

Oracle® Retail Customer Engagement Cloud Service

Release Notes

Release 11.4.03

January 2016

This document highlights the major changes for Release 11.4.03 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

Notable Resolved Issues

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

Resolved Issue/Defect	Defect Number
Improved the performance of screens that displayed locations or users, or where you could search based on locations or users, since these screens were slow to load. Examples include the Card Definition screen and the Location Definition screen.	BugDB # 22007579
Changed the Promotion Wizard so that it no longer requires you to select a target for a franchise promotion.	RCRMCS # 2066

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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