

Oracle® Retail Customer Engagement Cloud Service

Release Notes

Release 11.4.2

E67773-01

September 2015

This document highlights the major changes for Release 11.4.2 of Oracle Retail Customer Engagement Cloud Service.

Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout the existing documentation set.

Overview

Oracle Retail Customer Engagement Cloud Service is a comprehensive, web-based, direct-marketing application designed for today's fast-paced retail environment.

Software Requirements

Customer Engagement Cloud Service requires the following:

Type	Software and Version
Application Server Operating System	Windows Server 2008 R2 SP1 running a 64-bit Java Virtual Machine OpenSuse version 12.3
Database Server Software	MS SQL Server 2012 SP1 (running on Windows Server 2008 R2 SP1) Oracle 12c - Release 12.1.0.2 (running on Oracle Enterprise Linux 6.6)
Web Browsers	Internet Explorer 9, 10, and 11 Firefox

Technical Enhancements

The technical enhancements described below are included in this release.

Oracle 12c

Customer Engagement Cloud Service has been upgraded to use an Oracle 12c database.

Notable Resolved Issues

The noteworthy defect fixes described below are included in this release:

Resolved Issue/Defect	Defect Number
The Filter Activity menu in Card Account Administration properly filters results in a user interface with a language other than English.	RCRMCS-1712

After an e-award or loyalty movement job completes, the download link will allow users to download the resulting file.	RCRMCS-1716
When the Dynamic Promotion job adds customers to a promotion, the customers remain active.	RCRMCS-1724
All items excluded from a deal are configured properly for exclusion in export files.	RCRMCS-1723
After a login timeout, the screen displays correctly.	RCRMCS-1741
Subclass information being persisted properly in item eligibility rules.	RCRMCS-1743
Customer segments being properly exported.	RCRMCS-1744
In email notifications for jobs that create export paths, the emails do not display full paths for the export files.	RCRMCS-1745
When performing a point recovery, loyalty rules will properly process item eligibility rules that use a season code.	RCRMCS-1751
On the My Account page, the settings are displayed properly.	RCRMCS-1761
When creating a promotion, a location attribute search returns correct values for enumerated types.	RCRMCS-1838
Customer transaction history displays correctly to limited-access users.	RCRMCS-1862
The Dynamic Promotion job completes successfully when franchisee support is turned on.	RCRMCS-1978
When creating an issue rule, the start and end times are no longer altered by time-zone offsets.	RCRMCS-1986

Related Documentation

For more information, see the following documents in the Customer Engagement Cloud Service 11.4 documentation set:

- Implementation Guide - Installer Version
- Implementation Guide - Manual Version
- User Guide

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

<https://support.oracle.com>

Batch Processing and Web Services Guide (1994453.1)

Describes the batch processing XML files, and the web services API interfaces.

Configuration Guide (1994453.1)

Describes the procedures and settings used when configuring Customer Engagement Cloud Services

Database Dictionary Guide (1988047.1)

Describes the methods for installing Customer Engagement Cloud Services using the installer, and implementing the software after installation.

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