

Oracle® Retail Customer Engagement Cloud Services (MICROS Relate)

Release Notes

Release 11.4.6

March 2018

This document highlights the major changes for Release 11.4.6 of Oracle Retail Customer Engagement Cloud Services (MICROS Relate).

Overview

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

Software Requirements

Customer Engagement Cloud Services (Relate) 11.4.6 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

Functional Enhancements

The functional enhancements below are included in this release. For more information, see the MICROSOFT *Addendum Guide* in the Customer Engagement documentation set.

Default Contact Permissions

A new Contact Permissions configuration property specifies whether a new customer's contact permissions settings (mail, email, phone, and fax) default to selected or unselected.

Housekeeping Jobs to Delete Export and Import Files

Housekeeping jobs can now be scheduled to delete files in import and export folders if the files have not been modified in a specified number of days.

Removed Links to Export Files from Process Queue

The Job Details window no longer displays a link to deleted export files; instead, the window displays a message indicating that the file is no longer available.

Removed Personal Data from XML API File Reader

The FILE REPORT page available through the XML API File Reader no longer displays XML file contents that include any personal data.

Change Delete Inactive Customer Job

The Delete Inactive Customers job now sets the customer ID to null for certain tables and deletes records in other tables, applying the same updates as the deleteCustomer web service, described below.

Changes to Default Settings for Configuration Properties

The following changes were made to the default settings for configuration properties:

- Customer Merge – Contact Permissions: The default setting is now ACCEPT_NO, indicating that if any of the records to merge have an unchecked contact permission (email, phone, mail, or fax), that permission for the resulting record will be unchecked.
- Transaction IDs for Customer Tracking: This property controls tender types that can be used as alternate IDs for anonymous customers. There are now no tender types that default as eligible for use as alternate IDs, although types can be added.

Also, the default settings were removed from properties that define the directories to use for exports and imports. These properties are:

- Award Export Directory
- Card Export Directory
- Card Series Export Directory
- Card Series Import Upload Directory
- Customer Segment Export Directory
- Location Specific Transform Export Directory

- Loyalty Export Directory
- Promote Transforms Export Directory
- Promotion Export Directory
- Tender Activity Report Export Directory

Integration Enhancements

Data Privacy Service

New Data Privacy web service includes messages to retrieve information about a customer's data, and to request that the data be purged.

Change to deleteCustomer

The deleteCustomer message in the Customer web service formerly deactivated the customer record, which was then eligible for deletion through a Housekeeping job. Instead, the web service now removes personally identifiable information immediately from customer-related tables.

New Version of User Service

New version of the User web service includes a new message to retrieve information about a user's data. The version also includes changes to existing request messages to require they specify an authorized security user, and the response messages now include the user's country and the Enabled flag.

Entity Data Controller Role

New user role provides authority to requests for the new Data Privacy web service.

Related Documentation

For more information, see the Oracle Retail Customer Engagement (MICROS Relate) *Addendum Guide* for release 11.4.6.

Notable Resolved Issues

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

Resolved Issue/Defect	Defect Number
Corrected private segment search to show only the current user's segments in the dropdown list.	BugDB # 27458122
Corrected an error that could occur while searching for customers for a segment after the Customer GUI Lookup property was changed.	BugDB # 25890054
Corrected an error that could occur at the Define Target step of creating an Award Promotion.	BugDB # 24662532

Resolved Issue/Defect	Defect Number
Changed the display of Effective Roles in User Maintenance to refresh correctly when a Role Group is deselected.	BugDB # 27438716
Changed Poslog processing to correct an error that occurred when the account number specified was not hashed.	BugDB # 26871244
Enhanced performance of the Customer Segment job.	BugDB # 26559833
Corrected customer merge to retain demographic information from the source customer if the data was blank for the target customer.	BugDB # 25882785
Changed customer search by phone number to find the customer only when searching by the current phone number, rather than a deleted phone number.	BugDB # 25885497
Corrected error that occurred related to invalid number of columns when importing loyalty or gift cards.	BugDB # 26352387
Changed customer search by address or email address to find the customer only when searching by the current address or email address, rather than a deleted address or email address.	BugDB # 26168061
Enhanced performance of the customer segment job.	BugDB # 26559833
Corrected the display of the signup date in Xstore or Relate when the user's time zone is different from the Relate server's time zone.	BugDB # 27368955
Corrected the display of the customer's create date, update date, and signup date when the server was in a different time zone from the user.	BugDB # 27368965

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