Oracle® Retail Customer Engagement

Release Readiness Guide

Release 19.0

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Send Us Your Comments

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Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

> **Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Help Center (docs.oracle.com) web site. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our web site at http://www.oracle.com.

Preface

This guide outlines the information you need to know about Customer Engagement new or improved functionality in this update, and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

Audience

This document is intended for the users and administrators of the Oracle Retail Customer Engagement.

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 http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Help Center (docs.oracle.com) Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

Oracle Retail documentation is available on the Oracle Help Center (docs.oracle.com) at the following URL:

`https://docs.oracle.com/en/industries/retail/index.html`

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of an document with part number E123456-01.

If a more recent version of the document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the following web site:

`https://docs.oracle.com/en/industries/retail/index.html`

(Data Model documents can be obtained through My Oracle Support.)

Oracle Retail Cloud Services and Business Agility

Oracle Retail Customer Engagement Cloud Service 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 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.

1

Feature Summary

This chapter describes the feature enhancements in this release.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Customer Engagement (ORCE) update and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

Column Definitions

- Feature
- Module Impacted
- Scale
  - Small: These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.
  - Larger: These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- Delivered
  - Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- Customer Action Required?
  - You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

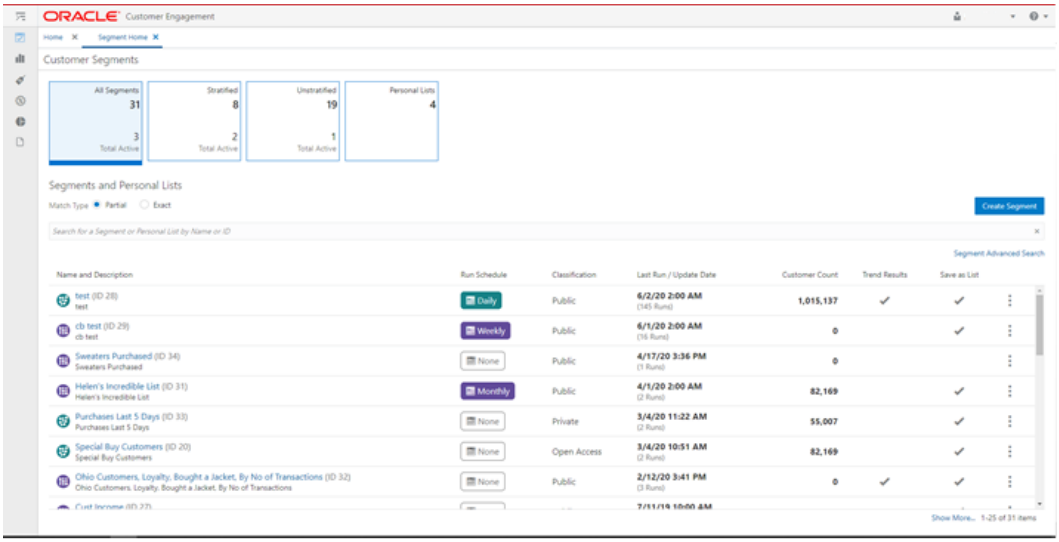
Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Segment Management	Segment	Larger	Enabled with Segment Foundation	No

New Feature Description

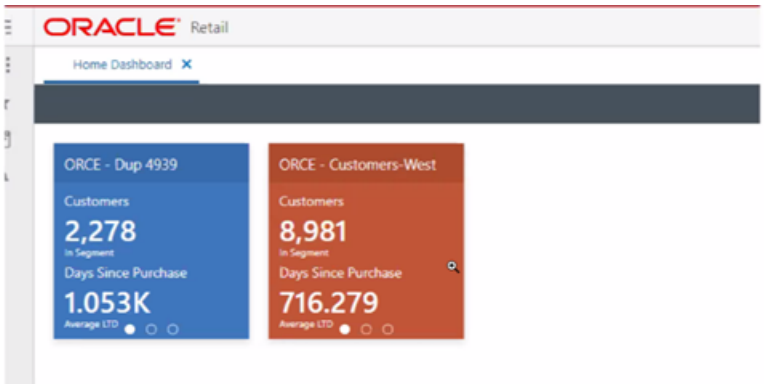
This section describes the new features.

Segment Management

The segment functionality is now available on the modern user interface.



- The following segment functionality is now in the JET UI:
  - Stratified Segments
  - Unstratified Segments
  - Personal Lists (formerly known as Manual Segment)
  - Segment Home
  - Segment Scorecards (Stratified, Unstratified, and Personal Lists)



- Segment Tile for Oracle Retail Home:
  - Segment specific tiles can be created in Retail Home
  - Tile data is configurable via setup in Retail Home
  - Clicking the tile will route the user to their CE home page (Customer Home, Promotion Home, or Classic View)

Assumptions

Roles permitting, users can move between the Classic View and the Modern View. The functionality and core business logic are the same between the two versions.

The APIs are unchanged and remain fully compatible with any existing integrations.

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Client Requirements and Supported Products

This chapter covers the Client System requirements and products supported for Oracle Retail Customer Engagement.

Client System Requirements

The technology below is supported.

Browser Support

Note: Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

Connecting to Customer Engagement Cloud Services requires one of the following web browsers:

- Mozilla Firefox ESR 68+
- Internet Explorer 11
- Microsoft Edge 44+
- Chrome (Desktop) 79+

Supported Oracle Products

Application	Latest Supported Version
Oracle Retail Xstore Point of Service	19.0+
Oracle Retail Order Management System Cloud Service (OROMS)	19.1+
Oracle Retail Omnichannel Data Service (OCDS)	19.0+
Oracle Marketing Cloud	18.0+
Oracle Retail Insights Cloud Service	18.0+

3

Deprecated Features

As part of the continuous delivery model for cloud services, features and technical components of a solution may be removed or replaced to enhance the security, performance, and overall quality of the cloud service. When this occurs, the deprecation of a feature or component will be announced in advance, allowing customers sufficient time to anticipate the change and transition to any enhanced replacement feature/component. After the deprecation is announced, the deprecated feature or component will remain in the solution until the planned removal date and will not be enhanced or made compatible with other new features.

Below is a list of new and previously announced deprecations for this cloud service.

Application Area	Deprecation Announcement Date	Feature	Planned Removal Date	Notes with Replacement Feature/component
Data Movement	ORCE 19.0 June 2020	sFTP	June 2021	Work on the replacement is in progress.
Web Service Authentication	ORCE 19.0 June 2020	Basic Authentication	June 2022	Oauth should be used instead.
Web Service	ORCE 19.0 June 2020	V1.0 Customer Lookup Service	June 2021	Use the current service version. Details on the current web service versions can be found in the Batch Processing and Web Services Guide for release 18.3 using the following link: https://support.oracle.com/epmos/main/downloadattachmentprocessor?parent=DOCUMENT&sourceId=1994453.1&attachid=1994453.1:CECS-183-BPWS&clickstream=yes
Application Technology	ORCE 19.0 June 2020	ORCE GWT	June 2021	Moving to the JET framework for ORCE. Details on the functionality in JET can be found in the Jet UI User Guide for release 18.3 using the following link: https://docs.oracle.com/cd/E62110_01/relate/pdf/183/cecs-183-jg.pdf