
2. The user is a member of the customer sales team

Schedule this concurrent program to run periodically to keep the contacts in the users’ contact lists current.

Enabling Outlook Preferences Menu

This menu contains the functions for setting up the contact list and downloading clients.

Add the submenu for Outlook Synchronization to the ASN menu ASN_HOME_MENU. The submenu to add is ASP: Outlook Synchronization Preferences Container Menu (ASP_OUTLOOK_SYNC_PRF_CONTAINER).

Attributes Mapping for Outlook Synchronization

The following sections describe the mapping between attributes in Pocket Outlook/Outlook and Oracle eBusiness Suite. The mappings apply to Oracle Sales for Handhelds and Oracle Sales.

Appointment Attribute Mapping

The following table describes the appointment attribute mapping between Outlook/Pocket Outlook and Oracle eBusiness Suite.

<table>
<thead>
<tr>
<th>Pocket Outlook Field</th>
<th>Pocket Outlook Value</th>
<th>Outlook Field</th>
<th>Outlook Value</th>
<th>eBusiness Field</th>
<th>eBusiness Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Freeform Text (carriage return is supported)/4096 characters</td>
<td>Subject</td>
<td>Freeform Text</td>
<td>Subject</td>
<td>Freeform Text / 80</td>
</tr>
<tr>
<td>Location</td>
<td>Freeform Text/1023 characters</td>
<td>Location</td>
<td>Freeform Text</td>
<td>Location</td>
<td>Free form Text/100</td>
</tr>
<tr>
<td>Starts</td>
<td>Time/Date Field</td>
<td>Start Time</td>
<td>Time/Date Field</td>
<td>Time/Date Field</td>
<td>Time/Date Field</td>
</tr>
<tr>
<td>Pocket Outlook Field</td>
<td>Pocket Outlook Value</td>
<td>Outlook Field</td>
<td>Outlook Value</td>
<td>eBusiness Field</td>
<td>eBusiness Value</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------</td>
<td>---------------</td>
<td>---------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Ends</td>
<td>Time/Date Field</td>
<td>End Time</td>
<td>Time/Date Field</td>
<td>Duration</td>
<td>Number of minutes/hours or All Day</td>
</tr>
<tr>
<td>All Day</td>
<td>Yes/No</td>
<td>All Day Event</td>
<td>Check Box</td>
<td>All Day</td>
<td>User defined</td>
</tr>
<tr>
<td>Occurs</td>
<td>User defined</td>
<td>Recurrence</td>
<td>User defined</td>
<td>Repeating (with exclusions)</td>
<td>User defined</td>
</tr>
<tr>
<td>Reminder</td>
<td>None/Remind Me</td>
<td>Reminder</td>
<td>Check Box</td>
<td>Reminder</td>
<td>Do not remind me/number minutes/hours/days</td>
</tr>
<tr>
<td>Attendees</td>
<td>Multi-select LOV of contacts</td>
<td>Attendees</td>
<td>Multi-select LOV of contacts</td>
<td>Attendees</td>
<td>Multi-select LOV of employees</td>
</tr>
<tr>
<td>Status</td>
<td>Free/Tentative/Busy/Out of Office</td>
<td>Show Time As</td>
<td>Free/Tentative/Busy/Out of Office</td>
<td>Show Time As</td>
<td>Busy/Free</td>
</tr>
<tr>
<td>Sensitivity</td>
<td>Normal/Private</td>
<td>Private</td>
<td>Check Box</td>
<td>Access</td>
<td>Publish/Private/Internal</td>
</tr>
<tr>
<td>Body</td>
<td>Freeform Text / 20 KB</td>
<td>Body</td>
<td>Freeform Text</td>
<td>Description</td>
<td>Freeform Text / 4000</td>
</tr>
</tbody>
</table>

**Note:** If Property Manager is installed, then the location can be either freeform text or a Pick list. If the user creates the appointment using a property manager location and later updates the location via outlook, then the location will not be updated in Oracle eBusiness Suite during subsequent synchronizations. The property manager location will
remain in Oracle eBusiness Suite.

Task Attribute Mapping

The following table describes the task attribute mapping between Outlook/Pocket Outlook and Oracle eBusiness Suite.

<table>
<thead>
<tr>
<th>Pocket Outlook Field</th>
<th>Pocket Outlook Value</th>
<th>Outlook Field</th>
<th>Outlook Value</th>
<th>eBusiness Field</th>
<th>eBusiness Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Freeform Text/ 4095 characters</td>
<td>Subject</td>
<td>Freeform Text</td>
<td>Subject</td>
<td>Freeform Text/ 80</td>
</tr>
<tr>
<td>Priority</td>
<td>High/Normal /Low</td>
<td>Priority</td>
<td>High, Normal, Low</td>
<td>Priority</td>
<td>Drop down (with number values)</td>
</tr>
<tr>
<td>Status</td>
<td>Not Complete/ Completed</td>
<td>Status</td>
<td>Not started, In progress, Waiting on someone else, Deferred</td>
<td>Status</td>
<td>Drop Down</td>
</tr>
<tr>
<td>Starts</td>
<td>Date picker</td>
<td>Start Date</td>
<td>Date picker</td>
<td>Date picker</td>
<td></td>
</tr>
<tr>
<td>Due</td>
<td>Date picker</td>
<td>Due Date</td>
<td>Date picker</td>
<td>Due Date</td>
<td>Date picker</td>
</tr>
<tr>
<td>Sensitivity</td>
<td>Normal/Private</td>
<td>Private</td>
<td>Check box</td>
<td>Visibility</td>
<td>Internal Only/ Private/ Public</td>
</tr>
<tr>
<td>Body</td>
<td>Freeform text/ 60 KB</td>
<td>Body</td>
<td>Freeform text</td>
<td>Description</td>
<td>Freeform Text/ 4000</td>
</tr>
</tbody>
</table>

Note: Status: Updating completed flag in Outlook should update the assignee status on the server to completed. Complete = Completed; On Hold = Deferred; Not Started = Not Started; In progress = In Progress; Interrupted = Waiting on someone else; User defined/Other = Matched based on the flag on the server.
**Task Status Attribute Mapping**

The following table provides task status mapping when tasks are downloaded from Oracle eBusiness Suite to Outlook.

<table>
<thead>
<tr>
<th>Task Status in eBusiness Suite</th>
<th>Task Status in Outlook</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>In Progress</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>Assigned</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Working</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>Schedulable</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>Accepted</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>Interrupted</td>
<td>Waiting on Someone Else</td>
<td></td>
</tr>
<tr>
<td>On Hold</td>
<td>Deferred</td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td>Completed</td>
<td>Supported for Pocket PC</td>
</tr>
<tr>
<td>Closed</td>
<td>Completed</td>
<td>Supported for Pocket PC</td>
</tr>
</tbody>
</table>

The following table provides task status mapping when tasks are uploaded to Oracle eBusiness Suite from Outlook/Pocket Outlook.

<table>
<thead>
<tr>
<th>Task Status in Outlook</th>
<th>Task Status in eBusiness Suite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>Not Started</td>
</tr>
<tr>
<td>In Progress</td>
<td>In Progress</td>
</tr>
<tr>
<td>Deferred</td>
<td>On Hold</td>
</tr>
<tr>
<td>Waiting on Someone Else</td>
<td>Interrupted</td>
</tr>
<tr>
<td>Completed</td>
<td>Completed</td>
</tr>
</tbody>
</table>
### Task Priority Attribute Mapping

The following table provides task priority mapping when tasks are downloaded from Oracle eBusiness Suite to Outlook/Pocket Outlook.

<table>
<thead>
<tr>
<th>eBusniess Suite Value</th>
<th>Pocket Outlook / Outlook</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>High</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
</tr>
<tr>
<td>3</td>
<td>High</td>
</tr>
<tr>
<td>0</td>
<td>Normal</td>
</tr>
<tr>
<td>4</td>
<td>Normal</td>
</tr>
<tr>
<td>5</td>
<td>Normal</td>
</tr>
<tr>
<td>6</td>
<td>Normal</td>
</tr>
<tr>
<td>7</td>
<td>Low</td>
</tr>
<tr>
<td>9</td>
<td>Low</td>
</tr>
<tr>
<td>8</td>
<td>Normal</td>
</tr>
</tbody>
</table>

**Note:** Priority 8: Special internal use by Oracle (Non-Prioritized)

The following table provides task priority mapping when tasks are uploaded to Oracle eBusiness Suite from Outlook/Pocket Outlook.

<table>
<thead>
<tr>
<th>Pocket Outlook / Outlook</th>
<th>eBusniess Suite Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>1</td>
</tr>
<tr>
<td>Normal</td>
<td>5</td>
</tr>
<tr>
<td>Low</td>
<td>9</td>
</tr>
</tbody>
</table>
Contact Attribute Mapping

The following table describes the contact attribute mapping between Outlook/Pocket Outlook and Oracle eBusiness Suite.

<table>
<thead>
<tr>
<th>Pocket Outlook Field</th>
<th>Pocket Outlook Value</th>
<th>Outlook Field</th>
<th>Outlook Value</th>
<th>eBusiness Field</th>
<th>eBusiness Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Freeform text (combines title, first, middle, last, suffix)</td>
<td>Name</td>
<td>Freeform text (title, first, middle, last, suffix)</td>
<td>Name</td>
<td>Party Name / 360</td>
</tr>
<tr>
<td>Title</td>
<td>Freeform text/ 1023 characters</td>
<td>Title</td>
<td>Freeform text</td>
<td>Prefix</td>
<td>Drop down / 30</td>
</tr>
<tr>
<td>First</td>
<td>Freeform text/ 1023 characters</td>
<td>First</td>
<td>Freeform text</td>
<td>First Name</td>
<td>Freeform Text / 150</td>
</tr>
<tr>
<td>Middle</td>
<td>Freeform text/ 1023 characters</td>
<td>Middle</td>
<td>Freeform text</td>
<td>Middle Name</td>
<td>Freeform Text / 60</td>
</tr>
<tr>
<td>Last</td>
<td>Freeform text/ 1023 characters</td>
<td>Last</td>
<td>Freeform text</td>
<td>Last Name</td>
<td>Freeform Text / 150</td>
</tr>
<tr>
<td>Suffix</td>
<td>Freeform text/ 1023 characters</td>
<td>Suffix</td>
<td>Freeform text</td>
<td>Suffix</td>
<td>Freeform Text / 30</td>
</tr>
<tr>
<td>Job Title</td>
<td>Freeform text/ 1023 characters</td>
<td>Job Title</td>
<td>Freeform text</td>
<td>Job Title</td>
<td>Freeform text / 100</td>
</tr>
<tr>
<td>Department</td>
<td>Freeform text/ 1023 characters</td>
<td>Department</td>
<td>Freeform text</td>
<td>Department</td>
<td>Freeform text / 60</td>
</tr>
<tr>
<td>Pocket Outlook Field</td>
<td>Pocket Outlook Value</td>
<td>Outlook Field</td>
<td>Outlook Value</td>
<td>eBusiness Field</td>
<td>eBusiness Value</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------</td>
<td>---------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Company</td>
<td>Freeform text/ 1023 characters</td>
<td>Company</td>
<td>Freeform text</td>
<td>Customer</td>
<td>Freeform Text / 360</td>
</tr>
<tr>
<td>Work Tel</td>
<td>Phone format/ 1023 characters</td>
<td>Business</td>
<td>Freeform text</td>
<td>Phone Number</td>
<td>Type = Telephone, Purpose = Business / 60</td>
</tr>
<tr>
<td>Work Fax</td>
<td>Phone format/ 1023 characters</td>
<td>Business Fax</td>
<td>Freeform text</td>
<td>Phone Number</td>
<td>Type = Fax, Purpose = Business / 60</td>
</tr>
<tr>
<td>Mobile Tel</td>
<td>Phone format/ 1023 characters</td>
<td>Mobile</td>
<td>Freeform text</td>
<td>Phone Number</td>
<td>Type = Mobile, Purpose = Business / 60</td>
</tr>
<tr>
<td>Home Tel</td>
<td>Phone format/ 1023 characters</td>
<td>Home</td>
<td>Freeform text</td>
<td>Phone Number</td>
<td>Type = Telephone, Purpose = Personal / 60</td>
</tr>
<tr>
<td>Pager</td>
<td>Pager format/ 1023 characters</td>
<td>Phone</td>
<td>Freeform text</td>
<td>Phone Number</td>
<td>Type = Pager, Purpose = Business / 60</td>
</tr>
<tr>
<td>Work address</td>
<td>Freeform text/ 1023 characters (street, city, state, postal code, country)</td>
<td>Business Address</td>
<td>Freeform text</td>
<td>Address</td>
<td>Address 1 - 4/240 each city, state, county, country, postal code /60 each (purpose &quot;Business&quot;)</td>
</tr>
<tr>
<td>Email (no HTML)</td>
<td>Freeform text/ 1023 characters</td>
<td>Email1</td>
<td>Freeform text</td>
<td>Email</td>
<td>Freeform text / 2000</td>
</tr>
</tbody>
</table>
Implementing the Clients

Downloading and Installing the Pocket PC Synchronization Client

To use the synchronization with Oracle Sales you need to install the client on your Pocket PC.

Prerequisites

- You need the Wireless Sales User responsibility

Steps:

1. Open Internet Explorer on your handheld device.
2. Go to the URL for Applications login for your environment.
3. Enter your username and password. You are taken directly to Oracle Sales.
4. Select Pocket Outlook Client Download from the menu.
5. Click the link for Step 1 in the browser page.
7. In the browser page, select the link in Step 2.
8. In the Download window, leave Open File After Download selected. Download the file.
   The client loads and installs automatically in your Pocket PC.
Restrictions

When the server version of the synchronization software is upgraded to a new version, (for example, from version 1.0 to 2.0) all users need to download the new version in order to remain compatible with the server and be able to perform synchronizations. Changes in build number do not cause incompatibility.

Downloading and Installing the Desktop Outlook Synchronization Client

Download the client to be able to synchronize appointments, tasks, and contacts between Microsoft Outlook on your desktop and Oracle Sales.

To initialize custom category:

If you have your own custom category added to the Master Category List, then proceed with the installation steps. If you do not have your own custom category added to the Master Category List, then you need to create one and remove it using the following steps.

1. In Outlook select Edit > Categories from the menu.
2. Click Master Category List.
3. Add a new Category called Outlook Category.
4. Click Add.
5. Click OK.
6. Click Master Category List.
7. Select Outlook Category from the list.
8. Click Delete.
9. Click OK.
10. Click OK.

Installation Steps:

1. Login to Oracle Applications and select your Sales User responsibility.
2. On the Dashboard, go to Preferences > Outlook Synchronization > Client Download.
3. Follow the instructions on the page.
Your Outlook toolbar includes "Oracle Sales Synchronization" which launches the synchronization program.

If you see a security permission message while synchronizing, answer Yes to continue the synchronization.

**Restrictions**

When the server version of the synchronization software is upgraded to a new version, (for example, from version 1.0 to 2.0) all users need to download the new version in order to remain compatible with the server and be able to perform synchronizations. Changes in build number do not cause incompatibility.
Implementing Alerts Overview

The following diagram depicts the components of the alert feature.

The alert feature consists of the following functions:

- **Administration**: The sales administrator is responsible for defining the mobile phone service provider information so that sales representatives’ mobile phone profiles can be captured in the application.

  Depending on your implementation, sales administrators can define new alerts or enable and disable existing alerts.

- **User Preferences**: Using the Sales Alerts interface, users can subscribe to alerts related to different business objects within the eBusiness suite application. Each alert subscription can have a delivery method (e-mail or SMS or both).

- **Delivery Process**: The delivery process is a back-end process that delivers the alert (e-mail and SMS) to the user. The alert delivery process is accomplished by reading the user preferences. Though the alert delivery process does not have a user interface, it is an important functional module of the alert feature.
Enabling Outlook Preference Menu

This menu contains the functions for setting up the contact list and downloading clients. Add the submenu, ASP: Sales Alerts Preferences Container Menu, for Oracle Synchronization, to the ASN menu ASN_HOME_MENU.

Lookup Types for Alerts

There are two extensible lookup types for implementing Alerts:

- **Lookup Type: ASP: Alert: Service Providers**
  
  **Description:** Carrier names for sending SMS alerts
  
  **Type:** User
  
  This lookup provides the Service Provider selection list used by individual users when they set their preferences for receiving alerts. No data is seeded for this lookup, therefore you must set up the service providers used by your sales representatives.

  **Example**
  
  Following are some commonly used service providers with the lookup values and descriptions:

<table>
<thead>
<tr>
<th>Lookup</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>mobile.mycingular.com</td>
<td>Cingular</td>
</tr>
<tr>
<td>messaging.sprintpcs.com</td>
<td>Sprint</td>
</tr>
<tr>
<td>vtext.com</td>
<td>Verizon</td>
</tr>
<tr>
<td>tmomail.com</td>
<td>T-Mobile</td>
</tr>
<tr>
<td>messaging.nextel.com</td>
<td>Nextel</td>
</tr>
</tbody>
</table>

- **Lookup Type: ASP: Alert List**
  
  **Description:** Sales events for which alerts can be created
  
  **Type:** User
  
  The following sales events are seeded in the application. The implementer or administrator can add custom alerts.
### Lookup Description

<table>
<thead>
<tr>
<th>Lookup</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blanket Sales Agreement</td>
<td>Expiration of Blanket Sales Agreement for my customers</td>
</tr>
<tr>
<td>Invoices</td>
<td>Invoices that are past due date for my customers</td>
</tr>
<tr>
<td>Service Contract</td>
<td>Expiration of Service Contracts for my customers</td>
</tr>
<tr>
<td>Service Request</td>
<td>Escalation of Service Requests for my customers</td>
</tr>
</tbody>
</table>

### Concurrent Programs for Alerts

Concurrent programs generate two sales alerts, delinquent customers and expiring service contracts. Set these concurrent programs to run periodically. The concurrent program set name is ASP: Sales Alerts Program Set. The description is: Program set for concurrent programs related to sales alerts. It is available from the Sales Administrator responsibility. The program set contains two concurrent programs:

- **ASP: Expiring Service Contracts** uses the input parameter Number of Days.
  
The alert is sent X days before the service contract expires to the sales representatives who are on the sales team for the customer.

- **ASP: Overdue Invoice**
  
  Alerts are sent to the sales representatives who are on the sales team for the delinquent customer. Delinquency is determined by overdue invoice, payment amount discrepancy, or dispute.

  The Workflow Background Process concurrent program must be run in order for users to receive their e-mail alerts. The parameter Item Type needs to the set to ASP Alerts Manager if it is being run only for ASP. See Oracle Workflow documentation for more information.

### Extensibility for Alerts Using Oracle Workflow

Oracle Workflow automates and streamlines business processes both within and beyond your enterprise, supporting traditional applications based workflow as well as e–business integration workflow. Oracle Workflow lets you include your own PL/SQL procedures or external functions as activities in your workflows. Without modifying
your application code, you can have your own program run whenever the Workflow Engine detects that your program's prerequisites are satisfied.

See the Oracle Workflow Developer’s Guide for information on how to utilize the extensibility of Oracle Workflow.

The following diagram illustrates various sales alerts workflow nodes associated with the implementation of the alert feature.

**Workflow Manager Process Flow Diagram for Sales Alerts System**

There are several components of the Sales Alerts System that are extensible. You can modify any step for seeded alerts by replacing shipped nodes with customer nodes. You can also support for entirely new alerts by adding custom nodes for each step of the process.

**Subscription Program**

The start point of the diagram is where concurrent programs or business events invoke the workflow process. The Business Event System dispatches raised business events to the Sales Alerts System Subscription. One subscription function, ASP_ALERTS_SUBS.Initiate_Alerts, is shipped to support the alerts system. This function calls the Sales Alerts Workflow Process (ASP_ALERT_PROCESS) with the necessary parameters. You can extend this subscription function with the following parameters:
• ALERT_NAME: Name of the business event that the subscription is attached with
• ALERT_SOURCE_OBJECT_CODE: Should be 'CUSTOM'
• Other Parameters: All other parameters that are part of the event that was raised.

Custom Alert Agent Function Node

If an event is raised that is not supported by the shipped Alerts function, then the Custom Alert Agent node is called for the event. This node is totally customizable and is attached to the function ASP_ALERT_ENGINE.NOOP by default.
Notes on Customizing the Custom Alert Agent Function

- The ASP_ALERT_SUBSCRIPTIONS table is used for storing the subscription information of the custom alert. The Alert Preferences user interface stores the user's preferences in this table. You do not make changes to the table.

- Use the public function ASP_ALERTS_PUB.Get_Matching_Subscriptions for getting the matched subscriptions for the custom alert.

- If there is at least one subscription for the custom alert, then the item attribute
FOUND_SUBS must be set to YES.

- If there is at least one subscription for SMS or EMAIL, then the item attributes FOUND_SMS_SUBS and FOUND_EMAIL_SUBS must be set to YES.

- The item attributes SMS_USERS and EMAIL_USERS must be set to the comma separated values of the SUBSCRIBER_NAME of the SMS or EMAIL subscriptions to the custom alert.

- In the customized Post Alert Agent Function node the item attribute USE_CUSTOM_CONTENT_AGENT must be set to YES. This node can be used for alerting additional users.

**Notes on Post Alert Agent Function**

- The additional users to be alerted must be added as a comma separated list to the existing item attributes SMS_USERS and EMAIL_USERS.

**Custom Content Provider Function Node**

The Custom Content Provider node is called if an event is raised that is not supported by the shipped Alerts function, or if the item attribute USE_CUSTOM_CONTENT_AGENT is set to YES. This node is totally customizable and is attached to the function ASP_ALERT_ENGINE.NOOP by default.
Notes on Customizing SMS Content

- Define a new FND Message for SMS content and set the tokens appropriately.
- Set the item attribute SMS_TEXT value to the FND message content.

Notes on Customizing E-mail Content

- Define a new FND Message for EMAIL Subject and set the tokens appropriately.
- Set the item attribute EMAIL_SUB_TEXT value to the FND message content.
• For e-mail content, the OA Framework Region is used in the Message Delivery Node. Set the item attribute EMAIL_CONTENT value to the OA Framework Region Function Name.

  **Example**
  'JSP:/OA_HTML/OA.jsp?OAFunc=ASP_WF_ORDER_MSG_RN=-'

• Post Content Provider Function Node: If a custom delivery solution is available for sending SMS or e-mail, then the item attribute USE_CUSTOM_DELIVERY_AGENT must be set to YES.

**Notification Mailer Node: Custom Delivery Agent**

The Custom Delivery Agent node is called if the item attribute USE_CUSTOM_DELIVERY_AGENT is set to YES. This node is totally customizable and is attached to the function ASP_ALERT_ENGINE.NOOP by default. You can change this function to your own function for the custom delivery solution. You can use the shipped delivery agent for your custom alerts.
Process Flow Diagram Including Custom Delivery Agent

Compare Text

Equal

<Default>

Compare Text

Equal

<Default>

Delivery Agent: ASP

Delivery Agent Factory

nt

Custom Delivery Agent

Custom

Delivery Agent: ASP
Checking Synchronization Server Status

You can verify that the synchronization server is running by entering a URL into your browser. If the server is operating, the synchronization version number appears in your browser.

The web page URL is the same as the URL the synchronization client uses to connect to the synchronization server. You can construct the URL by postfixing the following path after http(s)://[server]:[port]/

/OA_HTML/SyncServlet

Example
https://ap1001rt.us.oracle.com:7777/OA_HTML/SyncServlet

Diagnostic Logs

The synchronization uses Oracle Applications Framework standard logging, which means the synchronization logs can be viewed via standard Oracle logging UIs such as Oracle Enterprise Manager. Use the following parameters to enable CACSync diagnostic logging:

Application Name = CRM Foundation
Module: %cac.sync%
Level: Exception
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