

ORACLE[®]

CRM ON DEMAND

Administrator Preview Guide

Release 35

August 2017
VERSION 20170831



ORACLE[®]

Table of Contents

Document Versioning	3
Summary of Release Features	4
Administration	5
Support Password Expiration Rule at Role Level	5
Analytics	7
Ability to Do In-place Refresh for Homepage Reports in V3 Analytics	7
Analytics Platform - V3 Analytics	7
Coverage for Optimized Custom Fields on CO6-CO8 in V3 Analytics	10
Map Missing Fields in Opportunity Team History Subject Area in V3 Analytics	10
Application Customization	11
Extend Custom Related Information Fields to Standard Record Types	11
Connected Mobile Sales	12
Allow Address Removal via Application Composer for Accounts and Contacts	12
Extend Offline Read to Various Record Types	14
Support Activities as a Related Item for Various Record Types	15
Support the Business Plan Record Type and Various Related Information	17
Support the Household Record Type	19
Support Optimized Custom Picklist Fields	20
Support the Out-of-the-Box Comments Field for Appointments and Tasks	23
Support V3 Analytics Reports	26
Synchronize Address Fields with Oracle CRM On Demand	28
Integration	29
User Ability to Disable Customized Code	29

Usability	30
Ability to Add an Event on Contact Page	30
Ability to Customize Related Information Section Filters	31
Ability to Display Record Indicator in List View of Related Information	34
Ability to Merge for Users without Delete Access	36
Ability to Restrict the List of Fields Available for Update in Mass Update	37
Enable Province Field for Costa Rica, Guatemala, Dominican Republic and Nicaragua	38
Web Services	38
Administrative Web Services to Manage Integration Event Queue Configurations	38
Fiscal Period Configuration Updates in Web Services 2.0	38
Workflows	39
Ability to Select Service Request and Lead Team as 'Relative User on Record' in Send Email and Create Task Workflow Actions	39
Enhance Duration Function in Expression Builder	42
Training and Support Center	44
Search	45
Access	45
Additional Resources	45
Online Help	45
On Demand Documentation on OTN	45
Contact Customer Care	45
Important Dialing Instructions	46



Document Versioning

Date	Version	Change Reference
August 1, 2017	20170801	Draft published
August 31, 2017	20170801	Final version published

Summary of Release Features

To review the features included in this release, see the Transfer of Information (TOI) recordings that will be available on My Oracle Support.

The following table summarizes the actions required by Oracle Customer Care, your company administrator, or the user, to set up or enable the features in this release. This list assumes that users have access to the referenced product area prior to the upgrade. For example, information about analytics or industry-related features assumes that analytics or the specific industry solution is already provisioned and enabled. If this is not the case, then you might be required to ask your company administrator or Oracle Customer Care to enable the feature.

FEATURE	CUSTOMER CARE ACTION REQUIRED?	ADMINISTRATOR ACTION REQUIRED?	USER ACTION REQUIRED?	IMMEDIATE USER AVAILABILITY
Administration				
Support Password Expiry Rule at Role Level		✓		
Analytics				
Ability to Do In-place Refresh for Homepage Reports in V3 Analytics				✓
Analytics Platform - V3 Analytics				✓
Coverage for Optimized Custom Fields on CO6-CO8 in V3 Analytics				✓
Map Missing Fields in Opportunity Team History Subject Area in V3 Analytics				✓
Application Customization				
Extend Custom Related Information Fields to Standard Record Types				✓
Connected Mobile Sales				
Allow Address Removal via Application Composer for Accounts and Contacts		✓		
Extend Offline Read to Various Record Types		✓		
Support Activities as a Related Item for Various Record Types		✓		
Support the Business Plan Record Type and Various Related Information		✓		
Support the Household Record Type		✓		
Support Optimized Custom Picklist Fields		✓		
Support the Out-of-the-Box Comments Field for Appointments and Tasks		✓		

FEATURE	CUSTOMER CARE ACTION REQUIRED?	ADMINISTRATOR ACTION REQUIRED?	USER ACTION REQUIRED?	IMMEDIATE USER AVAILABILITY
Support V3 Analytics Reports		✓		
Synchronize Address Fields with Oracle CRM On Demand				✓
Integration				
User Ability to Disable Customized Code		✓		
Usability				
Ability to Add an Event on Contact Page				✓
Ability to Customize Related Information Section Filters				✓
Ability to Display Record Indicator in List View of Related Information		✓	✓	
Ability to Merge for Users without Delete Access				✓
Ability to Restrict the List of Fields Available for Update in Mass Update				✓
Enable Province Field for Costa Rica, Guatemala, Dominican Republic and Nicaragua				✓
Web Services				
Administrative Web Services to Manage Integration Event Queue Configurations				✓
Fiscal Period Configuration Updates in Web Services 2.0				✓
Workflows				
Ability to Select Service Request and Lead Team as 'Relative User on Record' in Send Email and Create Task Workflow Actions				✓
Enhance Duration Function in Expression Builder				✓

Administration

Support Password Expiration Rule at Role Level

Prior to Release 35, the password expiration rules were set at the Company level and were applicable to all users. This feature introduces a new picklist setting 'Expire User Passwords In' at the Role level, which can override the password expiration setting at the Company level. The setting at the Role level will be blank by default for any new roles and existing roles, on upgrade. Users with *Manage Company* and *Manage Users and Roles* privileges can update the setting and save the role. The password of those users with a value set for 'Expire User Passwords In' at the role level will expire as per the role level setting, while for all other users, the password expires as per the company level setting.


Step 1
Role Information

Step 2
Record Type Access

Step 3
Access Profiles

Step 4
Privileges

Role Information

 If any of the settings are left blank, then the Company settings are inherited.

Key Role Information

Role Name* Administrator

Mark for Translation

Description OnDemand Role

User Interface Settings

Default Theme

Tablet Theme

Related Information Format

Security Settings

Expire User Passwords In

IP Address Restrictions Enabled

Allowed IP Addresses

- 30 days
- 60 days
- 90 days
- 180 days
- One Year
- Never expires

The feature also introduces two new read-only checkboxes, 'Overridden Company Password Policy' and 'Additional IP Restrictions', in the Role list page. The 'Overridden Company Password Policy' checkbox will be set if the setting to override Company level password expiration policy is enabled for the Role. The 'Additional IP Restrictions' checkbox will be set if IP restrictions are imposed at Role level, in addition to the Company level restrictions.

STEPS TO ENABLE

To enable this feature, perform the following steps:

1. Navigate to the Admin global link on the top right of the application.
2. Select the User Management and Access Controls link and then select Role Management.
3. Click the Edit link to edit an existing Role, or click the New Role button to create a new Role.
4. In Step 1 of the Role Management Wizard, update the 'Expire User Passwords In' picklist field.
5. Click Finish.

TIPS AND CONSIDERATIONS

If the user does not have the *Manage Company* privilege, the 'Expire User Passwords In' picklist field in the Role Management Wizard will be read-only.

Analytics

Ability to Do In-place Refresh for Homepage Reports in V3 Analytics

Prior to Release 35, when a report available in My Homepage or Object Home page is refreshed using the 'Refresh' link, the system opens the refreshed report in a new page and the user needs to click the 'Back to Homepage' link to return back to the homepage.

Starting with Release 35, when the 'Refresh' link is used on a report available in My Homepage or Object Home page, the system will refresh the report directly on the page without the user having to navigate back to the homepage.

The screenshot displays the Oracle CRM On Demand V3 Analytics homepage. At the top, there is a navigation bar with icons for Home, Reports, Dashboard, Calendar, Event, Accounts, Dealers, Partners, Opportunities, Leads, and Contacts. Below this, the 'Contacts Homepage' is visible, featuring a 'Contact Lists' section with a 'New' button and a list of contact lists. To the right, there is a 'My Recently Viewed Contacts' section with 'New' and 'Import vCard' buttons. Below these, there is a 'My Open Contact Related Tasks' section with a 'New' button and a table of tasks. To the right of the tasks is a 'Contact Analysis By Account' section with a 'Display by: Industry' dropdown and a bar chart showing the number of contacts by industry. A 'Refresh' button is highlighted with a red box below the bar chart.

Due Date	Priority	Subject	Primary Contact
9/9/2005		admin-task1_Updated Customfields	SR_Analytics - Contact -3 Analytics-3
11/19/2005		newdata_1	FSR_Contact2 FSR_Contact2
9/1/2005		Prepare Proposal	John Smith
9/1/2005		Prepare Proposal for Big Industries	Pauline Miller
9/8/2005		Submit Quote	John Smith
9/8/2005		Prepare Proposal	John Smith

Industry	# of Contacts
Automotive	10
Consumer Goods	10
Energy	10
Financial Services	10
High Technology	10
Manufacturing	10
Media & Entertainment	10
Medical	10
Other	10
Travel & Transportation	10

STEPS TO ENABLE

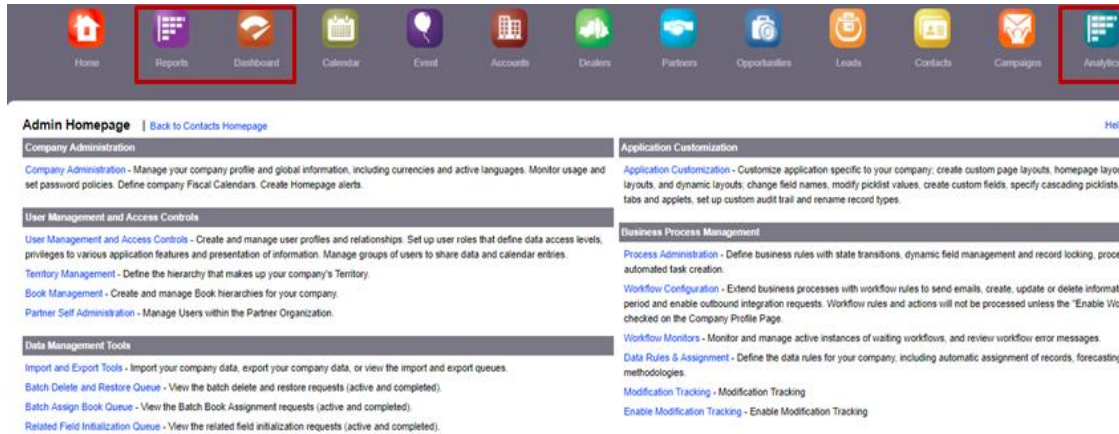
There are no steps required to enable the feature.

Analytics Platform - V3 Analytics

Starting with Release 35, a new Analytics platform, referred to as V3 Analytics, becomes available through the Analytics tab. The functionality provided in the Reports tab and in the Dashboard tab, which is referred to as V2 Analytics, continues to be supported in Release 35 and Release 36 and it will be decommissioned with Release 37. The V1 analytics functionality that was provided in early releases of Oracle CRM On Demand is now obsolete and it was replaced by V2 several years ago.

In order to get access to the new Analytics tab, users were provisioned with a new privilege called Access V3 Analytics. Any user who had the V2 privileges Access Analytics Reports Privilege or Access Analytics Dashboards

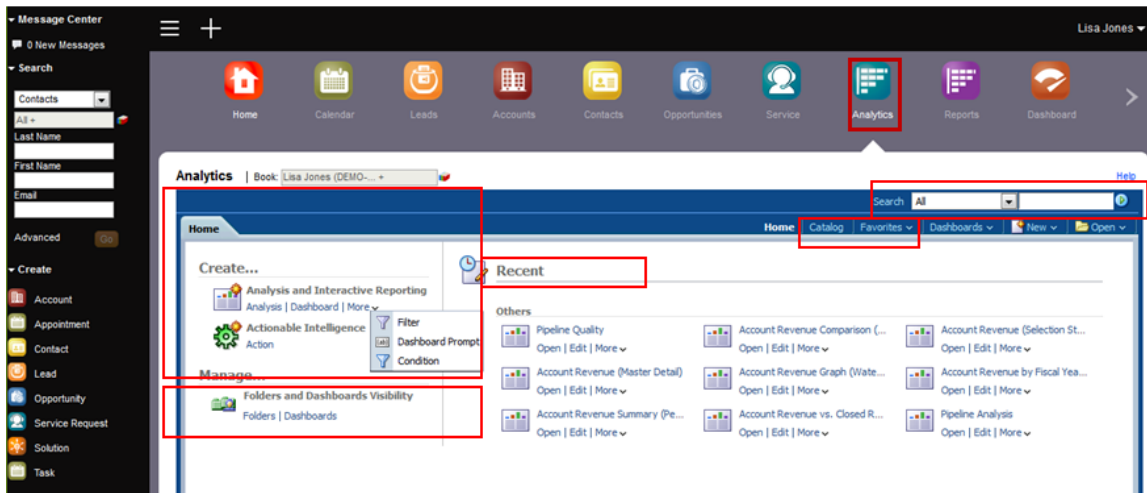
Privilege provisioned to their role automatically receives the V3 privilege with the upgrade to Release 35. Administrators can disable the V3 Analytics tab by revoking the V3 Analytics privilege from specific users.



The new Analytics tab is displayed at the end of all other tabs and it can be repositioned or removed, similar to other tabs. The functionality available in the V2 Analytics continues to be available through Release 35 and Release 36, coexisting with V3 Analytics.

V3 Analytics comes with new features, such as:

- A single homepage for multiple actions – create Analyses/Dashboards/Filters/Conditions, access Catalog folders, Access Recent objects, Manage Favorites objects
- Search functionality available for Analysis/Dashboard/Filter/Dashboard Prompt/Condition
- New visualizations, new views, new chart types, selection steps, conditions, calculated measures, groups and items
- Left and right interactions, action links, action link menus
- My Dashboard, Dashboard sub-pages, Dashboard personal customizations, named conditions
- New Analytics charts based on HTML5 (viewable in mobile or iOS browsers; Flash plug-in is no longer required)
- Easier way to manage the objects in the Catalog
- Better way to embed the objects in web applets, web tabs, global applets or reference them via web links
- Increased row number limit up to 65K for all types of downloads



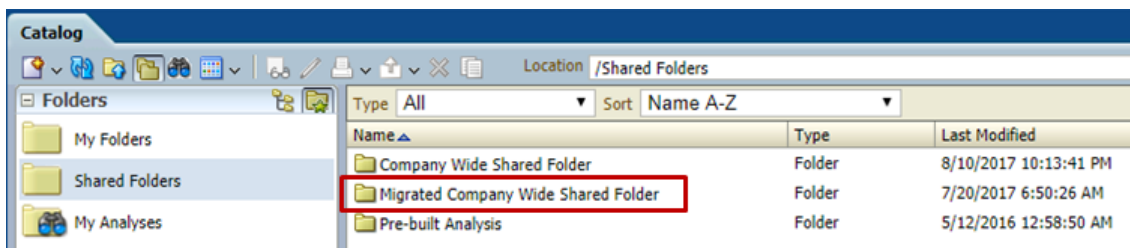
NOTE: For more information, consult the [Introducing V3 Analytics](#) and the [V3 Analytics Considerations](#) documents. It is important to review these documents, as they contain details about the new platform as well as the reports migration and how you can prepare for the migration.

STEPS TO ENABLE

There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

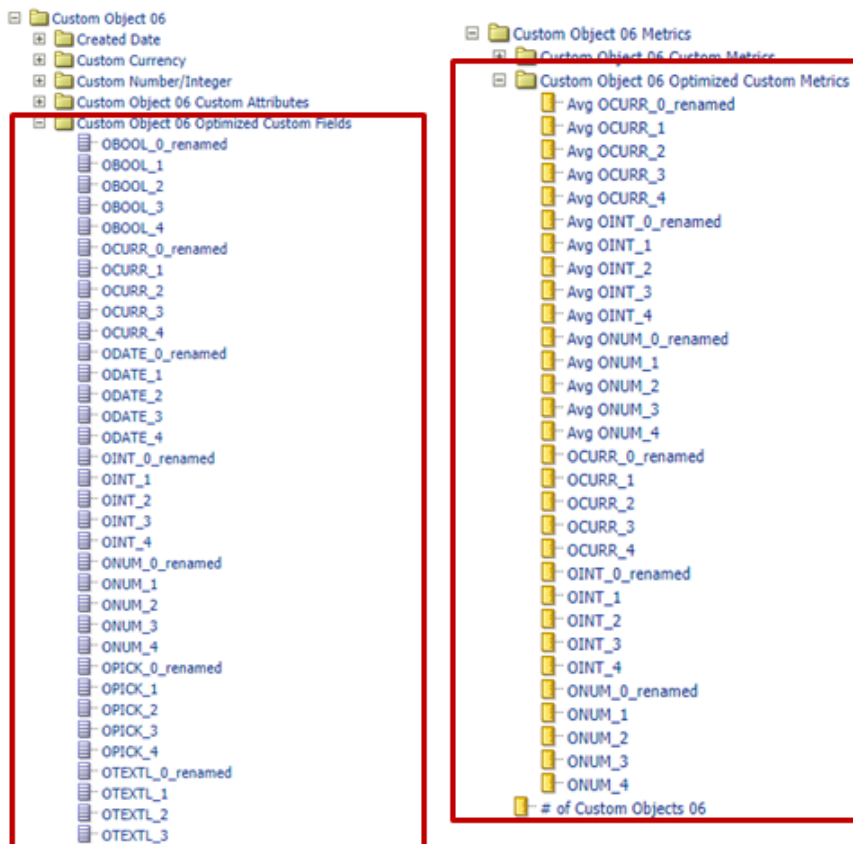
- Existing V2 Homepage pre-built reports will be replaced by the V3 pre-built reports
- Existing V2 custom reports embedded in homepages will continue to display
- Both V2 and V3 Analytics reports and dashboards can be created and used in parallel – current Reports and Dashboard Tabs will be still available until Release 37
- Embedding of custom reports in existing/new homepages can be done from either the V2 catalog or the V3 catalog
- The current V2 reports and dashboards from the Company Wide Shared Folder that have been run at least once over the last 13 months will be migrated one to six months after the Release 35 upgrade
- The personal reports can be recreated by the users on the new platform
- Once the current V2 objects from the Company Shared Folder are migrated, a new folder named Migrated Company Wide Shared Folder becomes available in the V3 Presentation catalog; the folder structure and visibility from the V2 catalog is preserved
- The access to the Migrated Company Wide Shared Folder is controlled by a new privilege, named Access Migrated Company Wide Shared Folder, which is enabled for users who had the Manage Custom Reports privilege prior to Release 35
- Customers should inspect the migrated reports and modify them as necessary before publishing them



Coverage for Optimized Custom Fields on CO6-CO8 in V3 Analytics

Optimized custom fields were added to the base objects in Release 24. Prior to Release 35, the optimized custom fields were exposed in the Advanced Custom Objects subject area, for Custom Objects 01 to 05 and Custom Object 09 only.

Starting with Release 35, the optimized custom fields along with sum and average metrics for numeric fields are exposed in the Advanced Custom Objects subject area for Custom Objects 06 to 08, as well. For each type of custom field, i.e., checkbox, currency, date, integer, number, picklist, short text and long text, up to 5 optimized custom fields are exposed. In addition, 5 Sum and 5 Average metrics for the optimized custom fields of Number, Integer and Currency type are exposed.



STEPS TO ENABLE

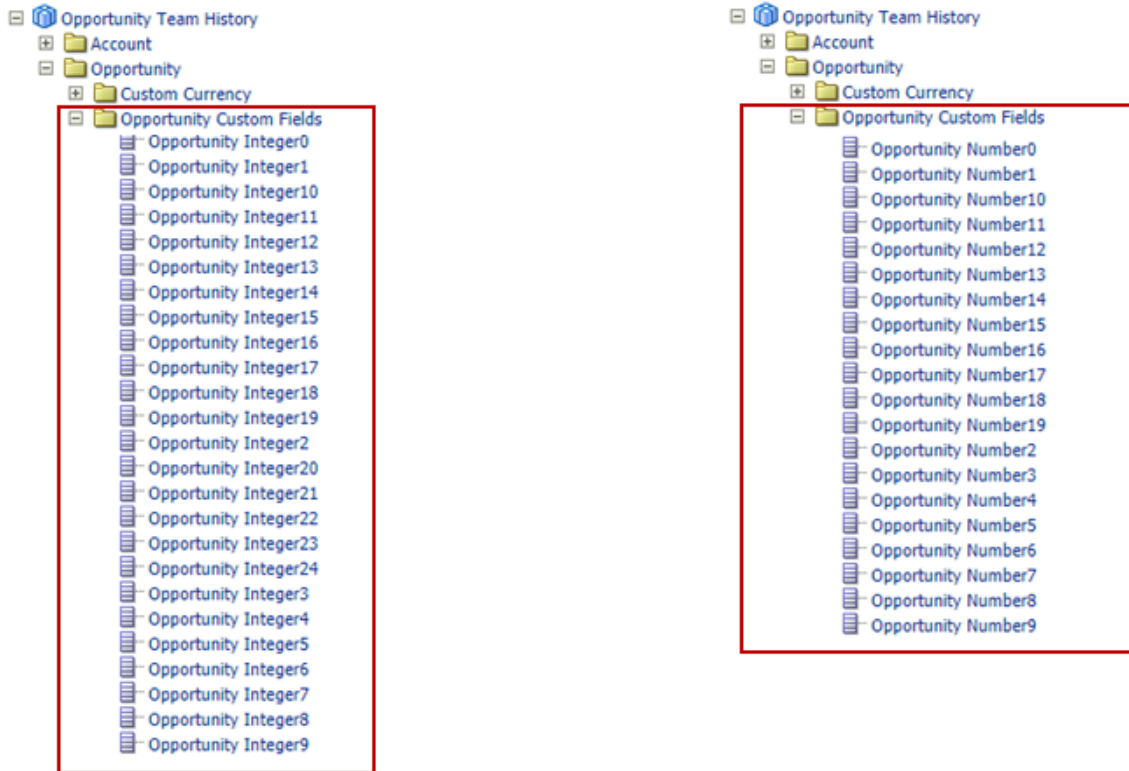
There are no steps required to enable the feature.

Map Missing Fields in Opportunity Team History Subject Area in V3 Analytics

Prior to Release 35, the integer custom fields 0 to 34 and the number custom fields 0 to 19, 35 to 39 and 55 to 62, available in the Opportunity Team object were not exposed in the Opportunity Team History subject area.

Starting with Release 35, these custom fields from the Opportunity Team object are exposed in the Opportunity dimension, under the Opportunity Custom Fields folder in the Opportunity Team History subject area.

The illustration below shows some of the added fields.



STEPS TO ENABLE

There are no steps required to enable the feature.

Application Customization

Extend Custom Related Information Fields to Standard Record Types

A custom related information field is a field on a given record type that you can use to display the values from a field in a related record type. For example, in Opportunity, a custom picklist field can be created and used to display the related Account's Account Type value in the Opportunity record's detail page.

Prior to Release 35, custom related information fields were available only for Custom Objects, Account Contact, Household Contact and Portfolio Contact.

Starting with Release 35, the ability to create custom related information fields was extended to the following record types: Account, Contact, Opportunity, Opportunity Product Revenue, Lead, Service Request, Partner, Campaign, Activity, Solution and User.

The following two illustrations show the set up of a custom related information field on the Opportunity record:



[Save](#) [Cancel](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type cannot be modified. In addition, you can define Required, Read Only and Default Value properties, and specify custom validation rules for non-system fields. If a property is grayed out, the functionality does not apply for this record type. A limited number of custom fields optimized for performance are available.

Key Information

Display Name* Field Type*

Mark for Translation

Additional Information

Required Default Value

Conditionally Required Post Default

Read Only Field Validation

Copy Enabled Field Validation Error Message

Optimized 25 Remaining

Tooltip Display Format

Tooltip Text

Related Information Related Record Type*

Related Field*

- Account
- Account Territory
- Approver
- Book
- Custom Object 01
- Custom Object 02
- Custom Object 03
- Custom Object 04
- Custom Object 05
- Custom Object 06
- Custom Object 07
- Custom Object 08
- Custom Object 09
- Custom Object 10
- Custom Object 11
- Custom Object 12
- Custom Object 13
- Custom Object 14
- Custom Object 15

[Save](#) [Cancel](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type cannot be modified. In addition, you can define Required, Read Only and Default Value properties, and specify custom validation rules for non-system fields. If a property is grayed out, the functionality does not apply for this record type. A limited number of custom fields optimized for performance are available.

Key Information

Display Name* Field Type*

Mark for Translation

Additional Information

Required Default Value

Conditionally Required Post Default

Read Only Field Validation

Copy Enabled Field Validation Error Message

Optimized 25 Remaining

Tooltip Display Format

Tooltip Text

Related Information Related Record Type*

Related Field*

- Account Type
- Assessment Filter 1
- Assessment Filter 2
- Assessment Filter 3
- Assessment Filter 4
- Business Unit
- Call Frequency
- Indexed Picklist 1
- Indexed Picklist 2
- Indexed Picklist 3
- Indexed Picklist 4
- Indexed Picklist 5
- Indexed Picklist 6
- Influence Type
- Market Potential
- Market Segment
- Partner Organization Status
- Priority
- Region

When the custom related information field is saved, the Related Field Initialization process is started, to initialize the values of the custom field for all existing records. The progress for this process can be seen on the Related Field Initialization Queue page available from the Admin Homepage.

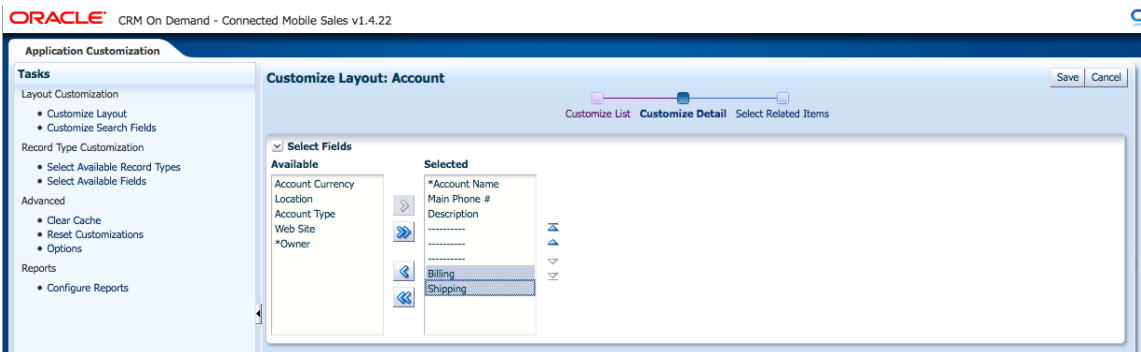
STEPS TO ENABLE

There are no steps required to enable the feature.

Connected Mobile Sales

Allow Address Removal via Application Composer for Accounts and Contacts

In CMS Server 1.4.22, Administrators can now remove the address fields from Account and Contact detail pages.



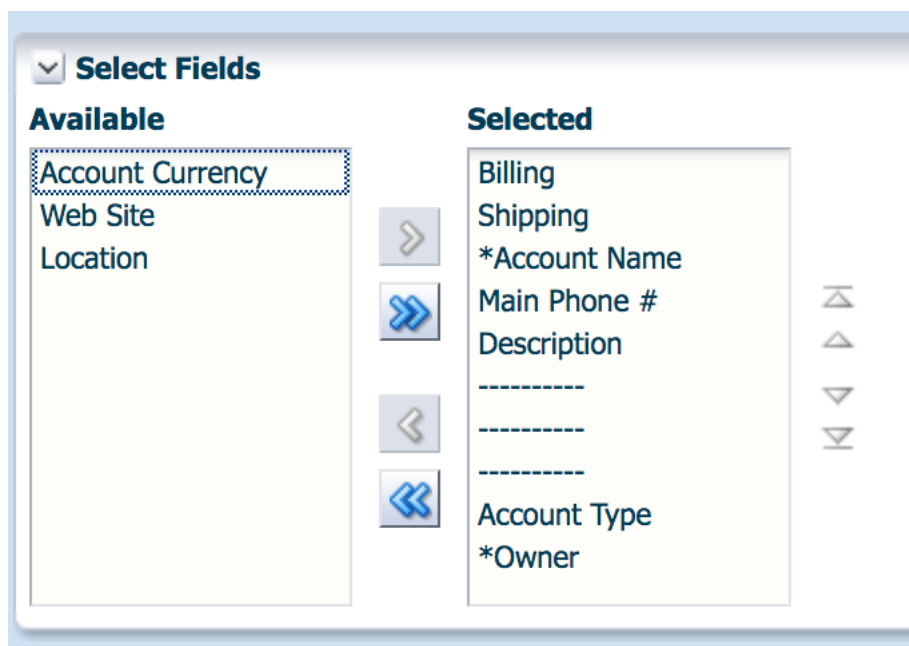
STEPS TO REMOVE ADDRESS FIELDS FROM THE ACCOUNT OR CONTACT DETAIL PAGE

1. Log in to Application Composer.
2. Under the Layout Customization section, select the Customize Layout link.
3. Depending on which record type you wish to remove the address field from, select the Account or Contact link.
4. Under the Customize Detail page, perform the following steps:
 - For Account, move the Billing and/or Shipping fields from the Selected section to the Available section.
 - For Contact, move the Account Address and/or Contact fields from the Selected section to the Available section.
5. Click the Save button to save your changes.

TIPS AND CONSIDERATIONS

The named address fields only determine if they will be displayed or not. Their position does not determine where the named address fields will show in relationship with the rest of the fields. Instead, the field position is determined by the position of the 3 horizontal lines.

Example:



With the Billing and Shipping fields in the Selected section, the fields will be displayed when the user navigates to the detail page. The 3 horizontal lines indicate that the Shipping and Billing fields will be displayed after the Description field but before the Account Type field.

Extend Offline Read to Various Record Types

In CMS Server 1.4.22, offline read has been extended to the following record types:

- Address
- Interest
- Lead
- Note
- Product
- Product Category
- Revenue
- Service Request
- Team
- User

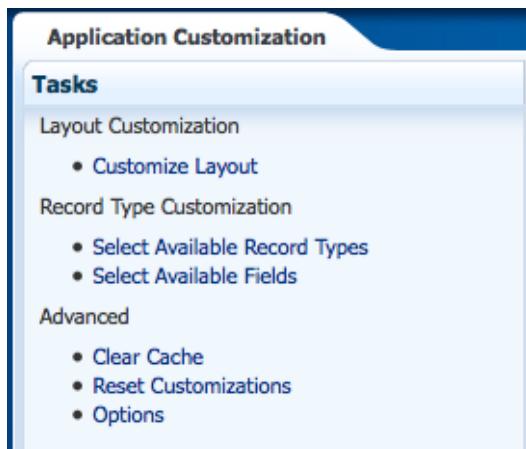
In CMS Server 1.4.23, offline read has been extended to the following record types:

- Business Plan
- Custom Objects 01 to 15

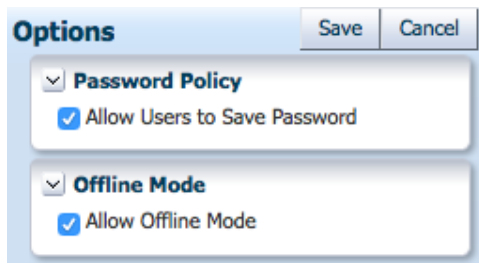
STEPS TO ENABLE

To make the feature available in Connected Mobile Sales, perform the following steps as an Administrator:

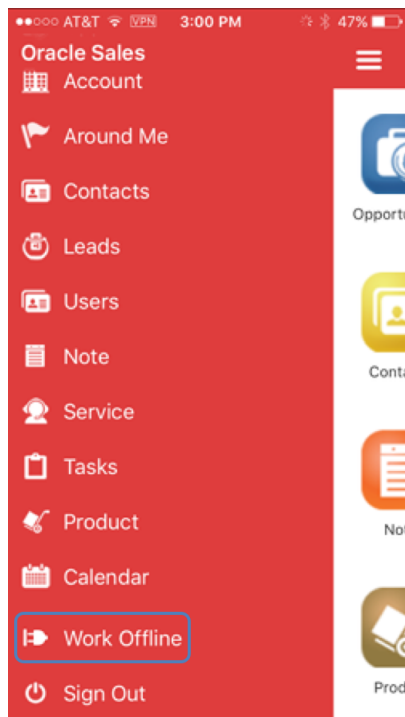
1. Log in to Application Composer.
2. Under the Advanced section, choose Options.



3. On the Options page, select the Allow Offline Mode checkbox and then click Save.



Once the feature is enabled, users can turn on Offline Mode within the Main Menu:



Support Activities as a Related Item for Various Record Types

In CMS Server 1.4.23, Appointments and Tasks are now available as Related Items for the following record types:

- Business Plan
- Custom Objects 1-3

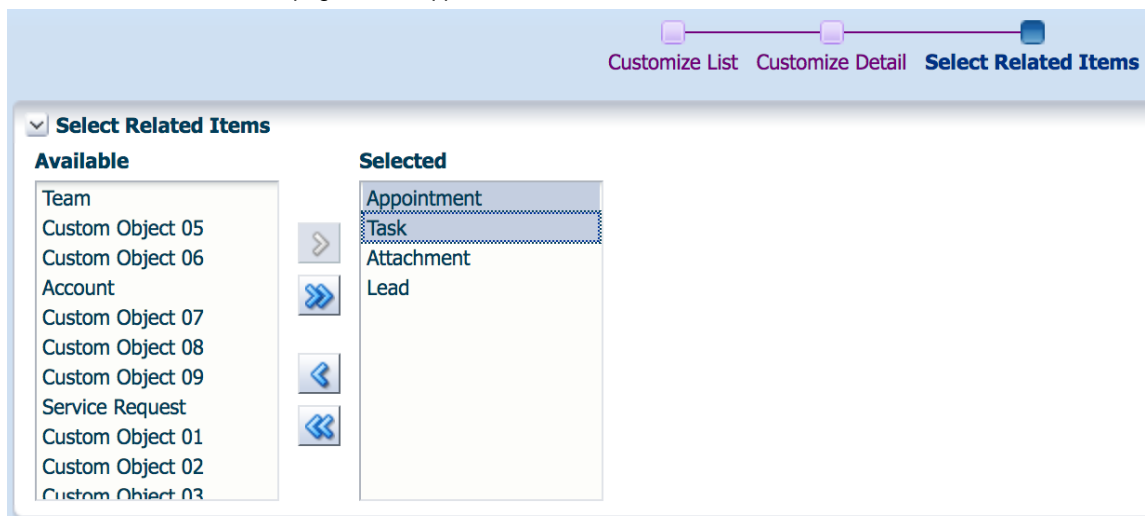
STEPS TO ENABLE

To make the related items available, perform the following steps as an Administrator:

1. Log in to Application Composer.
2. Under the Layout Customization section, click the Customize Layout link.



3. Select the record type for which you want to expose the related information.
4. On the Select Related Items page, move Appointment and/or Tasks to the Selected section.



5. Click Save to save your settings.

TIPS AND CONSIDERATIONS

If you do not see the Appointment or Task, make sure that it is added to the Administrator's page layout. If you are required to add it to the layout, you will need to clear the cache on the CMS Server. To do this, perform the following steps as an Administrator:

1. Log in to Application Composer.
2. Under the Advanced Section click the Clear Cache link.
3. Click the Ok button to start the Clear Cache process.

Note: Clearing the cache could take several hours, depending on the amount of configuration data your company holds.

Support the Business Plan Record Type and Various Related Information

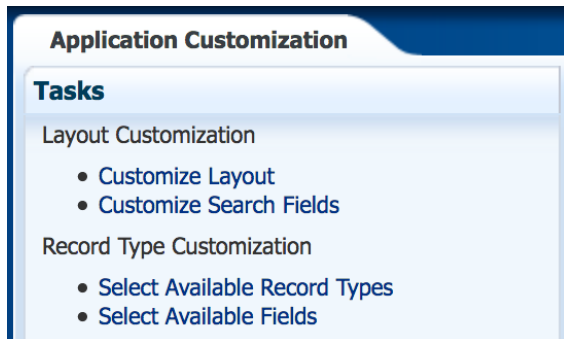
In CMS Server 1.4.23, the Business Plan record type is now supported as well as the following related information:

- Appointment
- Objective
- Plan Account
- Plan Opportunity
- Task

STEPS TO ENABLE

To enable Business Plan as a top level object and have it displayed on the Home screen with Related Information available, perform the following steps as an Administrator:

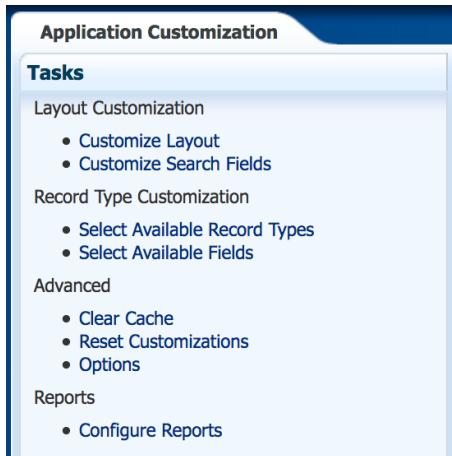
1. Log in to Application Composer.
2. Under the Record Type Customization section, click the Select Available Record Types link.



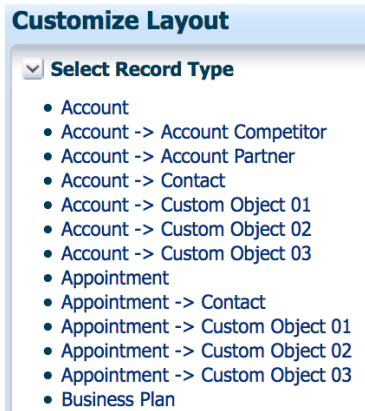
3. Move Business Plan to the Selected section.



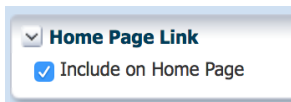
4. Click Save to save your settings.
5. Under the Layout Customization section, click the Customize Layout link.



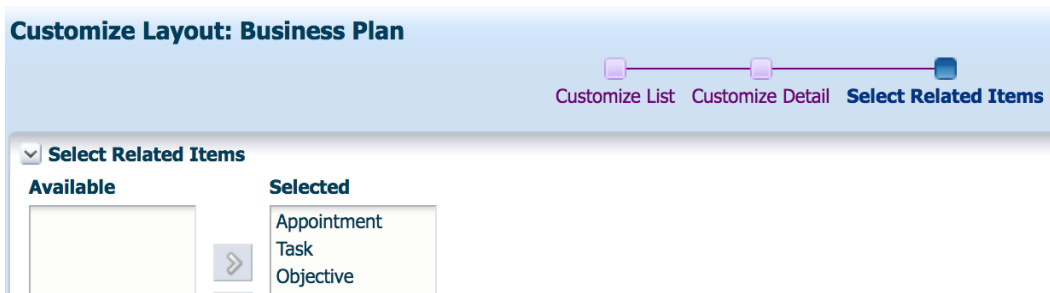
6. Select the Business Plan record type.



7. On the Customize List page, select the Include on Home Page checkbox to make Business Plan available on the CMS homepage.



8. On the Select Related Items page, move any record type to the Selected section to make it available as a related item.



9. Click Save to save your settings.

Support the Household Record Type

In CMS Server 1.4.23, the Household record type is now supported.

STEPS TO ENABLE

To enable Household and display it on the Home screen, perform the following steps as an Administrator:

1. Log in to Application Composer.
2. Under the Record Type Customization section, click the Select Available Record Types link.



3. Move Household to the Selected section.

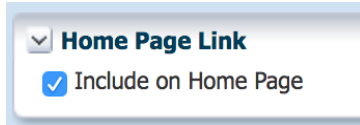


4. Click Save to save your settings.
5. Under the Layout Customization section, click the Customize Layout link.



6. Select the Household record type.

- On the Customize List page, select the Include on Home Page checkbox to make Household available on the CMS homepage.

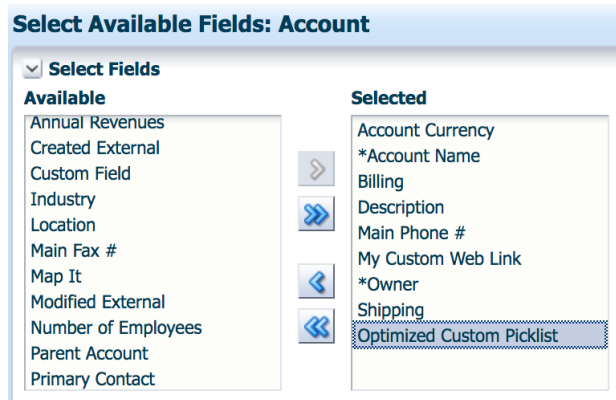


- Click Save to save your settings

Support Optimized Custom Picklist Fields

In CMS Server 1.4.23, Optimized Custom Picklist Fields are now supported for the following record types:

- Account
- Contact
- Lead
- Opportunity



STEPS TO ENABLE

To expose Optimized Custom Fields, a CMS Administrator needs to perform the following steps to make the field available:

- Log in to Application Composer.
- Under the Record Type Customization section, click the Select Available Fields link.



- On the Select Available Fields page, select the record type for which you want to expose the field.

Select Available Fields

- ▼ **Select Record Type**
- Account
 - Account -> Account Competitor
 - Account -> Account Partner
 - Account -> Contact
 - Appointment
 - Appointment -> Contact
 - Business Plan
 - Contact
 - Contact -> Account
 - Contact -> Interest
 - Contact -> Opportunity
 - Household
 - Lead
 - Objective
 - Opportunity

4. Move the optimized custom picklist field to the Selected section.

Select Available Fields: Account

▼ **Select Fields**

Available		Selected
Annual Revenues		Account Currency
Created External		*Account Name
Custom Field	➤	Billing
Industry	↔	Description
Location		Main Phone #
Main Fax #		My Custom Web Link
Map It	◀	*Owner
Modified External		Shipping
Number of Employees	↔	Optimized Custom Picklist
Parent Account		
Primary Contact		

5. Click Save to save your settings.

To expose the optimized custom picklist field to a list or detail page, perform the following steps:

1. Log in to Application Composer.
2. Click the Customize Layout link.

Application Customization

Tasks

- Layout Customization
 - Customize Layout
 - Customize Search Fields
- Record Type Customization
 - Select Available Record Types
 - Select Available Fields

3. On the Customize Layout page, choose the appropriate record type.

Customize Layout

Select Record Type

- Account
- Account -> Account Competitor
- Account -> Account Partner
- Account -> Contact
- Appointment
- Appointment -> Contact
- Business Plan
- Contact
- Contact -> Account
- Contact -> Interest
- Contact -> Opportunity
- Household
- Lead
- Note
- Objective
- Opportunity

4. To display the optimized custom picklist field on the list page, perform the following step:
 - On the Customize List page, move the field to the Selected section.

Customize Layout: Account

Customize List Customize Detail Select Related Items

Home Page Link
 Include on Home Page

Record Type Access
 Read Only

Select Filter
[Dropdown]

Select Fields

Available		Selected
Account Currency		Account Name
Main Phone #		Description
My Custom Web Link	➤	Optimized Custom Picklist
Owner	➤➤	
	⬅	
	⬅⬅	

5. To display the optimized custom picklist field on detail pages, perform the following step:
 - On the Customize Detail page, move the field to the Selected section.

Customize Layout: Account

Customize List **Customize Detail** Select Related Items

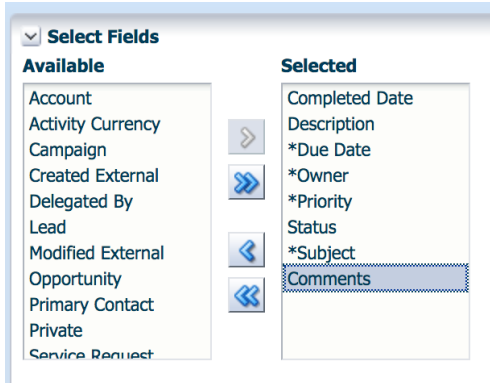
Select Fields

Available		Selected
Account Currency		My Custom Web Link
Shipping		Billing
*Owner		Main Phone #
	➤	*Account Name
	➤➤	Optimized Custom Picklist
	⬅	-----
	⬅⬅	-----
		Description

6. Click Save to save your settings.

Support the Out-of-the-Box Comments Field for Appointments and Tasks

In CMS Server 1.4.22, the out-of-the-box Comments field for Appointments and Tasks can now be made available on list and detail pages.



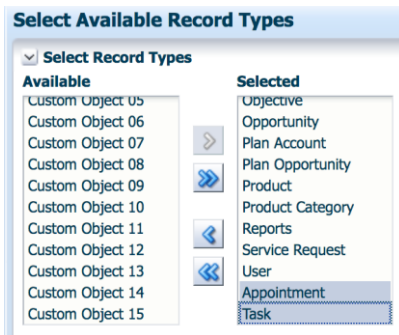
STEPS TO ENABLE

Perform the following steps as an Administrator:

1. Log in to Application Composer.
2. Under the Record Type Customization section, click the Select Available Record Types link.



3. Move the Appointment and/or Task record type to the Selected section.



4. Click Save to save your settings.
5. Under the Record Type Customization section, click the Select Available Fields link.



6. Choose the Appointment and/or Tasks Record Type.

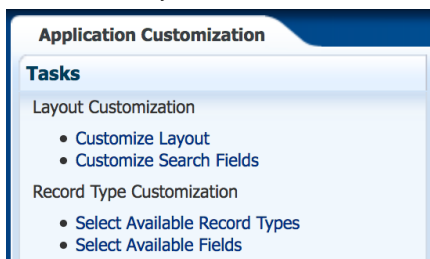


7. Move the Comments field to the Selected section.

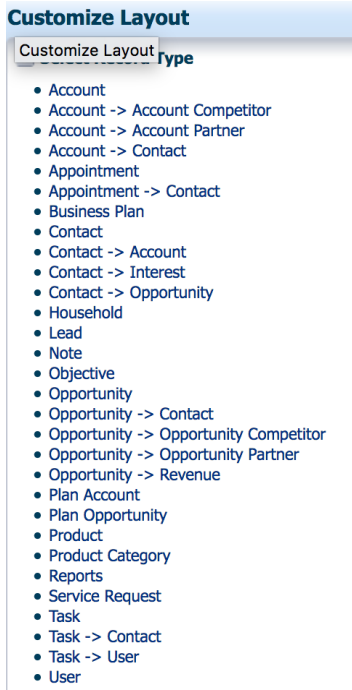


8. Click Save to save your settings.

9. Under the Layout Customization section, click Customize Layout link.

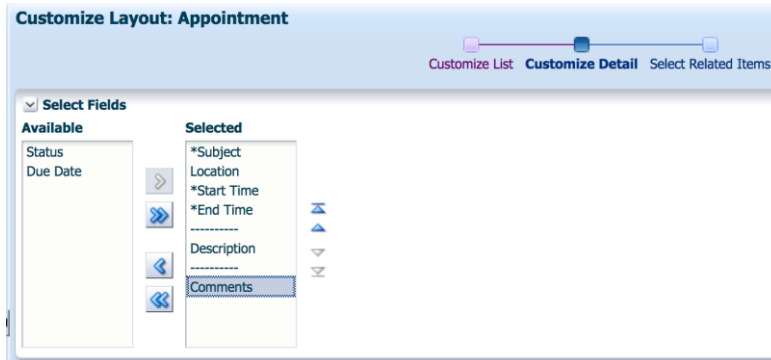


10. Click the Appointment record type link.



11. To display the Comments field on the Appointment Detail page, perform the following steps:

- On the Customize Detail page, move the Comments field to the Selected section.

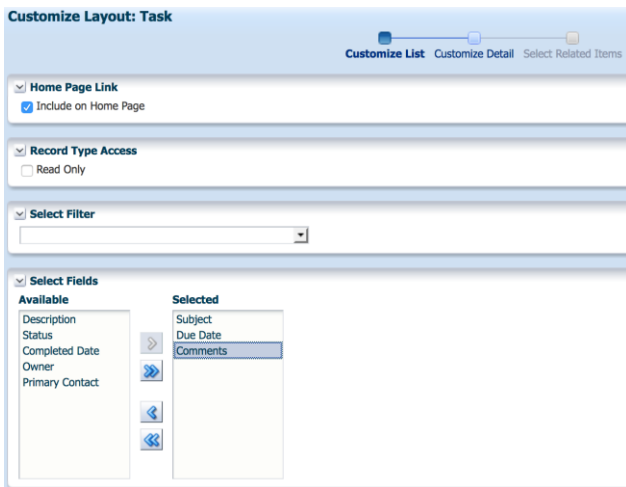


- Click Save to save your settings.

12. Click the Task record type link.

13. To display the Comments field on the Task List page, perform the following steps:

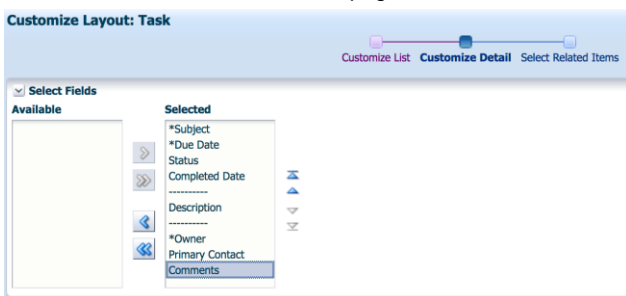
- On the Customize List page, move the Comments field to the Selected section.



- Click Save to save your settings.

14. To display the Comments field on the Task Detail page, perform the following steps:

- On the Customize Detail page, move the Comments field to the Selected section.



- Click Save to save your settings.

Support V3 Analytics Reports

Oracle CRM On Demand V3 Analytics introduced in this release comes with HTML5 support for reports. These reports are also supported in CMS Server 1.4.23. With V3 reports, graphical charts can now be displayed in CMS, as V3 reports do not require Flash.

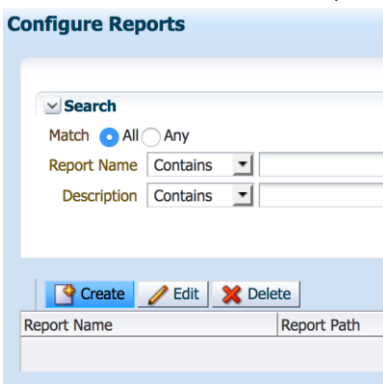
STEPS TO ENABLE

Perform the following steps as an Administrator:

1. Log in to Application Composer.
2. Under the Reports section, click the Configure Reports link.



3. Click the Create button to set up a new report to be displayed in CMS.



4. Enter a report name and the report URL, which points to the V3 report.

Note: The URL of the V3 report can be obtained by accessing the report via Oracle CRM On Demand, and then performing the following steps, based on the type of browser you are using:

- o Google Chrome:
 - » Right-click in the report area.
 - » Select View Frame Source.
 - » Copy the value in the URL field after “view-source:”.
- o Firefox:
 - » Right-click in the report area.
 - » Select View Frame Source.
 - » Copy the value in the URL field after “view-source:”.
- o Internet Explorer:
 - » Right-click within the report area.
 - » Select Properties.
 - » Copy the value from the Address (URL) field.
- o Safari:
 - » Right-click within the report area.
 - » Select Show Frame Source.
 - » In the left-window, right-click the saw.dll name.
 - » Choose Copy Link URL.

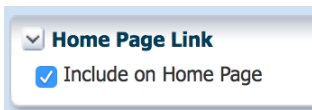
5. Click Save to save your settings.

To expose the Reports icon on the homepage, perform the following steps:

1. Under the Layout Customization section, click the Customize Layout link.

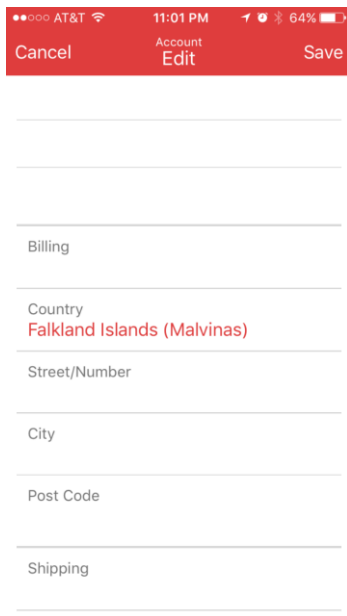


2. Select the Reports link.
3. On the Customize Layout page, select the Include on Home Page checkbox to make the Reports icon available on the CMS homepage.



Synchronize Address Fields with Oracle CRM On Demand

In CMS Server 1.4.22, Address fields in Connected Mobile Sales have been updated to match the fields in Oracle CRM On Demand.



STEPS TO ENABLE

There are no steps required to enable the feature.

Integration

User Ability to Disable Customized Code

Company Administrators can add customized code to the pages in Oracle CRM On Demand. If users experience technical issues while working with Oracle CRM On Demand, it is possible that the customized code is the cause of the issue. This feature introduces a new picklist setting 'Customized Code Enablement' in the User Record type to disable all customized code, which will help troubleshoot the issue. If the issue no longer occurs when the customized code is disabled, then it is likely that the customized code is the cause of the issue.

User Detail: John Smith | Back to User List

User Detail | New | Edit | Reset Password | Reset DNS PIN | New Inventory Period

All personally identifiable information ("personal information") contained in the Personal Profile will be governed by the Privacy Statement. Please keep this information up to date. Occasionally, we may want to send promotional information regarding other products or services that are available, or special events. In order to receive these promotional materials, please specify the preferences below.

Key User Information:

First Name	John	Job Title	
Last Name	Smith	Region	
Middle Name		Subregion	
Mr./Ms.		Role	Administrator
Status	Active	Partner Organization	
Reports To		Default Book	All +
Supervisor		Default Book for Analytics	John Smith (ADMIN@WS.COM)

Customized Code Enablement: Enabled

User Detail Information:

Contact Preferences:

The new field 'Customized Code Enablement' is not available in existing or new user layouts by default, however the company administrators can add the field in User layouts. The field is a required field, with a default value set as 'Enabled'. If the value is 'Enabled', the customized code will be enabled in Oracle CRM On Demand and there will be no indicator message on the pages. This essentially continues the current behavior, on upgrade.

If the value is 'Enabled with indicator', and if the system finds customized code in a page, then a message "Customized code active" is displayed at the bottom of the page. If the value is 'Enabled with indicator', and if the system does not find customized code in a page, then a message "Customized code not detected" is displayed at the bottom of the page.

Account Detail: PINNACLE CORP. | Back to Account Homepage

Account Detail | New | Edit | Copy | Delete | Merge

Key Account Information:

Account Sales Information:

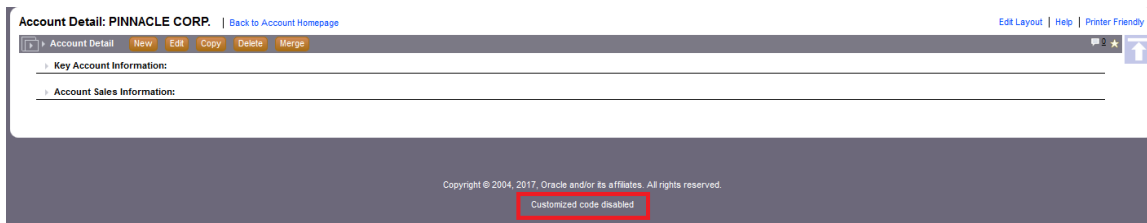
Copyright © 2004, 2017, Oracle and/or its affiliates. All rights reserved.

Customized code active

Copyright © 2004, 2017, Oracle and/or its affiliates. All rights reserved.

Customized code not detected

If the value is 'Disabled with indicator', and if the system finds customized code in a page, then the application disables the customized code and a message "Customized code disabled" is displayed at the bottom of the page. If the value is 'Disabled with indicator', and if the system does not find customized code in a page, then a message "Customized code not detected" is displayed at the bottom of the page.



STEPS TO ENABLE

To enable this feature, perform the following steps:

1. Navigate to the Admin global link on the top right of the application.
2. Select the Application Customization link and then select User record type.
3. Click User Page Layout or User Admin Page Layout.
4. Click Edit to edit an existing layout.
5. In Step 3 of the Page Layout Wizard, move the 'Customized Code Enablement' field from Available User Fields to the User Layout.

Users can then navigate to My Profile, and update the setting and save the user profile.

Usability

Ability to Add an Event on Contact Page

Prior to Release 35, users could associate an Invitee to an Event only from the Event page.

Starting with Release 35, the ability for users to associate an Event to a Contact record on the Contact's detail page was introduced by adding a 'New' button in the Event Related Information section.



The screenshot displays the Oracle CRM interface. At the top, there is a navigation bar with icons for Home, Reports, Dashboard, Calendar, Event, Accounts, and Dealers. Below this, the page title is "Contact Detail: Fred Johnson" with a link to "Back to Contact List". A toolbar contains buttons for "New", "Edit", "Copy", "Delete", "Merge", "Import vCard", and "Save as vCard".

Under the "Key Contact Information:" section, the following details are shown:

- Mr./Ms. Mr.
- First Name Fred
- Middle Name
- Last Name Johnson
- Account ACME Computer Parts
- Time Zone

Below this are sections for "Contact Detail Information:" and "Additional Information:". At the bottom, there is a table with the following data:

Event	Event Objective	Location
INFA-ODI ADV Event1	INFA-ODI ADV Event1	INFA-ODI ADV Event1 Location

Buttons for "Add Users" and "Edit Users" are visible at the bottom of the interface.

STEPS TO ENABLE

There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

Ensure the access profile for the user has the access level for Contact > Event set to Read/Create, Read/Create/Edit or Full, to allow the user to add an event from the Contact Detail page.

Ability to Customize Related Information Section Filters

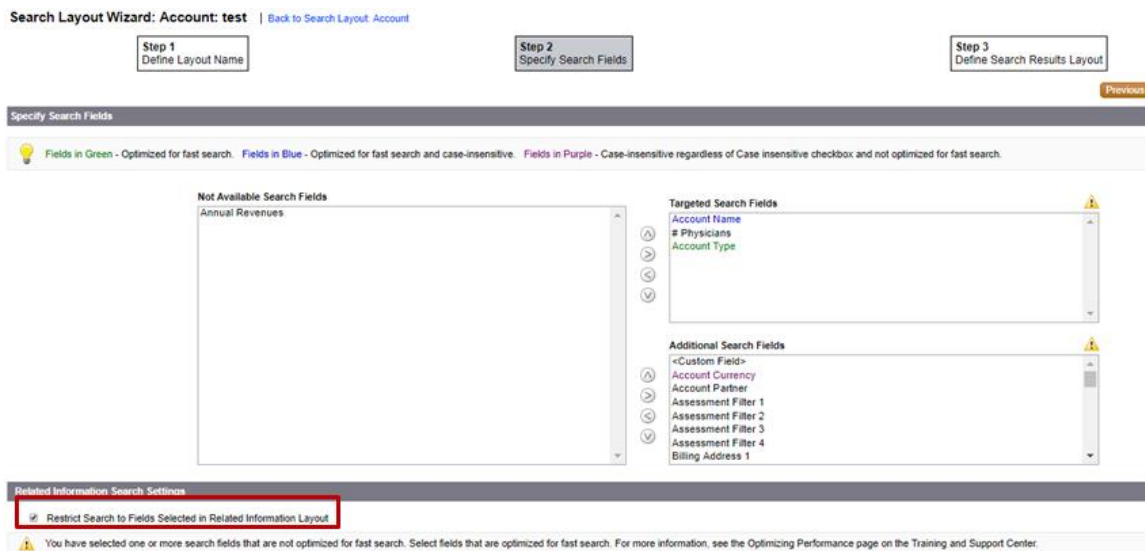
Prior to Release 35, in the Related Information section, there were only two types of filters available, Quick Filter and Alpha Filter. The quick filter supported filtering by using only one column at a time and only the columns selected in the Related Information section page layout assigned to the user role were available for search.

Starting with Release 35, an 'Advanced' link was added for each related information section so users can define more advanced filter criteria for the records displayed in the related information section. The users can filter based on multiple fields and conditions with AND and OR operators, similar to the Advanced Search functionality from the Action bar. In addition, a sorting criteria is available that supports multiple columns. This functionality is available immediately to all users when the Enhanced View for Tabs is enabled on the Company Profile page.

Depending on how the administrator sets up the user's role and the user's search layout, some of the search fields that are available in an advanced search of a record type from the Action bar might not be available in an advanced search of related records of the same record type.

Oracle CRM On Demand uses the following settings to determine which fields are available for searching in an advanced search of related records of a given record type:

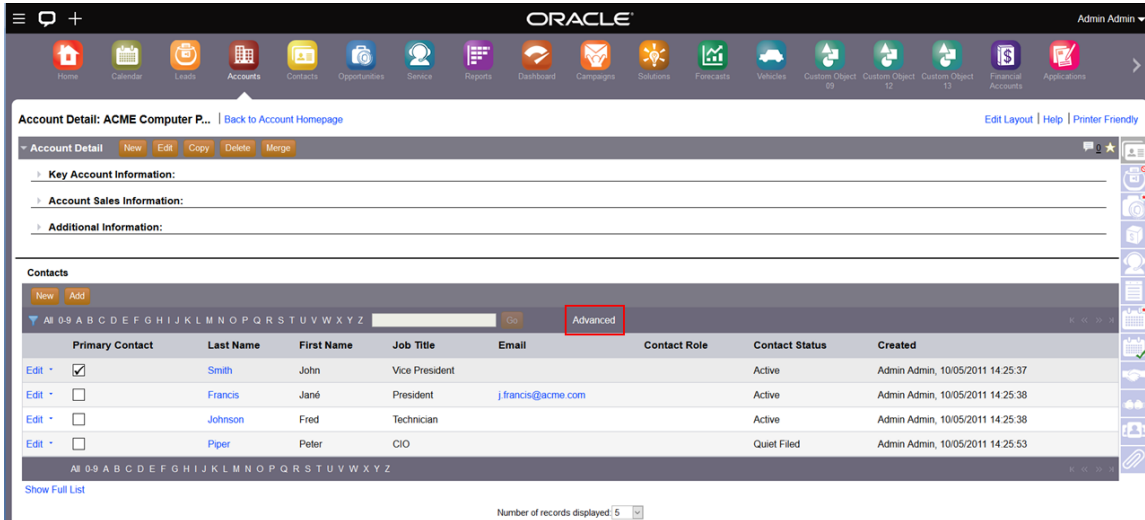
- The setting for the All Fields in Search and Lists privilege in the user's role
- The layout of the related information section in the parent record Detail page layout. For example, if the user is searching the contacts that are linked to a parent account record, then the Contacts related information layout that is used in the Account Detail page layout for the user's role is considered.
- The Detail page layout for the record type for the user's role. For example, if the user is searching the contacts that are linked to a parent account record, then the Detail page layout for the Contact record type for the user's role is considered.
- The search layout for the record type for the user's role. For example, if the user is searching the contacts that are linked to a parent account record, then the search layout for the Contact record type for the user's role is considered. In the search layout, either the set of available search fields or the 'Restrict Search to Fields Selected in Related Information Layout' checkbox from Step 2 of the search layout wizard is considered. The setting in this checkbox is not considered if the field is displayed in the list of related records where the user performs the search. However, in certain cases where a field is not displayed in the list of related records, the setting in this checkbox is considered, to determine if the field is available as a search field for searches of related records even though the field is not displayed in the list of related records.



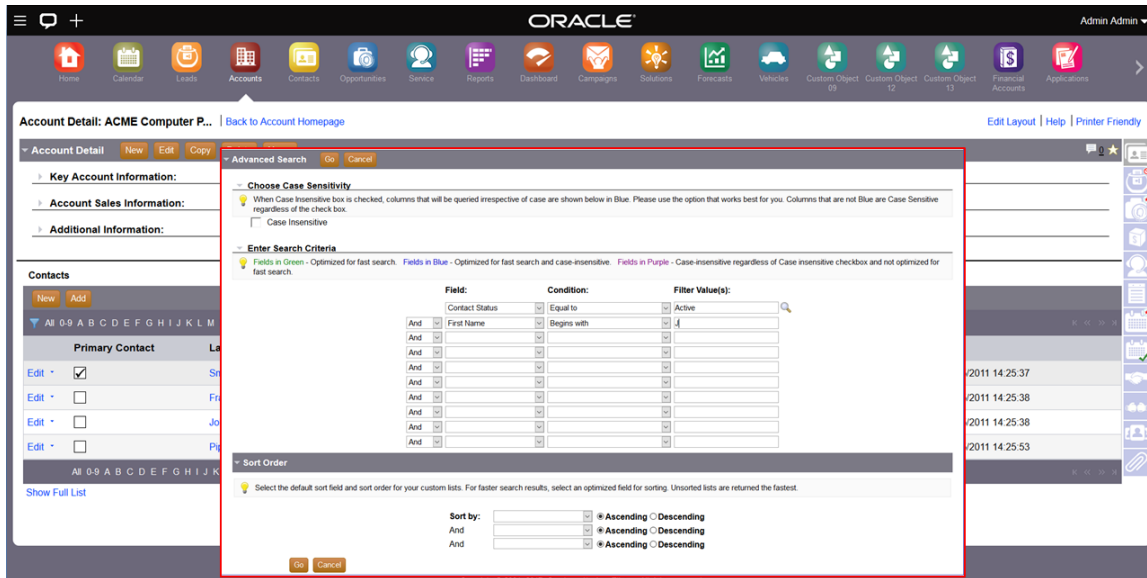
The following table illustrates the logic that Oracle CRM On Demand uses to determine which fields are available for advanced search in the Related Information section:

All Fields in Search and Lists Privilege	Field is Displayed in the Related Information Section?	Field is Displayed on the Detail Page?	Field is an Available Search Field in the Search Layout?	Restrict Search to Fields Selected in Related Information Layout Check Box	Field is Available for Searching Related Records?
Enabled	Yes	Not applicable	Yes	Not applicable	Yes
Enabled	Yes	Not applicable	No	Not applicable	No
Enabled	No	Not applicable	Yes	Selected	No
Enabled	No	Not applicable	Yes	Not selected	Yes
Enabled	No	Not applicable	No	Not applicable	No
Disabled	Yes	Yes	Yes	Not applicable	Yes
Disabled	Yes	Yes	No	Not applicable	No
Disabled	Yes	No	Not applicable	Not applicable	No
Disabled	No	Yes	Yes	Selected	No
Disabled	No	Yes	Yes	Not selected	Yes
Disabled	No	Yes	No	Not applicable	No
Disabled	No	No	Not applicable	Not applicable	No

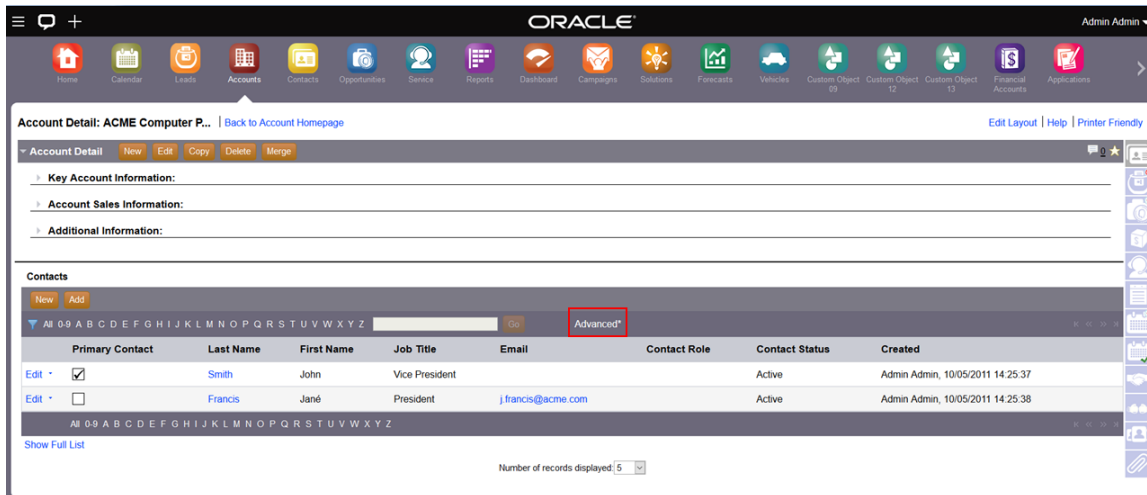
In the following illustration, the user is searching the contacts that are linked to a parent account record:



When the user clicks the 'Advanced' link, an advanced popup is displayed, where the user can choose case sensitivity, enter the search criteria, select the sort options and then click OK to perform the search:



When returning from the search on the Account Detail page, the related section is filtered based on the search criteria. The 'Advanced' link has an asterisk (*) to show that the list is filtered based on the advanced search criteria:



The search criteria is not retained and will display the normal set of records when the user navigates away from the page, or logs out and logs back in.

STEPS TO ENABLE

There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

Ensure that the Enable Enhanced View for Tabs is checked in Admin > Company Administration > Company Profile.

Ability to Display Record Indicator in List View of Related Information

Prior to Release 35, the Related Information applets could be configured to display an indicator that shows the presence of one or more records in the applet, but only when the Related Information is viewed in Tab mode. In this release, we extend the functionality so that the indicator is displayed when Related Information is viewed in List

mode as well. If the Related Information applet has one or more records in it, then an asterisk (*) icon is displayed against the applet when the applet is collapsed. Similarly, if the applet does not have any records in it, then a 'do-not' icon is displayed when the applet is collapsed. The indicator is displayed for both Modern Themes and Classic Themes. The same icons are displayed against the Related Information links in Heads-Up display also.

The existing settings to enable the feature for Tab mode of Related Information, will be respected in List mode.

Contact Detail: John Dowson | [Back to Contacts Homepage](#)

Record Indicator in Classic Theme: Note the indicators for the Related Information applets for Accounts and Notes.

Record Indicator in Modern Theme: Note the indicators for the Related Information icons and applets for Accounts, Notes and Opportunities.

STEPS TO ENABLE

To enable this feature, perform the following steps:

1. Navigate to the Admin global link on the top right of the application.
2. Select the User Management and Access Control link, and then select Role Management.
3. Click the Edit link to edit an existing Role or the click the New Role button to create a new Role.
4. In Step 6 of the Role Management Wizard, click the Configure link under Manage Record Indicator for any Record Type of interest.
5. Move the Related Information for which you wish to see an indicator, from the Available Related Information list to the Selected Related Information list, and click Finish.

If your user role has the Personalize Detail Page - Records Indicator privilege, then you can personalize the detail page by performing the following steps:

1. Click Edit Layout link on any detail page.
2. Select Manage Record Indicator.
3. Move the Related Information for which you wish to see an indicator, from the Available Related Information list to the Selected Related Information list, and click Save.

Ability to Merge for Users without Delete Access

Prior to Release 35, if the user's role included the Merge Records privilege but the user did not have the delete access level assigned for a record type, the user was not able to merge records of the record type.

Starting with Release 35, a new privilege, Merge Records without Delete Access, was introduced so that users without access rights to delete records can use the Merge functionality to merge records.

The following table illustrates the expected functionality depending on the selection of the Merge Records privileges:

	Merge Records (Existing Privilege)	Merge Records Without Delete Access (New Privilege)	Expected Functionality
Privilege Selected?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Users with or without delete access for the record type can merge records of the record type
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Users with delete access for the record type can merge records of the record type, however, users without delete access, cannot merge records for the record type
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Merge functionality is not available
	<input type="checkbox"/>	<input type="checkbox"/>	Merge functionality is not available

The Merge Records privileges can be assigned in Step 4 of Role Management Wizard:

Role Management Wizard: Administrator | [Back to Role List](#)

Assign Privileges			
Assign	Category	Privileges	
<input checked="" type="checkbox"/>	Admin: Company Administration	Access Master Audit Trail and Admin Configuration Audit	
<input checked="" type="checkbox"/>	Admin: Company Administration	Manage Company	
<input checked="" type="checkbox"/>	Admin: Company Administration	Manage Company - Define Currencies	
<input checked="" type="checkbox"/>	Data Management	Mass Update Any Field	
<input type="checkbox"/>	Data Management	Mass Update Editable Fields Available on the Page Layout	
<input checked="" type="checkbox"/>	Data Management	Merge Records	
<input type="checkbox"/>	Data Management	Merge Records Without Delete Access	
<input checked="" type="checkbox"/>	Data Management	Recover All Records	
<input type="checkbox"/>	Data Management	View Private Activities	

STEPS TO ENABLE

There are no steps required to enable the feature.

Ability to Restrict the List of Fields Available for Update in Mass Update

Prior to Release 35, when the users selected the 'Mass Update' feature for a list of records, the list of available fields to select from contained all the fields available for mass update, even if the users performing the mass update did not have the field in the record detail page layout assigned to their role.

Starting with Release 35, a privilege, Mass Update Editable Fields Available on the Page Layout, was introduced to restrict the fields from the Available Fields drop down in Step 2 of the Mass Update feature for all record types with mass update functionality. The privilege named Mass Update prior to Release 35 was renamed to Mass Update Any Field. If the user's role has the Mass Update Editable Fields Available on the Page Layout privilege and does not have the Mass Update Any Field privilege, then the set of fields that the user can update through the Mass Update feature is restricted. If the Detail page layout assigned to the user's role for the record type that is updated is a static layout, then the user can update only the fields that are editable on the Detail page layout that is assigned to the user's role for the record type. However, if the Detail page layout is a dynamic layout, then the set of fields that the user can update through the Mass Update feature is not restricted. This way, the users can only see and select the set of fields that is part of the static page layout assigned to their role. This ensures that users only update fields that they should have access to, and reduces the chance that they will update an incorrect field via mass update.

The following table illustrates the expected functionality depending on the selection of the Mass Update privileges:

	Mass Update Any Field (Existing Privilege)	Mass Update Editable Fields Available on the Page Layout (New Privilege)	Expected Functionality
Privilege Selected?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Mass Update is available and its list of available fields is not restricted based on page layout
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mass Update is available and its list of available fields is not restricted based on page layout
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mass Update is available and its list of available fields is restricted based on page layout
	<input type="checkbox"/>	<input type="checkbox"/>	Mass Update is not available

The Mass Update privileges can be assigned in Step 4 of Role Management Wizard:

Role Management Wizard: Administrator | [Back to Role List](#)



Assign	Category	Privileges
<input checked="" type="checkbox"/>	Admin: Company Administration	Access Master Audit Trail and Admin Configuration Audit
<input checked="" type="checkbox"/>	Admin: Company Administration	Manage Company
<input checked="" type="checkbox"/>	Admin: Company Administration	Manage Company - Define Currencies
<input checked="" type="checkbox"/>	Data Management	Manage Public Lists
<input checked="" type="checkbox"/>	Data Management	Mass Update Any Field
<input type="checkbox"/>	Data Management	Mass Update Editable Fields Available on the Page Layout
<input checked="" type="checkbox"/>	Data Management	Merge Records
<input type="checkbox"/>	Data Management	Merge Records Without Delete Access
<input checked="" type="checkbox"/>	Data Management	Recover All Records

STEPS TO ENABLE

There are no steps required to enable the feature.

Enable Province Field for Costa Rica, Guatemala, Dominican Republic and Nicaragua

Starting with Release 35, a Province field was added to the set of Address Fields for Costa Rica, Guatemala, Dominican Republic and Nicaragua.

The image displays four screenshots of the Billing form for different countries, each with the 'Province' field highlighted by a red box:

- Nicaragua:** Country: Nicaragua. Fields: Street/Number, Address 2, City, Post Code, Province.
- Guatemala:** Country: Guatemala. Fields: Street/Number, Codigo Postal, City, Province.
- Dominican Republic:** Country: Dominican Republic. Fields: Number/Street, Address 2, Post Code, City, Province.
- Costa Rica:** Country: Costa Rica. Fields: Street/Number, Address 2, Floor, Post Code, City, Province.

STEPS TO ENABLE

There are no steps required to enable the feature.

Web Services

Administrative Web Services to Manage Integration Event Queue Configurations

In Release 35, a new administrative Web service is introduced for managing integration event queue configurations. Using this Web service, users can now access and update integration event queue configurations such as queue sizes, threshold limits, and email notifications, and can also clear old transactions. For more information, refer to *Oracle Web Services On Demand Guide for Release 35*.

STEPS TO ENABLE

There are no steps required to enable the feature.

Fiscal Period Configuration Updates in Web Services 2.0

In Release 35, a new Web service version 2.0 interface is introduced to access fiscal period configurations defined in the company. Query page is the only supported operation, which provides read-only access to Fiscal Period details. Related objects such as Business plan, Message plan and Objectives are also exposed as child containers via this Web services. For more information, refer to *Oracle Web Services On Demand Guide for Release 35*.

STEPS TO ENABLE

There are no steps required to enable the feature.

Workflows

Ability to Select Service Request and Lead Team as 'Relative User on Record' in Send Email and Create Task Workflow Actions

Prior to Release 35, in the Send Email and Create Task workflow actions in Service Request and Lead workflows, there was no ability to send emails or create tasks for Service Request or Lead team members, thus specific users had to be selected in these workflow actions. The workflows needed to be continuously maintained to be up to date, due to changes to the team members, in order to avoid emails being sent to the wrong users, or tasks created for the wrong users.

This feature adds the ability to send email to and create a task for Service Request Team members for Service Request workflows as well as Lead Team members for Lead workflows.

In the following illustration, the Admin can now select Service Request Team members in the Send Email action of a workflow on Service Request record type:

Workflow Action Edit | [Back to Workflow Rule Detail](#)

Send Email

Key Action Details

Action Name*

Active

Mark for Translation

Email Message

From*

To*

Subject*

Email Format*

Message Body*

- Service Request Owner
- Service Request Owner's Manager
- Account Owner
- Account Owner's Manager
- Service Request Created By
- Service Request Team - Owner
- Service Request Team - Executive Sponsor
- Service Request Team - Consultant
- Service Request Team - Partner
- Service Request Team - Other

In the following illustration, the Admin can now select Service Request Team members in the Create Task action of a workflow on Service Request record type:

Workflow Action Edit | [Back to Workflow Rule Detail](#)

Workflow Action

Key Action Details

Action Name*

Active

Key Task Details

Owner*

Type

Activity Subtype

Priority*

Task Currency

Subject*

Description

*= Required Field

In the following illustration, the Admin can now select Lead Team members in the Send Email action of a workflow on Lead record type:

Workflow Action Edit | [Back to Workflow Rule Detail](#)

Send Email

Key Action Details

Action Name*

Active

Mark for Translation

Email Message

From*

To*

- Lead Owner
- Lead Owner's Manager
- Account Owner
- Account Owner's Manager
- Salesperson
- Salesperson's Manager
- Lead Team - Owner
- Lead Team - Executive Sponsor
- Lead Team - Consultant
- Lead Team - Partner
- Lead Team - Other

Subject*

Email Format*

Message Body*

*= Required Field

In the following illustration, the Admin can now select Lead Team members in the Create Task action of a workflow on Lead record type:

Workflow Action Edit | [Back to Workflow Rule Detail](#)

Workflow Action

Key Action Details

Action Name*

Active

Key Task Details

Owner*

Type

Activity Subtype

Priority*

Task Currency

Subject*

Description

*= Required Field

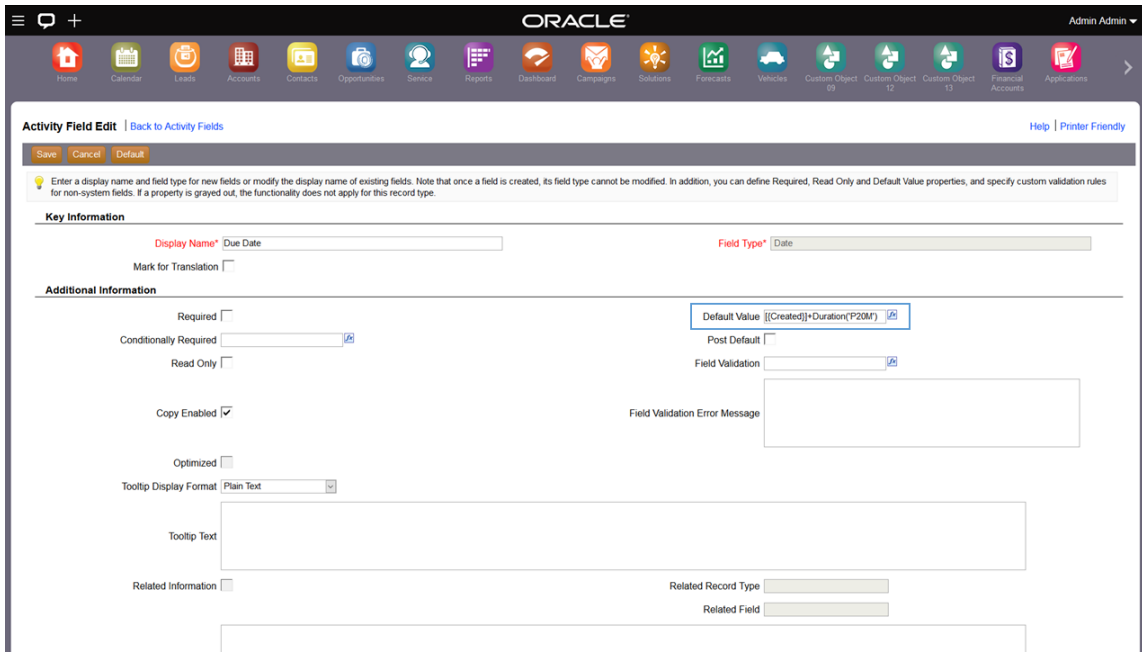
STEPS TO ENABLE

There are no steps required to enable the feature.

Enhance Duration Function in Expression Builder

The Duration function in Expression Builder returns a number that indicates a period in days or fractions of days as indicated by the period argument. For example, a user can set a task's due date to 20 months from the task's created date using this function.

Prior to Release 35, the function supported a maximum period of about 6.5 years. In addition, returning a period of more than 13 months required the user to convert months to years, and then use that value in the function. Starting with Release 35, there is no longer a maximum period limit. In addition, for durations of more than 13 months, the format P#M can be used, where the # can be a number greater than 13. This eliminates the need for users having to convert the value to years first. As an example, for the duration function to return 20 months in days, a user can use P20M as the period value instead of P1Y8M. Finally, the users can use the FieldValue function within the period expression to refer to other fields on the record. For example, a user can create a task and default the due date field to the created date plus 20 months.



STEPS TO ENABLE

There are no steps required to enable the feature.

Training and Support Center

The Training and Support Center portal makes it easy for you to pinpoint the training resources and support that you need, depending on your job role, your level of expertise with the product, and the phase of using Oracle CRM On Demand.

The screenshot shows the Oracle CRM On Demand Training and Support Portal. The top navigation bar includes tabs for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, and Managed Cloud. The main content area is titled "Oracle CRM On Demand Training and Support Portal (Doc ID 2195497.1)". Below the title is a "Welcome to the Training and Support Page!" message, followed by a note about the temporary replacement of the website. A navigation bar below the note includes tabs for Support, Get Started, Learn More, Release Info, Communities, and Contact Us. The main content area is titled "Release 35" and includes sections for "Upgrade Planning", "What's New", and "Training". A right-hand sidebar contains sections for "Was this document helpful?", "Document Details", "Related Products", "Information Centers", "Document References", and "Recently Viewed".

Training and Support Center – Release Info tab

The **Support** tab provides alerts and notifications specific to your application environment.

The **Get Started** tab lists resources based on your specific role together with resources aimed at helping you get the most out of your first 30 days with Oracle CRM On Demand.

The **Learn More** tab outlines information in key topic areas, such as administration, integration, and reports. Go to this tab to get the resources you need to move beyond the basics.

The **Release Info** tab contains information specific to the current and upcoming releases of Oracle CRM On Demand. Access this tab to prepare for upgrades to your Oracle CRM On Demand application.

The **Communities** tab offers connections to others in the Oracle CRM On Demand community through forums, communities, blogs, and more.

Search

Use the Search box to find resources across the entire Training and Support Center based on keywords or Doc IDs. For example, searching on Analytics will capture instructor-led training (for example, the Advanced Analytics Workshop), Webinars, FAQs, and best practices for optimizing analytics performance.

Access

To access the portal, click the Training and Support link in the upper right of any page in Oracle CRM On Demand.

Additional Resources

Before you begin setting up the new Oracle CRM On Demand Release 35 features for your company, here are some excellent resources that can assist you.

Online Help

Online help is a resource for all users. From each page in Oracle CRM On Demand, you can click the Help link to view information specific to that page. Check the online help to review field descriptions or find instructions on how to perform tasks.

On Demand Documentation on OTN

You can retrieve Oracle CRM On Demand documentation on the Oracle Technology Network. The documentation library includes PDFs of translated online help content, and various configuration and administration guides. You can view the documentation library here:


<http://www.oracle.com/technetwork/documentation/siebelcrmod-096050.html>

Contact Customer Care

Our experienced Oracle CRM On Demand Customer Care team is ready to help you with any of your Oracle CRM On Demand Release 35 questions or issues.

Please use one of the following toll-free numbers based on your location:

- » United States & Canada
 - » Toll Free: 866-853-8521
 - » Toll: 512-501-7113
- » Australia: 0011-800-08538521
- » China: 10800.130.1178
- » China Alternate: 86.800.810.0366
- » Belgium: 0800-7-5630
- » France: 00-800-08538521
- » Germany: 00-800-08538521
- » Hong Kong: 001-800-08538521
- » India: 000-800-100-1148
- » Indonesia: 001-803-1-002-0896
- » Italy: 00-800-08538521
- » Japan: 010-800-08538521

- 
- » Korea: 00798-1-1-002-0896
 - » Luxemburg: 800-2-6576
 - » Malaysia: 1-800-81-3753
 - » Mexico: 001-866-678-9037
 - » Netherlands: 0800-022-6451
 - » New Zealand: 0800-447171
 - » Pakistan: 00-800-01-001-866-435-7705
 - » Philippines: 1800-1-111-0178
 - » Spain: 00-800-08538521
 - » Singapore: 001-800-08538521
 - » Taiwan: 00801-10-4139
 - » Thailand: 001-800-11-002-0896
 - » Sri Lanka Colombo: 2-430-430-866-435-7705
 - » Sri Lanka (outside Colombo): 112-430-430-866-435-7705
 - » United Kingdom: 00-800-08538521
 - » Vietnam: 1-201-0288-866-435-7705

Important Dialing Instructions



All numbers listed above for countries outside of the United States & Canada are UIFN (Universal International Freephone Numbers). Please dial all numbers exactly as listed. These numbers are Freephone and subsequently will not cause any charges to our customers.



Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

CONNECT WITH US

-  blogs.oracle.com/oracle
-  facebook.com/oracle
-  twitter.com/oracle
-  oracle.com

Integrated Cloud Applications & Platform Services

Copyright © 2017, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0831