

Oracle® Retail Home

Release Notes

Release 19.1

F35174-01

October 2020

This document highlights the major changes for Release 19.1 of Oracle Retail Home.

Overview

A key tenet of Modern Retailing is simplification. And a primary form of simplification within this context is easing the process by which retailers gain insights from their data and take actions in their applications, further expediting insight-to-action loops. After all, from inventory analyst to planner to marketer, many retail roles involve navigating through a wealth of operational and analytical applications, drilling on KPI's, addressing notifications, and more. Web portals exist to bring information from diverse sources together in a uniform way. Oracle Retail users can benefit from a specially designed Web portal that consolidates access to data and applications in a role-specific manner.

In this spirit, Oracle Retail Home has been built as a single access point. This simplifies our users' interactions with the data and applications that are most relevant to their roles, and better empowers them to anticipate informed actions and to inspire engagement.

Based on a robust and flexible portal framework, and populated with thousands of pre-integrated metrics from the Oracle Retail Insights Suite, which incorporates the Artificial Intelligence and Machine Learning capabilities of Oracle Retail Science Platform, Retail Home is intended first to provide timely and role-specific high-level insights, and second to enable selective drilling into relevant applications for more details.

Upon login, Oracle Retail Home begins with a tile-based dashboard that highlights select KPI's across applications. Note that each login can have multiple roles, and each tile can contain up to five tile states, highlighting different KPIs, displaying graphs, favorite actions and notifications. Tile clicks can launch related applications, potentially with a single sign-on and with context, and you can also expand the tile to reveal deeper insights, including more detailed reports. Each role can have any number and configuration of tiles, and each tile can have any number of states. Tiles can also be configured to be of a larger size, to fit more data.

There is also a configurable side pane. For the side pane, one might, for example, surface reports showing the latest Top 10 items, by margin, sales and units, and by channel. And links, filtered to the latest and most applicable news might be of interest as well.



Oracle Retail Home brings together the most insightful data and applications per role in your retail enterprise, with a sophisticated and flexible, yet simple, user experience.

Oracle Retail Cloud Services and Business Agility

Oracle Retail Home is hosted in the Oracle Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software.

Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

Oracle Retail Software Cloud Service is acquired exclusively through a subscription as a service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

Client System Requirements

The following technology is supported:

Browser Support

- Mozilla Firefox ESR 68+
- Microsoft Edge 44+
- Google Chrome (Desktop) 79+
- Apple Safari 12+

Enhancements

The enhancements below are included in this release.

Technical Enhancements

Oracle Retail Home Cloud Service 19.1 includes enhancements that lay the groundwork for better performance, and stability, including built-in support for disaster recovery. This update is designed to provide minimal downtime, as well as smoother password rotation. Configuration requirements are simplified, with more required settings delivered with the cloud service.

Second Generation Cloud Architecture

This update includes continued Cloud improvements and optimizations, enabling better agility throughout the application and helping to ensure better protection of the system and its data.

Known Issues

The known issues described below remain in this release.

Table 1 *Known Issues*

Known Issue/Defect	Defect Number
When the proxying service makes calls through the Retail Home server, an occasional network performance issue has been encountered that causes some requests to fail. The proxy functionality will be disabled by default when installing Retail Home, and the issue will be addressed in an upcoming patch.	N/A
When a tile is configured to be associated with an application in a Retail Home dashboard, but no URL is set for that tile, the dashboard may not display correctly. This issue will be addressed in an upcoming patch.	N/A

Related Documentation

For more information, see the following documents in the Oracle Retail Home documentation set:

- *Oracle Retail Home User Guide*
- *Oracle Retail Home Administration Guide*
- *Oracle Retail Home Security Guide*

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

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Value-Added Reseller (VAR) Language

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