

Oracle® Hospitality Symphony Engagement Cloud Service
Release Notes
Release 2.0
E71449-01

January 2016

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Preface

This document describes the features and changes included in this release of the Symphony Engagement Cloud Service version 2.0.

Purpose

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this release. Their intent is informative, not instructional. Review Symphony Engagement Cloud Service's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for all users of the Symphony Engagement Cloud Service.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
January 29, 2016	<ul style="list-style-type: none">• Initial publication

1 Features and Updates

This chapter describes the features and enhancements included in this release.

Engagement

Support for Version Comparison Check

The support of Engagement widgets depends on the Symphony version running on the Enterprise server and your application's Engagement version. With Engagement version 2.0, you can determine which new widgets are supported on your current Symphony version.

From Engagement, when adding a widget to a Hub or Welcome page, unsupported widgets appear grayed out. If you click a grayed out widget, the following message appears:

Please Upgrade to Symphony Version *x.x.x.x* to Support the New Widget

The message indicates the required Symphony version for the Enterprise server to support newly added Engagement widgets.

Manager Procedures

Support for Adding an Employee Based on an Existing Employee Template

You can now use the Web EMC widget to perform a manager procedure that uses an existing employee as a template when adding a new employee. The new employee's record contains the same primary revenue center, class, and role as the employee that was used as a template when performing the procedure.

The *Symphony Configuration Guide* contains more information about adding an employee from a template.

Support for Employee Photo

You can now use the Web EMC widget to perform a manager procedure to add or change an employee photo for the profile. The application supports images less than 50 KB in size, using any of the following formats:

- .bmp
- .gif
- .jpeg
- .png

You can copy images to the Point-of-Sale (POS) device using a flash drive or download the images through the Internet. After you update the image using the manager procedure, you can delete the local copy of the image from the POS device and upload the image to the Enterprise Back Office Reporting and Analytics database.

The *Symphony Configuration Guide* contains more information about adding or changing an employee's profile image.

Widgets

Support for Timing Values

You can now assign timing values to three widgets. Timing values affect the duration of time that widgets appear on an idle Engagement client screen. The following widgets can have custom timing values:

- URL Launcher
- Image Slideshow
- Today's Special

Engagement widget timing settings are overridden by Log Off User When Idle settings that are configured in the Symphony application, with the exception of the web configuration console (WCC) widget. The WCC widget ignores the Symphony idle client timeout settings. The default timing value setting for the balance of the Engagement widgets is twenty seconds.

The *Symphony Configuration Guide* contains more information about configuring widget timing values.

2 System Requirements, Supported Systems, and Compatibility

This section describes the supported Oracle Hospitality Engagement version 2.0 client operating system and client hardware devices.

System Requirements

Engagement version 2.0 requires a system running Oracle Hospitality Symphony version 2.8 (or later) and Oracle Hospitality Enterprise Back Office version 8.5.0 (or later).

Supported Point-Of-Sale (POS) Client Operating System

Microsoft Windows 8.1

Supported POS Client Devices

- Oracle MICROS Tablet E-Series 8-inch and 11-inch models
- Oracle MICROS Workstation 6

3 Resolved Issues

Table 1 shows a list of issues that have been fixed since the last release.

Table 1 Resolved Issues

Module	CRID	TPID	Description
Engagement	N/A	86185	The configured content of the Video URL field in the IP Camera Feed - Properties dialog box is encrypted when you log into the Engagement Dashboard after saving the Video URL during a previous session.
Engagement	N/A	92628	Each time a new user signs into Engagement, the dashboard shows all employee details.
Engagement	N/A	93132	Added widgets and widget contents now successfully load to the Welcome and Hub pages in Operations (Ops) after refreshing or reloading the workstation database.
Engagement	N/A	97631	You must now unpublish a page before removing its tags. If you attempt to remove a tag on a published page from the dashboard or the Page-Edit page, an error message appears. This prevents the application from making the last published page the default Welcome page when you remove tags from a published page.
Engagement	N/A	98060	When adding menu items using the Copy Menu widget on the Oracle MICROS Tablet E-Series devices, the Add Menu dialog box no longer becomes unresponsive when you click the Add Menu button.
Engagement	N/A	99330	You can now successfully switch between different stores and view the InMotion graphs using the InMotion Stores widget in Engagement.
Engagement	N/A	100641	The Engagement Web EMC Web Service now logs unhandled exception errors.
Engagement Dashboard	N/A	96770	Multiple default Welcome and Hub pages no longer appear (regardless if tags are removed) when adding new pages in the Engagement Dashboard. The application supports only one default Welcome page and one default Hub page.
Engagement Dashboard	N/A	98775	The default Welcome page now appears on a workstation when a previously non-default Welcome page was assigned and then had its tags edited in the Engagement Dashboard.