Oracle Fusion Cloud Sales Automation

How do I get started with Sales Forecasting?

Oracle Fusion Cloud Sales Automation
How do I get started with Sales Forecasting?

G11498-05

Author: Oracle

Contents

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⓘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Support

You can get support at *My Oracle Support*. For accessible support, visit *Oracle Accessibility Learning and Support*.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at *Oracle University*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest *ideas* for product enhancements, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the *Oracle Accessibility Program*. Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

1 Get Started with Configuring Sales Forecasting

About Forecasting for Oracle Sales in the Redwood User Experience

Sales managers need to accurately forecast their team's committed forecast so that their Sales in the Redwood UX team is on track to meet or exceed their quota. Sales forecasting helps them to manage the team members' forecasts and roll the pipeline up by forecast category into their periodic forecast view. For example, your sales organization can forecast opportunity owners in each quarter and managers can adjust those forecasts as needed.

Sales Forecasting for Redwood UX allows for real-time visibility into forecasts and the ability to make summary and line-item adjustments, fostering effective collaboration and communication within sales teams. A key feature is the highly interactive drag-and-drop functionality, which allows managers to swiftly apply executive judgment and improve forecast accuracy.

Forecasting for Sales in the Redwood UX caters for two broad forecasting scenarios:

- Forecast by Opportunity Owner (Default)
    - This forecast scenario uses opportunity owners and rolls up the resource reporting hierarchy. Territories aren't required in this forecasting approach.
- Forecast by Opportunity Revenue
    - Forecasting by opportunity revenue is an alternative forecasting type for Redwood UX forecasting users. This forecast scenario uses opportunity revenue forecasting when you use sales territories to assign opportunities.

For information about Sales in the Redwood UX and its rich set of features that make life easier for sales teams, see *Overview of Oracle Sales in the Redwood User Experience*.

How do I enable Sales Forecasting for Redwood UX?

Forecasting for Sales in the Redwood user experience allows for real-time visibility into forecasts and the ability to make summary and item changes, fostering effective collaboration and communication within sales teams. Before you can start configuring Sales Forecasting for Redwood UX, you must be an administrator with the assigned configured job role.

Forecasting for Redwood UX caters for two broad forecasting scenarios, and both need different setups:

- Forecast by Opportunity Owner (Default)
    - This forecast scenario uses opportunity owners and rolls up the resource reporting hierarchy. Territories aren't required in this forecasting approach. This means that opportunity revenue is automatically included in the forecasts of the opportunity owner. Salespeople own their opportunities and forecast them. The forecasts are passed up the resource hierarchy for adjustment and endorsement. Your organization doesn't use territories to assign salespeople to opportunities.

- Forecast by Opportunity Revenue (forecasting when you use sales territories to assign opportunities)
  - You assign opportunities to sales territories by geography, product, industry, and other dimensions. You might have multiple salespeople from different parts of the sales organization involved in the sale. The opportunity owner isn't necessarily the sole person forecasting the revenue. The forecasts are passed up the territory hierarchy for adjustment and endorsement. If your implementation meets any of these criteria, then you must set up sales territories and run the Request Revenue Territory Assignment process to assign territories to opportunities.

Before You Start

To enable Sales Forecasting for Redwood UX, you must have the following privileges.

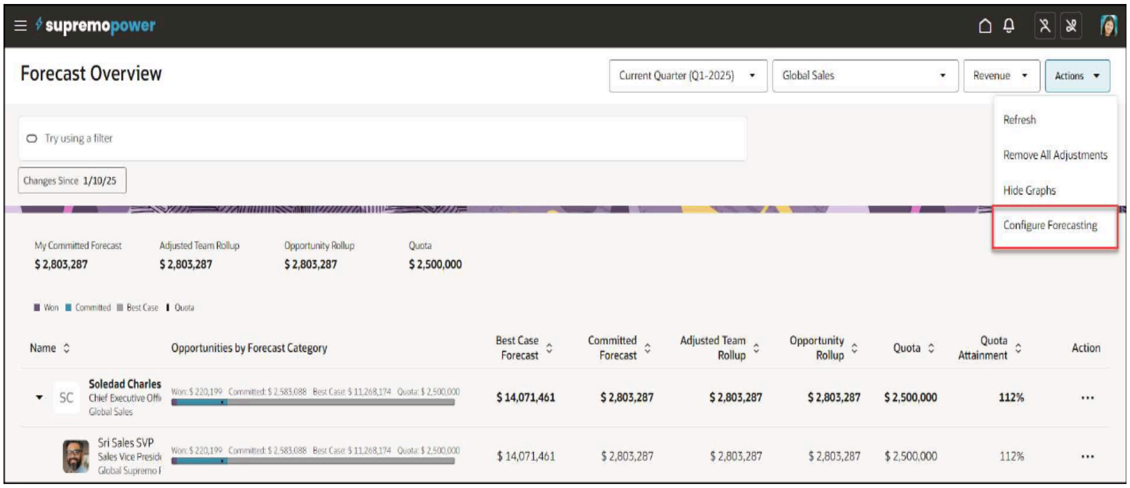
Privilege and Name	Description
ZSF_SETUP_DIGITAL_SALES_FORECAST Setup Sales Forecasting from Digital Sales (Redwood UX)	Allows setting up sales forecasting and running processes from Redwood UX.
ZSF_EXPORT_IMPORT_DIGITAL_SALES_FORECAST_QUOTAS Export and Import Sales Forecast Quotas from Digital Sales (Redwood UX)	Allows exporting and importing sales forecast quotas from Redwood UX.
ZSF_MANAGE_DIGITAL_SALES_FORECAST_QUOTAS Manage Sales Forecast Quotas from Digital Sales (Redwood UX)	Allows viewing and editing sales forecast quotas from Redwood UX. **Note:** This privilege isn't a requirement but rather a recommendation to help show the best of the Sales Forecasting for Redwood UX capabilities.

Set the Forecasting Currency

Set the profile option ZCA_COMMON_CORPORATE_CURRENCY to enable the forecast to appear in your preferred currency. The currency value entered sets the corporate currency for opportunity records.

Configure Sales Forecasting for Redwood UX

Go to the **Navigator** > **Redwood Sales** > **My Forecasts** to start configuring Sales Forecasting for Redwood UX using the guided process. You can also select the **Configure Forecasting** menu item from the **Actions** drop-down list on the Forecast Overview page.



If you update your forecasting configuration options, then all forecast metrics will be recalculated and any adjustments made will be deleted. See *Configure Sales Forecasting Using Guided Process* for more information.

Generate Sales Forecast Metrics

Go to the **Navigator** > **Tools** > **Scheduled Processes** and run the Generate Sales Forecast Metrics process.

The Generate Sales Forecast Metrics process automatically generates sales forecast metrics for salespeople for each of the active forecast periods. For example, sales managers can view the best case opportunities or those that their team members have committed to so that they can help move the opportunities to the **Won** status. They can also view and make adjustments where necessary to the forecasts, unforecasted, and sales forecast quota items for each of their team members.

Typically, you run the Generate Sales Forecast Metrics process once for each forecasting period. You can run this process if the forecast metrics become distorted. See *Generate Sales Forecast Metrics* for more information.

Default Schedule Processes for Sales Forecasting

Once you review and submit your Sales Forecast configuration, the Generate Sales Forecast Metrics process runs immediately. Typically, you would run this process once for each forecasting period. You can run this process if the forecast metrics become distorted.

The default schedule for sales forecasting processes is as follows:

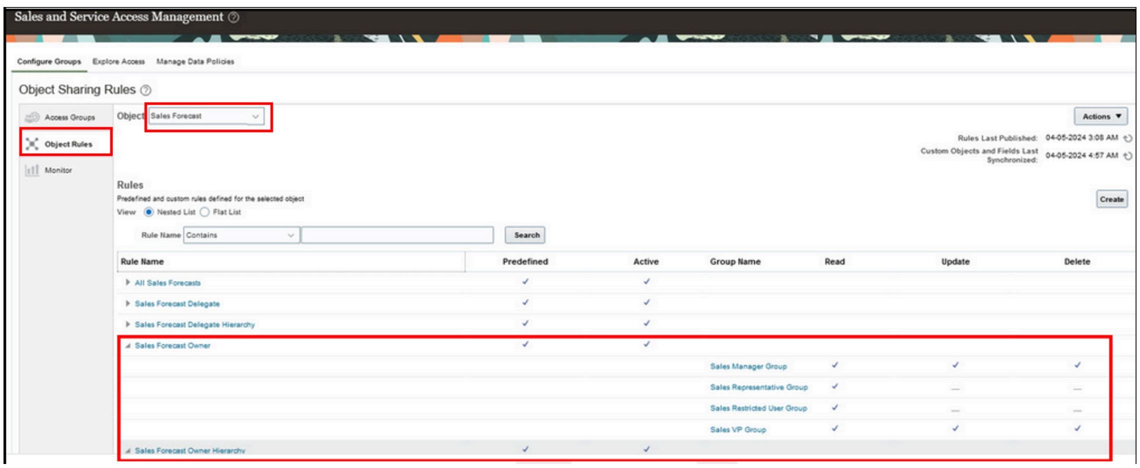
Process Name	Schedule
Generate Sales Forecast Metrics	Runs at 1.00 a.m. UTC 15 days before the start of the period following the last active period.
Compress Sales Forecast Metrics	Runs every hour.
Refresh Sales Forecast Dimensions	Runs every day at 10.00 p.m. UTC.
Generate Sales Forecast Snapshots	Runs every Saturday at 2.00 a.m. UTC.

Secure Sales Forecasts Using Access Group Rules

Use access group rules to control access for salespeople using the sales forecasting in the Redwood UX. For example, you can secure sales forecasting access for sales managers and salespeople based on opportunity ownership and their resource hierarchy. Or, you can secure sales forecasting access based on forecast territory ownership and the territory hierarchy.

Using access group rules lets you extend visibility to forecasting data. This can be useful if the territory hierarchy and territory-based reporting and rollups are different to the reporting resource hierarchy. You can also define sales forecasting data access for your custom sales job roles.

Here's an example of some predefined sales forecast access group rules available to you.



If you use the default Sales Manager, Sales VP, Sales Representative, Restricted Sales, Sales Administrator and Customer Relationship Management Application Administration job roles, then no additional setup steps are necessary.

Following the first run of the Generate Sales Forecast Metrics process, run the **Perform Object Sharing Assignment Rule Processing** scheduled process After that, the process is automatically scheduled to run on an ongoing regular basis.

Custom Job Roles for Sales Forecasting

If you use custom job roles for your sales organization, you must manually associate the appropriate sales forecast rules to your custom job role access groups to setup sales forecast access for your salespeople, operations, and administrators.

- Define an access group for each custom job role
- Associate groups with appropriate sales forecasting rules
- Publish rules (and confirm process completed successfully)
- Submit the **Perform Object Sharing Assignment Rule Processing** process with following options:
  - **Object:** Sales Forecast
  - **Record Selection:** All Records

It's recommended to run the **Daily Refresh Sales Forecast Dimension** process in advance of running the **Perform Object Sharing Assignment Rule Processing** job so that any changes in resources or territories and their hierarchies are reflected in the access to sales forecasts.

> **Note:** Sales forecasting doesn't support custom access groups.

See *Overview of Role-Based Access Control (RBAC)* for more information about access groups.

Related Topics

- How do I create and manage access groups?

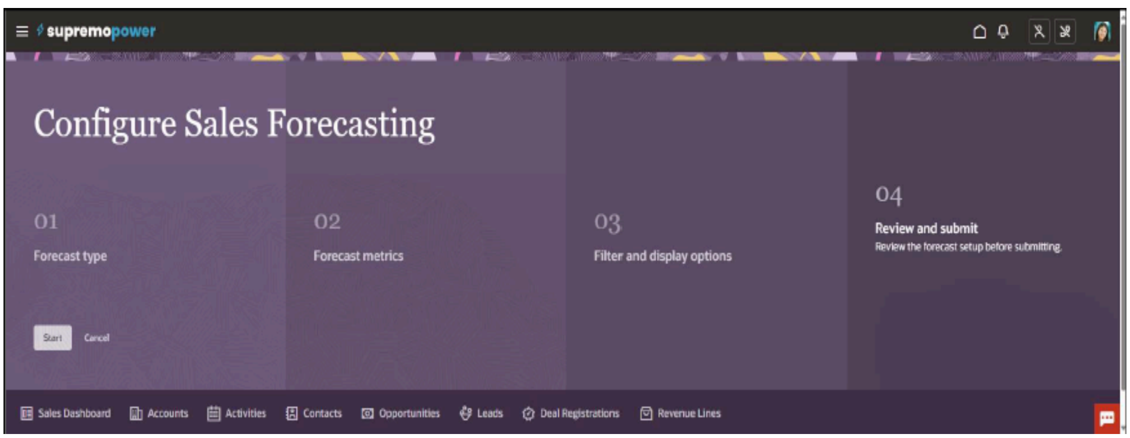
2 Configure Sales Forecast Using Guided Process

Configure Sales Forecasting Using Guided Process

Sales administrators can configure the sales forecasting process to suit the implementation requirements of your organization. A guided process guides the administrator through a series of setup screens as outlined in this *Setting Up Sales Forecasting* video on Oracle Cloud Customer Connect.

This video provides an overview of how to set up Sales Forecasting when forecasting by opportunity rolling up the resource hierarchy and forecasting by opportunity revenue and rolling up the territory hierarchy. It also contains information about the sales forecasting scheduled processes and details about sharing a forecast.

To configure Sales Forecasting for Redwood UX using the guided process, go to the **Navigator** > **Redwood Sales** > **My Forecasts**. You can also select the **Configure Forecasting** menu item from the **Actions** drop-down list on the Forecast Overview page and the following page is displayed:

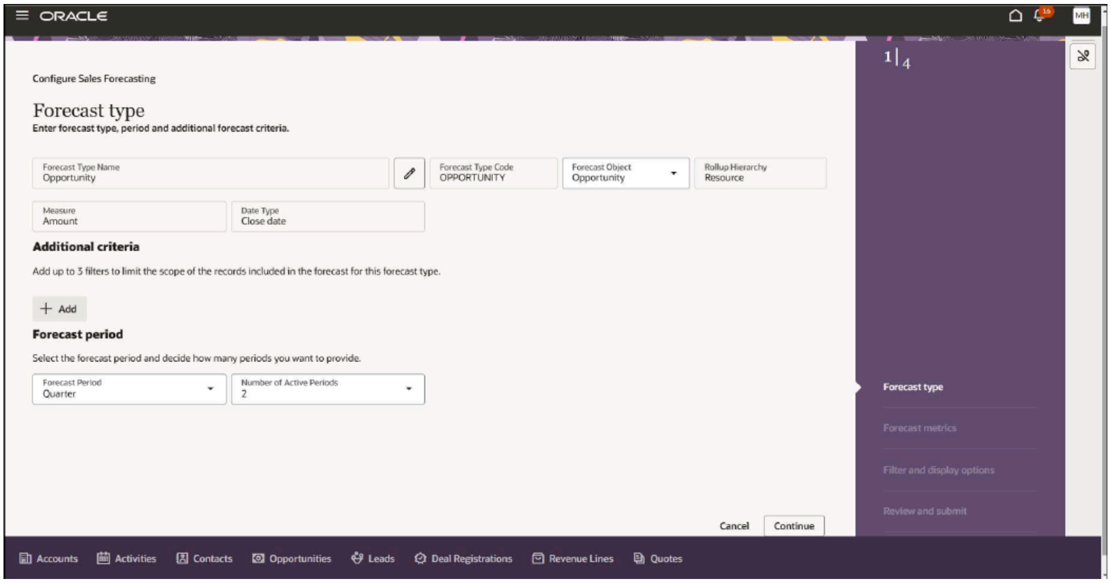


The configuration process guides you how to:

1. Set Sales Forecast Type and Period Parameters
2. Set Sales Forecast Metrics and Mappings
3. Select Filter and Display Options for Sales Forecasts
4. Review and Submit Sales Forecast Parameters and Processes

Set Sales Forecast Type and Period Parameters

The first UI in the process lets you make a series of setup choices such as selecting the forecast type and period you want to configure.



From the **Forecast type** step in the **Configure Sales Forecasting** guided process:

1. Select the **Forecast Type** you want to use for your sales forecasting process. For example, to forecast by opportunity rolling up resource hierarchy, enter the following details:
   a. Select Opportunity as the forecast object
   b. Select Resource as the rollup hierarchy
   c. Enter Amount in the Measure field
   d. Enter close date as the data type

   To forecast by opportunity revenue rolling up territory hierarchy, enter the following:
   a. Select Revenue as the forecast object
   b. Select Territory as the rollup hierarchy
   c. Enter Amount in the Measure field
   d. Enter close date as the data type
2. From the **Additional criteria** section, you can click **+ Add** to include some filters that will limit the scope of the set of records included in the forecast for the selected forecast type. You can add up to 3 filters.
3. Select the **Forecast Period** and decide on the **Number of Active Periods** you want to forecast.

   These are the periods displayed in the period drop-down list in the forecasting pages. Valid values include:

   - Minimum: 1
   - Maximum: 5

   The default value is 2.

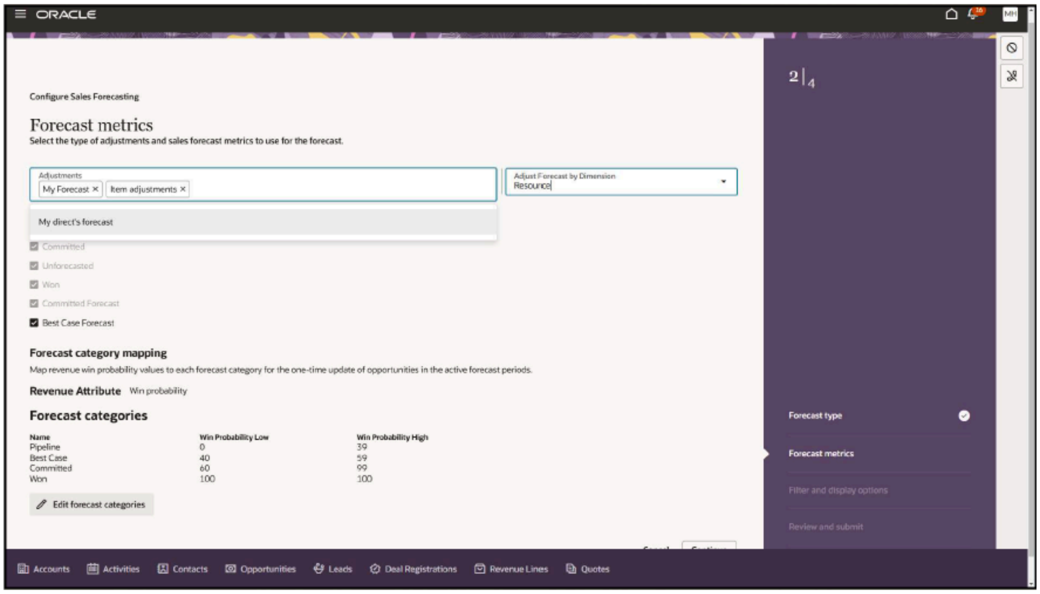
   > **Note:** You can use the `salesForecastParameters` REST service to change the default value.

4. Click **Continue** to move to the next step.

Set Sales Forecast Metrics and Mappings

From the **Forecast metrics** page you can select the type of adjustments and sales forecast metrics to use for your sales forecast. For example, a manager can make summary adjustments to the product level best case forecast and committed forecast numbers for themselves and their direct reports. See *About Summary and Item Adjustments* and *Define Custom Dimensions for Filtering and Adjusting Sales Forecasts* for more information.

You select the available metrics in sales forecasting and map the opportunity or revenue win probability values to each forecast category for updating opportunities in the forecast active periods. If you don't enable the **Best Case Forecast** metric, then the metric card and columns will not be displayed in either of the forecast by opportunity rolling up resource hierarchy and forecast by opportunity revenue rolling up territory hierarchy forecast pages.



From the **Forecast metrics** page, you can choose to allow the calculation and display of best case forecasts, adjusted team rollups and opportunity rollups.

1. Select the sales forecast metrics to use by enabling the checkbox values that you want. For example, select these 3 checkboxes to enable the following metrics:
   - **Best Case Forecasts**
   - **Adjusted Team Rollups**
   - **Opportunity Rollups**
2. In the **Forecast category mapping** section, map the win probability values to each forecast category for one-time updates of opportunities for the active periods you selected in step 1, **Forecast type** of the guided process.

   > **Note:** You can click **Edit forecast categories** to edit the forecast category names and enter low and high percentage values to suit your requirements.

3. Click **Save** and then **Continue** to the next step.

Based on the options selected, this step updates the open and closed opportunities with a close date in one of the active periods and set the opportunity forecast category values as defined.

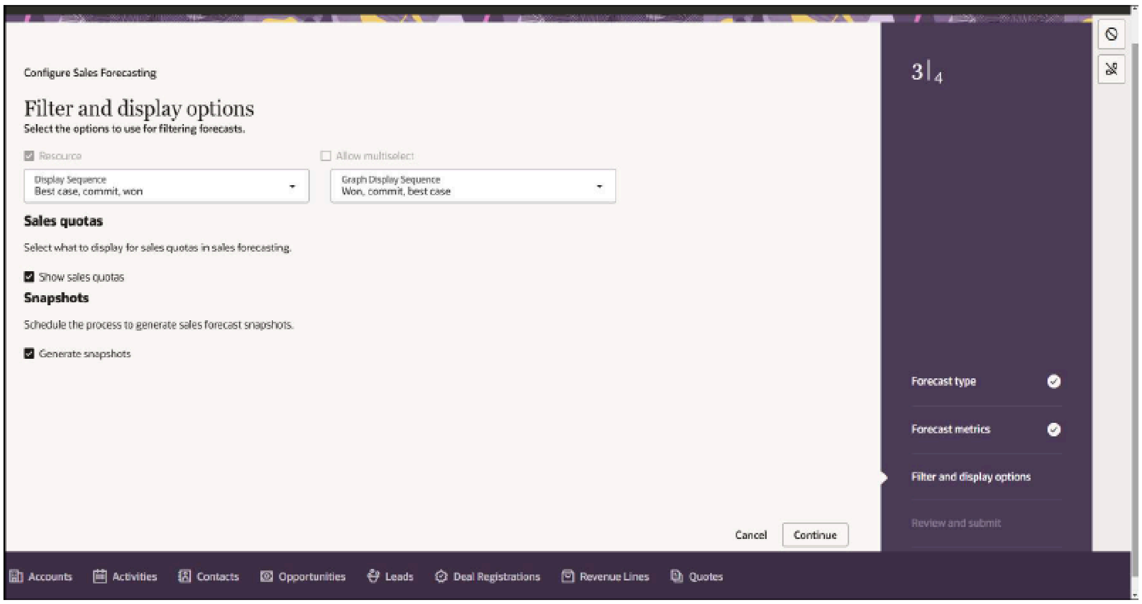
This setup also enables existing open, closed, and won opportunities to be updated with the desired forecast category values so that the opportunities appear in the forecast when you enable Sales Forecasting for Redwood UX. See *About Opportunity Forecast Categories* for more details.

Note: This is a one-time update of the forecast category for opportunities in the active periods. To set the forecast category to best case or committed on opportunities on an ongoing basis, Oracle recommends using Routines or a Groovy script.

Your sales administrator can use Groovy scripts to automatically set the forecast category to Best Case or Committed for open opportunities based on the progression of the opportunity. See *Use Routines and Groovy Scripts to Set Forecast Category Values* for more information.

Select Filter and Display Options for Sales Forecasts

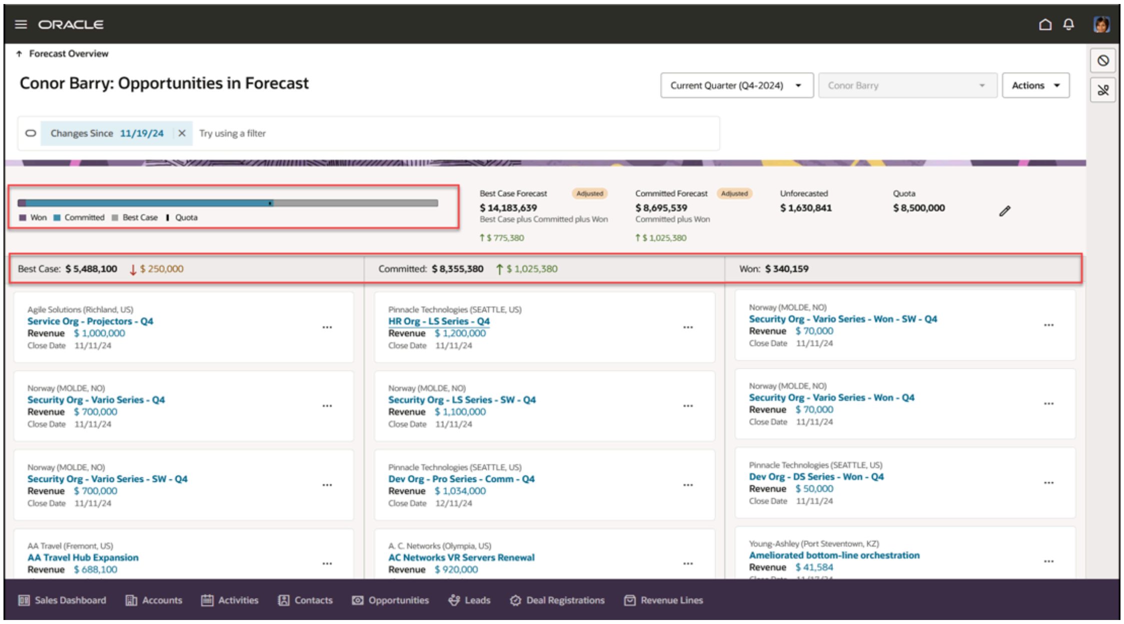
The **Filter options** step 3 lets you select the object and the options by which you want to filter your forecasts.



From the **Filter and display options** page:

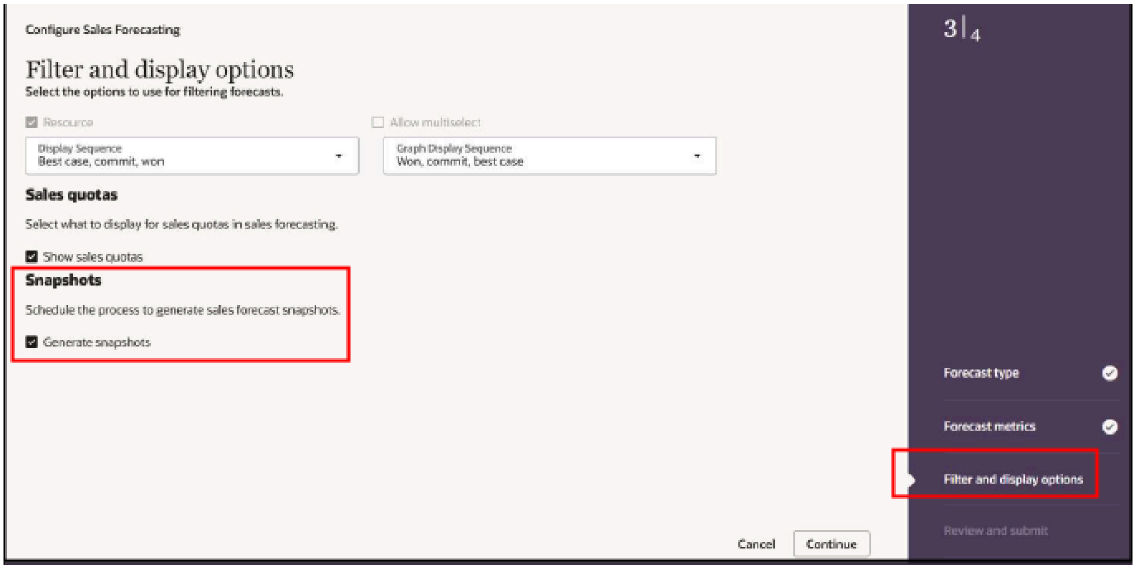
1. Select the filters available for Opportunities in the Forecast page and whether you want a single or multiselect. The default is **Resource** but other dimensions can also be added. If any custom dimensions are defined, then select the dimension to enable it in forecasting, and if multiselect is appropriate for filtering, then select **Allow multiselect** See *Define Custom Dimensions for Filtering and Adjusting Sales Forecasts* for more information about adding filters for custom sales forecast metric dimensions.

2. Use the **Display Sequence** and **Graph Display Sequence** options to display the won, committed and best case forecast numbers within graphs in your forecast and graphical pages as follows:



3. Select the **Show sales quotas** checkbox to display and edit sales quotas as part of your forecasts. This option is enabled by default.

4. Select **Generate snapshots** checkbox to review and access weekly snapshots of key forecast metrics and adjustments as highlighted in this screenshot:

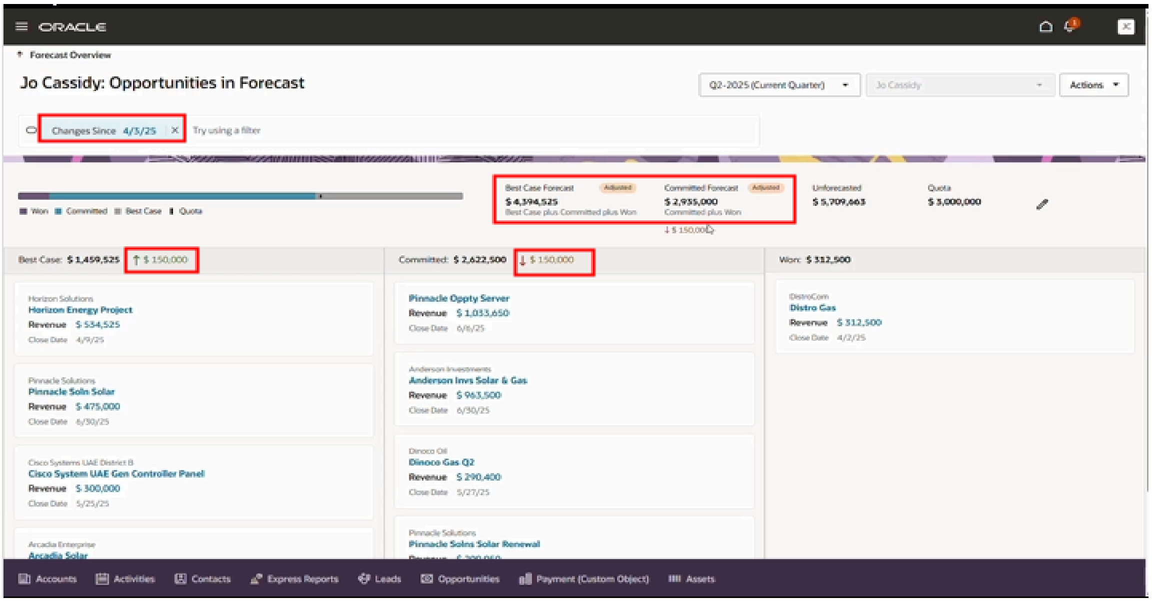


Snapshots allow sales managers to view sales forecast trends. Use snapshots to review and access weekly snapshots of key forecast metrics and adjustments to easily identify changes to your sales forecast commitments since the forecast was last reviewed, or earlier in a period.

By default, the process runs automatically every week on Saturdays at 2.00 a.m. UTC. This process captures forecast metrics such as committed forecasts, best case forecast, best case, committed, unforecasted, and so on.

Also, sales managers can view and adjust their sales forecast using a best case forecast summarized metric. This represents the sum of opportunities or revenue lines for Best Case, Commit and Won forecast categories.

To see the trending information driven off snapshots click the **Changes Since** filter chip in the forecast pages. For example, here's an example of a screen where you can view increases or decreases in your key forecast metrics since last week's snapshot.

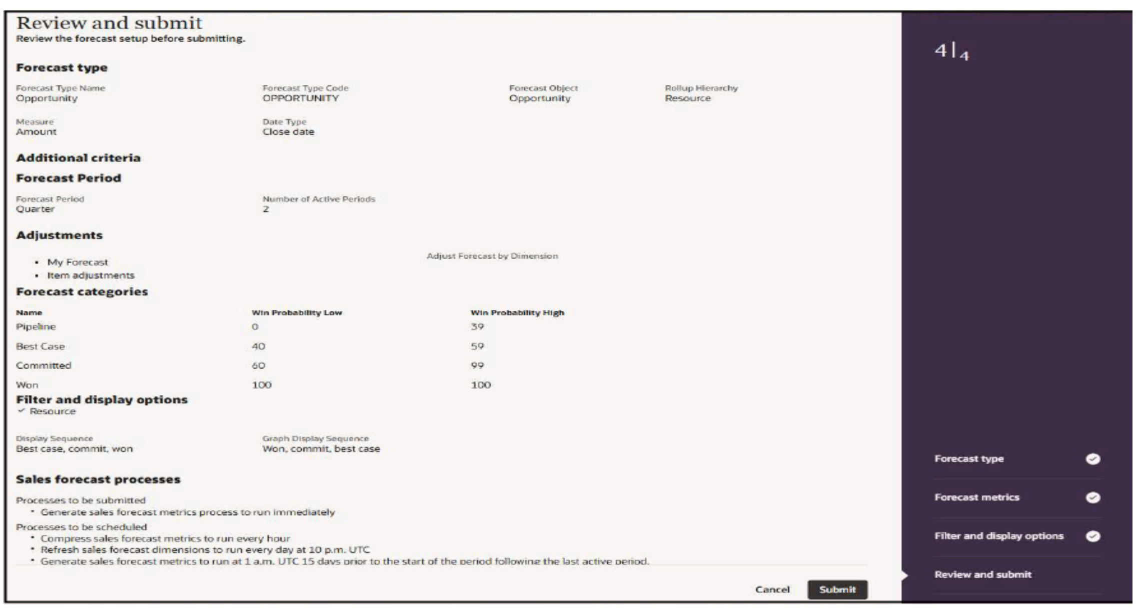


Watch this video *Track Changes Using Changes Since Filter* on Oracle Cloud Customer Connect which provides an overview of Sales Forecasting trending and how managers can track the trends and changes in their forecast using the **Changes Since** filter.

5. Click **Continue** to move to the next step.

Review and Submit Sales Forecast Parameters and Processes

From the **Review and submit** final step 4, you can review a summary of the configuration information you selected in the previous steps.



You can go back to previous steps to make further changes if required. Otherwise, if you're OK with your selections, click **Submit**.

The submit process runs the Generate Sales Forecast Metrics process to run immediately. See *Generate Sales Forecast Metrics* for more information.

Related Topics

- Implementing Redwood Sales videos on Oracle Cloud Customer Connect

3 Working With Sales Forecasting

About Summary and Item Adjustments

Sales Forecasting for Redwood UX allows for real-time visibility into forecasts and the ability to make summary and line-item adjustments, fostering effective collaboration and communication within sales teams. Using the highly interactive UI, salespeople can swiftly apply executive judgment and improve forecast accuracy.

Senior sales managers can drill down to view the forecast overview and opportunities in forecast from the perspective of their direct reports and team members below in the resource hierarchy. From the **Forecast Overview** page, they can simply click the name of any direct report of the manager.

A manager can make summary adjustments to the product level best case forecast and committed forecast numbers for themselves and their direct reports. However, they can’t make summary adjustments to any level below their direct reports.

This table provides a quick summary of what the different forecast values and adjustments represent:

This forecast term ...	Represents the ...
Committed Forecast	Sum of the total won forecast amount and the total of all opportunity revenue values that your sales team have committed to in a forecast period. This value can be adjusted, as part of the Summary adjustment (Edit Forecast option) or reflect any adjusted best case or committed opportunities.
Best Case Forecast	Sum of the total won forecast amount and the total of all committed and best case opportunity revenue values that your sales team has in a forecast period. This value can be adjusted, as part of the Summary adjustment (Edit Forecast option) or reflect any adjusted best case or committed opportunities.
Adjusted Team Rollup Amount	Adjustments made by a manager's direct reports or the team members in the resource hierarchy below. For first level manager's, the adjusted team rollup value is 0 (zero) for each reporting sales representative.
Opportunity Rollup	Sales representative's forecast perspective and indicates the rollup of the (unadjusted) amounts of the best case, committed, and won opportunity lines in a period.

Summary Adjustments

If you're forecasting based on opportunity revenue rolling up the territory hierarchy forecast type and the product dimension is enabled, then as a sales manager, you can optionally view and adjust forecasts by product (group). If adjusting by product, this shows the product groups that a sales manager is responsible for based on their own and their descendant’s territories. See *View and Adjust Forecasts by Product* for more information.

Managers can make summary adjustments to the Best Case and Committed Forecast numbers for their territory, or if enabled, for each product listed under their territory. Any adjustments you make as a manager are visible to your manager and above and are reflected in the forecasts number of the territories above. Any managers and sales representatives below will not see these adjustments.

Note: A summary adjustment takes precedence over an item adjustment.

For example, if you make a summary adjustment to your best case forecast and committed forecast numbers for a product group, then any following item adjustments involving opportunities for that product group won't be reflected in your manager's best case forecast and committed forecast numbers. For this reason, it's recommended that managers use either the summary adjustment or the item adjustment but not both.

Opportunities in Forecast With Multiple Product Lines

The Opportunities in Forecast page shows the Best Case, Committed and Won panels. Managers can view the opportunities included in their forecast broken out by the best case, committed, and won categories. See *About Opportunity Forecast Categories* for more information.

Managers can work with their sales teams and view the **Best Case** opportunities and the ones they've already **Committed** to close and those already closed as **Won**. Opportunities with multiple product groups that have different forecast categories might appear in more than one panel. Let's take a look at the category details for Opportunity ABC, for example:

- Product Group: Fusion CX Sales Amount: $100,000 Category: Best Case
- Product Group: Fusion HCM Amount: $200,000 Category: Committed
- Product Group: Fusion ERP Amount: $500,000 Category: Won

Opportunity ABC with amount $100,000 is displayed in the Best Case panel, Opportunity ABC with amount $200,000 is displayed in the Committed panel and Opportunity ABC with amount $500,000 is displayed in the Won panel.

Item Adjustments

Managers can make item adjustments by dragging and dropping opportunity records between the Committed or Best Case panels. Or, they can click the opportunity name to open a summary of the opportunity in a drawer and adjust the opportunity amount and forecast category.

An adjusted badge is displayed to indicate that an adjustment was made to the opportunity by the signed-in manager or anyone below (subordinate) the resource hierarchy. Any item adjustments made are visible to the manager and above and are reflected in the forecast number of the territories above. These item adjustments won't be visible to managers and sales representatives below in the resource or territory hierarchy.

From the Opportunity ABC example above, if the $100,000 opportunity product group is adjusted from Best Case to Committed and the amount is changed to $50,000, then Opportunity ABC will appear in the Committed panel with a value of $250,000 (representing the sum of the Fusion HCM product group and the adjusted Fusion CX Sales product group).

Managers can also apply filters to their forecast to limit the opportunity product groups shown in the Opportunities in Forecast page. They can filter by:

- Direct report's territories
- Product
- Revenue type category (new, expansion, and so on)

Removing Summary and Item Adjustments

From the managers **Forecast Overview** page, manager can remove summary and line adjustments from both the page level and the row level as follows:

- At the page level, clicking **Remove All Adjustments** will remove all summary and item adjustments made by the signed-in manager.
- At the row level, clicking **Remove Adjustments** will remove summary and item adjustments made by the manager to their own forecast or to the direct report's forecast.

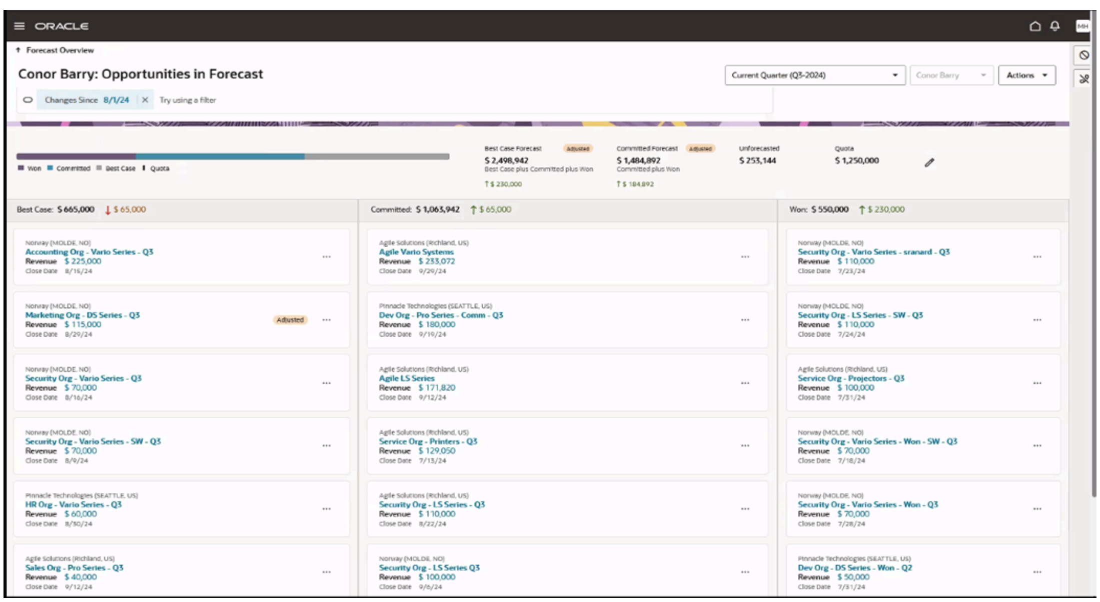
About Opportunity Forecast Categories

Sales managers and sales representatives can use the opportunity forecast category feature to indicate whether an individual opportunity or revenue line is included in their best case or forecast commitments. Forecast category is a cascading field so the value from the opportunity is automatically cascaded down to the revenue line.

The forecast category is set by default as follows:

- Create opportunity defaults to **Pipeline**
- Close opportunity as won defaults to **Won**
- Close opportunity as lost defaults to **Omitted**

Here's an example of Opportunities in Forecast for a sales manager.

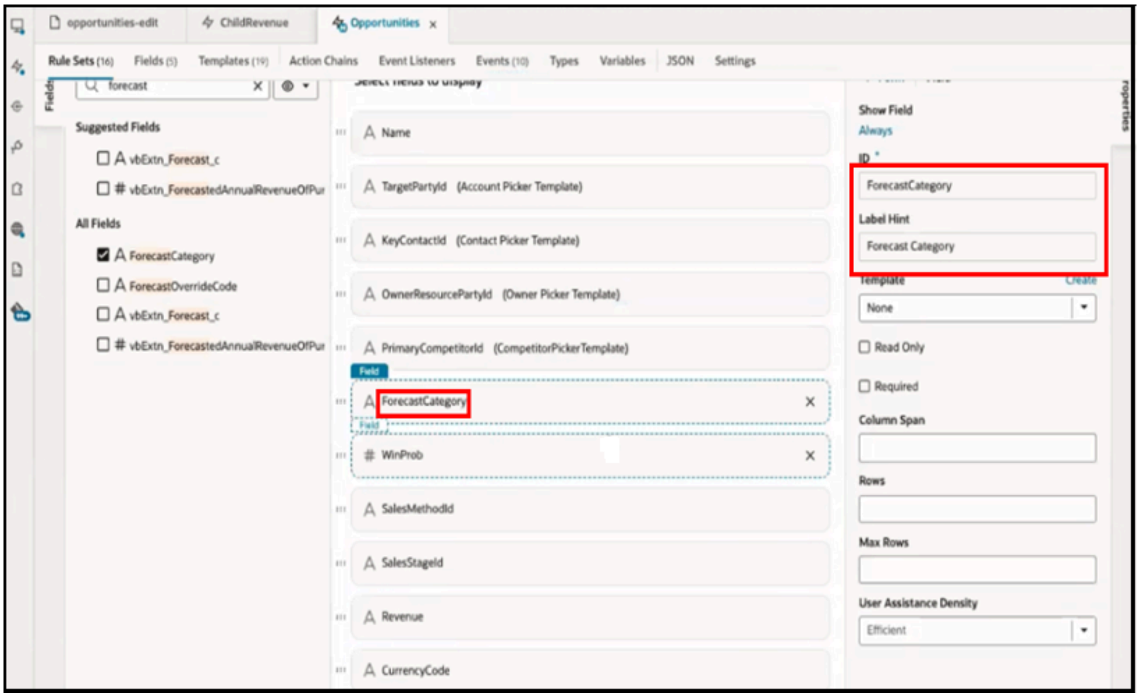


Your sales administrator can use routines or Groovy scripts to automatically set the forecast category to **Best Case** or **Committed** for open opportunities based on the progression of the opportunity. See *Use Routines and Groovy Scripts to Set Forecast Category Values* for more details.

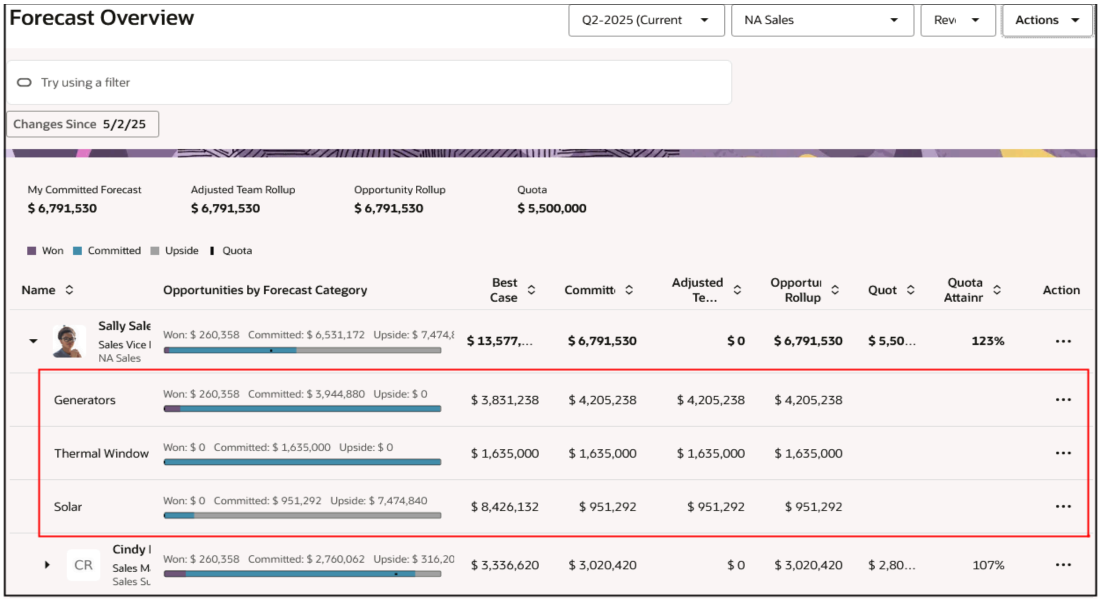
The opportunity forecast category is available by default in the Opportunity Adaptive Search index. Also, the revenue forecast category is available to be added in the Revenue Adaptive Search index.

Add the Forecast Category Field using VB Studio

If required, your sales administrator can add the **Forecast Category** field to appropriate Opportunity UI pages so that salespeople can update the forecast category to reflect their forecast commitments. Here’s an example of using VB Studio to configure the forecast category field for the Opportunity Details page.



Here's a sample screenshot of the **Forecast Category** column that displays the product groups of a manager's direct report forecast.



View and Adjust Forecasts by Product

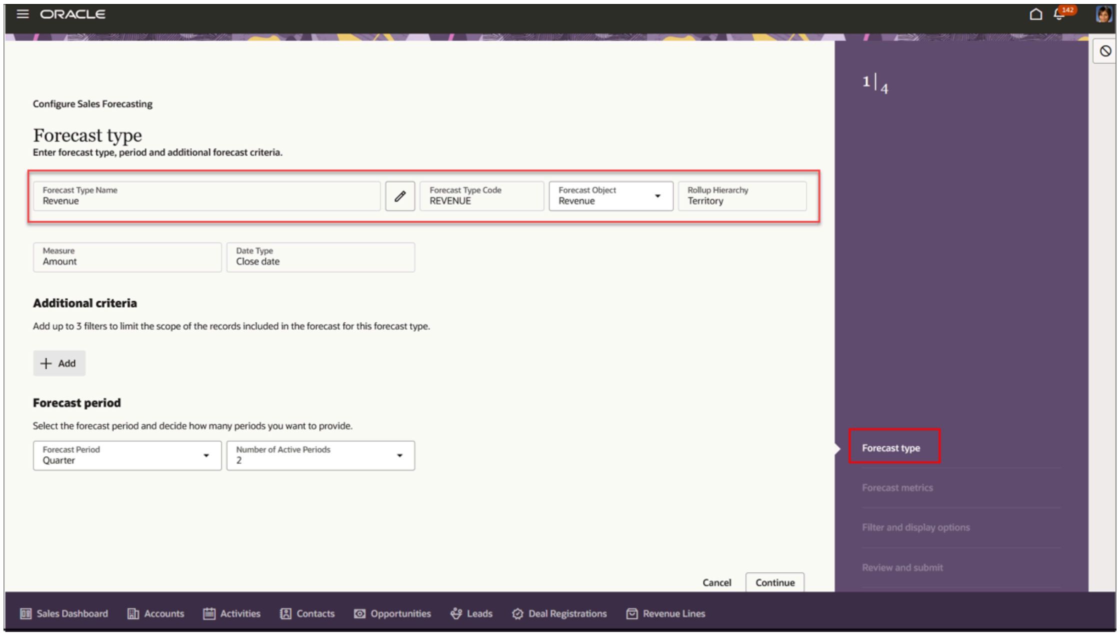
If you're forecasting based on opportunity revenue rolling up the territory hierarchy forecast type and the product dimension is enabled, then as a sales manager, you can view and adjust forecasts by product (group).

If sales forecasting has been configured to view and adjust by product, the Show Products option will be available from the **Actions** menu on the **Forecast Overview** page.

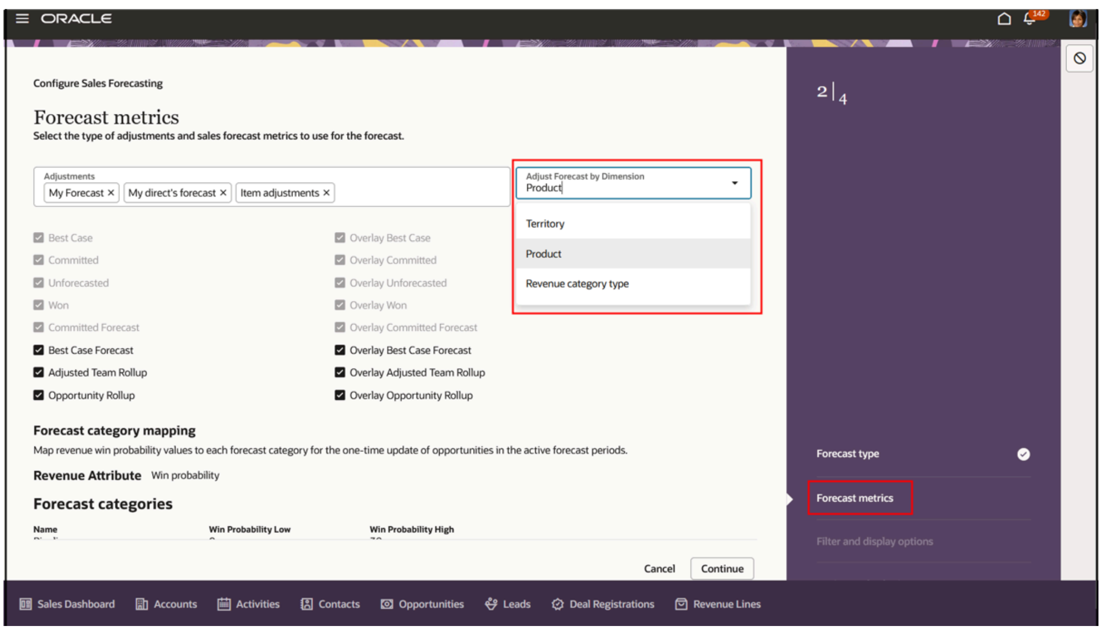
Click **Show Products** to expand the sales manager's territory to display the product groups they're responsible for. The sales manager can also expand each direct report forecast to show their product groups.

To enable this feature, you must:

1. Select **Revenue** as your **Forecast Object** in step 1 of the guided process as follows:



2. Select **Product** as your **Adjust Forecast by Dimension** in step 2 of the guided process as follows:



3. Select the options by which you want to filter your forecasts in step 3 of the guided process.

   > **Note:** Oracle recommends not to select the Revenue category type option.

4. Review a summary of the configuration information you selected from the **Review and submit** final step 4.
5. If you're OK with your selections, click **Submit**.

Use Routines and Groovy Scripts to Set Forecast Category Values

You can use routines or Groovy scripts to set the Best Case and Committed forecast categories. For example, your sales administrators can allow salespeople update the forecast category based on win probability, sales stage, or any criteria on the Opportunity details page or on the Edit Products (revenue lines) page. They can also use Groovy scripts on an ongoing basis to set the opportunity forecast category to Best Case or Committed.

Routines

Routines can be used on an ongoing basis to set the opportunity forecast category to Best Case or Committed. You can use separate routines to update the forecast category based on win probability or other business criteria. For example:

- Routine 1: Update forecast category to BEST CASE for opportunities with a Win Probability >= 40% and <60%
- Routine 2: Update forecast category to COMMITED for opportunities with a Win Probability >= 60% and <100%

You can also use a single routine to call a smart action or object function to run if/then/else logic similar to Groovy script logic.

> **Note:** Routines are scheduled to run regularly so the opportunity forecast category update might not be immediately reflected in the sales forecast. If so, you might want to configure the routine to be triggered based on the **Field Updated** action type, which will run the routine each time the opportunity win probability is updated. This can be an important consideration in the final days of a forecasting period.

Groovy Scripts

You can also use Groovy scripts to set the opportunity forecast category to best case or commit. For example, when the Opportunity win probability is updated, a Groovy script can populate the FORECAST CATGORY field value using a Field Trigger based on sample logic:

- Win Probability >= 40 and <60 set forecast category to BESTCASE
- Win Probability >= 60 and <100 set forecast category to COMMIT

Here a sample screenshot of a Groovy script:

```
def primaryFlag
def winProb
def optyRow

primaryFlag = getAttribute("PrimaryFlag")

if(primaryFlag == 'Y'){
  winProb = getAttribute("WinProb")
  optyRow = getAttribute("Opportunity")

  if(winProb!=null && winProb>=40 && winProb<60)
  {
    optyRow.setAttribute('ForecastCategory',"BESTCASE")
  }

  else if(winProb!=null && winProb>=60 && winProb<100)
  {
    optyRow.setAttribute('ForecastCategory',"COMMIT")
  }
}
```

By default, new opportunities are created with a forecast category = PIPELINE, and when an opportunity is closed as Won the forecast category = WON, or if the opportunity is closed as Lost, the forecast category = OMIT

Define Custom Dimensions for Filtering and Adjusting Sales Forecasts

You can filter Opportunities within your own or your team member's forecast and make summary adjustments to the best case forecast or committed forecast for you and your direct reports.

The following table outlines the following dimensions and metrics for each of the sales forecast types:

Forecast Type	Dimension	Metrics
Forecast by Opportunity Owner (Default)	Owner (Team Member)	• Won • Committed • Best Case

Forecast Type	Dimension	Metrics
		• Unforecasted • Committed Forecast (Won + Committed) • Best Case Forecast (Won + Committed + Best Case)
Forecast by Opportunity Revenue	• Territory • Product • Revenue Type (Revenue Category Type)	• Won • Committed • Best Case • Unforecasted • Committed Forecast (Won + Committed) • Best Case Forecast (Won + Committed + Best Case) • Overlay Won • Overlay Committed • Overlay Best Case • Overlay Unforecasted • Overlay Committed Revenue • Overlay Best Case Forecast

Add a Custom Sales Forecast Metric Dimension

You can add your own custom dimensions to the Sales Forecasting for Redwood UX setup using **Sales Forecast Dimension Metadata** (`salesForecastDimensionMetadata`) REST Service. This REST service is used for capturing information related to custom dimensions such as the revenue type lookup type (dimension source data), and the related opportunity or revenue filter fields.

You'll also need to map the custom dimensions using the **Sales Forecast Metric Source Dimension Mappings** (`salesForecastMetricSourceDimensionMappings`) REST Service.

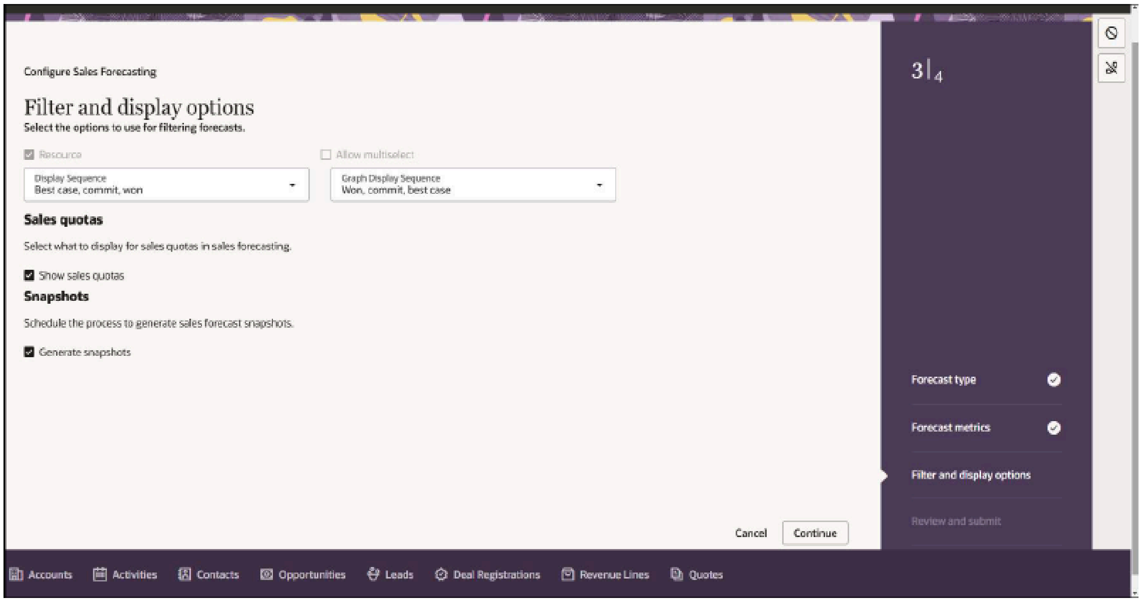
For more information, see *Sales Forecast Dimensions REST Endpoints*.

Add Filters for Custom Sales Forecast Metric Dimensions

Your sales administrator must add the custom sales forecast metric dimensions for filtering the sales forecast information in the Sales Forecast Metric Dimensions (ORA_ZSF_DS_METRIC_DIM) lookup type. See *Overview of Lookups* for more information about lookups.

Once the custom metric dimension lookup value is added, salespeople can then select the custom dimension from the drop-down list from the **Filter and display options** section of the Configure Sales Forecasting page.

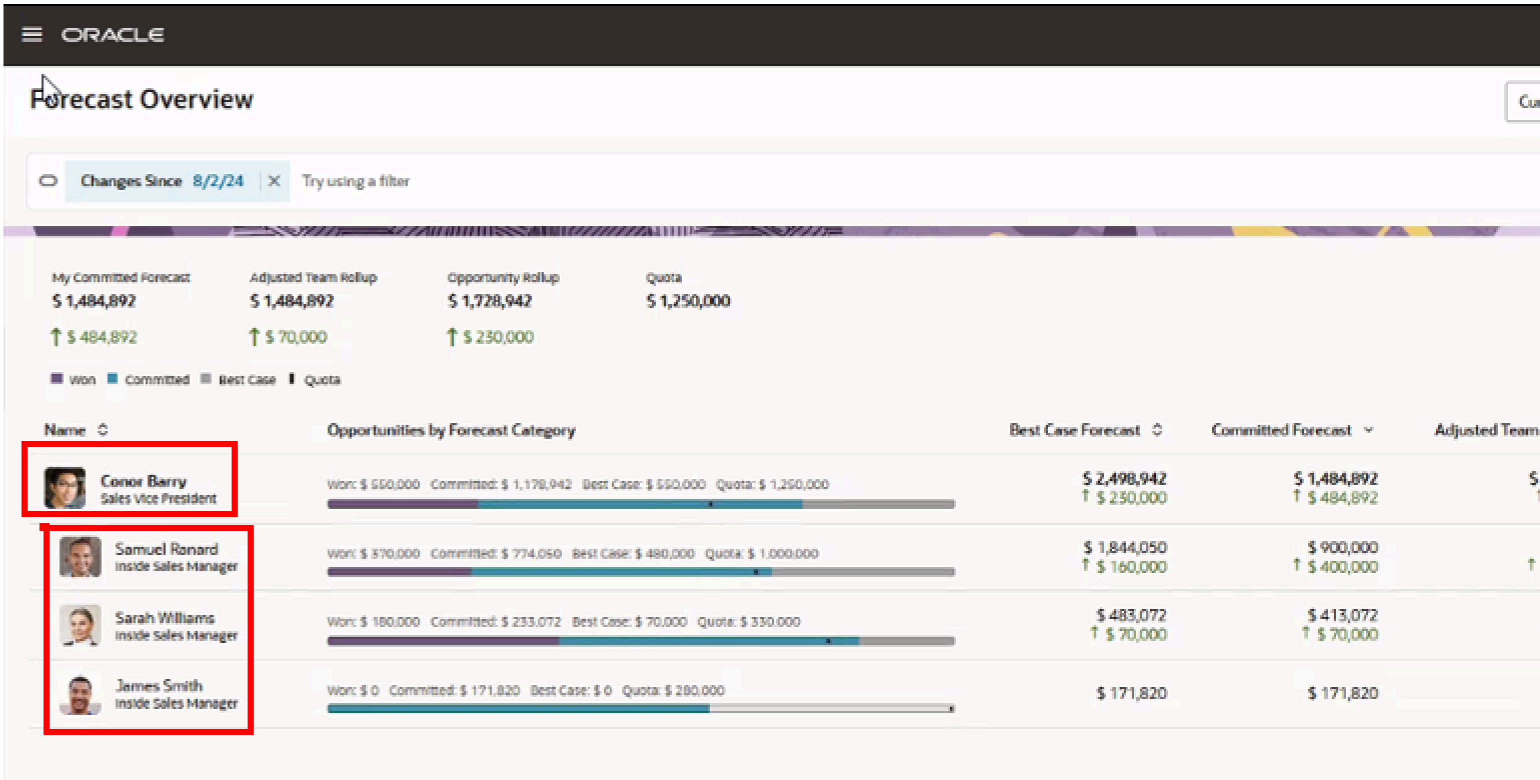
Selecting the **Allow multiselect** option will allow salespeople to select more than one filter value. Here's a sample Configure Sales Forecasting screenshot from where you enable dimensions for filtering sales forecast opportunity revenue lines.



Drill Down to Forecast Overviews and Opportunities for Different Management Levels

Sales Forecasting for Redwood CX allows VP's and senior sales managers to view the best case forecast and committed forecast totals as part of their sales forecast overview. Senior sales managers can drill down below their hierarchical chain to view the sales forecast overview and opportunities in forecast from the perspective of their direct reports and team members.

VP and senior managers can view the forecasts of any team member below their direct reports and make summary adjustments to their own and to their direct reports' forecast. However, they can't make summary adjustments to any level below their direct reports.



When a senior sales manager drills through to lower-level managers in the **Forecast Overview** UI, they can quickly return to their own view by clicking the **My Forecast Overview** breadcrumb link. This link will always return the manager to their own forecast view level, whether they drill down through one or multiple levels below in the hierarchy.

Alternatively, users can click the browser **Back** button to return to the prior forecast overview.

Extend Sales Forecasting with Configurable Opportunity Drawer

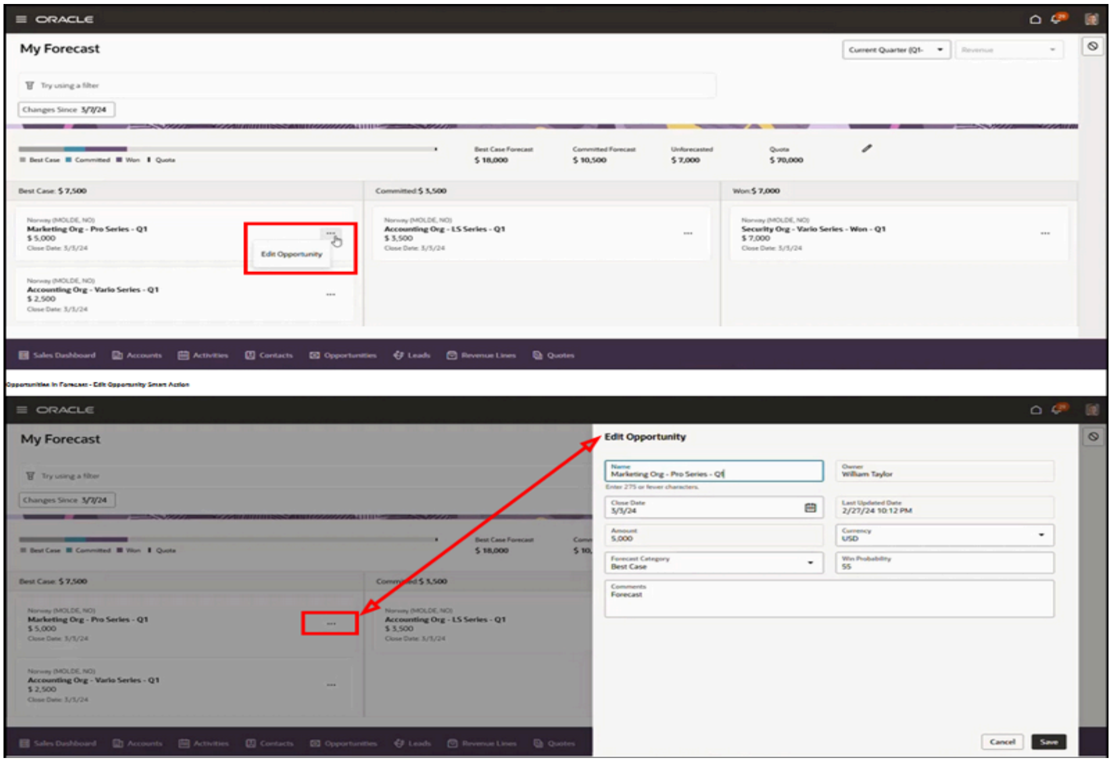
Sales managers can view and access key opportunity information for sales forecasts in Redwood UX by using the **Edit Opportunity** smart action. Smart actions are contextual actions that are mapped to an object and client application.

Here are the high level steps to set up the Edit Opportunity smart action from Application Composer.

> **Note:** Before you start, you must have the Manage Sales Forecast from Digital Sales (ZSF_MANAGE_DIGITAL_SALES_FORECAST) privilege and the View Sales Forecast from Digital Sales (ZSF_VIEW_DIGITAL_SALES_FORECAST) privilege.

1. Create a sandbox with Application Composer.
2. From the **Tools** menu select Application Composer.
3. Select **Smart Actions**.
4. Enable **Edit Opportunity** smart action by selecting **Yes** from the **Enabled** drop-down list.
5. Publish the sandbox.

Here are sample screenshots of the Edit Opportunity smart action that opens the opportunity drawer from where you can view and make updates to the selected opportunity record.



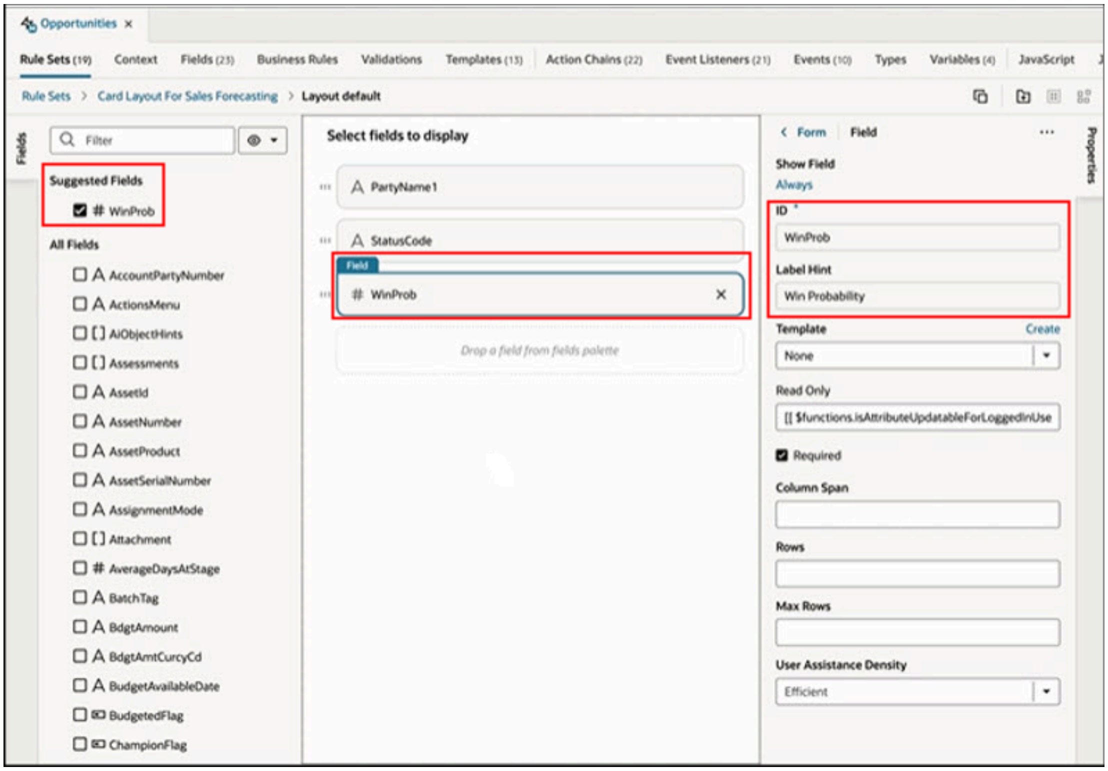
Optionally, you can rename the sales forecast smart action using the User Interface Text tool. See the *Tools for Changing Text* section of the Configuring and Extending Applications guide for more details.

You can use VB Studio to configure the fields and layout of the Edit Opportunity drawer. See *How can I modify standard Sales pages in Oracle Visual Builder Studio?* and *What You Can Configure* for more information.

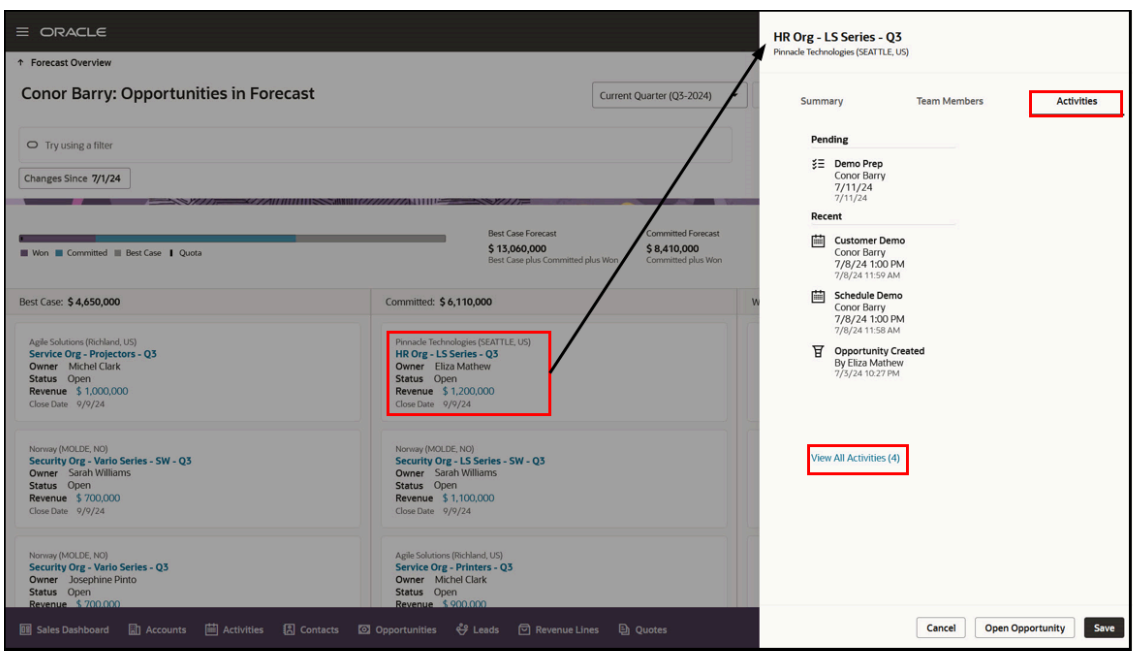
Extend Sales Forecast Opportunity Cards using Oracle Visual Builder Studio

You can use Oracle Visual Builder Studio (VB Studio) to extend the information displayed in sales forecast opportunity cards for sales in the Redwood User Experience. Watch this Oracle Cloud Customer Connect video *Extending Sales Forecasting* to learn how to enable the Edit Opportunity smart action, extend the Opportunity card, and extend the Opportunity summary drawer to include Activities and Team Members.

For example, you might want to include more fields in the Opportunity cards such as the Predicted Win Probability or Sales Stage fields. This can also be done using the Edit Page in Visual Builder Studio as shown in this sample **Card Layout for Sales Forecasting** screenshot.



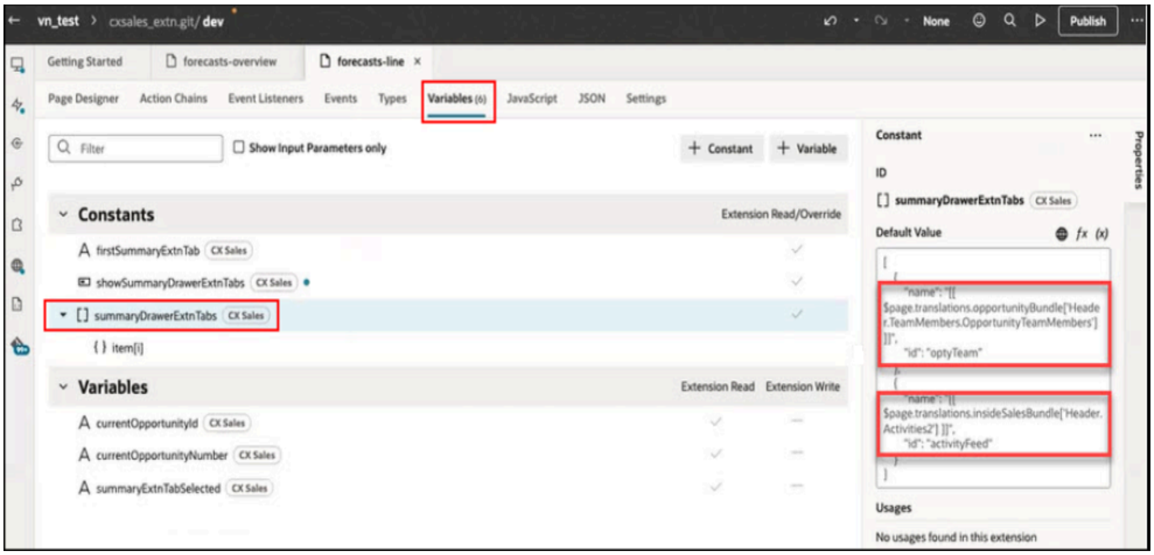
You can add other team and activity stream information related to each opportunity so that sales managers can view important opportunity and forecasting information within the sales forecasting UI. Here's an example of an extended sales forecasting drawer that shows activities from an Opportunity card in the Sales Forecasting UI.



Follow these steps to add the **Team Members** and **Activities** tabs to the Sales Forecasting opportunity summary drawer.

1. From the Sales Forecasting opportunity summary panel, click your profile and select **Settings and Actions** > **Edit Page in Visual Builder Studio** to open Visual Builder Studio (VBS).
2. Select a workspace and click **CX Sales** > **cx-sales** > **forecasts** > **forecasts-line** > **.**
3. Select the `showSummaryDrawerExtnTabs` constant.
4. Update the `showSummaryDrawerExtnTabs` array value as required. For example, update as follows:

```
[{"name":"Team Members","id":"optyTeam"},{"name":"Activities","id":"activityFeed"}]
```



5. Click **Page Designer** > **Design** > **Opportunity Tabs Container Layout Rule Set 1**.
6. From the Properties window, click **+ Case** to add a new case.
7. Set the condition of the case to `$base.constants.showSummaryDrawerExtnTabs.`
8. Click **+** and select **New Section**.

   > **Note:** The ID should be the same as the ID value set for one of the values in the array updated in Step 5.

   Repeat this step for each element in the array you updated in Step 4.
9. Click the **JSON** tab and change the `dissplayProperties` in the layout section as follows: `displayProperties":` `[ "[[ $base.page.variables.summaryExtnTabSelected]]`]
10. Click the **Code** tab and in the **Template Code** section, embed these Opportunity related fragments:
    - `$base.page.variables.currentOpportunityNumber` for Opportunity PUID
    - Number `$base.page.variables.currentOpportunityId` for Opportunity ID
11. Click the **forecasts-overview** page.
12. Preview your configuration by clicking the **Preview** button and verify the page. A local URL is generated in the browser and you can share this local URL for other users to verify.
13. Click **Publish** to make your configuration permanent. The changes will be available for users to directly verify without using the local URL.

Frequently Asked Questions (FAQs) for Sales Forecasts

This section contains some frequently asked questions (FAQs) for sales forecasts. Scroll or search to find answers to common questions.

How are sales forecasts generated?

Here's how your sales forecasts are generated:

- Opportunities are placed in time periods (quarters) according to their close dates.
- The forecast category on the opportunity or revenue line identifies where unforecasted, best case, committed, or won opportunity or revenue lines exist within the forecast. For example, an opportunity or revenue line with a win probably:
  - Between 0% and 39% is accumulated in the Unforecasted / Pipeline category
  - Between 40% and 59% is accumulated in the Best Case category
  - Between 60% and 99% is accumulated in the Committed category
- Won opportunities have 100%-win probability and are added to the Won category.

See *About Opportunity Forecast Categories* for more information about sales forecast categories. You can also use routines or Groovy scripts to set the Best Case and Committed forecast categories. See *Use Routines and Groovy Scripts to Set Forecast Category Values* for more details.

What sales forecasting tasks can I perform as a sales manager?

Sales managers, sales VP's, and sales representatives can view their forecasts for opportunities in the active periods. Your direct reports can only update the underlying opportunity close date, line or product amount, and forecast category (if available), or other related opportunity information such as the sales stage or win probability.

Here are some tasks that sales managers can perform from **Navigator** > **Redwood Sales** > **My Forecasts**:

- Catch up with updates and prepare for team forecast reviews
- Review the forecast with their team
- Adjust the opportunity amount and forecast category for forecast items (Opportunities)
- Review forecasts with second-line managers and communicate with salespeople and Sales VP
- Make adjustments by changing the best case forecast or committed forecast amount for individual time period for their own or a direct report's forecast

  > **Note:** Any adjustments made are only visible to the sales manager and their management chain above, but not visible to their team members in the hierarchy below.

How do I adjust my sales forecast?

Sales managers can view and adjust their own and their direct report's forecasts and roll the pipeline up by forecast category into their quarterly forecast view. In collaboration with salespeople on their team, sales managers can:

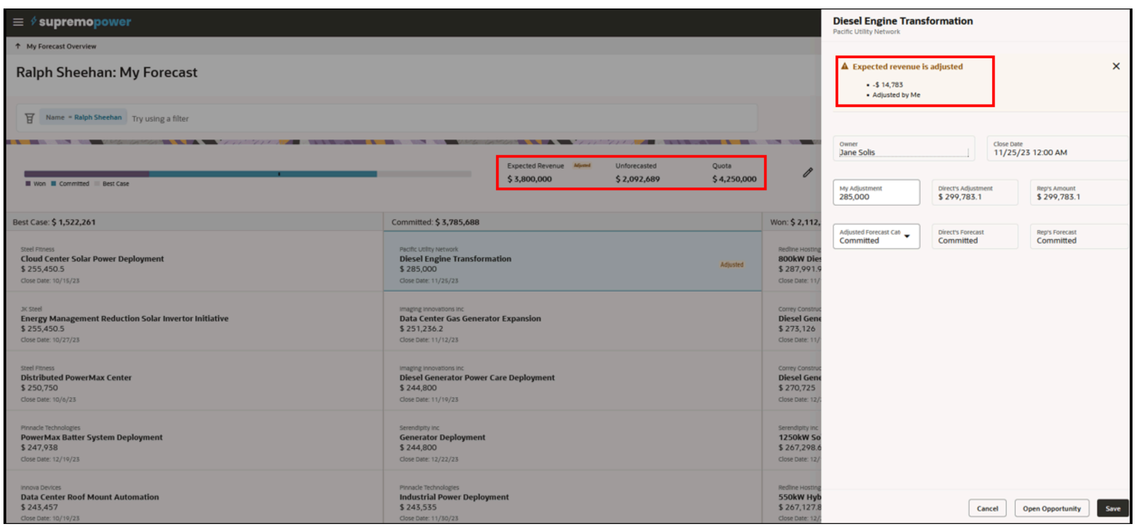
- View their **Best Case** and **Committed** opportunities or product lines their team want to close in the current period

  This enables you to evaluate and decide what help or coaching team members might need to ensure the opportunities get moved to the **Won** forecast category
- View and adjust the committed forecasts

  An adjusted badge is displayed to highlight adjustments made to the committed forecast, or opportunities that make up the committed forecast, made by the sales manager or a team member.
- Click **Edit** from the actions menu and make your adjustments.

  The adjustment metrics are immediately reflected as highlighted in the **My Forecast Overview** page.

You can also make forecast line item adjustments by dragging and dropping opportunity records between the Committed, Won, or Best Case panels. The relevant adjustment metrics will be reflected accordingly. Sales managers and sales VPs can click the opportunity name to open a summary of the opportunity in a drawer and adjust the opportunity amount and forecast category. An adjusted badge is displayed to indicate at a glance that an adjustment was made to the opportunity.



What does the adjusted sales forecast committed value represent?

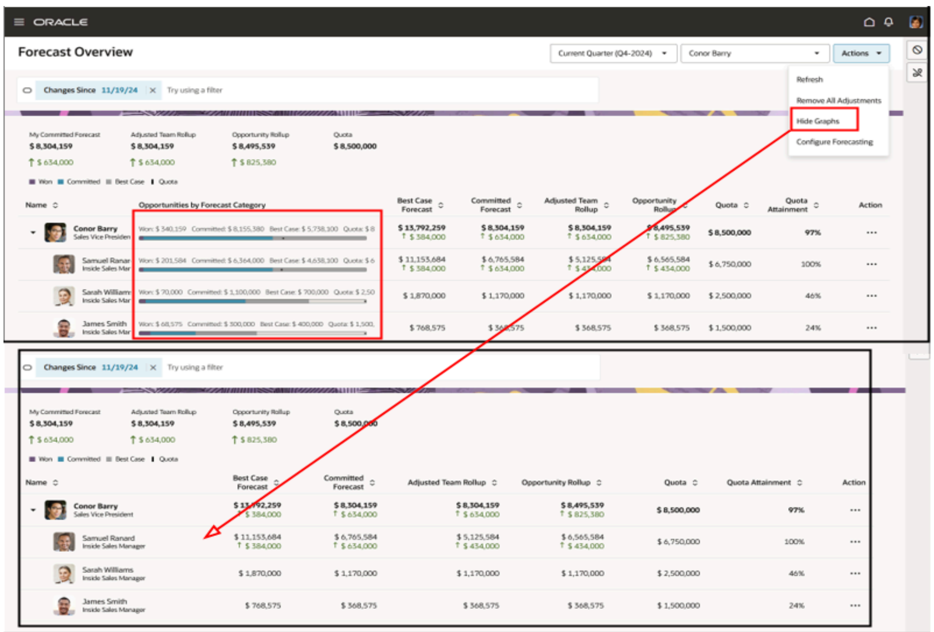
A **Committed** forecast represents the sum of the committed and won opportunities in the period for the signed-in manager and all salespeople below in the manager's resource hierarchy. If a manager below the hierarchy makes a

summary adjustment to their committed forecast, then that change impacts their manager's committed value plus any manager's committed forecast value above the resource hierarchy.

Similarly, if a manager below the resource hierarchy makes an **item** adjustment to an individual committed opportunity, then that item change impacts the manager's committed forecast and the committed forecast of the managers above. The opportunity rollup number reflects the sales representative's perspective which represents the sum of the underlying opportunities for the signed-in manager's resource hierarchy. The committed value doesn't change when a summary or item adjustment is made. The committed value only changes if a sales representative or a sales manager updates the amount of any product lines by adding or removing product lines on an opportunity.

Can I hide the graphs from my Forecast Overview page?

Yes, you can choose to hide the graphs by selecting the **Hide Graphs** from the **Actions** menu on your **Forecast Overview** page as shown:



How can I view reports for my team's forecast based on the territory hierarchy?

The **Sales – Territory Sales Forecast** subject area is available for reporting on forecasts by opportunity revenue rolling up the territory hierarchy. Sales managers can generate and view reports for themselves and for their team's forecasts and quotas for active periods by using subject areas in transactional Business Intelligence (BI).

Configure the Sales Dashboard for Sales Reporting: Watch this video on Oracle Cloud Customer Connect for an overview of Sales Forecasting BI reports in the Sales Dashboard, using the subject areas available when forecasting by opportunity owner rolling up the resource hierarchy.

Related Topics

- Implementing Redwood Sales videos on Oracle Cloud Customer Connect

How can I share my sales forecast with other members of the organization?

As the owner of a sales forecast, you can share your forecast with users who support the sales organization such as sales operations and administrators. If using sales forecasting by opportunity revenue, you can share your sales forecasts by adding the user as a forecasting delegate team member on the territory.

> **Note:** By default, users with the sales administration job role or users with the setup sales forecasting privilege assigned can view and forecast on behalf of anyone in the reporting hierarchy.

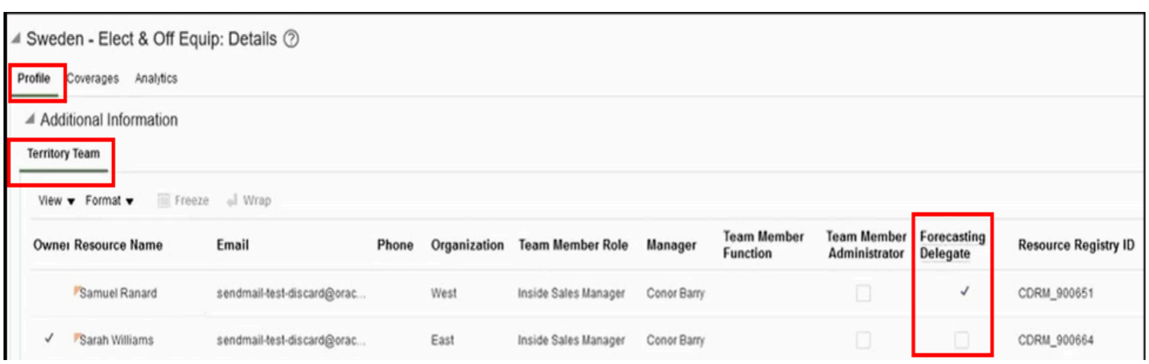
For example, sales operations, administrators and other sales managers can easily forecast as another sales manager. Let's say a senior sales manager wants one person to update forecasts for everyone in her territory hierarchy. She must first add that person as a member of the territory team and then select the **Forecast Delegate** checkbox.

Once the user is added as a forecasting delegate team member on the territory, you must:

1. Run the **Refresh Sales Forecast Dimensions** process to reflect the territory membership updates.
2. Run the **Perform Object Sharing Assignment Rule Processing** process with the following parameters:
    - Object = Sales Forecast
    - View Criteria = All Records.

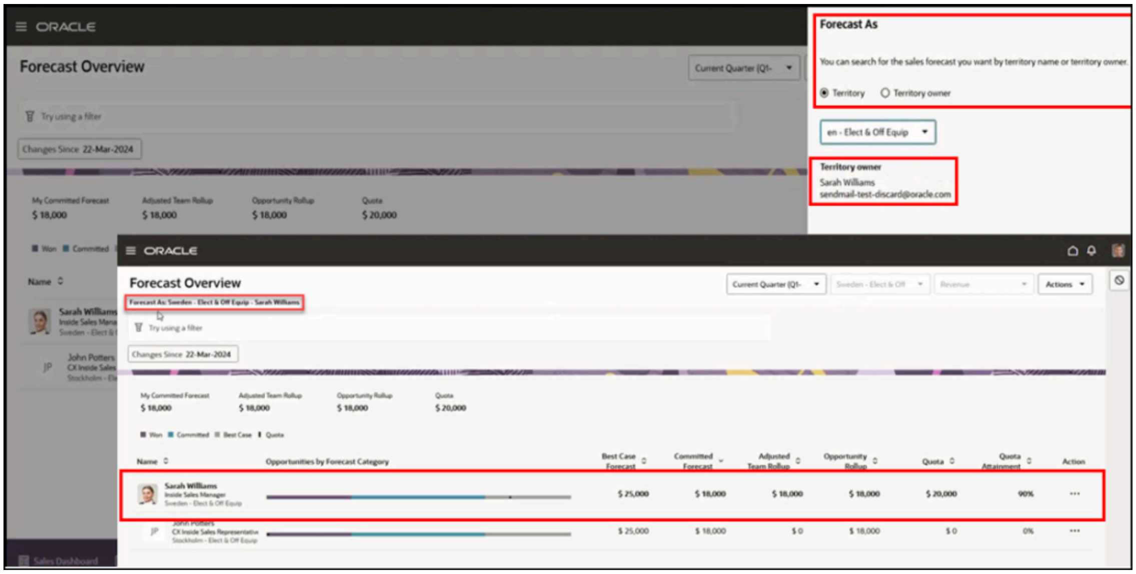
Users with the appropriate privileges can search for the territory they want from the **Navigator** > **Territories** area and from the **Territory Team** section, they can:

- Add the resource they want to forecast as the sales manager as a member of the sales manager's territory with the **Forecasting Delegate** checkbox selected as highlighted in this sample screenshot.



The sharing of forecasts is only available for sales forecasting by opportunity revenue. However, salespeople can view forecasts for any resource using sales forecasting by opportunity owner.

Here's a screenshot example of a territory owner sharing their forecast with a resource from another territory.



What are sales forecast quotas?

Sales forecast quotas show the period quotas for each resource, in line with the organization's strategic goals.

Sales Forecasting for Redwood UX shows the quota for each salesperson alongside their sales forecast and compares the expected forecast with the quota as a quota attainment. Sales managers can view their quota attainment and those of their team members.

Sales forecast quotas can be manually entered by sales managers or their own quota entered by sales representatives. Quotas can also be loaded in bulk via Import Management or REST API from the organization's external quota planning application.

Note: There's no rollup of sales quotas up the resource or territory hierarchy.

Currently, sales forecast quotas aren't intended to be used for:

- The sales organization's quota setting
- Extracting to third party applications

Who can set sales forecast quotas?

Administrators with the required privileges can set the sales forecast quotas for resources, in line with the organization's strategic goals. Users with ZSF_MANAGE_DIGITAL_SALES_FORECAST_QUOTAS (Manage Sales Forecast Quotas from Digital Sales (Redwood UX)) can view and edit sales forecast quotas from Redwood UX.

Users with ZSF_EXPORT_IMPORT_DIGITAL_SALES_FORECAST_QUOTAS (Export and Import Sales Forecast Quotas from Digital Sales (Redwood UX)) privileges can export and import sales forecast quotas from Redwood UX so that they can be displayed alongside the key sales forecast metrics.

How can I change my sales forecast quota amount?

Sales representatives and sales managers can change the total amount of their own quotas as follows:

1. From the **My Forecast** page, click the pencil icon next to the **Quota** metric card.
2. Change the quota total as needed and click the check mark (OK) icon. You can click the X icon (Cancel) to revert to the original quota amount.

4 Sales Forecasting Processes

Generate Sales Forecast Metrics

After enabling Sales Forecasting for Redwood UX, the **Generate Sales Forecast Metrics** process is automatically run without parameters. This process performs the initial calculation of all sales forecasting metrics used throughout your Redwood UX application.

In addition, you can also run this process to recalculate metrics in case of data corruption or when there's several changes to resources, resource hierarchy, territories, territory hierarchy or products.

The process completes the following:

- Creates the forecast periods starting from the current period to the available periods defined in the GL_PERIODS table.

> **Note:** The GL_PERIODS table contains the value retrieved from the profile option ZCA_COMMON_CALENDAR. If this value is changed, forecast periods and metrics must be recreated. This is a read only parameter and might not be set in the setup REST or UI.

- Uses the default calendar specified by the ZCA_COMMON_CALENDAR profile option.
- Generates the forecast metrics based on the following:
  - Best Case (BESTCASE)
  - Committed (COMMIT)
  - Pipeline (PIPELINE)
  - Won (WON)
  - Omitted (OMIT)

If you're using the default Forecast by Opportunity Owner method, then the Generate Sales Forecast Metrics process is used to update resources and the resource hierarchy. If using the Forecast by Opportunity Revenue method, then the process is used to update territories and the territory hierarchy, and products and the product hierarchy.

> **Note:** Sales Forecasting for Redwood UX uses the corporate currency as defined in the ZCA_COMMON_CORPORATE_CURRENCY profile option.

Schedule the Generate Sales Forecast Metrics Process

Typically, you run the **Generate Sales Forecast Metrics** process once for each forecasting period. You can run this process more than once.

Run this process:

- At least 2 weeks before the next active period + 1 start date
- Regularly. For example, run daily to refresh the sales forecast information when there's many resources, resource hierarchy, territory, territory hierarchy or product changes

The processing time varies based on the number of opportunities and territories or resources. The period name is optional.

Name	Description	Sample Value	Optional or Mandatory	Notes
Period name	The name of the period.	Q2-2023	Optional	If no period is specified, then this process runs for the current active period and next period (assuming the active period parameter is set to 2) Typically, this process is run once for each period. When a period is specified, it runs only for that period.

Refresh Sales Forecast Dimensions

To reflect the latest information in near real-time for Forecasting for Redwood UX users, you must run the **Refresh Sales Forecast Dimensions** process. This process refreshes the sales forecast dimensions and related metrics based on the changes to the corresponding source records.

Run the process from **Navigator** > **Tools** > **Scheduled Processes**.

> **Note:** If more than 10% of resources or territories have changed or have been moved following a major resource or territory alignment, then running the **Refresh Sales Forecast Dimensions** process will display an error. It's recommended to first run the Generate Sales Forecast Metrics process directly after any major realignments.

By default, the process runs automatically every week on Saturdays at 2.00 AM UTC. This process captures forecast metrics such as committed forecasts, best case forecast, best case, committed, unforecasted, and so on. Typically, it's recommended to run this process once per day. If you're using Forecast by Opportunity Revenue type, then run the process directly after a full run of an opportunity territory assignment process.

You can also use snapshots, if enabled, to review and access weekly snapshots of key forecast metrics and adjustments to easily identify changes to your sales forecast commitments since the forecast was last reviewed, or earlier in a period. See the Select Filter and Display Options for Sales Forecasts section in *Configure Sales Forecasting Using Guided Process* for more information.

See these related topics to change the Sales Forecasting for Redwood UX setup parameters, dimensions and quota details using REST Services.

- Sales Forecast Parameters: *https://docs.oracle.com/en/cloud/saas/sales/faaps/api-sales-forecast-parameters.html*
- Sales Forecast Dimensions: *https://docs.oracle.com/en/cloud/saas/sales/faaps/api-sales-forecast-dimensions.html*
- Sales Forecast Quotas: *https://docs.oracle.com/en/cloud/saas/sales/faaps/api-sales-forecast-quotas.html*

Compress Sales Forecast Metrics

The Compress Sales Forecast Metrics scheduled process job compresses the summary metrics with the latest transactional metric information from the underlying forecast data.

Run the process from **Navigator** > **Tools** > **Scheduled Processes**. The process runs on all data and doesn't take any input parameters. It reduces space usage and improves performance by compressing calculated metrics.

> **Note:** Running the Compress Sales Forecast Metrics process regularly is required to ensure the most recent forecast information is available in Sales Forecast OTBI reporting.

By default, the process runs automatically every week on Saturdays at 2.00 AM UTC. This process captures forecast metrics such as committed forecasts, best case forecast, best case, committed, unforecasted, and so on. Typically, you schedule the Compress Sales Forecast Metrics process to run every hour.

5 Sales Forecasting Reports and Trends

Sales Forecast Reporting by Opportunity and Sales Quotas

Sales managers can generate and view reports for their and their team's forecast and quotas for active periods by using subject areas for transactional Business Intelligence (BI). Watch this video *Sales Forecasting BI Reports* on Oracle Cloud Customer Connect which provides an overview of Sales Forecasting BI reporting and subject areas available when forecasting by opportunity owner and rolling up the resource hierarchy.

> **Note:** Reporting is available for active forecast periods only.

You can generate reports for the following key forecast metrics:

- Committed Forecast
- Adjusted Team Rollup
- Opportunity Rollup
- Won, Committed, Best Case, and Unforecasted (pipeline) forecast category metrics

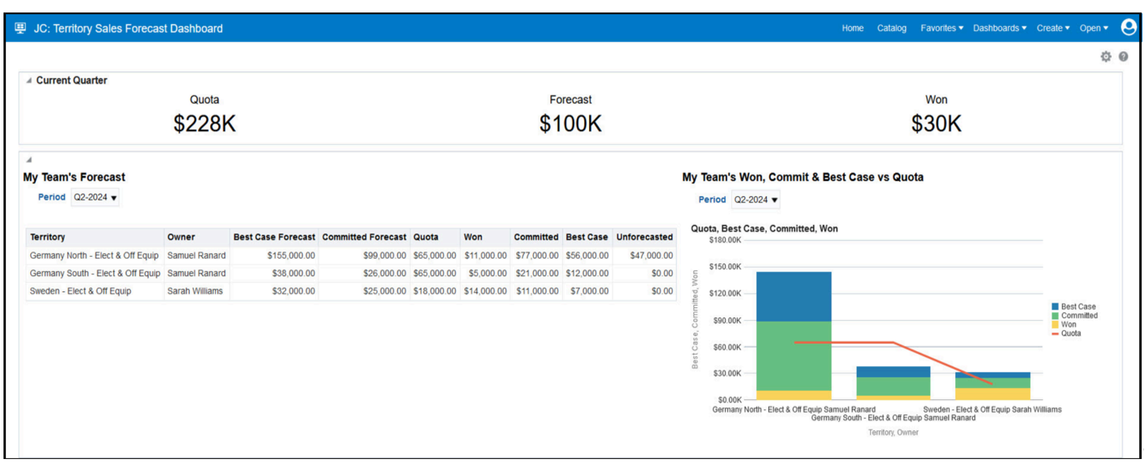
These prebuilt transactional BI subject areas are available to use when creating and editing analyses and reports for your sales forecasts.

- **Sales – Resource Sales Forecast**

  Report only on sales forecasts by opportunity owner rolling up the resource hierarchy.
- **Sales – Resource Sales Quota**

  Report only on sales forecasts by opportunity owner rolling up the resource hierarchy.

For example, this report contains both the sales forecast and resource sales quota facts for active periods.



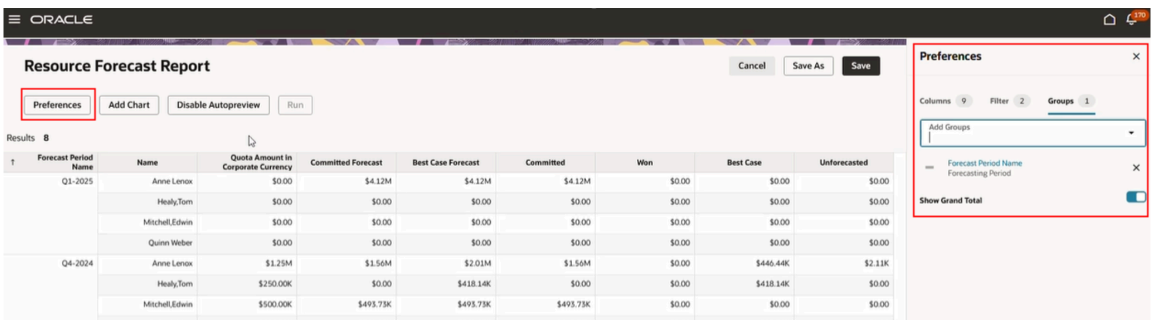
See *Where can I learn about Sales Forecasting BI Reports in the Sales Dashboard?* for more information.

Resource Sales Forecast and Territory Sales Forecast Reports

The new Report Types in Express Reporting allows salespeople to generate custom reports on key sales forecast metrics and their related data. You can now create **Resource Sales Forecasts** and **Territory Sales Forecasts** reports and visualizations which can be seamlessly added to your sales dashboards.

Note: Reporting is available for active forecast periods only.

Express reporting offers greater flexibility and ease for self-service reporting and lessens the previous reliance on OTBI for reporting. Salespeople can build forecast reports to cater for their unique needs. Once created, reports can be easily visualized and added to personalized sales dashboards, providing a central hub for all relevant metrics.



The reports cover key Resource and Territory Sales Forecasts offering a holistic view of the forecast and helps decision making by gaining deep insights into their sales forecast. Simplifying the forecast reporting experience leads to more exact forecasts and helps managers keep their sales representatives accountable to their forecast commitments.

Watch this video on Oracle Cloud Customer Connect which provides an overview of Sales Forecasting BI reporting and subject areas available when forecasting by opportunity owner and rolling up the resource hierarchy: *Sales Forecasting BI Reports*.

Related Topics

- Implementing Redwood Sales videos on Oracle Cloud Customer Connect

6 Troubleshooting Tips for Sales Forecasts

Why can't I see resource or territory hierarchy or forecast data?

As a sales administrator, you must be assigned a data security policy for the Sales Administrator role or an equivalent custom job role to view resource and territory hierarchies and forecast data from the Forecast overview page.

You can edit a copy of the Sales Administrator role from the Security Console and add the `Sales Forecast (FSF_DS_PARTICIPANTRF_DN_VIEW)` security policy to the role. Select **All values** from the **Data Set** drop-down list and from the **Actions** menu, enable all 3 menu items and select **OK**.

Troubleshooting Sales Forecasting: Watch this video for some useful troubleshooting tips around resources, opportunity updates and resources, territory hierarchy, and forecast data.

Why aren't my Opportunity updates reflected in Sales Forecasting?

Sales forecasting uses Signals to indicate when opportunities get updated but sometimes the trigger might fail to sync and reflect the changes in sales forecasting. If this happens, you can run the **Compress Sales Forecast Metrics** scheduled process with the `INCREMENTAL_SYNC=Y` diagnostic parameter set to Y.