



CRM ON DEMAND

Administrator Preview Guide

Release 38

March 2019
VERSION 20190315

An abstract graphic at the bottom of the page featuring overlapping, semi-transparent geometric shapes in shades of red and grey. A white grid pattern is visible in the background of the grey areas.

ORACLE



Table of Contents

| | |
|---|----|
| Document Versioning | 3 |
| Summary of Release Features | 4 |
| Administration | 5 |
| Ability to Export List of Sent Emails via Email Monitor | 5 |
| Update Country List based on ISO Standards | 5 |
| Analytics | 6 |
| Allow for Reports to Be Emailed to Users | 6 |
| Allow for the Ability to See the Created by / Modified by for Analytics Objects | 19 |
| Enable Historical Reporting on Shared Activities | 20 |
| Enhancements for Bottom Dashboard Links in Embedded Dashboards | 20 |
| Expose Account Optimized Picklists Code Values in Real-Time Reporting Subject Areas | 20 |
| Include Custom Objects in Historical Subject Area | 21 |
| V3 Analytics Enhancements to Usage Tracking Analysis Subject Area | 21 |
| Application Customization | 22 |
| Add HostName Expression Builder Function | 22 |
| Enhance Service Request Status Field to be Editable | 23 |
| Enhance the Notes Description Field to Support HTML Formatting | 23 |
| Connected Mobile Sales | 23 |
| Enable Assets in Connected Mobile Sales | 23 |
| Support One Tap Options on Contact List Pages | 23 |
| Support One Tap Options on Detail Pages | 24 |
| Usability | 24 |
| Ability for Partner Users to Select Brand Owner Users in User Lookups | 24 |
| Allow Search Fields to Support Default Search Values | 24 |
| Increase the Character Limit for Send Email Workflow Action's Email Body Field | 25 |



| | |
|---|----|
| Remove Manage Company Privilege Dependency to Access the Integration Event Admin Page | 25 |
| Update Time zones & DST Mappings | 26 |
| Global Picklist | 26 |
| Web Services | 27 |
| Enhance GetPicklistValues Service API to Support Filtering for Active Picklist Values | 27 |
| SetSessionTimeZone API with LIC and LDV Timezone Support | 27 |
| Training and Support Center | 29 |
| Quick Links | 29 |
| Search | 30 |
| Access | 30 |
| Additional Resources | 30 |
| Online Help | 30 |
| On Demand Documentation on OTN | 30 |
| Contact Customer Care | 30 |
| Important Dialing Instructions | 31 |



Document Versioning

| Date | Version | Change Reference |
|----------------|----------|--------------------------|
| March 15, 2019 | 20190315 | Final Version Published. |

Summary of Release Features

To review the features included in this release, see the Transfer of Information (TOI) recordings available in [Release Documentation](#).

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 your company administrator or Oracle Customer Care has already provisioned and enabled analytics or the specific industry. 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 | | | | |
| Ability to Export List of Sent Emails via Email Monitor | | | | ✓ |
| Update Country List based on ISO Standards | | | | ✓ |
| Analytics | | | | |
| Allow for Reports to Be Emailed to Users | | | | ✓ |
| Allow for the Ability to See the Created by / Modified by for Reports | | | | ✓ |
| Enable Historical Reporting on Shared Activities | | | | ✓ |
| Enhancements for Bottom Dashboard Links in Embedded Dashboards | | | | ✓ |
| Expose Account Optimized Picklists Code Values in Real-Time Reporting Subject Areas | | | | ✓ |
| Include Custom Objects in Historical Subject Area | | | | ✓ |
| V3 Analytics Enhancements to Usage Tracking Analysis Subject Area | | | | ✓ |
| Application Customization | | | | |
| Add HostName Expression Builder Function | | | | ✓ |
| Enhance Service Request Status Field to be Editable | | ✓ | | |
| Enhance the Notes Description Field to Support HTML Formatting | | ✓ | | |
| Connected Mobile Sales | | | | |
| Enable Assets in Connected Mobile Sales | | ✓ | | |
| Provide One Tap Options on Contact List Pages | | | ✓ | |
| Provide One Tap Options on Detail Pages | | | ✓ | |
| Usability | | | | |
| Ability for Partner Users to Select Brand Owner Users in User Lookups | | ✓ | | |
| Allow Search Fields to Support Default Search Values | | ✓ | | |

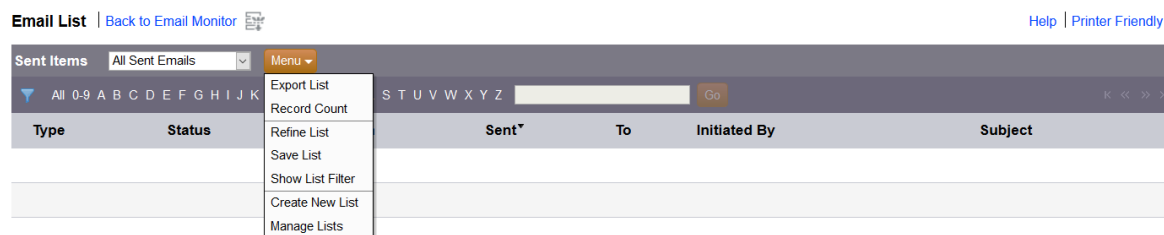


| Feature | Customer Care Action Required? | Administrator Action Required? | User Action Required? | Immediate User Availability |
|---|--------------------------------|--------------------------------|-----------------------|-----------------------------|
| Global Picklist | | | | ✓ |
| Increase the Character Limit for Send Email Workflow Action's Email Body Field | | | | ✓ |
| Remove Manage Company Privilege Dependency to Access the Integration Event Admin Page | | ✓ | | |
| Update Time Zones & DST Mappings | | | | ✓ |
| Web Services | | | | |
| Enhance GetPicklistValues Service API to Support Filtering for Active Picklist Values | | | | ✓ |
| SetSessionTimeZone API with LIC and LDV Timezone Support | | | | ✓ |

Administration

Ability to Export List of Sent Emails Using the Email Monitor

The Email Monitor's Sent Email list page now supports list functionalities such as list filters, refine list and export list.



STEPS TO ENABLE

There are no steps required to enable the feature.

Update the Country List based on ISO Standards

This feature updates the following country names in Oracle CRM on Demand so that they conform to ISO standards.

| SI # | Previous Name | Updated Name |
|------|-----------------------|------------------------------|
| 1 | Cape Verde | Cabo Verde |
| 2 | East Timor | Timor-Leste |
| 3 | Ivory Coast | Cote d'Ivoire |
| 4 | Laos | Lao People's Democratic Rep. |
| 5 | Macau | Macao |
| 6 | Palestinian Authority | Palestine, State of |

| | | |
|----|------------------|----------------------------|
| 7 | Pitcairn Islands | Pitcairn |
| 8 | Sint Maarten | Sint Maarten (Dutch) |
| 9 | St. Martin | St. Martin (French) |
| 10 | Taiwan | Taiwan (Province of China) |
| 11 | Vietnam | Viet Nam |
| 12 | St. Barts | St. Barthelemy |

The updated values will be available in Address fields and Phone fields.

STEPS TO ENABLE

There are no steps required to enable the feature.

Analytics

Allow Reports to Be Emailed to Users

Workflow administrators can now schedule the generation and distribution of Analytics objects like analyses, dashboards and dashboard pages using the “Scheduled Event” workflow trigger event. When you use a scheduled workflow for Analytics objects, the only action available is “Send Email”. The assigned Email recipients receive the scheduled Analytics objects in their Email Inbox. Users can configure a maximum of five “Send Email” actions for each scheduled workflow used for Analytics objects.

The privileges that you require to configure a scheduled workflow for Analytics objects are "Manage Data Rules - Manage Workflow Rules" and "Access V3 Analytics". The workflow administrators can only select the Analytics objects for which they have access based on the visibility, if any are assigned to report folders or dashboards underneath the Dashboards folder, for scheduling.

On the Workflow Rule New page, the workflow administrators can configure a scheduled workflow for Analytics objects by selecting the newly introduced “Analytics” record from the Record Type drop down.

When the user selects the “Analytics” record type, the Trigger Event is automatically set to “Scheduled Event” as this is the only type of workflow event available for the Analytics record type.

The screenshot shows the 'Workflow Rule New' page in Oracle CRM. The 'Key Workflow Rule Details' section includes fields for 'Workflow Name' (Scheduled Analysis), 'Active' (checkbox), 'Created By' (Ana Stanciu), 'Description', and 'Modified By' (Ana Stanciu). The 'Record Type' is set to 'Analytics' and the 'Trigger Event' is set to 'Scheduled Event'. The 'Schedule Details' section includes 'Start Date Time' (12/13/2018 12:00 PM), 'End' (radio buttons for 'End after' and 'By Date Time'), and 'Recurring' (dropdown menu). The 'Recurring' dropdown is currently empty.

The Recurring period can be Daily, Weekly, Monthly and Yearly.

The screenshot shows the 'Workflow Rule New' page in Oracle CRM. The 'Key Workflow Rule Details' section includes fields for 'Workflow Name' (Scheduled Analysis), 'Active' (checkbox), 'Created By' (Ana Stanciu), 'Description', and 'Modified By' (Ana Stanciu). The 'Record Type' is set to 'Analytics' and the 'Trigger Event' is set to 'Scheduled Event'. The 'Schedule Details' section includes 'Start Date Time' (12/13/2018 12:00 PM), 'End' (radio buttons for 'End after' and 'By Date Time'), and 'Recurring' (dropdown menu). The 'Recurring' dropdown is open, showing options: Daily, Weekly, Monthly, and Yearly.

When the user saves the details on the Workflow New Rule page, the Workflow Rule Detail page displays the information that the user configured for the workflow. The workflow administrators can then add “Send Email” actions to the workflow.



Workflow Rule Detail | Back to Workflow Rules List

Workflow Rule Details: New Edit Copy Delete Translation Language: English-American

Key Workflow Rule Details

Workflow Name: Scheduled Analysis
Active: ☐
Record Type: Analytics
Trigger Event: Scheduled Event
Created By: Ana Stancu 12/13/2018 02:04 PM
Modified By: Ana Stancu 12/13/2018 02:04 PM
Description:

Schedule Details

Initiated By: admin
Status: Not Scheduled
Start Date Time: 12/13/2018 12:00 PM
Recurring every 1 Day(s)
End after 2 occurrences

Actions

Menu Send Email Go Advanced

| Order# | Active | Name | Type | Content Name Path | Content Type | Content Format | Last Modified |
|--------|--------|----------------------------------|------|-------------------|--------------|----------------|---------------|
| 1 | | AE 09 ABCDEFGHIJKLMNOPQRSTUVWXYZ | | | Analysis | | |

Number of records displayed: 10

On the Workflow Action Edit page, the user can specify which type of Analytics object to schedule by selecting one of the options available in the Content Type drop-down. The available options are Analysis, Dashboard and Dashboard Page.

Workflow Action Edit | Back to Workflow Rule Detail

Send Email Save Cancel

Key Action Details

Action Name: Scheduled Analysis Action
Active: ☒
Mark for Translation: ☐

Analytics Content Details

To specify the path use the Lookup icon beside the Path field and use the search functionality by clicking the Search icon or navigate through the folder hierarchy to select the required report or dashboard. The path will be automatically populated based on the selection.

Content Type: Analysis
Content Name Path:
Content Format: CSV

Parameters:

Specify up to 6 filters by using the Parameters field. The accepted parameters are P0, P1, P2, P3 up to P18. Example: p0=1&p1=like&p2=Account "Account Name"&p3=ACME%

Email Message

From: Default Email Address
Reply To:

You can specify the format for a specific Analytics object type for Oracle CRM On Demand to generate by choosing an option from the Content Format drop-down. The options available in the Content Format drop-down are determined based on the Analytics object type selected in the Content Type drop-down. In the illustration below, the workflow administrator selects "Analysis" as an option in the Content Type and the Content Format displays the following options: CSV, MHTML, PDF and XLSX.



Workflow Action Edit | Back to Workflow Rule Detail

Send Email Save Cancel

Key Action Details

Action Name* Scheduled Analysis Action

Active ☒

Mark for Translation ☐

Analytics Content Details

To specify the path use the Lookup icon beside the Path field and use the search functionality by clicking the Search icon or navigate through the folder hierarchy to select the required report or dashboard. The path will be automatically populated based on the selection.

Content Type* Analysis

Content Format* CSV

Content Name Path*

Parameters

Specify up to 5 filters by using the Parameters field. The accepted parameters are P0, P1, P2, P3 up to P15. Example: p0=1&p1=8&p2=Account "Account Name"&p3=ACME%

Email Message

From* Default Email Address

Reply To

If the Content Type is “Dashboard”, then the Content Format displays the only option available: XLSX. If the Content Type is “Dashboard Page”, then the Content Format displays two options available: PDF and XLSX.

The workflow administrator selects the Analytics object to schedule, by clicking the Lookup icon beside the Content Name Path field.

Workflow Action Edit | Back to Workflow Rule Detail

Send Email Save Cancel

Key Action Details

Action Name* Scheduled Analysis

Active ☐

Mark for Translation ☐

Analytics Content Details

To specify the path use the Lookup icon beside the Path field and use the search functionality by clicking the Search icon or navigate through the folder hierarchy to select the required report or dashboard. The path will be automatically populated based on the selection.

Content Type* Analysis

Content Format* CSV

Content Name Path*

Parameters

Specify up to 5 filters by using the Parameters field. The accepted parameters are P0, P1, P2, P3 up to P15. Example: p0=1&p1=8&p2=Account "Account Name"&p3=ACME%

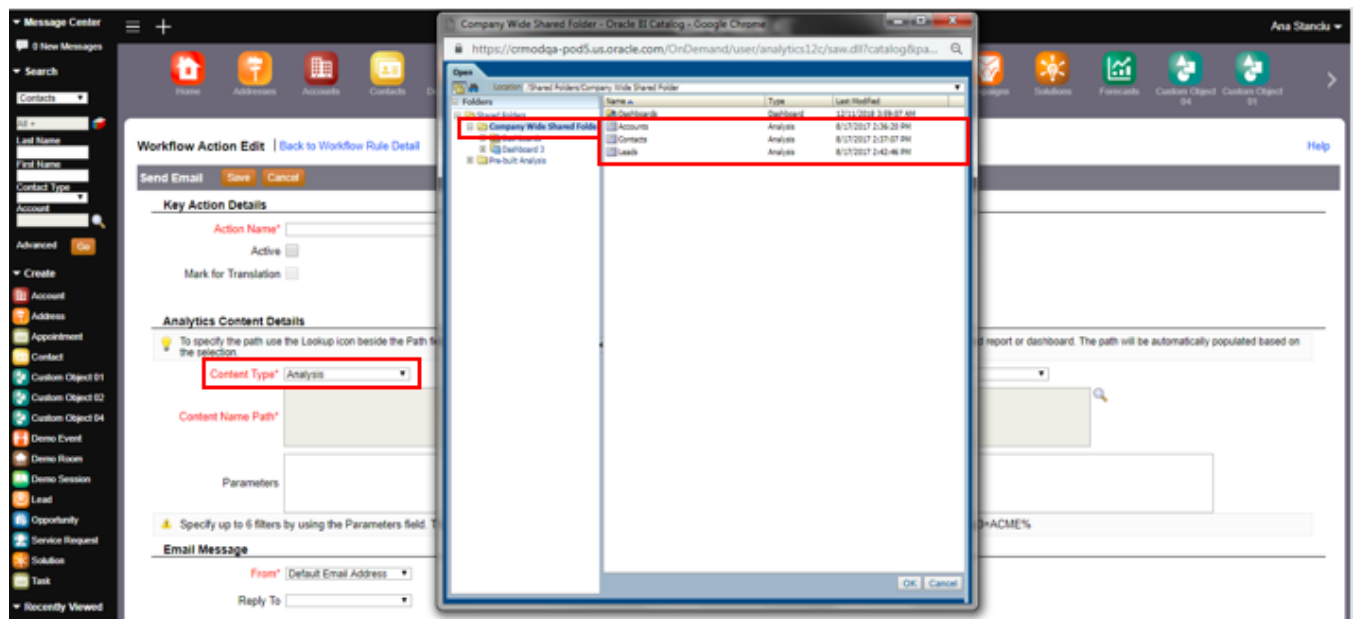
Email Message

From* Default Email Address

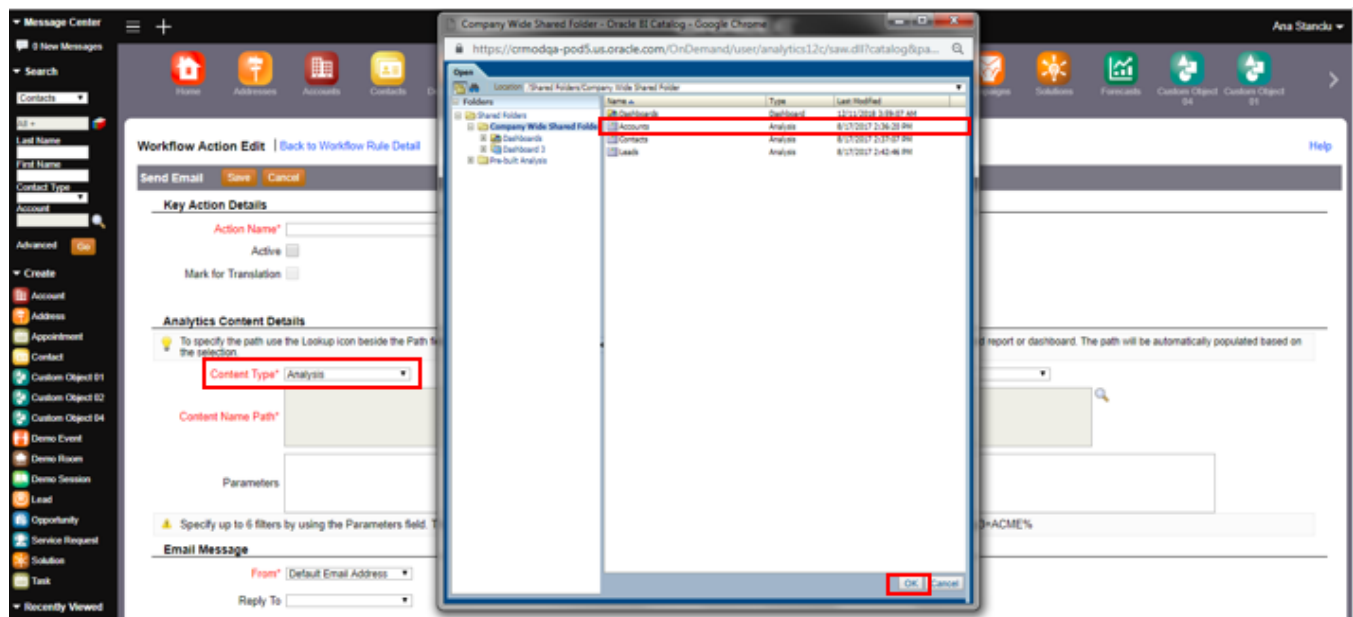
Reply To

On clicking the Lookup icon, Oracle CRM On Demand displays the Analytics Content picker. The picker displays all the Analytics objects from the shared folders for which the workflow administrator has access based on the visibility, if any are assigned to report folders or dashboards underneath the Dashboards folder. If Content Type is set to “Analysis”, then the picker displays all the available analyses to which the workflow administrator has access. If Content Type is set to “Dashboard”, then the picker displays all the available dashboards to which the workflow administrator has access. Users can select only the dashboards saved underneath the Dashboards folder. If Content Type is set to “Dashboard Page” then the picker displays all the available dashboards to which the workflow administrator has access. The workflow administrator can drill down to navigate to a certain page that belongs to a selected dashboard. Users can select only the dashboard pages from dashboards saved underneath the Dashboards folder.

In the illustration below, because the Content Type is set to “Analysis”, the picker displays all the available analyses under the selected folder Company Wide Shared Folder for which the workflow administrator has access.



The workflow administrator selects the Accounts analysis and clicks OK.



When the picker is dismissed, the Content Name Path is populated automatically with the path from the Catalog.



Optionally, you can edit the Parameters field to define a maximum of six filters using P0 to P18 parameters. Specifying the parameters for an Analytics object in a workflow action is similar to specifying the parameters for an analysis or dashboard in a Web applet, Web tab, or web link of type Report or Dashboard.

The workflow administrator defines the elements for the “Send Email” action by specifying the From, Reply To, Subject, Email Format and Message Body in the Email Message section and clicks Save. The “To” field is not available when scheduling Analytics objects to avoid sending data contained in the Analytics objects to individuals who are not Oracle CRM On Demand users.

Active ☐

Mark for Translation ☐

Analytics Content Details

To specify the path use the Lookup icon beside the Path field and use the search functionality by clicking the Search icon or navigate through the folder hierarchy to select the required report or dashboard. The path will be automatically populated based on the selection.

Content Type* **Content Format***

Content Name Path*

Parameters

Specify up to 6 filters by using the Parameters field. The accepted parameters are P0, P1, P2, P3 up to P18. Example: p0=1&p1=8&p2=Account "Account Name"&p3=ACME%

Email Message

From*

Reply To

Subject*

Email Format*

Message Body*

* Required Field

On saving the workflow action, the workflow administrator returns to the Workflow Rule Detail page where the newly created action shows as a new record in the Actions related information section.

Message Center

0 New Messages

Search

Workflow Rule Detail: Scheduled... | Back to Workflow Rules List

Translation Language: English-American

Key Workflow Rule Details

Workflow Name: Scheduled Analysis

Record Type: Analytics

Active: ☒

Trigger Event: Scheduled Event

Created By: Ana Stancu 12/13/2018 02:14 PM

Modified By: Ana Stancu 12/13/2018 02:14 PM

Schedule Details

Initiated By: admin

Status: Completed

Start Date Time: 12/13/2018 12:00 PM

Recurring every 1 Day(s)

End after 2 occurrences

Actions

| Order* | Active | Name | Type | Content Name Path | Content Type | Content Format | Last Modified |
|--------|--------------------------|--------------------|--------------|---------------------------------------|--------------|----------------|---------------------------|
| 1 | <input type="checkbox"/> | Scheduled Analysis | Notification | Company Wide Shared Folder - Accounts | Analysis | CSV | admin 12/19/2018 14:12:53 |

Number of records displayed: 10

The workflow administrator defines the recipients for the scheduled Analytics object by accessing the Execute As related information section. For security reasons, Oracle CRM On Demand generates the data contained in the Analytics objects based on the Analytics visibility of the assigned Email recipients and not of the workflow administrator who schedules the Analytics object.

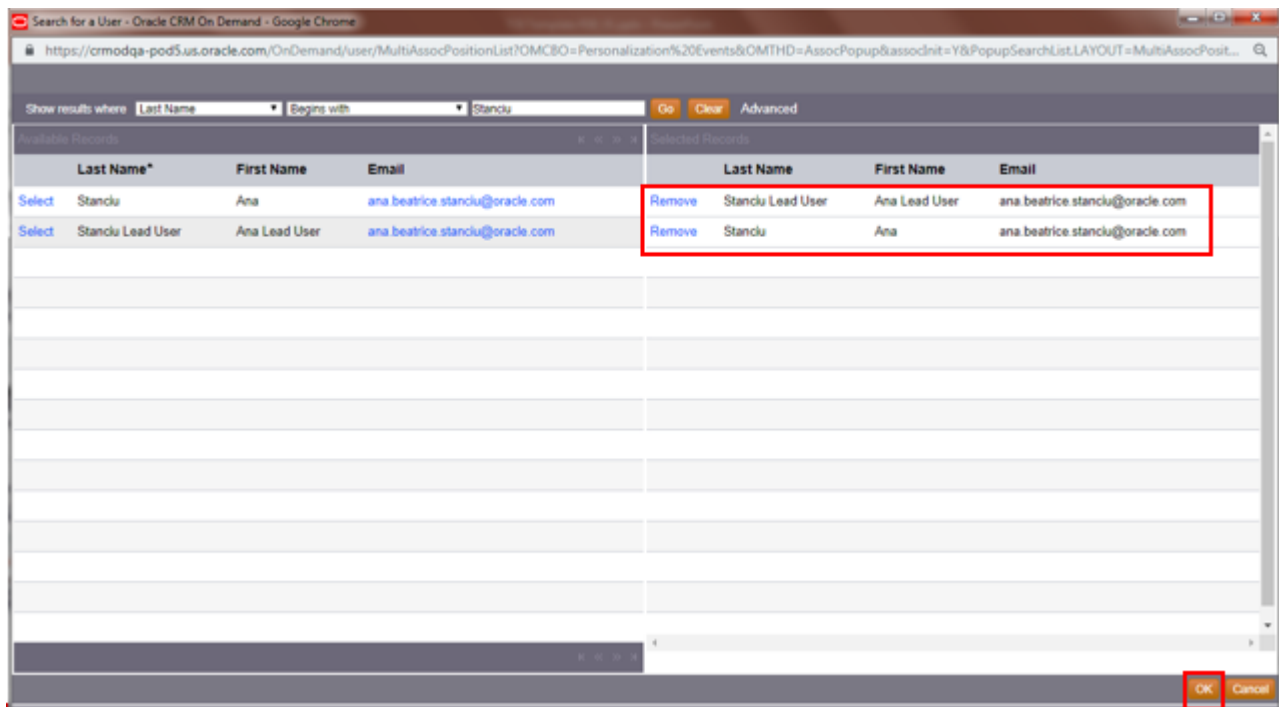


The screenshot shows the 'Workflow Rule Detail: Scheduled Analysis' page. The 'Key Workflow Rule Details' section shows the workflow is 'Active' and was created by 'Ana Stancu' on 12/13/2018. The 'Schedule Details' section shows it was initiated by 'admin' on 12/13/2018 at 12:00 PM, recurring every 1 day. The 'Actions' section shows a table with one action: 'Scheduled Analysis' (Notification, CSV format, last modified 12/13/2018 14:12:53). A red box highlights a question mark icon in the top right corner.

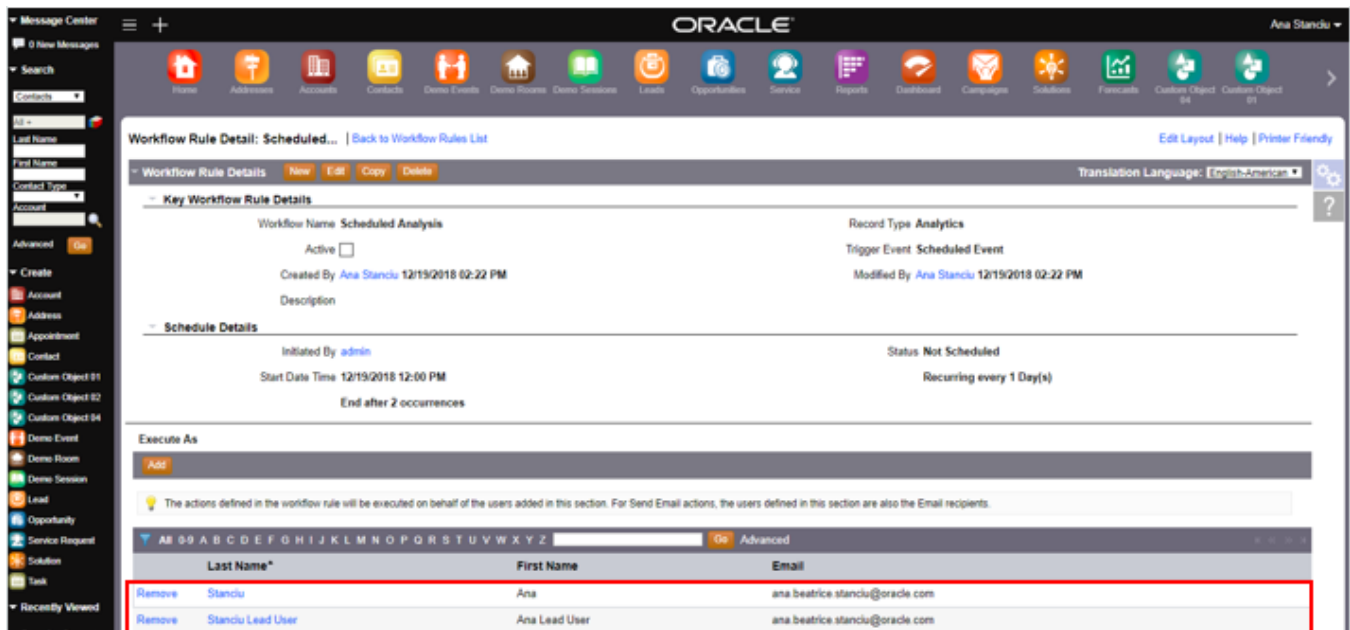
In the Execute As related information section, the workflow administrator clicks the Add button.

The screenshot shows the 'Execute As' section of the 'Workflow Rule Detail: Scheduled Analysis' page. The 'Add' button is highlighted with a red box. Below the button, a text box explains that actions will be executed on behalf of the users added in this section. Below the text box is a table with columns for 'Last Name*', 'First Name', and 'Email'. A red box highlights the 'Add' button.

On the “Search for a User” pop-up the workflow administrator selects one or more recipients for the scheduled Analysis content. After selecting the Email recipients, the workflow administrator clicks OK to dismiss the pop-up.



On the Workflow Rule Detail page, Oracle CRM On Demand populates the list of Email recipients in the Execute As related information section.



Once the workflow administrator activates the workflow actions and the workflow rule, Oracle CRM On Demand creates the workflow instance immediately as Pending I to be executed by the scheduler according to the scheduling details. When Oracle CRM On Demand executes the action successfully, an Email with the Analytics content attached is sent to the Email recipients.



The screenshot shows the 'Workflow Rule Detail: Scheduled Analysis' page. The 'Key Workflow Rule Details' section includes: Workflow Name: Scheduled Analysis, Record Type: Analytics, Trigger Event: Scheduled Event, Created By: Ana Stanciu (12/19/2018 02:22 PM), and Modified By: Ana Stanciu (12/19/2018 02:22 PM). The 'Schedule Details' section shows: Initiated By: admin, Start Date Time: 12/19/2018 12:00 PM, Status: Not Scheduled, and Recurring every 1 Day(s). The 'Execute As' section has an 'Add' button and a note: 'The actions defined in the workflow rule will be executed on behalf of the users added in this section. For Send Email actions, the users defined in this section are also the Email recipients.' Below this is a table of users:

| Last Name* | First Name | Email |
|--------------------------|---------------|---------------------------------|
| Remove Stanciu | Ana | ana.beatrice.stanciu@oracle.com |
| Remove Stanciu Lead User | Ana Lead User | ana.beatrice.stanciu@oracle.com |

The workflow error monitor reports any errors that arise. In the illustration below, the Analytics object was no longer available at the time when the action was executed. The Record Row Id represents the Row Id of the recipient for which the Analytics content execution has failed. The operations that are performed by the actions on Analytics scheduled events are counted towards the company's usage against the report services allotments. In addition, the maximum size of an Analytics content should not exceed 20MB. If you have reached the allotments or the Analytics content generated is larger than 20MB, the workflow Analytics scheduled instance will start reporting errors in the workflow error monitor and the Email actions will fail.

The screenshot shows the 'Instance Detail: 1QA2-354J55' page. The 'Instance Detail' section includes: Instance Id: 1QA2-354J55, Workflow Name: Scheduled Analysis, Workflow Action: Scheduled Analysis, Trigger Event: Scheduled Event, Record Type: Analytics, Record Row Id: 1QA2-353W2W, Parent Record Type, and Parent Record Row Id. The 'Error Message' section states: 'Error Message The Company Wide Shared Folder : Accounts scheduled Analysis does not exist.(SBL-ODS-00758)'. The 'Initiated By' section shows: Initiated By: admin, Initiated On: 12/31/2018 11:30 AM, Terminated On: 12/31/2018 11:30 AM, and Channel Name.

The attachments generated by the "Send Email" actions might also be included in the calculation of the amount of storage used by the company, depending on how long the company retains email attachments. The retention period for the emails sent and the email attachments is specified in the two newly introduced fields "Email Expiry (Days)" and "Email Attachment Expiry (Days)" on the company profile page accessible by navigating to Admin > Company Administration.



The screenshot shows the Oracle CRM On Demand interface. The top navigation bar includes icons for Home, Addresses, Accounts, Contacts, Demo Events, Demo Rooms, Demo Sessions, Leads, Opportunities, Service, Reports, Dashboard, Campaigns, Solutions, Forecasts, Custom Object 04, and Custom Object 05. The left sidebar contains a 'Message Center' with 0 new messages, a search bar, and a 'Create' section with options like Account, Address, Appointment, Contact, Custom Object 01, Custom Object 02, Custom Object 04, Demo Event, Demo Room, Demo Session, Lead, Opportunity, Service Request, Solution, Task, Recently Viewed, Ana Standu, Favorite Records, and Favorite Lists. The main content area is titled 'Company Profile' and includes sections for 'Company Key Information', 'Company Contact Information', and 'Company Settings'. The 'Company Settings' section is expanded, showing various configuration options. At the bottom, two fields are highlighted with a red box: 'Email Expiry (Days) 30' and 'Email Attachment Expiry (Days) 7'.

The Email Expiry (Days) setting can accept any integer value greater than or equal to 0. The default value is 30. If the value is set to 0, then the emails sent are never purged. If the value is less than 0, an error message will be displayed.

The Email Attachment Expiry (Days) setting can accept any integer value between 1 and 366. If the value is less than 1 or greater than 366, then an error message will display. If a value that is greater than 7 is entered in this field, then the email attachments that are retained are included in the calculation of the amount of storage used by the company. After the file allotment limit is reached, the "Send Email" actions for scheduled events for the Analytics record type will start failing. If the value in this field is less than or equal to 7, then the email attachments are not included in the calculation of the amount of storage used by the company. The "Send Email" actions for scheduled events for the Analytics record type will not fail as a result of the file allotment being reached.

The email expiry setting should be set to a value greater than the email attachment expiry setting. When the email sent records are deleted, users cannot access the email attachments, even if the attachments have not been purged from Oracle CRM On Demand.

If the Send Email actions on Analytics scheduled events execute successfully, you can see the Email records in the Email monitor page.

Admin → Company Administration → Email Monitor page

The screenshot shows the Oracle CRM interface with the 'Email Monitor' page selected. The 'Sent Items' table is displayed, showing columns for Type, Status, From, Sent*, To, Initiated By, and Subject. A red box highlights the 'Delete' link for the email record with Subject 'Accounts Scheduled Analysis'.

| Type | Status | From | Sent* | To | Initiated By | Subject |
|----------|--------|---------------------------------|-------------------|---------------------------------|---------------------|---|
| Service | Sent | Crmmod_Oracle_QAPod4@oracle.com | 1/3/2019 07:27 AM | ana.beatrice.standcu@oracle.com | ASTANCIU-TEST/ADMIN | An Instance of the Scheduled Event Workflow Completed: Scheduled Analysis |
| Customer | Sent | donotreply@crmondemand.com | 1/3/2019 07:27 AM | ana.beatrice.standcu@oracle.com | ASTANCIU-TEST/ADMIN | Accounts Scheduled Analysis |

Beside each Email record, there are two links available. The Delete link deletes the Email record. The Download link downloads the Email attachment.

Admin → Company Administration → Email Monitor page

The screenshot shows the Oracle CRM interface with the 'Email Monitor' page selected. The 'Sent Items' table is displayed, showing columns for Type, Status, From, Sent*, To, Initiated By, and Subject. A red box highlights the 'Delete' and 'Download' links for the email record with Subject 'Accounts Scheduled Analysis'.

| Type | Status | From | Sent* | To | Initiated By | Subject |
|----------|--------|---------------------------------|-------------------|---------------------------------|---------------------|---|
| Service | Sent | Crmmod_Oracle_QAPod4@oracle.com | 1/3/2019 07:27 AM | ana.beatrice.standcu@oracle.com | ASTANCIU-TEST/ADMIN | An Instance of the Scheduled Event Workflow Completed: Scheduled Analysis |
| Customer | Sent | donotreply@crmondemand.com | 1/3/2019 07:27 AM | ana.beatrice.standcu@oracle.com | ASTANCIU-TEST/ADMIN | Accounts Scheduled Analysis |

On clicking on the Subject link, the user navigates to the Email Detail page.

Admin → Company Administration → Email Monitor page

Email Monitor | [Back to Company Administration](#) [Help](#) | [Printer Friendly](#)

Email Monitor Summary [Refresh](#)

Number of Pending Emails: 0

Outbox

| Type | Status | From | Sent* | To | Initiated By | Subject |
|---------------------------------|--------|------|-------|----|--------------|---------|
| Number of records displayed: 25 | | | | | | |

Sent Items

| Type | Status | From | Sent* | To | Initiated By | Subject |
|------------------------|----------|------|---------------------------------|-------------------|---------------------------------|---|
| Delete | Service | Sent | Crmmod_Oracle_QAPed4@oracle.com | 1/3/2019 07:27 AM | ana.beatrice.stanciu@oracle.com | ASTANCIU-TEST/ADMIN An Instance of the Scheduled Event Workflow Completed: Scheduled Analysis |
| Delete | Customer | Sent | donotreply@crmondemand.com | 1/3/2019 07:27 AM | ana.beatrice.stanciu@oracle.com | ASTANCIU-TEST/ADMIN Accounts Scheduled Analysis |

[Show Full List](#)

Number of records displayed: 10

On the Email Detail page, the user can visualize more details regarding the generated Email. The user can delete the attachment by clicking on the Delete link, or download the attachment by clicking on the Attachment link.

Email Detail: Accounts Schedule... | [Back to Email Monitor](#) [Help](#) | [Printer Friendly](#)

Email Details

Key Email Information

| | | | |
|---------|-----------------------------|--------------|---------------------------------|
| Subject | Accounts Scheduled Analysis | From | donotreply@crmondemand.com |
| Type | Customer | To | ana.beatrice.stanciu@oracle.com |
| Status | Sent | Initiated By | ASTANCIU-TEST/ADMIN |
| Sent | 1/3/2019 07:27 AM | | |

Email Attachments

| Attachment | Attachment Size (in Bytes) | Created By | Modified By | Modified Date |
|--|----------------------------|------------|-------------|-------------------|
| Delete 1GA2-34RU5V_1GA2-34RU5V_1GA2-303P2G_Accounts.csv (60 bytes) | 60 | admin | admin | 1/3/2019 07:27 AM |

[Show Full List](#)

Number of records displayed: 10

STEPS TO ENABLE

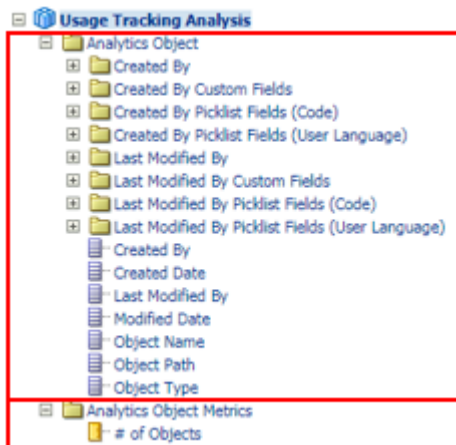
There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

- » The operations that are performed by the actions on Analytics scheduled events are counted towards the company's usage against the report services allotments
- » The maximum size of an Analytics content cannot exceed 20MB
- » If the Email Attachment Expiry (days) setting is greater than 7, then the email attachments that are retained are included in the calculation of the amount of storage used by the company
- » Set the email expiry setting to a value greater than the email attachment expiry setting, otherwise Oracle CRM On Demand deletes the email records sent sooner than their attachments. As a result, when the email sent records are deleted, users cannot access the email attachments, even if the attachments have not been purged from Oracle CRM On Demand

Allow for the Ability to See the Created by / Modified by for Analytics Objects

The V3 Analytics Catalog only exposes the Last Modified information, which is the most recent date when a user modified the Analytics object. When a user creates the Analytics object but has not modified the object, the Last Modified field shows the creation date of the Analytics object. This feature enhances the Usage Tracking Analysis subject area with two new folders: Analytics Object and Analytics Object Metrics to be able to report on the users who created or modified any Analytics object like Action, Condition, Filter, Analysis, Dashboard, Dashboard Prompt or Dashboard Page. Oracle CRM On Demand collects the information through a weekly ETL process. The weekly ETL process collects data only for the objects that you have saved into Shared Folders. Oracle CRM On Demand does not collect the data for personal Analytics objects saved into My Folders.



In this illustration:

- Created By is the Alias of a user who created the Analytics object
- Created Date is the Date when a user created the Analytics object
- Last Modified By is the Alias of a user who modified the Analytics object
- Modified Date is the Date when a user modified the Analytics object last time
- Object Name is the Name of the Analytics object (the path to the object as seen in Catalog is not included)
- Object Path is the Catalog Path of the Analytics object
- Object Type is the Analytics object type, which can be Action, Condition, Filter, Analysis, Dashboard, Dashboard prompt or Dashboard page

The Created By and Last Modified By folders allow users to report on all the user-related fields who created or modified objects in the Catalog.

STEPS TO ENABLE

There are no steps required to enable the feature.

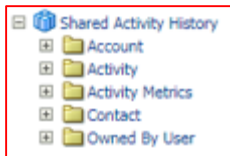
TIPS AND CONSIDERATIONS

- » You cannot combine fields from the Analytics Object dimension with fields from any dimension other than the User dimension or with any metrics other than the Analytics Object metrics
- » The weekly ETL process creates a new snapshot of the usage tracking data overwriting the pre-existing data for the Analytics objects each time it runs. You need to export the data each week if you want to compare the data from week to week
- » Data about deleted objects is not collected. If an object was deleted from the Catalog during the week before the data was refreshed, then the data does not include any information about that object
- » If an object was modified more than one time during the week before the data was refreshed, then only the details for the most recent modification are available

- » If an object was created during the week before the data was refreshed and then later deleted during the same period, then the object is not included in the data for the period
- » If an object was created during a given week, and if that object was then deleted during the following week and a new Analytics object with the same name was created during the same week, then an object with that name appears as a newly created object in the data for two consecutive weeks

Enable Historical Reporting on Shared Activities

In Release 38, Oracle CRM On Demand has introduced a new subject area called Shared Activity History. This new subject area provides the ability to analyze shared activities by the Account, Contact, and User dimensions.



STEPS TO ENABLE

There are no steps required to enable the feature.

Enhancements for Bottom Dashboard Links in Embedded Dashboards

On an embedded dashboard, when administrators define action links to navigate to another dashboard, Oracle CRM On Demand no longer displays the bottom dashboard links repetitively each time the user performs a page refresh. In addition, Oracle CRM On Demand no longer displays the bottom dashboard links related to dashboard pages that do not belong to the embedded dashboard.



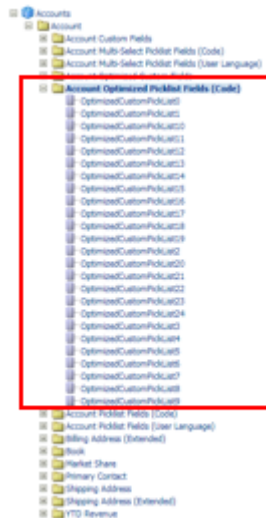
STEPS TO ENABLE

There are no steps required to enable the feature.

Expose Account Optimized Picklists Code Values in Real-Time Reporting Subject Areas

In Oracle CRM On Demand, the optimized picklists are available on a number of objects like: Account, Account Team, Activity, Assessment, Business Plan Team, Campaign, Contact, Contact Team, Custom Objects 1-40, Division, Lead, Lead Team, Opportunity, Opportunity Team, Product, Revenue, Service Request, Service Request Team.

With this feature, Oracle CRM On Demand has added a new folder named Account Optimized Picklist Fields (Code) to the Account folder in all the real-time reporting subject areas. You can use the optimized picklist code fields in report filters to improve performance.



STEPS TO ENABLE

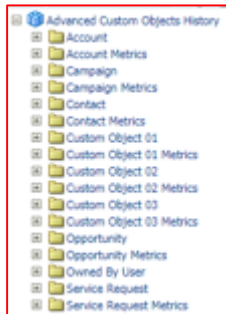
There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

- » Use the optimized picklist code fields in report filters to improve performance

Include Custom Objects in Historical Subject Area

Oracle CRM On Demand has introduced a new subject area called Advanced Custom Objects History . This new subject area exposes Custom Objects 1, 2 and 3 in Historical Analytics. The Advanced Custom Objects History subject area is a federated subject area that allows the reporting of the one-to-many and many-to-one relationship between Custom Objects 01, 02, and 03 and certain prebuilt objects. This new subject area is similar to the existing federated Advanced Custom Objects real-time reporting subject area but it only exposes Account, Campaign, Contact, Opportunity and Service Request objects as dimensions.

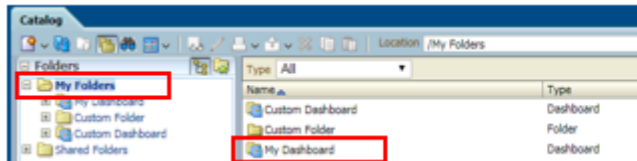


STEPS TO ENABLE

There are no steps required to enable the feature.

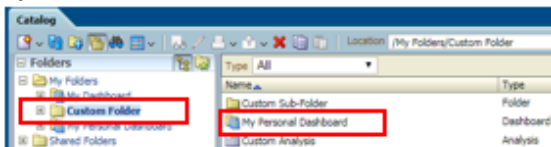
V3 Analytics Enhancements to Usage Tracking Analysis Subject Area

With this feature, the dashboards saved under My Folders in V3 Catalog are now tracked in Usage Tracking Analysis subject area under a new content type named "Personal Dashboard". If the personal dashboard is the system "My Dashboard", Oracle CRM On Demand populates the Content Details field with the following path "/users/UserRowId" and populates the Content Name field with "_portal" as in the illustration below.



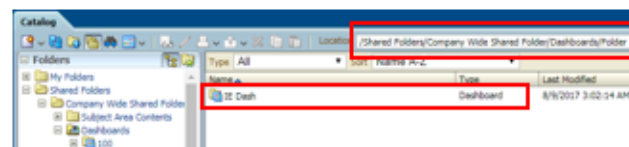
| Content Category | Content Type | Content Details | Content Name |
|------------------|--------------------|-------------------|--------------|
| Analytics V3 | Personal Dashboard | /users/1qa2-k9sjg | _portal |

If the personal dashboard is a custom personal dashboard saved directly or underneath custom folder(s) under My Folders, then the Content Details field is populated with “/users/UserRowId” when the dashboard is saved directly under My Folders and “/users/UserRowId/<custom folder(s)>” when the dashboard is saved underneath custom folder(s) under My Folders. In the illustration below, Oracle CRM On Demand saves the personal dashboard named “My Personal Dashboard” underneath “Custom Folder” under My Folders.



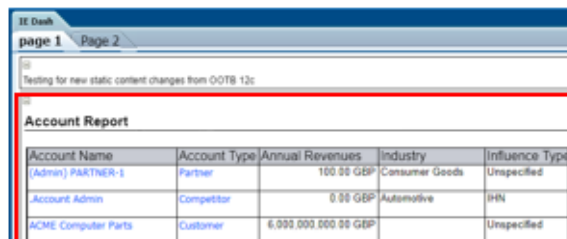
| Content Category | Content Type | Content Details | Content Name |
|------------------|--------------------|---------------------------------|-----------------------|
| Analytics V3 | Personal Dashboard | /users/1qa2-k9sjg/Custom Folder | My Personal Dashboard |

In addition, for the existing content type “Dashboard” which is used for shared dashboards, Oracle CRM On demand populates the Content Details field with the path to the shared dashboards. In the illustration below, the “IE Dash” dashboard is saved in a custom folder named “Folder” under the system-generated Dashboards folder in the Company Wide Shared Folder. Each custom folder level is included in the path. Oracle CRM Ondemand records the system-generated Dashboards as “_portal”.



| Content Category | Content Type | Content Details | Content Name |
|------------------|--------------|---|--------------|
| Analytics V3 | Dashboard | /shared/1281_Shared_Folder/_portal/Folder | IE Dash |

Lastly, for the existing content type “Dashboard Report” which is used for analyses embedded in dashboards, Oracle CRM On Demand now populates the Content Details field with the path to the analysis that is embedded in the dashboard. The name of the dashboard is included in the path. In the illustration below, the “Account Report” analysis is embedded in the “IE Dash” dashboard saved in a custom folder named “Folder” under the system-generated Dashboards folder in the Company Wide Shared Folder.



| Content Category | Content Type | Content Details | Content Name |
|------------------|------------------|---|----------------|
| Analytics V3 | Dashboard Report | /shared/1281_Shared_Folder/_portal/Folder/IE Dash | Account Report |

STEPS TO ENABLE

There are no steps required to enable the feature.

Application Customization

Add HostName Expression Builder Function

In Release 38, Oracle CRM On Demand has introduced a new expression builder function named HostName. The function returns the host name of the server where Oracle CRM On Demand is running. With this function, you can write expressions to run based on the host name of the server. For example, only run the workflow rule on the Production instance and not the Staging instance.

STEPS TO ENABLE

There are no steps required to enable the feature.

Enhance Service Request Status Field to be Editable

Administrators can now manage the Service Request status to add, modify, or disable status values so that the values can reflect the business' needs.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. In the User Management and Access Controls section, click User Management and Access Controls.
3. In the Role Management section, click Role Management.
4. In the Role List page, edit the role you want to update.
5. In Step 4 of the Role Management Wizard, select the "Edit the 'Status' picklist on the Service Request object" privilege.
6. Save the changes.

TIPS AND CONSIDERATIONS

- » When you select either the "Closed" or "Cancelled" status values for the Service Request status field, the Service Request's Closed Time field on the Service Request will be automatically updated. Changing the name of these status values will not change the behavior to change, however, disabling these values and creating new closed or cancelled status will not trigger the functionality to automatically update the Closed Time field.

Enhance the Notes Description Field to Support HTML Formatting

Administrators can enable an HTML formatting toolbar for the Notes description field so that the field displays in HTML format.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. Click Company Administration.
3. Click Company Profile.
4. In the Company Settings section, click the checkbox for the Enable HTML Formatting setting.

Oracle Connected Mobile Sales

Enable Assets in Oracle Connected Mobile Sales

Starting in Server 1.4.26, Oracle Connected Mobile Sales supports the Asset record type.

STEPS TO ENABLE

1. Log into Application Composer
2. Under Record Type Customization, click Select Available Record Types
3. Move Asset to the Selected Window, then click Save
4. Under Record Type Customization click Select Available Fields
5. Click the Asset link
6. Move all fields that are to be displayed on the Asset List page or Asset Detail page to the Selected Window, then click Save
7. Under Layout Customization, click Customize Layout
8. Click the Asset link
9. Follow the Customize Layout Wizard based on the options and settings you want to set

Support One Tap Options on Contact List Pages

Oracle Connected Mobile Sales now displays an icon on Contact List pages, that when touched provides easy access to the following actions:

- » Call
- » Email

- » Map Address

STEPS TO ENABLE

None. Users must be using CMS client 1.4.13.5 or later. Users can get the latest version on the Apple or Google Play Store.

Support One Tap Options on Detail Pages

Oracle Connected Mobile Sales displays an icon on Contact Details pages, that when touched provides easy access to the following actions:

- » Call
- » Email
- » Map Address

The following fields have an icon beside it:

- » Account
- » Contact
- » Lead
- » User related fields (e.g. Owner)

What Oracle Connected Mobile Sales displays within the icon for these fields is based on:

- » Account Name for Account
- » Full Name for Contact
- » Full Name for Owner
- » Full Name for Lead

STEPS TO ENABLE

None. Users must be using CMS client 1.4.13.5 or later. Users can get the latest version on the Apple or Google Play Store.

Usability

Ability for Partner Users to Select Brand Owner Users in User Lookups

Prior to Release 38, users belonging to a Partner Company could view and select only users of the same Partner Company using user lookups. Partner users were not able to create a task and assign to a user from Brand Owner Organization. In this release, Oracle CRM On Demand has introduced a new privilege 'View Brand Owner Users in Lookup' that allows Partner users to view and select Brand Owner Organization users in user lookups. All existing and new users will have the privilege disabled by default on upgrade.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. In the User Management and Access Controls section, click User Management and Access Controls.
3. In the Role Management section, click Role Management
4. In the Role List page, edit the role of choice.
5. In Step 4 of the Role Management Wizard, select 'View Brand Owner Users in Lookup' and click Save.

TIPS AND CONSIDERATIONS

- » The PRM Admin user with 'Manage PRM Access' privilege can enable the 'View Brand Owner Users in Lookup' privilege for other Partner users.

Allow Search Fields to Support Default Search Values

While setting up the search layout for a record type, Company Administrators can now configure a default search value for search fields. Oracle CRM On Demand automatically prepopulates the configured default search value when users perform a targeted search. The feature introduces a new Step 3 in the Search Layouts of all record types. The page displays all the selected targeted search fields of the search layout. The new step allows admin users to specify a default search value for the targeted search fields.

When an end user performs an Action Bar Search or Advanced Search or New List creation, the configured default search value will be prepopulated. Users no longer have to enter the search string every time they perform a search.

Enter Search Criteria (Fields with hint text are case sensitive)

Fields in Green - Optimized for fast search. Fields in Blue - Optimized for fast search and case-insensitive. Fields in Purple - Case-insensitive regardless of Case insensitive checkbox and not optimized for fast search.

| | Field: | Condition: | Filter Value(s): |
|-----|------------|-------------|------------------|
| | First Name | Begins with | |
| And | Email | Begins with | |
| And | Last Name | Begins with | |
| And | Status | Equal to | Active |
| And | | | |
| And | | | |
| And | | | |
| And | | | |
| And | | | |
| And | | | |

You have selected one or more search fields that are not optimized for fast search. Select fields that are optimized for fast search. For more information, see the Optimizing Performance page on the Training and Support Center.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. In the Application Customization section, click Application Customization.
3. In the Record Type Setup section, select the record type.
4. In the Search and List Layout Management section, select the Record Type Search Layout.
5. In the Search Layout List page, edit the search layout of choice.
6. In Step 3 of Search Layout Wizard, select a default search value for the targeted search fields of choice and click Save.

TIPS AND CONSIDERATIONS

- » When a list is refined, Oracle CRM On Demand displays the original list filters in the List Refine page and not the default search values.

Increase the Character Limit for Send Email Workflow Action's Email Body Field

Prior to Release 38, the Send Email Workflow Action's Email body field had a limit of 2000 characters. In Release 38, Oracle CRM On Demand has increased this limit to 16,350 characters. An error will occur when user tries to save the Send Email Workflow Action with an email body of more than 16,350 characters.

STEPS TO ENABLE

There are no steps required to enable the feature.

Remove Manage Company Privilege Dependency to Access the Integration Event Admin Page

Prior to Release 38, Manage Company privilege was required to access the Integration Event Administration page. There was no way to give users access to 'Integration Event Administration' link, without giving them access to 'Company Administration'. With this feature, Oracle CRM On Demand introduces a new privilege, 'Manage Integration Event Queue', which can be assigned to users independent of 'Manage Company' privilege so that users can have access to Integration Event Queue without having access to Company Administration. All existing users having the 'Manage Company' privilege will also have the 'Manage Integration Event Queue' privilege enabled, so that the Application retains the existing user access on upgrade to Release 38.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. In the User Management and Access Controls section, click User Management and Access Controls.
3. In the Role Management section, click Role Management
4. In the Role List page, edit the role of choice.

5. In Step 4 of the Role Management Wizard, select 'Manage Integration Event Queue' and click Save.

Update Time zones & DST Mappings

Oracle CRM on Demand last updated the Time zones and DST mappings in 2014. This features uptakes the latest time zone changes complying with the Oracle approved DST v31, in Oracle CRM on Demand so that the time zones are in line with the latest Olson TZ database. The appointments and tasks created in Oracle CRM on Demand will now reflect the correct time zones without any error.

Oracle CRM On Demand has updated the following time zones.

| SI # | Previous TZ name | New TZ Name | Action Taken in R38 |
|------|--------------------------------------|------------------------------|---------------------|
| 1 | (GMT+10:00) Magadan | (GMT+11:00) Magadan | Renamed |
| 2 | (GMT+06:00) Almaty, Novosibirsk | (GMT+07:00) Novosibirsk | Renamed |
| 3 | | (GMT+06:00) Almaty | New |
| 4 | (GMT+04:00) Tbilisi, Yerevan | (GMT+04:00) Yerevan | Renamed |
| 5 | | (GMT+04:00) Tbilisi | New |
| 6 | (GMT+02:00) Athens, Beirut, Istanbul | (GMT+02:00) Athens, Beirut | Renamed |
| 7 | | (GMT+03:00) Istanbul | New |
| 8 | (GMT-04:30) Caracas | (GMT-04:00) Caracas | Renamed |
| 9 | (GMT+06:30) Rangoon | (GMT+06:30) Yangon (Rangoon) | Renamed |

STEPS TO ENABLE

There are no steps required to enable the feature.

Global Picklist

Company administrators can now reuse existing picklist values from a picklist field, for any custom picklist on the same or another record type. This reuse helps Company Administrators to create custom picklist fields and get the picklist values from an existing picklist. The custom picklist that receives the values is the destination picklist, and the picklist field that shares its values is the source picklist.

Destination picklists can be custom picklist fields on Account, Contact, Opportunity, Opportunity Product Revenue, Lead, Service Request, Partner, Campaign, Activity, Solution, User, Custom Objects, Account Contact, Household Contact and Portfolio Contact.

In the field management page of supported record types, a new checkbox field 'Enable Shared Picklist Values' is introduced. Oracle CRM On Demand enables the checkbox only for fields of type 'picklist'. On enabling the functionality by selecting Enable Shared Picklist Values, the Admin user will be able to select a Source Record type and a Source picklist field on the selected record type that can share its values.

The application copies over the field values from the Source picklist field automatically on saving the Destination custom field definition. Any subsequent changes made to the values of Source field will automatically synchronize with the destination field, so that the source and destination pick field values are always the same.

STEPS TO ENABLE

1. In the upper-right corner of any page, click Admin.
2. In the Application Customization section, click Application Customization.
3. In the Record Type Setup section, select any supported record type.
4. In the Field Management section, select the Record Type Field Setup link.
5. Click New Field button to create a new custom picklist or click Edit button of an existing custom picklist to edit the field definition of an existing custom picklist field.
6. Select the checkbox 'Enable Shared Picklist Values'.
7. Select the source record type in 'Shared Record Type' field and select the source picklist field in 'Shared Field'.
8. Click Save to save the field definition

TIPS AND CONSIDERATIONS

- » Users can stop the synchronization of field values between Source and Destination picklist fields by unselecting the checkbox field 'Enable Shared Picklist Values' of the Destination field.
- » In the Field Setup page, the Edit Picklist and Edit PVG links will be unavailable for a Destination picklist field that shares values with a Source field.

Web Services

Enhance GetPicklistValues Service API to Support Filtering for Active Picklist Values

Oracle CRM On Demand introduces a new attribute, Disabled, for the GetPicklistValues Service API, which supports the ability to retrieve only active values, only disabled values, or both active and disabled values for a specific picklist.


STEPS TO ENABLE

There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

- » If you have not set the Disabled attribute in the request, then by default, Web Services will respond with both active and disabled values for the specified picklist.

SetSessionTimeZone API with LIC and LDV Timezone Support



Oracle CRM On Demand introduces a new attribute, `LOVLanguageMode`, for the `SetSessionTimeZone` Service API. This attribute allows you to send either language dependent value (LDV) or language independent code (LIC) for time zone values in the request to set the current Web service sessions' time zone.

STEPS TO ENABLE

There are no steps required to enable the feature.

TIPS AND CONSIDERATIONS

- » If you have not set the `LOVLanguageMode` in the request, by default, it is expecting the LDV time zone value.

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.

ORACLE MY ORACLE SUPPORT PowerView is Off Switch to Cloud Support Carmel (Available) (0) Contact Us Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications More...

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★ Oracle CRM On Demand Training and Support Portal (Doc ID 2195497.1) To Bottom

Welcome to the Training and Support Page!

Note: This is a temporary replacement for the Training and Support website. Information about Portal Alerts will only be available through emails, as is done presently, until the new Training and Support site is available. If you have any questions, please use the Contact Us tab below.

This page gives you tools and resources that can help you make the most of the CRM On Demand application.

| | | | | | |
|---------|-------------|------------|--------------|-------------|------------|
| Support | Get Started | Learn More | Release Info | Communities | Contact Us |
|---------|-------------|------------|--------------|-------------|------------|

Oracle delivers several new releases for CRM On Demand each year containing the latest functional enhancements. Customers will always benefit from deployment of the latest release, including any patches or hot fixes where available. New releases will normally be delivered during your standard monthly maintenance window, and will generally require no extended maintenance.

Upgrade Planning

- [Prepare for the Next Major Release](#)
- [Oracle CRM On Demand New Release FAQ](#)

What's New

Release 38

- [Release 38 Administrator Preview Guide Draft](#)
- [Release 38 Product Release Notes Draft](#)

Was this document helpful?

☐ Yes ☐ No

Document Details

Type: ANNOUNCEMENT
Status: PUBLISHED
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Last Update: Feb 8, 2019

Related Products

Information Centers

Document References

No References available for this document.

Recently Viewed

- Oracle CRM On Demand V3 Analytics Considerations [2292899.1]
- Introducing Oracle CRM On Demand V3 Analytics [2291235.1]
- Oracle CRM On Demand Training and Support Portal [2195497.1]

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 **Best Practices** tab contains a compilation of knowledge gained by experts that work with Oracle CRM On Demand day in and day out. Access this knowledge to benefit from their vast experience.

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

Quick Links

Use the Quick Links, located in the blue bar under the tabs to focus in on specific resources:

- » The Browse Training link opens the training catalog. From that page, you can see the instructor-led training, Webinars, quick guides, use cases, and tools available to you.
- » The Browse Knowledge link takes you to the knowledge base, where you can get answers to frequently asked questions.
- » The Submit a Service Request link directs you to My Oracle Support, where you can log a service request.
- » The Web Services Library provides sample APIs and a link to Oracle Sample Code, where you can get samples to help you build custom integrations.
- » The Add-On Applications link allows access to our downloadable applications, which extend the functionality of Oracle CRM On Demand.
- » The Templates and Tools link provides access to resources that can help you to design and configure Oracle CRM On Demand to meet your company's specific needs.

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 37 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 38 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.

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