

Oracle Fusion Cloud Sales Automation

Implementation Reference



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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 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.

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 Before You Begin

Implementation Starting Point

Getting Started with Your Implementation

Get started with your implementation of Oracle Sales in the Redwood User Experience on [Oracle Sales Help Center](#). For features relevant to the implementation of Oracle Sales for Redwood, see the [Implementing Sales](#) guide.

Here's a list of some important playbooks for implementation:

Playbooks	Description
How do I get started with Oracle Sales in the Redwood User Experience?	Basic setup for new customers.
What's my roadmap for implementing Oracle Sales in the Redwood User Experience?	Provides a roadmap for setting up a new implementation. The steps are aimed at customers implementing Sales for the first time, not for those migrating from classic Sales to Redwood.
How can I speed up my transition from classic Oracle Sales to the Redwood platform?	Explains how the Redwood Migration Accelerator tool simplifies and speeds up your transition from classic Oracle Sales to Oracle Sales for Redwood.
How do I configure Adaptive Search?	Explains how to enable and configure search for Sales for Redwood.
How do I configure the Sales Dashboard in the Redwood User Experience?	Explains how to configure sales dashboards for different roles in the organization. The sales dashboards provide an overview of key sales information and tasks as well as a good starting point for your daily sales activities.
How do I set up Sales Products? How do I get started with the Sales Catalog?	Explains how you build a sales catalog with products and product groups. Assets functionality is available by default, or you can integrate with Oracle SCM Installed Base Assets for added features.
How do I get started with Orchestration?	Orchestration guides salespeople through best sales practices for different sales situations. It also helps eliminate the need for training on various nonstandard procedures unique to specific businesses.
How do I integrate Microsoft Teams with Redwood User Experience?	Explains how to enable web conferencing using Microsoft Teams.
How do I implement Microsoft 365 for Oracle Sales Redwood UX?	Explains how to implement the Sales for Outlook add-in.
How do I configure CX Sales Mobile?	The Oracle CX Sales Mobile app helps salespeople manage their day effectively and develop customer relationships using their phone or tablet.
How do I integrate LinkedIn with Oracle Sales?	Explains how to set up LinkedIn integration to allow salespeople to use the LinkedIn Sales Navigator.
How do I get started with Sales Forecasting?	Explains how to set up and use forecasting.

Playbooks	Description
<i>How do I get started with Sales Intelligence?</i>	Explains how to get started with Oracle Sales Intelligence features.
<i>How do I enable the Generate Account Description feature in Sales for Redwood?</i>	Describes how to set up and use the Generate Account Description feature. The feature uses generative AI to help you create account descriptions from PDFs you upload.

Enter Your Company Information and Corporate Currency

If you're setting up sales as a standalone application and you aren't using Setup Assistant, then use these steps to enter basic information about your company.

Note: To understand the what the Setup Assistant does for you in your implementation, see *Overview of the Setup Assistant*.

After you complete the steps in this topic, the data entry pages become read-only, and the application automatically takes care of two required setups for you:

- Creates the rudimentary enterprise structures required for sales.
The structure is for internal application use only. None of the information is visible to the sales organization.
- Creates a set of role-provisioning rules that provision users with the standard security roles they need for their jobs.

This is a one-time setup. After you enter the information on the Create Company Information page, the page becomes read-only and the title changes to Review Company Information.

You must follow different steps if you're setting up your sales applications together with other Oracle applications, such as Oracle Human Resources, Oracle Procurement, or Oracle Financials. See the instructions provided in the implementation guide for each application, in this case.

- In the Setup and Maintenance work area, use the **Quick Setup** page for the **Company Profile** functional area:
 - Offering: Sales
 - Functional Area: Company Profile
- In the Create Company Information page, enter your company name in the **Enterprise Name** field.
- Enter the country where your company is located.
- Enter your company street address. Don't enter city or state and other information.
- The first and last name fields list the name of the user who's signed in to the sales application. You can edit the entries.
- When you're satisfied that the information is correct, click **Submit**.

The application runs a background process to create the enterprise structure and create the role-provisioning rules.

7. Click **Refresh** to monitor the progress of the process.

When the process completes, the Review Company Information page displays both the information that you entered and the information that the process created for you. You can't edit any of the fields except Corporate Currency.

Note: None of the names you see are visible to salespeople, so they don't have to correspond to any actual entities in your organization.

Field	Description
Enterprise Name	The name you entered.
Address	The street address you entered.
Legal Entity	The enterprise name followed by the letters LE .
Business Unit	The enterprise name followed by the letters LE BU .
Initial User	Name of the user who's signed in.
Corporate Currency	By default, the corporate currency is US Dollar. You can select a different corporate currency.

8. If your company uses a different currency than the US Dollar for your sales transactions, then select the currency from the **Corporate Currency** list.
9. Jot down the **Legal Entity** and **Business Unit** names. You must enter these names when importing users.
10. Click **Save and Close**.

2 Profile Options, Lookups, and Scheduled Processes

What are Profile Options, Lookups, and Scheduled Processes?

Profile options, lookup types, and scheduled processes let you configure application behavior and process data.

Briefly, here's what profile options, lookup types, and scheduled processes do:

- Profile options: Let you configure the application behavior.
- Lookup types: Provide the lists of values in applications. Many lookup types can be modified to fit your business needs.
- Scheduled processes: Act on data in the applications.

Get additional information on profile options, lookup types, and scheduled processes in this chapter and in the related topics.

Related Topics

- [How can I access predefined profile options?](#)
- [How can I access predefined lookups?](#)
- [What are scheduled processes?](#)

Profile Options

Overview of Profile Options

Profile options let you configure and control application data centrally. Administrators and setup users manage profile options in the Setup and Maintenance work area.

Profile options store various kinds of information. This table lists some examples:

Type of Information	Profile Option Setting Example
User preferences	Set preferences at the user level
Installation information	Identify the location of a portal
Configuration choices	Change UI skins and actions

Type of Information	Profile Option Setting Example
Processing options	Determine how much information to log
Enabling the Activity Stream	Enable agents to see the Activity Stream

Profile Option Hierarchy Levels

Profile options can be set at different levels, such as site level or user level. The application gives precedence to certain levels over others, when multiple levels are set. The levels that are allowed to be set are preconfigured with the application.

In the predefined profile option levels, the hierarchy levels and their precedence are:

1. **Site:** This level affects all applications for a given implementation. The application gives it the lowest precedence when other levels are set. If no other levels are set, however, it's the highest level.
2. **Product:** This level affects a product or product family. The application gives it priority over Site level. However, if the user level is set, the user level takes precedence.
3. **User:** This level affects only the current user. It has the highest precedence, over Site and Product.

As a best practice, set site-level profile option values before specifying values at any other level (where available). The profile option values specified at the site-level work as the default until profile option values are specified at the other levels.

This table shows an example of the predefined profile option hierarchy levels and their priorities.

Level	Priority	Example
Site	Lowest	Currency for a site is set to Euros.
Product	Supersedes Site	Currency for the product or set of products is set to UK pound sterling.
User	Highest, supersedes Product	Currency for a user is set to US dollars.

You can find additional information about profile options in the related topics.

Related Topics

- [How can I access predefined profile options?](#)
- [Set Profile Option Values](#)

How can I access predefined profile options?

Search for predefined profile options using the Manage Profile Options task.

1. In the Setup and Maintenance work area, go to the **Manage Profile Options** task.
2. On the page, enter any of the search parameters and click **Search**. Search functionality is case-sensitive.

Tip: If you don't know the profile option code or the display name, use the **Application** or **Module** fields to filter search results.

3. In the results, click a profile option to view its details.

Import Profile Values

Use the Import option on the Manage Administrator Profile Values page to import profile values in bulk and associate them with a profile option.

Before you begin, make sure that the file containing the profile values is available in the document repository of Oracle WebCenter Content.

1. In the Setup and Maintenance work area, go to the **Manage Administrator Profile Values** task.
2. In the Search: Profile Options section, search for the profile option for which you want to import the values.
3. In the Search Results: Profile Options section, select the profile option.
4. In the <Profile Option>: Profile Values section, click **Actions > Import**.
5. On the Import User Profile Values window, select the WebCenter Content account to which the file was uploaded.
6. Enter the name of the file containing the profile values. The name here must match with the name of the file uploaded to the selected account.
7. Click **Upload**. The profile values are imported.

Note: If the import fails, click the link to the log file on the confirmation dialog box and examine the cause of failure.

Related Topics

- [File Format for Importing Profile Values](#)
- [How can I bulk update user preferences?](#)
- [Overview of Files for Import and Export](#)

File Format for Importing Profile Values

You can import profile option values to your application by creating separate text files containing values. You can then upload these files to the Oracle WebCenter Content document repository.

Here are a few things that you need to keep in mind while creating these files:

- Use a vertical bar or pipe (|) as a delimiter between fields for both the header and the value rows.
- According to the Oracle WebCenter Content specification, set the file encoding to UTF-8 without the Byte Order Mark (BOM).
- The first line in the file must be a header line, and the files must look exactly the same as shown in the sample file.

To create a file containing the profile values, include the headers specified in this table:

Header	Description
ProfileOptionCode	This value displays the profile option code.
LevelName	This value displays the level name of the profile. It must be one of these level names: • Site • Product • User
UserName	This value must correspond to the registered user name in the application. Don't provide any other shortened or coded name of the user.
ProfileOptionValue	This value displays the profile value that you can import.

Here's a sample file with the header values at the beginning of the file, followed by line entries of the two profile values. For importing several profile values, add more line entries in a similar format.

```
ProfileOptionCode|LevelName|UserName|ProfileOptionValue
AFLOG_BUFFER_MODE|USER|APP_IMPL_CONSULTANT|TEST
AFLOG_LEVEL|USER|APPLICATION_DEVELOPER|FINEST
```

Related Topics

- [Import Profile Values](#)
- [Overview of Files for Import and Export](#)
- [Guidelines for File Import and Export](#)
- [Overview of Profile Options](#)

Lookup Types

Overview of Lookup Types

Lookup types in the applications provide the lists of values in application fields that are drop-down lists.

For example, when closing an opportunity, salespeople can pick a reason that an opportunity was won or lost from the Win/Loss Reason field, which is a drop-down list. The values in that list are derived from the lookup type, MOO_WIN_LOSS_REASON, which has several potential values known as lookups, each with its own unique lookup code and a meaning that displays in the UI.

Configuring Lookup Types

You can configure many lookup types to fit your business needs. The level at which a lookup type is extensible determines whether the lookups in that lookup type can be edited. The levels are: User, Extensible, and System.

This table shows which lookup management tasks are allowed at each level:

Allowed Task	User	Extensible	System
Deleting a lookup type	Yes	No	No

Allowed Task	User	Extensible	System
Inserting new codes	Yes	Yes	No
Changing the wording that displays on the page (Meaning field)	Yes	Yes	Yes
Updating start date, end date, and enabled fields	Yes	Yes, only if the code isn't predefined data	No
Deleting codes	Yes	Yes, only if the code isn't predefined data	No
Updating tags	Yes	No	No
Updating module	Yes	No	No

If a product depends on a lookup type, the configuration level must be System or Extensible to prevent deletion. After the configuration level is set for a lookup type, it can't be modified. The configuration level for lookup types created using the Define Lookups page is by default set at User level.

Sales Lookup Types

You find lookup types by accessing the associated task in the Sales offering in the Setup and Maintenance work area. Here are some of the common sales lookup tasks or task lists:

To access sales lookup types:

1. Sign in as a setup user and navigate to the Setup and Maintenance work area.
2. In Setup and Maintenance, go to the Sales offering.
3. In the list of functional areas, click the area where the lookup appears. See the list at the end of this procedure for more information.
A list of tasks for the area is displayed.
4. In the list of tasks, click the lookups task.
5. In the lookup types page, modify the lookup type as needed.

Here are the Sales lookup type tasks and the functional areas where they appear:

- Sales Foundation functional area:
 - Manage Geography Lookups
 - Manage Applications Core Standard Lookups
 - Manage Activity Standard Lookups
- Users and Security functional area:
 - Manage Resource Role Lookups
 - Manage Resource Lookups

- Accounts and Contracts functional area
 - Manage Group Lookups
 - Manage Source System Lookups
 - Manage Hierarchy Lookups
 - Manage Trading Community Common Lookups
 - Manage Party Usage Lookups
 - Manage Relationship Lookups
 - Manage Contact Point Lookups
 - Manage Trading Community Organization Lookups
 - Manage Trading Community Location Lookups
 - Manage Trading Community Person Lookups
 - Manage Contact Lookups
 - Manage Customer Account Lookups
 - Manage Customer Center Lookups
- Sales Catalog and Products functional area:
 - Manage Product Group Lookups
-
- Leads functional area:
 - Manage Sales Lead Standard Lookups
 - Manage Set Enabled Lookups
- Opportunities functional area:
 - Manage Set Enabled Lookups
- Territories functional area:
 - Manage Territory Management Non-extensible Lookups
- Business Plans functional area:
 - Manage Business Plan Non-extensible Lookups
 - Manage Objectives Non-extensible Lookups
- Partners functional area:
 - Manage Partner Lookups

Set-Enabled Lookup Types

Several applications support lookup types at the reference set level, allowing you to present different lists of values for different business units. You can find these in the Manage Set Enabled Lookups task within the functional area that supports these lookup types.

Related Topics

- [How can I access predefined lookups?](#)
- [Why can't I see my lookup types?](#)
- [Reference Data Sets](#)

How can I access predefined lookups?

Search for predefined lookups using any of the manage lookups tasks.

1. In the Setup and Maintenance work area, go to any of the following tasks that contains the lookups you're looking for:
 - Manage Standard Lookups
 - Manage Common Lookups
 - Manage Set-enabled Lookups
2. Enter any of the search parameters and click **Search**. If you don't know the lookup type or the meaning, use the **Module** field to filter search results.
3. Click a lookup type to view its lookup codes.

Tip: Click the Query By Example icon to filter the lookup codes.

Related Topics

- [Use Query By Example](#)
- [How do I update existing setup data?](#)

How can I edit lookups?

On any of the Manage Lookups pages, you can edit the existing lookup codes of a lookup type or add new lookup codes. You can edit lookups using the following tasks in the Setup and Maintenance work area:

- Manage Standard Lookups
- Manage Common Lookups
- Manage Set Enabled Lookups

Each task contains a predefined set of lookup types that are classified and stored. Open a task to search and edit the required lookup. However, you may not be able to edit a lookup if its configuration level doesn't support editing.

Why can't I see my lookup types?

Lookup types are classified using tasks that involve a group of related lookups, such as Manage Geography Lookups. Each task gives you access only to certain lookup types.

However, the generic tasks provide access to all lookups types of a kind, such as common lookups associated with the Manage Common Lookups task. If the lookup types in an application are available in the standard, common, or set-enabled lookups view, they're central to an application. However, lookup types defined for a specific application are managed using the task for that application.

Import Lookups

On each page pertaining to the tasks of managing the Standard, Common, and Set Enabled lookups, use the Import option to import the lookup type and lookup code information.

Prerequisite

The separate files containing the lookup types and lookup codes are already available in the document repository of Oracle WebCenter Content.

Importing Lookups

To import lookups:

1. In the Setup and Maintenance work area, go to the Manage Standard Lookups task. Depending on the lookup you want to import, you may select the other lookup tasks.
2. In Search Results, from the Actions menu, select **Import**.

The Import Lookups dialog box appears.

3. Select the WebCenter Content account to which the files were uploaded.
4. Enter the names of the separate files containing the lookup type and lookup code information. The names here must match with the names of the files uploaded to the selected account.
5. Click **Upload**. The lookup details are imported.

Note: If the import fails, click the link to the log file on the confirmation dialog box and examine the cause of failure.

Related Topics

- [File Format for Importing Lookups](#)

File Format for Importing Lookups

You can import lookups to your application by creating separate text files containing lookup types and lookup codes. You can then upload these files to the Oracle WebCenter Content document repository.

Here are a few things that you need to keep in mind while creating these files:

- Use a vertical bar or pipe (|) as a delimiter between fields for both the header and the value rows.
- According to the Oracle WebCenter Content specification, set the file encoding to UTF-8 without the Byte Order Mark (BOM).

- The first line in the file must be a header line, and the files must look exactly the same as shown in the sample file.

The following sections contain details about the specific lookup types and codes.

Prerequisite

You must have worked with lookups in Oracle Fusion Cloud applications.

Standard and Common Lookups

The lookup types and codes are similar for standard and common lookups. To create a file containing the lookup types, include the following headers:

Header	Description	Required or Optional
LookupType	This value displays the lookup type.	Required
Meaning	This value displays the name of the lookup type.	Required
Description	This value displays the description of the lookup type.	Optional
ModuleType	This value displays the module associated with the lookup type.	Required
ModuleKey	This value displays the module code.	Required

Here's a sample file with the header values at the beginning of the file, followed by line entries of the two lookup types. For importing several lookup types, add more line entries in a similar format.

```
LookupType|Meaning|Description|ModuleType|ModuleKey
AFLOG_22APR_1|Log1|AFLOG_desc_1|APPLICATION|FND
PROD_22APR_2|Product1|PROD_desc_2|APPLICATION|FND
```

To create a file containing the lookup codes, include the headers specified in this table:

Header	Description	Required or Optional
LookupType	This value displays the lookup type.	Required
LookupCode	This value displays the lookup code associated with the lookup type.	Required
DisplaySequence	This value displays the sequence in which the lookup code appears in the list of values.	Required
EnabledFlag	This value lets you enable or disable the display status of the lookup code: - Y: Enable the display status of the lookup code - N: Disable the display status of the lookup code	Required
Meaning	This value displays the name of the lookup code.	Required

Header	Description	Required or Optional
StartDateActive	This value displays the beginning of the date range during which the lookup code is active and visible on the page. The format is dd/MM/yyyy.	Optional
EndDateActive	This value displays the end of the date range during which the lookup code is active and visible on the page. The format is dd/MM/yyyy.	Optional
Description	This value displays the description of the lookup code.	Optional
Tag	This value indicates any tag associated with the lookup code that you can use for a quick reference or retrieval of information.	Optional
Seg	This value displays the API name used for a global segment that you can define for the descriptive flexfield associated with the lookup.	Optional
CONTEXT_ATTRIBUTE	This value displays the context value specified in the CSV file for a particular descriptive flexfield.	Optional
ctxSeg	This value displays the name of the API for a context-sensitive segment defined for a context attribute.	Optional

Here's a sample file that contains two lookup codes:

```
LookupType|LookupCode|DisplaySequence|EnabledFlag|StartDateActive|EndDateActive|Meaning|Description|Tag|Seg|
CONTEXT_ATTRIBUTE|ctxSeg
TASK_22APR_1|Code1_1|1|Y|25/12/2014|25/5/2015|TASK_22apr_1|Task_desc_1|Tag1_1|testSeg1|TEST_CTX1|ctx1Seg1
TASK_22APR_1|Code1_2|2|N|25/1/2014|25/11/2015|TASK_22apr_2|Task_desc_2|Tag1_2|testSeg1|TEST_CTX1|ctx1Seg1
TASK_22APR_2|code2_1|3|N|25/12/2012|25/7/2015|TASK_22qpr_2_1|Task_desc_2|tag2_1|testSeg2|TEST_CTX2|ctx2Seg2
TASK_22APR_2|code2_2|3|Y|25/12/2012|25/7/2015|TASK_22qpr_2_2|Task_desc_2_2|tag2_2|testSeg2|TEST_CTX2|
ctx2Seg2
```

Set Enabled Lookups

To create a file containing the set enabled lookup types, include the headers specified in this table:

Header	Description	Required or Optional
LookupType	This value displays the lookup type.	Required
Meaning	This value displays the name of the lookup type.	Required
Description	This value displays the description of the lookup type.	Optional
ModuleType	This value displays the module associated with the lookup type.	Required
ModuleKey	This value displays the module code.	Required
ReferenceGroupName	This value displays the name of the reference group that contains the reference data set.	Required

Here's a sample that contains two set enabled lookup types:


```

LookupType|Meaning|Description|ModuleType|ModuleKey|ReferenceGroupName
CODE_22APR_1|CODE_22apr_1|Code_desc_1|APPLICATION|FND|BU_APAC
CODE_22APR_2|CODE_22qpr_2|Code_desc_2|APPLICATION|FND|BU_APAC

```

To create a file containing the set enabled lookup codes, include the headers specified in this table:

Header	Description	Required or Optional
LookupType	This value displays the lookup type.	Required
LookupCode	This value displays the lookup code associated with the lookup type.	Required
DisplaySequence	This value displays the sequence position at which the lookup code appears in the list of values.	Required
EnabledFlag	This value lets you enable or disable the option to view the display: - Y: Enable the option to view the display - N: Disable the option to not view the display	Required
Meaning	This value displays the name of the lookup code.	Required
SetName	This value displays the name of the reference data set.	Required
StartDateActive	This value displays the beginning of the date range during which the lookup code is active and visible on the page. The format is dd/MM/yyyy.	Optional
EndDateActive	This value displays the end of the date range during which the lookup code is active and visible on the page. The format is dd/MM/yyyy.	Optional
Description	This value displays the description of the lookup code.	Optional
Tag	This value indicates any tag associated with the lookup code that you can use for a quick reference or retrieval of information.	Optional

Here's a sample file with the header values at the beginning and lists four set enabled lookup codes. For importing several lookup codes, add more entries in the same format.

```

LookupType|LookupCode|DisplaySequence|EnabledFlag|StartDateActive|EndDateActive|Meaning|Description|Tag|
SetName
DATA_22APR_1|Code1_1|1|Y|25/12/2014|25/5/2015|DATA_22apr_1|Data_desc_1|Tag1_1|TEST SET CODE 2
DATA_22APR_1|Code1_2|2|N|25/1/2014|25/11/2015|DATA_22apr_2|Data_desc_2|Tag1_2|TEST SET CODE 3
DATA_22APR_2|code2_1|3|N|25/12/2012|25/7/2015|DATA_22qpr_2_1|Data_desc_2|tag2_1|TEST SET CODE 2
DATA_22APR_2|code2_2|3|Y|25/12/2012|25/7/2015|DATA_22qpr_2_2|Data_desc_2_2|tag2_2|TEST SET_ERR_CODE_Z

```

Related Topics

- [Import Lookups](#)
- [Overview of Files for Import and Export](#)
- [Guidelines for File Import and Export](#)
- [Overview of Lookups](#)

Scheduled Processes

What are scheduled processes?

Scheduled processes do tasks that are too complex or time-consuming to do manually, for example importing data or updating many records. You can run scheduled processes on a recurring schedule and send notifications based on how the process ends.

Some scheduled processes give you printable output. Those processes might have **Report** in their name.

Use the Scheduled Processes work area to run all the processes you've access to and to manage submissions. If you need access to this work area, ask your security administrator to assign you a role that gives you access, for example a custom role with the the Manage Scheduled Processes (FND_MANAGE_SCHEDULED_PROCESSES_PRIV) privilege. Other than the Scheduled Processes work area, you might be also able to run certain processes from other work areas.

Jobs and Job Definitions

Each scheduled process that you run is based on a job. The job is the executable that controls what the process does. Each job needs a job definition, which, for example, identifies the parameters and other options you've set for the process. You or your administrator can create job definitions for Oracle Analytics Publisher reports so that users can run the reports as scheduled processes.

Process Sets

A process set is a scheduled process that contains multiple processes or even other process sets. So, when you submit a process set, you're running more than process.

Note: When you submit certain scheduled processes, the job logic causes other processes to automatically run. But in this case, you're not submitting a process set that includes those other processes.

Submission

When you submit a scheduled process, you can use its parameters to control how, and which records are processed. For example, a process includes only the transactions that were edited by the person you select for a Last Updated By parameter. Some scheduled processes don't have parameters.

As part of the submission, you can also set up a schedule for the process, for example to run once a week for two months. Every time a process runs, there's a unique process ID.

Output

Some scheduled processes provide output in PDF, HTML, and other formats. For example, a process can import records and also produce output with details about those records. There are many types of output, for example a tax document or a list of transactions.

Where to Find Information About Oracle Sales Scheduled Processes

Here are the scheduled processes that are available as part of Oracle Sales. The Oracle Understanding Scheduled Processes guide describes many of these scheduled processes and contains guidance on how to use them.

However, some Oracle Sales scheduled processes are documented within the context of procedures that require them, in the relevant implementation or administration guides.

Assignment

- *Perform Object Sharing Rule Assignment Processing*
- *Refresh Access Control Data*
- *How do I request account assignment?*
- *How do I run rule-based assignment on opportunities?*
- *How do I run the Request Revenue Territory Assignment scheduled process?*
- *Run Access Group Membership Rule*

Forecasting

- *Check Due Date*
- *Forecast Autopilot*
- *Refresh Forecast*

Marketing Campaigns and Leads

- *Populate Lead Latitude and Longitude Information*

Partner Management

- *Partner Program Enrollment Expiration Job*
- *Refresh Partner Dimension Members*

Quota Management

- *Publish or Revise Hierarchy Quotas*
- *Synchronize Quotas*

Sales Insights

- *Generate Sales Insight Facts*
- *Generate Sales Insight Facts Using Signals*
- *Generate Sales Insight Metrics*

- *Purge Redundant Sales Insight Facts*

Sales Products

- *Import Sales Products Scheduled Process*

Territories

- *How do I delete a territory proposal?*
- *Refresh and Promote Dimension Members*
- *Refresh Territories from Resources*
- *Update Inheritance Recipients*

You can find more information about scheduled processes in the *Understanding Scheduled Processes* guide.

View Details About Predefined Scheduled Processes

To use web services to run predefined scheduled processes, you require details about the processes. View job definitions that the processes are based on, for example to get information about parameters.

You might also need to find security requirements for running the scheduled process.

Job Definitions

A job definition contains the metadata that determines how a scheduled process works and what options are available during submission.

To view job definitions:

1. Go to the Setup and Maintenance work area.
 2. From the Application Extensions functional area, open any of these tasks as appropriate:
 - Manage Enterprise Scheduler Job Definitions and Job Sets for Financial, Supply Chain Management, and Related Applications
 - Manage Enterprise Scheduler Job Definitions and Job Sets for Human Capital Management and Related Applications
 - Manage Enterprise Scheduler Job Definitions and Job Sets for Customer Relationship Management and Related Applications
 3. In the Manage Job Definitions tab, select your job definition and click **Edit**.
- Note:** Predefined job definitions are marked with an asterisk.
4. Cancel after you get the information you need.

Security

Privileges provide the access required to run specific scheduled processes. Privileges are granted to duty roles, which are granted to job roles. To see which job roles inherit the required privileges, use the Security Console or the security reference manuals for the appropriate product family.

3 Users and Security

Overview of Setting Up Users and Security

Since you followed the *Implementing Sales* guide steps to set up your initial set of users, then you already know that Oracle applications use a role-based access control security model to secure access to functionality and data.

In a role-based access control security model, users are assigned roles, and roles are assigned access privileges to protected system resources.

Sales and Service users who access the transactional UI, for example sales representatives or service representatives working in leads or service requests, are created as resources and are known as resources.

Default Preferences

To set up default preferences for users and roles, access the Security Console as a setup user or other user with the IT Security Manager job role. Only setup users, or other users with the IT Security Manager job role, can access the Security Console. See the *Securing Fusion Sales and Service* guide for more information.

User Identity Store

The Lightweight Directory Access Protocol (LDAP) identity store is a repository of user identity data. Your LDAP directory stores definitions of LDAP user accounts. In general, changes you make to user accounts are automatically synchronized between the sales application and your LDAP directory server. However, you must also run processes on a daily basis to manage the information exchange between your application and the LDAP directory server. For information, see the chapter about setting up application security in the *Securing Fusion Sales and Service* guide.

Setup Tasks in the UI and Other Setup Options

As a setup user, you use multiple different tasks in Setup and Maintenance to create and maintain users. You also have more setup options to consider. The following table describes these tasks and setup options.

Setup Task or Option and Navigation	Description
Manage Job Roles Task Navigation: Setup and Maintenance > Sales Offering > Users and Security functional area	Oracle provides many predefined job roles. The relevant sales roles are listed in the <i>Implementing Sales</i> guide. You perform the Manage Job Roles task to: - Review the role hierarchy of a job or abstract role. - Create custom job and abstract roles. - View the roles assigned to a user and list the users who have a specific role. This task opens the Roles tab of the Security Console.
Manage Duties Task Manage Sales and Service Access Management Task	You perform the Manage Duties task to: Review the duties of a job or abstract role.

Setup Task or Option and Navigation	Description
Navigation: Setup and Maintenance > Sales Offering > Users and Security functional area	- Manage the duties of a custom job or abstract role. - Create custom duty roles. This task opens the Roles tab of the Security Console.
Manage Data Security Policies Task Manage Sales and Service Access Task Navigation: Setup and Maintenance > Sales Offering > Users and Security functional area	You use the Manage Data Security Policies task to manage the data security policies that determine grants of entitlement to a user or role on an object or attribute group. This task opens the Roles tab of the Security Console. You can also use the Manage Sales and Service Access task to review and configure data security. This task opens the Sales and Service Access Management work area. For information, see the Securing Fusion Sales and Service guide.
Manage Users Task Navigation: Navigator > Users and Roles item or Setup and Maintenance > Sales Offering > Users and Security functional area	You create application users in the UI using the Manage Users task. A user with the IT Security Manager job role performs the Manage Users tasks. Note: You can also create sales users by importing users. For information on the user import options available, see the Understanding Import and Export Management for Fusion Sales and Service and Implementing Sales guides.
Manage HCM Role Provisioning Rules Task Navigation: Setup and Maintenance Sales Offering > Users and Security functional area	Oracle provides predefined role mapping rules for provisioning many of the standard job roles included with the application. However, using the Manage HCM Role Provisioning Rules task, you can create any additional role mappings you need to, to control the provisioning of roles to application users. For example, you can create a role mapping to provision the Channel Sales Manager role automatically to specific sales managers.
Import and Export Management	You can import users in bulk using data files. For information on the user import options available, see the Understanding Import and Export Management for Fusion Sales and Service and Implementing Sales guides.
Import Partner Users Task	You can also import partner contact data using the Import Partner Users task. For more information, see the Getting Started with Your Partner Relationship Management Implementation guide.
Single Sign-On Authentication	Single sign-on authentication is optionally available for user authentication. If your enterprise has moved from a traditional on-premises environment to an Oracle Cloud implementation, you might want to use your existing identity management solution for authenticating your employees, and you might also want to provide a single sign-on experience. Implementing federated single sign-on lets you provide users with single sign-on access to applications and systems located across organizational boundaries. For additional information, see Oracle Applications Cloud Service Entitlements (Doc ID 2004494.1) on My Oracle Support at https://support.oracle.com.
Resetting User Passwords	Setup users provisioned with the IT Security Manager job role can use the Users tab in the Security Console work area to reset passwords for all application users. Users who can't access the Security Console can reset only their own passwords using the Set Preferences link in the Settings and Actions menu available by clicking their user name in the application or by using the Forgot Password link on the sign-in page. See the Implementing Sales guide for more information.
Updating Email Addresses	Use the Users tab in the Security Console work area to change user email addresses. You can use the procedure described in this topic to update addresses of both setup users and sales users. If you're updating the email addresses of sales users, then you can also use the same import process you use to create them. See the Implementing Sales guide for more information.

Note: Other data security tasks listed in the Users and Security functional area task list don't apply to the sales applications. Follow the guidance in the *Implementing Sales* and *Securing Fusion Sales and Service* guides.

Related Topics

- [Set General Preferences for All Users](#)
- [Subject Areas for Adoption Reporting](#)

About the Sales Administrator

A user with the Sales Administrator job role performs most setup tasks related to sales the sales applications.

Although this user doesn't participate directly in the sales process, you create the sales administrator user as a sales resource and employee in the organization hierarchy. See *Types of Sales Users* for more information.

Here are the tasks the sales administrator user typically performs:

- Download task lists and setup reports.
- Set sales profile options.
- Configure extensible lookups for sales.
- Run most of the scheduled processes for sales.
- Configure pages in Application Composer and Page Composer.
- Set up the sales calendar.
- Set up accounts and contacts options.
- Manage global search options.
- Function as a centralized territory administrator.
- Configure opportunities.
- Configure forecast criteria.
- Administer sales quotas.
- Configure work assignment.
- Manage price books.
- Create and manage sales products and promotions.
- Set up and administer the sales catalog.
- Set up mobile applications.
- Set up partner functionality.
- Perform configuration tasks.
- Perform data import and export.
- Add and configure sales infolet pages.
- Add analytics to application pages, such as accounts, leads, and opportunities.
- Add analytics to the Analytics page.

- Create analytics in business intelligence (BI).
- Edit analytics in BI.

Note: The sales administrator doesn't have the same setup permissions as a setup user. He has permissions required to set up and administer sales features and components, but not the higher-level permissions required to implement enterprise and security features.

You can find more information about user setup in the related topics.

Related Topics

- [Enable Sales Administrators to Test Configurations in the Sandbox](#)
- [User Setup Options](#)

Discard Domain Emails

During an implementation, you set up users and test business flows that trigger automatic emails. During this stage of setup, you probably don't want emails being sent to real users, so you can simply use discard email domains that Oracle has made available.

Discard Email Domains

Oracle recommends that you don't use fictitious email addresses, because this causes email bounces. Fictitious emails generally take three forms:

- An incorrect user identifier at a valid domain
- A random domain
- A domain that doesn't exist

Using fictitious email addresses can have numerous negative consequences, including unintentionally sending email to a real person or damaging the reputation of the IP address that sends out the email, potentially flagging it as a sender of spam. For example, you might send an email to `tina.best@ssf.com`, thinking that `ssf` is just a random alphabetic sequence and not an actual domain. However, your email is actually sent to the Spruce Street Foods (`ssf.com`). The Spruce Street Foods email server must then determine if there is a valid recipient and, if not, make a reputation decision about the sender's IP address.

To avoid these undesirable conditions, Oracle has established email domains in each of its data centers that you can use temporarily during setup. Any email sent from Oracle cloud applications to one of the discard domains doesn't leave the data center. Instead, it's discarded by the mail servers during the send process. You can turn any recipient address into a discard address by replacing the domain information with one of the discard domains. So, in the example presented here, we might use `tina.best@discard.mail.us1.cloud.oracle.com`.

Here are the discard domains and the data centers that they're associated with:

Discard Domain	Data Center
@discard.mail.us1.cloud.oracle.com	Austin

Discard Domain	Data Center
@discard.mail.us2.cloud.oracle.com	Chicago
@discard.mail.us6.cloud.oracle.com	Ashburn
@discard.mail.ca2.cloud.oracle.com	Markham
@discard.mail.ca3.cloud.oracle.com	Calgary
@discard.mail.ap1.cloud.oracle.com	Sydney
@discard.mail.ap2.cloud.oracle.com	Singapore
@discard.mail.em1.cloud.oracle.com	Linlithgow
@discard.mail.em2.cloud.oracle.com	Amsterdam
@discard.mail.em3.cloud.oracle.com	Slough
@discard.mail.em4.cloud.oracle.com	Frankfurt
@discard.mail.em5.cloud.oracle.com	Munich

Discard domains cross data center boundaries. You can use any of them, no matter which data center supplies your service. Oracle provides data center-specific domains in case you're concerned about geopolitical boundaries and want to ensure that discard data remains in your data center region.

Discard domains are also available for government and defense data centers. For details on these restricted data centers, log a service request for cloud operations through [My Oracle Support](#).

If you're importing your users, you can use the discard domains in your import file and then go back later and re-import the users with the real domain information. For more information on importing users, see [Overview of Importing Sales Resources](#).

Restricted Users

Sales Restricted Users

You can create sales application users who have extensive privileges to view sales data, but limited privileges to change data, by provisioning users with the Sales Restricted User job role.

Access Provided by the Sales Restricted User Job Role

To do their jobs effectively, users must be able to view all the data that's relevant to their role in the enterprise. But not all users also require the ability to create, update, or delete that data. Users assigned the Sales Restricted User job role can:

- View accounts, contacts, leads, and opportunities.
- Create and modify reports and analytics.
- Update, create, and manage service requests.
- Create, update, and delete notes, tasks and activities for the Activity object.
- Edit forecasts.
- Access content in Oracle Sales Lightbox.

Assigning the Sales Restricted User job role to the following types of users provides these users with the visibility into sales data that they require, without assigning them excess privileges:

- Back-office users can view reports, edit forecasts, and view activities and interactions.
- Service representatives can view all the information available for a customer and can see leads and opportunities.
- Seasonal or administrative users can view leads and opportunities.

For additional information about creating restricted sales users, see the topic, [How do I create sales restricted users?](#).

Note: Some users may require read-only access to application data but don't need any data update privileges. For example, an auditor who reviews application data for regulatory reasons but isn't authorized to change anything. You can assign read-only access to individual users using the Read Only Mode (FND_READ_ONLY_MODE) profile option. For information on how to configure this access for a user, see the topic, [Provide Read-Only Access for Individual Users](#).

How do I create sales restricted users?

You can create sales application users who have extensive privileges to view sales data, but limited privileges to create, update, or delete that data, by assigning users the Sales Restricted User job role.

For example, you might want to assign the Sales Restricted User job role to accounting or legal users, to seasonal or administrative users, or to users who are assigned an Essential User license. The Essential User license provides a user with a read-only subscription to the cloud service.

Use these steps to create a sales restricted user.

1. Create the user who's to have restricted access to the application.

For information about this task, see the topic, [How do I create application users?](#).

2. When creating the user, specify these values.

Field	Value
Person Type	Employee
Resource Role	Sales Restricted User

3. In the Roles region, click **Autoprovision Roles**.

The user is automatically assigned the following roles:

- Sales Restricted User job role
- Resource abstract role
- Employee abstract role

A predefined rule automatically assigns the Employee abstract role to all active users who are created as employees.

Records Transfer Between Users

About Transferring Records Between Users

Mass transfer of records lets you move records from one user to another. A record owner or any user higher than the owner in the role or territory hierarchy can transfer records from one user to the other.

Before transferring records, you must understand:

- Record Types
- Record Filters
- Record Transfer Status

Record Types

Record types are broad categories of objects or information related to a user. For example, Deal Registrations associated with a user. Currently, you can mass transfer Leads, Opportunities, Deal Registrations, and all custom objects excluding the vertical custom object that belong to a user. You can't mass transfer Accounts and Contacts.

Record Filters

Record filters let you refine the list of records associated with the user for a record type. For example, you can transfer only deal registrations that were created during a time period. You can't specify filters for all record type. The Transfer Records: Define Filters page lets you view the record types that allow filtering, and specify the record filters.

Record Transfer Status

Record transfer statuses appear in the Mass Transfer Status page and show the status of transfer jobs. The Mass Transfer processes records to ensure data integrity before transferring the records from a user to the other.

A Record Transfer job can have one of these statuses:

- In Progress: Transfer job is currently in process.
- Completed: Transfer job has been completed without errors.
- Errors: Transfer job has resulted in an error.

You can click on the transfer job name to view the record types that were transferred, the status of each record type, and the log file associated with a record type.

Transfer Records Between Users

This procedure describes how you can transfer records from one user to the other using the Mass Transfer tool.

To transfer records from one user to another:

1. Navigate to Mass Transfer from the Tools menu.
2. In the Mass Transfer Status page, click **Transfer Records**.
3. In the Transfer Records: Select Owners and Records page, search for the current owner and the new owner of the records. For example, if you're transferring from Adam Smith to Samantha Hayes, then select Adam Smith as the current owner and Samantha Hayes as the new owner.
4. Select the types of records you want to transfer. For example, if you're transferring opportunities and leads, then select Opportunities and Sales Leads.

The Transfer Details column lists the types of records that will be transferred.

5. Click **Next**.

In the Transfer Records: Define Filters page, you specify filters for record types you have selected. For example, you can specify the start and close dates for opportunities to transfer the opportunities that were closed during a specified period of time.

6. Select a record type to view the filters available, and specify the filters.
7. Click **Submit**.
8. Click **Yes** in the confirmation dialog box.

The Mass Transfer Status page lists the recent mass transfer jobs and their statuses.

4 Sales Resources, Roles, and Organizations

Overview of Managing Resources

Managing resources involves viewing and modifying a resource's profile, organization membership, role assignment, skills, additional contact information, and salesperson information.

All the resources within the deploying company can view any resource's profile. However, only the administrator can modify a resource's profile, organization and team membership, and role assignment. Managers can modify the skill information of their direct and indirect reports. However, resources can only modify their own profiles, skills, and additional contact information.

Related Topics

- [Overview of Configuring Resource Search](#)
- [Configure Resource Search](#)
- [Frequently Asked Questions \(FAQs\) for Resources](#)

How do I enable desktop pages for Resource Directory?

You can use the Resource Directory to view all the resources within your organization. You can also use the Resource Directory to find and communicate with other resources, and to network and collaborate with them.

You can access the Resource Directory using the following path: **Navigator > Resource Directory**. You can also perform some of the functions of the resource directory using the Manage Resources setup task.

You use the Resource Directory to perform the following tasks:

- View and modify your profile
- View your organization information
- View information related to other organizations
- View the profiles of other resources
- Communicate with other resources

Note: If you are unable to find a party record in the Resource Directory, run the Synchronize Person Records scheduled process. For more information, see the Implementing Global Human Resources guide.

Note: You can set the profile option HZ_RESOURCE_ALLOW_CUSTOMIZATION to Yes to enable desktop pages for Resource Directory in Application Composer. The default value of this profile option is No.

How do I make an employee a sales resource?

An employee must be a sales resource before they can be assigned to any role or be added to any organization.

Employees or workers are created in HCM. You can then create a resource for the existing worker once it exists in HCM and has been synchronized to party data. You can create a resource and resource organization (optional) using resource user REST API, resource import, or the Resource Directory UI. However, these tools, that is, the resource user REST API or Import Management, or the Resource Directory UI shouldn't be used to create a resource for a worker that doesn't exist in HCM.

After making an employee as a sales resource, you can manage the resource's organization membership, add or remove skills of the resource, provide contact information, and so on. If you have an employee who needs to be a sales resource, perform these steps:

1. Navigate to the **Resource Directory**.
2. Click **Identify Resources** in the **Tasks** region.
3. On the Identify Resources page, fill in the Person Name or Registry ID. You don't need to enter the complete name. The application automatically searches for any characters entered, even if it's only a single character.
4. Select **Employee** as the Usage and click **Search**.
5. Select the employee and click **Add as Resource**.
6. Click **OK** on the confirmation message.

The employee is now also a sales resource.

7. On the Add Resource Information page, in the Resource Details section, specify dates for the resource.
8. Select the **Organization** and the **Role** that you want to assign to the resource.
9. Optionally, in the Sales Person Information section, specify additional information about the resource.
10. Click **Save and Close**.

Related Topics

- [About Resource Role Assignment](#)
- [About Transferring Records Between Users](#)
- [How do I change user resource roles when job assignments change?](#)
- [Create Additional Resource Roles](#)

How to Enable the Skill and Qualification Tabs on Resource Pages

You can use the Skills and Qualifications tabs in the resource page to record the skills and qualifications of a resource.

By default, the Skills and Qualifications tabs aren't displayed in the resource pages. To display the tabs, you must set the profile value of the Resource Detail Page Enabled (ORA_HZ_RES_ENABLE_SKILLS) profile option to Yes.

Here's how you set the profile option and then view the tabs:

1. In the Setup and Maintenance work area, go to the following:

- Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. Search `ORA_HZ_RES_ENABLE_SKILLS` profile option code.
 3. Change the Profile Value to Yes.
 4. Click Save and Close.
 5. Click **Navigator** > **Resource Directory**.
 6. Select a resource and click **Actions** > **View Resource Details**.

The Skills and Qualifications tabs are enabled.

Examples of Updating Resource Skills and Qualifications

This example illustrates the various contexts in which you can update your skills and qualifications in Oracle Resource Management.

You can add a wide range of skills and qualifications into Oracle Resource Management. For the sake of convenience, let's categorize these into core skills, achievements, and mandatory requirements.

Each of these skills must be used in specific contexts as described in the following scenarios.

Update Core Skills

Skills that reflect your key abilities are categorized under the Core Skills head, such as competencies, degrees, languages, licenses and certifications, skills, and problem codes.

- Use the Competencies option to record your key abilities as a resource. For instance, if you have the ability to quickly internalize and analyze complex information, list it here.
- Use the Degrees option to record your educational degrees.
- Use the Languages option to record your proficiency with the various languages you know.
- Use the Licenses and Certifications option to record any educational licenses and certifications you may have received. For instance, if you have a Six Sigma certification, list it here.
- Use the Skills option to list out any specific software or engineering skills you may have. You can search for these skills by category, product, platform, or component.
- Use the Problem Codes option to record your ability to manage and remedy specific service-related problems that may arise within your company. For instance, if you're skilled at troubleshooting hardware issues, list it here.

Update Achievements

Skills that reflect your key achievements and uncommon abilities are categorized under the achievements head, such as accomplishments, honors, awards.

- Use the Accomplishments option to record any major task you completed that reflects your abilities as an individual. For instance, if you completed a rather difficult task in a short deadline, list it here.
- Use the Honors and Awards option to record any special honors or awards you may have received. For instance, if you were the recipient of a certificate of merit award, list it here.

Update Mandatory Requirements

Skills that capture the mandatory requirements, which you have met for your employment, are categorized under the mandatory requirements head. Thus, job requirements and work requirements are part of mandatory requirements.

- Use the Job Requirements option to update all job requirements you have met. For instance, many companies require you to take a medical test before you join. If you took such a test before you joined the company, list it here.
- Many roles have specific requirements that employees must fulfill before these roles can be assigned to them. Such requirements can be listed out under the Work Requirements head. For instance, if you're willing to travel overseas on duty, list it here.

Resource Roles

About Resource Role Assignment

Resource role assignment is the task of assigning roles to active resources within the deploying company.

These roles are previously set up, and have associated security privileges. Thus, when you assign a specific role to resources, they automatically receive access to specific business functions within the company. A resource can only have one role associated to organization membership and additionally can be assigned more individual resource roles. A resource can be part of any one organization at any given point of time during active resource assignment range (start date and end date).

Related Topics

- [How do I make an employee a sales resource?](#)
- [How do I change user resource roles when job assignments change?](#)

Define Resource Roles

A resource role, such as salesperson, denotes the function of a resource in an enterprise.

Oracle Applications Cloud comes with some predefined resource roles. You may either use these predefined, out of the box resource roles, or you may use the Manage Resource Roles task in the Setup and Maintenance work area to create additional resource roles or to modify predefined resource roles. Note that you must map these newly created resource

roles to one or more job roles and abstract roles before you can use them. Access to business data and privileges to run business flows comes through job roles and abstract roles.

Use Role Tags While Defining Resource Roles

You can set several tags while defining resource roles. Use these tags along with the organization hierarchy information to define the reporting hierarchy of resources.

- Use the Manager tag to define a role as a supervisor role. You must assign a resource organization to a manager resource, who will have visibility into all opportunities assigned to the members of that resource organization.
- Use the Member tag to make a role a subordinate role in the resource hierarchy.
- Use the Administrator or Lead tag to indicate the nature of the tasks that resources who are assigned these roles perform within the hierarchy.

Additionally, you can use these tags along with the resource organization hierarchy information to maintain manager-to-manager relationships within the organization. For example, Resource A is a manager who heads a sales organization and Resource B heads his own sales organization. Then, both Resource A and Resource B report into Resource C, the Sales Vice President. Similarly, you can create resource organizations and manager resources, and relate managers to higher-level managers, building the resource organization and reporting hierarchies of the company.

Assign Resource Role Types

Resource role types organize roles into logical groups. This simplifies role assignment and assignment tracking. For example, the Partner resource role type defines a set of partner-specific roles, such as partner sales representative and partner sales manager. Use the Sales resource role type and the Marketing resource role type to categorize the appropriate sales and marketing roles for internal employees or contingent worker resources.

About Provisioning Roles

This topic explains role provisioning, and the difference between resource roles and job roles.

Role provisioning automates the provisioning and deprovisioning of roles, based on resource role assignment. You use job roles to provide access privileges. You can use Setup and Maintenance, Manage HCM Role Provisioning Rules task to map the job roles to the resource roles. Associating a resource role to a user enables the user to access the tasks and data based on the job roles assigned to the resource role.

Difference between Resource Roles and Job Roles

Resource roles are used to filter resources, generate reporting hierarchies, and define security policies. A resource role may be assigned to a resource without a user account, while a job role can only be provisioned to a resource who has a user account. Job roles are used to define the security privileges for a user account.

How do I map an Oracle HCM job to a role?

You map an Oracle HCM job to a role using the Manage Resource Roles task.

A Human Capital Management (HCM) job indicates the designation of a person in the deploying company.

A job-to-role mapping associates an HCM job with a specific resource role.

Note: Only one resource role can be added based on the HCM job-to-role mapping.

This mapping simplifies the task of assigning resource roles to new employees or contingent workers, resulting in time and cost efficiency.

For example, an employee joins the Sales department as a sales representative and the employee's job is already mapped to the Salesperson resource role. In this case, the employee is automatically converted to a resource and is assigned the mapped resource role. Thus, you can place new employees faster in organizational and reporting hierarchies.

Here's how to map HCM jobs and roles:

1. Verify that the HZ_AUTOMATE_RESOURCE_CREATION profile option is set to Yes.
 - a. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
 - b. Search HZ_AUTOMATE_RESOURCE_CREATION and ensure that its profile value is set to Yes.
2. Define HCM jobs and their structures, as required. For more information about defining jobs, see Related Topics section. You can also map existing jobs.
3. Map the HCM jobs to their roles.
 - a. In the Setup and Maintenance work area, go to the following:
 - Offering: Customer Data Management
 - Functional Area: Resources
 - Task: Manage Resource Roles
 - b. You can create a role with the required details by clicking **Actions** > **Create** or edit an existing role by clicking **Actions** > **Edit**.
 - c. Scroll down to Job Mapping and click **Actions** > **Add Row**.
 - d. Search the HCM jobs defined in Step 2 in the Job column.
 - e. Click Save and Close.

Related Topics

- [Jobs](#)

About Resource Members and Dates

Every resource in the deploying company has start and end dates for a specific activity. When you assign resources to organizations, you must ensure that their date of assignment is within the employment date range.

Resource Active Dates and Resource Assignment

When you identify internal or partner employees as resources, you can specify the time for which they're active within the organization. By default, the date you identify a resource becomes the start date, but there is no end date listed.

Thus, an identified resource is active from the day of activation and you can assign the resource to any organization for an infinite period. A resource can be part of any one organization at any given point of time during active resource assignment range (start date and end date).

Resource Skills and Resource Assignment

To get the best out of resources, you may define their skills relevant to the organization within which you deployed them. Determine whether a resource's skill set matches the requirements of an organization. Then, deploy the resource as appropriate for a period of time that falls within the active dates specified for the concerned resource.

Restore Inactive Resource Roles

You may want to delete custom seed data such as a custom resource role when the role is no longer used in your organization.

If you have accidentally deleted these roles, as a sales admin, you can restore them. You can temporarily hide certain resource roles and also re-instate them back, if needed later. When you delete a role, it becomes inactive. You can restore the role later by first searching for the inactive role and then restoring it in the Manage Resource Roles task.

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Resources
 - o Task: Manage Resource Roles
2. In the search section, select Inactive in the Status filter to search for inactive roles.
3. Select the required role and click the Restore button.

Note: The Restore button is available only when there are inactive roles.

Results:

The inactive role is now active.

Overview of Resource Roles, Job Roles, and Abstract Roles

A resource role, such as salesperson, denotes the function of a resource in a resource organization. Job roles and abstract roles provide users access to business data and privileges to run business flows.

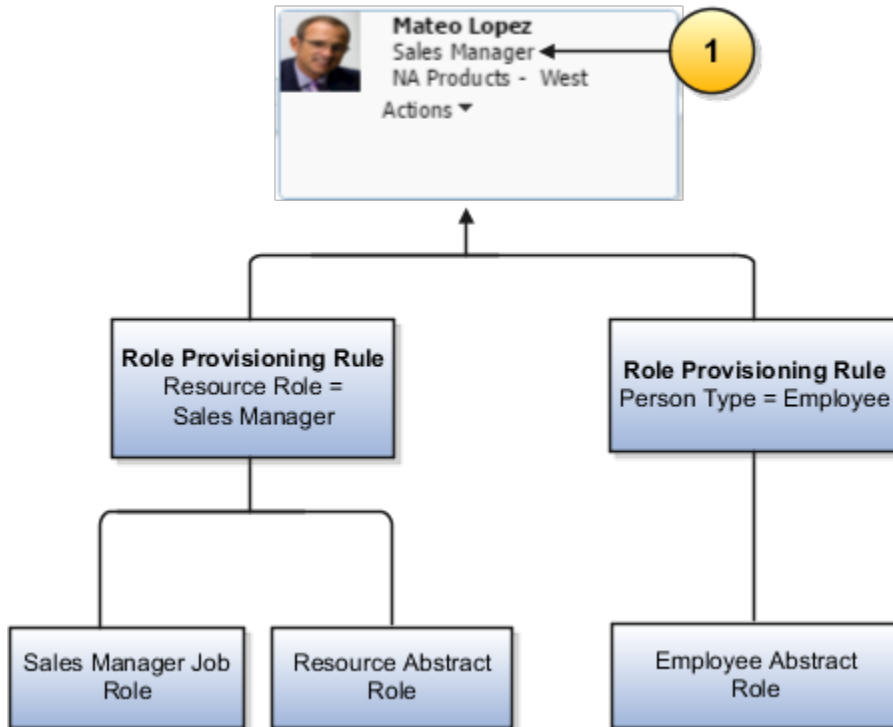
Oracle follows the industry standard Role Based Access Control approach to security. In Oracle Applications, the privileges are bundled in:

- Job roles, such as Sales Representative, which correspond to the jobs that the person is doing in your organization.
- Abstract roles, such as Employee or Contingent Worker, which permit users to carry on tasks that are common to all employees or resources.

For example, the Sales Manager job role makes it possible for a user to perform all of the sales manager duties, such as reviewing sales team performance and approving forecasts. The Employee abstract role adds the ability to access

reports and manage personal profile information. The Resource abstract role makes it possible for a user to be assigned as a sales resource to accounts and opportunities.

When you create a user as an employee with the Sales Manager resource role provided by Oracle, as shown in the following figure, the application automatically provisions the Sales Manager job role and the Resource abstract role. Because you're creating the user as an employee, the application also provisions the Employee abstract role.



Resource Organizations

Overview of Resource Organizations and Organization Usages

You can assign organization usage information to resource organizations to classify them based on how you want to use them. For instance, you can assign the Sales Organization usage to resource organizations engaged in sales activities.

This enables you to sort organizations based on their usage, simplifying your task of working with them.

How Resource Roles and Resource Organizations Work Together

This topic explains how resource roles and resource organizations work together.

A single resource can belong to only one resource organization and be associated with only a single resource role, during a given period. The organizations and organization hierarchies that a resource belongs to determine the reporting relationships for that resource.

Resource Roles

A resource role, such as salesperson or sales manager, denotes the function of a resource in an enterprise from the perspective of the deploying company. A resource role not only describes who a resource is in the enterprise, but also specifies the role a resource performs within the context of an organization or team. A resource can have only one role in a resource organization during a given period.

Note: You can assign only one role to a resource at a time.

Resource Organizations

A resource organization represents the internal organization and structure of the deploying company. Resource organizations are hierarchically structured, and the organization hierarchy helps to derive the reporting relationships. A resource can be a part of different organizations within the deploying company, and can have separate roles in each.

About Primary Resource Organization by Usage

A resource can belong to only a single resource organization during a given period.

For each organization, you can assign different resource roles to a resource. When you assign a resource to one resource organization, the organization becomes the primary organization for the resource for a specific usage.

A resource organization becomes a primary resource organization by usage for a resource, if it meets the following criteria:

- Resource must be a member of the concerned organization.
- Resource organization must be classified as an organization with the specific usage.

For example, if you classify the resource organization as a marketing organization by usage, then the resource organization becomes the primary resource organization for the resource for marketing.

Overview of Organization Memberships and Role Assignments

When you assign a resource to an organization, you must also specify the role the resource is required to play in the organization.

This helps ensure clarity on the tasks that you can assign to a resource and helps define where the resource is situated within the organization's hierarchy.

Note: An organization can have only one manager. A resource can have only one role in a resource organization during a given period.

Example of Adding or Removing an Organization From an Organization Hierarchy

This example describes how you can add or remove a sales organization to or from a sales organization hierarchy.

As new sales organizations are created within your company, you need to add these organizations to your company's sales organization hierarchy.

Similarly, you can remove organizations that no longer exist.

Creating a New Version

1. Navigate to the **View Organization Hierarchies** UI page as follows: **Navigator** > **Resource Directory** > **Tasks** > **View Organization Hierarchies**.
2. Search and select the sales organization hierarchy you want to edit.
3. Click the **Action** menu. If you want to add the new organization to the sales organization hierarchy with immediate effect, select the **Edit This Hierarchy Version** option. If you want the new organization to display in the organization hierarchy only after a specific date, then select the **Create Hierarchy Version** option. If you choose the latter option, then you must specify the date from which the new version of the sales organization hierarchy must be active.

Adding or Removing an Organization From the Sales Organization Hierarchy

1. Navigate to the **View Organization Hierarchies** UI page as follows: **Navigator** > **Resource Directory** > **Tasks** > **View Organization Hierarchies**.
2. Search and select the sales organization hierarchy to which you want to add a new organization.
3. On the **Action** menu, click either **Edit This Hierarchy Version** option or **Create Hierarchy Version** option.
4. In the **Create or Edit Organization Hierarchy Version** page, select the node in the sales organization hierarchy where you want to add the new sales organization and click the **Add** button.

Note: To delete an organization, select the required node and click the Remove button on the Edit Organization Hierarchy Version page. Click to confirm. If you don't plan to add any organization, skip to step 7.
5. Search and select the new sales organization in the **Add Tree Node** screen. This adds the new organization to the sales organization hierarchy.
6. Click **Save and Close**.

Example of Creating an Organization with Sales Usage

This example demonstrates how to create a resource organization with sales usage.

There are two options to create resource organizations with sales usage:

- Create an organization from an existing department
- Create a new organization

Creating an Organization from an Existing Department

You must create an organization with sales usage from an existing department if the concerned department must be reused as a sales organization. Use the following steps:

1. Navigate to the Manage Internal Resource Organizations UI page as follows: **Navigator > My Enterprise > Setup and Maintenance > Tasks > Search > Search for Manage Internal Resource Organizations**.
2. You can either search for the organization whose usage you want to modify or click the **Create** button, select the **Create from Existing Department** option and specify the name of the organization in the **Create Organization: Select Creation Method** screen and click **Next**.
3. Click **Actions > Add Row**.
4. Specify **Sales Organization** as the Usage under the Organization Usages section of the screen.
5. Click **Finish**.

Creating a New Organization with Sales Usage

1. Navigate to the Manage Internal Resource Organizations UI page as follows: **Navigator > Setup and Maintenance > My Enterprise > Tasks > Search > Search for Manage Internal Resource Organizations**.
2. Click **Actions > Create**.
3. Select the **Create New Organization** option on the **Create Organization: Select Creation Method** screen and click **Next**.
4. Specify the name of the new organization and select **Sales Organization** as its usage.
5. Click **Finish** to save the new organization with sales usage.

Assign a Resource to an Organization

Once you have identified a resource, you can assign the resource to organizations within the deploying company. This example explains how you can assign resources to organizations.

Scenario

You must assign a resource to an organization. A resource can belong to only one organization and can have only one role in an organization during a given period.

To assign a resource to an organization, perform the following tasks.

1. Navigate to the View Resources UI page as follows: **Navigator > Resource Directory > Tasks > View Resources**.
2. Search for a resource and select it.
3. Click the **Organizations** tab. This displays the list of organizations to which the resource belongs.
4. In the Actions drop-down list, click **Create**.
5. In the **Create Organization Membership** pop-up, search and select the organization you want from the Organization drop-down list.
6. In the Actions drop-down list, click **Add Row** and select the role the resource must play in the organization.
7. Enter the From Date and To Date, and click **OK**.
8. Click **Save and Close**.

You can also assign resources to organizations by searching for organizations and adding members to the organization. To assign resources to organizations by searching for organizations:

1. Navigate to the View Organizations UI page as follows: **Navigator > Resource Directory > Tasks > View Organizations**.
2. Search for an organization and select it.
3. Click the organization's name to display its details.
4. Click the **Members** tab to edit the list of members assigned to the organization.
5. In the Actions drop-down list, click **Create** to assign a new resource to the organization.
6. In the Add Resource Member window, select a resource from the **Resource** drop-down list.
7. Click the Add Row button to add a role to the newly-added resource.
8. Click the **Role** drop-down list and select the role the resource is required to play in the organization.
9. Enter the From Date and To Date, and click **OK**.
10. Click **Save and Close**.

Note:

1. The date from which a resource is a member of an organization must be on or after the date which the resource was hired.
2. You can't reassign the resource to the same organization, if a resource was already a member of the selected organization with an end date later than the current date. You also can't reassign the resource to the same organization, if the resource was removed from the organization before the end date.

How do I manage resource organization hierarchy changes?

Consider a resource who's assigned the role of a manager. This manager may be part of a hierarchy and contain direct reports.

For example, a group of salespeople report to a sales manager and this sales manager reports to a sales director. The sales director might have one or more sales managers reporting to him or her.

A manager might leave the organization, transferred to another organization, maybe demoted from a resource manager role to a salesperson role, and so on. In all such cases, the direct reports maybe left as orphaned resources within the organization. To prevent such scenarios, by default it isn't allowed to change the manager having active child organization or direct reports.

When you need to move the manager having direct reports, as an exception, you can use the Enable End Dating Resource Manager Unconditionally (ORA_HZ_RES_ENABLE_MGR_END_UNCOND) profile option. This allows the movement of the manager resource without the need to move the child organizations and direct reports.

The Enable End Dating Resource Manager Unconditionally (ORA_HZ_RES_ENABLE_MGR_END_UNCOND) profile option is set to No by default. If the profile value is set to No and you try to end date the resource manager or end-date the resource organization membership of the resource manager while there are active direct reports, an error message is displayed. You must first move these direct reports to another organization and then end date the resource manager.

Complete these steps to set the value of the Enable End Dating Resource Manager Unconditionally (ORA_HZ_RES_ENABLE_MGR_END_UNCOND) profile option to Yes:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Sales

- Functional Area: Sales Foundation
- Task: Manage Administrator Profile Values

2. Search for `ORA_HZ_RES_ENABLE_MGR_END_UNCOND` and view or change the profile value.

Note: This profile option setting impacts the handling of resources using the application UI, Import, and web services. Changing this profile value to Yes leads to orphan resources and causing data integrity issues. We recommend that you don't change the profile value to Yes. If you must change the value, you must be extremely cautious specially while handling large volumes of resource organization data. You must provide a replacement of the manager at the earliest.

FAQs for Sales Resources, Roles, and Organizations

Frequently Asked Questions (FAQs) for Resources

This section contains the some frequently asked questions (FAQs) when setting up and maintaining resources. Scroll or search to find answers to common questions.

How do I define whether the user image, name, or initials display in the global header?

Set the User Image Display Enabled (`FND_USER_PHOTO_ENABLED`) profile option.

If you select:

- Yes, then the user image is displayed in the global header only if the user uploaded a photo. Otherwise, the user's initials are displayed. By default, this profile option is set to Yes.
- No, then only the user name is displayed in the global header.

Related Topics

- [Change Your Photo](#)

What's a duty role?

Job and abstract roles permit users to carry out actions by virtue of the duty roles they include. Each predefined duty role consists of a logical grouping of privileges that represents the individual duties that users perform as part of their job. Duty roles are composed of security policies which grant access to work areas, dashboards, task flows, application pages, reports, batch programs, and so on. You can create duty roles and can include predefined and custom duty roles in custom job and abstract roles. You don't assign duty roles directly to users.

Note: For information about security policies, see the *Securing CX Sales and Fusion Service* guide.

How can my user view application data?

You must identify a user as a resource to view your application data.

To identify specific employees, contingent workers, or partner contacts as resources, you must search for them and enable them as resources. You can use the Manage Resources task, Manage Users UI, and the Resource Directory to search persons and identify them as resources. Once you have identified these resources, you can assign them to organizations as required. Similarly, you can also identify newly added employees or contingent workers as resources.

Can I assign more than one resource role to a resource organization member?

No. One resource can only have one role within an organization.

Can I add more than one resource role to a resource?

Yes. While a resource can have only one resource role within a resource organization, a resource can have multiple individual roles.

Resource can't have multiple active roles with different organizations.

What resource role is displayed on the Manage Users UI when a user is assigned more than one role?

The resource role displayed in the Resource Information section of the Create User or Edit User pages in the Manage Users work area is the resource role that's associated with the user's organization. If none of a user's resource roles is assigned to the user's organization, or an organization isn't specified for the user, then the first active resource role assigned to the user is the role that's displayed.

What's a resource organization hierarchy?

A resource organization hierarchy is a hierarchically structured representation of the way resources are grouped within a resource organization. Resource organization hierarchies can contain other organizations within them. Thus, you can include any resource organization within the deploying company to create a single global hierarchy that depicts the operational structure of your company. We support up to 16 levels in the Resource Organization Hierarchy.

Can I create a new organization hierarchy version?

Yes. To create a new hierarchy version, click **Navigator > Resource Directory > Tasks > View Organization Hierarchies** and select the hierarchy whose new version you want to create. Click **Action Create Hierarchy Version**. Make the changes to the hierarchy as required. Specify the dates between which the organization hierarchy must be active, and click **Save and Close** to save your changes.

Can I create a new organization?

Yes. You can create organizations using the Manage Internal Resource Organizations task in Setup and Maintenance or in the Partner Management UI. You can also create resource organizations from the **User Management** UI. You can also use the UI to manage user accounts and roles, and to create employee and partner-member users.

Can I create a new organization hierarchy?

No. All organizations within your deploying company are part of a large overarching global hierarchy. Therefore, you can't add new organization hierarchies. However, you can move existing organizations or attach new organizations to the existing hierarchy and create a new version of the hierarchy.

Once you have created a new version, specify the date from which the new version must become active. On the specified date, your new hierarchy version replaces the older hierarchy.

Can I copy a resource organization hierarchy?

No. You can only have one resource organization hierarchy active at a time within a deploying company. If you have to create a hierarchy for an organization, you must specify the reporting structure within the concerned organization and then make the organization a part of the existing hierarchy.

What happens if I delete a resource?

When you delete a resource, the resource is deleted from the Resource Directory and from the organizations with which the resource was associated. It's always best to check a resource's usage and remove the resource from all the organizations before deleting a resource from the resource directory.

Can I create an employee or contingent worker resource?

No. You can only identify existing employees and contingent workers as resources in the Manage Resources task.

What happens when a resource is end dated?

When resources are end dated, the resource is removed from all organizations in the deploying company, and no new work objects can be assigned to them. This also removes the resource from the organization hierarchy. The employee associated with the resource isn't impacted. All non-transactional business objects such as accounts and contacts are orphaned until you assign an owner. We recommend that you transfer all the assigned and owned entities or records to another active resource.

How can I delete a resource from an organization?

To delete a resource from an organization, you must delete the concerned resource's membership from the organization.

To manage the membership of an organization, navigate to the **Manage Resource Organization Members** Setup and Maintenance task and select the organization concerned. Once the organization's membership details are listed, you can add, delete or edit them as required.

What happens if I delete a resource from an organization?

When you delete a resource from an organization, you effectively delete the concerned resource's membership with the organization. This also removes the resource from the organization hierarchy. All transactions assigned to the resource are no longer visible to the resource's managers.

How can I reactivate a deleted resource organization hierarchy?

To reactivate the resource organization hierarchy that you deleted, navigate to the **View Organization Hierarchies** page as follows: **Navigator > Resource Directory > Tasks > View Organization Hierarchies**. Search and select the deleted resource organization hierarchy. From the **Action** menu, select **Edit This Hierarchy Version** and set the Status to **Active**.

What happens if I add a resource to an organization?

When you add a resource to an organization, the resource becomes a member of the organization and a part of the organization hierarchy.

Organization membership information is part of the publicly visible details of a resource profile. This means that a resource's organization membership and reporting structure are visible to all active resources within the organization.

How can I reuse a resource organization in multiple organization hierarchies at the same time?

A resource organization can have one resource organization hierarchy for each internal organization and one partner organization hierarchy for each partner company. You can have one active version and multiple inactive versions of resource organization hierarchies. You can include resource organizations into any of the active or inactive organization hierarchies.

Can I create multiple resources as managers within a resource organization?

No. An organization can have only one manager.

Why didn't the Manage Resource Organization Hierarchies task open?

The Manage Resource Organization Hierarchies task may not open or be unresponsive if the browser some plugins installed. You can clear cookies or cache of the browser, use the browser's incognito mode, or use a different browser.

How can I search and view resource information from other sources?

You can search for resources and view their public profiles using the Resource Directory. You can search for resources either by name or organization, or by the names of the teams to which they belong.

You can use the Resource Directory to view the following details of a resource's profile:

- Key profile information, including the resource's name, manager's name, job title, contact information, and so on.
- Organization membership information
- Roles of the resource
- Key skills of the resource
- Additional contact information
- Salesperson details, if applicable.

You can search for organizations or teams, instead of searching for users. Then, you can view the list of resources that belong to an organization or team, and view the profiles of any resource listed.

Why am I unable to view the resource hierarchy for my organization?

You must enable the reporting structure of your organization for a resource or reporting hierarchy to be visible. If there is no manager defined for an organization, the reporting hierarchy of the organization can't be constructed. Verify if your organization is assigned a manager in Resource Management.

Can I view a resource organization hierarchy version as of a particular date?

Yes. Unless otherwise specified, organization hierarchies are active since the date of their creation. Navigate to the **View Organization Hierarchies** page from the Resource Directory to view the hierarchy of a resource organization at a specific date. You can search and select the organization hierarchy to view its details. This displays the concerned organization's active hierarchy. A drop-down list displays the date from which the current organization hierarchy has been active. You can select the required date from the drop-down list to view the organization hierarchy for a particular date.

How can I sync resource organization hierarchy with HCM department hierarchy? Is resource organization same as HCM department ?

Resource organization hierarchy isn't the same as HCM department hierarchy. Resource organization doesn't refer to HCM department. Currently, resource organization hierarchy can't be synced with HCM department hierarchy.

How can I prevent the validation script of the contact object from impacting other objects such as resources and suppliers?

You must write your application code in such a way that the validation script of the contact object doesn't impact other object flows such as resources or suppliers. Here's a sample Groovy code:

```
if (InternalFlag == 'N')
{
<your application code>
}
```

What happens if an employee or worker quits or is terminated?

When an employee leaves your company, it's best practice to inactivate the employee's user account of an application. Inactivating the user's account prevents the user from being able to log in to the application. After you inactivate a user account, you must set end date the resource.

5 Geographies

Overview of Geographies

Overview of Geographies, Geographic Entities, and Locations

A geography is a physical space on Earth, such as a location or region, that's defined by a boundary. For example, it may be existing geopolitical locations such as San Jose or Peru.

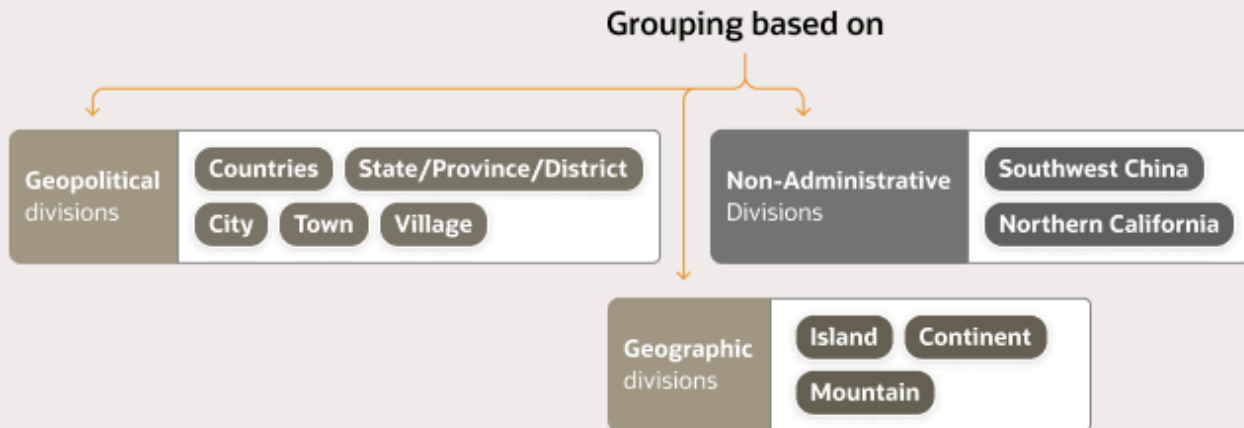
These geographical locations are used in applications to manage business requirements such as sales territories, transportation deliveries, taxation, logistics, and so on.

Geography Type

A divisional grouping of geographies is named as Geography Types. It could be a geopolitical division such as Country, First Order Administrative Divisions (example: State, Province, District, and so on), City, Town, Village, or Non-Administrative Divisions (example: Southwest China, Northern California, and so on) or physical geographic divisions such as Island, Continent, Mountain, and so on.

Geography Type

A divisional grouping of geographies



Geography Use

Specifying the purpose and use of these geographies is known as Geography Use. Data could be classified for use by processes such as Taxation, Sales, Transportation, Marketing and so on.

Master Reference Geography Use

Master Reference Geography Use is data that's classified as being the source of truth. This data is used as a reference for creating User-defined Geography Uses and as the source when working with geographical data such as validating addresses or importing data. This data can be obtained from a third party or manually entered. It is defined by widely recognized administrative or political boundaries such as States, Provinces, Counties, Cities, and so on.

Master Reference Geographies

Master Reference Geographies are geographical boundary names and physical boundaries that are classified as being part of the Master Reference Geography Use. Examples include the State of California, the Province of Alberta, The Country of India, and so on.

Master Reference Geography Type

Master Reference Geography Type is a layer of Master Reference Geographies. Examples of Master Reference Geography Types would include States, Cities, Provinces, Countries, and so on.

How Geography Structure, Hierarchy, and Validation Fit Together

This topic presents the components of geographies.

The following three components are dependent on each other when defining a country:

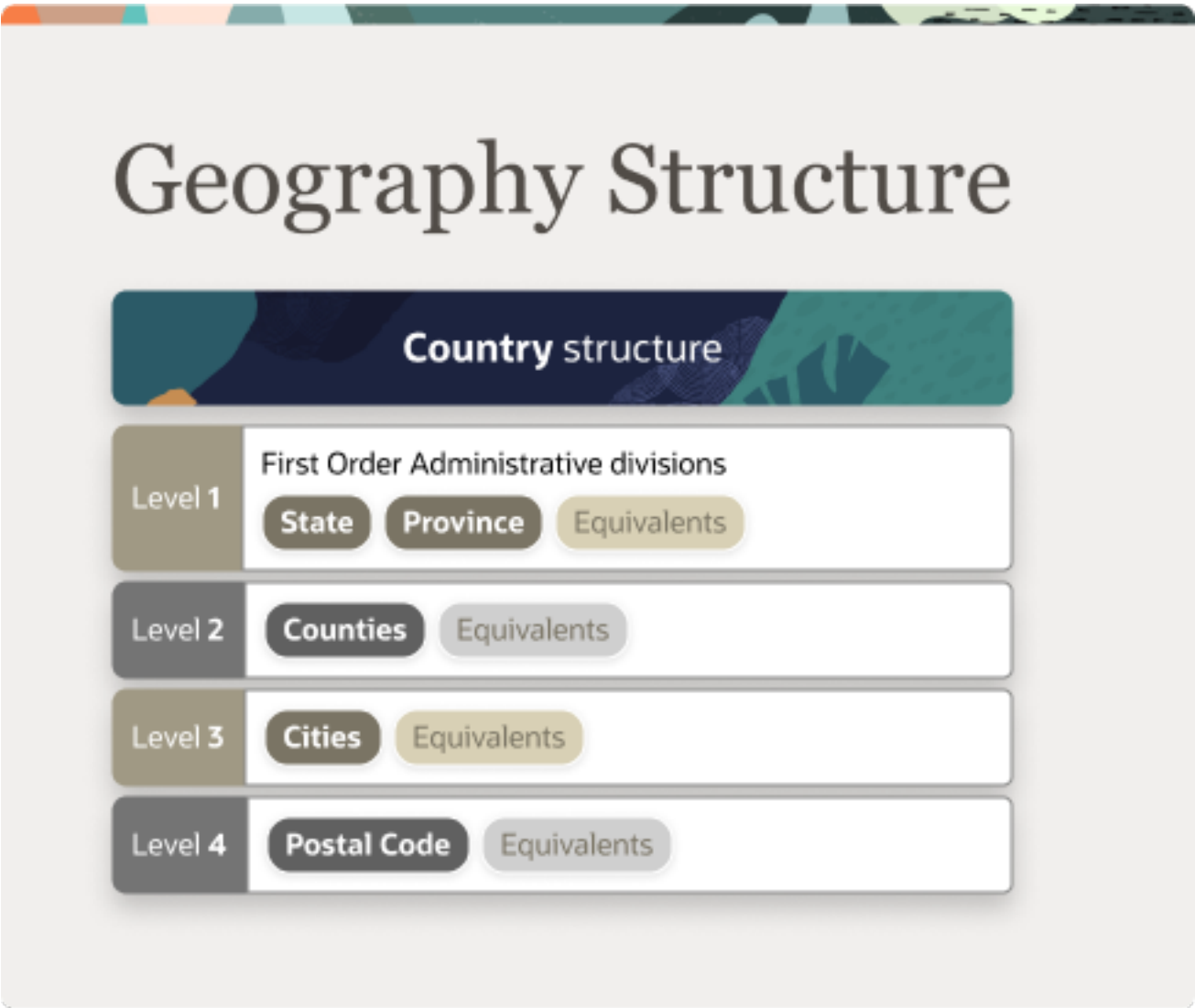
1. Geography structure
2. Geography hierarchy
3. Geography validation

Every country must have the geography structure defined first before the hierarchy can be defined, and the geography hierarchy has to be defined before the validation can be defined.

Geography Structures

You can use the geography structure to define geography types for a country and then relate the geography types.

For example, you can define geography types called State, City, and Postal Code. Then you can rank the State geography type as the highest level within the country, the City as the second level, and the Postal Code as the lowest level within the country structure.



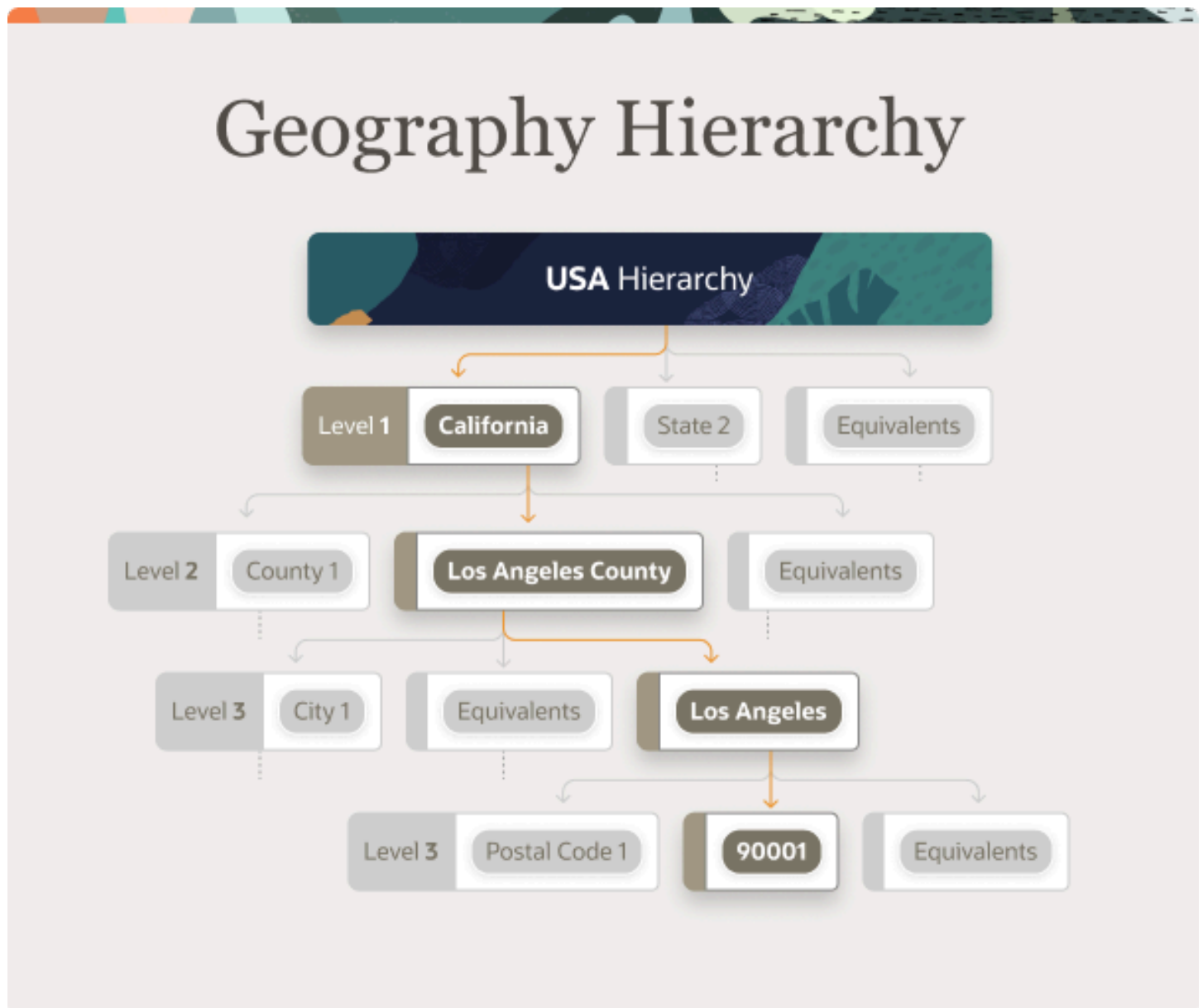
A geography structure is a hierarchical grouping of geography types for a country. The following table describes the geography structure for the United States.

Level	Geography Type
1	State
2	County
3	City
4	Postal Code

Geography Hierarchy

Geography hierarchy is a data model that creates conceptual parent-child relationships between geographies.

Once the geography structure is defined, the geographies for each geography type can be added to the geography hierarchy. For example, in the geography hierarchy of United States you can create a geography called California using the State geography type.



How do I add a geography to the geography hierarchy?

You can add a new geography to the geography hierarchy. The new geography can be added under any level of the hierarchy for an existing geography type in the country geography structure.

For example, we can add a new postal code 94065 under United State, California, San Mateo, Redwood City.

1. As a setup user, click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click Search. Search for **Manage Geographies**.
3. On the Manage Geographies page, enter US in the **Code** field. Click **Search**.
4. Click **Hierarchy Defined** for United States.

Note: If there are many child geographies for the selected parent geography, a message asking you to refine the search criteria is displayed. The child geographies are displayed after you refine the search criteria. If there are many search results, you may have to further refine the search criteria. The maximum number of child geographies that can be displayed is controlled by the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option. You can change the value of this profile option by navigating to the Setup and Maintenance work area, click the Tasks menu, and search for Manage Administrative Profile Values task. Search for the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option and change the value.

5. Search using State as the Geography Type and CA as the Code.
6. Drill down to San Mateo and select Redwood City.
7. Click **Actions > Create**.
8. Type 94065 for Name in the **Primary Name and Alternative Names** section.
9. Click **Save and Close**.
10. Click **Save and Close**.
11. Click **Done**.

How do I edit a specific geography in the geography hierarchy?

You can edit the following details of a geography hierarchy using the Manage Geography Hierarchy page:

- geography's date range
- primary and alternate names
- primary and alternate codes
- creating geographies within the hierarchy such as adding a postal code for a city.

1. As a setup user, click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click Search. Search for **Manage Geographies**.
3. On the Manage Geographies page, enter US in the **Code** field. Click **Search**.
4. Click **Hierarchy Defined** for United States.

Note: If there are many child geographies for the selected parent geography, a message asking you to refine the search criteria is displayed. The child geographies are displayed after you refine the search criteria. If there are many search results, you may have to further refine the search criteria. The maximum number of child geographies that can be displayed is controlled by the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option. You can change the value of this profile option by navigating to the Setup and Maintenance work area, click the Tasks menu, and search for Manage Administrative Profile Values task. Search for the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option and change the value.

5. Search using State as the Geography Type and CA as the Code.

6. Select CA and click **Actions > Edit**.
7. (Optional) Select the row that you want to specify as the primary name under the **Primary and Alternative Names** section and click **Actions > Set Primary**.
8. (Optional) Select the row that you want to specify as the primary code under the **Primary and Alternative Codes** section and click **Actions > Set Primary**.
9. Click **Save and Close**.
10. Click **Save and Close**.
11. Click **Done**.

How do I edit alternative names and codes for an existing country?

You can add or edit alternative names and codes for an existing geography in the geography hierarchy.

For example, you can add a FIPS code of 06 for the state of California.

1. As a setup user, click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click Search. Search for **Manage Geographies**.
3. On the Manage Geographies page, enter US in the **Code** field. Click **Search**.
4. Click **Hierarchy Defined** for United States.

Note: If there are many child geographies for the selected parent geography, a message asking you to refine the search criteria is displayed. The child geographies are displayed after you refine the search criteria. If there are many search results, you may have to further refine the search criteria. The maximum number of child geographies that can be displayed is controlled by the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option. You can change the value of this profile option by navigating to the Setup and Maintenance work area, click the Tasks menu, and search for Manage Administrative Profile Values task. Search for the `ORA_HZ_GEO_HIERARCHY_LIMIT` profile option and change the value.

5. Search using State as the Geography Type and CA as the Code.
6. Select CA and click **Actions > Edit**.
7. In the **Primary and Alternative Codes** section, click **Actions > Add**.
8. Type 06 under **Code** and select FIPS code as the **Code Type**.
9. Click **Save and Close**.
10. Click **Save and Close**.
11. Click **Done**.

How do I manage geography validation?

After defining the geography hierarchy, you need to specify the structure for the country.

You can choose which address style format you would like to use for the country, and for each selected address style format you can map geography types to address attributes. You can also select which geography types to include in address validation or tax validation, and which geography types will display in a list of values during address entry in other user interfaces. The geography validation level for the country, such as error or warning, can also be selected. Geography validation determines the geography mapping and validation for a country's *address styles*, and the overall address validation control for a country.

The **No Styles Format** address style format is the default address style format for a country. By defining the mapping and validation for this format you will ensure that validations can be performed for any address in the country. After the **No Styles Format** is defined you can set up additional mapping for specific address styles.

For each address style format, you can define the following:

- Map to attribute
- Enable list of values
- Tax validation
- Address validation
- Address validation control

Attribute Mapping

For every address style format, you can map each geography type to an address attribute. For example, you can map the **State** geography type to the **State** address attribute for the United States, or map the **State** geography type to the **County** address attribute for the United Kingdom. The geography types that appear are based on how the country structure is defined. The list of address attributes that appear are based on address formats delivered with the application, or your customer defined address formats.

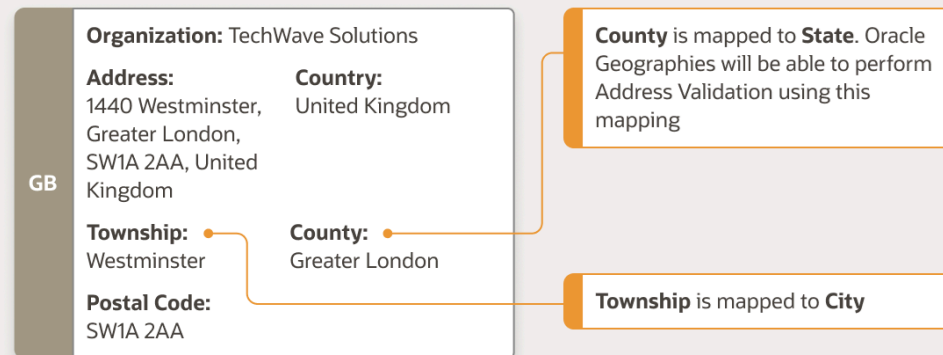
Note: You only need to map geography types that you want to use for address or tax validation purposes.

Attribute Mapping

Great Britain geography structure



Recommended mapping to
address attributes



Enable List of Values

Once a geography type is mapped to an attribute, then you can specify whether the geography type will appear in a list of values during address entry in user interfaces. It is very important to review carefully if you want to enable a list of values. You should only enable a list of values if you have sufficient geography data imported or created for that geography. If the setup for master geography data is incomplete, then the geography data is either not imported or created. As a result, the list of values for the address attribute doesn't list any geography data.

Once you have enabled a list of values for an address attribute, you can only select the geography data available for the geography type. This means that if a specific geography value isn't available in the geography hierarchy, you can't create an address with a different geography value.

Note: Enable List of Values applies to the UI only. It doesn't apply to import, web services, or REST APIs. For these, all of the required geography types must have a value in the request when creating or updating an address.

Tax Validation

You can also specify whether a geography type will be included in tax validation. For example, for the United States North America address style format you specify that County, State, and City are used for tax validation. This will mean that when a transaction involves an address with the North America address style, the address must have the correct county, state, and city combination based on the geography hierarchy data, to be considered valid for tax calculation.

Address Validation

You must set up address validation for those geography elements that you plan to use in your application. Address validation checks whether geography elements of an address such as state, city, postal code, and so on are valid as per master geography data. Setting up validation also helps ensure that the addresses are correct and deliverable during entry. You can select states or other address elements from lists to ensure accuracy during entry. For example, when you enter a postal code, the application can validate if the postal code exists. Note that address validation isn't the same as address verification. Address Verification updates and enhances your address. Address verification depends upon Oracle or any third-party address verification services to perform verification.

You can specify whether a geography type will be included in address validation. For example, when the user enters a United States address using the North American address style format, the address must have the correct country, state, and postal code combination based on geography hierarchy data to be considered geographically valid.

If an address element is mapped to a geography type, but not selected for geography validation usage, then during address entry suggested values are provided for the address element, but the address element isn't validated.

You need to verify that the default mapping between **Geography Type** and **Map to Attribute** is valid in the Geography Mapping and Validation region and update it if required when you define geography validation.

After setting geography validation, all features that directly and indirectly depend upon geographies are impacted. For example, multiple applications such as ERP, CX, and SCM that use geographies are impacted.

Oracle recommends that you use the following valid mapping for the countries that Loqate supports:

Country Name	Country Code	Geography Type	Map to Attribute
Andorra	AD	- Country - Parroquia - Settlement	- Country - State - City

Country Name	Country Code	Geography Type	Map to Attribute
		Postal Code	Postal code
Angola	AO	- Country - Provincia - Municipio - Comuna - Localidad	- Country - Province - County - City - Additional address attribute 2
Argentina	AR	- Country - Province - Department - Municipality - Postal Code	- Country - Province - County - City - Postal code
Australia	AU	- Country - State - City - Postal Code	- Country - State - City - Postal code
Austria	AT	- Country - Bundensland - Bezirk - Gemeinde - Postal Code	- Country - State - County - City - Postal code
Belgium	BE	- Country - Gewest - Provincie - Gemeente - Postal Code	- Country - Additional address attribute 1 - Province - City - Postal code
Bolivia	BO	- Country - Departamento - Provincia - Canton	- Country - Additional address attribute 1 - Province - City
Bosnia and Herzegovina	BA	- Country - District - Kanton - Opcine	- Country - Additional address attribute 1 - Province - County

Country Name	Country Code	Geography Type	Map to Attribute
		- Nasalje - Postal Code	- City - Postal code
Brazil	BR	- Country - State - City - Postal Code	- Country - State - City - Postal code
Bulgaria	BG	- Country - Oblast - Obshhina - Settlement - Postal Code	- Country - Additional address attribute 1 - Province - City - Postal code
Canada	CA	- Country - Province - City - Postal Code	- Country - Province - City - Postal code
Cayman Islands	KY	- Country - Island - District - Postal Code	- Country - State - City - Postal code
Chile	CL	- Country - Region - Provincia - Kommune - Postal Code	- Country - State - County - City - Postal code
China	CN	- Country - Province - City - Postal Code	- Country - Province - City - Postal code
Note: China geography structure is supported but geocoding isn't supported.			
Croatia	HR	- Country - Zupanije - Grad - Postal Code	- Country - Province - City - Postal code

Country Name	Country Code	Geography Type	Map to Attribute
Cuba	CU	- Country - Provincia - Municipio - City - Postal Code	- Country - Province - County - City - Postal code
Cyprus	CY	- Country - Periochi - Dimos - Postal Code	- Country - Province - City - Postal code
Czech Republic	CZ	- Country - Kraj - Okres - Obec - Postal Code	- Country - State - County - City - Postal code
Denmark	DK	- Country - Amt - Settlement - Postal Code	- Country - Province - City - Postal code
Dominican Republic	DO	- Country - Provincia - Municipio - Town - Postal Code	- Country - Province - County - City - Postal code
Ecuador	EC	- Country - Province - Canton - City - Postal Code	- Country - Province - County - City - Postal code
Estonia	EE	- Country - Maakond - Vald - Postal Code	- Country - State - City - Postal code
Finland	FI	- Country - Maakunta - Kunta	- Country - State - Locality

Country Name	Country Code	Geography Type	Map to Attribute
		- Settlement - Postal Code	- City - Postal code
France	FR	- Country - Region - Department - Commune - Postal Code	- Country - Additional address attribute 1 - State - City - Postal code
Germany	DE	- Country - Bundesland - Gemeinde - Postal Code	- Country - State - City - Postal code
Great Britain	GB	- Country - County - Township - Postal Code	- Country - State - City - Postal code
Greece	GR	- Country - Periferia - Nomi - Dimotika - Postal Code	- Country - State - County - City - Postal code
Guadalupe	GP	- Country - Commune - Postal Code	- Country - City - Postal code
Guam	GU	- Country - State - County - Municipality - Postal Code	- Country - State - County - City - Postal code
Guernsey	GG	- Country - City - Parishes - Villages - Postal Code	- Country - City - Additional address attribute 2 - Additional address attribute 3 - Postal Code

Country Name	Country Code	Geography Type	Map to Attribute
Hungary	HU	- Country - Megye - Jaras - Telepules - Settlement - Postal Code	- Country - Additional address attribute 1 - Province - County - City - Postal code
Iceland	IS	- Country - Jaras - Telepules - Settlement - Postal Code	- Country - Province - County - City - Postal code
India	IN	- Country - State - City - Postal Code	- Country - State - City - Postal code
Indonesia	ID	- Country - Province - City - Postal Code	- Country - Province - City - Postal code
Ireland	IE	- Country - Province - Post County - Postal_Code	- Country - State - City - Postal Code
Isles of Man	IM	- Country - Locality - Settlement - Postal Code	- Country - City - Additional address attribute 2 - Postal code
Israel	IL	- Country - District - Subdistrict - City - Postal Code	- Country - State - County - City - Postal code
Italy	IT	- Country - Regione	Country

Country Name	Country Code	Geography Type	Map to Attribute
		- Provincia - Comune - Postal code	- Additional address attribute 1 - Province - City - Postal code
Jamaica	JM	- Country - Parish - Settlement	- Country - State - City
Japan	JP	- Country - Prefecture - City - Postal Code	- Country - State - City - Postal code
Jordan	JO	- Country - Muhafazat - Liwa - Tajma - Postal Code	- Country - State - County - City - Postal code
Kenya	KE	- Country - County - Division	- Country - State - City
Latvia	LV	- Country - Rajons - Pilseta - Postal Code	- Country - State - City - Postal code
Liechtenstein	LI	- Country - Wahlkreis - Gemeinde - District - Postal Code	- Country - Additional address attribute 1 - State - City - Postal code
Lithuania	LT	- Country - County - Municipality - Ward - Postal Code	- Country - State - County - City - Postal code

Country Name	Country Code	Geography Type	Map to Attribute
Luxembourg	LU	- Country - Canton - Commune - Settlement - Postal Code	- Country - State - County - City - Postal code
Malaysia	MY	- Country - State - District - Subdistrict - Postal Code	- Country - State - County - City - Postal code
Malta	MT	- Country - Region - Local_Council - Postal Code	- Country - State - City - Postal code
Martinique	MQ	- Country - Department - Arrondissement - Commune - Postal Code	- Country - State - County - City - Postal code
Mexico	MX	- Country - State - Municipality - Locality - Postal Code	- Country - State - County - Additional address attribute 2 - Postal code
Netherlands	NL	- Country - Province - Municipality - Town - Postal Code	- Country - Province - County - City - Postal code
New Zealand	NZ	- Country - Region - Town - Postal Code	- Country - State - City - Postal code
Norway	NO	Country	Country

Country Name	Country Code	Geography Type	Map to Attribute
		- Fylke - Kommune - Postal Code	- Province - City - Postal code
Oman	OM	- Country - Muhafazah - District - City	- Country - State - County - City
Peru	PE	- Country - Region - Provincia - Distrito - Postal Code	- Country - Province - County - City - Postal code
Poland	PL	- Country - Wojewodztwo - Powiat - Gmina - Postal Code	- Country - Province - County - City - Postal code
Portugal	PT	- Country - Distrito - Concelho - Settlement - Postal Code	- Country - Province - County - City - Postal code
Puerto Rico	PR	- Country - Commonwealth - Municipio - Barrio - Postal Code	- Country - State - County - City - Postal code
Qatar	QA	- Country - Municipality - Zone	- Country - State - City
Reunion Island	RE	- Country - Region - Department - Commune - Postal Code	- Country - State - County - City - Postal code

Country Name	Country Code	Geography Type	Map to Attribute
Romania	RO	- Country - Region - County - Settlement - Locality - Postal Code	- Country - Additional address attribute 1 - Province - County - City - Postal code
Russia	RU	- Country - Federal_District - Federal_Subject - Oblast - Postal Code	- Country - Additional address attribute 1 - State - City - Postal code
San Marino	SM	- Country - Comune - Postal Code	- Country - State - Postal code
Singapore	SG	- Country - Region - District - Postal Code	- Country - State - City - Postal code
Slovakia	SK	- Country - Kraj - Okres - Obec - Postal Code	- Country - Province - County - City - Postal code
Slovenia	SI	- Country - Regija - Upravna Enota - Obcina - Settlement - Postal Code	- Country - Additional address attribute 1 - Province - County - City - Postal code
South Africa	ZA	- Country - Province - District_Municipality - Local_Municipality	- Country - Province - County - City

Country Name	Country Code	Geography Type	Map to Attribute
		Postal Code	Postal code
South Korea	KR	- Country - Jibang - Siti - Postal Code	- Country - State - City - Postal code
Spain	ES	- Country - Autonomous_Community - Province - City - Postal Code	- Country - Additional address attribute 1 - Province - City - Postal code
Sri Lanka	LK	- Country - Province - District - Divisional_Secretariat - Postal Code	- Country - Province - County - City - Postal code
Swaziland Note: This country maybe labeled Eswatini in Manage Territories.	SZ	- Country - District - Inkhundla - Town - Postal Code	- Country - Province - County - City - Postal code
Sweden	SE	- Country - Lan - Settlement - Postal Code	- Country - Province - City - Postal code
Switzerland	CH	- Country - Kanton - Bezirk - Gemeinde - Postal Code	- Country - State - County - City - Postal code
Taiwan	TW	- Country - County - Town - Postal Code	- Country - State - City - Postal code
Thailand	TH	Country	Country

Country Name	Country Code	Geography Type	Map to Attribute
		- Region - Changwat - Amphoe - Postal Code	- Additional address attribute 1 - State - City - Postal code
Tunisia	TN	- Country - Governorate - Delegation - Postal Code	- Country - State - City - Postal Code
Turkey	TR	- Country - Sehir - Ilce - Kasaba - Postal Code	- Country - Province - County - City - Postal code
United Arab Emirates	AE	- Country - Emirate - City - Area - Postal Code	- Country - State - City - Additional address attribute 2 - Postal Code
United States	US	- Country - State - County - City - Postal Code	- Country - State - County - City - Postal code
Uruguay	UY	- Country - Departamento - City - Postal Code	- Country - State - City - Postal code
Vatican City	VA	- Country - Municipal - Settlement - Postal Code	- Country - Province - City - Postal code
Vietnam	VN	- Country - Region - Tihn	- Country - Additional address attribute 1

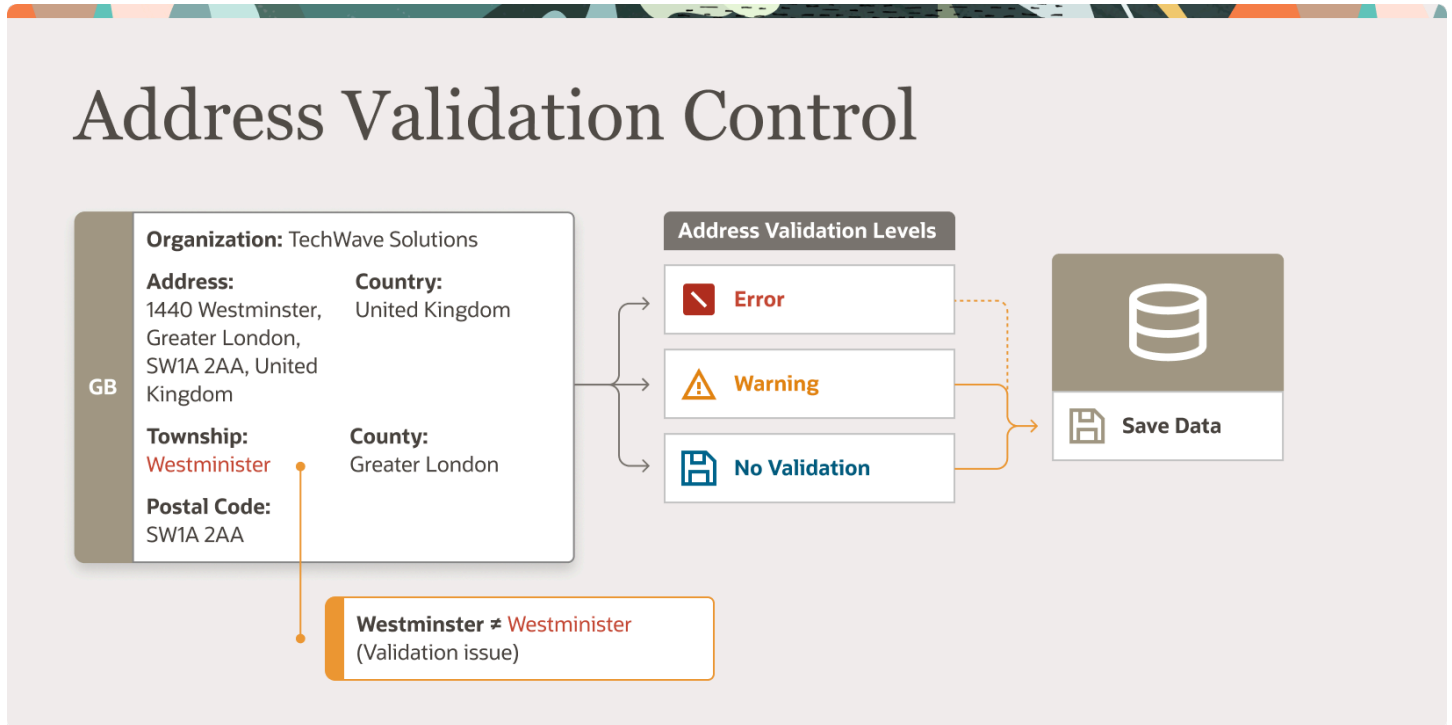
Country Name	Country Code	Geography Type	Map to Attribute
		• Quan • Thank Pho • Postal Code	• Province • County • City • Postal code

Note: For either the tax or address validation, don't skip any level unless you're certain that the selected geography types can uniquely identify geographies. For example, the United States country structure is: State, County, City, and Postal Code, and you want to select just State and Postal Code for address or tax validation. However, for the combination of California and 94065, the city can be either Redwood Shores or Redwood City. In this case, you should also select at least the City geography type for address or tax validation.

Address Validation Control

You can select the address validation level for a country. Validation will check if the entered address maps to the geography hierarchy data available for the country, and the address validation control determines whether you can save an address that didn't pass validation during address entry. For example, if the

validation level is **Error**, then an address can't be saved if the values don't match the geography hierarchy data.



These are the address validation levels you can choose:

- **Error** - only completely valid addresses can be saved, with all mandatory address elements entered.
- **No Validation** - all addresses can be saved including incomplete and invalid addresses.

Regardless of the result of validation, the validation process will try to map any address attribute to a geography of the country, and store any mapping it could establish based on the available data. This is called **Geography Name Referencing** and it's executed as part of validation. The result of this referencing is used in several business processes in the application to map an address to a specific geography or zone. Therefore, Geography Name Referencing is the process of validating and mapping address elements of existing location table records against master reference geographies. For example, CA value in the STATE column of the HZ_LOCATIONS table is mapped to the master reference geography of CA (California).

The Geography Dimension value in territories is derived from sell-to addresses of sales accounts. To use geography dimensions in territories, you must validate the geography elements in the addresses, such as state, city, and postal

code. You can validate the address by enabling geography validation for each country using the Manage Geographies task. Perform the following in the Manage Geographies task:

- Enable at least one level in the geography hierarchy for geography validation.
- Enable geography validation for all geography levels that you intend to use for territory definition for each country.
- If needed, enable a list of values containing specific geography elements. This will help users search and select appropriate geography values during addresses entry and eliminate all possibilities of wrong address entry.

You can set geography validation control to Error in the Manage Geography Validation page. This ensures that users can only use valid geography elements in addresses.

Note: If you have already created addresses before setting up address validation for a country, you must enable geography validation and then execute the *Validate Geographies of Addresses Against Master Geographies* task for that country. This validates all your geography elements.

Related Topics

- [How can I save an address that didn't pass geography validation?](#)
- [Setting Up Geography Validation](#)
- [How do I validate geographies of addresses against master geographies and generate naming references?](#)

Setting Up Geography Validation

You must set up geography validation to enable geography setup, help users fill in missing address information, and validate address information. For example, if you enter the postal code you can retrieve the rest of the address, such as, city and state.

For example, an organization named Vision Corp., wants its salespeople to use a list of values to enter the states in their addresses. Also, it plans to set up territories at the state level. So validation must be set up at the state level.

To define geography validation for Vision Corp.:

1. As a setup user, click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click Search. Search for **Manage Geographies**.
3. Search for a country. For example, you can search by entering either the country name United States or the two letter ISO code US, and clicking Search. Search for a country. For example, you can search by entering either the country name United States or the two letter ISO code US, and clicking **Search**.
4. Select the country, such as United States, in the Search Results area.
5. Click the **Go to Task** button in the Validation Defined column.
The Manage Geography Validation page appears. The geography types available for the country are shown in the Geography Mapping and Validation region.
6. Ensure that the **No Styles Format** address style is selected. You define validation for the No Styles Format address style so that the validations are performed for all addresses in the country.
7. Select **Enable List of Values** in the Geography Mapping and Validation region to display the geography type as list of values during address entry in user interfaces. For example, for Vision Corp, select **Enable List of Values** for State.
This ensures correct values are entered for states, so that territory assignments work.

Note: You should only enable a list of values if you have sufficient geography data for that geography type.

8. Select **Geography Validation** for a geography type to include it in geography validation. For example, for Vision Corp, select **Geography Validation** for State.

Manage Geography Validation: United States

Address Style

Actions ▾ View ▾ Format ▾ + Freeze Wrap

Address Style Format

No Styles Format

Address Style Format Mapping: No Styles Format

Geography Mapping and Validation

Geography Type	Map to Attribute	Enable List of Values	Tax Validation	Geography Validation
State	State ▾	☒	☐	☒
County	County ▾	☐	☐	☐
City	City ▾	☐	☐	☐
Postal Code	Postal code ▾	☐	☐	☐

Geography Validation Control

Geography Validation Level for Country

You must enable geography validation for all geography levels that you intend to use for territory definition. The territory assignments may fail if the geography data used isn't validated. If Vision Corp. decided to set up territories at the postal code level, it would have to set up validation for state, city, county, and postal code.

Note: If an address element isn't selected for geography validation usage, then during address entry suggested values will be provided for the address element, but the address element isn't validated.

9. Select the appropriate geography validation control level to determine whether you can save an address that fails validation during address entry. For example, Vision Corp. wants to save all addresses including incomplete and invalid addresses, so select **No validation** in the Geography Validation Level for Country list.

Note: If Vision Corp. decided to save only valid addresses, it would have to set the geography validation control level to **Error** in the Geography Validation Level for Country list.

10. Click **Save and Close**.

Best Practices for Geography Validation

After geography data setup, you must configure geography validations.

Here are some best practices to configure geography validation:

- The configuration of geography validation rules depends upon your application needs. If you want to ensure that only valid addresses must be allowed:
 - a. As a setup user, go to Manage Geographies, search for a country, and click Validation Defined.

- b. Set Geography Validation based on the application requirements.

Note: For either the tax or geography validation, don't skip more than one consecutive level unless you're certain that the selected geography types can uniquely identify geographies. For example, the United States country structure is: State, County, City, and Postal Code, and you want to select just State and Postal Code for geography or tax validation. However, for the combination of California and 94065, the city can be either Redwood Shores or Redwood City. In this case, you should also select at least the City geography type for geography or tax validation.

- c. Set the Geography Validation Level for Country in the Geography Validation Control section to Error.
- If you require validated addresses for your downstream applications:
 - a. Go to Manage Geographies, search for a country, and click Validation Defined.
 - b. The best practice is Enable List of Values and setup validation for all geography levels and geography types.
 - c. Run the Validate Geographies of Addresses Against Master Geographies scheduled process to review address validation results.
- To ensure that the addresses are validated and there are no downstream impacts:
 - a. Go to Manage Administrator Profile Values and set the Number of workers for a given Geography Name Referencing request (HZ_GNR_NUM_OF_WORKERS) profile option to 5.
 - b. Run the Validate Geographies of Addresses Against Master Geographies scheduled process with Parameters: Location Table Name: HZ_LOCATIONS, Run Type: ALL, Country Code: [Country code for which Geography Name Referencing (GNR) needs to be generated].
 - c. Run the Validate Geographies of Addresses Against Master Geographies scheduled process with Parameters: Location Table Name: PER_ADDRESSES_F, Run Type: ALL, Country Code: [Country code for which GNR needs to be generated].
 - d. You can then use the report to identify if the existing addresses are incorrect. Correct these addresses as a onetime activity.

How do I manage Geography Structures, Hierarchies, and Validation?

You can add geography structure by first defining the geography types using the Manage Geographies task. You can then create geography hierarchy and geography validations also using the Manage Geographies task.

This example shows how you can configure the geography structure, geography types within the structure, geography hierarchy, and geography validation for a country geography, using the United Kingdom country geography as an illustration.

The following table summarizes the key decisions for this scenario.

Decisions to Consider	In This Example
Copy an existing country structure?	No, create a new country structure.
What is the structure of the geography types?	Create geography types with the following ranking structure: 1. County

Decisions to Consider	In This Example
	2. Post Town
What is the geography hierarchy?	Create the following hierarchy: 1. Country of United Kingdom 2. County of Berkshire 3. Post Town of Reading
Which address style format will you use when mapping geography validations?	The default address style format called the No Styles Format.
Are you using Oracle Fusion Tax for tax purposes?	No, don't select Tax Validation for the geography types.

Define the Geography Structure

You can add the County and Post Town geography types to the United Kingdom geography structure.

1. As a setup user, enter GB in the **Code** field on the Manage Geographies UI page and click **Search**.
2. On the Manage Geographies page, click **Structure Defined**.
3. On the Manage Geography Structure page, click the **Create** button next to the **Copy Country Structure From** field.
4. In the Geography Structure section, select the County list item in the **Add Geography Type** field.
5. Click **Add**.
6. Select the Post Town list item in the **Create and Add Geography Type** field.
7. Click **Add**.
8. Click **Save and Close**.

Note: You can't modify or delete a geography type.

Define the Geography Hierarchy

You can add the geographies for the County and Post Town geography types using the geography hierarchy user interfaces to create the geography hierarchy for United Kingdom. You can also use Import Management to import geography hierarchies using a CSV or XML file.

1. As a setup user, enter GB in the **Code** field on the Manage Geographies UI page and click **Search**.
2. On the Manage Geographies page, click **Hierarchy Defined**.

Note: If there are many child geographies for the selected parent geography, a message asking you to refine the search criteria is displayed. The child geographies are displayed after you refine the search criteria. If there are many search results, you may have to further refine the search criteria. The maximum number of child geographies that can be displayed is controlled by the ORA_HZ_GEO_HIERARCHY_LIMIT profile option. You can change the value of this profile option by navigating to the Setup and Maintenance work area, click the Tasks menu, and search for Manage Administrative Profile Values task. Search for the ORA_HZ_GEO_HIERARCHY_LIMIT profile option and change the value.

3. In the Geography Hierarchy section, click United Kingdom to highlight the table row, and click **Create**.
4. In the **Create County** page, Primary and Alternate Names section, enter Berkshire in the **Name** field.
5. Click **Save and Close**.
6. In the Geography Hierarchy section, click Berkshire to highlight the table row, and click **Create**.

7. In the **Create Post Town** page, Primary and Alternate Names section, enter Reading in the **Name** field.
8. Click Save and Close.

Define the Geography Validations

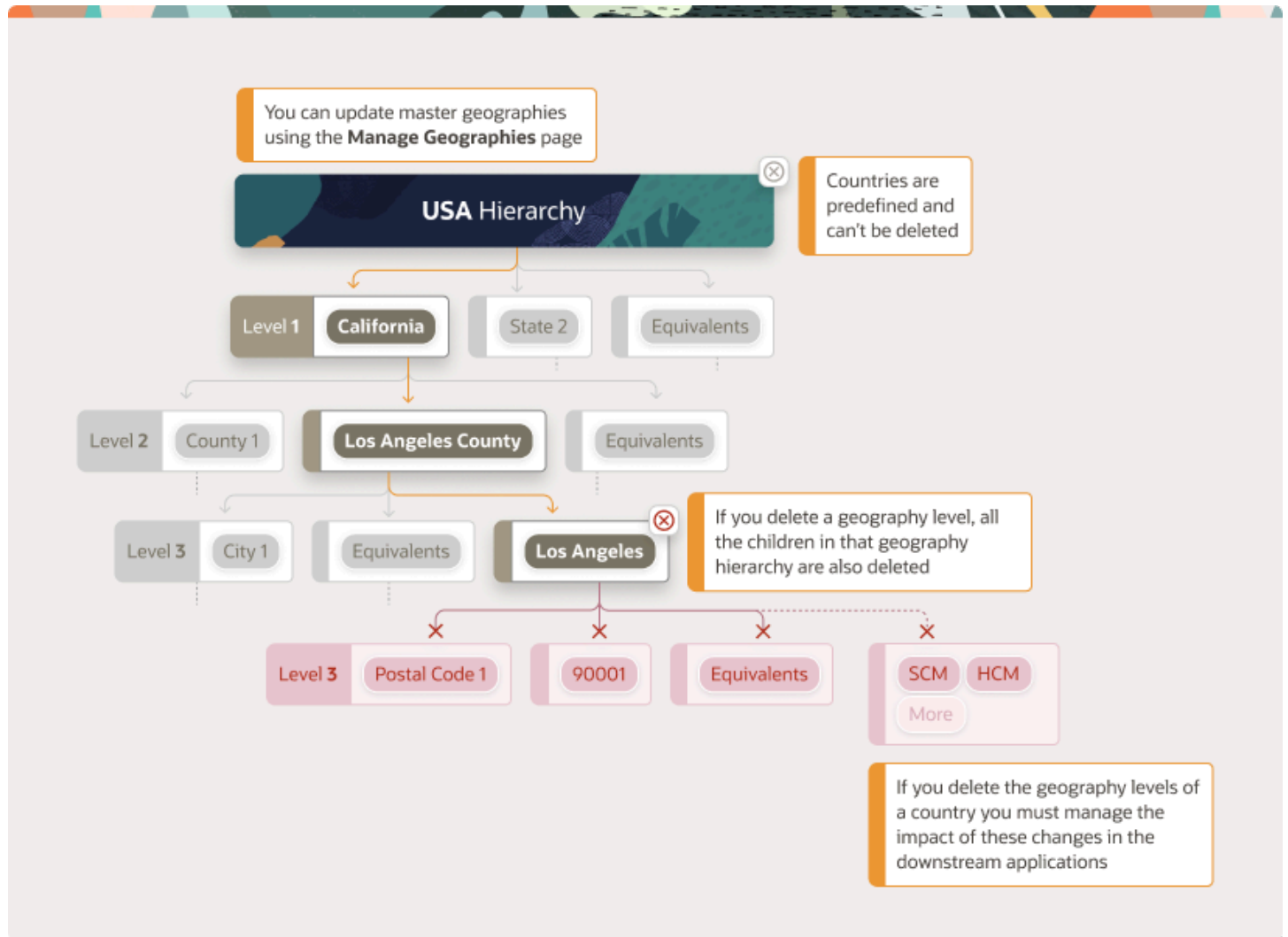
You can define the geography mapping and validation for the United Kingdom default address style format to specify the geography validations for the geography types you added to United Kingdom. You can then map the geography types to attributes, enable the geography types for Lists of Values and Geography Validation, and set the geography validation level.

1. As a setup user, click **Validation Defined** on the Manage Geographies UI page.
2. In the Address Style section, click **No Styles Format** to highlight the table row.
3. For the County geography type, click the **County** list item in the **Map to Attribute** field.
4. Select the **Enable List of Values** and **Geography Validation** options.
5. For the Post Town geography type, click the **City** list item in the **Map to Attribute** field.
6. Select the **Geography Validation** option.
7. In the Geography Validation Control section, select **Error** in the **Geography Validation Level for Country** list.
8. Click **Save and Close**.

Considerations While Working With Master Reference Geographies

Master reference geographies are the definitive, single-source-of-truth geographical data used as the foundation for defining and maintaining geographical boundaries and types. These predefined geographies, like countries, states, and cities, are essential for storing address information and creating geographical hierarchies that drive various business processes across enterprise applications suites.

This image graphically depicts the points you must remember while working with geographies in Oracle Fusion Cloud Applications:



Considerations for working with master geographies:

- You can update master geographies using the Manage Geographies page, but you can't update master geographies using Import Management.
- Countries are predefined so you can't delete them. You can delete the geography levels of a country in the geography hierarchy, such as state, city, and so on using the Manage Geographies page.
- If you delete the geography levels of a country in the geography hierarchy, such as state, city, and so on, you must manage the impact of these changes in the downstream applications, such as SCM, ERP, HCM, and so on.
- If you delete a geography level, all the children in that geography hierarchy are also deleted. For example, if you define city and postal codes under a state, and you later delete the state, all the cities and postal codes under this state are also deleted.

Manage Geography Lookups

You can manage geography lookups using the Manage Geography Lookups page.

Perform these steps:

1. Click **Navigator > My Enterprise > Setup and Maintenance** work area and go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Geography Lookups
2. On the Manage Geography Lookups page, click any of the following lookups:

Lookup Type	Meaning	Description
HZ_GEOGRAPHY_USAGE	Geography Validation Purpose	Purpose of geography validation, for example, tax. This lookup type can't be edited.
HZ_GEO_DISPLAY_ONLY	Zone Definition	Interface elements used to define zones. This lookup type can't be edited.
HZ_GEO_GNR_RUN_TYPE	Geography Name Referencing Program Run Type	You can specify the type of records that must be processed using the geography name referencing (Validate Geographies of Addresses Against Master Geographies) scheduled process. This lookup type can't be edited.
HZ_GEO_IDENTIFIER_TYPE	Geography Identifier Type	Identifier type for geography, for example, name or code. This lookup type can't be edited.

Lookup Type	Meaning	Description
HZ_GEO_POSTAL_CODE_RANGE_FLAG	Postal Code Range Provided	Values indicate whether a postal code range was used to define a set of postal codes. This lookup type can't be edited.
HZ_GEO_DATA_PROVIDER	Geography Information Provider	Names of the source of geography information. You can add new geography providers.
HZ_GEO_IDENTIFIER_SUBTYPE	Geography Identifier Subtype	Identifier sub type for geography, for example, primary. You can specify the primary and secondary names and codes for geographies.

3. View or edit the values as applicable.
4. Click Save and Close to return to the list of lookups.
5. Click Done to exit the page.

Geography Profile Options

This topic lists geography profile options, descriptions, default values, and the impact these profile options have on different aspects of geographies.

This topic also lists address profile options that impact geographies.

To view the details of these profile options:

1. Click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click **Search**. Search for **Manage Administrator Profile Values** task and open it.
3. Search using the profile option code.

To change the default values of these profile options:

1. Click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click **Search**. Search for **Manage Administrator Profile Values** task and open it.
3. Search using the profile option code.
4. Change the profile value.

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
HZ_POST_IMPORT_GNR_INVOKE	Address Validation After Import	Y	Runs the Geography Name Referencing (GNR) process after geography data import. The recommended value for this profile option value is N. This helps improve the import performance. After	This profile option is applicable to File-based Import (used in high volume import) and Import Management	See How do I validate geographies of addresses against master geographies and generate naming references?

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
			setting this to N, GNR process isn't invoked for every import.		
ORA_HZ_GEO_HIERARCHY_LIMIT		100000	Specify the maximum number of nodes that each parent node can handle for any geography element.	This profile option is applicable to Application UI and Import Management (only for geography object)	See, <i>What are the best practices for managing Geography mismatches?</i> <i>How do I manage Geography Structures, Hierarchies, and Validation?</i>
ORA_HZ_ENABLE_DAAS_LOQATE	DaaS GBG Loqate Data Import Enabled	Yes	Enable the import of DaaS GBG Loqate geography information.	This profile option is applicable to Scheduled Process, Application UI, and Import Management	see, <i>How to Import Nokia Geography Data</i>
ORA_HZ_DAAS_GEO_ENDPOINT	DaaS Geography Server Endpoint Information	https://geo.app.daas.us-phoenix-1.ocs.oraclecloud.com	Specify the endpoint information, such as the host name and the port number, of the DaaS geography server.	This profile option is applicable to Application UI and REST	
HZ_SHARE_LOCATIONS	Location Sharing Mode	Share among all parties	Select if location can be shared among different persons and organizations.	This profile option is applicable to File-based Import. This profile option isn't applicable in Import Management.	
HZ_LANG_FOR_COUNTRY_DISPLAY	Language for Country Display		Specify the default language used to translate the country name for international addresses. This is typically the language of the country where an item is mailed from.	This profile option is applicable to Application UI and REST	
HZ_GEOCODING_BATCH_SIZE	Geocoding Subprocess Batch Size	1000	Specify the maximum number of locations that each batch subprocess can handle for geocoding.	This profile option is applicable to Scheduled Process	
HZ_GNR_NUM_OF_WORKERS	Number of workers for a given Geography Name Referencing request	1	Determines the number of sub-processes for Validate Geographies of Addresses Against	This profile option is applicable to Scheduled Process	See <i>Best Practices for Geography Validation</i> See <i>How do I validate geographies of addresses against master geographies</i>

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
			Master Geographies scheduled process.		<i>and generate naming references?</i>
HZ_GNR_COMMIT_SIZE	Batch Size for committing records in Geography Name Referencing process	N/A	The Batch Size for committing records in Geography Name Referencing process	This profile option is applicable to Application UI, Scheduled Process, File-based Import, and Import Management.	See <i>How do I validate geographies of addresses against master geographies and generate naming references?</i>

Here are the list of address profile options:

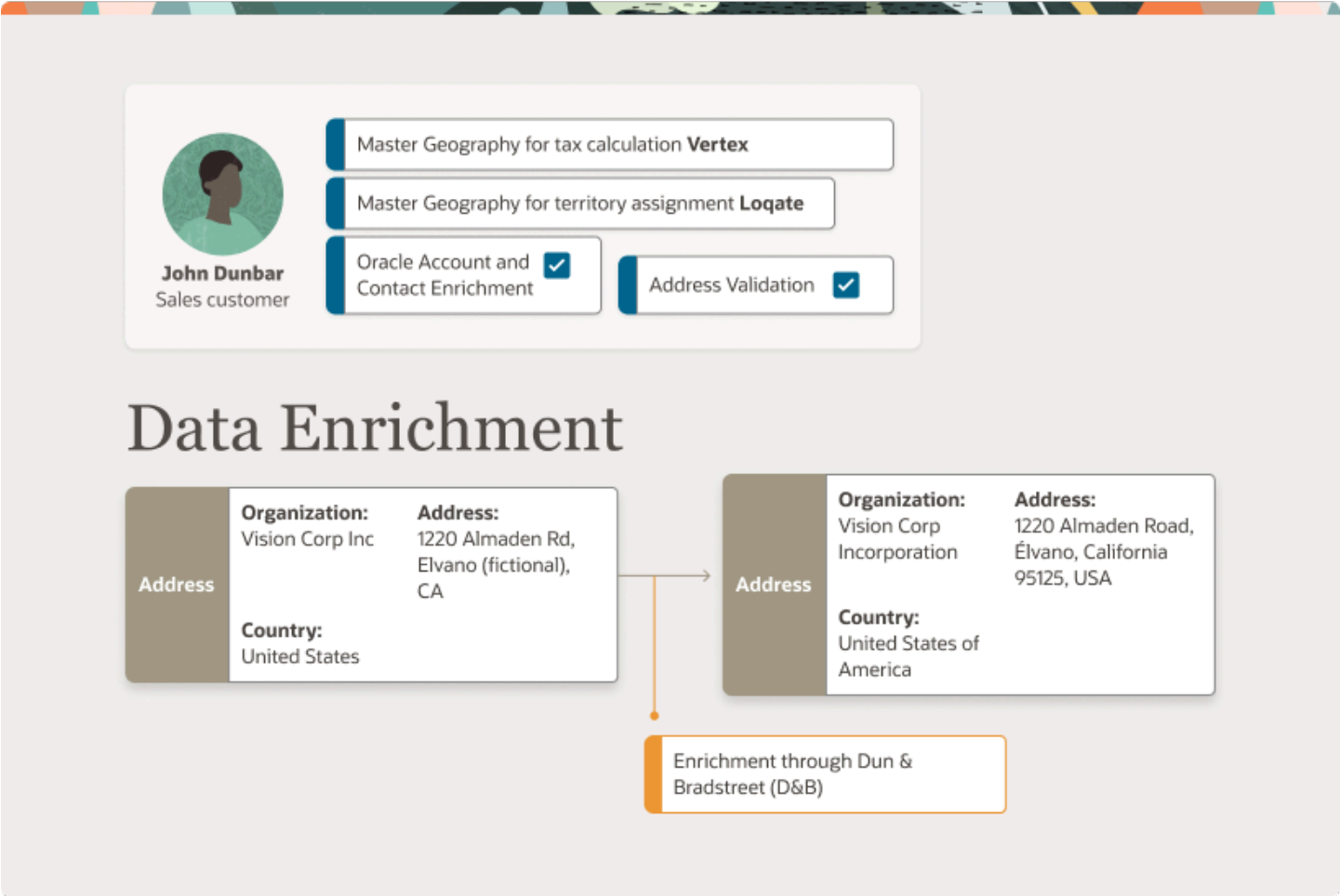
Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
HZ_UPDATE_STD_ADDRESS	Update Standardized Addresses Enabled	No	Enable to allow the update addresses that are already standardized using postal information.	This profile option is applicable to Application UI and REST	
ORA_HZ_INCLUDE_REGIONAL_COUNTRY	Regional Country in Address Formats Included	No	Enable address format functions to include regional country. You must set the value to yes to include regional country.	This profile option is applicable to Application UI	See, <i>How to have different contact address fields depending on the country selected?</i>
HZ_DEFAULT_ADDR_STYLE	Address Style Default	Postal Address	Specify a default style for address formatting.	This profile option is applicable to Application UI and REST	
HZ_ADDRESS_DISABLE_ALT_NAMES	Hide Alternate Address Names	No	Hide alternate names in the Address list of values. This option, when enabled, displays only the primary geography names for the address.	This profile option is applicable to Application UI	
ORA_HZ_IMPORT_MULTI_ADDRESS_TYPE	Import Processing for Multiple Address Types Enabled	Yes	Enable the processing of multiple address types for Account, Contact, Address, Organization, and Person objects.	This profile option is applicable to Import Management	See <i>Import Your Household Data How do I import account data? How do I import contact data?</i>

What are the best practices for managing Geography mismatches?

This topic employs a couple of use cases to illustrate the best practices for setting up Master Reference Geographies for sales customers using the Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) for Sales for data enrichment, and the Oracle Address, Email, and Phone Verification for address, email, and phone number verification.

In these use cases, it is assumed that while the Loqate geography reference data is configured as master geography, Tax calculation is being done using Vertex master

geography data. Also, address validation is enabled based on the customer's requirement.



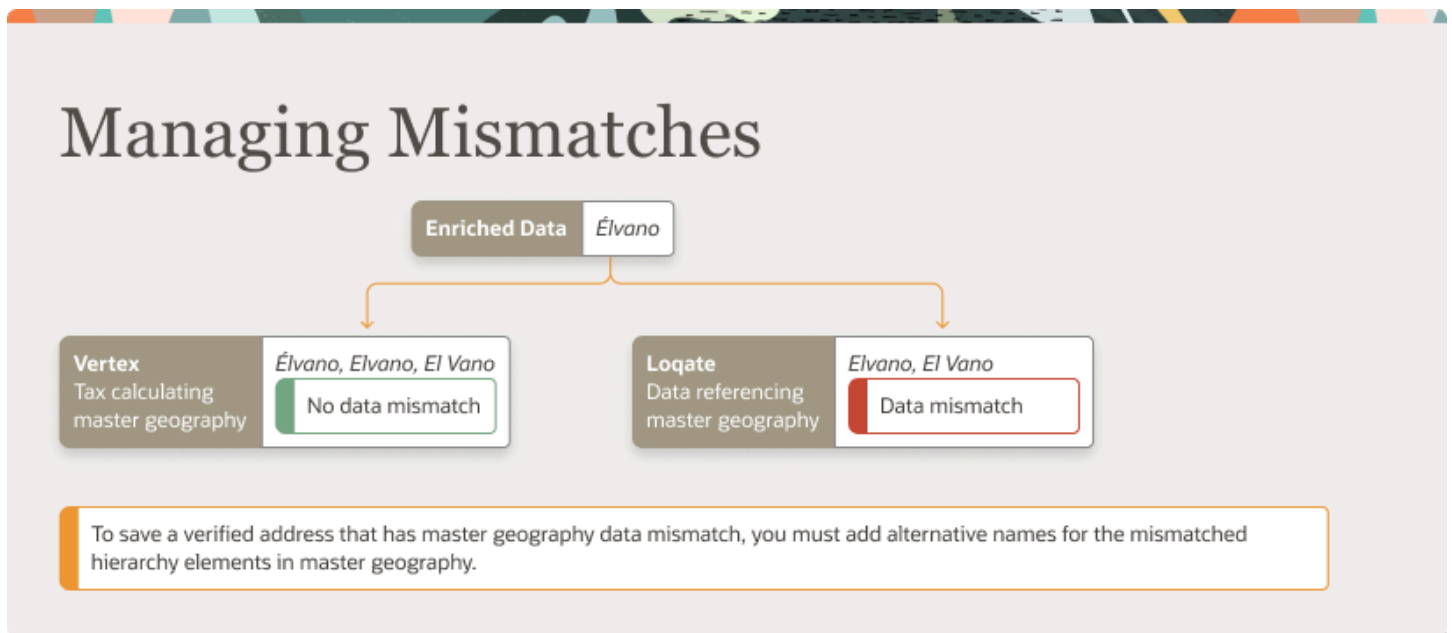
When you perform the real-time enrichment of accounts or contacts using the Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B), if there's a geography data mismatch between the predefined master geography data and the Dun and Bradstreet (D&B) data, then the Service enriches the accounts and contacts data but you can't edit or save the enriched data unless the master geography data mismatches are resolved. In addition, you can verify the enriched address using the Oracle Address, Email, and Phone Verification, however, in case of mismatches between

Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) (Loqate) and predefined master geography data you can't save the verified address.

The second use case describes the setup required to enable address verification and to avoid data conflicts between the Oracle Address, Email, and Phone Verification and master reference geography data.

Use Case 1: Manage Mismatches with Master Reference Geography Data

You're a sales customer using master reference geographies for territory assignments or tax calculation and have purchased Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) for data enrichment and Oracle Address, Email, and Phone Verification for address verification. In this case, while the Loqate geography reference data is configured as master geography, Tax calculation is being done using Vertex master geography data. Also, address validation is enabled based on the customer's requirement.



Best Practice: Review geography mapping for the countries where you do business. If the geography mapping for a specific country isn't mapped according to the country-specific address attributes, update the mapping. Oracle recommends performing enrichment before verifying address.

Suppose that you're doing real time enrichment of account or contact. If there's a geography data mismatch between the predefined master geography and the D&B data, the Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) still enriches the accounts and contacts data but can't edit or save the enriched account or contact unless the

master geography data mismatches are resolved. However, you can verify the enriched address using the Oracle Address, Email, and Phone Verification.

To save a verified address that has master geography data mismatch, you must add alternative names for the mismatched hierarchy elements in master geography. The following are the steps to add alternative name for the mismatched hierarchy element:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile
 - o Task: Manage Geographies
2. On the Manage Geographies page, search for the country by the name or country code, for example US.
3. Click the Go to Task button in the Hierarchy Defined column. The Manage Geographies Hierarchy page for the particular country appears.

Note: If there are many child geographies for the selected parent geography, a message asking you to refine the search criteria is displayed. The child geographies are displayed after you refine the search criteria. If there are many search results, you may have to further refine the search criteria. The maximum number of child geographies that can be displayed is controlled by the ORA_HZ_GEO_HIERARCHY_LIMIT profile option. You can change the value of this profile option by navigating to the Setup and Maintenance work area, click the Tasks menu, and search for Manage Administrative Profile Values task. Search for the ORA_HZ_GEO_HIERARCHY_LIMIT profile option and change the value.

4. Highlight the mismatched hierarchy element, for example California State, and click the Edit icon.
5. Click the Add icon on the Edit page.
6. Add an alternative name CA for the California state geography element.
7. Click Save and Close

Once the alternative name is added for the mismatched hierarchy element in master geography, you can save the enriched address.

Use Case 2: Avoid Conflicts with Master Reference Geography Data

You're a sales customer who doesn't use geographies for territory assignment or tax calculation and has purchased Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) for data enrichment and the Oracle Address, Email, and Phone Verification for address verification. To enable address verification and to avoid data conflicts between the Oracle Address, Email, and Phone Verification and master reference geography data you must do the following setups:

- Deselect the Geography Validation option in the Geography Mapping and Validation region to avoid Oracle Address, Email, and Phone Verification data conflicts with master reference geography data. By deselecting this option you can avoid any UI level validation against master geographies while adding address.

- Select Geography Validation Level for Country as No validation to verify address data by Oracle Address, Email, and Phone Verification.



John Dunbar
Sales customer

Oracle Account and
Contact Enrichment ☒

Avoid Data Conflicts

Geography
Validation ☒



Geography
Validation ☐

You can avoid any UI level validation
against master geographies while
adding address

Geography
Validation Level
for Country



Geography
Validation Level
for Country No Validation

To verify address data by Oracle
Address, Email, and Phone
Verification

Perform the following steps on the Manage Geography Validation page to enable address verification and to avoid data conflicts between the Oracle Address, Email, and Phone Verification and master reference geography data:

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Customer Data Management
 - Functional Area: Enterprise Profile
 - Task: Manage Geographies
2. On the Manage Geographies page, search for the country by the name or country code, for example US.
3. Click the Go to Task button in the Validation Defined column. The Manage Geography Validation page appears.
4. Deselect the Geography Validation check boxes for all the geography attributes to avoid any UI level validation against master geographies while entering the addresses. If the Enable List of Values check boxes are selected then, in case of data conflicts, Geography Naming References records aren't created.

Note: If any of the Geography Types listed isn't applicable to the selected country's territory structure, then you must deselect the geography validation for that type.

If you're planning to create territories based on a particular Geography Type, such as County, then you must deselect all the Geography Validation levels under that Geography Type (in this case City and Postal Code) based on which you want to create the territory.

Tip: Review the Address Style Formats that are selected on the Manage Geography Validation page. The review is required because on the Account or Contact Simplified UI page, address attributes are displayed based on the address formats and verified or enriched addresses are saved in Oracle Applications Cloud based on the selected address formats.

Related Topics

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Overview of Zone Types and Zones

A geography hierarchy is a data model that creates conceptual parent-child relationships between geographies.

Geography hierarchies can be classified as follows:

- **Master Reference Geography Hierarchy:** This refers to the predefined geography hierarchy and is considered as the source of truth. It is defined by widely recognized administrative or political boundaries such as States, Provinces, Counties, Cities, and so on. This hierarchy can be obtained from a supplier or manually entered. This geography hierarchy is the source when validating addresses or importing data. Examples are the State of California, the Province of Alberta, The Country of India, and so on.
- **User Defined Geography Hierarchy:** This refers to geography hierarchy defined by the user. This geography hierarchy may be created using the Master Reference Geography, obtained from a supplier, or entered manually. A user-defined geography hierarchy can have:
 - Zone Types
 - Zones

Zone Types

Zone types categorize and group zones together, for example, the zone types of Income Tax and Shipping Regions.

Zone types need to be created before you define a zone for the geographical boundary. You can create a zone type which will contain geographical boundaries from anywhere in the world, or you can create a zone type that will only contain geographies from within a specified country. When you create a zone type that's bounded by a country you can define which geography types or geographies you will be able to choose when you create a zone.

Zones

Zones are geographical boundaries for a zone type, for example, the San Jose Tax zone. Zones are based on the master reference geography hierarchy data.

Zones are created within a zone type, and you can associate geographies to define the zone. For example, for the Shipping Regions zone type you can create a West Coast zone which has the state of California as one of its geographies. Within a geography you can specify a postal range. So, for the state of California, for example, you can specify that the zone spans from postal code 90001 to 90011.

Zones Created in Master Geographies

Here is the list of zones created using master geographies in each product offering and the tasks to load them:

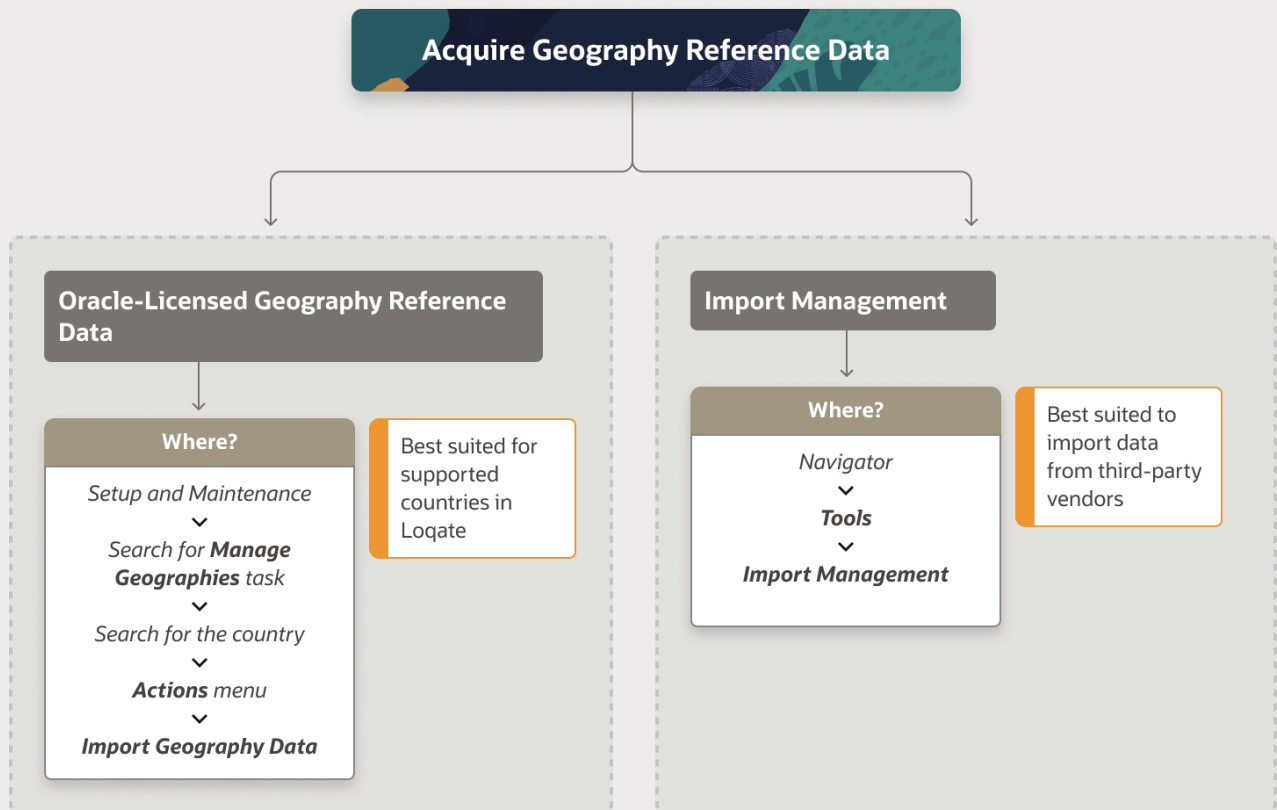
Product Offering	Task Name
Territory Geographies	Manage Territory Geographies
Tax	Manage Tax Zone Types
Shipping	Manage Shipping Zones
Compensation	Compensation Zones

Import Geographies and Zones

How do I import geographies?

You can import geographies using either Oracle-licensed geography reference data or Import Management.

You can acquire geography reference data in the following ways:



Note: The processing time for importing geography data can vary based on several variables, such as, the volume of data to be loaded and it could take several hours to complete.

Oracle-Licensed Geography Reference Data

You can import Oracle-licensed data from Loqate, for those countries where the data is available. For more information about the supported countries, see the List of Available Countries with Loqate Geography Reference Data topic. You can import geography data using the **Manage Geographies** task. Search for the country, and select **Import Geography Data** from the **Actions** menu. If the licensed data isn't available or is already set up for a particular country, then the **Import Geography Data** action is disabled.

Note:

- If you are licensed to use HCM Cloud Payroll for the United States, you must import your geography data from Vertex. For more information, see the United States Payroll implementation and administering guides.
- If you are licensed to use HCM Cloud Payroll for Canada, you can import your geography data from either Loqate, or your own geography data vendor. Loqate is the Oracle-licensed geography vendor across all Oracle applications, but it isn't mandatory. You may use any other geography vendor, but it must be comparable in structure by using a 2-character province code. For more information, see the Canada Payroll implementation and administering guides.
- By exporting this "Geography" data from the Oracle environment to Your environment, You agree that (a) Oracle is granting You only a restricted right to download the exported data specifically for Your use with the Oracle Fusion services, (b) this data may not be used, transferred, or uploaded for any other purposes; and (c) except for the restricted right granted in (a), all provisions of the Oracle Cloud Services Agreement (CSA) or Schedule C, as applicable to You, remain in full force and effect, including specifically section 3.4 thereof.
- Geography Round-Trip Export Import is currently not supported.

Import Management

The Import Management process reads the data included in your XML or text file and imports the data into the application.

To access Import Management functionality, go to **Navigator > Tools > Import Management**

For more information, see the Import Your Geography Data topic.

Import Geography Data is disabled for a country if the geography data for that country isn't available from Loqate or if the geography structure or hierarchy is already defined for that country. The existing master geography hierarchy can be from Loqate or non-Loqate. For example, Pakistan isn't supported currently in the supported list of 82 countries. If you try to import geography data for Pakistan after defining geography structure or geography hierarchy for it, Pakistan would be grayed out in the import list.

Related Topics

- [Setup Data Import and Export for Oracle Accounting Hub Cloud](#)
- [Create Legal Jurisdictions, Addresses and Authorities](#)

List of Available Countries with Loqate Geography Reference Data

Oracle Applications Cloud provides third-party Loqate geography data for import. Here's the list of countries for which the Loqate geography data is available for import.

Country Name	Country Code
Andorra	AD
Angola	AO
Argentina	AR
Australia	AU
Austria	AT
Belgium	BE
Bolivia	BO
Bosnia and Herzegovina	BA
Brazil	BR
Bulgaria	BG
Canada	CA
Cayman Islands	KY
Chile	CL
China	CN
Croatia	HR

Country Name	Country Code
Cuba	CU
Cyprus	CY
Czech Republic	CZ
Denmark	DK
Dominican Republic	DO
Ecuador	EC
Estonia	EE
Finland	FI
France	FR
Germany	DE
Great Britain	GB
Greece	GR
Guadalupe	GP
Guam	GU
Guernsey	GG
Hungary	HU
Iceland	IS
India	IN
Indonesia	ID
Ireland	IE
Isles of Man	IM

Country Name	Country Code
Israel	IL
Italy	IT
Jamaica	JM
Japan	JP
Jordan	JO
Kenya	KE
Latvia	LV
Liechtenstein	LI
Lithuania	LT
Luxembourg	LU
Malaysia	MY
Malta	MT
Martinique	MQ
Mexico	MX
Netherlands	NL
New Zealand	NZ
Norway	NO
Oman	OM
Peru	PE
Poland	PL
Portugal	PT

Country Name	Country Code
Puerto Rico	PR
Qatar	QA
Reunion Island	RE
Romania	RO
Russia	RU
San Marino	SM
Singapore	SG
Slovakia	SK
Slovenia	SI
South Africa	ZA
South Korea	KR
Spain	ES
Sri Lanka	LK
Swaziland	SZ
Sweden	SE
Switzerland	CH
Taiwan	TW
Thailand	TH
Tunisia	TN
Turkey	TR
United Arab Emirates	AE

Country Name	Country Code
United States	US
Uruguay	UY
Vatican City	VA
Vietnam	VN

How do I replace the existing master geography data with revised Oracle-Licensed geography data?

Before you replace existing geography data, you must check its impact on all parts of the application. You can then import and set up reference geography data for the countries where you do business.

Using the Oracle-licensed geography reference data, you no longer have to source geography data from a third party. You can import Oracle-licensed data from Loqate, including the country structure and hierarchy information, either to create a new geography setup or replace your existing geography data.

All customers with the exception of United States HCM Payroll customers, can use the information in this section to replace existing geography data with Loqate geography data. You can follow these steps if you're using Nokia or any other geography data and now want to move to Loqate geography data.

Before you begin, perform the following steps:

- Backup existing geography data including customizations, if any.
- Backup territory geographies.
- Perform impact analysis by contacting the support team to identify the use of geography IDs downstream.

Note: Before deleting the geography data, make sure that GEOGRAPHY_ID isn't referenced in any downstream applications such as TAX, FIN, Legal, and so on. Geography data is used across Oracle Cloud applications such as Human Capital Management, TAX, and Legal. Global Single Instance POD users share the same geography data and before deleting geography data, the geography usage POD analysis is required. The Oracle Support team can help you identify the downstream impact.

The process of replacing the existing master geography data with revised Oracle-Licensed geography data is depicted in this diagram:

Create an Export File of All Territories

Where?

Setup and Maintenance
 ↓
 Search for **View Active Territories** task
 ↓
Actions
 ↓
Export
 ↓
Export Selected Territory Hierarchy

Delete the Territory Geography Data

Where?

Setup and Maintenance
 ↓
 Search for **Manage Territory Geographies** task
 ↓
View All Hierarchies
 ↓
 Highest level country node
 ↓
Delete

Delete the Master Geography Data

Where?

Setup and Maintenance
 ↓
 Search for **Manage Geographies** task
 ↓
 Select country and click **Actions**
 ↓
Manage Geography Structure
 ↓
 Delete each level of the structure

Import Oracle-Licensed Geography Reference Data

Where?

Setup and Maintenance
 ↓
 Search for **Manage Territory Geographies** task
 ↓
 Enter country name or ISO code and Search
 ↓
 Select country, go to **Actions**
 ↓
Import Geography Data

Run the Geography Name Referencing Process

Where?

Tools
 ↓
Scheduled Processes
 ↓
Schedule New Process
 ↓
 Search for and run **Validate Geographies of Addresses Against Master Geographies**

Recreate and Load the Territory Geography Data

Where?

Setup and Maintenance
 ↓
 Search for **Enable Dimensions and Metrics** task
 ↓
Actions
 ↓
Load and Activate

Restore the Invalid Territory Definitions

Where?

Create an Export File of All Territories

In case you have implemented Customer Data Management along with the sales functionality, you must export all territories before deleting the master geography data because removing the master geography data invalidates the territory definitions that are based on the Geography dimension. You can either export the definitions of all territories to a file or make manual corrections. If there are a large number of territories, export the territories definition to a file for the territories import process. However, if there are very few affected territories, then you can choose to either export the territories definition to a file or make corrections manually.

This procedure is applicable only if there are territories defined using the Geography dimension.

Perform the following steps to create an export file of all territories.

1. From the Territories and Quotas work area, click **View Active Territories** in the Tasks pane.
2. In the View Active Territories page, select the territory at the highest level.
3. Click the **Actions** list, and select **Export**, and then **Export Selected Territory Hierarchy**.
4. In the Warning dialog box, click **OK**.
5. Click the **Actions** list and select **Export**, and then **View Export Status**.
6. Review the status of the export job and verify if it has completed successfully.
7. In the Exported Data File column, click the .zip file against your export job, and click **Save**. All the territories are exported to a compressed file on your system.
8. Click **OK**.
9. Click **Done** in the View Active Territories page.

Delete the Territory Geography Data

A territory definition has references to the territory geography data and master geography data. Territory geography data is based on the master geography data, in case you have implemented Customer Data Management along with the sales functionality, you must delete the territory geography data prior to deleting the master geography data. When you delete the territory geography data, all territories that are defined using geography dimension become invalid.

This procedure is applicable only if territory geographies are defined.

Perform the following steps to delete the territory geography data.

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Sales
 - o Functional Area: Territories
 - o Task: Manage Territory Geographies
2. On the Manage Territory Geographies page, click **View All Hierarchies**.
3. Select the highest level node for the country for which you want to replace the master geography data and click the **Delete** icon.
4. In the Warning dialog box, click **OK**.
5. In the Confirmation dialog box, click **OK**. The parent node of the territory geography data and its children are deleted.
6. Repeat steps 3 to 5 to delete all the higher nodes in the territory geography data.
7. Click **Save and Close**.

The Territory Management application retains a copy of the dimension members referenced in the territory definitions. This copy is updated when you trigger the **Load and Activate** process from the **Enable Dimensions and Metrics** task. Therefore, although the territory geography data is deleted, the territory definitions may appear to remain valid.

Delete the Master Geography Data

Delete the existing geography data one country at a time. We recommend that you raise a service request for assistance in deleting the geography data.

Delete Geography Structure

If you have created a geography structure, it prevents the geography imports from working or working as desired. For example, if the geography structure exists, the Import Geography option may not be enabled for a country in Manage Geographies even if Loqate predefined geography data is available for that country and the geography hierarchy doesn't exist yet.

Note: If any geography hierarchy was created manually, it must be deleted first.

If the geography structure was created manually, you can follow these steps to delete it. However, we recommend that you raise a service request for assistance in deleting the geography structure.

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile
 - o Task: Manage Geographies
2. On the Manage Geographies page, enter either the country name or the two-letter ISO code (for example, US), and click Search.
3. Select the country in the search results and click **Actions > Manage Geography Structure**.
4. In the Manage Geography Structure page, delete each level of the structure.
5. Click Save and Close.

You can now proceed to importing geography data.

Note: If other setup or transaction data exists that's based on the geography data, replacement procedures for that setup must also be followed.

Import Oracle-Licensed Geography Reference Data

Use this procedure to import Loqate geography data on the Manage Geographies UI page one country at a time. If the country data you want isn't supported by Loqate geography seed data and point the Loqate supported country list here, then the Import Geography Data action is disabled.

The geography data is provided by Loqate and is third-party content. As per Oracle policy, this software and documentation may provide access to or information about content and services from third parties. Oracle and its affiliates aren't responsible for and expressly disclaim all warranties of any kind with respect to third-party content and services. Oracle and its affiliates aren't responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Perform the following steps to import Oracle-licensed geography reference data.

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile

- Task: Manage Geographies

Alternatively, you can go to **Navigator > My Enterprise > Setup and Maintenance > Tasks** and search for Manage Geographies.

2. On the Manage Geographies page, enter either the country name or the two-letter ISO code (for example, US), and click **Search**.
3. Select the country in the search results.
4. Click the **Actions** list, and select **Import Geography Data**.

Note: Import Geography Data is disabled for a country if the geography data for that country isn't available from Loqate or if the geography structure or hierarchy is already defined for that country. The existing master geography hierarchy can be from Loqate or non-Loqate.

5. In the Warning dialog box, click **OK**.
6. In the Confirmation dialog box, click **OK**.

The import of larger countries may require several hours to complete. Note that countries may have different amount of data depending on the structure and the data can grow exponentially which correlates with different load times.

You can track the progress of the import process by selecting Scheduled Processes from the Navigator.

Note: To access the Scheduled Processes work area, you must be signed in as a user with the Employee abstract role. The initial user doesn't have this role assigned, but the other users you created do.

After the import is complete, you can search for the country again in the Manage Geographies page. Check marks now appear in the **Structure Defined** and **Hierarchy Defined** columns indicating the import completed successfully.

Next, click the **Validation Defined** icon to define the validations, enable List of Values, and choose address style format for a country as set up before. For more information, see the Geography Validation topic.

The **Geocoding Defined** and **Address Cleansing Defined** columns are used for additional features which you must license from Oracle and set up separately.

- Geocoding makes it possible to display customers in the vicinity of a mobile address. You set up **Geocoding Enabled** for those countries where you're using Around Me functionality in CX Sales Cloud Mobile.
- Cleansing makes it possible to validate addresses down to the street level.

Add any geography customizations.

Run the Geography Name Referencing Process

The Geography Name Referencing (GNR) process validates address elements in location tables, such as HZ_LOCATIONS, against the master geography data.

Run the GNR process in the following situations:

- When you are using geography based address validation (not third party address validation services).
- GNR data is needed for your business processes (such as ERP Tax).

Note: Note: You can't update existing data, such as effective start date, in the GNR process tables for the locations.

Perform the following steps to run the GNR process.

1. Navigate to **Tools > Scheduled Processes** work area.

2. On the Overview page, click **Actions** > **Schedule New Process**.
3. Click the **Name** list and search for **Validate Geographies of Addresses Against Master Geographies**, and then click **OK**.
4. Click **OK** in the Schedule New Process dialog box.
5. In the Process Details dialog box, enter the following details:
 - **Location Table Name:** HZ_LOCATIONS
 - **Run Type:** ALL
 - **Usage Code:** GEOGRAPHY
6. Enter the country code in the Country Code field.
7. Click **Submit**.
8. In the Confirmation dialog box, click **OK**.
9. Click **Close**.
10. In the Scheduled Processes page, click the **Refresh** icon.
11. Verify if the status of the process has completed successfully.

Find the locations failing in Geography Name References using: <https://cloudcustomerconnect.oracle.com/posts/b1e16b06ae>. Fix Geography Name References failures by updating addresses with the latest geography data.

Recreate and Load the Territory Geography Data

In case you have implemented Customer Data Management along with the sales functionality, you can recreate the territory geography data, after the master geography data is imported, using either of the following methods:

- Import process: If you created the original territory geography data using the import process, then use the same import file to recreate the territory geography structure. For more information about importing the territory geography data using Import Management, see *Import Your Sales Territory Data in the Oracle CX Understanding Import and Export Management for Sales and Fusion Service guide*.
- Manual creation process: You can manually recreate the territory geography data structures, as they existed before their deletion, using the Manage Territory Geographies task. For more information about creating zones and adding geographies to a zone, see *Managing Territory Geographies*.

After you have recreated the territory geography data, perform the following steps to load the data.

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Territories
 - Task: Enable Dimensions and Metrics
2. On the Enable Dimensions and Metrics page, click the **Actions** list, and select **Load and Activate**. The process loads the territory geography data to make dimension members available for selection when defining territories.
3. In the Confirmation dialog box, click **OK**.
4. Click **Done**.

Restore the Invalid Territory Definitions

After recreating the territory geography hierarchies and running the Load and Activate option from the **Enable Dimensions and Metrics** task, the geography dimensions are populated with the new geography members. The geography members in the territory appear as invalid because your territories still reference the old copies of the

dimension members that were deleted. The new members aren't referenced automatically by the territories. You must re-reference the territory definitions from the old geography dimension members to the new ones.

You can restore the invalid territory definitions by either importing the previously created export file or making manual corrections to the territories.

To restore valid territory definitions using territories import:

1. Open the export file you saved in the Creating an Export File of All Territories step. The compressed file contains four CSV files.
2. Open **TERR_HEADER.CSV** file.
3. Enter **REPLACE** in the Action column for all territories that are based on geography dimension.
4. Save the file in CSV format and compress it together with three other CSV files.
5. From the Territories and Quotas work area, click **View Active Territories** in the Tasks pane.
6. Click the **Actions** list, and select **Import to Proposal**, and then **Import Territories**.
7. Select the newly created compressed file and click **OK**.
8. Click the **Actions** list and select **Import to Proposal**, and then **View Import Status**.
9. Review the status of the export job and verify if it has completed successfully.
10. Click **OK**.
11. From the Tasks pane, click **Manage Territory Proposals**.
12. In the Manage Territory Proposals page, on the Current Territory Proposals table, search for the proposal with your import file name.
13. Click the import file name to open the territory proposal.
14. Click **Edit Coverage** to verify that the territory definitions are valid.
15. Verify that there are no values listed as invalid in the Selected Dimension Members section.
16. Click **Save and Close**.
17. Click **Activate**. The territory proposal of your import file is activated.

To restore valid territory definitions through manual corrections:

1. From the Territories and Quotas work area, click **Manage Territory Proposals** in the Tasks pane.
2. In the Manage Territory Proposals page, click the **Create** icon.
3. In the Create Territory Proposals dialog box, enter a name and click **Save and View**.
4. In the Territory Proposals page, add all the territories with the Geography dimension value other than the value Any to the proposal.
5. Select a territory and click **Edit Coverage**.
6. In the Edit Coverage page, select **Geography** from the Dimensions list. The invalid dimension members are displayed in the Selected Dimension Members pane.
7. Expand the values in the Available Dimension Members section or search for the member that has the same name as the one marked invalid in the Selected Dimension Members pane.
8. Select one or more new geography dimension members from Available Dimension Members pane and click **Add** icon to the Selected Dimension Members pane.
9. Click the **Remove** icon to remove the invalid members from the Selected Dimension Members pane.
10. Click **Save and Close**.
11. Repeat steps 4 to 10 for all territories that were based on Geography dimension.
12. Click **Activate**. After the activation process is complete, your territory definitions are valid again and are referencing to the new geography data.

Although this method is always applicable, it's most appropriate when you have to restore territory definitions for a smaller number of territories.

To run the batch assignment process for opportunities:

1. From Navigator, click **Scheduled Processes**.

2. In the Schedule Processes page, click **Schedule New Process**.
3. In the Schedule New Process dialog box, search for the **Request Revenue Territory Assignment** process and select it.
4. Click **OK**.
5. In the Process Details dialog box, enter **OpenOpportunitiesByCreationDate** in the View Criteria Name field. This selects all revenue lines belonging to open opportunities that were created in the last 'X' days.
6. Enter **BindOpptyCreationDateFrom=** followed by the date.

For example, if BindOpptyCreationDateFrom=2014-01-01, then all open opportunities which were created between 1st January 2014 till the current date, are processed.

7. Click **Submit** to schedule the process.
8. In the Confirmation dialog box, make a note of the process identifier for monitoring the process, and click **OK**.
9. Click **Close**.
10. In the Schedule Processes page, click the **Refresh** icon.
11. Review the status of the process job and verify if it has completed successfully.

Note: Review a small subset of the open opportunities to confirm that the territory assignment is as expected.

To run the batch assignment process for sales accounts:

1. Ensure that the **ZCA_SA_AUTO_ASSIGN_ON_CREATE** and **ZCA_SA_AUTO_ASSIGN_ON_UPDATE** profile options are set to Yes in the **Manage Customer Center Profile Options** task.
2. From Navigator, click **Customers**.
3. In the Customers page, click **Create Account**.
4. In the Create Account page, enter a name and address of the sales account, and select the **Address is sell to** check box.
5. Click **Save and Close**.
6. From Navigator, click **Customers**.
7. In the Search pane, search for the name of the sales account you created and select it.
8. In the section Customer Information, select **Sales Account Team**. The details of the sales account and territories associated with the sales account are displayed.

This indicates that the sales account was created successfully and the batch assignment was run automatically to assign the matching territories to the sales account.

To run the batch assignment process manually from the Scheduled Processes page, perform the following steps.

1. From Navigator, click **Scheduled Processes**.
2. In the Schedule Processes page, click **Schedule New Process**.
3. In the Schedule New Process dialog box, search for the **Request Account Assignment** process and select it.
4. Click **OK**.
5. Enter **SalesAccount_Work_Object** in the Work Object Code field and **SalesAccountTerritory_Candidate_Object** in the Candidate Object Code field.
6. Select **Territory** in the Assignment Mode list.
7. Enter **AllSalesAccountsVC** in the View Criteria Name field. This selects all sales accounts.
8. Click **Submit** to schedule the process.
9. In the Confirmation dialog box, make a note of the process identifier for monitoring the process, and click **OK**.
10. Click **Close**.
11. In the Schedule Processes page, click the **Refresh** icon.

12. Review the status of the process job and verify if it has completed successfully.

Note: Review a small subset of the accounts to confirm that the territory assignment is as expected.

Verify that the downstream applications using geography data is working fine.

Create Countries

This procedure lists the steps to create countries in the application.

The countries are seeded in the application. If you're unable to find a specific country in the Manage Geographies page, then you can add it to the application.

Note: The application provides support for Loqate geography data for countries. For countries where Loqate geography data isn't available, you can purchase the geography data from a third-party data provider and load it into the application using Import Management. For more information, see the [How do I acquire Geography Reference Data?](#) topic. If countries aren't available in the application, then use the procedure outlined in this topic to create them.

Perform the following steps to create a new country.

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile
 - o Task: Manage Geographies
2. On the Manage Geographies page, click **Actions** > **Create Country**.
3. In the Create Country dialog box, select the name of the country and click **Save**.
4. Click **Done**.

Note: You can now import the geography data for the newly created country using Loqate geography data available in the application. In case geography data for your country isn't available from Loqate, you can purchase the geography data from a third-party data provider and import it using Import Management.

Related Topics

- [How do I replace the existing master geography data with revised Oracle-Licensed geography data?](#)

How do I import Non-Oracle Licensed geography data?

You can use Import Management to create Geography data. It's recommended to use import management if you're importing Non-Oracle Licensed geography data or while loading your own geography from other vendors. You can also add alternate name or code to existing geographies with import. For more information see [Can you provide an example of importing geography data?](#).

To import Geography data, perform the following tasks:

1. Map your source data to Oracle Applications Cloud object attributes.

2. Create source Comma Separated Values (CSV) file for import.
3. Create the import activity.
4. Review the import results.

How You Map Your Source Data to Object Attributes

To import your Geography data into Oracle Applications Cloud, you must populate a .csv file with your source data and map that source data to target object attributes in Oracle Applications Cloud.

You need to do the following before creating the CSV file for data import:

- Identify how your source data attributes map to the target object attributes in Oracle Applications Cloud.
- Create Country Structure before importing Geography data. For information on how to create Country Structure, see Import Your Country Structure and Example of Importing Country Structure in Related Topics Section.
- Identify the target object attributes that are required in the CSV file for a successful import as mentioned in the table Required Attributes and Validations for the Geography Object below.

Before You Start

You must do some basic checks before starting your import. For example, make sure that:

- You have completed all the prerequisites for importing each attribute in your source data such as creating a country structure.

Required Attributes and Validations for the Geography Object

To import data successfully into Oracle Applications Cloud, your CSV file must include the required attributes. Ensure that you provide values for the attributes. The following table lists the required attributes for importing new Geography records, prerequisite setup tasks for the attributes, and specific validations, if any, for Geography import:

Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating a Geography Record
CountryCode	The code of the country to which the geography belongs.	This is validated against the country structure to check if the structure is defined for this country.	Required
PrimaryGeographyName	The primary name of the geography.	This is validated against the name of country if geography type is 'Country' or LevelNumber is 1.	Required
RecordTypeCode	The record type code that represents the intent of the import data. The values are: • 0 - indicates the geography that already exists in the base table. • 1 - indicates the intent to create a new geography. • 2 - indicates the intent to add an alternate identifying	No Validation	Required

Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating a Geography Record
	name or code to an existing geography.		
LevelNumber	The level number of the geography in the hierarchy. For example, Country is at Level 1 and State (California) is at Level 2.	The level should exist in the country structure.	Required
SourceID	The source ID for the geography, along with the parent source ID is used to identify the geography parent and child relationship within the source file data and the interface table data.	None	Required
ParentSourceID	The parent source ID for the geography, along with the source ID is used to identify the geography's parent and child relationship with records within the source file data. This should be null for the country record, as Country is at the top of the hierarchy.	None	Required

You can view the Geography object and attributes in the Manage Import Objects page of the Import Management flow. You can find attribute information like type, length, description, and so on, on this Manage Import Objects page.

Note: Keep a note of the following:

- You can't update geographies using import.
- You can't add alternate names or alternate code of country via import. You can do so only via UI.
- Before adding a new alternate name, make sure that the alternate name does not exist with the same value for any other geography name.
- You can enable high-volume import for the Geography import object in the Manage Import Objects page.
- PrimaryGeographyCodeType and PrimaryGeographyCode can't be added after PrimaryGeographyName is created via import. You must create them together. Alternatively, you can add primaryGeographyCodeType and PrimaryGeographyCode from the UI after the import is complete.

Create the Source CSV File

You include the data that you want to import into CX Sales and Fusion Service in a source CSV file.

You can use the templates available in the Import Objects UI page to create the source CSV file. To download a template:

1. Go to **Navigator > Tools > Import Management > Import Objects**.
2. Select the **Geography** object in the table and click **Download**.

You can now edit the downloaded file and provide valid values for the required attributes.

Note: For help in populating the CSV file and to avoid any issues in entering values, see the topic Potential Issues When Opening CSV Files With Excel in Related Topics section.

Create the Import Activity

After you have the CSV file ready, create an import activity to import the information. To create an import activity:

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click **Create Import Activity** in the **Manage Imports** page.
3. In the **Enter Import Options** page, provide a name for the import activity, and select Geography from the **Object** drop-down list.
4. Select the CSV file in the **File Name** field, and click **Next**.
5. The source and target attributes are automatically mapped in the **Map Fields** page. Review and edit the mappings if required.
6. Check the file for unmapped columns or data format issues by clicking **Validate Data**. Click **Next**.
7. Review the import details on the **Review and Submit** page, and click **Submit** when you're ready.

Review the Import Results

Check if your import succeeded on the **Manage Imports** page. This page shows the status of all active, completed, and unsuccessful imports. To check the status of the import activity:

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click All Imports and search for the import activity that you created earlier.
3. Check the **Status** column for the import activity. The import is successful if the status displays as **Completed**. You can drill down on the import activity to go to the **Import Status** page which provides the status details of the import activity.

Note: Geography names aren't translatable and are always displayed in the same language in which they were loaded irrespective of the language of the signed in user. If you need different options of display, you can use the alternative names option.

Related Topics

- [Import Your Country Structure Data](#)
- [Potential Issues When Opening CSV Files in Excel](#)
- [Example of Importing Country Structure Data](#)
- [How do I import data?](#)
- [Can you provide an example of importing geography data?](#)

Can you provide an example of importing geography data?

This example demonstrates how to import third party geography reference data using Import Management.

In this example, you have a source file containing geography data that you want to import into the application to make the geography data available for real time address validation and tax purposes. A geography is any region with a boundary around it, regardless of its size. It might be a state, a country, a city, a county, or a ward.

Summary of the Tasks

You perform the following steps to create an import activity and activate the import:

1. Determine what information is in the source file.
2. Create and schedule the import activity.

Before You Start

1. You use the country structure of a country to define which geography types are part of the country. For more information about an example of importing a country structure, see the topic "Example of Importing Country Structure Data".
2. Ensure that Source ID values are unique for each row of data within a single import.
3. Ensure that all the parents of a child geography are included in your data file so that the child geography can be added. For example, if you originally imported US, CA, and San Francisco, and now you want to import the city of San Jose in CA, then your data file must include US, CA, and San Jose.
4. Check that your source data file has the correct values for the geography data that you have already loaded. For example, if your initial import included the value US for country and CA as state, and in a subsequent import you have California as a state, then your geography import creates two state records (CA and California) in the application data, with the US as the country parent.

Determine the Information in the Source File

The source geography data files must include a unique Source ID value for each row of data and Parent Source ID value for the parent of that row of data. You include the data that you want to import into CX Sales and Fusion Service in a source CSV file. A sample input CSV file for country as US is shown in this table.

RecordTypeCode	PrimaryGeography	CountryCode	LevelNumber	Sourceld	ParentSourceld	LanguageCode
0	United States	US	1	1	<blank>	US
1	California	US	2	11	1	US
1	San Mateo	US	3	111	11	US
1	Redwood City	US	4	1111	111	US
1	94065	US	5	11111	1111	US

Here is a sample CSV file to import geographies with alternate name and code for country India:

RecordType	PrimaryGeogr	CountryCode	LevelNumber	Sourceld	ParentSourcel	IdentifierType	IdentifierSubT	IdentifierValue
0	India	IN	1	1				
1	Karnataka	IN	2	2	1			
1	Bengaluru	IN	3	3	2			

RecordType	PrimaryGeogr	CountryCode	LevelNumber	Sourceld	ParentSourcel	IdentifierType	IdentifierSubT	IdentifierValue
2	Bengaluru	IN	3	3	2	NAME	Standard_ Name	Bangalore
1	Whitefield	IN	4	4	3			
1	560066	IN	5	5	4			
2	560066	IN	5	5	4	CODE	ISO_ COUNTRY_ CODE	91

Note: Keep a note of the following:

- The hierarchy is modeled in the CSV file using the Sourceld and ParentSourcel. The ParentSourcel for the Country Record (level Number 1) is always null.
 - If defining an alternate name (**RecordTypeCode** = 2) for any level below the country (**LevelNumber** >1), ensure that the Sourceld and ParentSourcel columns match the values for the original record respectively.
 - You can't update geographies via import.
 - You can't add alternate names or alternate code of country via import. You can do so only via UI.
 - Before adding a new alternate name, make sure that the alternate name doesn't exist with the same value for any other geography name. You can check the existing values for alternate names in the Manage Geographies task page under Hierarchy Defined.
 - You can find the list of IdentifierSubTypes in Manage Geography Lookups page in the UI.
 - PrimaryGeographyCodeType and PrimaryGeographyCode can't be added after PrimaryGeographyName is created via import. (CSV) file to create them together. Alternatively, you can add PrimaryGeographyCodeType and PrimaryGeographyCode from the UI after the import is complete.
- You must create via import (CSV) file to create them together and alternatively you can add PrimaryGeographyCodeType and PrimaryGeographyCode from the UI after the import is complete.

Attribute Name	Value	Description
RecordTypeCode	1	The record type code that represents the intent of the import data. The values are: • 0 - indicates the geography that already exists in the base table. • 1 - indicates the intent to create a new geography. • 2 - indicates the intent to add an alternate identifying name or code to an existing geography.

Attribute Name	Value	Description
PrimaryGeographyName	India	This is the primary geography name. This will be marked as the primary name for the Geography and also displayed in the Manage Geographies Page.
CountryCode	IN	This indicates the Country Code for the country for which you're importing data.
LevelNumber	2	The level number of the geography in the hierarchy. For example, Country is at Level 1 and State (California) is at Level 2.
SourceId	2	The source ID for the geography, along with the parent source ID is used to identify the geography parent and child relationship within the source file data and the interface table data.
ParentSourceId	1	The parent source ID for the geography, along with the source ID is used to identify the geography's parent and child relationship with records within the source file data. This should be null for the country record, as Country is at the top of the hierarchy.
IdentifierType	Name	The type of the identifier. It can be either Name or Code.
IdentifierSubtype	Standard_Name or Standard_Code	The IdentifierSubtype can be Standard_Name or Secondary_Name. The default value is Standard_Name. The valid Sub Types for Type "CODE" are FIPS_CODE, GEO_CODE, ISO_COUNTRY_CODE, PRIMARY_CITY, or UNKNOWN
IdentifierValue	Bangalore	The value of the identifier.

You can create an import activity, enter the import details, and schedule the import.

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click **Create Import Activity** in the **Manage Imports** page.
3. In the **Enter Import Options** page, provide a name for the import activity, and select **Geography** from the Object drop-down list.

Note: In the **Advanced Options** section, the option **Enable High-Volume Import** is selected by default. This mode is designed to import millions of records at once.

4. Select the CSV file in the **File Name** field, and click **Next**.
5. The source and target attributes are automatically mapped in the **Map Fields** page. Review and edit the mappings if required.
6. Check the file for unmapped columns or data format issues by clicking **Validate Data**. Click **Next**.

7. Review the import details on the **Review and Submit** page, and click **Submit**.

Import Your Country Structure Data

You can use Import Management to create Country Structure records. It is recommended you use Import Management only if you're importing high-volume third-party data.

If you're importing licensed data from one of our vendors, then you can create the country structure by navigating to **Setup and Maintenance > Manage Geographies Task** page.

To import Country Structure records, perform the following tasks:

1. Map your source data to Oracle Applications Cloud object attributes.
2. Create source Comma Separated Values (CSV) file for import.
3. Create the import activity.
4. Review the import results.

How You Map Your Source Data to Target Object Attributes

To import your Country Structure data into Oracle Applications Cloud, you need to populate a CSV file with your source data and map that source data to target object attributes in Oracle Applications Cloud.

You need to do the following before creating the CSV file for data import:

- Identify how your source data attributes map to the target object attributes in Oracle Applications Cloud.
- Identify the target object attributes that are required in the CSV file for a successful import.

Required Attributes and Validations for Country Structure Object

To import data successfully into Oracle Applications Cloud, your CSV file must include values for the required attributes. This table lists the required attributes for importing new Country Structure records, prerequisite setup tasks for the attributes, and specific validations, if any, for Country Structure import:

Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating a Country Structure Record
CountryCode	The code for the country for which the country structure is applicable.	The GeographyType has to be "Country" and the LevelNumber has to be "1" for a country. You can't pass different country codes when importing a record.	Yes
GeographyType	Geopolitical divisions such as Country, State, City, and so on. For example, for US the different geography types would be State, County, City, and Postal Code. For India, the different geography types would be State, District, City, and Postal Code. For Mexico, it would be State, Municipality, Locality, and Postal Code.	The country has to be present.	Yes

Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating a Country Structure Record
LevelNumber	You need these to create parent-child relationships between geography types for your country. The values can be 1, 2, 3, and so on.	To define a country, you must specify the LevelNumber as 1.	Yes

You can view the Country Structure object and its attributes in the Manage Import Objects page of the Import Management flow. You can find attribute information like type, length, description, and so on, on the Manage Import Objects page. You can view the list of valid values for country codes in the UI by navigating to the Manage Geographies task and searching with % as the Country Code value. For more information on Geographies, see Overview of Geographies, Geographic Entities, and Locations in the Related Topics section.

Note: Note the following:

- The import job will fail if you try to load any already existing country structure. Delete the existing country structure in the UI in Manage Geographies Tasks and import again.
- You can't load additional lower geography structure levels for an existing country structure while importing geography country structure. You can add additional geography levels in the UI for an existing country structure in the Manage Geographies task page.

Create the Source CSV File

You include the data that you want to import into Oracle Applications Cloud in a source CSV file.

You can use the templates available in the Import Objects UI page to create the source CSV file. To download a template:

1. Go to **Navigator > Tools > Import Management > Import Objects**.
2. Select the **Country Structure** object in the table and click **Download**.

You can now edit the downloaded file and provide values for the required attributes.

Note: For help in populating the CSV file and to avoid any issues in entering values, see the topic Potential Issues When Opening CSV Files With Excel in Related Topics section.

Create the Import Activity

After you have the CSV file ready, create an import activity to import the information. To create an import activity:

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click **Create Import Activity** in the **Manage Imports** page.
3. In the **Enter Import Options** page, provide a name for the import activity, and select Country Structure from the **Object** drop-down list.
4. Select the CSV file in the **File Name** field, and click **Next**.
5. You would see that the source and target attributes are automatically mapped in the **Map Fields** page. Review and edit the mappings if required.
6. Click **Validate Data** to check the file for unmapped columns or data format issues. Click **Next**.
7. Review the import details on the **Review and Submit** page, and click **Submit** when you're ready.

Review the Import Results

Check if your import succeeded on the **Manage Imports** page. This page shows the status of all active, completed, and unsuccessful imports. To check the status of the import activity:

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click All Imports and search for the import activity that you created earlier.
3. Check the **Status** column for the import activity. The import is successful if the status displays as **Completed**. You can drill down on the import activity to go to the **Import Status** page which provides the status details of the import activity. Here, you can download and review the successfully imported user data records, the mapping details used for import activity, and the data file that you provided in CSV format.

Related Topics

- [Overview of Geographies, Geographic Entities, and Locations](#)
- [How do I manage geography validation?](#)
- [Potential Issues When Opening CSV Files in Excel](#)
- [How do I import data?](#)

Example of Importing Country Structure Data

You use the country structure of a country to define which geography types are part of the country and how the geography types are hierarchically related within the country.

For example, you can create geography types called State, City, and Postal Code. Then you can rank the State geography type as the highest level within the country, the City as the second level, and the Postal Code as the lowest level within the country structure.

To add a country structure using import management, your source file must contain information about the country to which the country structure belongs. You can view the list of valid values for country codes in the UI by navigating to the Manage Geographies task and searching with % as the Country Code value. You also need to specify the level at which the geography types need to be placed. By default, all countries are at Level 1. You create the country structure by increasing the level number as you go down the country structure. You place the geography types such as states, provinces, and so on at Level 2, districts or counties at Level 3, and so on. To add a country structure, your source file must include the values that let the import process identify the existing records.

Sample Input CSV File

You include the data that you want to import into CX Sales and Fusion Service in a source CSV file. Here is a sample input CSV file for country as US.

CountryCode	LevelNumber	GeographyType
US	1	COUNTRY
US	2	STATE
US	3	COUNTY

CountryCode	LevelNumber	GeographyType
US	4	CITY
US	5	POSTAL CODE

Here is another input CSV file for importing the country structure for India.

CountryCode	LevelNumber	GeographyType
IN	1	COUNTRY
IN	2	STATE
IN	3	DISTRICT
IN	4	CITY
IN	5	POSTAL CODE

In case you want to import the country structure for Mexico, your input CSV file would look like this:

CountryCode	LevelNumber	GeographyType
MX	1	COUNTRY
MX	2	STATE
MX	3	MUNICIPALITY
MX	4	LOCALITY
MX	5	POSTAL CODE

In this example, we are importing the Country Structure for US. You must create a source file (CSV) file with the attributes as shown in this table and import it using Import Management.

Attribute Name	Value	Description
CountryCode	US	The code for the country for which the country structure is applicable.

Attribute Name	Value	Description
LevelNumber	1	The level number of the geography in the hierarchy. For example, Country is at Level 1 (Top level) and State (California) is at Level 2. You need these to create parent-child relationships between geography types for your country.
GeographyType	COUNTRY	Geopolitical divisions such as Country, State, City, and so on. For example, for US the different geography types would be State, County, City, and Postal Code. For India, the different geography types would be State, District, City, and Postal Code. For Mexico, it would be State, Municipality, Locality, and Postal Code.

Create an import activity to import the information. To create an import activity:

1. Go to **Navigator > Tools > Import Management > Import Queue**.
2. Click **Create Import Activity** in the **Manage Imports** page.
3. In the **Enter Import Options** page, provide a name for the import activity, and select **Country Structure** from the Object drop-down list.
Note: In the **Advanced Options** section, the option **Enable High-Volume Import** is selected by default. This mode is designed to import millions of records at once.
4. Select the CSV file in the **File Name** field, and click **Next**.
5. The source and target attributes are automatically mapped in the **Map Fields** page. Review and edit the mappings if required.
6. Check the file for unmapped columns or data format issues by clicking **Validate Data**. Click **Next**.
7. Review the import details on the **Review and Submit** page, and click **Submit**.

How You Import and Export Territory Geography Zones

Territory geography zones are geographical boundaries that you can set up to replicate your organization's regions, such as a Pacific Northwest sales region.

You can set up territory geography zones in one application instance, and then after the territory geography zones are defined you can export the territory zones and import them into another application instance.

To define your territory geography zones and then import your territory zones into another application instance, you must complete the following steps:

1. Import the master reference geography data into the application.
2. Define your territory geography zones using the Manage Territory Geographies task.
3. Export the territory geography zones.
4. Import the territory geography zones into another application instance.

Import the Master Reference Geography Data

Firstly, you must import the master reference geography data. Master reference geography data includes geography elements, such as country, state, and city, and is required for any geographical information that you store in the

application, such as address information used in customer and sales records. For more information, see the topic [Geography Hierarchy](#). Master reference geography data can be imported into the application using the Import Management.

Define Your Territory Geography Zones

After the master reference geography data has been imported, you can then create your territory geography zones in the application using the Manage Territory Geographies task in Setup and Maintenance. For more information, see the [Manage Territory Geographies](#) topic.

Export the Territory Geography Zones

After you have completed importing the master reference geography data and defining your territory geography zone tasks, you can create a configuration package to export the territory zone data.

Import the Territory Geography Zones

After you have downloaded your configuration package for your territory geography zone setup, you can import the territory zones into another application instance.

Note: Ensure that you import your master reference geography data into the new application instance before you import the configuration package.

Related Topics

- [Geography Hierarchy](#)

Set Up Geocoding

What attributes are referenced to populate latitude and longitude during geocoding?

Geocoding is the process of finding latitude and longitude coordinates from geographic data such as street addresses or postal codes. Once these coordinates are available, you can use the spatial services feature to identify nearby points of interest, such as customer and contact addresses.

The application integrates the Geocoding feature with eLocation (http://elocation.oracle.com/maps_oracle_dot_com_main.html), which is a Geocoding service provided by Oracle.

Note: Geocoding for Hong Kong isn't supported.

Geocoding



By default, the Geocoding option is turned off in the application. You can enable the Geocoding option using these steps:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile
 - o Task: Manage Geographies
2. On the Manage Geographies page, search for the country for which you want to enable geocoding. You can either search by the country name or country code.
3. Click **Search**. The search results for the matching country names are displayed.
4. Select the country for which you want to enable the geocoding option.
5. Select **Geocoding Defined** for the country.

If the Geocoding feature is enabled, the feature can be scheduled to run at regular time intervals. This ensures that newly created or updated locations are picked up and geocoded whenever you create or update an address using the user interface, web services, bulk import, or using import management.

Related Topics

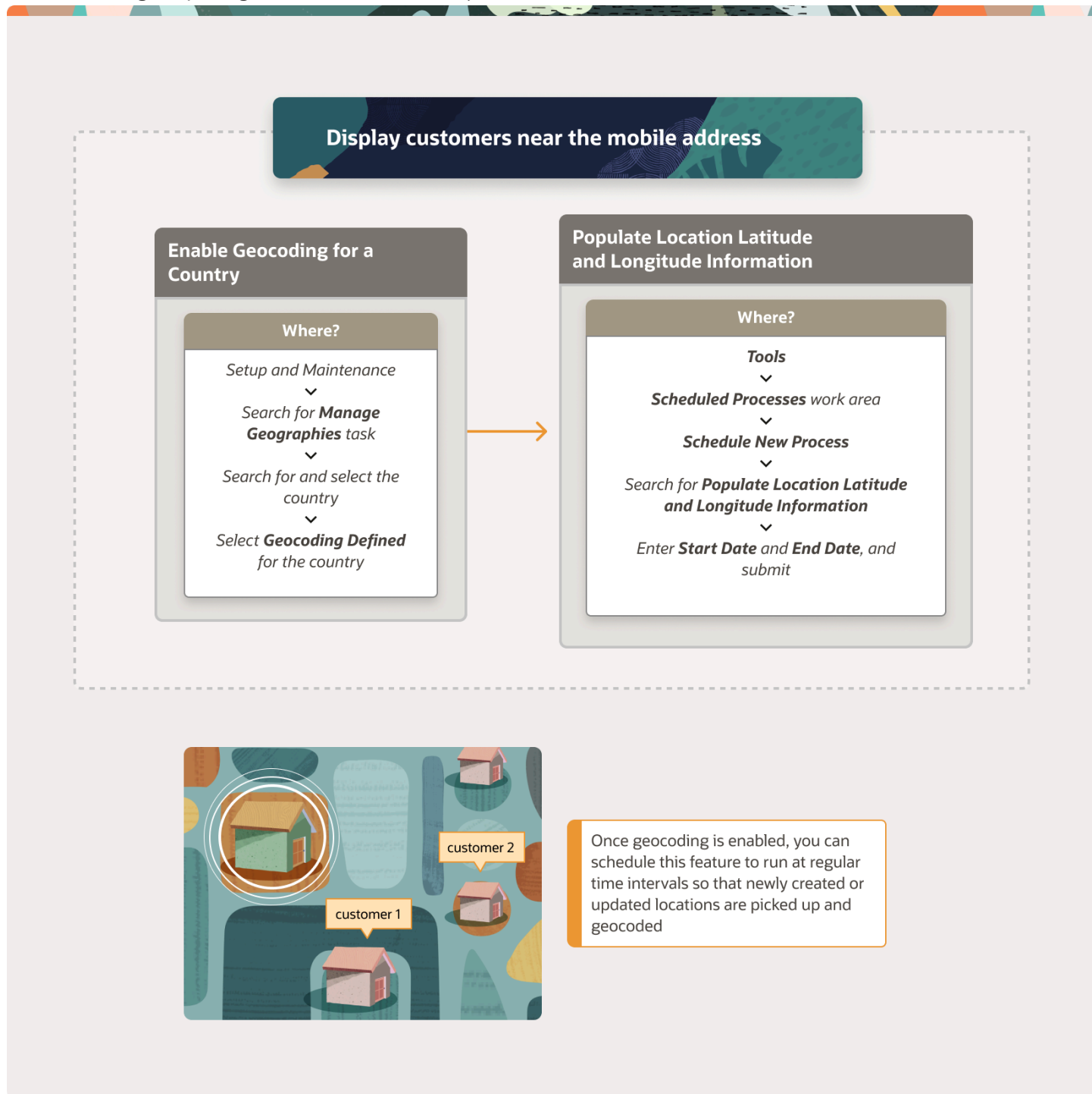
- [What are Spatial Services?](#)
- [Set Up Geocoding](#)

Set Up Geocoding

Geocoding is a process that determines the latitude and longitude coordinates for a location.

By default, geocoding is turned off in the application. You can use geocoding to display customers in the vicinity of a mobile address.

Here is an image depicting customers in the vicinity of a mobile address:



Enable Geocoding for a Country

To enable geocoding for a country, complete these steps:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Customer Data Management
 - o Functional Area: Enterprise Profile
 - o Task: Manage Geographies
2. On the Manage Geographies page, search for the country for which you want to enable geocoding. You can either search by the country name or country code.
3. Click **Search**. The search results for the matching country names are displayed.
4. Select the country for which you want to enable the geocoding option.
5. Select **Geocoding Defined** for the country.

Populate Location Latitude and Longitude Information

Once geocoding is enabled, you can schedule this feature to run at regular time intervals so that newly created or updated locations are picked up and geocoded. To schedule the geocoding feature to run at regular intervals, complete these steps:

1. Navigate to **Tools > Scheduled Processes** work area.
2. On the Overview page, click **Actions > Schedule New Process**.
3. Click the Name list and search for Populate Location Latitude and Longitude Information, and then click **OK**.
4. Enter the parameters such as Start Date and End Date, and click **Submit**.

Related Topics

- [Populate Location Latitude and Longitude Information](#)

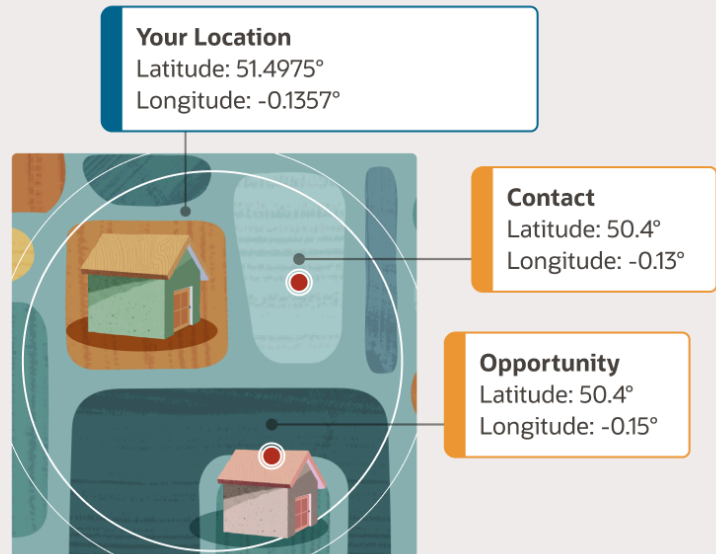
Use Web Services to Populate Location Attributes for the Around Me Feature

Use this procedure to populate location attributes using Web services for the Around Me feature in countries that aren't supported by the eLocation service. The Around Me feature enables you to quickly locate information about your surroundings.

This feature uses your current location to run a proximity search on objects with location information, such as contacts, opportunities, and customers.

Around Me Feature

Around Me uses your current location to run a proximity search on objects with location information, such as contacts, opportunities, and customers.



Create an Address with the Location Attributes Using the LocationService Web Service

Perform the following steps to create an address with location attributes, such as latitude and longitude, using the createLocation operation.

1. Extract the Web Services URL:
 - a. Sign in to the **Oracle Enterprise Manager Applications Control** using the WebLogic Server credentials.
 - b. Select **Oracle Fusion Customer Relationship Management** from the navigation tree, and then select **Fusion Applications**.
 - c. From the tree, select **CrmCommonApp**, and then select `crmCommonApp` (`CRMCommonServer_1`).
 - d. In the Web Services pane, click **Test** for the LocationServiceSoapHttpPort port.
 - e. In the Test Web Service pane, copy the URL of a WSDL that appears in the WSDL field until "?wsdl", and then paste to a notepad.
2. Derive the Payload:
 - a. Launch the WSDL URL in a Web browser to open the LocationService endpoint page.
 - b. In the LocationServiceSoapHttpPort pane, select **createLocation** from the Operation list.
 - c. In the Location pane, complete the fields, as shown in the following table.

Field	Value
Country	CN
Address1	Chaoyang District
City	Shanghai
Postal Code	200233
State	China
CreatedByModule	AMS
Latitude	20.36789
Longitude	-39.34444

Note: Deselect all the other parameters in this Location pane. Also, deselect LocationProfile, OriginalSystemReference, and LocationInformation options.

- d. Click the **XML Source** option.

Note: This option appears next to the Operation list.

- e. Copy the XML source and paste to a notepad.

3. Call the Web Service:

- a. Open the **Oracle Fusion Service Tester** page.
- b. In the WebService URL field, paste the WSDL URL that you derived from Step 5 of the Extracting the Web Services URL section.
- c. Enter the user name and password credentials.
- d. In the **Payload** pane, paste the XML source that you derived from Step 5 of the Deriving the Payload section.
- e. Click **Invoke**. The Output Payload pane displays the output payload.

4. Test the Web Service:

- a. Sign in to the **Oracle Fusion Applications Home** Page.
- b. Navigate to the Customer Center work area.
- c. Search the address that you added.
- d. Click the **Addresses** section.
- e. From the **Actions** list, select the **View Geography Information** option.
- f. Verify the latitude and longitude details.

Update the Location Attributes of an Address Using the LocationService Web Service

Perform the following steps to update the location attributes of an address, such as latitude and longitude, using the updateLocation operation.

1. Extract the Web Services URL:

- a. Sign in to the **Oracle Enterprise Manager Applications Control** using the WebLogic Server credentials.
- b. Select **Oracle Fusion Customer Relationship Management** from the navigation tree, and then select **Oracle Fusion Applications**.
- c. From the tree, select **CrmCommonApp**, and then select **CrmCommonApp (CRMCommonServer_1)**.
- d. In the Web Services pane, click **Test** for the LocationServiceSoapHttpPort port.
- e. In the Test Web Service pane, copy the URL of a WSDL that appears in the WSDL field until "?wsdl", and then paste to a notepad.

2. Derive the Payload:

- a. Launch the WSDL URL in a Web browser to open the LocationService endpoint page.
- b. In the LocationServiceSoapHttpPort pane, select **updateLocation** from the Operation list.
- c. In the Location pane, complete the fields, as shown in the following table.

Field	Value
LocationId	300100078489616

Field	Value
	Note: Enter the location ID that was generated in Step 1 of the Testing the Results section.
Latitude	30.36789
Longitude	-40.34444

Note: Deselect all the other parameters in this Location pane. Also, deselect LocationProfile, OriginalSystemReference, and LocationInformation options.

- d. Click the **XML Source** option.

Note: This option appears next to the Operation list.

- e. Copy the XML source and paste to a notepad.

3. Call the Web Service:

- Open the **Oracle Fusion Service Tester** page.
- In the WebService URL field, paste the WSDL URL that you derived from Step 5 of the Extracting the Web Services URL section.
- Enter the user name and password credentials.
- In the **Payload** pane, paste the XML source that you derived from Step 5 of the Deriving the Payload section.
- Click **Invoke**. The Output Payload pane displays the output payload.

4. Test the Web Service:

- Sign in to the **Oracle Fusion Applications Home** Page.
- Navigate to the Customer Center work area.
- Search the address that you updated.
- Click the **Addresses** section.
- From the **Actions** list, select the **View Geography Information** option.
- Verify the latitude and longitude details.

How You Set up Address Cleansing

Address cleansing validates, corrects, and standardizes address information that you enter in the application. Address cleansing, unlike geography validation, validates both the geography attributes and the address line attributes.

To use the address cleansing functionality, you need to have license for the customer data quality application, because the feature is delivered using data quality integration.

Address Cleansing



You can specify the real-time address cleansing level for each country by choosing either of these options:

- **None:** Specifies no real time address cleansing.
- **Optional:** Provides option to cleanse addresses.

Once you have enabled address cleansing for a country, a **Verify Address** icon appears at address entry points in the application. Click the icon to perform address cleansing and receive a corrected, standardized address. If the application doesn't find a matching address, then an alert message is displayed.

FAQs for Loqate Support

How to Import Nokia Geography Data

We recommend that you use Loqate geography data. However, if you need to use Nokia data for one or more countries for business reasons you can do so.

By default, Import Geography Data task invokes Loqate geography data.

Note: Oracle doesn't support any Nokia geography data fixes.

Perform these steps to import Nokia geography data:

1. Set the profile value of the `ORA_HZ_ENABLE_DAAS_LOQATE` profile option to No in the Setup and Maintenance work area by going to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. Import the Nokia geography data for a country as follows:
 - a. Navigate to the Manage Geographies task in the Setup and Maintenance work area by going to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Geographies
 - b. On the Actions menu, Click Import Geography Data for a country.

Note: The Import Geography Data action is disabled for a country if the geography data for that country isn't available from Loqate or if the country data is already imported using either Loqate, Nokia, or any third party geography data.

After the geography data is loaded, the data provider name (Loqate or Nokia) is displayed in the Hierarchy Defined section in Manage Geographies.

How many countries does Loqate support? How do I get support for any additional country?

Loqate supports 82 countries. Any additional country support beyond the 82 must be logged as an enhancement request.

To log the enhancement request, go to [Idea Lab](#).

Related Topics

- [How to submit an enhancement request on Idea Lab](#)

Will I be charged for Loqate data?

There's no charge or licensing requirement for Loqate geography data.

I am an existing customer, how will I be impacted? Can I import both Loqate and Nokia geography data?

No. You can import either Loqate or Nokia geography data, but you can't import from both providers for a single country. We recommend that you use Loqate geography data because Loqate supports 82 countries including existing 62 Nokia supported countries.

If you're already using Nokia geography data, you can select one of these two options:

- Option 1: You need not do anything and continue to use Nokia geography data. Oracle doesn't support any Nokia geography data fixes.
- Option 2: You can replace Nokia geography data with Loqate geography data. This is a manual process today. You must follow manual steps and work closely with the support team to import new Loqate geography data. For more information about this process, see [Replace Existing Master Geography Data with Revised Oracle-Licensed Geography Data](#) section in this chapter.

How frequent are updates to Oracle licensed geography reference data available?

The geography reference data is updated on a quarterly basis but the update of the latest geography reference data refresh isn't automated. You will be informed about the geography reference data refresh using release readiness documents.

How is geography data updated? Are updates available for all countries at the same time?

When you import the geography data for a country for the first time you would get the latest Loqate geography data. But if your Loqate geography data is more than three months old, you have to uptake the latest Loqate geography data by following the steps in the Replace Existing Master Geography Data with Revised Oracle-Licensed Geography Data topic.

Related Topics

- [How do I replace the existing master geography data with revised Oracle-Licensed geography data?](#)

Can I import Vertex or other third-party geography data in Manage Geographies?

Yes, you can continue to import geography data of your choice. Oracle provides support for Loqate geography data out of the box.

Can I import geography data for multiple countries in one import job?

No. You can submit only one import job for a country. After submitting the import job, you can search for a different country and submit another import job for that country. Currently, you can only search and import Loqate data for one country at a time using the Manage Geographies task in Setup and Maintenance menu.

FAQs for Define Geographies

How You Search Geographies in the Language You Prefer

You can search geographical data using the language that you prefer.

You can search geographical data using the language that you prefer after setting up the profile option Filter Geographies Using User Language (HZ_GEO_FILTER_BY_USER_LANG). You must first define the profile option HZ_GEO_FILTER_BY_USER_LANG and then specify the language you want to use using these steps:

1. Create the profile option as follows:
 - a. Click **Navigator > My Enterprise > Setup and Maintenance > Search** and search for Manage Profile Options.

- b. Click Create new profile option icon and enter the following:
 - Profile Option Code: HZ_GEO_FILTER_BY_USER_LANG
 - Profile Display Name: Filter Geographies Using User Language
 - Application: Trading Community Model
 - Module: Trading Community Model
 - Description: provide the description
 - Start Date: specify a date
 - c. Click Save and close.
 - d. In Profile Option Levels table, select **Enabled** and **Updateable** for the site level.
 - e. Click Save and Close.
2. Set the default value for the profile option as follows:
- a. Click **Navigator > My Enterprise > Setup and Maintenance > Search** and search for Manage Administrator Profile Values.
 - b. Search HZ_GEO_FILTER_BY_USER_LANG as the profile option code.
 - c. Add new Site level profile value.
 - d. Specify the new profile in the following format:

```
<COUNTRY_CODE1>:<GEOGRAPHY_LEVEL1>,  
<GEOGRAPHY_LEVEL2>;<COUNTRY_CODE2>:<GEOGRAPHY_LEVEL1>
```

Where Geography Level values start with value 1 for country and increment for each level that's defined in the country's geography structure setup.

For example, the following are the geography levels for Canada:

Country - 1, State - 2, Province - 3, City - 4, Postal Code - 5

Similarly, the following are the geography levels for United States:

Country - 1, State - 2, County - 3, City - 4, Postal Code - 5

Example 1: If you want to filter data for Canadian Cities, then the profile value is CA:3 where CA is the country code for Canada and 3 is geography level value for City.

Example 2: If you want to filter data for both State and Cities for United States, then value should be US:2,4

Example 3: If you want to filter data for multiple countries as given in both example 1 and example 2, then use semi colon as delimiter, like CA:3;US:2,4

- e. Click Save and Close.

Suppose you load geography data for Canada in English and French. By default when you search this data using say Postal Code H4A 0A1, the following is the search result:

When you search this data using say Postal Code H4A 0A1, the following is the search result:

- H4A 0A1, Montreal, QC
- H4A 0A1, Montreal, Quebec
- H4A 0A1, Montréal, QC

- H4A 0A1, Montréal, Quebec

But you may want the search results to be displayed in the language you prefer. So, if you set the language as English, the following must be displayed:

- H4A 0A1, Montreal, QC
- H4A 0A1, Montreal, Quebec

And if you set the language as French, the following must be displayed:

- H4A 0A1, Montréal, QC
- H4A 0A1, Montréal, Quebec

Why is Import Geography Data Disabled in Manage Geographies?

Import Geography Data is disabled for a country if the geography data for that country isn't available from Loqate or if the geography structure or hierarchy is already defined for that country.

The existing master geography hierarchy can be from Loqate or non-Loqate geography data providers. For example, Pakistan isn't supported currently in the supported list of 82 countries. If you try to import geography data for Pakistan after defining geography structure or geography hierarchy for it, Pakistan would be grayed out in the import list.

Note: If the hierarchy is defined, delete the geography hierarchy data first and then the geography structure.

When do I define address cleansing?

When address data entered into the application must conform to a particular format, to achieve consistency in the representation of addresses. For example, making sure that the incoming data is stored following the correct postal address format.

Why can't I update a geography structure by copying an existing country structure?

You can only update a geography structure by adding existing geography types, or by creating new geography types and then adding them to the geography structure.

You can only copy an existing country structure when you're defining a new country structure.

How many levels in a geography structure can I define?

We recommend that you add up to six levels, starting with country at level 1, while defining geography structures. If you add more than six levels containing list of values or validations, then the sixth level and above may not work as expected in the Address UI of accounts, contacts, suppliers, persons, and so on.

Why can't I delete a level of the country geography structure?

If a geography exists for a country geography structure level then you can't delete the level.

For example, if a state geography has been created for the United States country geography structure, then the State level can't be deleted in the country geography structure.

What happens if I add or update the details of a country?

Any change in the country details is reflected in pages associated with geographies such as Manage Territories, addresses list of values in the Account and Contact UI, and so on. However, the list of countries in the Manage Geographies isn't updated.

How can I add a geography that's at a lower level to any geography in a geography hierarchy?

Select the geography that you want to create a geography at lower level, and then click the **Create** icon. This lets you create a geography for a geography type that's one level lower to the geography type you selected. The structure of the country's geography types are defined in the Manage Geography Structure page.

How can I verify whether the third-party geography structure and hierarchy I imported are available in the application?

You can track the progress of the geography structure and hierarchy import process by navigating to the Scheduled Processes page and viewing the status of the third-party geography data import process.

Once the process completes, the status changes to Succeeded. You can then verify the newly imported geography structure and hierarchy in the Setup and Maintenance work area by navigating to the following: offering: Customer Data Management; functional area: Enterprise Profile; task: Manage Geographies, where you first loaded the third-party geography data.

Note: Before you load geography data for a country from a third party provider, ensure that no geography structure or hierarchy is saved for that country. If geography structure or hierarchy data is already available, the load process fails.

How can I enable geocoding?

You can enable geocoding for a country by turning the Geocoding option for that country in the Setup and Maintenance work area.

Navigate to the following:

- offering: Customer Data Management
- functional area: Enterprise Profile
- task: Manage Geographies

Search for the country for which you want to enable geocoding and click the **Geocoding Defined** icon. If geocoding is enabled for a country, the Geocoding Defined icon displays a check mark.

Once you have enabled geocoding for a country, you must run the Run Geocode Generation scheduled process on the Run Geocode Generation task. Before you run the job, however, ensure that you have specified the country code of the country for which you want to generate the geocodes.

Where can I view the geocode values of a location?

You can search for and view the geocode values of a party's location in the Party Center and the Customer Center pages.

Navigate to the Addresses section of the party's profile and click either **View, Columns, Latitude** and **View, Columns, Longitude**, or **View, Columns, Manage Columns, Latitude** and **Longitude**. This displays the latitude and longitude, or geocode values, associated with the location of the party.

Note: Geocode information display is available only when geocoding is enabled for the country to which the address belongs.

Related Topics

- [What attributes are referenced to populate latitude and longitude during geocoding?](#)

What are Spatial Services?

Spatial services allow users to find points of interest such as customers, contacts, and so on using the latitude and longitude coordinates of an address.

The Oracle Fusion Mobile Sales application provides these services for sales representatives to discover accounts and contacts around their location.

Where can I update and view the geography name reference information for parties?

To view the geography name reference information associated with parties, you need to ensure that you have created an address for the party. You can create or update party addresses in the Organizations, Persons, and Groups work areas.

Once you have updated an address, you must either wait for the Run Geocode Generation scheduled process to run automatically as scheduled or start geocode generation manually from the Setup and Maintenance work area by navigating as follows:

- offering: Customer Data Management
- functional area: Enterprise Profile
- task: Run Geocode Generation

Once the Run Geocode Generation job has updated the geography information for the country associated with the party you updated, you can search for and view the geography name reference information associated with the party in the Organizations, Persons, and Groups work areas. Navigate to the person, organization, or group whose address you want to verify and click **Actions, View Geography Information**. This displays a dialog box that displays the updated geography information, complete with address values enhanced using geography name reference.

Note: Geography name reference enriched geography information display is available only when geography validation is enabled for the country to which the address belongs.

How can I save an address that didn't pass geography validation?

Search and select for the country name in the Manage Geographies page, and then click the **Validation Defined** option. In the Manage Geography Validation page, select **No Validation** in the Geography Validation Level for Country drop-down list. This option saves addresses that don't pass the geography validation, including incomplete and invalid addresses.

6 Common Components

Overview of Setting Up Common Components

Several common components provide core functionality for the applications. Common components provide functionality that spans multiple applications, such as the accounting calendar or application messages. This chapter describes many of the common components.

Where appropriate, other common components have their own individual chapters or are described in other guides or help topics.

Actionable Infolets

Overview of Actionable Infolets

Actionable infolets are transactional infolets that can co-exist on the same page as business intelligence (BI) infolets. Actionable infolets give salespeople a quick overview of pending tasks in a single place.

Salespeople can quickly act from the infolets themselves, without having to navigate to different detail views. The following actionable infolets are available by default:

- My Tasks
- My Appointments
- My Accounts
- My Leads
- My Opportunities

You can also view a graphical representation of the actionable infolets. The summary charts display data based on the selected filters.

The predefined, actionable infolets let salespeople quickly navigate to relevant areas to perform quick actions on individual records. The infolets can improve sales performance by prioritizing tasks and filtering data. Filtering reduces the number of searches required to view any outstanding items that might require attention.

Salespeople can personalize actionable infolets, refresh data, and create and edit data as required. Built in configuration features help salespeople effectively plan their day, thus saving valuable time. For example, they can choose to select or hide predefined filters that they want to make available on the actionable infolets so that they see only the data they need to see at any given time.

About the Sales Infolets Page

The Sales Infolets page displays key sales information in containers called infolets. Some infolets provide you with an overview, but others make it possible for you to take direct action.

These actionable infolets summarize key sales data and let you take immediate action on the tasks presented. The Sales Infolets page is enabled by default. Ensure that you have access to the job roles for which you're enabling the page.

To understand how to configure the springboard and home page to fit your unique business needs, see these guides on Oracle Help Center:

- [Oracle Applications Cloud Configuring Applications Using Application Composer](#)
- [Configuring and Extending Applications](#)

Note: Actionable infolets are secured through the "View Sales Homepage pagination dot one" and the "View Sales Representative Dashboard" privileges. Ensure users have these two privilege. For more information, see the [Securing Sales and Fusion Service and Security Reference for Sales and Fusion Service](#) guides on Oracle Help Center.

Related Topics

- [Personalize Your Key Infolets](#)
- [Overview of Sandboxes](#)
- [How do I view the privileges or policies for a job role?](#)

Set the Actionable Infolet Personalization Enabled Profile Option

Sometimes salespeople want to modify the default settings and personalize their actionable infolets so that they can set up their own filters and modify how they want to display the details of the records.

Here's how to enable users to personalize actionable infolets:

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. In the search region of the Manage Administrator Profile Values page, enter the profile option code name `ZBS_ENABLE_ACTIONABLE_INFOLET_PERSONALIZATION` in the **Profile Option Code** field.
3. Click **Search**.
4. In the list that's returned, click on the profile option code link.
5. Set the profile option value to Yes.
6. Click **Save and Close**.

Related Topics

- [Modify Actionable Infolets](#)
- [Personalize Your Key Infolets](#)

Modify Actionable Infolets

As an administrator, you can choose to modify or remove existing predefined fields (attributes) or select additional user-defined attributes to display on actionable infolets for salespeople. You can apply different setting for salespeople by role or at the site level.

If you want to modify the My Tasks and My Appointments actionable infolets, then the Date, Time, and Subject attributes must be noneditable. This means that the drill-down option isn't available on these fields.

Salespeople can improve their sales performance tasks by prioritizing tasks and using filters. Record-count filters selected by salespeople take precedence over the record count setting that you specify. For example, if you set 10 as the record count for the My Tasks actionable infolet, and if the salesperson selects the Overdue Tasks filter, then 10 records, if applicable, are displayed.

Salespeople can also view a graphical representation of the actionable infolets. The summary charts display data based on the selected filters.

Before You Modify the Infolets

Before modifying the predefined actionable infolets, do the following:

- Understand the typical workflows for working with runtime application changes.
- Ensure that you can modify the infolet by checking if the Edit Pages menu item is available in the Settings and Actions menu available from the global header region. Click your user image or name in the global header to open the Settings and Actions menu. If the menu item isn't available, then you can't modify the page.

Note: Actionable infolets are secured through the "View Sales Homepage pagination dot one" and the "View Sales Representative Dashboard" privileges. Ensure users have these two privilege. For more information, see the Securing Sales and Fusion Service and Security Reference for Sales and Fusion Service guides on Oracle Help Center.

- Confirm that your privilege is sufficient for modifying the page.
- Create or activate an existing sandbox.

When configuring actionable infolets, make sure the sandbox has only the Page Composer tool selected. If you want to make changes in a context layer other than the default Site layer, you must create a separate sandbox and use only Page Composer in it. You can then change the context layer from Site to other layers. For example, to create or edit infolets for a user with a specific job role, you must select the Job Role context layer.

CAUTION: If you delete an infolet, you can't easily retrieve it. Contact your help desk if you accidentally delete one.

Edit Actionable Infolet Visibility

Actionable infolets are available to predefined roles. However, you can set the availability of actionable infolets so that they become visible to other user-defined roles by editing the visibility settings for the infolet:

1. Navigate to the actionable infolets page.
2. Click your user image or name in the global header region to open the **Settings and Actions** menu, and select **Edit Pages**.

3. Click the infolet repository (gears) icon and select the check box next to the actionable infolet you want to make available.
4. Click the **Actions** icon on the top right corner of the infolet, and select **Edit Visibility**.
5. Select one of the following:
 - o **Yes:** The actionable infolet is available for selection in the infolet repository.
 - o **No:** The actionable infolet isn't available for selection in the infolet repository.
 - o **EL expression:** The evaluation of the EL expression decides whether the actionable infolet is available from the infolet repository. The predefined expression is
`#{{securityContext.userInRole['ORA_ZBS_SALES_REPRESENTATIVE_JOB,ORA_ZBS_SALES_MANAGER_JOB,ORA_ZBS_SALES_VP_`
6. Edit the EL expression to suit your requirements.
7. Click **Save and Close** when you have finished making the changes.
8. Verify your changes and publish the sandbox.

Modify Actionable Infolet Attributes

You can select and replace any of the predefined attributes that are displayed on the actionable infolets with alternate available attributes of your choice.

Note: If you want to hide one of the predefined attributes, enter a blank value, in which case nothing is displayed in the corresponding drop-down list position you select.

This table shows the attributes that you can modify and represents the order as they appear on the UI.

Actionable Infolet	Attributes
My Tasks	- Subject - Activity Type - Due Date
My Appointments	- Activity Time - Subject - Primary Address
My Accounts	- Name - Primary Contact - Primary Address
My Opportunities	- Sales Stage - Name - Close Date - Amount
My Leads	- Rank - Lead Name

Here's how to modify the attributes of an actionable infolet:

1. Ensure that you're working in an active sandbox.
2. Navigate to the actionable infolet that you want to modify.
3. Click your user image or name in the global header region to open the **Settings and Actions** menu, and select **Edit Pages**.
The Edit Pages window appears.
4. Select one of the following:
 - **Site** to make your changes available to everyone.
 - **Job Role** to target a specific job role you select from the list.
5. From the actionable infolet that you want to modify, for example, My Opportunities, select **Configure** from the **Actions** menu.
The My Opportunities actionable infolet screen is displayed with the predefined fields selected.
6. From the **Layout** tab, select the attributes that you want to edit from the respective drop-down lists.
7. Set and adjust the two-column table widths in percentage terms by sliding your mouse along the Column Width ruler.
8. Make the changes that you want to the attribute and select another attribute to edit, if required.
9. In the **Drill Down Field**, select the item that you want to use for drilling down to the detail page of the opportunity object.
Tip: If dynamic choice list fields are added to actionable infolets, then the drill-down capability is automatically enabled.

This table shows the field names and associated attribute names that you can select for drill-down for each of the actionable infolets:

Actionable Infolet	Drill Down Field	Attribute
My Opportunities	Name	Amount
		Close Date
		Sales Stage
My Leads	Lead Name	Rank
My Accounts	Name	Primary Contact
		Primary Address
My Appointments	Subject	Primary Contact Address
My Tasks	Subject	Type
	Primary Contact	Due Date

Actionable Infolet	Drill Down Field	Attribute

10. Click **Save and Close** when you have finished making the changes.
11. Verify your changes and publish the sandbox.

Modify Record Counts

You can also change the predefined number of records to display on the infolet. By default, 10 records display. You can change the default to 10, 20, 25, or 30, as required.

Here's how to modify record counts for an actionable infolet:

1. Ensure that you're working in an active sandbox.
2. From the actionable infolet that you want to modify, for example, My Opportunities, select **Configure** from the **Actions** menu.
The My Opportunities actionable infolet screen is displayed.
3. From the **Record Count** tab, select the number of records that you want to display on the infolet from the drop-down list.
4. Click **Save and Close**.
5. Verify your changes and publish the sandbox.

Modify Filters

Filtering reduces the number of searches required to view any outstanding items that might require attention. For example, you can choose to select or hide predefined filters that you want to make available on the actionable infolets.

You can show or hide filters, rearrange filters, and add custom filters. You can multiselect and double-click filters in the Available list to move them to the Selected list. You must select at least one filter for the actionable infolet filter list.

You can include saved searches created in Workspace as filters to quickly access relevant records by selecting the **Include Workspace Saved Searches** check box. It's deselected by default but when selected, all the Workspace saved searches associated with the specified object appear as filters for your actionable infolet. For more information, see the related topic Switch Actionable Infolets to Use Workspace Saved Searches as Filters available from the Getting Started with Your Sales Implementation on Oracle Help Center.

To access a different set of data, create a new saved search in Workspace and then expose the relevant saved search in the Actionable Infolets UI. Selecting available Workspace saved-search filters allows for a more dynamic, effective, and targeted view of the records that salespeople want to update and take immediate action on.

Note: Predefined saved searches are available for selection. However, any custom saved searches that you create must include **Record Set** values selected for either any records that you own or for records where you're on the team. In addition, when saving your saved search, you must select the **Run Automatically** check box to run the search automatically when your saved search is loaded. Otherwise, the custom saved search won't display in the available filters list in the Configure UI for your actionable infolet.

This table shows the filters that you can modify.

Actionable Infolet	Filter	Filter Description
My Tasks	• Today's Tasks	• Display all my tasks scheduled for today

Actionable Infolet	Filter	Filter Description
	- Tomorrow's Tasks - Overdue Tasks - Beyond Tomorrow's Tasks - All Tasks - Open Tasks - High Priority Open Tasks	- Display all my tasks scheduled for tomorrow - Display all my tasks that are now overdue - Display all my tasks that are scheduled for the day after next and beyond - Display all my assigned tasks - Display all my assigned tasks that are currently open - Display all my high priority tasks that are currently open
My Appointments	- Today's Appointments - Tomorrow's Appointments	- Display all my appointments scheduled for today - Display all my appointments scheduled for tomorrow
My Accounts	- My Accounts - My Favorite Accounts - My Team Accounts	- Display only the accounts that I own - Display my accounts that I've marked as favorites - Display all the accounts that I can view
My Opportunities	- Closing in Next 7 Days - Closing This Month - Closing This Quarter - Closing Next Quarter - Open opportunities where I am on the team - My Open Opportunities	- Display my open opportunities that are due to close in the next 7 days - Display my open opportunities that are due to close this month - Display my open opportunities that are due to close within the current quarter - Display my open opportunities that are due to close within the next quarter - Display my open opportunities where I'm on the team - Display only those open opportunities that I own
My Leads	- Unaccepted Leads - My Open Leads - Recent Open Leads - Open Leads where I am on the team	- Display a list of all unaccepted leads that are assigned to me - Display only those open leads that I own - Display a list of my leads that have recently been opened - Display a list of open leads where I'm on the team

Here's how to modify the filters of an actionable infolet:

1. Ensure that you're working in an active sandbox.
2. Navigate to the actionable infolet that you want to modify.

3. From the actionable infolet that you want to modify, for example, My Opportunities, select **Configure** from the **Actions** menu.

The My Opportunities actionable infolet screen is displayed with the predefined fields selected.

4. From the **Filters** tab, select the filters that you want to modify.
5. Click **Save and Close** when you have finished making the changes.
6. Verify your changes and publish the sandbox.

Modify Quick Actions

You can navigate to the relevant areas in your sales process where you can perform quick actions at the record level. For example, you can easily complete or defer tasks without having to drill down to view the record, or you can accept or reject new leads at the click of a button.

You can show or hide actions, rearrange actions, and add custom quick actions. You can multiselect and double-click any quick actions in the Available list to move them to the Selected list. However, you must select at least one action for the actionable infolet quick actions list.

This table shows the quick actions that you can modify and represents the order as they appear on the UI.

Actionable Infolet	Quick Actions
My Tasks	• Mark as Complete • Defer by 1 Day • Defer by 2 Days • Defer by 1 Week • Create Note
My Appointments	• Create Note • Create Call Report
My Accounts	• Create Lead • Create Opportunity • Create Appointment • Create Task • Create Note • Create Call Report • Log a Call • Create Service Request
My Opportunities	• Create Task • Create Appointment • Create Note
My Leads	• Accept • Reject

Here's how to modify the quick actions of an actionable infolet:

1. Ensure that you're working in an active sandbox.
2. Navigate to the actionable infolet that you want to modify and make sure that the infolet displays in expanded view.
3. From the actionable infolet that you want to modify, for example, My Opportunities, select **Configure** from the **Actions** menu.

The My Opportunities actionable infolet screen is displayed with the predefined fields selected.

4. From the **Quick Actions** tab, select the quick actions that you want to modify.
5. Click **Save and Close** when you have finished making the changes.
6. Verify your changes and publish the sandbox.

Related Topics

- [Personalize Your Key Infolets](#)
- [Quick Way to Get Key Sales Information and Take Action](#)

Example of Creating Actionable Infolet Custom Actions

You can create custom smart action for actionable infolets to update sales information but the actions can't open pages or navigate to them.

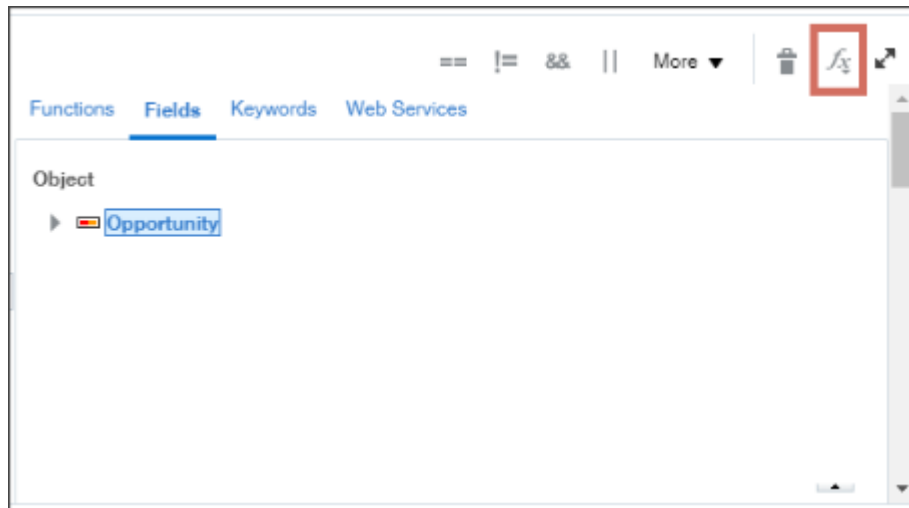
For example, you can create a smart action to update the stage of an opportunity or postpone the opportunity close date by one day, but you can't have the action open the edit opportunity page.

Here's how to create a custom smart action to postpone an opportunity close date by one day for My Opportunities actionable infolet.

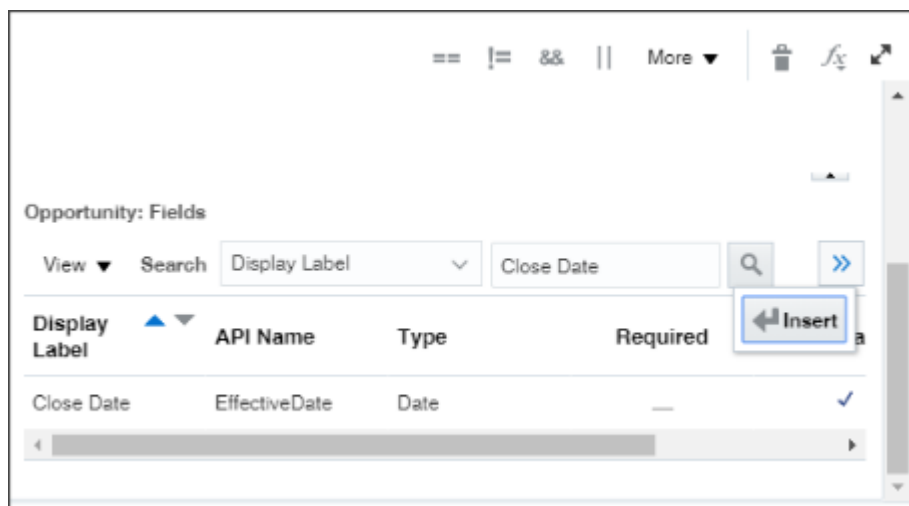
Note: While you can create the action directly, this example has you create a server script first. That's because the server script includes the Expression Palette to help you write and validate your EL Expression script.

1. Create and enter a sandbox with Application Composer and Page Composer as your tools.

2. Create the Groovy script as an object function server script in Application Composer:
 - a. In Application Composer, open the object node in the left portion of the page, **Standard Objects** > **Opportunity** in this example.
 - b. Click **Server Scripts**.
 - c. In the Server Scripts page, click **Object Functions**.
 - d. Enter a function name, no spaces permitted. For example: `Defer_1_Day`.
 - e. Enter the EL Expression script in the Edit Script box. You can use the Expression Palette to find the technical names of fields and insert elements of your script. Here's how to find the technical name for the opportunity **Close Date** field:
 - i. Click **Show/Hide Expression Palette** (the function icon highlighted in the screenshot).



- ii. Click **Fields**.
- iii. Select the object, **Opportunity** in this example, and scroll down.



- iv. In Opportunity: Fields section, search for the technical field name by the display label: Close Date.
The technical name displays in the API Name column.
- v. You can insert the technical name into your script by clicking **Edit Script** > **Insert**.

To learn more about how to best use the features available in the expression builder when writing scripts, see "Groovy Tips and Techniques" in the Groovy Scripting Reference guide.

3. When your script is complete, click **Validate**.

Here's an example of the script to postpone the due date by one day:

```
setAttribute("EffectiveDate",EffectiveDate + 1);
```

4. When your script validates without errors, click **Save and Close**.
5. In the object list in the left side of the Application Composer page, click **Actions and Links**.
6. In the **Opportunity: Actions and Links** page, click **Create**.
7. In the Create Action or Link page, **Display Label** field, enter the action name that users see in the infolet actions list.
8. Select the **After the Script: Save the record and return to the previous page** option.
9. In the Script section, click **Method Name** and select the script name from the list.
10. Click **Save**.
11. While still in the sandbox, click **Home** to get back to the Welcome page.
12. From the sandbox **Tools** menu, select **Page Composer**. The Page Composer toolbar displays underneath the sandbox toolbar.
13. Scroll down to the My Opportunities infolet.
14. Make sure you're in the Expanded View. This is the view of the infolet showing the different filters.
15. Click **Actions** (the triangular icon at the top right corner of the infolet) and select **Configure**.
16. Move the action you created, **Defer 1 Day**, to the **Selected** column.
17. Click **Save and Close**.
18. In the Page Composer toolbar, click **Close** to save your work.

The Page Composer toolbar disappears.

19. To see the new action you created, the infolet must display at least one opportunity. A setup user generally can't access opportunities, so you must publish the sandbox without testing. From the sandbox **Action** menu, select **Publish**.
20. After publishing is complete, sign out and sign in again as a salesperson or another user who owns an opportunity.
21. With at least one opportunity displayed in the My Opportunities infolet, you can view the new action in the list.

Why are some fields missing when I include saved searches as my filter?

You must enable any missing fields in the saved searches to use those fields as filters in your actionable infolets.

Occasionally, some fields are exposed on an actionable infolet but if you select the **Include Workspace Saved Searches** as your filter, the same fields may not be available in the applicable Workspace saved searches. For example, you can edit the Workspace **My Appointments** filter to enable fields that are exposed in the **Layout** tab of the actionable infolet. See the topic, *Make a Field Searchable in the UI*, in this guide, for more information.

Application Toolkit

Overview of Oracle Application Toolkit

Oracle Application Toolkit is a foundation application that provides some features, including including the Oracle Business Intelligence Reports and Analytics pane and the Watchlist in the global header.

In the Setup and Maintenance work area, you access the Define Application Toolkit Configuration task list to set up these components.

Related Topics

- [Overview of Common Implementation](#)

Click to Edit

About Click to Edit

The click-to-edit feature lets salespeople edit records directly from landing pages of work areas. By simplifying data entry, the click-to-edit feature improves usability and efficiency when working with business transactions.

Salespeople can change attributes for records directly in the landing pages without navigating to the edit pages. This feature is enabled through the Click-to-Edit on Landing Page Enabled (ZBS_ENABLE_CLICK_TO_EDIT) profile option.

This profile option isn't enabled by default. Administrators must set the profile option to enable the click-to-edit feature on the landing pages for the following sales objects:

- Accounts
- Contacts
- Opportunities
- Leads
- Activities
- Assets
- Territories

The click-to-edit feature is also available for company-defined objects.

Related Topics

- [Enable Click to Edit](#)

Enable Click to Edit

Administrators enable the click-to-edit feature by setting the Click-to-Edit on Landing Page Enabled (ZBS_ENABLE_CLICK_TO_EDIT) profile option. This profile option isn't enabled by default.

The click-to-edit feature is available from the Accounts, Contacts, Opportunities, Leads, Activities, and Assets landing pages. The feature is also supported for custom objects.

Use the following procedure to enable click-to-edit functionality on the landing pages of supported sales objects:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. In the search region of the Manage Administrator Profile Values page, enter the profile option code name ZBS_ENABLE_CLICK_TO_EDIT in the **Profile Option Code** field.
3. Click **Search**.
4. In the list that's returned, click on the profile option code link.
5. Set the profile option value as needed.
6. Click **Save and Close**.

Related Topics

- [About Click to Edit](#)

Favorites

How Users Mark Favorite Records

Salespeople can mark records as favorites so that they can find them more easily. To mark a favorite record, salespeople:

- Click the favorite icon in the edit page of a record.
- In Workspace, click the favorite icon for the record in the list page of an object.

Note: You must enable the favorites functionality in Workspace. See the related topic, [Enable the Favorite Field for Quick Access to Records](#).

To view a list of all their favorites, salespeople can click the Favorites and Recent Items icon in the global header.

Currently, salespeople can mark favorites for:

- Accounts and contacts
- Assets
- Activities

- Campaigns
- Deal registrations
- Leads
- Opportunities
- Partners and partner contacts
- Territories
- Custom objects

Favorites are also available in CX Sales Mobile and in Sales for Microsoft 365.

Related Topics

- [Enable the Favorite Field for Quick Access to Records](#)
- [Mark Favorite Records](#)

Languages

Language Packs on Your Application

A language pack contains artifacts that are translated to a specific language. Translated artifacts include UI text, predefined data, messages, BI catalog data, and so on.

Here are the supported languages other than American English:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Croatian
- Czech
- Danish
- Dutch
- Finnish
- French (Canadian)
- French (European)
- German
- Greek
- Hebrew
- Hungarian
- Italian
- Japanese
- Korean

- Norwegian
- Portuguese (Brazilian)
- Polish
- Romanian
- Russian
- Slovak
- Spanish
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese

How to Install Language Packs

To install language packs on all your environments, contact your help desk. For more information about language packs, see Oracle Applications Cloud Service Definition - Language Packs (2073202.1) on My Oracle Support at <https://support.oracle.com>. There's no limit to the number of language packs you can ask for in one service request. But you must only install the language packs you need to conduct your day-to-day business because of these reasons:

- Once you request a language pack, the installation will be scheduled for all your environments, including production, staging, and test environments, so that they're all in sync.
- It takes time and resources to install language packs. So you might get extended outages during updates, especially if you have four or more language packs installed in your environments.
- Once you install any language, you can't uninstall it later.

You can view all available languages, whether they're already installed or available for installation and translation. In the Setup and Maintenance work area, use the **Manage Languages** task in the Application Extensions functional area. Each dialect is treated as a separate language. Generally, you don't need to edit any of the fields on the Manage Languages page, unless absolutely necessary.

Related Topics

- [How do I update existing setup data?](#)

How to Set the Preferred Language

Here's how to set the preferred language in the sales applications:

1. Navigate to the Manage Administrator Profile Values task in Setup and Maintenance.
2. Search for the Profile Option Code **FND_LANGUAGE**.
3. Modify the profile value at the site or user level to the preferred language.
4. Save your changes.

Note: Keep in mind that user preferences set in the Preferences screens (located under the user name in the global header) override any site-level setting.

Mass Update of Records

How do I enable mass update of records in classic Oracle Sales?

Salespeople can use the mass update feature to bulk update fields on multiple records in classic Oracle Sales. They can update multiple fields on several object records at once, without opening each individual record.

For example, a salesperson can update the sales stage on multiple opportunities at the same time with just a few clicks. Or, a salesperson can update rank and deal size on several leads at once.

Here's the setup flow:

1. Add the Update action to the landing pages of the work areas where you want to enable the feature. Landing pages are the only pages that support the mass update feature.
2. Optionally, configure which fields salespeople can update. You can use the default fields already set if you want. Or you can configure the list yourself.
3. Optionally, set profile options to specify how many records salespeople can update at once. You can use the default value of 25 records if you want.

Supported Objects for Mass Update

These are the predefined, standard business objects that support mass update:

- Activities
- Accounts
- Assets
- Contacts
- Sales Leads
- Opportunities

Custom objects also support mass update.

Add the Update Action

Salespeople access the mass update feature using the Update action that you enable in the work area landing pages of classic Sales. The action appears as **Actions > Update** on the landing page toolbar.

Remember, make all Application Composer changes in a sandbox and publish the sandbox according to your company's processes.

These steps use the Opportunity object's landing page as an example. The basic steps are the same for all objects, but the navigation can be different for different objects. See the Landing Page Names in Application Composer section in this topic for the page names and navigation.

1. Navigate to **Configuration > Application Composer**.
2. Expand the **Standard Objects** tree and then expand the object you want to modify. For example, expand the **Opportunity** object.
3. Within the object you're modifying, click the **Pages** node.

4. Ensure that the **Application Pages** tab is selected.
5. In the **Landing Page Layouts** region (use the **Activities** region for the Activities object), select the **Standard layout**, and then click the **duplicate layout** icon to duplicate and edit the resulting copy. Alternatively, you can edit an existing, custom layout.
6. Now, edit the new layout. For example, to edit the Opportunities landing page, click the **edit** (pencil) icon on the Fuse Opportunity Overview Table.
7. In edit mode for the landing page, navigate to the Configure Detail Form: Buttons and Actions region.
8. In the Available Actions window, double-click the **Update** action to move it to the Selected Actions window.
9. Click **Save and Close**, then **Done**.
10. Test the changes using the steps in the Test the Changes section later in this topic.

Set the Updatable Fields

Now that you have enabled the Update action, configure the fields salespeople can update using mass update. Each object already has several fields enabled for the mass update feature. If you want, configure this list to include other standard fields, or even custom fields. Keep in mind that if you're setting up the mass update feature for custom objects, then you must configure the list of fields that can be updated by users -- it's not optional like with standard objects.

You configure the list of mass update fields using the same custom landing page layout where you manually displayed the Update action:

1. In Application Composer, navigate to the Pages node for the object you're configuring.
2. Edit the same landing page layout where you manually displayed the Update action in the above procedure.
3. Navigate to the **Configure Mass Update Fields** region.
4. In the Available Fields box, double-click the fields that you want to make available for the mass update feature at runtime. Or, use the arrows to move the items that you want to make available. See the Rules for Certain Field Types below for some details on field types and limitations or behavior.
5. After you're done making changes, click **Save and Close**, then **Done**.

Rules for Certain Field Types

Consider these rules for certain field types as you set up the feature:

- You can use both standard and custom fields. However, read-only fields, such as formula fields, and fields that can be conditionally updated, aren't included in the list.
- Some fixed-choice list fields are related in a parent-child relationship. This simply means that the values displayed in the child field are dependent on whatever is selected in the parent field. If you want to make a child fixed choice list field available for the mass update feature, then you must also include its parent field.

Configure the Number of Updatable Records

You can configure the maximum number of records that users can update at once by setting profile options.

Here's the behavior:

- The default value of the profile options is 25, meaning the maximum number of records that salespeople can update at once for those objects is 25.
- The maximum number of records that can be updated at once is 500.
- If a profile option value has a null value, the application sets the number of records that can be updated at once to 10.
- For custom objects, the threshold value is set at 25 and can't be changed using a profile option.

Here are the mass update threshold profile options. The profile option codes are listed in parentheses.

Object	Profile Option
Activity	Activity Mass Update Threshold Value (ZMM_MASS_UPDATE_THRESHOLD)
Account	Mass Update Threshold Value (ZBS_MASS_UPDATE_THRESHOLD)
Asset	
Contact	
Sales Lead	
Opportunity	
Custom objects	

Set the Profile Options

1. In Setup and Maintenance, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. In the search region of the Manage Administrator Profile Values page, enter the profile option name in the **Profile Display Name** field. Or, enter the code in the **Profile Option Code** field.
3. Click **Search**.
4. In the list that's returned, click the profile option name link.
5. Set the profile option value as needed.
6. Save your changes.

Test the Changes

It's a good idea to test the changes. For example:

1. Sign in as a user who has access to the object you just modified, such as a sales representative or sales manager.
2. Go to the landing page and click the Actions menu to verify that the **Update** action is available.
3. Go through the mass update flow with some records to be sure it's working as you expect. See the Related Topics for the procedures.

Landing Page Names in Application Composer

As you modify the landing pages, it's helpful to know their names in Application Composer. Here are the pages, along with the navigation steps to get to them:

Object in Application Composer	Navigation to Landing Page Layout	Name of the Landing Page You Need to Edit
Activity	Activity > Pages > Application Pages > Landing Page Layouts > Activities region	My Activity Overview Table

Object in Application Composer	Navigation to Landing Page Layout	Name of the Landing Page You Need to Edit
Account	Account > Pages > Application Pages > Landing Page Layouts	FUSE Account View List Table
Asset	Asset > Pages > Application Pages > Landing Page Layouts	Asset Overview Table
Contact	Contact > Pages > Application Pages > Landing Page Layouts	Fuse Contact List Table
Sales Lead	Sales Lead > Pages > Application Pages > Landing Page Layouts	Fuse Lead Overview Table
Opportunity	Opportunity > Pages > Application Pages > Landing Page Layouts	Fuse Opportunity Overview Table

Related Topics

- [How do I apply mass update to accounts and contacts?](#)
- [How can I enable the Mass Update feature in Workspace?](#)

Configure Mass Update for Different User Roles

You can show a different set of mass update fields to different users in the same work area, in cases where you want users with different roles to be able update different fields.

You accomplish this by using separate custom page layouts for different user roles. If you want users with different job roles to see a different set of fields in mass update, then create different custom landing page layouts for them. For each landing page layout, you:

1. Manually display the Update action.
2. Configure a different set of mass update fields in each landing page layout that's intended for each role.
3. Assign a different role to each layout.

Here are the high-level steps add a role to a custom layout:

1. Follow the steps in the Enable Mass Update of Records topic to create the custom landing page layouts you need.
2. Navigate to the landing page layouts table for the object in Application Composer.
3. Select your custom layout.
4. Click the **Role Name** arrow in the row.
5. In the Select: Roles window, select **CRM - Job Roles** in the Role Category Filter.
6. Click the **Specific role** radio button in the Role field.
7. Click the **Show available predefined roles** check box.
8. Move the applicable role from the Available Roles shuttle region to the Selected Roles shuttle region.
9. Click **OK**.
10. Repeat for the other custom layouts you're using.

Example Use Case

Let's say that you don't want salespeople to be able to mass update the Sales Channel fields during mass update on a partner opportunity. But you still want channel managers to be able to mass update those fields. So you remove the Sales Channel field from the mass update list on your custom Sales Representative landing page layout. Then, add the Sales Channel field to the mass update list on your custom Channel Manager landing page layout.

Messages

Messages

Messages provide users with information about business or application errors or warnings.

Typically, messages inform the users about the following:

- Missing or incorrect data
- Status of an application, page, or a business object
- Status of an ongoing process
- Result of a user action

Besides notifying users about the problem, messages provide guidance to users on taking corrective action. Messages also warn users about the consequences of a certain action.

Oracle provides a set of predefined messages that are stored in a message dictionary. You can create additional messages or modify the existing ones using the Manage Messages task in the Setup and Maintenance work area.

Note: Don't delete predefined messages unless you're sure that they aren't used anywhere.

Message Dictionary

The message dictionary stores messages that the application requires at run time. Messages are predefined for specific applications and modules, but a few are common messages that can be used in any application or module.

When you create messages, use the message text and the following components to cover additional details addressing users and help desk personnel:

- User Details: A detailed explanation of the message short text meant for users.
- Administrator Details: Details of the identified problem meant for the help desk personnel. The end users don't see this text.
- Cause: An end-user version of the cause of error.
- User Action: Instructions to users for addressing the identified problem. Where there is no guidance for end users, they must approach the help desk.
- Administrator Action: Corrective action that help desk personnel must take to correct the problem. This information isn't available to the end users.

Related Topics

- [Message Types](#)
- [Create and Edit Messages](#)

Common Messages

Message names that begin with FND_CMN are common messages. Each common message can appear in multiple places in any product family across Oracle Applications Cloud.

For example, the FND_CMN_NEW_SRCH message can be used for any search to indicate that no results were found. Common messages of type error or warning are part of the message dictionary.

Creating and Editing Common Messages

You can create common messages for use in multiple places. However, ensure that you follow the predefined naming convention and numbering series associated with the application or module.

Note: Don't use FND_CMN as the prefix for the messages you create because all the predefined common messages begin with it.

Common messages can be used in any application. Therefore, consider the ramifications if you edit any aspect of the message, including incident and logging settings. Changes would be reflected in all instances where the message is used. For example, if you change the message text, ensure that the text is generic and applies to the entire site of Oracle Applications Cloud implementation.

Notes

Define Notes

A note is a record attached to a business object, such as an opportunity or lead. Notes capture nonstandard information received as you do business. Consider the following points when you set up notes for your application:

- Which new note types you want to add.
- How you want to map these new note types to business objects in your area.

Note Types

Note types are assigned to notes when they're created, to categorize them for future reference. During setup you can add new note types, and use a process called note type mapping to restrict them by business object type. When deciding which new note types you want to add, keep in mind how you want your users to search for, filter, and report on these notes.

Note Type Mappings

If you add new note types, you must map them to the business objects you use in your product area. Here are some points to consider when mapping note types:

- When you select a business object other than Default Note Types, you only see the note types that apply to that object.

- If no other note types appear, then note type mapping doesn't exist for that object and the default note types are used. Select **Default Note Types** to see which default note types exist in the application.
- If you modify a default note type, it affects all the business objects that don't have a note type mapping.

Suppose you decide to add a new note type of Analysis for your product area of Sales-Opportunity Management. You use note type mapping to map Analysis to the Opportunity business object. Now, every time you create or edit a note for an opportunity, you see Analysis as an available note type option.

When deciding which note types to map to business objects, you should keep the same considerations in mind that you did when you decided which note types to include.

Notes Character Limit

If you're using the source code editing mode, the limit for notes is 100,000 characters. If you're using the Rich Text editing mode, HTML tags can cause the actual maximum character count to vary, as the HTML tags are also counted in the character total.

Related Topics

- [About Application Composer](#)

Orchestration

What's Orchestration and how do I enable it?

Orchestration is a feature that guides salespeople through best sales practices for different sales situations. It also helps eliminate the need for training on various nonstandard procedures unique to specific businesses. For example, through sales orchestration, salespeople receive a sequence of actionable communication steps designed to get the attention of their unresponsive prospects.

Let's say you want to provide different recommended steps for your sales organization to follow when qualifying sales leads from different lead sources, or when progressing opportunities based on product, or opportunity type, and so on. For each orchestration stage, you can specify step sequences with logical branches to perform tasks such as set up an appointment, trigger an automation, or take an action best suited for a sales situation.

Orchestration helps salespeople by providing sales content in the context of performed actions. For example, to help salespeople qualify leads, you can model qualification flows to qualify and convert leads. You can model cadence flows to engage unresponsive prospects and retire them if multiple attempts to contact them has proved unsuccessful. Similarly, you can use orchestration to recommend the best actions to progress opportunities through the sales cycle, handle adverse sales-situations, and leverage automation to collect key data without manual data entry.

Orchestration provides automated steps that take actions behind the scenes and follow up when things don't go as planned. For example, you can automatically send a follow-up email if a customer doesn't respond when a salesperson contacts them. Orchestration steps that require salespeople to take action appear on the Guidance panel in opportunity and lead overview pages. The panel gets displayed only if there's an active orchestration running on that specific record. In addition, orchestration can create tasks and appointments to support manual steps.

For more information, see [Enable the Orchestration Feature](#) in the [How do I get started with Orchestration?](#) solution playbook on the Oracle Sales Help Center [Playbooks](#) page.

Preferences

Set Value Formats for Regional Preferences for All Users

Use profile options to set the default formats of values for regional preferences, such as date, time, number, currency, and time zone for all users.

You can set the values of specific profile options at the site layer using the Manage Administrator Profile Values page. The formats you set here are displayed for all users in the fields for regional settings on the General Preferences: Regional page. Your users can still set the value formats for themselves using the settings in the General Preferences: Regional page. Once you set the value formats for all users, if specific users don't change their value formats, the choices you have set for all users will apply to them.

To set value formats for profile options, do these steps:

1. Click **Navigator > My Enterprise > Setup and Maintenance**.
2. In the Setup and Maintenance work area, go to the **Manage Administrator Profile Values** task in the Application Extensions functional area.

3. Set the value formats for the profile options, as required:

Note: Check if the profile option already has a value set for the Site profile level. If so, just edit that value. Otherwise, create a new row and select a value for the Site profile level so that your settings apply to all users.

- To set the date format:
 - i. Search for the **Default Date Format (FND_DATE_FORMAT)** profile option.
 - ii. In the FND_DATE_FORMAT: Profile Values section, click the **New** icon.
 - iii. From the **Profile Level** list, select **Site**.
 - iv. From the **Profile Value** list, select the required date format. For example, **31-1-1999**.
- To set the time format:
 - i. Search for the **Default Time Format (FND_TIME_FORMAT)** profile option.
 - ii. In the FND_TIME_FORMAT: Profile Values section, click the **New** icon.
 - iii. From the **Profile Level** list, select **Site**.
 - iv. From the **Profile Value** list, select the required time format. For example, **1:30 PM**.
- To set the number format:
 - i. Search for the **Default Number Format (FND_NUMBER_FORMAT)** profile option.
 - ii. In the FND_NUMBER_FORMAT: Profile Values section, click the **New** icon.
 - iii. From the **Profile Level** list, select **Site**.
 - iv. From the **Profile Value** list, select the required time format. For example, **-1,234.567**.
- To set the default currency:
 - i. Search for the **Default Currency (FND_CURRENCY)** profile option.
 - ii. In the FND_CURRENCY: Profile Values section, click the **New** icon.
 - iii. From the **Profile Level** list, select **Site**.
 - iv. From the **Profile Value** list, select the required currency. For example, **US Dollar**.
- To set the default time zone:
 - i. Search for the **Default User Time Zone (FND_TIMEZONE)** profile option.
 - ii. In the FND_TIMEZONE: Profile Values section, click the **New** icon.
 - iii. From the **Profile Level** list, select **Site**.
 - iv. From the **Profile Value** list, select the required time zone. For example, **US Pacific Time**.

4. Click **Save and Close**.

Related Topics

- [Set General Preferences for All Users](#)
- [How do I update existing setup data?](#)

Set General Preferences for All Users

Use the Global Admin Preferences page to set general preferences, such as language, currency, and time zone for all users.

Use the **Set User General Preferences** task only if you want to update preferences for all users. Your users can still set preferences for themselves using the settings in the General Preferences section on the Preferences page. Once you

set the general preferences for all users, if specific users don't change their preferences, the choices you have set for all users will apply to them. You can also set the default value formats for date, time, and number in regional preferences for all users.

To set general preferences, do these steps:

1. Click **Navigator > My Enterprise > Setup and Maintenance**.
2. In the Setup and Maintenance work area, go to the **Set User General Preferences** task in the Application Extensions functional area.
3. Set the required general preferences for your users.

Note: You can also set the value formats for regional preferences, such as date, time, and number for your users using profile options.

4. If you only want to set the preferences for new users whose preferences haven't been set by them yet, select the **Reset preferences for new users only** check box. Selecting this option excludes all users whose preferences were set at some point in time.
5. Click **Save**.

Related Topics

- [Set Value Formats for Regional Preferences for All Users](#)
- [Set Your General Preferences](#)

Privacy Statement

Set Privacy Statement URL

A privacy statement is legal content that tells you how a company collects and manages user data. You can add a link to your company's statement in the About This Application dialog box.

1. In the Setup and Maintenance work area, go to the **Manage Applications Core Administrator Profile Values** task in the Application Extensions functional area.
2. Search for the Privacy Statement URL (PRIVACY_PAGE) profile option.
3. In the Profile Values section, update the **Profile Value** field with the full URL of the web page that has the privacy content. By default, this profile value is **N**.

CAUTION: Don't enter any other value, such as **Y**, because that causes a broken link.

4. Click **Save and Close**.

And that's it! Your users can now view the **Privacy Statement** link by clicking their user image or name in the global header and selecting **About This Application**.

Public Unique IDs

Overview of Public Unique IDs

When users create records in the database, the applications use document sequencing as they generate unique IDs for each business object record. These IDs are known as public unique IDs, or PUIDs. Understandably, these numbers aren't easy to read or use because of their length and complexity.

To overcome the issue of long IDs, you can make these IDs more user-friendly and readable during setup. See [How do I set up public unique IDs \(PUIDs\)?](#) for more information.

How do I migrate public unique ID (PUID) data?

You can migrate public unique IDs (PUIDs) from a test to production instance, or the other way around.

The migration is essentially exporting the data in one instance using the ready-to-use bulk export process in the sales application and then importing the data into another instance using the import process.

Select a Migration Approach

Consider the following points before selecting a migration approach:

- If your organization frequently uses the bulk data load (migration) functionality, then use the document sequence approach. For more information, see the related topics.
- If your organization doesn't use the bulk data load frequently, then use Oracle's Import Management to import the data from one instance to another. When PUIDs are rejected in the process, manually define new PUIDs for the rejected PUID values and repeat the import process until all the data is imported. For more information on how to import, see the [Understanding Import and Export Management for Sales and Fusion Service](#) guide.

Note: You can't migrate transactional data.

Manually Override PUID Values

You can manually override the PUID value during the import process. After a PUID is rejected in the import process, a new PUID value should be defined. For example, let's say SMTTXT-002 is rejected because the record already exists in the test instance. So, a new PUID value of SMTTXT-003 is defined and used in the import process.

Set Up Document Sequencing

Every object team defines a document sequence number for objects as part of PUID implementation. When a new PUID is created in the database, the PUID functionality uptakes the value from the document sequence process. For example, if the document sequence initial value is 0, when a PUID is created in the production instance, then the sequence generation creates the PUID starting from 0. If the document sequence has a different initial value between the test and production instances, then the possibility of PUID clashes between the test and production instance is removed completely.

Organizations know how many objects are typically created in a test instance versus a production instance. Therefore, defining an appropriate initial value for document sequence in the test and production instances should resolve the PUID clashes. For more information about setting up document sequences, see [Set Up Document Sequences](#) in the Oracle Fusion Applications Developer's guide available on [Oracle Help Center](#).

Maintain Different Prefixes

You define the prefix information for specific objects in the Manage Public Unique Identifier Sequence Generation task in Setup and Maintenance. You can enter a uniquely identifiable prefix in the test instance to signify that the PUID values belong to the test instance. Similarly, while the same objects are defined in the same task flow in the production instance, enter a prefix to signify the PUID values belong to a production instance. Therefore, the PUID value as a whole never clashes when the migration occurs from the test to production instance or the other way around.

Related Topics

- [How do I set up public unique IDs \(PUIDs\)?](#)
- [Document Sequences](#)
- [Guidelines for Managing Document Sequences](#)

Quoting

Overview of the Oracle Sales and Oracle CPQ Integration

The integration between Oracle Sales and Oracle CPQ supports standard B2B selling processes, which feature highly configurable products, variable or dynamic pricing models, discount negotiations requiring executive approval, and large, branded sales documents.

Oracle CPQ ensures that sales forecasts are reliable and based on real-world quotes. It ensures that sales orders are valid and contain the correct billing and shipping details to eliminate costly change orders. Additionally, quote data feeds back into Sales, so that businesses can analyze and improve the overall efficiency of their sales teams.

The integration steps help you configure a solution that combines the power of these applications, while reducing the cost of ownership and the time needed to deploy the application. However, the integration remains configurable and extensible, so it can support a wide range of use cases serving any industry. For more information, see [Overview of Planning Your Implementation](#).

Recent Items

About Recent Items

As they work in an application, salespeople see their most recent items in the Find search boxes, in the Recent Items list (accessible from the favorites icon in the global header), and in other lists.

A salesperson's recently accessed or updated records is supplied by the Recent Items API.

Scenarios for When Recent Item Relationships Occur

The application captures recent items any time a sales user interacts with a record, whether that be creating, updating, or simply viewing the record. That record then shows up in the Find box for that object. Note that recent items don't appear in other objects' Find lists. Say, for example, a salesperson creates an opportunity, that record's creation won't show up in the Activities Find list. But, they can show up in lists of values within a record, such as an account recent item showing up in the list of accounts in an opportunity.

Note: By default, the application keeps recent items in the database for 30 days. You can configure this time frame, however. See the Specify How Long to Keep Recent Items topic for more information.

These simple scenarios illustrate events that cause the Recent Item API to establish a recent items relationship with a record or with the application itself:

- A user creates a record, such as a lead, an opportunity, or an activity like a task or appointment.
- A user drills into the edit page of a record that's not among the recent items, for example, the user opens a task.
- A user signs out of the application.

This scenario is a little more complex and illustrates how recent items can appear in other objects:

- An appointment has Opportunity 1 associated with it.
- The user edits Opportunity 2 and saves the opportunity.
- The user goes into the same appointment and removes Opportunity 1 and clicks on the drop-down list for opportunities, to associate a different opportunity with the appointment.
- In the appointment's drop-down list for opportunities, the application shows the last opportunity (Opportunity 2) first in the list.

If a record is created, the `CREATION_DATE` and `CREATED_BY` attributes are captured accordingly. If a record is updated, then the `LAST_UPDATE_DATE` and `LAST_UPDATED_BY` attributes are modified accordingly.

But, remember that users don't have to update a record for it to be recorded as a recent item. Whether the record is updated or not, the application always records even the viewing of a record as a recent item.

Specify How Long to Keep Recent Items

You can configure how long to keep recent items in the database. The default is 30 days, and you can change that time by setting the profile option, Days to Keep Recent Items (`ORA_ZCA_RECENT_ITEMS_PRESERVE_DAYS`).

Use the Manage Administrator Profile Values task in Setup and Maintenance to access the profile option.

The process Purge Application Metrics runs weekly to automatically purge and optimize the list of recent items. You can also schedule the process manually in the Scheduled Processes UI.

Note: If recent items aren't deleted periodically, the application stores the data, and storing large amounts of recent items data can impact performance.

Service Request Management

Overview of Service Request Management

Service request management functionality lets you manage and deliver a streamlined service in response to service requests. Delivering consistent answers to customer questions helps ensure that service requests are resolved efficiently and effectively.

Service request management lets you:

- Create service requests
- Enter summary information into service requests
- Add products and product groups to service requests
- Organize service requests into queues
- Compose and send messages from service requests
- Add contacts to service requests
- Add team members to service requests
- Automatically or manually assign service requests to other users
- Create activities for service requests
- Share service request information
- Associate and view items in the knowledge base
- Integrate with the partners application to capture and resolve issues reported by your partner accounts

See the [Using Fusion Service](#) guide for more information about sales user tasks for service requests.

Summary of Setup Tasks

Here's a summary of the setup tasks:

- Enable the Service offering
- Understand the predefined service request job and duty roles
- Define service request assignment rules
- Enable the sales catalog for service requests
- Enable outbound email messages for service requests
- Configure service request categories
- Configure knowledge base settings for service requests
- Modify service request lookups

See the [Implementing Fusion Service](#) guide for more information about service requests setup tasks.

Time Zone

Specify Customer Time Zones

You can use the Time Zone lookup type, `ORA_HZ_TIMEZONE_CODES`, to modify the list of time zones for account and lead contacts.

After you enable the Time Zone field using Application Composer, the attribute is exposed in REST APIs and in the UI. Salespeople can edit the attribute to adjust the time zone value from the initial value that was derived from the primary address.

Time zone codes can be viewed and managed in Setup and Maintenance under Manage Standard Lookups by searching for `ORA_HZ_TIMEZONE_CODES`.

The Time Zone lookup type supports 38 standard time zone values.

Related Topics

- [Add the Time Zone Field to Contacts Pages](#)

Watchlist

Overview of the Watchlist

The Watchlist is a portlet that displays a list of a user's transaction-related items, such as expenses. It's available using the Watchlist icon in the global header.

For all users across the site, you can disable or enable predefined Watchlist categories and items, edit their names, and determine how often item counts refresh.

For more information, see the related topics.

Related Topics

- [Disable or Enable Watchlist Categories and Items](#)
- [Refresh Intervals for Watchlist Items](#)
- [Create Watchlist Items](#)
- [Set Watchlist Preferences](#)

7 Multiple Currencies

Overview of Setting Up Multiple Currencies for Sales

The applications support multiple currencies, multiple daily rates, and currency rate conversion. If you're going to use multiple currencies, at a minimum you need to:

- Specify corporate currency
- Import or enter daily currency conversion rates
- Enable the currencies you're going to use, if you previously disabled them

Optionally, you can let salespeople select different currencies in leads and opportunities.

The applications also support different currency conversion rate types, allowing your business to maintain different conversion rates between currencies for the same period. Examples of conversion rate types are supplied: Spot, Corporate, User, and Fixed.

Related Topics

- [Set Up Multiple Currencies for Sales](#)

Set Up Multiple Currencies for Sales

You must complete several steps to enable salespeople to select multiple currencies in the applications.

Note: Perform these steps as a setup user (for example, a user with the Application Implementation Consultant job role).

Here are the high-level steps to enable multiple currencies:

Step	Description	Where to Find More Information
Set the default currency profile options.	Set the two profile options that specify default corporate currency and rate type.	See the Set Default Currency Profile Options section in this topic.
Check the setting of the default currency profile option.	Check the setting of the default currency profile option. This currency is the default used for salespeople in the transactional pages. The default currency is also used in a salesperson's forecast.	See the Check Default Currency Profile Option Setting in this topic.
Ensure currencies are enabled and verify precision.	Ensure that all of the currencies you plan to use are enabled for use and verify the precision.	See the Ensure Currencies are Enabled and Verify Precision section in this topic.

Step	Description	Where to Find More Information
Set the multicurrency profile option for opportunities.	By default, one currency is set for an opportunity and its product lines. This default currency is a salesperson's preferred currency. If you want to enable multiple currencies for opportunities, set the multicurrency profile option.	See the Enable Multiple Currencies for Opportunity Product Lines topic in this chapter.
Let salespeople select the currency when editing leads and opportunities.	In the opportunity and lead edit pages, the Currency list of values is read-only by default. If you have enabled multiple currencies, you can let users pick a different currency at the header level by making the Currency field editable.	See the How do I allow salespeople select a different currency in Opportunities and Leads? topic in this chapter.
Enter currency daily rates.	To load daily rates, you can use a spreadsheet or web services.	See the Download the Desktop Integration Installer section in this topic.
Define and maintain daily currency conversion rates and conversion rate types.	The conversion rate is the ratio between two currencies; it shows how much of one money exchanges for another. Conversion rates are also known as foreign exchange rates. You define and maintain different conversion rates between currencies for the same period using conversion rate types.	See the Overview of Defining Daily Currency Conversion Rates section in this topic. Also see the topic, Enter Daily Rates Using the Daily Rates Spreadsheet, in this chapter.
Set up cross rate rules and overrides.	If you want to use combinations of cross rates across many currencies, you must: • Enable cross rates and allow cross-rate overrides • Maintain cross-rate rules	See the topic, Guidelines for Creating Conversion Rate Types, in this chapter.

After you have enabled multiple currencies, salespeople can set their preferred currency for the transactional pages and for business intelligence. For more information, see the related topic on setting general user currency.

Set Default Currency Profile Options

Your first step in the setup is to specify the default corporate currency and rate type by setting the Corporate Currency Default and Exchange Rate Type Default profile options.

Here's how you set the profile options:

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Company Profile
 - o Task: Manage Currency Profile Options
2. On the Manage Currency Profile Options page, click **ZCA_COMMON_CORPORATE_CURRENCY** and set it to your default corporate currency. The display name for this profile option is Corporate Currency Default. It stores configured corporate currency used across the applications.
3. Save your changes.

4. Click **ZCA_COMMON_RATE_TYPE** and set it to the default currency rate type. The display name for this profile option is Exchange Rate Type Default. It stores the default currency exchange rate type.

Check Default Currency Profile Option Setting

You also need to check the setting of the profile option that specifies default currency for users in the applications. The profile option, Default Currency (FND_CURRENCY), not only specifies the default currency in the transactional pages, it's also used in a salesperson's forecast. By default, the profile option is set to US dollar. You can set this profile option at site level (affecting all users of the environment), at product level, or at user level.

Note: Users can set their own currency preference in the Personalization screens available in the user name menu in the global header. The setting users set for themselves override the settings that you make in the profile options screens at site or product level.

Here's how to check the default currency setting:

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values

Note: If you can't find this profile option, search for it from the main Sales offering page, using the search available in the Tasks widget available on the right side of the page.
2. On the Manage Applications Core Administrator Profile Values page, search for and select the profile option name, Default Currency, or the code, FND_CURRENCY.
3. Ensure the profile option value is set to your environment's default currency at site level.

To set the profile option for a specific user, create a new row in the table and enter the values as needed.

Ensure Currencies are Enabled and Verify Precision

By default, all currencies are enabled. But it's a good idea to double-check that all of the currencies you plan to use are enabled and that their precision levels are set correctly. Precision is the number of digits placed after the decimal point. For example, set USD to precision 2 to display one dollar as \$1.00 in the UI.

Here's how to check:

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Company Profile
 - Task: Manage Currencies
2. On the Manage Currencies page, click **Search** to search for all currencies, without entering any search criteria.
3. Check that the **Enabled** option is set for each currency you plan to use.
4. Check that the **Precision** is set consistently for each currency you plan to use.

Note: When setting currency precision, be sure to set it correctly for all currencies you plan to use. This best practice ensures that decimal places are shown consistently in the UI for all the currencies you're using.
5. If you made any changes, save your work.

Overview of Defining Daily Currency Conversion Rates

You have a few options for defining daily currency conversion rates, and you can maintain daily currency conversion rates between any two currencies. You can also enter daily conversion rates for specific combinations of foreign currency, date, and conversion rate type. The ways you can load currency rates are:

- Load them manually using the Create Daily Rates spreadsheet.
- Load them automatically using web services.

For more information, see the related topics and the topics later in this chapter.

Related Topics

- [What's the difference between precision, extended precision, and minimum accountable unit for a currency?](#)
- [Enter Daily Rates Using the Daily Rates Spreadsheet](#)
- [Currency and Exchange Rate Settings for Analytics](#)
- [Load Daily Rates Automatically Using Web Services](#)
- [Set General User Currency](#)

How do I allow salespeople select a different currency in Opportunities and Leads?

For salespeople to be able to select a different currency in opportunities and leads, you must make the field editable. By default, the currency selection field isn't editable for leads and opportunities.

Here's how to make the currency field editable:

1. Ensure you're working in an active sandbox.
2. Navigate to **Configuration > Application Composer**.
3. In the navigation tree, expand **Standard Objects**, expand **Opportunity** or **Sales Leads**, and click **Pages**.
4. In the region that corresponds to the page you're modifying, duplicate the standard layout and edit the resulting layout. For example, if you're making the field editable in opportunities, in the Creation Page Layout region, duplicate the standard layout and then edit the resulting layout.
5. Select the newly created layout, click **Actions** and then click **Edit UI Properties** from the drop-down list.
6. Select **Currency** from the Field Selection drop-down list.
7. Select the custom layout in the Layout Properties section.
8. Click **Update**.
9. Select the **Updatable** option.
10. Click **Submit**.
11. Click **Done** on the Edit UI Properties: Creation Layout window and save your changes.
12. While still in the active sandbox, navigate to **Sales > Opportunities** or **Sales > Leads** as a user who's a sales resource, such as a sales administrator or sales representative. Verify the change by editing an opportunity or lead and validating that the **Currency** field is a drop-down list that users can select.
13. Publish the sandbox according to your company's business practices.

Enable Multiple Currencies for Opportunity Product Lines

You may want to let salespeople set different currencies on opportunity product lines. The setup involves the profile option, Multiple Currencies for Opportunity Revenue Lines Enabled.

Note: With this setup, when a user changes the opportunity currency, the change is propagated to the opportunity product lines.

Here's how you set the profile option to enable multiple currencies on product lines:

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Opportunity Profile Options
2. On the Manage Opportunity Profile Options page, search for the profile option, Multiple Currencies for Opportunity Revenue Lines Enabled (the code is MOO_REVN_ENABLE_MULTICURRENCY) and select it.
3. Set to **Yes** to allow different currencies at the line and header levels in opportunities. Set to **No** to disallow the functionality.
4. Save your changes.

Implementation Concepts for Currencies

Considerations for Defining Currencies

Consider these points about entering the currency code, date range, or symbol for the currency, when you create or edit currencies.

Currency Codes

You can't change a currency code after you enable the currency, even if you later disable that currency.

Date Ranges

You can enter transactions denominated in the currency only for the dates within the specified range. If you don't enter a start date, then the currency is valid immediately. If you don't enter an end date, then the currency is valid indefinitely.

Symbols

Some applications support displaying currency symbols. You may enter the symbol associated with a currency so that it appears along with the amount.

Related Topics

- [What's the difference between precision, extended precision, and minimum accountable unit for a currency?](#)
- [What's a statistical unit currency type?](#)
- [Euro Currency Derivation](#)

Currency Precision Level for Quota Amounts

Currency amounts for quotas use the number of decimal places set in the Precision Level field for the corporate currency. If you don't set the precision level, then amounts are saved and displayed with two decimal places.

You set the precision level for the currency in the Manage Currencies page. The currency you select for the profile option `ZCA_COMMON_CORPORATE_CURRENCY`, Corporate Currency Default, is the corporate currency.

Guidelines for Running the Revalue Opportunity Currency Process

The Revalue Opportunity Currency process manages the effects of revaluation of currency exchange rates on opportunity revenue.

Opportunity revenue is stored in the user-entered currency (also called transaction currency) in the revenue model. The revenue model also stores two exchange rates:

- The exchange rate between the entered revenue currency and the configured corporate currency, as specified in the global configuration during the implementation. This rate facilitates construction of materialized views that roll up revenue metrics along the territory hierarchy.
- The exchange rate between entered revenue currency and the entered opportunity-level currency. This rate calculates the opportunity summary revenue amounts as the sum of line revenue amounts. Opportunity line revenue amounts can be entered in currencies that are different from the currency specified at the opportunity level.

The process works in combination with these two profile options that store corporate currency and rate type:

- Corporate Currency Default: Stores configured corporate currency.
- Exchange Rate Type Default: Stores configured rate type.

Also keep in mind the following impact of the process:

- The process can also be triggered when corporate currency, configured rate type, or exchange rate (or any combination of these) is modified, either directly through administrator intervention or when these currency parameters change in the general ledger.
- Only product lines in Open status are targeted by the batch process.
- When updating product lines, the process doesn't consider whether the revenue is already included in a forecast.
- Forecasting activity is paused when this process executes.

Run the Process

Run the Revalue Opportunity Currency process from the job process screen available from the **Scheduled Processes** option on the Navigator menu. Select the job name Revalue Opportunity Currency.

Here are the steps to run the process in basic mode:

1. Sign in as a sales administrator or as a setup user.
2. From the Navigator, select **Scheduled Processes** (within the Tools category).
The Scheduled Processes overview page appears.
3. Click **Schedule New Process**.
4. In the search dialog box, search for and select the **Revalue Opportunity Currency** process.
The Process Details page appears.
5. Click **Submit**.

This table shows the logical parameters expected by the batch process:

Parameter	Default	Description
CRM Common Currency	Stored in the profile option, Corporate Currency Default (ZCA_COMMON_CORPORATE_CURRENCY)	- Configured corporate currency. - Passed if corporate currency changes. - Program doesn't check against profile for a match.
CRM Common Currency Rate Type	Stored in the profile option, Exchange Rate Type Default (ZCA_COMMON_RATE_TYPE)	- Configured rate type. - Passed if there is a requirement to reevaluate the conversion rate against a different rate type. - If no value is passed, the program uses the profile option value.
Business Unit Organization ID	No default	Leave blank, and all business units are targeted. Otherwise, provide the specific business unit ID.
Number of Opportunities per Database Update	500	Oracle recommends that you leave this parameter at the default value or blank (and program uses default value).
Last Batch Job Run Time Stamp	See Description column	This parameter can be used for batch program reruns. When a few opportunities have failed, the log reflects all the failed opportunities, as well as provides a time stamp for "Start Batch Job Time Stamp". Enter this time stamp on the second run of the batch program to limit the scope of the batch job to only the failed opportunities.
Effective Date	System date	Date passed to general ledger (using an API) to calculate the conversion rate. The program doesn't validate that the date must be in the future, so, in effect, any date can be passed.

Parameter	Default	Description

Impact of Process on Revenue Attributes

The Revalue Opportunity Currency process impacts several revenue attributes, as shown in this table.

Revenue Model Attribute	Attribute Description/Function	Batch Process Update
- CRM_CURRENCY_CODE - CRM_CONVERSION_RATE_TYPE - CRM_CONVERSION_RATE	These attributes store the exchange rate between revenue line currency and the corporate currency, and are used to construct the materialized views for Closed, Pipeline and Unforecasted revenue metrics along the territory hierarchy. For lines in status category of Open, these attributes are updated whenever a revenue line is created or updated or whenever an opportunity with revenue is updated or saved. - The default for CRM_CURRENCY_CODE is taken from the profile option, Corporate Currency Default (ZCA_COMMON_CORPORATE_CURRENCY). - The default for CRM_CONVERSION_RATE_TYPE is taken from the profile option, Exchange Rate Type Default (ZCA_COMMON_RATE_TYPE). - CRM_CONVERSION_RATE is calculated using a GL API.	CRM_CURRENCY_CODE and CRM_CONVERSION_RATE_TYPE are updated based on a parameter to the batch program. If these two parameters are passed in, the program uses them to update the revenue tables. If these values aren't passed in, the application retrieves the profile option values and updates the revenue tables with them.
REVN_AMT_CURCY_CODE	Currency of the revenue (summary or line)	Entered currency. Not updated.
- CONVERSION_RATE_TYPE - CONVERSION_RATE	These attributes store the exchange rate between revenue line currency and the summary revenue (opportunity level) currency and are used to convert the revenue line amounts to opportunity level currency. For lines in a status category of Open, these attributes are updated whenever the revenue is created or updated or whenever an opportunity with revenues is updated or saved.	- CONVERSION_RATE_TYPE is updated based on a parameter to the batch program. - CONVERSION_RATE is updated. Changes if corporate rate types change. Rate is obtained using (conversion_rate_type, line_currency_code, summary_currency_code, and system date).
- REVN_AMT - DOWNSIDE_AMT - UPSIDE_AMT	For summary revenue amounts, these amounts are calculated as the sum of line revenue amounts. These amounts are converted to the opportunity-level currency before calculating the sum. The exchange rate stored in the CONVERSION_RATE attribute is used to perform the conversion.	- Line revenue isn't updated. - Summary revenue is recalculated.
LAST_UPDATE_DATE	WHO column	Updated.
USER_LAST_UPDATE_DATE	Functional WHO column	Not updated.

Related Topics

- [Considerations for Setting Up Opportunity Revenue](#)

Enter Daily Rates Using the Daily Rates Spreadsheet

You are required to enter the daily rates for currency conversion from Great Britain pounds sterling (GBP) to United States dollars (USD) for 5 days.

To load rates using the Create Daily Rates Spreadsheet, you must first install Oracle ADF Desktop Integration client software. Oracle ADF Desktop Integration is an Excel add-in that enables desktop integration with Microsoft Excel workbooks. You can download the installation files from the Tools work area by selecting Download Desktop Integration Installer.

Entering Daily Rates

1. From the General Accounting work area, select the **Period Close** link.
2. From the Tasks panel, click the **Manage Currency Rates** link.

Use the Currency Rates Manager page to create, edit, and review currency rate types, daily rates, and historical rates.

3. Click the Daily Rates tab.

Use the Daily Rates tab to review and enter currency rates.

4. Click the **Create in Spreadsheet** button.

Use the Create Daily Rates spreadsheet to enter daily rates in a template that you can save and reuse.

5. Click in the **From Currency** field. Select the GBP - Pound Sterling list item.
6. Click in the **To Currency** field. Select the USD - US Dollar list item.
7. Click in the **Conversion Rate** field. Select the Spot list item.
8. Click in the **From Conversion** field. Enter a valid value: 10/2/2017.
9. Click in the **To Conversion Date** field. Enter a valid value: 10/6/2017.
10. Click in the **Conversion Rate** field. Enter a valid value: 1.6.
11. Click **Submit** and click **OK** twice.
12. Review the **Record Status** column to verify that all rows were inserted successfully.
13. Save the template to use to enter daily rates frequently. You can save the spreadsheet to a local drive or a shared network drive.
14. Optionally, edit the rates from the Daily Rates user interface or resubmit the spreadsheet.

Related Topics

- [Examples of Using Conversion Rate Types in a Journal](#)
- [Guidelines for Using Desktop Integrated Excel Workbooks](#)
- [Update Currency Rates](#)

Update Currency Rates

You're required to change today's daily rates that were already entered. The rates you're changing are for currency conversion from Great Britain pounds sterling (GBP) to United States dollars (USD) for your company InFusion America.

Currency conversion rates were entered by an automatic load to the Daily Rates table. They can also be entered through a spreadsheet.

Updating Currency Rates

1. Navigate to the Period Close work area.
Use the Period Close work area to link to close processes and currency process.
2. Click the Manage Currency Rates link.
Use the Currency Rates Manager page to create, edit, and review currency rate types, daily rates, and historical rates.
3. Click the Daily Rates tab.
Use the Daily Rates tab to review and enter currency rates.
4. Click the From Currency list. Select the GBP - Pound Sterling list item.
5. Click the To Currency list. Select the USD - US Dollar list item.
6. Enter the dates for the daily rates that you are changing. Enter today's date.
7. Click the Rate Type list. Select the Spot list item.
8. Click the Search button.
9. Click in the Rate field. Enter the new rate of 1.7 in the Rate field.
10. Click in the Inverse Rate field. Enter the new inverse rate of 0.58822 in the Inverse Rate field.
11. Click the Save button.

Related Topics

- [Guidelines for Using Desktop Integrated Excel Workbooks](#)

Guidelines for Creating Conversion Rate Types

Maintain different conversion rates between currencies for the same period using conversion rate types.

The following conversion rate types are predefined:

- Spot
- Corporate
- User
- Fixed

You can use different rate types for different business needs. During journal entry, the conversion rate is provided automatically based on the selected conversion rate type and currency, unless the rate type is **User**. For **User** rate types, you must enter a conversion rate. You can define additional rate types as needed. Set your most frequently used rate type as the default. Conversion rate types can't be deleted.

Assign conversion rate types to automatically populate the associated rate for your period average and period end rates for the ledger. For example, you can assign the conversion rate type of **Spot** to populate period average rates, and the conversion rate type of **Corporate** to populate period end rates. Period average and period end rates are used in translation of account balances.

Conversion rate types are used to automatically assign a rate when you perform the following accounting functions:

- Convert foreign currency journal amounts to ledger currency equivalents.
- Convert journal amounts from source ledgers to reporting currencies or secondary ledgers.
- Run revaluation or translation processes.

When creating conversion rates, decide whether to:

- Enforce inverse relationships
- Select pivot currencies
- Select contra currencies
- Enable cross rates and allow cross-rate overrides
- Maintain cross-rate rules

Enforce Inverse Relationships

The **Enforce Inverse Relationship** option indicates whether to enforce the automatic calculation of inverse conversion rates when defining daily rates. The following table describes the impact of selecting or not selecting the option.

Action	Results
Selected	When you enter a daily rate to convert currency A to currency B, the inverse rate of currency B to currency A is automatically calculated and entered in the adjacent column. If either rate is changed, the application automatically recalculates the other rate. You can update the application calculated inverse rate, but once you do, the related rate is updated. The option enforces the inverse relationship is maintained but doesn't prevent you from updating the rates.
Not Selected	The inverse rate is calculated, but you can change the rate and update the daily rates table without the corresponding rate being updated.

Select Pivot Currencies

Select a pivot currency that's commonly used in your currency conversions. A pivot currency is the central currency that interacts with contra currencies. For example, you set up a daily rate between the US dollar (USD) and the Euro currency (EUR) and another between the USD and the Canadian dollar (CAD). USD is the pivot currency in creating a rate between EUR and CAD. EUR and CAD are the contra currencies. Select the pivot currency from the list of values which contains those currencies that are enabled, effective, and not a statistical (STAT) currency. The description of the pivot currency is populated automatically based on the currency definition.

If you want the application to create cross rates against a base currency, define the base currency as the pivot currency. Selected pivot currencies can be changed in the Rate Types page.

Select Contra Currencies

Select currencies available on the list of values as contra currencies. The available currencies are those currencies which are enabled, effective, not STAT currency, and not the pivot currency selected earlier. The description of the contra currency is populated automatically based on the currency definition. Add or delete contra currencies in the Contra Currencies region of the Rate Types page.

Enable Cross Rates and Allow Cross Rate Overrides

Check the **Enable Cross Rates** check box to calculate conversion rates based on defined currency rate relationships. General Ledger calculates cross rates based on your defined cross rate rules. Associate your cross rate rules with a conversion rate type, pivot currency, and contra currencies. Cross rates facilitate the creation of daily rates by automatically creating the rates between contra currencies based on their relationship to a pivot currency. If the **Enable Cross Rates** option is deselected after entering contra currencies, the application stops calculating cross rates going forward for that particular rate type. All the earlier calculated cross rates for that rate type remain in the database unless you manually delete them.

For example, if you have daily rates defined for the pivot currency, USD to the contra currency, EUR, and USD to another contra currency, CAD, the application automatically creates the rates between EUR to CAD and CAD to EUR. You don't have to manually define the EUR to CAD and CAD to EUR rates.

Select the **Allow Cross Rates Override** check box to permit your users to override application generated cross rates. If you accept the default of not selected, the application generated cross rates can't be overridden.

Maintain Cross Rate Rules

Define or update your cross rate rules at any time by adding or removing contra currency assignments. Add a contra currency to a cross rate rule and run the Daily Rates Import and Calculation process to generate the new rates. If you remove a cross rate rule or a contra currency from a rule, any cross rates generated previously for that contra currency remain unless you manually delete them. Changes to the rule aren't retroactive and don't affect previously stored cross rates. The Cross Rate process generates as many rates as possible and skips currencies where one component of the set is missing.

Note: With a defined web service that extracts daily currency conversion rates from external services, for example Reuters, currency conversion rates are automatically updated for the daily rates and all cross currency relationships.

Related Topics

- [Examples of Using Conversion Rate Types in a Journal](#)
- [What's the difference between calendar and fiscal period naming?](#)

8 Workspace Infolets

About Workspace Infolets

New actionable infolets, called Workspace infolets, provide salespeople with many of the features they use in Workspace, such as quick actions and configurable filters.

For example, from within the My Accounts Workspace infolet, salespeople can take notes, log calls, schedule appointments, and even create opportunities for a specific account in the list. They can also create new accounts directly from the infolet. Salespeople can personalize the information in each infolet and can specify their own filter criteria and decide how they want the infolet information to display.

So that salespeople can start using Workspace infolets, you must set the Enable Workspace Infolets (ZCA_ENABLE_ADAPTIVE_INFOLETS) profile option value to Yes. See the topic, Edit the Enable Workspace Infolets Profile Option, for more information. In addition, it's also a prerequisite to have Workspace enabled. See the Adaptive Search Setup section in the Adaptive Search and Workspace chapter in this guide for information about how to set up Adaptive Search and Workspace.

You can enable the Sales Infolets page, if it's not enabled by default. Ensure that you have access to the job roles for which you're enabling the page.

Oracle provides these predefined Workspace infolets:

- My Accounts
- My Appointments
- My Contacts
- My Leads
- My Opportunities
- My Tasks

After you switch to Workspace infolets, Oracle provides four additional Workspace infolet templates that you can extend and configure based on your business requirements. For more information, see the topic, Set Up Additional Workspace Infolets.

Edit the Enable Workspace Infolets Profile Option

The Enable Workspace Infolets (ZCA_ENABLE_ADAPTIVE_INFOLETS) profile option specifies whether Workspace-search-based actionable infolets or existing sales actionable infolets are available to salespeople from the sales application pages.

The predefined value is No, which means that salespeople can only see the existing sales actionable infolets in the Sales Infolets tab, available in the Analytics section on the News Feed home page. Oracle recommends that you use the Workspace infolets instead, since they're based on the Adaptive Search and Workspace framework.

Here's how to edit the Enable Workspace Infolets profile option to switch to the Workspace-search-based actionable infolets.

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. From the search region of the Manage Administrator Profile Values page, enter the profile option code name ZCA_ENABLE_ADAPTIVE_INFOLETS in the **Profile Option Code** field.
3. Click **Search**.
4. In the list that's returned, click the profile option code link.
5. Select Yes in the **Profile Value** field to switch to the Workspace infolets.
6. Click **Save and Close**.

Display Workspace Infolets

You can specify which infolet tabs appear in the Analytics section and in which order. For example, the Sales Infolets page displays key sales information in containers called infolets.

Some infolets provide you with an overview, but others make it possible for you to take direct action, such as actionable infolets and Workspace infolets. These infolets summarize key sales data and let you take immediate action on the tasks presented.

Oracle recommends you use Workspace infolets, which are based on the Adaptive Search and Workspace framework. In addition, these Workspace infolets:

- Provide a set of predefined configuration templates that let users with the required access quickly create their own custom infolets based on the Workspace user experience
- Enable salespeople to personalize which information to display on their own Workspace infolet pages, such as including features they frequently use in Workspace
- Let you display different Workspace infolets for different job roles in the organizations

To start using Workspace infolets, you must set the Enable Workspace Infolets (ZCA_ENABLE_ADAPTIVE_INFOLETS) profile option value to Yes. In addition, it's also a prerequisite to have Workspace enabled. See the Adaptive Search Setup section in the Adaptive Search and Workspace chapter in this guide for information about how to set up Adaptive Search and Workspace.

Oracle provides these predefined Workspace infolets:

- My Accounts
- My Appointments
- My Contacts
- My Leads
- My Opportunities
- My Tasks

The Sales Infolets page is enabled by default. Ensure that you have access to the job roles for which you're enabling the page. For more information, see the Enable and Configure Workspace Infolets section of the Getting Started with Your Sales Implementation guide.

To understand how to configure the springboard and home page to fit your unique business needs, see the Oracle Applications Cloud Configuring Applications Using Application Composer guide on Oracle Help Center.

Note: Workspace infolets are secured through privileges. For more information, see the Securing CX Sales and Fusion Service guide and the Security Reference for CX Sales and Fusion Service guide on Oracle Help Center.

Choose Which Workspace Infolets to Display

Here's how to select the predefined individual Workspace infolets.

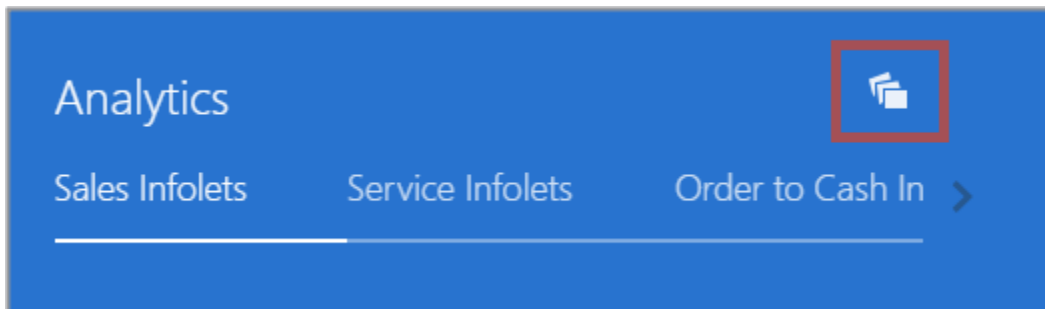
1. With a sandbox open, click **Home** to return to the home page.
2. In the sandbox, select **Page Composer** from the **Tools** menu.

The Page Composer toolbar appears underneath the sandbox toolbar.

3. Scroll down to the **Analytics** section where the Workspace infolets are located.

The section displays the same infolet configuration that users with the selected job role see when they open the home page. The section displays both Workspace infolets and Oracle Business Intelligence infolets.

4. If you don't see the Workspace infolet you're looking for, or want to hide some of the existing infolets on the page, do this:
 - a. Click **Infolet Repository** (the file icon on the top right side of the Analytics heading highlighted in the screenshot).



- b. Select or deselect the individual infolets to display or hide them.
- c. You drag infolets around to change their order. Alternatively, click **Infolet Repository**, scroll down to the bottom of the list, and select **Reorder Infolets**.
- d. When you're done configuring the Workspace infolets, you need to click **Close** in the Page Composer toolbar to save your changes.
- e. Publish the sandbox by clicking its name and selecting **Publish**.
- f. You can test your configuration by signing in as a user with the appropriate job role. Remember that each user can personalize their own Workspace infolet views and that their personalization overrides the default view you created.

You can also change the order of the infolets by dragging them around.

Modify Workspace Infolets

As an administrator, you can specify or remove existing predefined fields (attributes) or select additional user-defined attributes to display on Workspace infolets for salespeople.

You can apply different setting for salespeople by role or at the site level. Salespeople can improve their sales performance tasks by prioritizing tasks and using filters.

Before You Modify the Infolets

Before modifying the predefined Workspace infolets, do the following:

- Understand the typical workflows for working with runtime application changes.
- Ensure that you can modify the infolet by checking if the Edit Pages menu item is available in the Settings and Actions menu available from the global header region. If the menu item isn't available, then you can't modify the page.

Note: Workspace infolets are secured through the "View Sales Homepage pagination dot one" and the "View Sales Representative Dashboard" privileges. Ensure users have these two privileges. For more information, see the Securing CX Sales and Fusion Service guide and the Security Reference for CX Sales and Fusion Service guide on Oracle Help Center.

- Confirm that your privilege is sufficient to modify the page.
- Create or activate an existing sandbox.
When configuring Workspace infolets, make sure the sandbox has only the Page Composer tool selected. If you want to make changes in a context layer other than the default Site layer, you must create a separate sandbox and use only Page Composer in it. You can then change the context layer from Site to other layers. For example, to create or edit infolets for a user with a specific job role, you must select the Job Role context layer.

CAUTION: If you delete an infolet, you can't easily retrieve it. Contact your help desk if you accidentally delete one.

Edit the Infolets for Different Job Roles

Workspace infolets are available to predefined roles. However, you can set the availability of Workspace infolets so that they become visible to other user-defined roles by editing the visibility settings for the infolet. For example, you can create different Workspace infolet configurations for the whole enterprise, or for specific job roles. If you're configuring different configurations of Workspace infolets for different job roles, then you must create separate sandboxes for each job role.

For more information, see the topic, Create and Enter a Sandbox with Page Composer as Your Tool in the Enable and Configure Workspace Infolets section in the Configure the Navigator and Home Page chapter of the Getting Started with Your Sales Implementation guide.

Specify Which Workspace Infolet Attributes to Display

You can select and replace any of the predefined attributes shown on the Workspace infolets with alternate available attributes of your choice.

Note: If you want to hide one of the predefined attributes, enter a blank value, in which case nothing is displayed in the corresponding drop-down list position you select.

This table shows the attributes that you can modify and represents the order as they appear on the UI.

Workspace Infolet	Attributes
My Accounts	- Name - Primary Contact - Primary Address
My Appointments	- Activity Time - Subject - Primary Address
My Contacts	- Name - Primary Account - Primary Phone Number - Primary Email
My Leads	- Rank - Lead Name
My Opportunities	- Sales Stage - Name - Close Date - Amount
My Tasks	- Subject - Activity Type - Due Date

Here's how to modify the attributes of a Workspace infolet:

1. With Page Composer and your sandbox open, scroll down to the Analytics section, Sales Infolets tab, where the Workspace infolets are located.
2. From Settings and Actions in the global header region, select **Edit Pages**.
The Edit Pages window appears.
3. Select one of the following:
 - **Site** to make your changes available to everyone.
 - **Job Role** to target a specific job role you select from the list.
4. From the Workspace infolet that you want to modify, for example, My Accounts, select **Configure** from the **Actions** menu.
5. In the Manage Infolet window, select the **Layout** tab (callout 1 in the screenshot).
6. Select the saved search you want to configure (callout 2).

7. Add the fields you want to display (callout 3). Be sure to always display the **Name** field: it provides the link that salespeople use to drill down into the record.
8. Set and adjust the two-column table widths in percentage terms by sliding your mouse along the Column Width ruler.
9. Keep the **Show quick actions** option selected to display the actions for each record (callout 5).

Manage Infolet

Save and CloseCancel

FiltersLayout1

Saved SearchAccounts : My Accounts2

Display Fields

2 Columns

Name3Primary Contact

Primary Address

Column Width 50 %

450

50 %

Show quick actions5

10. Make the changes that you want to the attribute and select another attribute to edit, if required.

Tip:

A default attribute is used for drilling down to the detail page of the object. For example, for Opportunity, the **Name** is the default value. If dynamic choice list fields are added to Workspace infolets, then the drill-down capability is automatically enabled.

This table shows the field names and associated attribute names that you can select for drill-down for each of the Workspace infolets:

Workspace Infolet	Default Value	Attribute
My Accounts	Name	Primary Contact
		Primary Address
My Appointments	Subject	Primary Contact Address

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Workspace Infolet	Default Value	Attribute
My Contacts	Name	Primary Account
My Opportunities	Name	Amount Close Date Sales Stage
My Leads	Lead Name	Rank
My Tasks	Subject Primary Contact	Type Due Date

11. Click **Save and Close** when you have finished making the changes.
12. Verify your changes and publish the sandbox.

Specify Filters

Selecting available Workspace saved-search filters allows for a more dynamic, effective, and targeted view of the records that salespeople want to update and take immediate action on. All of the Workspace saved searches associated with the specified object appear as filters for your Workspace infolet. Filtering reduces the number of searches required to view any outstanding items that might require attention. You can choose to select or hide predefined filters that you want to make available on Workspace infolets.

You can select filters to include or not include, rearrange filters, and add custom filters. You can multiselect and double-click filters in the Available list to move them to the Selected list. You must select at least one filter for the Workspace infolet filter list.

To access a different set of data, create a new saved search in Workspace and then expose the relevant saved search in the Workspace Infolets UI.

Note: Predefined saved searches are available for selection. However, any custom saved searches that you create must include **Record Set** values selected for either any records that you own or for records where you're on the team. In addition, when saving your saved search, you must select the **Run Automatically** check box to run the search automatically when your saved search is loaded.

This table shows the filters that you can select for each of the Workspace infolets.

Workspace Infolet	Filter
My Accounts	• All Accounts • My Accounts • My List for Accounts

Workspace Infolet	Filter
	• My Team Accounts
My Appointments	• My Appointments
My Contacts	• My Contacts • My List for Contacts
My Leads	• My Open Leads • My List for Leads • My Team's Open Leads • Open Leads Where I am on the Team
My Opportunities	• My Open Opportunities • My List for Opportunities • My Team's Opportunities • Open Opportunities Where I am on the Team
My Tasks	• My Open Tasks • My Overdue Tasks • My Team's Tasks

Here's how to specify the filters on a Workspace infolet:

1. Ensure that you're working in an active sandbox.
2. Navigate to the Workspace infolet that you want to modify.
3. From the Workspace infolet that you want to specify, for example, My Opportunities, select **Configure** from the **Actions** menu.
The My Opportunities Workspace infolet page is displayed with the predefined saved search filters selected.
4. From the **Filters** tab, select the filters that you want to display.
5. Click **Save and Close** when you have finished making the changes.
6. Verify your changes and publish the sandbox.

Set Up Additional Workspace Infolets

Workspace infolets consist of six preconfigured infolets that display key sales information for accounts, contacts, leads, opportunities, tasks, and appointments, and four blank infolets with the title Additional Actionable Infolet. After you enable them, Workspace infolets replace the existing actionable infolets.

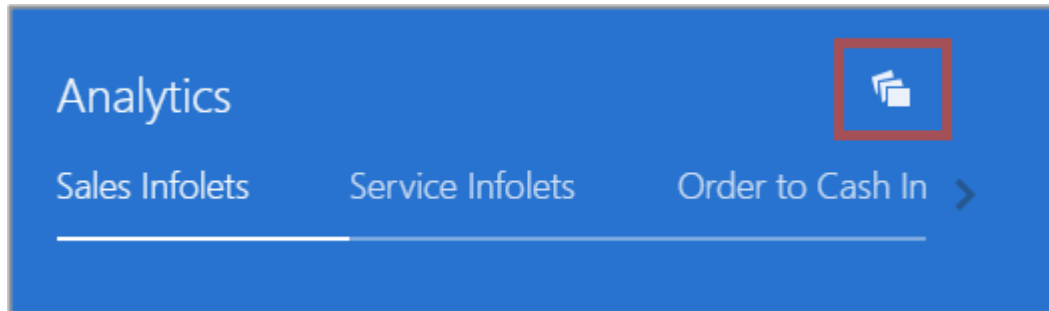
Select the Additional Workspace Infolets from the Infolet Repository

The **Additional Actionable Infolet** is one of four predefined blank infolets that you can use to create custom Workspace-based infolets from scratch. For example, if some of your salespeople rely heavily on partners for their sales activities, then you can configure the blank infolets to use Partner-based task flows and saved search filters. Similarly,

service users might place the Service-based task flow as a higher priority item and their administrators can tailor one of the additional actionable infolets specifically to their needs. These additional custom Workspace infolets can also be used by sales users on the Analytics section of the home page or dashboard dot.

Here's how to select the additional Workspace infolet templates that you can configure to suit your business requirements.

1. Scroll down to the **Analytics** section where the Workspace infolets are located.
2. Click **Infolet Repository** (the file icon on the top right side of the Analytics heading, highlighted in the screenshot).



3. Select or deselect the individual additional infolets to display or hide them.
4. You drag infolets to change their order. Alternatively, click **Infolet Repository**, scroll down to the bottom of the list, and select **Reorder Infolets**.

Configure Additional Workspace Infolets

After you select an additional actionable infolet, you configure and personalize it to suit your business needs. For example, you can edit the title of your infolet, move, hide, or show specific Workspace infolets on your infolet page, and refresh your record data. The smart actions match the smart actions available from the Workspace UI, and the quick action denoted by the ellipsis icon opens an inline window where you perform your action without having to navigate outside the infolet. You can also create a new record for your specific Workspace Infolet by clicking the Create icon (plus sign) from the top right corner of the infolet.

Here's how to configure the filters of a Workspace infolet:

1. Ensure that you're working in an active sandbox.
2. Navigate to the **Additional Actionable Infolet** you want to include to your custom infolet template.
3. Select **Configure** from the **Actions** menu.
The Manage Infolet screen is displayed.
4. From the **Filters** tab, the predefined filters are listed in the Available section of the screen.
5. Select filters to include or not include, rearrange filters, and add custom filters.
You can multiselect and double-click filters in the Available list to move them to the Selected list. You need to select at least one filter from the Workspace infolet filter list.
6. Click **Save and Close** when you have finished selecting your filters.
7. From the **Layout** tab, go to **Saved Search** drop-down list and select the filter you want.
8. Select the attributes that you want to edit from the respective filter you selected from the Saved Search drop-down list.
9. Set and adjust the two-column table widths in percentage terms by sliding your mouse along the Column Width ruler.
10. Select **Show quick actions** to display the quick actions that you can perform at the record level for this saved search filter.

11. Click the **Actions** icon on the top right corner of the actionable infolet, and select **Edit Title and Views** to edit the infolet title.
12. Click **Save and Close**.
13. Verify your changes and publish the sandbox.

For more information, see the topic, *Configure Workspace Infolets*.

Manage Custom Actions for Workspace Infolets

Workspace infolets quick actions match the configured smart actions already created in Workspace. You can manage predefined Workspace actions, such as Create an Appointment, Create a Task, and Create an Opportunity, using the Smart Actions administration tool in Application Composer.

Smart actions are actions that are specifically mapped to a client application, such as Workspace, and displayed to users only when specific conditions are met. For example, you can also control which actions are available to Workspace for display at runtime. Here are the high-level steps:

1. Create a sandbox and navigate to the Smart Actions administration tool in Application Composer, under Common Setup.
2. Using the **Actions** search box, look for the action that you want to reorder, modify or add.
3. If you make changes to predefined actions, be sure to publish the sandbox, sign out of the application, and sign back in.
4. Verify your changes in Workspace.

Related Topics

- *Overview of Smart Actions*

9 Legacy Work Area Search

Work Area Search

Overview of Work Area Search Setup

The topics in this section help you maintain and optimize searches in work areas for individual objects and to create saved searches for the sales organization.

Note: The topics in this section apply only to work areas that use the legacy CRM search. If you're a new customer or if you opt in to use the new work areas that are based on Workspace, you must set up Adaptive Search and the saved searches for Workspace instead.

Enable Work Area Search

If you ran Setup Assistant as described in the *Implementing Sales* guide. If you didn't use Setup Assistant, or if you need to index search objects at intervals that are different from the default intervals implemented by Oracle, then complete the setup tasks outlined in the following table to enable the two searches.

Step	Description	Setup	Where to Get More Information
1	Schedule the following processes to run periodically: • Synchronize CRM Search Indexes Oracle recommends that you set this process, which builds the search index, to run every five minutes. • Optimize CRM Search Indexes This process prevents index fragmentation and degradation in search performance. Oracle recommends that you run this process weekly.	You can schedule both process to run at the recommended intervals with the click of a button using the Schedule Work Area Search Process quick setup task for the Sales Foundation functional area. If you require different intervals, then you must separately schedule these processes from the Scheduled Processes work area.	See the topic: Schedule Work Area Search Processes
2	Configure the saved searches (lists) your sales organization uses in the different work areas. You can create saved searches for your organization as a whole or for select job roles and hide those supplied by Oracle. You can also specify which saved search appears by default when a	In a sandbox with Page Composer, configure the saved search configuration you need for each of the work areas. You must publish the sandbox to make the saved search changes available to others.	See the topic Configure Work Area Lists

Step	Description	Setup	Where to Get More Information
	salesperson navigates to a specific work area. The saved searches you configure for work areas are specific to the individual work areas. They can't be used in Workspace or as filters in actionable infolets.		

Related Topics

- [How do I run the processes that index the legacy CRM Search?](#)

Enable Alphabetic Sort in Work Area Lists

You can enable automatic alphabetic sort of records displayed in legacy Account, Contact, and Household work area lists by setting these system profile options to Yes. Because sort may affect application performance with large data sets, it's disabled by default.

Note: This topic applies only to work areas that use the legacy CRM search. If you're a new customer or if you opt in to use the new work areas that are based on Workspace, you must set up Adaptive Search and the saved searches for Workspace instead.

Profile Option Name	Profile Option Code
Sort Account Name	ZCA_LM_ACCOUNT_SORT
Sort Contact Name	ZCA_LM_CONTACT_SORT
Sort Household Name	ZCA_LM_HOUSEHOLD_SORT

Setting the Profile Options

To enable automatic alphabetic sort of the lists in the Account, Contact, and Household work areas, set the system profile option as follows:

1. Navigate to the Setup and Maintenance work area, and use the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. Search for one of the profile options by name or by code.

The application displays the profile option information.

3. In the Profile Values section, select **Yes** from the **Profile Value** list.
4. Click **Save and Close**.

How do I run the processes that index the legacy CRM Search?

You must run two processes to enable work area searches for those work areas that use the legacy CRM search.

Note: This topic applies only to work areas that use the legacy CRM search. For Sales in the Redwood user experience and most work areas, including Workspace, you must set up Adaptive Search instead.

Process Name	Description	Recommended Interval
Synchronize CRM Search Indexes	Creates and maintains the search index. Oracle recommends that you set this process, which builds the search index, to run every five minutes.	Every five minutes
Optimize CRM Search Indexes	Optimizes the index. (The index can get fragmented over time.)	Weekly

These two processes automatically run at the recommended intervals when you use either of the following

- Setup Assistant

Setup Assistant runs these processes without any prompting from you.

- Schedule Work Area Search Processes page

This Quick Setup page is available in the Sales offering, Sales Foundation functional area. You run both processes by clicking **Submit**.

Here's how to run the processes at different intervals:

1. Click **Navigator > Tools > Scheduled Processes**.
2. On the Schedule Process window, click **Schedule New Process**.
3. In the Schedule New Process window, make sure the **Job** option is selected.
4. Enter the name of one of the processes in the **Name** field and click **OK**.
5. On the Process Details window, click **Advanced**.
6. On the **Schedule** tab, select the **Using a schedule** option.
7. Select a frequency.
8. Enter an end date in the far future.
9. Click **Submit**.

Modify Work Area Search Behavior

You can modify work area search behavior by setting the profile options listed in the following table.

Note: This topic applies only to work areas that use the legacy CRM search. If you're a new customer or if you opt in to use the new work areas that are based on Workspace, you must set up Adaptive Search and the saved searches for Workspace instead.

Profile Option Code	Description	Default Value
ZCA_MIN_SEARCH_CHARACTER	Sets the minimum number of characters required for searching in the work area searches. If your data volume is low, you can decrease the minimum number of characters required for search to one. If performance is an issue, you can improve search performance by increasing the minimum number of characters required for search to three.	2
ZCA_MAX_NUMBER_OF_SUGGESTIONS_TO_SHOW	Controls the number of suggestions that are displayed in the autosuggest window in both global search and work area search.	15
ZCA_LM_FIND_USE_STARTSWITH	Setting this profile to Yes, substitutes the Starts With operator for searches in the work areas. This setting requires users to enter the first characters of the name of the object they're searching for. The default Contains operator makes it possible to search for the keywords within the name, including at the beginning, middle, or end of the name. If you set this profile to Yes, then the application ignores the setting of profile Include Similar Results in Searches (ZCA_LM_FUZZY_SEARCH). Results with similar spellings are never shown.	N
FND_PURGE_RECENT_ITEMS	The number of days a search remains available as a suggestion in the recent items list. For example, the default value of 60 days means that when you start typing the name of an object in a work area search, the recent items list displays any matching items you searched on within the last 60 days.	60
ZCA_MIN_CHARS_NEW_SUGGESTIONS	The minimum number of characters that must be typed before recent items suggestions are triggered.	3

Set the Profile Options

To set the system profile options, do the following:

1. Navigate to the Setup and Maintenance work area, and use the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. In the Search: Profile Option region, **Profile Option Code** field, enter the code.
3. Click **Search**.

The application displays the profile option information.

4. Make your changes.
5. Click **Save and Close**.

Change Record Set Values

You can change the values that appear in the Record Set field list. Each record set value restricts a search to a subset of records. If a value doesn't apply to your implementation, for example, then you can remove the value from the list by entering an end-date. If you don't use sales teams or sales territories, then you can remove all of the values that restrict the search by sales team or by territory.

Changing Record Set Lookup Values

1. Navigate to the Setup and Maintenance work area, and use the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Standard Lookups
2. In the **Meaning** field, enter %Record Set%.

3. Click **Search**.

The page displays a list of the lookup types for search filter record sets for the different sales objects. Here's a screenshot of the Manage Standard Lookups page showing some of the search results.

Manage Standard Lookups

SaveSave and CloseCancel

Search

Lookup Type

Meaning %Record Set%

Description

Module

SearchReset

Search Results

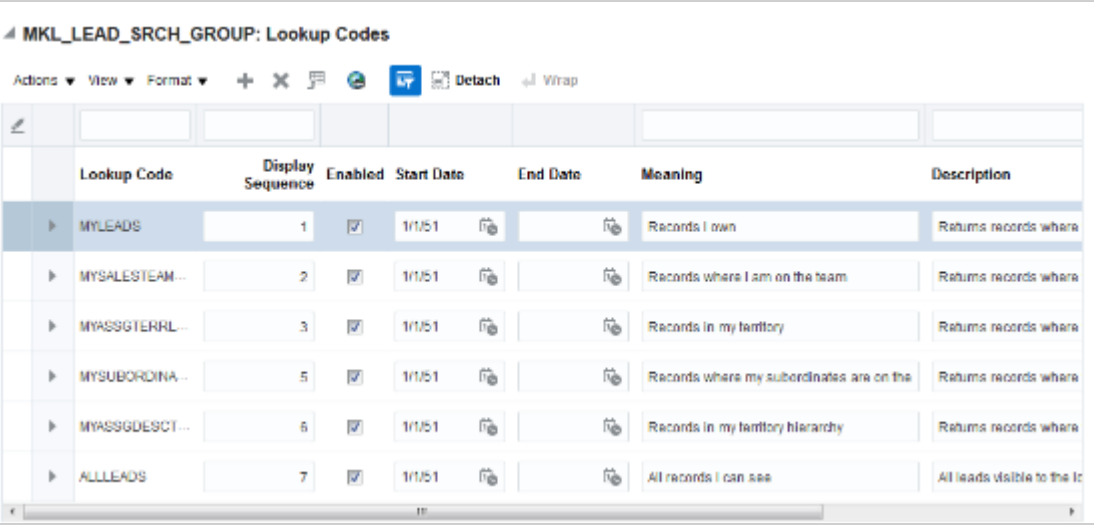
ActionsViewFormat+XRefreshDetachWrap

Lookup Type	Meaning	Description	Module
MKL_LEAD_SRCH_GRO...	Lead Search Filter Record Sets	Record visibility filters for lead search.	Sales Leads
MKT_SALESCAMP_SRC...	Sales Campaign Search Filter Record Sets	Record visibility filters for sales campaign s	Campaign Fundamentals
MOO_OPTY_SRCH_RE...	Opportunity Search Filter Record Sets	Record visibility filters for opportunity search	Opportunities

4. Select the lookup type you want to change in the search results.

5. You can edit the values in the Lookup Codes region. You must scroll down.

Here's a screenshot of the Lookup Codes region of the Manage Standard Lookups page for the Lead Search Filter Record Sets lookup type.



Lookup Code	Display Sequence	Enabled	Start Date	End Date	Meaning	Description
MYLEADS	1	☒	1/1/51		Records I own	Returns records where
MYSALESTEAM...	2	☒	1/1/51		Records where I am on the team	Returns records where
MYASSGTERRL...	3	☒	1/1/51		Records in my territory	Returns records where
MYSUBORDINA...	5	☒	1/1/51		Records where my subordinates are on the	Returns records where
MYASSGDESCR...	6	☒	1/1/51		Records in my territory hierarchy	Returns records where
ALLLEADS	7	☒	1/1/51		All records I can see	All leads visible to the l...

You can perform one or more of the following edits, depending on the lookup type:

- Change the wording the user sees in the list by editing the **Meaning** field.
Changing the meaning doesn't affect application functionality.
- Remove a value from use by entering an end date.
- Change the display sequence.

6. Click **Save and Close**.

Disable Rolling-Time Operators for Searches

You can use rolling-time operators, such as today, this week, and this month, as filters in work area searches. Searching for all the opportunities created this month, for example, returns all of the opportunities created in the current calendar month. The rolling-time operators use the time zone of the signed-in user for the calculation. You can disable any of the operators by editing the lookup type ORA_ZCA_ROLLING_TIME (Rolling Time Values for Work Area Searches).

The predefined rolling-time operators include:

- Yesterday
- Today
- Tomorrow
- Last Week
- This Week
- Next Week
- Last Month
- This Month

- Next Month

Use the following steps to disable any of the values:

1. Navigate to the Setup and Maintenance work area, and use the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Standard Lookups
2. In the **Lookup Type** field, enter `ORA_ZCA_ROLLING_TIME`.
3. Click **Search**.
4. You can disable any of the rolling-time values, by enter an end date or deselecting the **Enabled** option.
5. Save your changes.

Disable the Display of Search Results with Similar Spellings

By default the application displays records with similar spellings in the different work area search results. For example, if you are searching for accounts using the word software, then the application first displays the account names that contain that word, such as Compucon Software and Forte Software Inc, followed by names with similar spellings, such as Softgear Inc. You can disable the display of results with similar spellings in work area searches by setting the system profile option Include Similar Results in Searches to No.

Note: The application displays similar spellings in search results only if you are using the default contains search operator. If you set the system profile option Use Starts With Operator (ZCA_LM_FIND_USE_STARTSWITH) to Yes, then similar spellings are never shown in search results regardless of the setting of the system profile option Include Similar Results in Searches.

To disable the display of similar spellings in search results, do the following:

1. Navigate to the Setup and Maintenance work area, and use the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. In the Search: Profile Option region, **Profile Display Name** field, enter `Include Similar Results in Searches`.
3. Click **Search**.

The application displays the profile option information.
4. In the ZCA_LM_FUZZY_SEARCH: Profile Values section, select **No** from the **Profile Value** list.
5. Click **Save and Close**.

Enable Additional Search Operators for Text and List Field Searches

You can enable additional operators (Is Blank, Is Not Blank, and Does Not Equal) for searches in text fields and fields validated by lists of values. For example, selecting the Is Blank operator, makes it possible for salespeople to search for records missing values.

These operators aren't available by default because their use can affect search performance. You can make these operators available on mandatory standard and custom fields, by setting one or both of the following two system profile options to Yes:

- Enable Additional Search Operators for Text Fields (ZCA_ENABLE_ADDITIONAL_TEXT_OPERATORS) enables the Is Blank and Is Not Blank operators in text field searches.
- Enable Additional Search Operators for List of Values (ZCA_ENABLE_ADDITIONAL_LOV_OPERATORS) enables the Is Blank, Is Not Blank, and Does Not Equal operators in fields validated by lists of values (both fixed choice and dynamic choice list fields).

Here's how to display the additional operators:

1. Navigate to the Setup and Maintenance work area, and use the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. In the Search: Profile Option region, **Profile Display Name** field, enter `Enable Additional Search Operators`.
3. Click **Search**.
The application displays information for the two system profile options.
4. Select the name of the system profile option you want to enable.
5. In the Profile Values section, select **Yes** from the **Profile Value** list.
6. Click **Save and Close**.

Configure Work Area Lists

Here are some procedures you can use to configure work area lists, also called saved searches for those work areas that use the legacy CRM search. You can create lists to replace those supplied by Oracle and you can make your lists available to all users or target users with specific job roles. You can also specify which list appears by default when salespeople open a work area.

Note: This topic applies only to work areas that use the legacy CRM search. If you're a new customer or if you opt in to use the new work areas that are based on Workspace, you must set up Adaptive Search and the saved searches for Workspace instead.

Note: If you're creating lists for a specific job role, then you must first provision yourself with that job role so you can test your work before publishing the sandbox. See the steps outlined in the related topic Assigning Yourself an Additional Job Role.

Here's an overview of the steps to configure work area lists:

1. Get ready by entering a sandbox with Page Composer.
2. Navigate to the work area landing page you want to configure and open Page Composer.
3. Make your modifications:
 - o Create your own list.
 - o Hide lists provided by Oracle.
 - o Delete any of the lists you created.
 - o Make a different list appear by default when salespeople open the work area.
4. Publish the sandbox to make your changes available to users.

Get Ready to Configure Work Area Lists

1. Create and enter a sandbox with Page Composer as the tool. Other tools don't allow you to make changes at the job-role level, so creating a separate sandbox is a good idea if you're configuring lists for a specific job role.
 - a. Navigate to **Configuration > Sandboxes**.
 - b. Click **Create Sandbox**.
 - c. In the Create Sandbox page, enter a name and select **Page Composer** as the tool.
 - d. If you're making changes for a specific job role, then specify the job role for Page Composer:
 - i. Click **Edit** in the **Support Context** column for Page Composer.
 - ii. In the Edit Sandbox Context window, select the job role.
 - iii. Click **OK**.
 - e. Click **Create and Enter**.

The Sandbox toolbar appears at the top of the page.
2. Navigate to the work area you want to modify.
3. Open Page Composer by selecting the tool from the **Tools** menu in the sandbox bar at the top of the page.

Create a List

With both the sandbox and the Page Composer toolbar displayed on the top of the page, create your list. You create a new list by editing an existing list and saving it under a new name.

1. In the work area landing pad, click **Show Advanced Search** next to the **List** field.
2. From the Advanced Search panel **Saved Search** list, select a saved search to use as the starting point for creating a new one.

Tip: To create a list using only one field, including custom fields, select a search with either Name or Close Date in the title. For opportunities and leads, select the **Close Date** saved search. For all other objects, select the name saved search, for example, the **Account Name** saved search or the **Contact Name** saved search.

3. Make your changes. You can:
 - o Select a different record set to change the scope of your search. For example, selecting **My territory hierarchy** searches all the records in your territories and their subordinate territories. The available record sets vary from object to object.

To improve saved search performance, restrict your saved searches to smaller record sets. For example, rather than searching all the records you can see, search all the records in your territory hierarchy. Or

restrict your searches to a smaller geographical area. For example, search all the accounts in one state instead of the whole country.

Note: For performance reasons, Oracle recommends that you don't use **Creation Date** as a search filter when using the legacy CRM search, because it isn't an indexed field.

- o Add additional fields by clicking **Add**.

Note: If you're adding a custom field to your search, then the field must be indexed for best search performance.

- o Select operators for the fields in your search. While most of the operators, which differ field by field, are self-explanatory, here are some notes on the more complex:

- **Between**

Selecting the Between operator for a date field, prompts you to enter a specific date range for the search.

- Rolling-time operators, including **Yesterday, Today, Tomorrow, Last Week, This Week, Next Week, Last Month, This Month, and Next Month**

Searching for opportunities created this month, for example, returns opportunities created in the current calendar month. The rolling-time filters use the time zone of the signed-in user for the calculation.

- **Current User**

In some fields, including the Last Updated By and Created By fields, you can create a list that displays only the records relevant to each signed-in user. For example, when you create a list of all opportunities last updated by the current user, all of your users can view the opportunities they recently updated.

- **Is Blank, Is Not Blank, and Does Not Equal**

Selecting the Is Blank operator, makes it possible to search for records missing values in a text field or a field validated by a list of values, for example. Administrators can make these operators available on fields that are not mandatory, by setting two system profile options. The Enable Additional Search Operators for Text Fields (ZCA_ENABLE_ADDITIONAL_TEXT_OPERATORS) profile option enables the Is Blank and Is Not Blank operators in text field searches. The Enable Additional Search Operators for List of Values (ZCA_ENABLE_ADDITIONAL_LOV_OPERATORS) enables the Is Blank, Is Not Blank, and Does Not Equal operators on fields validated by list of values (both fixed choice and dynamic choice list fields).

- o Specify which attributes you want to display in the search results table by selecting **Columns** from the **View** menu.

You can select specific columns or display all columns.

- o Reorder the filter conditions by clicking **Reorder**.
- o Delete any fields you added to the search.

You can't delete the fields provided by Oracle. You can only delete fields you added.

4. You can test your search by clicking **Search**.
5. When you're satisfied with the results, click **Save**.
6. In the Create Saved Search window, enter a new name for the saved search.

You can't reuse the names of the saved searches provided by Oracle with the application.

7. Make sure the **Run Automatically** option remains selected. Selecting this option runs the query each time you select the list in the UI.
8. If you want users to see the list generated by this search when they navigate to the work area, then select the **Set as Default** option.

Note: Making a search the default doesn't override any default searches individual users may have created for their own use. Each user can personalize lists provided by administrators.

9. Click **OK** to return to the work area landing page.

Hide a Saved Search Provided by Oracle

You can't delete a search provided by Oracle, but you can hide it. Here's how. If you want to hide a saved search that's designated as the default search, then you must first designate a different list as the default.

1. In the work area list page, click **Show Advanced Search** next to the **List** field.
2. From the Advanced Search panel **Saved Search** list, select a saved search that's different from the one you want to hide.
3. Now select **Personalize**.
4. In the Personalized Saved Searches window, select the saved search you want to hide.
5. Deselect the **Show in Search List** option.
6. Click **OK**.

A saved search supplied by Oracle remains available for future use but doesn't display in the work area. You can restore the saved search to the list in the future by selecting the **Show in Search List** option.

Delete a Saved Search You Created

You can delete searches that you or other administrators created.

Note: If you delete a saved search specified as the default, then no list displays when users navigate to the work area.

1. In the work area landing pad, click **Show Advanced Search** next to the **List** field.
2. In the Advanced Search panel **Saved Search** list, select a saved search you want to delete.
3. Now select **Personalize**.

The Personalize Saved Searches window **Saved Searches** list displays the name of the saved search you're about to delete.

4. Click **Delete**.
5. Click **OK**.

Save Your Work and Publish the Sandbox

1. When you're done making your changes, you must save them by clicking **Close** in the Page Composer toolbar.
2. Publish the sandbox by clicking the sandbox name and selecting **Publish**.

Related Topics

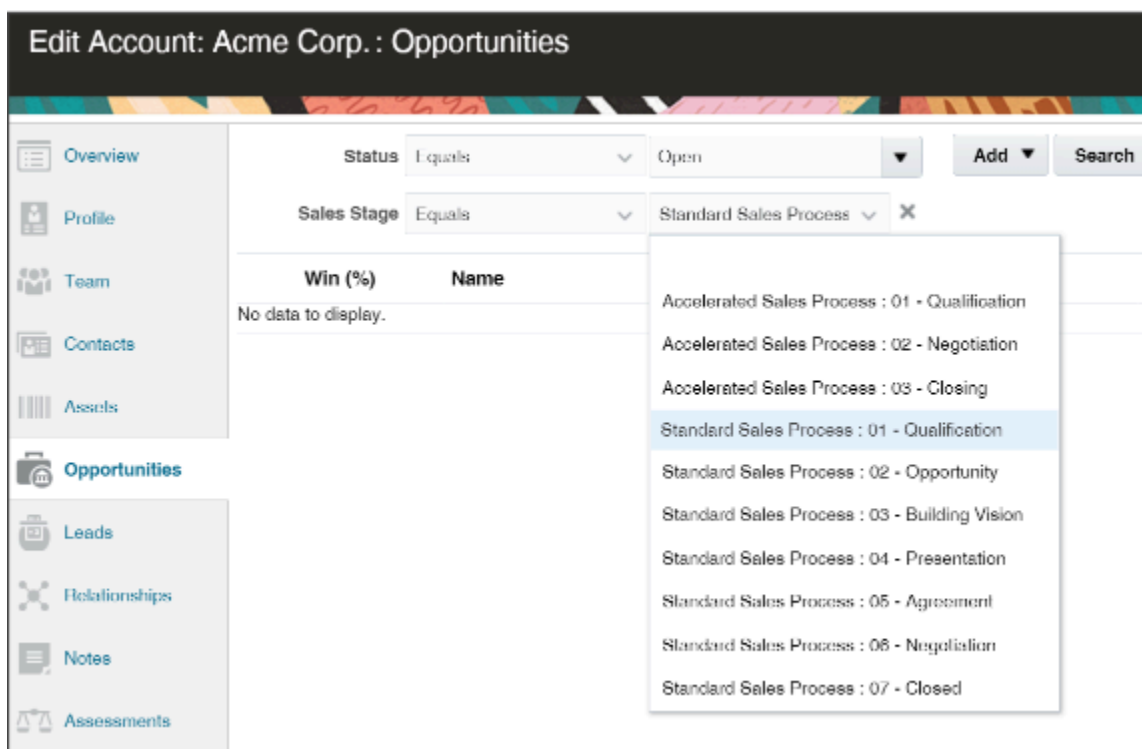
- [Overview of Sandboxes](#)
- [Publish Sandboxes](#)
- [Create and Activate Sandboxes](#)
- [What gets saved when I create a saved search for searches with multiple criteria?](#)
- [Assign Yourself Additional Job Roles Required for Testing](#)

Search in Subtabs

Configure Default Search in Subtabs

You can specify what information displays by default in all of the standard application subtabs with the exception of Service Requests and Installed Base Assets tabs. When salespeople open a subtab, they see a list of records based on the default search criteria that you set.

For example, when salespeople open the Opportunity subtab on an account, they see a list of all open opportunities they have the permission to view. As an administrator, you can change the default search criteria that generate the list. For opportunities, you can add Sales Stage as a filter, to narrow down the list, for example. Here's a screenshot of the Opportunity subtab with the additional Sales Stage filter.



Salespeople can change the default search value, but they can't change the default search field. However, they can refine their search by adding additional search fields and values at runtime. Adding a default search filter to a subtab

is optional. If you skip this step, then search fields aren't automatically added to the subtab, but users can still see the search region and perform their desired search.

For tabs that are common to objects such as contacts, set the default search criteria or operator for only one object. The criteria is set for all the objects where that tab is displayed. If you decide to set different criteria for the same subtab on different objects, then the last saved change is reflected at runtime. In other words, it's not possible to have different search criteria for a subtab that's shared across objects.

Note: You can select only one default search filter for each subtab. When adding a default search filter to standard subtabs, the search filter applies to all existing details page layouts with this subtab. Let's say you add a search filter to the Lead subtab on an Opportunity details page layout. This means that the same search filter is added to the Lead subtab on an Account details page layout.

The procedure to add a default search filter field, operator, and value is the same for all objects such as, accounts, leads, and opportunities. Here's an example procedure for the Contacts subtab search on the Edit Lead page.

1. Ensure you're in an active sandbox
2. Click **Navigator > Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects**, expand **Sales Lead**, and click **Pages**.
4. Ensure that the **Application Pages** tab is selected.
5. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
6. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

7. In the **Subtabs Region**, highlight **Contacts** and click the pencil icon.
8. From the **Configure Detail Form** page region, go to the **Configure Summary Table: Search Region**.
9. Select the default search filter to apply to the Contacts subtab.

You can select from a list of both standard and custom Contact fields. Note that you can't pick dynamic choice list fields, set ID-based fixed choice list fields, and any fields that aren't searchable. Also, if the subtab was added based on a many-to-many (M:M) relationship, then you can select from only those intersection object fields that are already displayed on the subtab.

For example, you want to create a search filter to search for all contacts that have a job title of sales manager. Select **Job Title** from the drop-down list and select **Equals** as the operator and enter Sales Manager.

10. Click **Done** and ensure that the layout status for your Contacts subtab layout is set to Active.
11. Test the changes: Navigate to **Sales > Leads** as a user with access to the leads pages. Edit a lead and confirm that the data that displays on the Contacts subtab includes only contacts with a job title of sales manager.
12. Publish the sandbox.

Overview of Configuring Resource Search

You can configure resource search according to your business needs. You can:

- Create dynamic, role-based picker layouts
- Show or hide standard fields for search
- Show or hide results sections
- Re-arrange fields in the search and result sections

- Define default values for search fields
- Mark certain fields as required or read-only

Salespeople can use the resource search tools you have configured to search and associate other resources with the relevant business objects. Salespeople can search using the custom fields and view custom fields in the search results, allowing them to find and select the right resource records.

You can also configure custom dynamic choice lists for the Resource object that are similar to the predefined search tools.

Note: Prior to Oracle Cloud Applications Release 13, Update 18C, different styles of resource search tools existed across different sales object flows. From Update 18C, there is a single, unified search tool for the Resource object, which you can configure, although specific capabilities might differ. For example, auto-suggest isn't supported in resource search criteria for the organization field.

For procedures detailing how to extend the search, see the *Configuring Applications Using Application Composer* guide.

Configure Resource Search

You can configure resource search, enabling users to search and associate a resource as an owner or a team member to a business object, such as account, contact and opportunity.

Setting up the resource search involves:

- Creating a dynamic page layout for the resource object
- Configuring the resource picker

Creating a Dynamic Page Layout for the Resource Object

To create a dynamic page layout for the resource object:

1. Ensure that you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under the **Objects** navigation tree, expand the tree structure for the **Resource** object.
4. Click the **Pages** node.
5. Select the **Application Pages** tab.
6. In the Search and Select Dialog Layouts region, create a custom layout.
7. Click the link for the custom layout name you created and set up the fields.
 - To set up the fields in the search region:
 - i. Click the edit icon next to Search Region.
 - ii. In the Configure Search Region area, select the fields that should appear in the search region. Optionally, you can set the default operator for the fields in the search region and set the fields as required.
 - iii. Click **Save and Close**.
 - To set up the fields in the search results:
 - i. Click the edit icon next to Search Results.
 - ii. In the Configure Detail Form area, select the fields that should appear in the search results.

- iii. Click **Save and Close**.
 - o Test the changes and publish the sandbox according to your company's business practices.

Configuring the Resource Picker

To configure the resource picker:

1. Ensure that you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under the **Objects** navigation tree, expand the tree structure for the required object, such as Account.
4. Click the **Pages** node.
5. Select the **Application Pages** tab.
6. In the Details Page Layouts region, navigate to the link for your custom layout if it already exists, otherwise create a new custom layout.
7. Click the link for the custom layout name.
8. In the Subtabs Region, click the required subtab, such as Profile, and click the edit icon next to Summary.
9. In the Configure Detail Form region, click the edit icon next to the Owner field or any custom dynamic choice list field you have added.
10. Based on your requirements, you can set the default value for the fields. You can also set the fields as read-only.
11. Click **OK**.
12. Click **Save and Close**.
13. Test the changes and publish the sandbox according to your company's business practices.

10 Accounts and Contacts

Overview of Accounts and Contacts

After you enable the capabilities of account data management, salespeople can use their Accounts pages to manage their sales accounts. The sales account information includes their customers, prospective customers, and individual contacts.

Here's what salespeople can do with the account data management capabilities:

- Create and update accounts, prospective accounts and contacts.
- Maintain account data and view data in hierarchical fashion.
- Enrich customer data.

Use the customer data management capabilities to:

- Prevent and identify duplicate data: Administrators identify duplicates during real time or in a preconfigured batch. They search and match real-time accounts and contacts to prevent the creation of duplicate data. Potential duplicate data is identified based on preconfigured matching configurations.
- Verify and standardize addresses: Administrators perform real-time and batch address cleansing for account or contact address information. They verify and cleanse addresses within an import batch during import. Address validation is used in context of master geography data, address cleansing in context of Customer Data Management, address cleansing batch and address verification in real-time on account or contact pages.
- Resolve duplicate data: Administrators merge and link duplicate records to create master records that are the single source of truth. They can de-duplicate within an import batch and within the entire database. Customer data management uses a data quality engine to consolidate high-quality account and contact data from multiple sources, manage duplicate data, enhance data with third-party content, standardize addresses, and monitor data quality. These data quality checks ensure cleansed, enriched, and complete customer information that can be trusted by the sales team.

Note: A competitor is an Account with Competitor party usage. Thus, every time a competitor is created or updated, servers scripts run, as defined for the Account object. If you don't want the account triggers to execute during the competitor flow, then adjust the Groovy server scripts in the Account object to not execute in the case of Competitor party usage.

For more details on the implementation of customer data management, see the *Implementing Customer Data Management for CX Sales and Fusion Service* guide. Also see the *accounts* topics in the *Implementing Sales* guide.

Data Management

Enable Display of Multiple Addresses

The edit pages for accounts, contacts, households, and partners automatically display a primary address region. However, you can change the view to display a table that lists multiple addresses.

How Address Details Display

Address details for accounts, contacts, households, and partners display on their respective Profile subtabs in edit mode.

The Primary Address region displays on the Profile subtab for an account record. This is the default view of address details. Use Application Composer to display multiple addresses instead of just one primary address region.

Considerations for Configuring Address Display Tables

Consider these points before you let the table display multiple addresses.

- In Application Composer, you must ensure that only one of the address regions is exposed at a time in the Detail pages layout. For example, expose Primary Addresses or Multiple Addresses on the page, but not both at the same time.
- The default type for Address is bill-to. You can configure the default address type using Default Address Type for Account and Default Address Type for Contacts profile options.
- An account can have one or more sell-to addresses (or address type as sell-to). Account territory assignment is based on the primary address, and the primary address can be any type, such as sell-to or bill-to.
- The default type when creating an account is Prospect. You can change the default type using the Account Type Default profile option. Similarly, you can use the Contact Type Default profile option to configure the default type when creating a contact.

Enable the Multiple Addresses Table

Use this procedure to enable the table that displays multiple addresses:

1. Ensure you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects** and then expand the object whose pages you want to modify. For example, select the **Account** object.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected for either the account, contact, household, or partner object.
6. In the Details Page Layouts region, edit the relevant layout.

If none exists, then duplicate the standard layout using the duplicate layout icon, and edit the resulting layout.

7. In the Details Layout page, click the **Profile** tab.

In the Primary Address region and Multiple Address region, do one of the following:

- a. Click **Hide** to hide the region at runtime.
- b. Click **Show** to show the region at runtime.

For example, to enable the display of multiple addresses, click **Hide** in the Primary Address region, and click **Show** in the Multiple Address region.

8. Click **Save and Close**, then **Done**.
9. Publish the sandbox according to your company's business practices.

Enable Address Usage Types for Accounts

You can assign usage types, such as bill to, sell to or ship to, to the account addresses. For that you must enable the Type field in the Creation layout of the Address page.

You can assign address usage types to the following account types:

- Account
- Contact
- Household

The following address usage types can be assigned:

- Bill to
- Ship to
- Sell to

Enable Address Usage Type on Creation Layout

Here are the steps to enable the address usage type on the Creation Layout:

1. Ensure you're working in an active sandbox.
2. Go to **Application Composer > Objects > Standard Objects > Address > Pages**.
3. In the Application Pages tab, click the duplicate icon under the Creation Page Layouts section.
4. In the Duplicate Layout window, give a name to the custom layout and click **Save and Edit**.
5. On Creation Layout, click the edit icon beside **Create and Edit Address**.
6. Under Configure Detail Form, select **Type** from **Available Fields** and move it to **Selected Fields**.
7. Click **Save and Close**.
8. Publish the sandbox. Salespeople can now see the Type field that shows the three address usage types in the Create Contact page. They can mark a contact address as Bill to, Ship to, or Sell to, based on the usage of the address.

Set a Default Address Usage Type

You can set one of the address usage types (Bill to, Sell to, and Ship to) as a default value for the Type field shown in the Create and Edit pages of Accounts, Contacts, and Households, using these profile options:

- Default Address Type for Accounts (ZCA_ADDRESS_PURPOSE_DEFAULT)
- Default Address Type for Contacts (ZCA_CONTACT_ADDRESS_PURPOSE_DEFAULT)
- Default Address Type for Households (ZCA_HOUSEHOLD_ADDRESS_PURPOSE_DEFAULT)

Let's look at the steps to add a default address type for Accounts. The procedure is same for the other profile options.

1. In the Setup and Maintenance work area, use the Manage Administrator Profile Values task:
 - **Offering:** Sales
 - **Functional Area:** Sales Foundation
 - **Task:** Manage Administrator Profile Values

2. On the Manage Administrator Profile Values page, search for the profile option code, **ZCA_ADDRESS_PURPOSE_DEFAULT**.
3. Choose a suitable profile value for **Site**: Bill to, Sell to, and Ship to. Save the changes.
4. Sign in again for the changes to take effect.

How do I configure address regions for accounts and contacts?

You use the Address object in Application Composer and the Manage Address Formats task in Setup and Maintenance to configure address regions for accounts and contacts.

You can add or remove custom fields or standard fields (such as Type, D-U-N-S Number, Site Name, Site Number, and so on) in the address region.

Note: Use Application Composer to add or remove fields in the address region. We recommend that you don't use the Page Composer for this purpose.

Location-specific fields (such as Address Line1, Address Line2, City, State, Postal Code, and so on) need to be managed using the Manage Address Formats task in Setup and Maintenance. The fields configured in the Manage Address Formats task can't be managed using the Application Composer.

When creating or editing accounts or contacts, salespeople can't save addresses by entering only address fields – they must also enter location-specific fields. This rule applies to both standard and custom mandatory attributes on the Address object that have been exposed using Application Composer.

To display the address region in a collapsed manner, select the Disclosed option of the address component on the page composer.

Set Up the Mapping Service for Contextual Addresses

A contextual address is marked with an orange triangle, the More icon. When users hover over the triangle, an icon appears, which they can click to display the address on a map.

Set Up Mapping Service

You can specify the mapping service to be used to display the map.

1. In the Setup and Maintenance work area, go to the **Manage Application Toolkit Administrator Profile Values** task in the Application Extensions functional area.
2. Search for the Mapping Service for Contextual Addresses (ATK_CONTEXT_ADDRESS_MAP_OPTION) profile option.

3. In the Profile Values section, enter a full URL of a mapping service in the **Profile Value** field.

CAUTION: By default, the **Profile Value** field is blank. Until you enter a valid value for this profile option, users continue to get an error when they try to open a map for any contextual address.

Here are a few examples of mapping service URLs:

- `http://maps.google.com/maps?output=embed&q=`
- `http://maps.live.com/default.aspx?where1=`
- `http://bing.com/maps/?v=2&encType=1&where1=`

Tip: You can include parameters in the URL. For example, to avoid a locator box in Google Maps, you can add `&iwloc=&` to the URL. So, the mapping service URL you would enter in the **Profile Value** field is: `http://maps.google.com/maps?iwloc=&&output=embed&q=`

Related Topics

- [Set Profile Option Values](#)
- [Why can't I see the map for contextual addresses?](#)

How do I display the country in the address field?

By default, if the name of the country selected in the user profile and the name of the country in the address are the same, the country is not displayed on the address field of an account or contact.

For example, US is set as the country in your user profile and the billing address is also US, then the billing address is displayed without the country name US.

To see the country selected in the user profile go to User Profile and click **Set preferences > General Preferences > Regional > Territory**

You can change this behavior in the account and contact addresses using the Regional Country in Address Formats Included profile option.

Perform the following steps to change the profile option value:

1. Click **Navigator > My Enterprise > Setup and Maintenance** work area.
2. Click the Tasks menu and click Search. Search for Manage Administrator Profile Values task and open it.
3. Search for Regional Country in Address Formats Included profile option using the profile option code `ORA_HZ_INCLUDE_REGIONAL_COUNTRY`.

If the profile value of the `ORA_HZ_INCLUDE_REGIONAL_COUNTRY` profile option is set to yes and the country name set in the user profile is the same as the country in the address, then the country name is displayed.

If the profile value of the `ORA_HZ_INCLUDE_REGIONAL_COUNTRY` profile option is set to no and the country name set in the user profile is the same as the country in the address, the country name isn't displayed.

4. Click **Save and Close**.

Display Account Currency for Opportunities on Account Overview Page

The opportunity summary box on the account overview tab displays the total amount of open opportunities in the corporate currency by default. However, for salespeople to view the amount in the currency where that account is located, you must perform a few setup steps.

Salespeople can associate the currency when they create an account. They can also view and update the currency from the edit account profile tab.

Here are the high-level setup steps:

1. Opt-in to the feature using the Change Feature Opt In link.
2. Set the profile option Use Object Currency for Account to Yes. The default value is No.
3. Add the currency field to the create and edit account pages using Application Composer.

Here's how to opt in and change the profile option.

1. Sign in as a setup user.
2. In the Setup and Maintenance area, go to the **Sales** offering.
3. Click the **Change Feature Opt In** link in the Functional Areas row.
4. On the Opt In: Sales page, click the pencil icon in the Features column in the Accounts and Contacts row.
5. On the Edit Features: Accounts and Contacts page, select the **Enable** check box for Use Account Currency for Opportunity Summary on Account Overview Page feature.
6. Click **Done**.
7. Click **Done** on the Opt In: Sales page and return to the Setup: Sales page.
8. To change the profile option, go the following:
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
9. Search for the profile option, Use Object Currency for Amount in the Profile Display Name field.
10. Select **Yes** in the Profile Option Value field.
11. Click **Save and Close**.
12. Enable the currency field on the create account page and the account profile tab using Application Composer.
13. Verify that the currency field is enabled on the create account and the edit account pages.

Enable the Currency Field

Enable the currency field on the create account page and the account profile tab using Application Composer.

1. In an active sandbox, click **Navigator > Configuration > Application Composer**.
2. In the Objects navigation tree, expand Standard Objects, Account, click the **Pages** node and ensure that the Application Pages tab is selected.
3. Edit the creation and details layouts to open the Configure Detail Form page. Here's how you edit the layouts.
 - a. On the Creation Page layouts region, duplicate the standard layout by highlighting the standard layout and clicking the duplicate icon.
 - b. Enter a new layout name and click **Save and Edit**.
 - c. On the Creation Layout page, click the **Edit** icon.
 - d. On the Details Layout page, click the **Profile** subtab for the field to display on the profile page.
 - e. In the Subtabs Region, click the **Edit Summary Subtab** icon.

4. On the Configure Detail Form page, move **Currency** from the Available Fields window to the Selected Fields window.
5. Click **Save and Close**.
6. On the Details Layout page and the Creation Layout page, click **Done**.

Resolve Duplicate Records

This feature lets salespeople resolve duplicate records when creating accounts and contacts.

When duplicate accounts or contacts are found, they're displayed on the Notifications page. When salespeople create a record, they can either ignore the duplicates or select the correct record from the list.

Search Deduplication

When creating an account or a contact, duplicates are found based on one of these conditions:

- Data quality management configuration for accounts and contacts
- Exact name match profile options

Here's a list of profile options for account and contact deduplication.

Profile Option Code	Profile Display Name	Description
ZCM_ACC_DUP_NOTIFICATION	Show Duplicate Account Notification	Controls the display of the account duplicate notification page. Enabled by default.
ZCM_CON_DUP_NOTIFICATION	Show Duplicate Contact Notification	Controls the display of the contact duplicate notification page. Enabled by default.
ZCM_ACC_EXACT_NAME_MATCH	Exact Account Name Match	Controls the display of potential duplicate accounts based on an exact name match, when Oracle Enterprise Data Quality doesn't present duplicate accounts. Disabled by default.
ZCM_CON_EXACT_NAME_MATCH	Exact Contact Name Match	Controls the display of potential duplicate accounts based on an exact name match, when Oracle Enterprise Data Quality doesn't present duplicate contacts. Disabled by default.

Note: If data quality isn't configured in your application and you require an exact name only match, then you must enable the ZCM_ACC_EXACT_NAME_MATCH and ZCM_CON_EXACT_NAME_MATCH profile options.

How Account and Contact Deduplication Is Performed

Here's a list of the impact of different combinations of the deduplication profile options.

Show Duplicate Account or Contact Notification	Exact Account or Contact Name Match	Description
Disabled	Disabled	The application doesn't display potential duplicate accounts or contacts.
Enabled	Enabled	When creating an account or a contact, the application shows a list of potential duplicate accounts or contacts, based on the data quality configuration or an exact name match.
Disabled	Enabled	The duplicate notifications page is hidden.
Enabled	Disabled	This is the default setting. When creating an account or a contact, the application shows a list of potential duplicate accounts or contacts based only on the data quality configuration.

Related Topics

- [How do I identify duplicates?](#)
- [Automerge](#)

Enable Source System Reference in Accounts

Source system reference is an identifier where the combination of source system and Source system reference is unique that lets you maintain a record of the source of the data in sales applications.

Reference System Overview

Sales applications may use data from disparate systems running on different databases. When such data is consolidated, the source system reference is maintained using a unique reference key for cross-referencing. You can query the source system using the reference key (unique ID) to get more information about an account from the source system.

Here is an image of the Edit Account: Reference Systems page from where you can add or view reference systems.

Name	ID	Start Date	End Date	Comments
Right Now Service Cloud	54567	10/1/2012	12/1/2014	
Legacy OC	85467	10/1/2012	12/1/2014	
SAP PS	85490	10/1/2012	12/1/2014	

In accounts, you can enable the source system reference by enabling a subtab that contains such cross-references if any.

Enable Source System References

You use the Reference Systems subtab to view or add source systems. This tab isn't enabled by default, which means that you must explicitly enable the Reference Systems subtab.

Here's how to enable the Reference Systems subtab:

1. Ensure you're working in an active sandbox.
2. Click **Navigators > Configuration > Application Composer**.
3. In the Objects navigation tree, expand Standard Objects and then expand **Account**.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. On the Details Layout page, click the **Reorder Subtabs** icon.
7. In the Configure Subtabs dialog box that appears, move the Reference Systems subtab to the **Selected Subtabs** box.
8. Click **OK**, and then click **Done**.
9. Publish the sandbox according to your company's business practices.
10. Edit a record on the Accounts page and verify the reference systems subtab.

Related Topics

- [Source System References](#)

Configure Lists for Accounts and Assets

You can configure the lists of values that appear for accounts, contacts, households, and assets. Extensible lists of values let salespeople search and associate records using data that's relevant to their business needs.

Salespeople can search using standard fields, view the fields in the search results, and then select relevant records.

Here's a list of the configuration options:

- Create dynamic, role-based lists of value layouts
- Enable hidden standard fields for searching within a list of values
- Re-arrange fields in the search and result sections
- Define default values for search fields
- Mark certain fields as read-only or required

For more information on extending lists of values, see the *Configuring Applications Using Application Composer* guide and the topics in this guide on extending accounts and contacts.

Data Enrichment and Verification

Two Services to Enrich and Verify Your Data and Save Salespeople Time

Perhaps nothing is more important for your sales effort than having up-to-date and actionable information about your customers and contacts and minimizing the time salespeople spend entering data. Oracle provides two services that enrich your customer data, improve its accuracy, and eliminate data entry time.

For account and contact information, you can obtain information on millions of companies worldwide by subscribing to the Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B). A second service, Oracle Address, Email, and Phone Verification, ensures that you have the correct postal addresses, that your emails don't bounce, and your calls go through.

Note: Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B) is the new name for Data as a Service (DaaS).

Here's an overview of the 2 services:

Service	Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B)	Oracle Address, Email, and Phone Verification
Purpose	Account and contact search, enrichment, and prospecting.	Address, phone, and email address verification.

Service	Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B)	Oracle Address, Email, and Phone Verification
What It Does	Instead of entering data themselves when they create accounts, salespeople can look up the organizations they sell to from Dun & Bradstreet Corporation, one of the premier sources of business information. The service provides access to more than 347 million account records and more than 135 million contact records worldwide. Included is information about more than 90 different company attributes, including sales volume, growth data, hiring trends, competitors, and so on. Users can also filter the data by using over 60 company or contact attributes such as industry, revenue, company hierarchy, private or public indicator, contact title, contact department. The service also provides information about account hierarchies, showing the linkages between a corporation's subsidiaries, branches, and divisions. You can also schedule account or contact enrichment on thousands of records at the same time. Oracle licenses account and contact enrichment separately. You subscribe to the Oracle Account Enrichment Cloud Service and the Oracle Contact Enrichment Cloud Service.	Salespeople can search and validate addresses in more than 248 countries using data from Loqate. They can verify addresses when creating or editing an account: correct misspellings, add missing elements (such as the postal code), and standardize elements (for example, changing "Drv" to "Dr"). You can also schedule address verification on thousands of records at the same time. The service automatically checks if phone numbers and email addresses exist and informs you if they're invalid. No more bounced emails or calls that don't go through.
How It Works	Salespeople start typing the account name, and the application suggests possible matches straight away. Selecting a match automatically fills in all the rest of the information. Salespeople can add contacts to accounts by job role. Selecting the Enrich action for existing accounts gets the latest information. The account and contact information continues to be updated automatically based on synchronization rules setup by your administrator.	Salespeople start typing the street address in the search field and the application starts suggesting possible matches. Selecting one of the suggestions fills in the rest of the address fields. You can also enable a Verify Address button that salespeople can use to verify addresses for a particular country. That's useful if you added nonstandard fields to the address or if salespeople don't always use the search field to look up an address. You can also verify and update addresses in bulk. The service informs salespeople if phone numbers and email addresses are invalid as soon as they enter them. They can also verify any existing ones to make sure they're still valid.
Setup	After you activate the service, and complete the simple setup described in this chapter in your sales application, salespeople can start looking up and enriching their data right away. To get the most out of the application, however, you must add fields to the UI to expose the additional information you're getting. While most of the information maps onto fields you	After you activate the service, and complete the simple setup described in this chapter in your sales application, salespeople can start looking up street addresses and verifying phone numbers and email addresses. In the Classic Sales (Classic UI), you can also expose the Verify Address button with a few extra steps.

Service	Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B)	Oracle Address, Email, and Phone Verification
	can expose using Application Composer, you must create some custom fields to map the rest.	
Where to Get More Information	This guide includes the information you need to get started. You can get the full scoop in the Using Account and Contact Enrichment by Dun & Bradstreet guide.	This guide includes the information you need to get started. You can get the full scoop in the Using Oracle Address, Email, and Phone Verification guide.

Related Topics

Undo Enrichment

Configure Undoing Enrichment for Accounts

In certain scenarios, your sales team may have to undo the enrichment of an existing D&B enriched account and associate it with D&B again to get the right updates for the account.

You need to ensure that data enrichment is already set up and an account is enriched for the Undo Enrichment option to be available for the enriched accounts. Here's how you can verify if data enrichment is enabled:

1. In the Setup and Maintenance work area, use the **Manage Data Enrichment Integration** task:
 - **Offering:** Sales
 - **Functional Area:** Integrations
 - **Task:** Manage Data Enrichment Integration
2. On the Manage Data Enrichment Integration page, ensure that **Enable DaaS for Enrichment** is selected.
3. Ensure that the **Enable DaaS** option is selected for **Smart Data**.
4. Ensure that the credentials for DaaS is entered if you have enabled it. If you are using enrichment and smart data of one of them, ensure that the credentials are correctly configured for the respective provider.
5. Save your changes.

Your users can see the **Undo Enrichment** option in the Actions list on the Account page.

Related Topics

- [How do I undo enrichment of an enriched account?](#)

Contact Preferences

Overview of Setting Up Contact Preferences

Salespeople capture and modify preferences about whether accounts and contacts want to be contacted, such as selecting a Do not email or Do not call check box while editing a contact.

As an administrator, you have several setup options for modifying the pages used to capture such information.

Overview of the Options

You can set up the application to be as simple as including a Do Not Contact check box on a page, or as complex as letting salespeople enter Do Contact and Do Not Contact preferences for multiple contact methods, such as phone, email, and so on. You can also display a Reason field next to the do not and do contact options.

You use a combination of Application Composer and Page Composer to set up contact preference UIs.

Privilege to Tag a Reason Code as Legal

Contact restriction information is captured as a Reason Code. Salespeople can create and edit contact preference information with any Reason Code that's not identified as Legal. To create and edit contact restriction information using a Reason Code that's tagged as Legal, add the HZ_LEGAL_CONTACT_PREFERENCES_PRIV privilege to the required role.

You can set up a reason code as legal by tagging the Reason Code lookup value. Tag the lookup type REASON_CODE with the value LEGAL using the Manage Trading Community Common Lookups task.

Set Up Contact Preferences

You can set up the Accounts and Contacts profile pages so that salespeople can capture contact preferences, such as do not call preferences.

Use Application Composer to expose the Manage All Phones and Manage All Emails dialog windows. Then use Page Composer to expose the OK to Call, Do Not Call, and (optional) Reason fields.

Set Up UI Elements to Capture Preferences

Enable Manage All Phones and Manage All Emails dialog windows so that salespeople can set contact preferences for accounts and contacts. You can enable them on the Create Contact and Edit Contact: Profile pages and on the Create Account page (Manage All Phones only) and Edit Account: Profile page.

Set up OK to Contact preference for a specific phone, email, or address of a contact. Identify if a contact has made a choice to be contacted, or has made no choice. The OK to Call and OK to Email options are mutually exclusive with the Do Not check box. Only one can be enabled for a given contact.

Here's a procedure that uses the Contacts pages as an example. Modify it for Accounts by navigating to the Accounts object in Application Composer and editing the Creation Page and Details page layouts.

Here's how to enable all phones and emails.

1. Ensure that you're working in an active sandbox.
2. Click **Navigator** > **Configuration** > **Application Composer**.
3. In the navigation tree, expand **Standard Objects**, **Contact**, and then **Pages**.
4. Ensure that the **Application Pages** tab is active.
5. In the Creation Page Layouts section, in the Create Contact table, duplicate the Standard Layout. Name the new layout and edit it.
6. In the Creation Layout page, click the **Edit** icon that appears next to Create Contact.
7. Select and move fields from the Available Fields column to the Selected Fields column, depending on your requirements.

This table shows the fields:

Fields	Description
Do not contact	Enables the Do not contact check box in the contact Profile page. Lets salespeople set a blanket do not contact preference at the contact level. This signifies that this contact must not be contacted at all.
Do not call	Enables the Do not call check box in the contact Profile page. Lets salespeople set the contact preference at the phone level for a contact.
Do not email	Enables the Do not email check box in the contact Profile page. Lets salespeople set the contact preference at the email level for a contact.
Do not mail	Enables the Do not mail check box in the contact Profile page. Lets salespeople set the contact preference at the physical mailing address level for a contact.
All phones	Enables the All phones icon in the Create or Edit Contact page, and enables the Manage All Phones dialog window that appears when users click this icon.
All emails	Enables the All emails icon in the Create or Edit Contact page, and enables the Manage All Emails dialog window that appears when users click this icon.

8. Click **Save and Close**.
9. Click **Done**.

Note: If you want the contact preference fields to appear in the Create Contact page, then you must perform steps 1 to 9. If you want the fields to appear in the Edit Contact page, then you must also perform steps 10 to 15.

10. In the Details Page Layouts section, in the Edit Contact table, copy the Standard Layout. Name the new layout and edit it.
11. In the Details Layout page, click the icon that resembles the **Profile** icon.
12. Click the **Edit** icon that appears next to Edit Subtab: Summary.

13. Select and move fields from the Available Fields column to the Selected Fields column, depending on your requirements.
14. Click **Save and Close**.
15. Click **Done**.
16. Publish the sandbox according to your company's business practices.

Set Up UI Elements to Capture Preferences for Different Phones and Email Addresses

You can enable UI elements that let salespeople capture preferences for contacts and accounts at the phone and email level. You can also enable a Reason field for the preference.

Note: You must first enable the **All phones** and **All emails** fields in Application Composer (see the previous procedure). Then you enable the additional UI elements using Page Composer.

This procedure uses the phone contact method as an example. Modify it for the email contact preference UI elements:

1. Ensure you're working in an active sandbox the supports Page Composer.
2. Navigate to **Sales > Contacts**.
3. Activate Page Composer: From the drop-down list under your user name in the global header, select **Edit Pages**.
When Page Composer is active, the phrase Editing: User Interface displays at the top of the page.
4. In the Contacts landing page, search for and select a contact.
5. Click the name of the contact to open the edit page. In the Edit Contact page, click the **Profile** icon.
6. In the Profile page for the contact, click the edit icon for **All phones**.
7. In the Editing: User Interface dialog window, click the **Select** tab at the top of the page.
8. In the Manage All Phones dialog window, click any one of the columns, such as Primary, Type, or Number columns and select the **Edit Parent Component** option in the dialog box.
9. In the Component Properties dialog window, click the **Children** tab.
10. Select the **Do Not Call** or **OK to Call** options, and, optionally, the **Reason**.
11. Click **Apply** and then **OK**. Notice that the Do Not Call, OK to Call, and Reason columns (if selected) are now visible in the Manage All Phones dialog window.
12. In the Editing: User Interface window, click the **Add Content** tab.
13. In the Manage All Phones dialog window, click OK.
14. Click the edit icon next to the All phones field to verify your changes.
15. Click **Close** to close Page Composer.
16. Publish the sandbox according to your company's business practices.

Personally Identifiable Information

Manage Personally Identifiable Information

Any piece of information that can potentially be used to uniquely identify, contact, or locate a single person is called personally identifiable information (PII). Administrators use PII to access information such as social security numbers, addresses, bank account numbers, phone numbers, and so on.

As a sales administrator, you can manage PII information. You can add or update PII data for your contacts. You must expose PII attributes from Application Composer or Page Composer in an active sandbox. For more information about

how to enable the PII attributes, see topic, [Manage Personally Identifiable Information in the Implementing Customer Data Management for CX Sales and Fusion Service guide](#).

Related Topics

- [How you protect Personally Identifiable Information?](#)

Data Removal

Delete Accounts and Contacts

Users with the sales administrator role can delete accounts and contacts.

Sales administrator can give privileges to the other administrative roles to be able to delete accounts and contacts. Here's a description of the privileges you must have:

Object	Privilege	Additional Information
Account	Delete Sales Party	You can't delete an account if it's a partner or competitor account, or if the account is the topmost tier in the account hierarchy.
Contact	Delete Sales Party Contact	You can delete standalone contacts. You must also have full access to all of the accounts associated to the contact. When you delete a contact, you remove the entire person record of the contact, including profile data, account usages, household memberships, and relationships to other accounts.

Note: When you delete an account or a contact, all the child entities may not become inactive. Run the Delete Child Entities of Inactive Party Records scheduled process to deactivate them.

How do I purge inactive accounts and contacts?

You can purge inactive Sales party records (accounts and contacts).

Purge Inactive Account and Contact Records

When users delete an account or contact, the record becomes inactive. You might want to purge these inactive records to prevent them from accumulating in your application. Or, you might need to purge them to comply with data protection regulations.

Here's what you can purge:

- Inactive records within the Sales context

Note: Inactive Partner records can't be purged, because the Partner object isn't related to Sales.

- Inactive and related merged Sales accounts and contacts with only one Usage. Examples of inactive accounts and contacts with more than one Usage are:
 - A contact who's also a supplier contact
 - A Sales account that also has billing account usage
- You can purge these Sales account record types:
 - SALES_PROSPECT
 - SALES_ACCOUNT
- You can purge these Sales contact record types:
 - CONTACT
 - ORG_CONTACT
 - CUSTOMER_CONTACT
 - SALES_PROSPECT
 - SALES_ACCOUNT

Purging inactive account and contact record references – like identifier or name – also removes the references (but not the records themselves) in other Oracle CX applications, such as:

- Opportunities
- Leads
- Campaigns
- Territories
- Assets
- Deals
- Quotes
- Activities
- Notes
- Forecasts
- Business plans
- Contracts

For these flows, the purged records no longer appear in application pages, web service responses, or BI reports.

Note: Merged records can be purged only when the master (survivor) party becomes inactive.

Set Profile Options to Purge Inactive Records

You use two profile options to help you enable and manage purging of inactive records:

- **ORA_HZ_ENABLE_PURGE:** This profile option enables purging of inactive records. By default, this profile option is set to No.

- **ORA_HZ_PURGE_MIN_AGE:** This profile option specifies the number of days after which inactive records can be purged. By default, the value of this profile option is 30 days.

The value of the profile **ORA_HZ_PURGE_MIN_AGE** is displayed as the Minimum Age on the Manage Party Purge Activities page. It's also the default value of the Age By field on the Create Purge Filter page. Change the value of the profile option **ORA_HZ_PURGE_MIN_AGE** to change the default value of the Age By field.

You can enable these profile options in Setup and Maintenance using the Manage Administrator Profile Values task.

Set Filters and Purge the Data

To purge records, you must create a filter. The records that are to be purged are selected based on the filter criteria. So, you can't skip creating filters and proceed to purging records. You can either immediately purge the selected records or schedule the Purge Inactive Party Records scheduled process to purge inactive records later.

1. In Setup and Maintenance, go to: **Sales offering > Sales Foundation functional area > Manage Party Purge Activities task.**

Note: The Purge Enabled field on Manage Party Purge Activities page indicates whether inactive records can be purged. The Minimum Age field indicates the minimum number of days after which inactive records can be purged. Use the profile options discussed earlier in this topic to change these profile option values, if needed.

2. Click **Actions > Create** to create a purge filter.
3. Specify the purge filter criteria or change the existing filter criteria as required. To purge records on the same day that they were deleted, specify Age By in the filter criteria and the value of the profile option **ORA_HZ_PURGE_MIN_AGE** as -1.

Note: You can't specify a number less than the number specified in the Age By field. To reduce this Age By value, change the value of the profile option **ORA_HZ_PURGE_MIN_AGE** to a smaller number.

You can click **Actions > Edit** to edit existing filter criteria. Or, click **Actions > Remove** to remove an existing filter.

4. Select the **Enabled** option to make the filter criterion available for filtering and purging records.

If you don't select this option and simply save the filter, the filter criteria is saved, but it isn't available to filter and purge records.

5. Click **Purge** to immediately purge all the records that currently match your filter criteria. Or, click **Save and Close** to save the filter criteria and purge the records the next time the Purge Inactive Party Records scheduled process runs.

CAUTION: The purged records might not be the same records that appeared in the preview section of the Manage Party Purge Activities page. The records purged are the ones that match the filter criteria when the scheduled process runs.

Related Topics

- [How do I purge inactive data?](#)

Additional Configurations

Make the Account Field Required for Contacts

You may want to make the Account field required when salespeople create a contact, so that you can be sure an account always gets associated with a contact. By default, the Account field isn't required when creating a contact.

Use Application Composer to set the field as required:

1. Ensure you're working in an active sandbox.
2. Navigate to **Configuration > Application Composer**.
3. In the navigation tree, expand Standard Objects, and then expand Contact.
4. Click the **Pages** node.
5. Ensure that the Application Pages tab is selected.
6. In the Create Contact layouts region, duplicate the standard layout and edit the resulting layout.
7. In the Creation Layout page, click the **Account** link.
8. In the Edit UI Properties: Account dialog box, Layout Properties section, set the Required field to **Yes**.
9. Click **Save and Close**.
10. Click **Done** on the Creation Layout page.
11. Publish the sandbox according to your company's business practices.

How do I set up the required address option for accounts and contacts?

Administrators can set an address as required or optional depending on the type of account or contact. You can specify that an address is required and determine how the address appears on the UI.

Manage Profile Values

Use the Manage Administrator Profile Values task to specify that an address is required while creating an account. Profile options let you enable or disable address options for accounts and contacts. Use these profile options to specify that an address is required while creating an account.

Profile Option Code	Profile User Name	Description
ZCA_ACCOUNT_ADDRESS_REQUIRED_ENABLED	Account Address Required	Specify whether an address is required while creating an account.
ZCA_CONTACT_ADDRESS_REQUIRED_ENABLED	Contact Address Required	Specify whether an address is required while creating a contact.

This table lists the profile values and which types of accounts require the address to be entered. By default, the profile option setting is **Required for customer**.

Profile Value	Description	Required for Account Type
Yes	The address is required.	All types of accounts.
No	The address isn't required.	The address is optional, regardless of the account type.
Required for customer	The address is required only for the account type that's set to this profile value.	The address is required only for customers.

To make the address required while creating an account:

1. In the Setup and Maintenance area, go to the following:

- Offering: Sales
- Functional Area: Sales Foundation
- Task: Manage Administrator Profile Values

2. Click the **Manage Administrator Profile Values** link.

The Manage Administrator Profile Values page appears.

3. Enter the code in the Code field, and click **Search**.

The application displays the profile option information.

4. In the Profile Values section, select **Yes** in the Profile Value field.
5. Click **Save and Close**.

Manage Address Formats

Use the Manage Address Format task to set up address attributes. The address format lets you manage the appearance of the address for accounts and contacts. For example, you can change the case of letters in an address, or mark a specific address attribute as required.

To specify which fields in an address are required:

1. In the Setup and Maintenance area, go to the following:

- Offering: Sales
- Functional Area: Sales Foundation
- Task: Manage Address Formats

2. Click the **Manage Address Formats** link.

The Manage Address Formats page appears.

3. Select a country from the drop-down list.
4. In the Format Variation Layout area, select the fields that you want to set as required in the **Required** column.
5. Click **Done**.

Groovy Support for Numbering Management

You can automatically generate the site ID of an address while creating a contact or an account using a groovy script. Before you can use the groovy script, you must verify that the value for HZ_GENERATE_PARTY_SITE_NUMBER profile option is set to Auto numbering, update allowed (AUTONUM_UPDATE).

Add the Time Zone Field to Contacts Pages

You can add the Time Zone field to the Contacts create and edit pages, so that salespeople can specify the customer contact's time zone.

1. Sign in as a user with the Sales Administrator job role.
2. Ensure you're working in an active sandbox.
3. Navigate to **Configuration > Application Composer**.
4. Navigate to the **Contact** object and click **Pages**.
5. Duplicate the page where you want the time zone field to appear. For example, duplicate the Create Contact page standard layout and edit the copy.
6. In the Creation Layout page, Configure Detail Form fields region, move **Time Zone** from the Available Fields to the Selected Fields window.
7. Save your work.
8. Navigate to the Create Contact page in **Sales > Contacts**. Verify that the Time Zone field appears in the Create Contact page.
9. Publish the sandbox according to your company's business practices.

Related Topics

- [Specify Customer Time Zones](#)

Enable the Photo Field for a Contact

You can enable users to upload and show photos on a contact's profile.

Here's how to display the Photo field on the contacts pages:

1. Ensure you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects** and then expand **Contact**.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the duplicate icon.
7. Enter a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. Click **Subtab Profile** for the field to display on the Profile page.
9. In the Subtabs Region, click the **Edit Summary Subtab** icon.

The Configure Detail Form page appears.

10. Move **Photo** from the Available Fields window to the Selected Fields window.
11. Click **Save and Close**.
12. From the Details Layout page, click **Done**.
13. Make sure that the layout status for your layout is set to Active, and that it's associated to your application user role.
14. Test the changes as follows:
 - Navigate to **Sales > Contacts > select a contact > Edit Contact page > Profile subtab > Photo field > upload photo**.
 - On the Contacts landing page, in the card view, you can see the photo for the contact you selected.
15. Publish the sandbox according to your company's business practices

Manage Contact Views

Set the list view as the default view for the Contacts landing page. By default, the contact view is set to card view. Salespeople can use either the card view or list view.

CAUTION: If you use both card view and list view, then a blank list of contacts appears.

To enable the list view:

1. Ensure you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. In the navigation tree, expand **Standard Objects**, and then expand the **Contact** object.
4. Within the object you're modifying, click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. The Landing Page Layouts region, duplicate the standard landing page layout.
7. Edit the new layout. In edit mode of the Landing Page Layout page, click the edit icon on the Default Contact View.
8. Select **List View** in the Select Default View dialog box.
9. Click **OK**.
10. Click **Done** on the Landing Page Layout page.
11. Publish the sandbox according to your company's business practices.

Can I modify the phone types for accounts and contacts?

Phone types for accounts and contacts are stored in the lookup type, ORA_HZ_PHONE_TYPE. While you can't disable the existing ones, you can rename them.

Here's how:

1. In Setup and Maintenance, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Show: All Tasks

- Task: Manage Standard Lookups
- 2. On the Manage Standard Lookups page, search for the lookup type code, **ORA_HZ_PHONE_TYPE**.
- 3. Here are the available values for sales:
 - Mobile
 - Work
 - Home
 - Fax
 - Land
- 4. Edit the meanings as needed.
- 5. Click **Save and Close**.

Configure Event Tracking

You can track changes to your accounts, contacts, or household data by configuring the following profile options:

- **HZ_INVOKE_OBJ_WF_ON_TRACKING**: Enable this profile option to indicate that there are changes to parent records. That is, whenever a child is updated, the parent record is marked as updated. For example, if the email address or phone number of a contact was updated, the contact is marked as updated which in turn indicates that the contact requires synchronization.
- **HZ_ENABLE_EVENT_TRACKING**: Use this profile option to enable event tracking of records. This profile option facilitates tracking of changes to records and raises an event whenever there is a change.

Note: If you don't plan to integrate your application with data quality, extensibility, object workflow, or Oracle Eloqua, you can turn off the **HZ_INVOKE_OBJ_WF_ON_TRACKING** profile option. This helps to avoid locking issues. But you must carefully review the implications of turning off this profile option in your application.

You can enable these profile options by clicking the Setup and Maintenance area and going to the following:

- Offering: Sales
- Functional Area: Sales Foundation
- Task: Manage Administrator Profile Values

How to Display the Contracts Tab on the Accounts Details Page

You can enable the Contracts tab within the Accounts pages using Application Composer. From the Contracts tab, salespeople can view and download contracts associated with accounts.

Groovy Support for Team Member Notifications

You can add or delete team members for accounts, contacts, and households using the respective UI pages or REST APIs. When you add or delete team members, notifications are prompted for the parent record.

These notifications enable you to define Groovy prompts on the parent object.

For more information on Groovy scripting, see *Oracle Applications Cloud Groovy Scripting Reference* guide. For more information about REST APIs, see the *REST API for CX Sales and Fusion Service* guide.

Groovy Support for Email Address Format Validation

You can add email addresses for accounts or contacts using the respective UI pages or REST APIs. While entering these email addresses, the format of the email address should be validated.

You can use Groovy scripts to specify the rules to validate email address formats.

For more information on Groovy scripting, see *Oracle Applications Cloud Groovy Scripting Reference* guide. For more information about REST APIs, see the *REST API for CX Sales and Fusion Service* guide.

The following code is a sample for validating email addresses:

```
def regex = /(?!^([\w-]+(?:\.[\w-]+)*)@((?![\w-]+\.)*\w[\w-]{0,66})\.([a-z]{2,6}(?:\.[a-z]{2})?)$)/
def email = getAttribute('ListEmailAddress');
def EmailCollection = Email ;
EmailCollection.reset();

if (email == null)
{
while(EmailCollection.hasNext()){
def emailRec = EmailCollection.next()
email = emailRec.EmailAddress
if (!(email =~ regex)){
throw new oracle.jbo.ValidationException("Populate email in the appropriate format (example
someone@oracle.com) ")
}
}
}
else
if (!(email =~ regex)){
throw new oracle.jbo.ValidationException("Populate email in the appropriate format (example
someone@oracle.com) ")
}
}
```

Foundation Profile Options

Foundation profile options configure various features such as geographies, Oracle Account and Contact Enrichment by Dun & Bradstreet (D&B), address formats, and so on.

The following table lists foundation profile options, descriptions, default values, and the impact these profile options have on different parts of the application.

To view the details of these profile options:

1. Click **Navigator** > **My Enterprise** > **Setup and Maintenance** work area.
2. Click the Tasks menu and click **Search**. Search for **Manage Administrator Profile Values** task and open it.
3. Search using the profile option code.

To change the default values of these profile options:

1. Click **Navigator** > **My Enterprise** > **Setup and Maintenance** work area.

2. Click the Tasks menu and click **Search**. Search for **Manage Administrator Profile Values** task and open it.
3. Search using the profile option code.
4. Change the profile value.

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
HZ_UPDATE_STD_ADDRESS	Update Standardized Addresses Enabled	No	Enable to allow the update addresses that are already standardized using postal information.	This profile option is applicable to Application UI and REST	
HZ_POST_IMPORT_GNR_INVOKE	Address Validation After Import	Y	Runs the Geography Name Referencing (GNR) process after geography data import. The recommended value for this profile option value is N. This helps improve the import performance. After setting this to N, GNR process isn't invoked for every import.	This profile option is applicable to File-based Import (used in high volume import) and Import Management	See <i>How do I validate geographies of addresses against master geographies and generate naming references?</i>
HZ_ORGANIZATION_PROFILE_INDEX_THRESHOLD	Organization Profile Index Threshold	10	Specify the number of profile history records above which organization profile history information will be automatically denormalized into a secondary table for improved performance.	This profile option is applicable to REST	
HZ_INVOKE_OBJ_WF_ON_TRACKING	Child Entity Rollup Enabled	Yes	Enable this profile option to indicate that there are changes to parent records. That is, whenever a child is updated, the parent record is marked as updated.	This profile option is applicable to Scheduled Process, Application UI, REST	
HZ_GENERATE_PARTY_NUMBER	Party Number Generation	Auto numbering, update allowed	Specify if the party numbers, such as Billing Account Number, must be automatically generated. You can also specify if the party number can be later updated.	This profile option is applicable to Application UI, REST	See <i>Set Up the Third-Party Involuntary Payment Interface</i>
HZ_ENABLE_EVENT_TRACKING	Composite Event Tracking Enabled	Yes	Enable composite event tracking for customer and contact	This profile option is applicable to Scheduled Process,	

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
			entities. This tracks changes to the entities, and raises an event whenever there is a change to the entities.	Application UI, and REST	
HZ_AUTO_SITE_NUMBERING	Site Use Identifier Generation	Auto numbering, update not allowed	Select how the site use identifier will be generated, and if you can update it when creating or editing an account site use.	This profile option is applicable to Application UI and REST	
HZ_AUTO_LOG_INTERACTIONS	Call Interaction Logging Enabled	No	Enable adding phone calls to the interactions log when the call action is used.	This profile option is applicable to Application UI and REST	
ORA_HZ_RES_ENABLE_MGR_END_UNCOND	Enable End Dating Resource Manager Unconditionally	N	Allows organization membership end date for resource with managerial role without any validation. You need not move out all reports before moving manager out. Set the value to Y to enable this option.	This profile option is applicable to Application UI, REST, and Import Management (only Resource object)	See, <i>How do I manage resource organization hierarchy changes?</i>
ORA_HZ_PURGE_MIN_AGE	Minimum Threshold Value for Purge of Inactive Data	30	Specify the minimum number of days after which inactive records are to be purged.	This profile option is applicable to Application UI	See, <i>How do I purge inactive accounts and contacts?</i> <i>How do I purge inactive data?</i>
ORA_HZ_INCLUDE_REGIONAL_COUNTRY	Regional Country in Address Formats Included	No	Enable address format functions to include regional country. You must set the value to yes to include regional country.	This profile option is applicable to Application UI	See, <i>How to have different contact address fields depending on the country selected?</i>
ORA_HZ_GEO_HIERARCHY_LIMIT		100000	Specify the maximum number of nodes that each parent node can handle for any geography element.	This profile option is applicable to Application UI and Import Management (only for geography object)	See, <i>What are the best practices for managing Geography mismatches?</i> <i>How do I manage Geography Structures, Hierarchies, and Validation?</i>

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
ORA_HZ_ENABLE_PURGE	Purging of Inactive Data Enabled	N	Enables the purging of data that are in inactive state using the Manage Party Purge Activities task. You must specify filter criteria to purge inactive data using Manage Party Purge Activities task.	This profile option is applicable to Application UI	See, <i>How do I purge inactive accounts and contacts? How do I purge inactive data?</i>
ORA_HZ_ENABLE_MPLCRI_ACTIVE_WORKER	Enable Current Active Worker Sync For MPLCRI Job	No	Enable current active worker sync for Maintain Party and Location Current Record Information batch job. If set to N, then current active workers won't get synced to person party. This profile option is associated with the Maintain Party and Location Current Record scheduled process. This profile option ORA_HZ_ENABLE_MPLCRI_ACTIVE_WORKER must be set to Y and the HRC_DISABLE_HCM_EVENTS_PROCESSING profile option must be set to Yes to sync active workers. For more information topic, see, <i>Why should I use the Maintain Party and Location Current Record Information process?</i>.	This profile option is applicable to Scheduled Process	see, <i>Why should I use the Maintain Party and Location Current Record Information process?</i>
ORA_HZ_ENABLE_DAAS_LOQATE	DaaS GBG Loqate Data Import Enabled	Yes	Enable the import of DaaS GBG Loqate geography information.	This profile option is applicable to Scheduled Process, Application UI, and Import Management	see, <i>How to Import Nokia Geography Data</i>
ORA_HZ_DAAS_GEO_ENDPOINT	DaaS Geography Server Endpoint Information	<code>https://geo.daas.us-phoenix-1.ocs.oraclecloud.com</code>	Specify the endpoint information, such as the host name and the port number, of the DaaS geography server.	This profile option is applicable to Application UI and REST	

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
HZ_TIMEZONE_POPULATION_ENABLED	Time Zone Population Enabled	No	Enable update of contact records with time zone details from the Populate Location Latitude and Longitude Information scheduled process.	This profile option is applicable to Scheduled Process	
HZ_SHARE_LOCATIONS	Location Sharing Mode	Share among all parties	Select if location can be shared among different persons and organizations.	This profile option is applicable to File-based Import. This profile option isn't applicable in Import Management.	
HZ_RS_DEF_START_DATE	Resource Start Date Default	Current date	Select if the default start date will be the date when the resource is created, or the employment start date of the resource.	This profile option is applicable to Application UI. This profile option isn't applicable in Import Management and resource user REST.	
HZ_RESOURCE_ALLOW_CUSTOMIZATION	Application Composer for Resource Desktop Pages Enabled	No	Enable access to Oracle CX Sales Resource desktop pages in the Application Composer.	This profile option is applicable to Application UI	See How do I enable desktop pages for Resource Directory?
HZ_LANG_FOR_COUNTRY_DISPLAY	Language for Country Display		Specify the default language used to translate the country name for international addresses. This is typically the language of the country where an item is mailed from.	This profile option is applicable to Application UI and REST	
HZ_GEOCODING_BATCH_SIZE	Geocoding Subprocess Batch Size	1000	Specify the maximum number of locations that each batch subprocess can handle for geocoding.	This profile option is applicable to Scheduled Process	
HZ_GENERATE_PARTY_SITE_NUMBER	Party Site Number Generation	Auto numbering, update not allowed	Select how a party site number will be generated, and if you can update the site number when creating or editing a party site address.	This profile option is applicable to Application UI, and REST	See How do I set up the required address option for accounts and contacts?
HZ_GENERATE_CUSTOMER_NUMBER	Customer Account Number Generation	Auto numbering, update not allowed	Select how a customer account number will be generated, and if you can update the	This profile option is applicable to Application UI, and REST	

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
			number when creating or editing a customer account.		
HZ_GENERATE_CONTACT_NUMBER	Contact Number Generation	Auto numbering, update not allowed	Select how the contact number will be generated, and if you can update the number when creating or editing a contact.	This profile option is applicable to Application UI, and REST	
HZ_ENABLE_VO_SECURITY	Enable VO-Based Security	No	Enable VO-based security and override the default EO based security for all objects that use the secured PartyEO.	This profile option is applicable to Application UI and REST	
HZ_ENABLE_MULTIPLE_BU_CRM	Multiple Business Units Enabled	Yes	Enable the multiple business units feature for Oracle Fusion Customer Relationship Management.	This profile option is applicable to Application UI	See Overview of Multiple Business Units in Sales
HZ_ENABLE_ENTITY_EVENTS	Entity Level Events Enabled	Yes	Enable entity level events for account, contact, and household entities.	This profile option is applicable to Scheduled Process, Application UI, and REST	
HZ_ENABLE_CLICK_TO_DIAL	Click to Dial Enabled	Yes	Enable automated dialing by clicking on a phone number.	This profile option is applicable to Application UI	
HZ_ENABLE_BUSI_VALID	Business Key Validation Enabled	No	Enable the business key validation rule to check for duplicate contact points, such as mobile, URL, and Email.	This profile option is applicable to REST	
HZ_DEFAULT_NAME_STYLE	Name Style Default	Concatenated Name	Specify a default style for name formatting.	This profile option is applicable to Scheduled Process, Application UI, and REST	
HZ_DEFAULT_BU_CRM	Customer Relationship Management Business Unit Default	Vision Operations	Specify the default business unit for Oracle Fusion Customer Relationship Management.	This profile option is applicable to REST	See Overview of Multiple Business Units in Sales

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
HZ_DEFAULT_ADDR_STYLE	Address Style Default	Postal Address	Specify a default style for address formatting.	This profile option is applicable to Application UI and REST	
HZ_AUTOMATE_RESOURCE_CREATION	Automated Resource Creation Enabled	No	Enable automatic creation of resource from employee creation process without user intervention.	This profile option is applicable to Application UI	See <i>How do I map an Oracle HCM job to a role?</i>
HZ_ALLOW_MULTIPLE_SELLTO	Multiple Sell-to Addresses Enabled	No	Enable multiple sell-to address creation for a party, using the Data Import program. This profile option should not be used by customers.	This profile option is applicable to Application UI, and REST	
HZ_ADDRESS_DISABLE_ALT_NAMES	Hide Alternate Address Names	No	Hide alternate names in the Address list of values. This option, when enabled, displays only the primary geography names for the address.	This profile option is applicable to Application UI	
HZ_GNR_NUM_OF_WORKERS	Number of workers for a given Geography Name Referencing request	1	Determines the number of sub-processes for Validate Geographies of Addresses Against Master Geographies scheduled process.	This profile option is applicable to Scheduled Process	See <i>Best Practices for Geography Validation</i>
ZCA_SA_AUTO_ASSIGN_ON_UPDATE	Sales Account Automatic Assignment on Update Enabled	No	Enable automatic territory based assignment processing after a sales account is updated.	This profile option is applicable to Scheduled Process, Application UI, and REST	See <i>How You Enable Automatic Account Assignment Enable Automatic Assignment of Imported Accounts</i>
HZ_GNR_COMMIT_SIZE	Batch Size for committing records in Geography Name Referencing process	N/A	The Batch Size for committing records in Geography Name Referencing process	This profile option is applicable to Application UI, Scheduled Process, File-based Import, and Import Management.	
ORA_HZ_IMPORT_MULTI_ADDRESS_TYPE	Import Processing for Multiple Address Types Enabled	Yes	Enable the processing of multiple address types for Account, Contact, Address, Organization, and Person objects.	This profile option is applicable to Import Management	See <i>Import Your Household Data How do I import account data? How do I import contact data?</i>

Profile Option Code	Profile Option Name	Default Value	Description	Impact	Related Topics
ORA_HZ_RES_ENABLE_SKILLS	Skills Section in Resource Detail Page Enabled	No	Enable the skills section in the Resource Detail page of the Resource Directory and Manage Resources task. The valid values are YES and NO, and the default value is NO.	This profile option is applicable to Application UI	

Integration with Third Parties

Overview of Third-Party Integrations for Accounts

You can use the Account, Contact, and Household interfaces to gain a comprehensive view of your customer information. This functionality utilizes sales data, as well as relevant third-party content.

Third-Party Integrations for Sales Customers

OneSource and Siebel CRM are two third-party integrations that you can configure in sales applications. This topic explains how you map third-party customer data to sales customers.

Map OneSource Data Sales Application

You access OneSource data directly from the OneSource node on Sales Account, Contact, and Household information trees.

The sales application searches for OneSource company data in the following order:

1. Search based on the mappings defined in the `HZ_ORIG_SYS_REFERENCES` table, where `orig_system` is `ONESOURCE`.
2. Search based on the sales customer stock symbol, checked if no mapping is found in `HZ_ORG_SYS_REFERENCES`.
3. Search based on the sales customer name, checked if no mapping is found by the stock symbol lookup. If multiple OneSource companies match the sales customer name, you can choose from the list of matching OneSource companies.

Mapping Siebel CRM Service Data to Sales Application

You access mappings for Siebel CRM accounts, contacts, and groups to sales customers in the `HZ_ORIG_SYS_REFERENCES` table, where `orig_system` is `SIEBEL`.

Note: The sales application doesn't include licenses for OneSource and Siebel CRM. You must acquire third-party application licenses separately. If you want to enable OneSource and you have a web proxy for external HTTP(S) traffic, you must select Enable Web Proxy on the Web Proxy Configuration screen and specify your web proxy configuration.

FAQs for Accounts and Contacts

Frequently Asked Questions (FAQs) for Accounts and Contacts

This section contains some frequently asked questions (FAQs) when setting up and maintaining accounts and contacts. Scroll or search to find answers to common questions.

How can I set Customer as the default account type?

You can set the default account type to Customer on the create account page by changing a profile option.

To change the profile option:

1. In the Setup and Maintenance area, go to the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. Enter **ZCA_ENABLE_SELLTO_ADDR_CHECKBOX** in the **Profile Option Code** field.
3. Click **Search**.
4. In the Profile Option: Profile Values region, set the **Profile Value** to Yes.

You have now set the default value of the account type to Customer.

Tip: To hide the **Type** field, use Application Composer. For more information about how to hide or show fields in application pages, see the Configuring Applications Using Application Composer guide.

Related Topics

- [Extend Application Pages for Activities](#)

How can I prevent the validation script of the contact object from impacting other objects such as resources and suppliers?

You must write your application code in such a way that the validation script of the contact object doesn't impact other object flows such as resources or suppliers.

Here's a sample Groovy code:

```
if (InternalFlag == 'N')
{
<your application code>
}
```

What happens when I delete an account?

When you delete an account, the entire record is removed from the sales application and can't be restored.

In general, when you delete an account:

- The account party status becomes inactive in the database.
- The deleted account doesn't appear in the accounts list, accounts search, accounts list of values, or in accounts data quality match, segmentation, and recent items.
- The deleted account's profile and children, such as attachments and notes, can no longer be viewed.
- The account's contact relationships, if any, are deleted. The contact can still be viewed, but deleted contact relationships aren't shown in the contact.
- Deleting an account doesn't delete account-related objects, such as opportunities, leads, and tasks. You can still view related objects and the account name on these objects, but you can no longer access the deleted account's details.

What happens when I delete a contact?

When you delete a contact, the record is removed and can't be restored.

In general, when you delete a contact:

- The person record of the contact is removed , including all profile data, customer usages, and group memberships.
- Relationships with associated customers or sales accounts are deleted.
- Contact points or other child objects specific to the customer-contact relationship aren't shown.
- A deleted contact isn't shown or available in any other contact or customer lists. A deleted contact isn't visible to all contact types (standalone, single, or multiple) including a customer-contact, a consumer or prospect, or in cases where the contact is both a customer contact and a consumer or prospect.
- Even if you have the functional privilege to delete a contact, you can't delete contacts unless you have full or edit access to at least one of the accounts associated with the contact.

Related Topics

How can I remove the standard buttons on the Account Activities page in Sales?

To customize the Account Activities page in the classic Sales UI, use Application Composer. For example, you can remove standard buttons, such as the Create Appointment, Create Task, and Log a Call buttons. Here's how.

Customize the Account Activities Page

Create and enter a sandbox with the Application Composer tool enabled.

1. In the Navigator, click **Configuration > Sandboxes**.
2. Click **Create Sandbox**.
3. Enter a sandbox name.
4. Select **Active** for **Application Composer**.
5. Click **Create and Enter**.
6. From the sandbox **Tools** menu, select **Application Composer** to enter the tool.

Make a Copy of the Standard Layout

While in Application Composer, make a copy of the standard layout:

1. Open the **Standard Objects** node on the left panel.
Open the **Activity** node.
2. Click **Pages**
3. On the Activity Pages tab, scroll down to the **Embedded Activity Summary Layout** section.
4. Select **Standard Layout** for Embedded Task List Overview and click **Duplicate**.
5. In the Duplicate Layout window, enter a new name for your layout or just click **Save and Edit**.
6. Drill down into your layout.
7. Next to Embedded Task List Overview Table, click **Edit** (the pencil icon).
8. Scroll down until you see the **Configure Detail Form: Buttons and Actions**.
9. You can remove the Create Appointment, Create Task, and Log a Call buttons by moving them from the Selected Buttons to the Available Buttons list.
10. Click **Save and Close**.
11. Click **Done**.

Publish Your Sandbox

1. Click **Navigator > Configuration > Sandboxes**.
2. On the Sandboxes page, click the name of the sandbox.
3. Click **Publish**.
4. Click **Continue** to publish.
5. When the sandbox completes publishing, click **Done**.

11 Activities

Overview of Activities

Salespeople use the Activities pages to schedule appointments, create tasks and call reports, and view scheduled activities on their calendars.

Key features include:

- **Calendars:** My Calendar provides a full set of calendar functionality. You can change colors to make calendars more friendly-looking. Associate assets with activities so that salespeople can view the asset calendar and manage their appointments.
- **Notifications:** After you set up notifications, salespeople receive them in the notifications list and can drill-down into activities.
- **Call reports:** Call reports help salespeople track key updates to their sales activities.
- **Delegation:** After you set profile options, salespeople can delegate activities to another user.
- **Default record sets:** You can configure the default sets of records for salespeople to access tasks and appointments in the Activities tab from other objects such as opportunity and leads.

See the related topics in this chapter for more setup information. See the *Using Sales* guide for salesperson tasks.

Activity Search and Views

Enable the Search of All Activities

Let salespeople search all activities by setting the profile option, All Records I Can See Enabled, to Yes. By default, the value is No, meaning salespeople can only search activities they own or are associated with as a resource.

Setting the profile option to Yes enables the search for all activities, but only in Advanced Search. You can set the profile option either for the whole site or for individual users.

Here's how to set the profile option.

1. In the Setup and Maintenance area, go to:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Activity Profile Options
2. Click the **ZMM_ACTIVITY_ENABLE_ALL_RECORDS** link.
3. To enable access at the site level, select **Yes** in the Profile Value field.
4. To enable access for specific users:
 - a. Click the **Add** icon.
 - b. In the Profile Level field, select **User**.

- c. In the User Name field, search for and select the user name.
 - d. Select **Yes** in the Profile Value field.
5. Click **Save and Close**.

Configure Default Activity Search

Salespeople access tasks and appointments in the Activities tab from other objects such as opportunity and leads. A search Show filter determines the default list of activities that display when a user lands on a page.

You can configure the default set of records by modifying a lookup type. The available values for Activity search types are Open Activities, Completed Activities, and All Activities. To change the default search:

1. Navigate to the **Manage Standard Lookups** task in Setup and Maintenance.
2. Search for the ORA_ZMM_ACTIVITY_FILTER_TYPE lookup type.
3. Set the order of the default values to the order in which you want them to appear in the Show filter.

The application displays the first one by default, followed by the second one, and then the third one.

Note: You can't add, delete, or change the end date of values provided in the list.

Activity Notifications and Delegation

Set Up Activity Notifications

You can configure company-level and user-level notifications for activities. You also can set the default appointment reminder, and the default appointment duration, calendar view, and calendar start time.

Company-Level Notifications

For the entire company, you can specify whether users:

- Receive notifications as owners of an activity
- Receive notifications if they aren't the owners of an activity
- Receive task notifications if changes are made to completed tasks

For both appointments and tasks, you can specify:

- Whether users receive email notifications
- Whether users receive notification messages in the notifications list

Note: If you enable email notifications at the company level, each individual user can still choose not to receive email notifications. If you enable notifications in the notifications list, each individual user can still choose not to receive notifications in the notification list.

Here are the profile options for setting up company-level activity notifications:

Profile Option Name	Default Value	Description
Task Notification to Contacts and Consumer Customers Enabled	N	Enables notifications to external participants when tasks are created, updated, or deleted
Appointment Notification to Contacts and Consumer Customers Enabled	Y	Enables notifications to external participants when appointments are created, updated, or deleted
Disable Appointment E-Mail Notification	N	Specifies whether to disable appointment email notifications
Disable Task E-Mail Notification	N	Specifies whether to disable task email notifications
Disable Task Notification List	N	Specifies whether to disable task notifications in the notifications list
Disable Appointment Notification List	N	Specifies whether to disable appointment notifications in the notifications list

User-Level Notifications

You can set several profile options at the user level to control the behavior of notifications. The user preferences setting are stored in the profile options. Users can modify their notification preferences using the preferences pages, located under their user names in the global area.

Here are the user-level profile options for activity notification preferences:

User Name	Default Value	Description
Appointment Owner Notifications	N	Enables receiving appointment notifications when the user is the owner of the appointment
Appointment Resource Notifications	Y	Enables receiving appointment notifications when the user is a resource or invitee of the appointment
Task Owner Notifications	N	Enables receiving task notifications when the user is the owner of the task
Task Resource Notifications	Y	Enables receiving task notifications when the user is a resource on the task
Task Notifications For Completed Tasks	N	Enables receiving task notifications for tasks that have already been completed

User Name	Default Value	Description
Notification List Appointment Notifications Enabled	Y	Enables receiving appointment notifications in the notifications list
Email and List Appointment Notifications Enabled	NA	Enables receiving appointment notifications in the notifications list and through email
Notification List Appointment Notifications Enabled	Y	Enables receiving appointment notifications in the notifications list
E-Mail Task Notifications Enabled	Y	Enables receiving task notifications by email
E-Mail Appointment Reminders Enabled	Y	Enables receiving appointment reminders by email notifications
Notification List Appointment Reminders Enabled	N	Enables receiving appointment reminders in the notifications list
Owner Initiated Task Notifications Enabled	N	Enables receiving task notifications when a user creates, updates, or deletes a task and he's the owner of the task
Owner Initiated Appointment Notifications Enabled	N	Enables receiving appointment notifications when a user creates, updates, or deletes an appointment and she's the owner of the appointment

How to Disable Notifications for the Entire Company

You can disable activity notifications globally, so that no one in the company receives notifications. To disable notifications:

1. In the Setup and Maintenance area, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. Enter the profile option to disable email or appointment notification, in the Profile Option Code field. Here the items you can disable and the profile options you use to disable them, company-wide:

What to Disable	Profile Option
Appointment email notification	ZMM_ACTIVITY_DISABLE_EMAIL_APPT_NOTIF
Task email notification	ZMM_ACTIVITY_DISABLE_EMAIL_TASK_NOTIF

What to Disable	Profile Option
Appointment notification in the notification list	ZMM_ACTIVITY_DISABLE_LIST_APPT_NOTIF
Task notification in the notification list	ZMM_ACTIVITY_DISABLE_LIST_TASK_NOTIF

- For each item you're disabling, change the related site-level profile value to Yes.

Related Topics

- [Enable Drill-Down Capabilities in Notifications](#)
- [Get Reminded When a Task Is Due](#)

Enable Drill-Down Capabilities in Notifications

You can enable salespeople to drill down to an activity from a notification list or an email. To use the enhanced notifications feature, salespeople must set their preferences to accept notifications.

You enable the enhanced capabilities by opting in to the feature and setting profile options. With enhanced notifications, salespeople can take actions on an activity from a notification list or an email. For example, they can click a link in an email to accept or decline an appointment or mark a task as completed.

Note: While you can revert to opt out of the enhanced notifications, Oracle recommends that you don't opt out of the enhanced notifications between releases.

Setup Overview

Here are the high-level steps to set up enhanced notifications:

- Opt in to the Activity Drill-down and Actionable Notification feature in Setup and Maintenance.
- Set site-level profile options that enable the notifications.
- Set profile options that enable users to set their preferences for notifications. The profile options can be set at site-level or user-level.

If salespeople opt in for the capability to drill down and act from activity notifications, then they receive both a notification list and an email. Salespeople don't have the option to choose only one type of notification.

Opt in to Activity Drill-Down and Actionable Notifications

To opt in to the Activity Drill-Down and Actionable Notifications feature:

- Sign in as a setup user.
- In the Setup and Maintenance area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
- Click the drop-down button on Sales Foundation.

4. Click **Change Feature Selection**.
5. In the Edit Features: Sales Foundation page, select the **Enable** check box for the Activity Drill-down and Actionable Notification.
6. Click **Done**.

To revert to the earlier setup, clear the Enable check box and save your changes.

Set Profile Options to Enable the Notifications

Use profile options to enable email or list notifications at the site level. After you enable the profile options, if salespeople opt in for enhanced notifications, then they receive both list and email notifications with drill-down capabilities.

To set the profile options:

1. In the Setup and Maintenance area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. Search for the profile option, update it, and save your changes.

Here are the profile options to set:

Profile Display Name	Profile Option Code	Description
Email and List Appointment Notifications Enabled	ZMM_ACTIVITY_APPT_NOTIF_LIST_EMAIL	Enables appointment notifications in notification lists and emails
E-Mail and List Task Notifications Enabled	ZMM_ACTIVITY_TASK_NOTIF_LIST_EMAIL	Enables task notifications in notification lists and emails

In addition to enabling the site-level profile options, you must also enable profile options for the user preference settings. Here are the profile options that you enable at site or user level:

Profile Display Name	Profile Option Code	Description
Email and List Task Notifications Enabled as per User Preference	ZMM_ACTIVITY_TASK_NOTIFICATIONS	Enables users to receive task notifications in the notification list and through email according to their preference settings
Email and List Appointment Notifications Enabled as per User Preference	ZMM_ACTIVITY_APPT_NOTIFICATIONS	Enables users to receive appointment notifications in the notification list and through email according to their preference settings

Get Reminded When a Task Is Due

You can configure the application so that salespeople are reminded by email or get an alert in the Notifications area when their tasks are due.

To get the reminders, salespeople simply configure the default reminder period in their user preferences. As an administrator, you can enable or disable the reminder notifications across the site and for individual users. You can specify whether to notify users via email, notifications, or both. You can configure the default reminder profile option to set a default reminder period based on the task due date. For example, you can configure whether to send a notification three days before the task due date or when the task due date is reached.

Additionally, you need to enable the Due Date field on the Task Create and Task Details page layouts. See [Add Due Date Reminder Field to the UI](#) for more information.

For the procedure to set the profile options, see [Set Task Reminder Profile Options](#).

Set Task Reminder Profile Options

Set profile options to configure task reminders for sales users.

Here's how to set the profile options:

Note: These two site-wide profile options need to be enabled as well: Disable Task E-Mail Notification and Disable Task Notification List. See [Set Up Activity Notifications](#).

1. In the Setup and Maintenance area, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. On the Manage Activity Profile Options page, access and enable these profile options:
 - o ORA_ZMM_TASK_NOTIF_LIST_REMINDER: Enable to show task reminders in the Notifications area.
 - o ORA_ZMM_TASK_EMAIL_REMINDER: Enable to show task reminders by email.
 - o ORA_ZMM_TASK_DEFAULT_REMINDER: Set a default reminder period.
3. Save your changes.

Add Due Date Reminder Field to the UI

Add a Due Date Reminder field to the Create Task and Edit Task pages in the Activities UI to let salespeople configure their default reminder time for tasks.

Here's how you enable the Due Date Reminder field to allow salespeople to set a reminder period

1. In an active sandbox, use Navigator to go to **Configuration > Application Composer > Activity > Pages**.
2. Add the **Due Date Reminder** field to the Task Create and Task Details page layouts.
3. Save your changes and publish the sandbox.

How do I delegate activities to another user?

You can enable the ability for all sales users in your implementation to delegate their activities, such as delegating calendar appointments or tasks, to another user. To enable delegation, you set separate profile options for appointments and tasks.

When users delegate an activity, they're simply changing the owner of the activity. After an activity is delegated, both the original owner and the user who now owns the activity can edit or update the activity.

To enable activity delegation:

1. In Setup and Maintenance, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. Search for and set two profile options according to your business needs. This table lists the profile options:

Profile Option Display Name	Profile Option Code	Description and Setting
Appointment Delegation Enabled	ZMM_ACTIVITY_APPT_DELEGATION	Enables sales users to delegate appointments to other sales users. Set to Yes at site level to enable all users in the site to use the delegation feature.
Task Delegation Enabled	ZMM_ACTIVITY_TASK_DELEGATION	Enables sales users to delegate tasks to other sales users. Set to Yes at site level to enable all users in the site to use the delegation feature.

3. Save your changes.

Disable Delegation

Turn off delegation if you no longer want the second owner to co-own the activity.

Activity Types and Subtypes

About Activity Type and Subtype

Managers can track the performance of salespeople by their activity type, such as an email or a call. Managers can further track details of an activity using the Activity Subtype field.

For example, the activity type email can have subtypes of outbound, inbound, and others. The Activity Subtype field depends on the Activity Type value. Each activity type has a function. The supplied functions are Appointment, Task, and Call Report.

The application populates the type and subtype values from the parent activity to the child activity. After you add the Activity Subtype field to the application, you can:

- Create values for the Subtype field, depending on the type of activity.
- Define relationships between the two values.
- Automatically populate the type and subtype values for:
 - Automatically created tasks, such as logging a call.
 - Followup activities created in the context of an activity, such as creating a call report.
 - Followup appointment or task.
- Automatically populate supplied values from the parent activity when you create a call report or a followup appointment or task.
- Add a new type using the Manage Activity Type and Subtype task.

Note: If you add a new lookup type, ensure that the lookup code tag has: `APPOINTMENT:TASK:CALLREPORT`.

Use Application Composer to make the Subtype field available on the create and edit pages of appointments, tasks, call reports, and list pages in the Activities UI. Use the Manage Activity Type and Subtype task to create and edit type and subtype values related to activities. See [Add an Activity Subtype Field](#) for more information.

Add an Activity Subtype Field

Add the Subtype field to activities so that salespeople can classify their activities in detail for each activity type, such as an appointment, task, or call report. You enable the Subtype field in Activities using Application Composer.

Here's how to enable the Subtype field:

1. Ensure you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects** and then expand **Account**.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. On the Details Page Layouts region, duplicate the predefined layout and edit the resulting copy.
7. While editing the copied layout, click the **Reorder Subtabs** icon.
8. In the Configure Subtabs popup window, move the **Reference Systems** subtab to the Selected Subtabs box.
9. Click **OK** on the popup window.
10. Click **Done** in the edit page.
11. Test the changes and publish the sandbox according to your company's business practices.

Note: Remember, salespeople can select subtypes only for active activity types. And, the subtype field is always dependent on the activity type selected.

Associate Activity Type with a Function and Subtype

Activity types categorize the actions of salespeople. When you associate an activity type with a function and subtype, salespeople can further classify details of an activity.

You can associate a type value with one or more activity function types, such as an appointment, a task, or a call report. Then, you can map the activity type with a subtype. Use lookup types to associate a type value with a function type.

Note: If you don't associate an activity type value with a function type, users won't be able to see that value in the UI. For example, if you add an activity type value of Zoom, you must associate that type value with the Appointment function type or users won't be able to see it.

Here's how to associate a type value with a function and then with a subtype.

1. In Setup and Maintenance, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
2. Search for Manage Activity.
3. Click the **Manage Activity Type and Subtype** task.
4. In the Manage Activity Types: Manage Activity Types by Function page, select the relevant activity type. For example, for the activity type Call, select Appointments, Call Reports, and Tasks. The activity type is now mapped to the activity function.
5. Click **Next**. The Manage Activity Subtypes: Manage Subtypes by Activity Type page appears.
6. Map the activity type to a subtype. For example:
 - o Select **Call** in the Select Activity Type field and then click the add icon.
 - o Create subtypes of **Inbound** and **Outbound**.
 - o Select the **Enabled** option.
7. Click **Save and Close**. The activity type is mapped to the subtype.

Additional Configurations

Let Salespeople Associate Addresses with Activities

You can enable selection of addresses from a drop-down list. From the address selector users can then select an address that's associated with an activity's account or contact.

The address for activities can be exposed on the create and edit pages of tasks, appointments or call reports.

Here's how to expose the address selector using the Application Composer:

1. Ensure you're working in an active sandbox
2. Navigate to **Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects** and then expand **Activity**.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. Scroll down to a section where you want to expose the address selector:
 - o Creation Page Layouts: Task Create, Call Report Create, Appointment Create
 - o Details Page Layouts: Task Details, Call Report Details, Appointment Details
7. Duplicate the required standard layout and edit the resulting copy.
8. Click **Show** next to the Address option to enable the address selector.

9. Click **Done**.
10. To validate whether the address selector is available on the Activities UI:
 - a. Navigate back to the respective Task, Appointment, or Call Report pages.
 - b. Click **Create** or **Edit** on the Task, Appointment, or Call Report page on which you enabled the address selector. Ensure that you can view the address selector on the page.
11. Publish the sandbox according to your company's business practices.

View and Edit Calendar Appointments of Users

As a sales administrator, you can view and edit the calendar appointments of your users by enabling the profile option, `Share All Appointment Details (ZMM_ACTIVITY_SHARE_ALL_APPT_DETAILS)`, at site level.

Here's how to set the profile option:

1. In the Setup and Maintenance area, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. Search for the `Share All Appointment Details (ZMM_ACTIVITY_SHARE_ALL_APPT_DETAILS)` profile option and set it to **Yes** at site level.

Note: The users whose appointments you want to view must not have set them to private.

Related Topics

- [Make Your Calendar Appointments Visible to Others](#)
- [Can my administrator view and edit my appointments?](#)

Allow Updating of External Appointments

The salespeople who use Microsoft 365 add-in can share external appointments with the sales application. Even though the appointment is external to the company, you might want to let salespeople edit certain details, such as the account, opportunity, and lead.

Remember that the meeting details, such as day, time, description, and location, will still be read-only.

Here's how you can enable updating the external appointments:

1. In the Setup and Maintenance work area, use the **Manage Administrator Profile Values** task:
 - o **Offering:** Sales
 - o **Functional Area:** Sales Foundation
 - o **Task:** Manage Administrator Profile Values
2. On the Manage Administrator Profile Values page, search for **External Appointments Editing Enabled** (`ORA_ZMM_ENABLE_EXTERNAL_APPT_EDIT`) and set the **Site** value to **Yes**.

3. Save and Close the page.

Note: External appointments synced from Microsoft 365 should be linked to your sales data to allow for tracking and analytics.

Change Calendar Colors

You can change the color of various items on salespeople's calendars. Providing color codes makes calendars look colorful and more friendly.

You can use any standard HTML color codes. You can find color codes in many places on the internet, for example, <http://html-color-codes.info/>.

Change Calendar Colors

Here's how you change calendar colors:

1. In the Setup and Maintenance area, go to the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Activity Standard Lookups
2. Click **ZMM_ACTIVITY_TYPE**. The ZMM_ACTIVITY_TYPE: Lookup Codes area appears.
3. In the **Tag** field, enter an HTML color code in for each item you want to change.
4. Click **Save and Close**.

Note: The ZMM_ACTIVITY_TYPE lookup type supports tags, but other Activity lookup types don't.

Related Topics

- [Manage Your Calendars](#)

Enable Default Task Status

Administrators can set the default status of a task and provide a sequence number using the lookup type, ZMM_ACTIVITY_STATUS_CD. The sequence that you define determines the sequence in which the task statuses are available for selection in the list of values.

Here's how to enable the default task status:

1. In the Setup and Maintenance area, go to:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Activity Standard Lookups
2. In the Manage Activity Standard Lookups page, click the **ZMM_ACTIVITY_STATUS_CD** link. The ZMM_ACTIVITY_STATUS_CD: Lookup Codes area appears.

3. Enter a display sequence. The lowest sequence number defines the default status of a task.
4. Click **Save and Close**.

Considerations When Setting Up Call Reports

Call reports let salespeople capture the outcome of a sales activity, make related changes, and track key updates. When setting up call reports, consider these points:

- You can modify lookup types and profile options related to call reports.
- You can configure call reports using Application Composer, to suit the requirements of your organization.

Modify Activity Objectives and Outcomes

Call reports record a snapshot of the outcome of a sales activity, including summaries, meeting minutes, complete objectives, attendees, attachments, notes, and so forth. You can use the **Manage Activity Standard Lookups** task in the Setup and Maintenance work area to update or modify the lookup type values for activity objectives and outcomes.

Here are the lookup types for objectives and outcomes:

Lookup Type	Display Name	Description
ORA_ZMM_ACTIVITY_OBJECTIVE	Activity Objective	Possible objectives of a sales activity.
ZMM_ACTIVITY_OUTCOME	Activity Outcome	Possible outcomes of a customer activity.

Note: These lookup types don't support tags.

Enable Call Report Submissions

Use the Submit Call Report Action Enabled (ZMM_ACTIVITY_ENABLE_SUBMIT_CALL_REPORT) profile option to enable submission of call reports. These are the options:

- **Yes:** The Submit button is enabled on the Create Call Report page. When you click Submit, the application sets the call report to read-only and salespeople can't modify the call report.
- **No:** The Submit button isn't displayed on the Create Call Report page. This is the default value.

Access the profile option from the Manage Administrator Profile Values task in the Setup and Maintenance work area.

Related Topics

- [Track Updates with Call Reports](#)

Enable Sales Team to Log Interactions

You can let your salespeople manually add call logs, web conferences, wrap ups, and emails as interactions and view them in the Interactions History subtab instead of activities.

In CX sales, these interactions are considered as activities. In Digital Sales, these are interactions tracked in the list of Activities for each record. The Activity work area in CX sales only displays tasks and appointments. This way all the planned communication can be tracked as activities and the actual communication will be tracked as interactions in the sales application.

If you're new to CX Sales or transitioning to Digital Sales, Oracle recommends you enable logging sales interactions.

To enable logging interactions, grant the required privileges and configure the setups outlined in the table here:

Prerequisite	Prerequisite Type	Description	What You Need to Do
ZCM_MANAGE_SALES_INTERACTIONS_PRIV	Role Privilege	Enables your users to log interactions.	Add the privilege to the users with the sales administrator, sales manager, and salesperson roles.
ORA_ZCA_ENABLE_TRACKING_EMAIL_CONVERSATIONS	Profile Option	Enables users to share emails as conversations from the Microsoft 365 add-in and see them in the Interactions History subtab. See the topic <i>Automatically Sync the Email Responses of Manually Shared Emails</i> for more information.	Set it to Y or Yes.
ORA_ZCA_ENABLE_TRACKING_INTERACTIONS	Profile Option	Enables users to see emails and call logs in the Interactions History subtab instead of activities.	Set it to Y or Yes.
SVC_MCA_RECORD_ACTIVITIES_YN	Profile Option	Generates tasks and call reports automatically and shows them on the Activities tab. See the topic <i>How do I configure Multichannel Architecture (MCA) profile options?</i> for more information.	Set it to No .
Interactions History	Subtab on the object pages.	From this subtab, you can review all the previous interactions and add call logs and emails manually to an opportunity or a lead.	Enable this subtab on the relevant object pages. See <i>How to Add the Interactions History Subtab to Opportunities</i> for more information.
Log an Interaction	Smart action for Workspace.	Users can log interactions from the object pages of Workspace.	Enable the smart action on relevant object pages of Workspace from the Application Composer. See the topic <i>Manage Workspace Smart Actions</i> for more information.
Log a Call	Smart action for Workspace.	Users can log a call from the object pages of Workspace.	Disable the smart action for all the objects.

Where can Salespeople See and Log the Interactions

After you complete the setup, the calls and emails logged from the object pages of sales application will be available in the Activities panel of the object foldout view in Digital Sales. Similarly, the calls and emails logged from Digital Sales will be available in the Interactions History subtab of the object pages in the CX Sales application.

Calls and emails logged prior to enabling interactions remain in Activities and are available for historical context.

Salespeople can log the interactions using the:

- Log an Interaction button on the Interactions History subtab of the object pages of the sales application.
- Log an email button on the Interactions History subtab of the object pages of the sales application.
- Log an Interaction smart action from the Workspace action menus on all the relevant object pages of Workspace.

Note: Salespeople won't be able to log a call from activities or use the Log a Call smart action on the object pages of Workspace.

12 Approval Workflows

Configure Workflow Approvals and Notifications

With approval management in BPM Worklist, you configure workflow tasks that users act on for approvals, including the notifications involved. For example, specify levels of approval needed, control approval routing, and configure email notifications.

After all assignees approve a workflow task, whatever got approved takes effect. Some tasks are just FYI, and assignees don't need to do anything. Either way, here are some examples of what you can do to configure workflow tasks, including notifications:

- Set how many levels of approval are needed for transactions over a particular amount
- Define whom the assignees would be, based on the supervisory hierarchy in Oracle Fusion Cloud HCM
- Create approval groups so that the workflow task can be assigned to the set of users in the group instead of an individual user
- Control when to send notifications to users involved with the task
- Disable or enable in-app or email notifications, or both

Get Started

In the Offerings work area, enable the Approval Routing Administration feature at the offering level so that these setup tasks are available in the Application Extensions functional area:

- Manage Task Configurations
- Manage Approval Groups

These setup tasks take you to BPM Worklist, where you do most of the setup and configuration related to workflow. But, depending on your offering, you might use a different functional area or even another approval setup task. Some product families have pages or tools that you can use instead of, or in addition to, BPM Worklist, depending on what you want to configure.

Manage Workflow Tasks

After users create a task, for example by submitting something for approval, you can use the Transaction Manager: Transactions page in the Transaction Console work area to keep track of the workflow task. And also to jump in when you need to, especially if something goes wrong.

For workflow data, you can use the tables that start with `FND_BPM` in the Oracle Fusion Cloud Applications Tables and Views for Common Features guide, and the Manage Tasks API in the REST API for Common Features in Oracle Fusion Cloud Applications guide. Don't query other tables or use other APIs that aren't documented.

Related Topics

- [Oracle Fusion Cloud Applications Tables and Views for Common Features](#)
- [REST API for Common Features in Oracle Fusion Cloud Applications](#)
- [Configure Offerings](#)
- [How do I update existing setup data?](#)

Create Approval Groups

An approval group is a set of specific users that can act on workflow tasks. You can set up approval rules so that tasks can get routed to an approval group. An approval group can contain other approval groups.

- When a task is assigned to an approval group in a parallel participant, someone in the group can claim the task and act on it. When the task is claimed, no one else in the group can act on it. But if the person who claimed the task releases it, then someone else from the group can claim it.
- If it's a serial participant instead, the task is routed to each member of the approval group in sequence, so everyone must act on it.
- There are two types of groups in workflow. One is the approval groups we are talking about here that you can use in task configurations to define routing. The other is LDAP groups that are available for users to select when they delegate or reassign tasks, but it's not recommended for them to use LDAP groups.

There aren't any predefined approval groups, so it's up to you if you want to create any. Here's how you go about it:

1. In the Setup and Maintenance work area, go to the **Manage Approval Groups** task in the Application Extensions functional area.
2. In BPM Worklist, on the Approval Groups tab, click the **Create Approval Group** icon in the **Groups** toolbar.
3. On the Details page, enter the group name.
4. In the Members section, click the **Add Member** icon.
5. In the Add to Group dialog box, select **User** or **Approval Group**, depending on what you want to add to your group.
6. Find and select the specific user or group, and click **OK**.
7. Add more members, and edit or delete any if you need to.

Note: For approval groups that you plan to use in serial participants, add members in the order that you want tasks to get assigned. If you add User 1, User 2, and then User 3, the task is first assigned to User 1, then User 2, and finally User 3.

8. Click **Save**.

CAUTION: Don't delete your approval group if it's used in at least one approval rule. You can still edit the group.

Configure Approval Rule Sets and Rules

Rule sets and rules control how a workflow task is routed, assigned, and completed, based on specific conditions. For example, a rule can say that transactions over a certain amount must have approvals up three levels in the management chain.

A workflow task has one or more rule sets, and a rule set has one or more rules. At run time, if a rule set has multiple rules, all the rules are evaluated at the same time. A rule has two parts, an If section that has the conditions, or tests, and a Then section that has the actions to take when the conditions are met.

Configure Rule Sets

First, create or find the rule set you want to work on:

1. In the Setup and Maintenance work area, go to the **Manage Task Configurations** task in the Application Extensions functional area. Or, depending on your offering, you might use a different functional area or another approval setup task.
2. In BPM Worklist, on the Task Configuration tab, search for the workflow task in the **Tasks to be configured** pane.
3. Select the task from the search results and click the **Edit task** icon in the toolbar.

Note: You may see a message saying that flexfields have been modified. This means someone used Application Composer to create new fields, which creates flexfields on the back end. Click the Start Synchronization button to get the latest set of flexfields that you can use for the rules in this task.

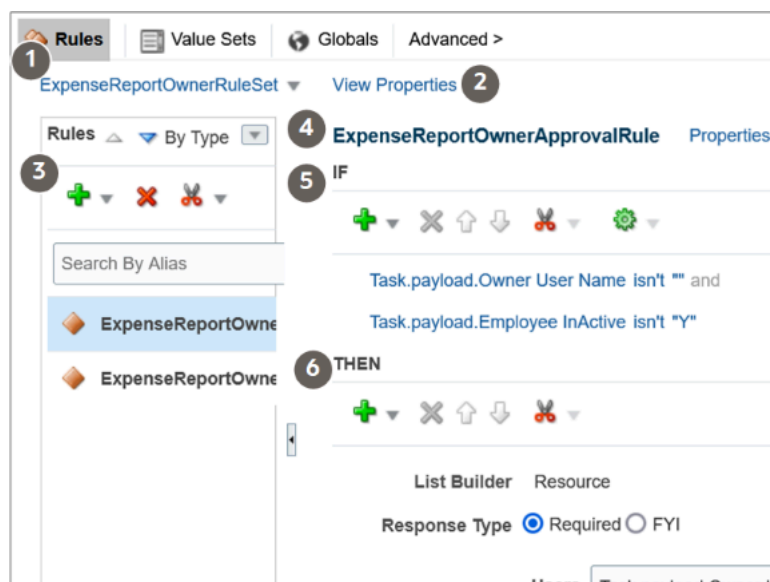
4. Click the Assignees subtab.
5. If the diagram mapping out the workflow task is big, click the **Switch to Vertical Layout** link.
6. In the diagram, find the participant you want to work on. Click the **Go to rule** icon and select **Go to rule**. Or, select the participant and, in the pane after the diagram, click the link in the **Business rule** field.
7. Go on to work on the rule set that's displayed on the Rules tab. Or, from the drop-down list with rule set names, select another rule set to edit, or select **Add New Rule Set**.
8. Click the **View Properties** link after the rule set name to see the **Effective Date** setting and **Active** check box. The rule set needs to be effective and active to apply when people create workflow tasks. It's a good idea to leave the effective date set to Always.

CAUTION: From here, you can also click the **Delete Rule Set** link. Before you delete any predefined rule sets, make sure you're really not using it and never will. Don't delete the predefined Modification Rules and Substitution Rules rule sets.

9. In the Rules pane, you can add, edit, or delete rules in the rule set. Expand the rule if it's not already. As with the rule set, you can click the **Show Advanced Settings** icon for a rule to make sure that the rule is effective and active.
 - o Create: Click the **Advanced Add or Modify Options** icon and select **General Rule**.
 - o Edit: Select the rule if it's not already.
 - o Delete: Select the rule and click the **Delete** icon in the toolbar in the Rules pane.

For the rule you're creating or editing, you can click the **Properties** link after the rule name to rename the rule and make sure that the rule is effective and active.

Here's a screenshot to help us understand what we see in the Rules subtab on the Assignees tab:



Callout Number	What It Is
1	The rule set drop-down list, where you can select a rule set to work on or create a new rule set.
2	The link to open properties for the rule set.
3	The Rules pane, which lists the rules within the rules set and has a toolbar for working on those rules, for example to add or delete them.
4	The names of the rule that's selected in the Rules pane, followed by a link to open properties for that rule.
5	The If section of the rule, where the conditions are defined and there's a toolbar for working on those conditions.
6	The Then section of the rule, which defines what happens when the conditions are met. There's also a toolbar specific to this section.

Configure the If Section in Rules

In the If section of the rule, define conditions for the rule. Each line in this section is called a test.

1. For existing conditions, click on the line that you want to edit, making it active and selected. To add a new line, click the **Advanced Add or Modify Options** icon and select a type to add, for example **simple test**.
2. Click the **Left Value** icon to select an attribute in the Condition Browser dialog box.
3. Select an operator.
4. Click the **Right Value** icon to select something from the Condition Browser dialog box, or enter a value in the corresponding field.

5. If you're not working on the last line, you can click the **and** or **or** link at the end of the line to toggle between the two.

CAUTION: If the attribute you're evaluating in the condition is optional, users might not have entered a value for that attribute in the UI. For your rule to work properly, it's highly recommended that you first have a line in the condition that checks if the attribute isn't blank. So that means you select the attribute, select **isn't** as the operator, and enter **null**. Then add another line with the condition that you're evaluating the attribute for, and make sure you have an **and** between the two lines.

To delete a line, put your cursor in any field in the line, and click the **Delete** icon.

Configure the Then Section in Rules

In the Then section of the rule, define what happens when the conditions in the If section are met.

1. Edit any existing actions. Or, click the **Insert Action** icon, and you usually select **Add Approver** and then a list builder, which controls how to route the task.
2. Fill in the rest of the section. The fields you get depends on the list builder, but here are some that you might use.

Field	What This Is
Response Type	Required: The assignee needs to take action, for example to approve or reject. FYI: The assignee doesn't need to take action.
Number of Levels	Number of levels required for the task to be completely approved, from the starting participant to the top participant.
Starting Participant	The first assignee in the approval chain.
Top Participant	The last assignee in the approval chain if the chain goes up that high. Approvals don't go beyond this participant, for example in the supervisory hierarchy.
Auto Action Enabled	If set to True, there's an automatic action that is taken on the task when the rule conditions are met.
Auto Action	"APPROVE": The task is automatically approved. "REJECT": The task is automatically rejected.
Rule Name	The name of the rule with the Then section that you want to use. ○ Leave the field with the name of the rule you're working on, to indicate that this rule will use the Then section defined here for this rule. ○ Or, you can enter the name of an existing rule from any task, enclosed with quotation marks, and leave all the other fields in this Then section blank. The Then section in the

Field	What This Is
	rule you entered would apply to this rule you're working on. So basically, you're reusing the Then section from another rule.

To select the starting or top participant:

- a. Click the **Starting Participant** or **Top Participant** icon.
- b. In the Add Hierarchy Participant dialog box, select the **Get User** option for a particular user, or **Get Manager** for an attribute, such as the task creator.
- c. For the Get Manager option only, select the list builder that's used for the rule.
- d. For the Get User option, enter in the **Reference User** field the user ID that the user signs in with, enclosed in quotation marks, for example "KLEE".

For the Get Manager option, here's what you do for the **Reference User** field:

- i. Click the **Expression Builder** icon.
- i. In the Variables tab of the Expression Builder, select the attribute you want in the hierarchy. For example, expand Task > payload and find your attribute there.
- ii. Click the **Insert Into Expression** button.
- iii. Click **OK**.
- e. Leave the **Effective Date** field blank to use the latest hierarchy, for example supervisory hierarchy.
- f. Click **OK**.

What shows up in the **Starting Participant** or **Top Participant** field reflects what you have in the Add Hierarchy Participant dialog box. Here are a couple of examples.

- o `HierarchyBuilder.getManager("supervisory",Task.payload.Owner User Name,-1,"","")`

Part of the Participant Value	What This Means
<code>getManager</code>	You selected the Get Manager option.
<code>"supervisory"</code>	You selected the Supervisory list builder.
<code>Task.payload.Owner User Name</code>	For the Reference User field, you went to Task > payload > Owner User Name in the Variables tab to select the Owner User Name attribute.
<code>-1</code>	This is the default value, which corresponds to the primary employment assignment. That supervisory hierarchy will be used to find assignees for the task.
<code>"", ""</code>	You left the Hierarchy Type and Effective Date fields blank, so there's nothing between the quotation marks.

o `HierarchyBuilder.getPrincipal("KLEE","", "")`

Part of the Participant Value	What This Means
<code>getPrincipal</code>	You selected the Get User option.
<code>"KLEE"</code>	For the Reference User field, you entered "KLEE".
<code>","", ""</code>	You left the Hierarchy Type and Effective Date fields blank, so there's nothing between the quotation marks.

Example of a Rule

Let's take a look at an example of a rule. In the If section, we have two tests, the first checking if an attribute is a specific value, the second checking if an attribute is more than a certain amount. The attribute names reflect where the attribute is in the hierarchy you get in the Condition Browser dialog box. The **and** connecting the two tests means that both conditions must be met.

IF

Expense Report.Expense Report Total more than 1000 and

Task.payload.Employee InActive

is

"N"

In the Then section, there's the action that applies if the conditions are met, and it's defined based on a Supervisory list builder. Assignees must take action, and only one approval is needed.

THEN

List Builder
Supervisory

Response Type
☒ Required
☐ FYI

Number of levels

Starting Participant

☐
Top Participant

Auto Action Enabled
False

Auto Action

Rule Name
- 2. In the **Tasks to be configured** toolbar, click the **Commit task** icon when you're ready to roll out your changes.

Related Topics

- [Search for Workflow Tasks to Configure](#)
- [Overview of Flexfields](#)
- [Define Fields](#)
- [Assignments](#)

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Disable or Enable Workflow Notifications

If you have BPM Workflow System Admin Role (BPMWorkflowAdmin), you can disable or enable email and in-app notifications for all users. For example, disable when testing changes to approval rules, to avoid sending test notifications. When done testing, reenable notifications.

When workflow tasks are assigned to users, they can get email notifications, as well as in-app notifications from a few places:

- The Things to Finish section on the home page.
- The notifications list in the global header.
- The Notifications page, which users can open from either of the first two places to see all their in-app notifications.

Here are things to know about disabling workflow notifications:

- You disable only email notifications that are sent as part of workflow tasks, not all emails in general.
- Users can still find their workflow tasks in the Worklist: Notifications and Approvals work area.

Note: If the Approvals work area is enabled, it replaces the Worklist: Notifications and Approvals work area.

Set the Notification Mode

Here's how you disable or enable workflow notifications:

1. Click the **Notifications** icon in the global header.
2. Click **Show All**.
3. On the Notifications page, click the **Worklist** button.
4. In BPM Worklist, click your user name and select **Administration**.
5. On the Administration tab, open the Application Preferences page and go to the Notification section.
6. Select a value from the **Notification Mode** list:
 - All: This is the default value.
 - Email notifications are enabled.
 - Workflow notifications are included in the global header, home page, and Notifications page.
 - None:
 - Email notifications are disabled.
 - Workflow notifications aren't included in the global header, home page, and Notifications page.
 - Email:
 - Email notifications are enabled.
 - New workflow notifications won't appear in the global header, home page, and Notifications page.
 - In-app:
 - Email notifications are no longer sent.
 - Workflow notifications in the global header, home page, and Notifications page are enabled.
7. Click **Save**.

Related Topics

- [More Setup for Workflow Email Notifications](#)
- [Send Test Workflow Email Notifications to One Address](#)
- [View and Act On Notifications](#)

Define When to Automatically Dismiss or Withdraw Workflow Tasks

For a workflow task to be purged and removed from users' worklists, it must have a final status, like Completed or Withdrawn. FYI tasks must be dismissed. You can control when FYI tasks are eligible to be automatically dismissed.

Tasks go from the Assigned status to the Completed status when the final assignee approves or rejects the tasks. For your information (FYI) tasks get a final status when assignees explicitly dismiss the tasks. If assignees don't do anything within a certain period of time that result in a final task status, the tasks are automatically dismissed (FYI tasks) or withdrawn (all other tasks).

When FYI Tasks Are Eligible to Be Automatically Dismissed

The **FYI Notifications Expiration Period** (FND_NOTIFICATION_EXP_PERIOD) profile option controls when FYI tasks are eligible to be automatically dismissed.

1. In the Setup and Maintenance work area, go to the **Manage Applications Core Administrator Profile Values** task in the Application Extensions functional area.
2. On the Manage Applications Core Administrator Profile Values page, leave the profile option with the default value of **7** at the Site level, or replace it with a different number.

The profile value represents the number of days after the FYI task is created. When assignees don't read or dismiss an FYI task within this many days after the task was created, the task is then eligible to get automatically dismissed.

When All Other Tasks Are Eligible to Be Automatically Withdrawn

All other tasks (the ones that aren't FYI) are eligible to be automatically withdrawn if both of these things happen:

- The expiration settings for the particular task is set to **Do Nothing** on the Deadlines subtab, within the Task Configuration tab in BPM Worklist.
- Assignees don't take action to send the task to a final status within 180 days after the task was created. This number is reflected in the **Open Tasks Withdrawn After Number of Days** field on the Application Preferences page, which you can open by clicking the Administration tab in BPM Worklist.

When Eligible Tasks Are Automatically Dismissed or Withdrawn

Now we know when tasks are eligible, but when are they actually dismissed or withdrawn automatically?

- FYI tasks: A process runs every three days, starting the first day of each month. For example, it runs on May 1, 4, 7, and so on, and again on June 1 and every three days after. So, if you leave the FYI Notifications Expiration Period profile value at 7, depending on when the process runs, an FYI task can be automatically dismissed within seven to ten days after it's created. The process changes the task status from Assigned to Completed.

- All other tasks: A process runs every three days, starting the second day of each month. For example, it runs on May 2, 5, 8, and so on, and again on June 2 and every three days after. The process changes the task status to Withdrawn.

Related Topics

- [Set Profile Option Values](#)
- [How do I update existing setup data?](#)
- [Define the Due Date and Expiration Policies for Workflow Tasks](#)

How do I sync in-app notifications for all users in Fusion Applications?

Run the **Synchronize Notifications in Global Header** scheduled process on a regular basis. In the global header or Home with Ask Oracle, for example, it removes notifications older than 30 days or already acted on elsewhere, say from email or by other approvers.

You need the Manage Scheduled Job Definition (FND_MANAGE_SCHEDULED_JOB_DEFINITION_PRIV) privilege to run this process.

1. In Scheduled Processes, click **Schedule New Process**.
2. Leave the type as #Job.
3. Search for and select **Synchronize Notifications in Global Header**.
4. Use the Advanced option and schedule the process. It's recommended to run every two hours. You can run more often depending on the volume of approvals, but never more often than every 30 minutes.
5. Submit the process.

The process might take hours to finish if it's running for the first time or hasn't run in a long time.

How Workflow Tasks Are Archived and Purged

Workflow tasks with a final status of Completed, Errored, Expired, or Withdrawn can be archived and purged. In progress tasks with statuses like Assigned, Information Requested, or Suspended aren't eligible.

- Archiving keeps a copy of the task data for audit, data retention or analysis, and other purposes. Archived data includes task details, approval history, comments, and attachments. How you view or use the archived data depends on the products you're using. For example, the data might be displayed in a table on a page, or available through a business intelligence subject area that you can select to create an analysis.

These are the database tables that store the archived data:

- FND_BPM_TASK_B
- FND_BPM_TASK_TL
- FND_BPM_TASK_HISTORY_B
- FND_BPM_TASK_HISTORY_TL

- FND_BPM_TASK_ASSIGNEE
 - FND_BPM_TASK_COMMENT
 - FND_BPM_TASK_ATTACHMENT
- Purging removes the completed tasks from users' worklists and permanently deletes the original data.

Archive

Tasks are automatically archived once a day without you having to set anything up. You can't change or stop this automatic archive, which includes all eligible tasks that aren't archived yet. These scheduled processes run in this order to get the daily archive done:

- Extract Workflow Tasks for Archive
- Process Translations for Workflow Tasks Archive
- Upload Workflow Task Attachments for Archive

All three scheduled processes must complete for tasks to get archived. But, as soon as **Extract Workflow Tasks for Archive** is done, the tasks are available for purge. It usually takes around two hours for each automatic process to finish.

Though unlikely, if you ever need to archive more frequently, you can use the Scheduled Processes work area to manually run these processes. But it's best not to unless it's really necessary. In which case, keep these in mind:

- Run the processes in the same order that they're run for the automatic archive.
- Don't run these processes when any of the three processes are still running, including the automatic runs.
- Run the processes during off hours, but not at midnight when the purge is running.
- Optionally set parameters for the **Extract Workflow Tasks for Archive** process. Let's say you select 50000 for the Number of Tasks in Batch parameter and 120 for the Maximum Runtime in Minutes parameter. That means the process will archive in batches of 50000 workflow tasks. If it's still running after two hours, the process finishes archiving the current batch and then stops. You can check the log file of the process to see how many tasks are included in the archive.

If the automatic archive isn't working, don't manually run the processes to compensate. Instead, contact your help desk to ensure that the automatic archive works again.

Purge

Archived tasks that were last updated over 30 days ago are purged without you doing any setup. The purge runs daily at midnight. You can't change or stop this automatic purge.

After a task is purged, users can no longer find it in BPM Worklist or the Worklist: Notifications and Approvals work area. The task's approval history won't be available either. But, the tasks are still in the archive tables and available in analytics or anything else that reflects the archived data.

Note: If the Approvals work area is enabled, it replaces the Worklist: Notifications and Approvals work area.

Related Topics

- [Submit Scheduled Processes and Process Sets](#)
- [View Status and Other Details for Scheduled Processes](#)
- [Oracle Fusion Cloud Applications Tables and Views for Common Features](#)

Roles for Workflow Administration Access

Predefined roles provide access to workflow administration functionality. Users with the workflow roles can perform tasks such as setting up approval rules and managing submitted approval tasks.

This table lists the predefined Oracle Business Process Management (BPM) role for Sales workflow administration access and the predefined job roles that inherit it. It also shows the BPM role that provides workflow administration access for all product families. You can assign a predefined BPM role to a custom job role, if needed.

Predefined Oracle Business Process Management (BPM) Roles

Product Family	Role Name and Code	Inherited by Job Role
Sales	BPM Workflow Customer Relationship Management Administrator BPMWorkflowCRMAdmin	Corporate Marketing Manager Customer Relationship Management Application Administrator Marketing Analyst Marketing Manager Marketing Operations Manager Marketing VP Sales Lead Qualifier
All	BPM Workflow All Domains Administrator Role BPMWorkflowAllDomainsAdmin	This role isn't assigned to any predefined job role, but you can add it to custom job roles.

Related Topics

- [Roles That Give Workflow Administrators Access](#)

Search for Workflow Tasks to Configure

Some workflow setup applies to all tasks, but most of the time you configure specific tasks. To work on a specific workflow task in BPM Worklist, you first run a search and then select the task from the search results.

1. In the Setup and Maintenance work area, go to the **Manage Task Configurations** task in the Application Extensions functional area. Or, depending on your offering, you might use a different functional area or another approval setup task.
2. In BPM Worklist, on the Task Configuration tab, run a search in the **Tasks to be configured** pane.
3. If you don't get any results, or the ones you want, change your search term and try again.

Here are some things to know about the search:

- This searches against various attributes, for example the task title (the one on the General subtab that appears on the Task Configuration tab after you select a task from the search results), application name, and category. But, the search doesn't match against the task name you see in the search results.
- The search is case-sensitive.
- Search by * if you want all tasks in the search results.
- Only default tasks are included in the search results. You can click **Show** and select the **Active Versions** check box to get both default and active tasks.

Related Topics

- [How do I update existing setup data?](#)

13 Products, Assets, and the Sales Catalog

About Products, Assets, and Sales Catalog

Oracle Sales supports a robust set of functionality to let you build a sales catalog with products and product groups. Assets functionality is available by default, or you can integrate with Oracle SCM Installed Base Assets for added features.

See these solution playbooks for more information:

- [*How do I set up Sales Products?*](#)
- [*How do I get started with the Sales Catalog?*](#)

14 Price Books

Overview of Price Books

Use price books to create product lists with prices that you can then use in other sales applications, such as contracts, accounts, and opportunities.

Some of the ways your organization might use price books include:

- Integrate price books with accounts and opportunities for greater flexibility in pricing. For more information, see the Price Books in Opportunities and Accounts section in this chapter.
- Set default list prices on contract sales agreements. See the topic, Create a Sales Agreement Line, for more information.

Using Price Books with REST APIs

You can create and update price books using REST APIs. You can avoid certain errors by setting your preferred language to English. See the topic, How to Set the Preferred Language, in the Related Links below.

Related Topics

- [Work with Price Books](#)
- [How to Set the Preferred Language](#)
- [Overview of Sales Products](#)
- [Overview of Sales Catalogs](#)
- [Create a Sales Agreement Line](#)

Work with Price Books

You use price books to create product lists with prices that you can then use in other sales applications, such as contracts, accounts, and opportunities.

Create a Price Book

Here's how to create a price book:

1. Navigate to **Sales > Price Books**.
2. In the Price Books page, click **Create Price Book**.
3. In the Create Price Book page, enter the details of the price book.
 - **Name:** Enter a unique name for the price book.
 - **Currency:** Select a currency from the list of implemented currencies. Note that the currency set in your user preferences is initially used as the default currency.

- **Description:** Optionally, enter a description for the price book.
- 4. Click **Save and Continue**. Or, click **Save** to save the price book so you can edit it later.
The default status for a new price book is Draft.
- 5. In the Edit Price Book page, add products. Click **Add** to add a single product line. Click **Add Many** to add several product lines.
- 6. Search for and select the product or products. Click **OK** in the search page to return to the edit page.
- 7. For each product line, fill in the following fields:
 - **UOM:** Select the unit of measure.
 - **List Price:** Enter a price.
- 8. Save your changes by clicking **Save** or **Save and Close**.
- 9. When you're ready for your price book to become active and ready for use, change the Status to **Active**. After you save a price book in Active status, the name can't be updated.

Edit a Price Book

You can edit price books, but not all of the fields are editable when they're Active. See the Price Book Statuses section in this topic for more details on which fields are editable in the various statuses.

To edit a price book:

1. Navigate to **Sales > Price Books**.
2. In the Price Books landing page, click the name of a price book.
3. In the Edit Price Book page, edit the price book as needed.

Copy a Price Book

You may want to copy a price book to save the time needed to create a new one. You can copy price books while they're in any status.

Here's how to copy a price book:

1. Navigate to **Sales > Price Books**.
2. Click the name of a price book in the list.
3. In the edit page, from the **Actions** menu, select **Copy Price Book**.
4. In the dialog box, enter a new, unique name for the price book and click **Save and Continue**.
5. Edit the price book as needed.

Delete a Price Book

After you delete price books, the application removes them from the list of price books and they're no longer available in consuming applications. Keep in mind that you can only delete price books that are in Draft status.

To delete a price book.

1. Navigate to **Sales > Price Books**.
2. Click the name of a price book.
3. From the **Actions** menu, select **Delete Price Book**.

Related Topics

- [Overview of Price Books](#)

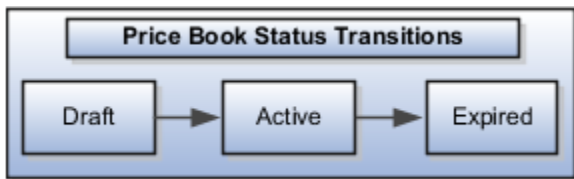
Price Book Statuses

Price books have statuses, such as Draft or Active. The status of a price book determines what actions you can take on it.

Here are the price book statuses and additional details about the behavior of price books while in a specific status.

Status	Description	Additional Details
Draft	Indicates a price book that's not yet available for use.	- Only price books in Draft status can be deleted. - Can be moved to Active status.
Active	Indicates a price book that's available for use.	- Can be updated to Expired status. Note you can't delete expired price books. - Can't be updated to Draft status.
Expired	Indicates a price book that's no longer available for use.	Cannot be moved to Draft status; therefore, can never be deleted.

Here are the transitions allowed for price book statuses. Price books start out as draft status, then move to active, and finally to expired.



Add the Default Price Book Check Box

Expose the Default Price Book check box in the Edit Price Book page in order to mark a price book as the default one. The prices in the default price book are used before any other prices for products in your catalog.

Here's how to expose the Default Price Book check box in the Edit Price Book page.

1. Ensure you're working in an activate sandbox.
2. Select **Tools > Application Composer**.
3. In the navigation tree, expand **Standard Objects > Price Book Header**.
4. Click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
8. In the Details Layout page that appears, click the edit (pencil) icon next to the Edit Subtab: Summary region.

9. Move Default Price Book from the Available Fields to the Selected Fields window.
10. Click **Save and Close**.
11. From the Details Layout page, click **Done**.
12. Make sure that the layout status for your layout is set to Active.
13. Test the changes as follows:
 - Navigate to **Sales > Price Books** as a user with the Sales Administrator role.
 - Edit a price book and ensure you can see the Default Price Book check box in the Edit Price Book page.
14. Publish the sandbox according to your company's business practices.

For more information, see the related topics in the Configuring Applications Using Application Composer guide.

Related Topics

Use Access Groups to Secure Product, Product Group, and Price Book Data

You can use access groups to provide different levels of access to sales catalog data (product, product group, and price book data) for different groups of users in your enterprise.

The Product, Product Group, and Price Book objects were previously unsecured so all users had unrestricted access to sales catalog data. Predefined access group rules still provide all users with unrestricted access to this data, but you can now remove or configure this access using these steps:

1. Remove users' global access to sales catalog data in either of these ways:
 - Disable the association between the predefined rules and the All Users system group.
The All Users system group includes all authenticated users in your environment.
 - Deactivate the predefined rules that provide access to all data.
2. Create custom access groups for different groups of users and specify the object access you want to assign to each group. For example, you might want most users to have Read access to all product, product group, or price book data but restrict Update and Delete privileges to administrators.

Here are the steps to secure the Product, Product Group, or Price Book objects using access groups.

Edit the Global Access Rules for Sales Catalog Data

To use access groups to secure product, product group, or price book data, first edit the predefined rule defined for each object that provides all authenticated users with global access. Here are the steps to edit the predefined rule for the Product object to remove all users access to product data.

1. Navigate to the Access Groups page in the Sales and Service Access Management work area.
2. On the Access Groups page, select the Object Rules tab.
3. Select the **Product** object from the **Object** list.
All the rules defined for the object are listed in the Rules section.
4. Select the **All Products** system rule. Notice that the **Active** column is checked.
Details relating to the rule are displayed on the Edit Rule UI.

5. Disable the rule for all users by deselecting the **Enable** checkbox for the **All Users Group** in the Action: Assign Access Group region of the page.
Alternatively, if you don't want to assign global access to product data for any group of users, you can deactivate the rule by deselecting the **Active** checkbox for the rule.
6. Select **Save and Close** from the **Actions** menu.
7. On the Object Sharing Rules page, select **Publish Rules** from the **Actions** menu. Keep refreshing the screen, using the circular arrow next to the **Rules Last Published** field, until you confirm the rule deactivation has been published. You can also drill into the All Products rule to confirm the **Published Status** field indicates **Published**.
8. Click **Close**.
9. When the Perform Object Sharing Rule Assignment Processing process next runs, any changes you've made to object record access are applied.

To edit the predefined rules that provide global access to Product Group or Price Book object data, use the same process as outlined above, substituting the appropriate rule names:

- For the Product Group object, the predefined rule to edit is All Product Groups.
- For the Price Book object, the predefined rule to edit is All Price Book Headers.

Create Access Groups for Sales Catalog Data

You can now create access groups in the usual way and specify different levels of access to Product, Product Group, and Price Book object data for each group. Here's an example of the high-level steps to follow to configure access for products.

1. Identify the different access levels to product data you want to configure for users and create an access group for each.
For example, you might create two groups: one group for specific administrators who are to have full access to product data, and one group for all other users who will have only Read access to product data.
2. Assign resources to each group.
You can assign users to a group manually on the UI, or by defining group membership rules, or by importing the users from a file.
3. For each group, create object sharing rules for the Product object, specifying the type of access to object data group members should have:
 - For the general users access group, create a custom rule for the Product object that provides Read access and assign it to the group.
 - For the administrator users access group, create a custom rule for the Product object that provides Full access and assign it to the group.
4. Publish the rules.
When the Perform Object Sharing Rule Assignment Processing process next runs, the access defined in the object sharing rules is applied to group members.

Note: An alternative method of assigning full access to product data for the administration users is to create a custom job role and assign the custom role to the administration users. After the Refresh Access Control Data Process runs, a corresponding system access group is generated for the custom role that contains all the users assigned the custom role. Assign the predefined All Products system rule to the generated system group.

To create custom access groups for access to product group or price book data, follow the same process.

Sales Catalog All Access Duty Role

The Sales Catalog All Access (ORA_QSC_SALES_CATALOG_ALL_ACCESS_DUTY) duty role provides all APPID users with global access to sales catalog data. You can't edit the data security policies provided by this duty role, but you can assign the role to other custom roles to provide users with global access to Sales Catalog data instead of creating an access group for these users.

Price Books in Opportunities and Accounts

Overview of Integrating Price Books with Accounts and Opportunities

Integrate price books with opportunities and accounts to let salespeople provide the right prices at the right time. Here are just a few of the ways you can use price books to streamline your pricing capabilities:

- Price opportunity products according to specific agreements with your customers. Do this by associating price books with an account and defaulting the price book from the account onto opportunities associated with that account.
- Use Groovy scripting to default an appropriate price book based on different opportunity attributes like country, channel, or partner.
- Use Groovy scripting to update prices when items change on price books.
- Add custom price book fields to accounts and opportunities.

In this section, you can learn how to set default prices for an account and make the associated UI changes.

As a prerequisite, create a price book in the Price Books application. For steps, see the [Work with Price Books](#) in this chapter.

Here are the tasks we cover in this section:

1. Create a custom price book field for accounts and opportunities.
2. Add your custom field to account and opportunity pages.
3. Create a Groovy trigger to set the default price book and get prices.
4. Create a Groovy script to find updated prices that might have changed.
5. Add the Reprice Opportunity action to the Edit Opportunity page.
6. Copy the supplied Sales Representative role and add the Manage Price Books privilege to your new, custom role.

Note: Make these changes in a sandbox and publish it according to your company's processes.

Create Price Book Field for Accounts and Opportunities

In order for salespeople to select a price book in the Edit Account and Edit Opportunity pages, you need to create a custom field called "Price Book".

Here's how to create the custom field:

1. Ensure you're working in an active sandbox.
2. Navigate to **Configuration > Application Composer**.
3. Navigate to **Standard Objects > Account > Fields**. For opportunities, navigate to **Standard Objects > Opportunity > Fields**.
4. Ensure you're on the **Custom** tab.
5. Click the **Create a custom field** icon.
6. In the **Select Field Type** dialog window, select **Choice List (Dynamic)**.
7. Click **OK**.
8. In the **Display Label** field in the Create Dynamic Choice List: Basic Information page, enter **Price Book**. As you click away from the Display Label field, the Name field automatically populates with the internal name. You can change this name now, but after you save the new field, you won't be able to change it.
9. Ensure **Updatable** is checked and **Required** is unchecked.
10. Click **Next**.
11. In the Create Dynamic Choice List: List of Values page, in the Related Object field, select **Price Book Header**.
12. Select **Name** in the List Selection Display Value field.
13. Click **Submit**.
14. Next, add the field to the Edit Account and Edit Opportunity pages.

Add Price Book Field to Account and Opportunity Pages

Now that you have created the new Price Book field, you need to add the field to the Edit Account and Edit Opportunity pages.

1. In Application Composer, navigate to **Standard Objects > Account > Pages**. For opportunities, go to **Standard Objects > Opportunity > Pages**.
2. Ensure that you're on the **Application Pages** tab.
3. In the **Details Page Layouts** regions of Account: Pages or Opportunity: Pages, duplicate the standard layout and edit the resulting layout.
The detail steps are different for account and opportunity:
Account detail steps:
 - a. In the Subtabs region, edit the Profile subtab (click the Profile icon).
 - b. Edit the **Summary Edit Subtab: Summary** region.Opportunity detail steps:
 - a. In the Details Layout page, edit the **Edit Subtab: Summary** region.
4. In the Available Fields window, select and move the custom **Price Book** field to the Selected Fields list.
5. Click **Save and Close**.
6. Click **Done**.

Set Default Price Book and Get Prices

You can use a Groovy script to set the default price book on an opportunity and get the latest prices onto the price book. The default price book can be set based on various opportunity attributes.

These opportunity attributes can be, for example, currency, customer geography, or customer account.

Here's how to set a default account price book on an opportunity.

Note that this procedure also sets a default Corporate price book on an opportunity, if an account price book can't be found.

1. Ensure you're working in an active sandbox.
2. In Application Composer, navigate to **Standard Objects > Opportunity > Server Scripts**.
3. Select the **Triggers** tab.
4. Select the **Add a New Trigger** icon.
5. In the Trigger field, select **Before Insert in Database**.
6. In the **Trigger Name** field, enter `SetPriceBook`.
7. In the Trigger Definition region, enter this script:

```
//Fetch the Id of Account Pricebook
def pricebookId = Organization?.PriceBook_Obj_c?.PricebookId;

// Set the Id of Account PriceBook to Opty
setAttribute('PriceBook_Id_c', pricebookId);
```

8. Click **Save and Close**.
9. Test the changes and publish the sandbox.

If a price book isn't defined in the Account object, you can define a default price book in Groovy as follows:

```
def accountplist=Organization?.getAttribute('PriceBook_c')
def optypelist=getAttribute('PriceBook_c')
if (optypelist == null ) {
    if (accountplist == null ){
        optypelist = 'Corporate' //This is the name of the default pricebook
    }
    setAttribute('PriceBook_c',accountplist)
```

Note: You can also add the Default Price Book check box to the Edit Price Book page using **Application Composer > Price Book Header object > Details Page Layouts**.

How do I update prices on product lines?

You can also use a Groovy script to pull the list price for a product from the selected price book and stamp that value in Amount field on the product line.

1. Ensure you're working in an active sandbox.
2. In Application Composer, navigate to **Standard Objects > Opportunity > Opportunity Revenue > Server Scripts**.
3. Select the **Triggers** tab.
4. In the Server Scripts Opportunity Revenue page, in the Field Triggers section, select the **Add a New Trigger** icon. The page changes to the Create Field Trigger page, and the Trigger Type field defaults to **After Field changed**.
5. In the Create Field Trigger page, select **Product** for the Field Name.
Note: If there are two instances of Product in the list, select the first one.
6. In the **Trigger Name** field, enter `FetchPrice`.
7. In the Trigger Definition region, enter this script:

```
//Get the ID of the item:
def var_InventoryItemId = nvl(getAttribute('InventoryItemId'), (long) 0)
//Get the ID of the price book (this is useful if you have multiple price books):
def var_DCL_PriceBook = Opportunity?.PriceBook_Id_c //
//PriceBook is a dynamic choice list on the opportunity.
//Make a view of the PriceBookItem object, since that's where the prices for items are stored:
def view_PriceBookItem = newView('PriceBookItem')
def view_Criteria = newViewCriteria(view_PriceBookItem)
def view_criteria_row = view_Criteria.createRow()

//Define the first sort criteria. Basically, find all records in PriceBookItem that match the ID of the
//InventoryItemId on revenue.
def view_condition = view_criteria_row.ensureCriteriaItem('InvItemId')
view_condition.setOperator('=')
view_condition.setValue(var_InventoryItemId)

//Define the second sort criteria. If there are multiple price books that contain the same item with
//different prices, get the price of the item corresponding to the price book selected in the dynamic
//choice list on the opportunity.
def view_condition_1 = view_criteria_row.ensureCriteriaItem('PricebookId')
view_condition_1.setOperator('=')
view_condition_1.setValue(var_DCL_PriceBook)

//Execute the sort and query the records:
view_Criteria.insertRow(view_criteria_row)
view_PriceBookItem.appendViewCriteria(view_Criteria)
view_PriceBookItem.setMaxFetchSize(1400) //1,400 is the number of records in the system; change this
//number according to your system records.
view_PriceBookItem.executeQuery()

def var_price // This is a variable that will hold the price from PriceBookItem
while(view_PriceBookItem.hasNext()){
def var_Row = view_PriceBookItem.next()

//Get the price from PriceBookItem for the item you want:
var_price = var_Row.getAttribute('ListPrice')
}
//Assign the price to the revenue field UnitPrice:
setAttribute('UnitPrice', var_price)
```

8. Click **Save and Close** Verify that the FieldName in the Triggers section appears as `InventoryItemId`.
9. Test the changes and publish the sandbox.

Add Reprice Action to Edit Opportunity Page

Add an action in the Edit Opportunity page that salespeople can use to retrieve updated prices.

1. In Application Composer, navigate to **Standard Objects > Opportunity > Actions and Links**.
2. Click the **Create** icon.
3. In the Opportunity: Create Action or Link page, in the **Display Label** field, enter `Reprice opportunity`. As you click away from the Display Label field, the Name field automatically populates with the internal name.
4. In the **Type** field, ensure that **Action** is selected.
5. In the **Script** region, click the **New** icon.
6. In the Create Object Function page, in the **Function Name** field, enter `RepriceOpty`.
7. In the **Edit Script** region, enter this script:

```
def revenueItems = ChildRevenue
def pricebook = nvl (PriceBook_Obj_c, null)
```

```

if (pricebook == null)
return
def priceBookId = pricebook?.getAttribute("PricebookId")

def view_PriceBookItem = newView('PriceBookItem')
def view_Criteria = newViewCriteria(view_PriceBookItem)
def view_criteria_row = view_Criteria.createRow()
def view_condition = view_criteria_row.ensureCriteriaItem('InvItemId')
view_condition.setOperator('=')

view_Criteria.insertRow(view_criteria_row)
view_PriceBookItem.appendViewCriteria(view_Criteria)
def view_condition_1 = view_criteria_row.ensureCriteriaItem('PricebookId')
view_condition_1.setOperator('=')
view_condition_1.setValue(priceBookId)
while (revenueItems.hasNext()) {
def revenueLine = revenueItems.next()
def itemid= nvl(revenueLine.InventoryItemId, 0L)
def invorgid = nvl (revenueLine.InventoryOrgId, 0L)
view_condition.setValue(itemid)
//1,400 is the number of records in the system; change this number according to your system records.
view_PriceBookItem.setMaxFetchSize(1400)
view_PriceBookItem.executeQuery()
while(view_PriceBookItem.hasNext()){
def var_Row = view_PriceBookItem.next()

//Get the price from PriceBookItem for the item you want:
revenueLine.setAttribute('UnitPrice', var_Row.getAttribute('ListPrice'))}
}

```

8. Click **Save and Close**.
9. Back in the Opportunity: Actions and Links page, click **Save**.
10. Verify the action was created by going to **Opportunity > Server Scripts > Object Functions**. If you still don't see it, sign out and back in.
11. Add the action to the opportunity details page: Navigate to **Opportunity > Pages**.
12. Ensure that the **Application Pages** tab is selected.
13. In the Opportunity: Pages page, find the **Details Page Layouts** region. Duplicate the standard layout and then name and edit the copy.
14. In the Details Layout page, at the top right of the page next to the **Actions** drop-down list, click the **Edit** icon.
15. In the Buttons and Actions page, find the action you created and move it to from the **Available Actions** shuttle area to the **Selected Actions** shuttle area.
16. Click **Save and Close**.
17. Click **Done**.

Create New Sales Representative Role and Add Price Books Privilege

In order for your sales representatives to have access to price books in opportunities, they need the Manage Price Books privilege in the job role you give them.

High-Level Steps

It takes just three steps to set up the new role and assign it to users:

1. Copy the supplied Sales Representative role.

2. Edit your new, custom sales representative role to add the Manage Price Book privilege.
3. Assign the new sales representative role to all users who need access to price books in opportunities.

You must have the IT Security Manager job role for these tasks.

Copy the Sales Representative Role

First, copy the supplied Sales Representative role:

1. Navigate to the **Tools Security Console**.
2. On the Roles tab of the Security Console, search for the Sales Representative job role (ORA_ZBS_SALES_REPRESENTATIVE_JOB).
3. Select the role in the search results.
4. In the search results, click the down arrow for the selected role and select **Copy Role**.
5. In the **Copy Options** dialog box, select the **Copy top role** option.
6. Click **Copy Role**.
7. On the Copy Role: Basic Information page, review and edit the **Role Name**, **Role Code**, and **Description** values, as appropriate.
8. Click the **Summary** train stop.
9. Click **Submit and Close**, then **OK** to close the confirmation message.
10. Navigate to the **Administration** tab.
11. Click the **Role Copy Status** subtab to monitor the progress of the copy. After it completes, edit the copied role.

Edit and Assign the Role

Next, edit the new role to add the Manage Price Book privilege, and then assign the role to users:

1. Navigate to the **Roles** tab.
2. Search for and select your custom role.
3. In the search results, click the down arrow for the selected role and select **Edit Role**.
4. On the Edit Role: Basic Information page, edit the role name and description, if needed. Role code isn't editable.
5. Click **Next**.
6. On the Edit Role: Function Security Policies page, add the Manage Price Book privilege to the copied role:
 - a. Click **Add Function Security Policy**.
 - b. In the Add Function Security Policy dialog box, search for and select the Manage Price Book privilege.
 - c. Click **Add Privilege to Role**.
 - d. Close the Add Function Security Policy dialog box.
 - e. On the Edit Role: Function Security Policies page, scroll to the end of the list of privileges to see the new privilege you added.
 - f. Click **Next**.
7. Click the **Summary** train stop and confirm that the new privilege was added to your custom role.
8. Click **Submit and Close**, then **OK** to close the confirmation message.

Assign the Role to Sales Representatives Using Role Provisioning

There are a few different options for assigning the role:

- If you want all sales representatives to get the custom role, just edit the existing provisioning rule for the Salesperson resource role to provision the custom role. See the topic, Create Rules to Automatically Provision Job Roles to Sales Users, for the steps.

- But if you want only a specific group of users to get the new custom role, create a new resource role and a new provisioning rule for the resource role, then use import/export to change the resource role assigned to the specific users. See the topic, [Create Additional Resource Roles](#), for more information.
- If you only want to assign the role to a few users, you can do it manually on the Edit User page. For an example of changing the resource role for an individual user see the topic, [Change User Resource Roles When Job Assignments Change](#).

Related Topics

- [Edit Your Custom Job or Abstract Roles](#)
- [Steps for Setting Up Role Provisioning](#)
- [Create Additional Resource Roles](#)
- [How can I create rules to automatically provision job roles to sales users?](#)
- [How do I change user resource roles when job assignments change?](#)

15 Leads

Overview of Lead Management

Leads provide a way for your sales organization to capture the potential interest in your products. After your organization qualifies the information and determines the lead is worth pursuing, you turn it into an opportunity and the sales process begins in earnest.

Use the Contact time zone field to capture the preferred time zone of a contact pursued on your lead. The contact time zone is based on the contact address and helps you know the preferred time to call or email a prospect or customer. You can also use the functional who columns to capture the record history of a lead. The columns let you accurately report on leads that are imported from other systems.

Other lead management features help to align marketing and sales objectives from lead generation to lead execution. Lead information is generated from a variety of sources and captured from:

- A company's existing contacts
- Marketing campaigns

All leads then undergo the qualification and assessment process and are qualified either manually by a salesperson or automatically based on predefined rules. Finally, qualified leads are converted into opportunities.

Related Topics

- [How Lead Components Work Together](#)

Implementation Concepts for Leads

Considerations for Implementing Lead Management

This topic lists some of the considerations to take into account when planning your implementation of the lead management feature. No setup tasks are mandatory for this feature.

You can manage the necessary configuration, integration, and metadata settings through profile options and lookups to tailor lead management functionality to match your business requirements.

Job Roles and Associated Duty Roles

The Sales Lead Processing Duty gives access to all the underlying processing duties and processing tasks. The Sales Lead Qualification duty provides access to all underlying qualification duties and qualification tasks.

Profile Option Decision Points

Profile options are configurable options that affect application operations. This table outlines some of the decision points that you must consider and the associated profile option that you access to make the appropriate change:

Decision Question	Profile Option
Which assignment rules do you want to use to assign individual resources to the lead sales team?	Lead Assignment Mode Assignment Rule for Rule-Based Lead Assignment
Which assignment rules do you want to use to assign a territory team to a lead?	Assignment Rule for Territory-Based Lead Assignment Assignment Rule for Rule-Based Lead Assignment
Which lead ranking rules do you want to use?	Assignment Rule for Ranking Leads
Which lead qualification rules do you want to use?	Assignment Rule for Qualifying Leads
Which leads scoring rules do you want to use?	Assignment Rule for Scoring Leads
Do you want to display the assessment tab in the Edit Lead page?	Lead Assessment Enabled
Which assessment template do you want to use for lead qualification?	Lead Assessment Template Default Advanced Lead Qualification Enabled Lead Qualification Template
How many days should you look back when querying leads in Search?	Lead Query Maximum Number of Days Lead Query Default Number of Days Lead Query Warning Threshold Number of Days
Do you want to set the maximum number of leads that can have mass update applied in one user action?	Mass Update Threshold Value Note: The ZBS_MASS_UPDATE_THRESHOLD (Mass Update Threshold Value) profile option specifies the maximum number of records that can be updated in one user action. For Leads, the maximum number of records that can be updated at once is 500. The default value of the profile option is 25.
Do you want users to be able to add or edit products to leads?	Add and Edit Products to Leads Enabled
Do you require additional search criteria, other than creation date, when searching across all leads, or for searches relying on hierarchy rollups?	Require Additional Criteria for Lead Search Enabled

Decision Question	Profile Option
Do you want to set context-based data security policies for improved performance of lead search?	Lead Search Context-Based Data Security Enabled Note: If you enable this option, then you must also ensure that the filters in the Lead Overview page, such as My Leads, My Subordinate Leads and so on have the required access in Security Console. Otherwise, your lead data search won't return expected results.

Lookup Decision Points

Lookups enable quick selection from drop-down lists. Lookups associated with lead management capabilities are incorporated into its application to speed the process of entering data into forms. You might want to change or add some of the values that are used in the lookup tables. Some of the values you can change include:

Lookup	Description and Values
Lead Retire Reason	Possible reasons for retiring leads. Retired leads are considered closed leads. Values include: Duplicate lead or No purchase interest Lead
Reject Reason	Possible reasons specified for rejecting leads. Rejected leads can be reassigned or retired. Values include: Duplicate lead, Failed to reach contact, and Incorrect data
Lead Time Frame	Lead cycle duration that usually coincides with a typical sales cycle duration for products and services offered. Values include: 3 months, 6 months, 9 months, 12 months, 15 months, and 18 months
Lead Reassignment Reason	Possible reasons specified for reassigning leads. Values include: No activity, Other, and Workload
Lead Rank	Lead rank values used as a measure of lead quality and prioritization. Values include: Cool, Hot, and Warm
Lead Source Channel	Source channel responsible for lead generation. Values include: Direct mail, E-mail, Fax, Marketing Cloud, Phone, Campaign, Sales visit, Social, Company website, Wireless message, Model-based prediction, and Rule-based prediction

Related Topics

- [Sales Lead Profile Options](#)
- [Example of Defining a Sales Lead Qualification Template](#)
- [Lead Qualification Templates](#)
- [How can I define the automatic assignment of Lead team resources?](#)

How Lead Components Work Together

The lead life cycle includes an automated process that captures leads and then prioritizes them for sales engagement through a scoring and ranking process. Leads are distributed to appropriate sales resources for further lead qualification, follow-up, and conversion.

A sales lead cycle ends when salespeople convert a lead to an opportunity or when they retire a lead. A lead is retired if no possibility exists for converting the lead to an opportunity.

Lead Life Cycle

Leads are automatically monitored for sales representative acceptance. Unaccepted or rejected leads are reassigned as appropriate. The quality of the lead is continuously reviewed and adjusted by the lead owner at different stages of the lead life cycle. The lead owner can be a marketing resource or a sales resource, depending at what stage the lead is at in its life cycle. The lead life cycle is captured in the following sections:

- Lead Generation
- Lead Qualification
- Lead Distribution
- Lead Assessment
- Lead Conversion

Lead Generation

Leads are generated and captured from many different sources, such as:

- Campaign responses
- Third-party lead sources

Flexible lead import, customer and contact creation, and deduplication ensure that sales lead generation efforts are optimized. For example, the lead import process checks whether leads represent new or existing customers. For new customers, data must be created for the lead. If the lead is an existing customer, then part of the lead import process checks to ensure customer and lead information isn't duplicated.

Lead Qualification

Marketing departments help with the lead qualification process to ensure that only qualified leads are handed over to sales. Leads are typically ranked as Hot, Warm, or Cool. Leads are further qualified by the use of company-specific standard questions to score a lead. Lead scores are numeric values typically ranging from 1 to 100, in which a high score represents high quality.

It isn't good practice to let stale leads build up. Standardized criteria for lead qualification ensure that quality leads reach the sales representative and help maximize the conversion rate from leads to opportunities. For example, your organization has criteria and processes for ensuring that leads are either developed or retired within 30 days. When the lead age is greater than 30 days and the rank is Warm, Marketing reassigns the leads for follow-up by an internal telemarketing group. If leads can't be qualified or further developed to revenue opportunities, then rejected leads are reassigned or manually set to retired.

Lead Distribution

As the qualification of leads progresses into real potential prospects, assignment manager uses expression-based rules to associate one or more internal sales representatives with each lead. If the lead is associated with either a sales prospect or a sales account, then assignment manager uses territory definitions to associate (typically one) internal territory with each lead. The sales representative newly assigned to the lead can be related to the lead record directly through the lead team or indirectly through a territory associated with the lead. The sales representatives can view and update those leads assigned to them in the lead work area and can claim ownership of the lead by accepting the lead.

Other assigned resources can view and update the lead, but they can't make themselves the owners. If a sales prospect changes to a sales account by adding an address, assignment manager is automatically called during the next automated assignment cycle. Depending on the assignment logic, the lead can be reassigned to a different territory or sales resource. If the assigned sales representative takes no action on a lead for several days, then the lead can be manually reassigned to another sales representative.

Lead Assessment

Sales representatives must evaluate the quality of the information that they have received for the lead. They determine whether the details are sufficient to reach out to the customer and assess whether a lead is worth pursuing with the help of preconfigured assessment templates. Assessment templates help qualify the lead by:

- Reviewing the content shared with the customer during a campaign
- Framing the lead in the context of the campaign
- Ensuring the salesperson understands the information sent to the customer

You use the lead assessment feature to assess leads. Predefined questions help determine the likelihood of the lead being accepted by Sales. For example, you're a sales representative and you ask the customer a series of questions created by Marketing and Sales to assess the quality of the lead. You record the answer of each question and the lead assessment tool automatically factors the answer into the assessment score of the lead. At the end of the call, you note that the assessment lead score is high, so you request that the lead is assigned to the direct sales team. If the lead score was low, then you might want to retire the lead. If the lead needs qualifying, then you can decide to leave it in your list of leads for follow-up. Finally, if the lead is good, but the potential revenue opportunity is less than a predetermined monetary amount, for example, twenty-five thousand dollars, then you can convert the lead to an opportunity to pursue as part of the sales cycle.

Lead Conversion

After establishing that the lead has potential, the sales representative can convert the lead to an opportunity. You can schedule meetings and presentations with your lead contact to move the opportunity along the sales pipeline. To track the progress of the lead, you can capture contact notes and associate them with the contact and opportunity.

Note: Administrators can write a validation rule to check if there's more than one lead attached to an opportunity. For example, using a Groovy script, you can restrict the creation of another opportunity from a lead. To learn more about writing validation rules and scripts, see the Groovy Tips and Techniques chapter in the Groovy Scripting Reference guide, and the Groovy Scripts chapter in the Configuring Applications Using Application Composer guide.

As the lead progresses through its life cycle, decisions to retire the lead are based on reasons such as:

- You can't verify the customer and lead details.
- The customer isn't interested in pursuing the lead any further.

Expose New Account and New Contact Fields for Leads

Lead Management supports both net new leads, where salespeople manually enter the contact and account names, and repeat business leads.

For repeat business leads, salespeople search for and select existing accounts and contacts to assign to leads. If your business uses net new leads where contact and account values are entered manually using free form text fields, then you can make the New Account and New Contact fields available on the Leads UI through Application Composer. These fields are hidden by default so to use them for your new leads, you must manually unhide these fields. If the new lead that you enter gets converted to an opportunity, the details become available as existing account or contact information.

You can expose the **New Account** and **New Contact** fields for these Lead pages:

- Create Lead
- Edit Lead
- Convert Lead
- Mass Convert Lead
- Lead List Page

Here's how to expose the **New Account** and **New Contact** fields in Lead pages:

Note: There are two standard **Existing Account** DCL fields. You can only update the Account field with the API name **AccountName**. The other existing account name has the API name of **ExtnAccountName** and can't be updated.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Sales Lead**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the **Available Fields** pane, select the **New Account** field and move it to the **Selected Fields** pane. Repeat this step for the **New Contact** field.
9. Use the Selected Fields pane directional arrows to position the New Account and New Contact fields as required.
Note: You can position the fields to group the New Account and New Contact fields with the Existing Account and Existing Contact fields. Salespeople can enter an account or contact in the new or the existing fields, but not both.
10. Click **Save and Close**.

11. Repeat this procedure for all standard and customer-defined layouts on which you want to add the New Account and New Contact fields.
12. Test the changes: Navigate to **Sales > Leads** as a user with access to the leads pages, for example, as a salesperson. Edit a lead and ensure you can see the New Account and New Contact field.
13. Publish the sandbox.

Note: If you want automatic email notifications sent to the new contact about activities, such as appointments, created for this lead, then see the related topic, [Send Automatic Emails to New Lead Contacts](#).

Related Topics

- [Send Automatic Emails to New Lead Contacts](#)
- [Add the New Account and New Contact Fields to the UI](#)

Sales Lead Profile Options

Profile options are configurable options that affect application operations. Values defined at the user level take precedence over those at the site level. If a value isn't defined at the user level, the site level value is used.

The effect of setting each of the sales leads profile options are described under these sections:

- Lead Assignment
- Lead Qualification and Assessment
- Lead Update and Attribute Mapping
- Partner Leads and Deal Registrations
- Lead Searches

Lead Assignment

This table lists the profile options that affect the assignment of lead status, rank, score, resources, and territories on the lead. Before setting these profile options, you must perform the tasks listed under [Configure Assignment Manager for Lead Processing setup task](#). From there you can review and update assignment of candidate objects such as rank, qualification status, and resources to leads.

Profile Option Display Name	Default Value	Effect
Assignment Rule for Qualifying Leads (MKL_LEAD_ASSIGNMENT_QUAL_RULE)	None	Specify the rule to evaluate the lead and assign the lead status per rule conditions.
Assignment Rule for Ranking Leads (MKL_LEAD_ASSIGNMENT_RANK_RULE)	None	Specify the rule to evaluate the lead and assign the lead rank per rule conditions.
Assignment Rule for Rule-Based Lead Assignment (MKL_LEAD_ASSIGNMENT_MATCHING_RULE)	None	Specify the rule to evaluate the lead and assign the sale team resources per rule conditions.
Assignment Rule for Scoring Leads (MKL_LEAD_ASSIGNMENT_SCORE_RULE)	None	Specify the rule to evaluate the lead and assign a score per rule conditions.

Profile Option Display Name	Default Value	Effect
Assignment Rule for Territory-Based Lead Assignment (MKL_LEAD_ASSIGNMENT_RULE)	None	Specify the rule to evaluate the lead and further filter territories derived using territory-based assignment per rule conditions.
Lead Assignment Mode (MKL_LEAD_DEFAULT_ASGN_MODE)	Both	Specify the default assignment mode type allowed during on-demand or automatic lead assignment. On-demand assignment occurs when you select the assign lead action in the UI.
Lead Batch Reassignment (MKL_LEAD_BATCH_ASSIGNMENT)	N	Enable batch lead reassignment, in addition to lead automatic reassignment.

Lead Qualification and Assessment

This table lists the profile options that affect the qualification and assessment of leads. Before setting these profile options, you must perform the tasks listed under Configure Assessment Reference Data for Leads setup task. From there you define and manage the setup for configuring templates used for assessing and qualifying sales objects.

Profile Option Display Name	Default Value	Effect
Lead Assessment Enabled (MKL_LEAD_ASSESSMENT_TEMPLATE)	None	Enable the display of Qualification, a tab containing the sets of predefined questions and answers collected to assist in evaluating the lead.
Advanced Lead Qualification Enabled (MKL_LEAD_QUALIFICATION_TEMPLATE_PROFILE)	None	Enable advanced lead qualification by specifying the template name to display the collection of questions, possible answers, and questionnaire feedback.
Enable Multiple Assessments Per Qualification Template (MOW_MULTIPLE_ASSESSMENTS_ENABLED)	No	Enable the ability to perform multiple qualifications for the same lead qualification template by setting the value to Yes. This setting isn't enabled by default.
AI Update Who Columns Threshold (ORA_ZCA_AI_UPDATE_WHO_THRESHOLD)	5	Specifies the percentage threshold value that tracks both the AI Lead Score field for Leads and the Predictive Win Probability field for Opportunities. The profile option is set to 5 percent by default. If the score in either of these fields exceeds the percentage threshold value specified in the profile option, then the Last Updated Date field gets updated for the lead or opportunity record.

Lead Update and Attribute Mapping

This table lists the profile options that affect the update of leads and lead-to-opportunity attribute mapping.

Profile Option Display Name	Default Value	Effect
Add and Edit Products to Leads Enabled (MKL_LEAD_PRODUCTS_ENABLED)	Y	Enable the ability to add or edit products to leads. The ability to add or edit product groups to leads is enabled by default.
Use Default Lead Notification Process (MKL_LEAD_OOTB_NOTIFICATION)	N	Specify whether default lead notification business process should be used. Set Yes for default process, and No for user-defined process or if no notification is intended.
Create Account and Contact from Lead (ORA_MKL_LEAD_ACT_CON_CREATE)	Both	Enable the default setting for the creation of an account, a contact, both an account and a contact, or none during lead conversion. The default value is to create both.
Direct Lead to Opportunity Mapping (MKL_DIRECT_LEAD_TO_OPTY_MAPPING_NAME)	Copy Lead To Opportunity Map	Specify the mapping file name created in Application Composer, Copy Maps . This file is used to map objects and attributes when a direct lead is converted to an opportunity.
Lead to Account Mapping (MKL_LEAD_TO_ACCOUNT_MAPPING_NAME)	Standard Copy Lead To Account Map	Specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of an account when converting a lead to an opportunity.
Lead to Contact Mapping (MKL_LEAD_TO_CONTACT_MAPPING_NAME)	Standard Copy Lead To Contact Map	Specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of a contact when converting a lead to an opportunity.
Lead to Deal Registration Mapping (MKL_LEAD_TO_DEAL_MAPPING_NAME)	Copy Lead To Deal Registration Map	Provides the mapping file name to be used to copy attributes while converting a Lead to a Deal Registration.

Partner Leads and Deal Registrations

This table lists the profile options that affect sales partner leads, deal registrations, and deal assignments.

Profile Option Display Name	Default Value	Effect
Partner Contact Addition Enabled (MKL_ADD_PARTNER_CONTACT)	Y	Specify whether to automatically add the primary partner contact to the lead team when a partner contact is added to the lead. The default value is Y.
Lead Registration Approval Administrator (MKL_LEAD_REGISTRATION_APPROVAL_ADMIN_PROFILE)	None	Select the recipient of notifications when an approver can't be determined, who's qualified to respond to the notification, and can modify approval configurations.

Profile Option Display Name	Default Value	Effect
Deal Registration Expiration Days (MKL_DEAL_REG_EXPIRATION_DATE)	90	Specify the number of days, after the deal registration creation date, used to derive the deal registration expiration date.
Resource Sales Team Access Level Default for Deal Registration (MKL_DEAL_DEFAULT_SALES_TEAM_ACCESS_LEVEL)	200	Specify the default access level for resources added to the deal registration sales team. The following values represent the access levels for the team: • 100 = View Only • 200 = Edit • 300 = Full
Deal Registration Query Default Number of Days (MKL_DEAL_SEARCH_LAST_UPDATED_RANGE_DEFAULT)	90	Specify the default number of days used to derive the last updated date range when searching for deal registrations.
Partner Lead to Opportunity Mapping (MKL_PARTNER_LEAD_TO_OPTY_MAPPING_NAME)	Copy Lead To Opportunity Map	Specify the mapping file name created in Application Composer, Copy Maps . This file is used to map objects and attributes when a partner lead is converted to an opportunity.
Deal Registration to Opportunity Mapping (MKL_DEAL_TO_OPTY_MAPPING_NAME)	Copy Deal Registration To Opportunity Map	Specify the mapping file name to be used to copy attributes while converting a Deal Registration to an Opportunity.
Assignment Rule for Rule-Based Deal Assignment (MKL_DEAL_RBA_RULESETGROUP)	None	Specify the assignment rule that assigns resources to deal registrations. Resource members are added to the deal registration team.
Assignment Rule for Territory-Based Deal Assignment (MKL_DEAL_TBA_RULESETGROUP)	None	Specify the assignment rule that assigns territories to Deal Registrations. Territory members are added to the deal registration team.
Deal Registration Assignment Mode (MKL_DEAL_DEFAULT_ASGN_MODE)	ORA_RBA	Specify the default assignment mode used during deal registration assignment. The mode is set to rule-based assignment mode.
Advanced Lead Qualification Enabled - Indirect Leads (MKL_PARTNER_LEAD_QUALIFICATION_TEMPL)	None	Specify a default template to enable lead qualification for partner sales channel and display questions, possible answers, and questionnaire feedback in the Edit Lead user interface.
Days Prior to Deal Registration Expiration (MKL_DEAL_SEARCH_EXPIRE_RANGE_DEFAULT)	30	Specify the number of days prior to expiration that deal registrations must be included in the predefined saved search. 30 days is the default value.

Profile Option Display Name	Default Value	Effect
Deal Registration Default Approver (MKL_DEFAULT_DEAL_REGISTRATION_APPROVER)	None	Select the recipient of notifications when an approver can't be determined, who's qualified to respond to the notification, and can approve deal registrations.
Use Default Deal Registration Approval Business Process (MKL_DEAL_USE_DEFAULT_APPROVAL_PROC)	Y	Specify whether the default deal registration approval business process should be used. The default value is set to Y. Set to No for customer-defined processes.

Lead Searches

This table lists the profile options used to manage sales lead searches.

Profile Option Display Name	Default Value	Effect
Lead Query Maximum Number of Days (MKL_LEAD_QUERY_IN_N_DAYS)	360	Specify the maximum number of days allowed when searching leads based on the creation date range. The value for the maximum number of days must be a positive number. If the value isn't a positive number or left blank, the value of 360 days is used.
Lead Query Default Number of Days (MKL_LEAD_SEARCH_CREATION_RANGE_DEFAULT)	90	Specify the default number of days used to derive the creation date range for searching leads. The search criterion is derived by using the current date for the creation end date value and the profile option to derive the creation start date value. For example, if you want leads for the last 15 days to be the default query action, then set the profile value to 15. The default creation date search criteria will have an end date for the current date and the start date will be 15 days prior to the current date. The values can be overridden in the search criteria. The value for the default number of days must be a positive number. If the value isn't a positive number or left blank, the value of 30 days is used. This profile option can be defined at both the site and user levels.
Lead Query Warning Threshold Number of Days (MKL_LEAD_SEARCH_CREATION_RANGE_RECOMMENDED)	180	Specify the number of days for the lead creation date search criteria before issuing an alert to the user. To disable the warning, delete the profile option value.

Profile Option Display Name	Default Value	Effect
Lead Search Context-Based Data Security Enabled (MKL_LEAD_CDS_ENABLED)	N	Enable context-based data security policies for improved performance of lead search. The default value is set to N. Note: If you enable this option, then you must also ensure that the filters in the Lead Overview page, such as My Leads, My Subordinate Leads and so on have the required access in Security Console. Otherwise, your lead data search won't return expected results.
Require Additional Criteria for Lead Search Enabled (MKL_SRCH_ADDL_CRITERIA_REQD)	N	Enable additional search criteria, other than creation date, when searching across all leads, or for searches relying on hierarchy rollups.

Related Topics

- [Sales Lead Lookups](#)
- [Overview of Scheduling Lead Processing Activities](#)

Sales Lead Lookups

Lookups enable quick selection from drop-down lists and are incorporated into the lead management capability to speed the process of entering data into forms. They are also used in applications to represent a set of codes and their translated meanings.

For example, a product team might store the values 'Y' and 'N' in a column in a table. When displaying those values they would want to display "Yes" or "No" (or their translated equivalents) instead. Each set of related codes is identified as a lookup type.

Lead Lookups

Lookup types are classified using tasks that involve a group of related lookups, such as Manage Sales Leads Standard Lookups. Each task gives you access only to certain lookup types. Use the **Manage Sales Lead Standard Lookups** task from the **Setup and Maintenance** work area to access the lookup types related to leads. Generic tasks provide access to all lookup types of a kind, such as all common lookups that are associated with the Manage Common Lookups task.

Note: If the lookups in an application are available in the standards, common, or set-enabled lookups view, they're central to an application and can be easily managed. However, lookups defined in a specific application view can only be managed by following instructions provided by that application.

This table displays lead lookup names (called lookup types in the application), their values, and their descriptions.

Lookup Type	Lookup Values	Description
Lead Access Level (MKL_ACCESS_LEVEL)	- Full - View only	Specifies the access level of team members for actions they can perform on specific sales leads. Full access level allows the user to update the team by adding or removing individual resources or by updating the access level for any member.
Lead Acceptance Status (MKL_LEAD_ACCEPTED_FLAG)	- No - Yes	Status that indicates whether or not a lead is accepted by sales departments.
Lead Assignment Mode (MKL_LEAD_ASGNT_STATUS_CODE)	- Both - Rule-based assignment - Territory-based assignment	Determines whether lead assignment is based on rule-based, territory-based, or both types of rules.
Lead Assignment Process Type (MKL_ASGN_JOB_TYPE)	- Assignment - Qualification - Ranking - Scoring	Lead processing types supported by Assignment Manager.
Lead Assignment Status (MKL_LEAD_ASGNT_STATUS_CODE)	- Assigned - Reassigned - Rejected	Assignment status indicating whether sales team resources are assigned.
Lead Display in Simplified Pages (MKL_FUSE_DASHBOARD_DISPLAY)	Leads	Enable the display of leads in the simplified pages dashboard.
Lead Processing Activity Progress Status (MKL_LEAD_SCHEDULE_STATUS)	- Completed - Completed with error - New - In progress - Scheduled	Progress details indicating lead current and end processing status.
Lead Processing Activity Schedule Mode (MKL_LEAD_SCHEDULE_MODE)	- Immediate - Schedule date - Repeats	Scheduling options for lead processing activities.
Lead Processing Repeat Frequency (MKL_WAIT_LAG_UNITS)	- Days - Months - Weeks - Years	The time intervals between lead processing activities.
Lead Process Scheduling Operators (MKL_SCH_OPERATORS)	- Equal to - Greater than	Operators used for lead processing scheduling options.

Lookup Type	Lookup Values	Description
	- Greater than or equal to - Less than - Less than or equal to	
Lead Reassignment Status (ORA_MKL_LEAD_REASSIGN_STATE)	- N - R - T - Y	Reassignment status values for leads reassigned only by Territory Based Assignment or Resource Based Assignment jobs. The Reassign indicator is set to: - N when lead is processed by Lead Assignment Job - R when Lead Resource Based Assignment is completed by Lead Assignment Job - T when Lead Territory Based Assignment is completed by Lead Assignment Job - Y for processing lead in Lead Assignment Job
Lead Registration Approval Status (MKL_DEAL_APPROVAL_STATUS)	- Approved - Pending approval - Rejected - Submitted	Approval status for leads registered by partners.
Lead Registered Status (MKL_LEAD_REGISTERED)	- No - Yes	Status that indicates whether or not a partner lead is registered.
Lead Search Filter Record Sets (MKL_LEAD_SRCH_GROUP)	- All records I can see - Records in my territory hierarchy - Records in my territory - Records I own - Records where I am on the team - Records where my subordinates are on the team	Record visibility filters for lead search. Note: Record sets involving subordinates, which are resources within an organization or a line manager's hierarchy, are available only to managers.
Lead Status (MKL_LEAD_STATUS)	- Converted - Qualified - Retired - Unqualified	Lead status values based on specific actions performed on a lead. Used to mark the milestones in the lead life cycle.
Lead Retire Reason (MKL_RETIRE_REASON_CD)	- Duplicate lead - No purchase interest	Possible reasons for retiring leads. Retired leads are considered closed leads.
Lead Yes or No Indicator (MKL_YES_NO_REVERSE)	- Yes - No	Generic status that indicates yes or no with reverse meanings.

Lookup Type	Lookup Values	Description
Recommended Lead Actions Type (MKL_SPD_ACTION_TYPE)	- Accept leads - Create campaign	Type of actions to perform on recommended leads.
AI Update Who Columns Threshold Modes (ORA_ZCA_AI_WHO_THRESHOLD_MODES)	- Turned Off 5 10 25 50	The percentage threshold for change in AI Lead Score for Leads or Predictive Win Probability for Opportunities. The Last Updated Date field gets updated, if the threshold is exceeded.

Set ID Leads Lookups

This table shows the leads set-ID lookup types, their values, and their descriptions. Use the **Manage Set Enabled Lookups** task from the **Setup and Maintenance** work area to access the lookup types related to leads.

Lookup Type	Lookup Values	Description
Lead Qualification Budget Status (MKL_LEAD_BUDGET_STATUS_SETID)	- Approved - Pending - Unknown	The approval status of a customer budget. The data is used to assess the lead qualification status.
Lead Rank (MKL_LEAD_RANK_SETID)	- Cold - Hot - Warm	Lead rank values used as a measure of lead quality and prioritization.
Lead Reassignment Reason (MKL_LEAD_REASSIGN_REASON_SETID)	- No activity - Other - Workload	Possible reasons specified for reassigning leads.
Lead Reject Reason (MKL_REJECT_REASON_SETID)	- Duplicate lead - Failed to reach contact - Incorrect data	Possible reasons specified for rejecting leads. Rejected leads can be reassigned or retired.
Lead Retire Reason (MKL_RETIRE_REASON_CD_SETID)	- Duplicate lead - No purchase interest	Possible reasons for retiring leads. Retired leads are considered closed leads.
Lead Registration Type (MKL_DEAL_TYPE_SETID)	- Co-sell - Referral - Resale	Types of leads available for partners.
Lead Source Channel (MKL_LEAD_CHANNEL_SETID)	- Direct mail - E-Mail - Fax - Marketing Cloud	Source channel responsible for lead generation.

Lookup Type	Lookup Values	Description
	• Phone • Sales visit • Social • Company web site • Wireless message • Model-based prediction • Rules-based prediction	
Lead Time Frame (MKL_LEAD_TIMELINE_SETID)	• 3 months • 6 months • 9 months • 12 months • 15 months • 18 months	Lead cycle duration that usually coincides with a typical sales cycle duration for products and services offered.

Deal Registration Lookups

This table displays deal registration lookup names (called lookup types in the application), their values, and their descriptions.

Lookup Type	Lookup Values	Description
Deal Registration Access Level (ORA_MKL_DEAL_ACCESS_LEVEL)	• Edit • Full • View only	Specifies the access level of team members for actions they can perform on deal registrations. Full access level allows the user to update the team by adding or removing individual resources or by updating the access level for any member.
Deal Registration Assignment Mode (ORA_MKL_DEAL_ASSIGN_MODE)	• Both • Rule-based Assignment Only • Territory-based Assignment Only	Determines whether deal registration assignment is rule-based, territory-based, or a combination of the two.
Deal Registration Reject Reason (ORA_MKL_DEAL_REJECT_REASON)	• Duplicate • Ineligible Customer • Ineligible Partner	Possible reasons for rejecting a deal registration request.
Deal Registration Return Reason (ORA_MKL_DEAL_RETURN_REASON)	• Incomplete Customer Information • Ineligible Product • Insufficient Quantity	Possible reasons for returning a submitted deal registration.
Deal Registration Search Filter Record (ORA_MKL_DEAL_SRCH_RECORD_SET)	• All records I can see • Records I own	Specifies record visibility filters for deal registration filtering.

Lookup Type	Lookup Values	Description
	Records pending my approval	
Deal Registration Filter Record Sets for Workspace (ORA_MKL_DEAL_WRKSPC_RECORD_SET)	- All records I can see - Records where I am on the team - Records I own	Specifies record visibility filters for deal registration filtering specific to Workspace search.
Deal Registration Status (ORA_MKL_DEAL_REG_STATUS)	- Approval - Draft - Expired - Pending Approval - Rejected - Returned - Withdrawn	Deal registration status values based on specific actions performed on deals registered by partners. Used to mark the milestones in the deal registration life cycle.
Deal Registration Deal Type (ORA_MKL_DEALREG_DEAL_TYPE)	- Existing - New	Indicates the type of deal the partner is submitting for registration.

Related Topics

- [Overview of Lookups](#)

How can I assure that the assigned lead owner remains the owner when the lead is converted?

When you assign a lead owner, that lead owner must accept the lead for them to remain the owner of the converted lead. If the lead owner doesn't accept the lead and another salesperson converts the lead into an opportunity, then that second person becomes the owner of the converted lead. You can assure that the assigned lead owners remain the owners of converted leads by creating a Groovy script to automatically accept the lead.

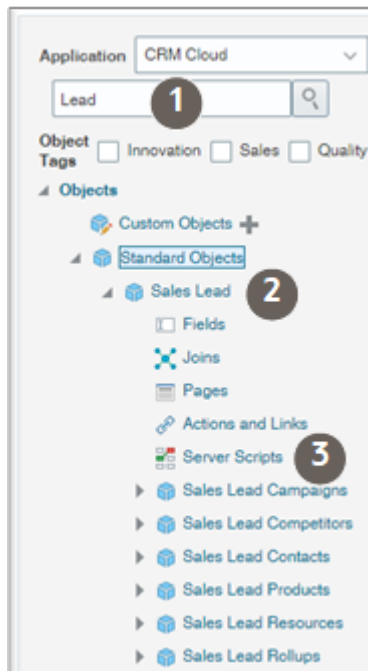
To automatically accept the lead for the assigned lead owner, create a Before Update in Database trigger on the Sales Lead object. Here is a sample script:

```
if (isAttributeChanged('OwnerId') && OwnerId != null){  
    setAttribute('LeadAcceptedFlag', 'Y')  
}
```

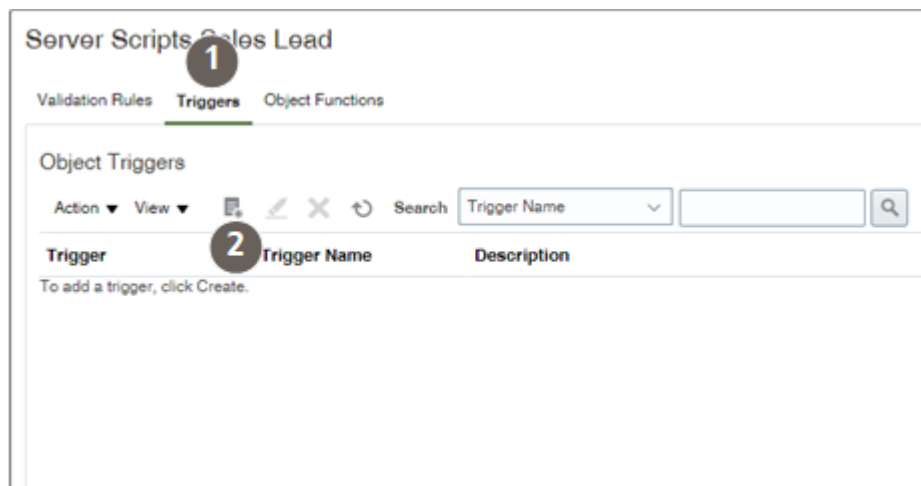
Steps to Create the Trigger

1. Enter a sandbox with Application Composer as one of the tools.
2. Open Application Composer by selecting it from the sandbox **Tools** menu.

3. In the left pane, search for the **Sales Lead** object (callout 1 in the screenshot).



4. Expand **Sales Lead** under **Standard Objects** (callout 2).
5. Click **Server Scripts** (callout 3).
6. In the Server Scripts Sales Lead page, click the **Triggers** tab (callout 1 in the screenshot).



7. Click **Add a new trigger** (callout 2).

8. In the Create Object Trigger page Name Trigger list, select **Before Update in Database** (callout 1 in the screenshot).

Create Object Trigger

Name

Trigger: Before Update in Database (1)

* Trigger Name: Automate_Lead_Acceptance

Error Message ⓘ

Enter a message to display to the user when validation fails.

* Trigger Definition ⓘ

Edit Script

Find: < > 🔍 Go to Line: 🔍

```

1 if (isAttributeChanged('OwnerId') && OwnerId != null){
2   setAttribute('LeadAcceptedFlag', 'Y')
3 }
4
5
  
```

(2)

9. Enter a trigger name.
10. Enter the Groovy script (callout 2).
11. You can validate the script by clicking **Validate** on the right side of the Trigger Definition section.
12. Click **Save and Close**.

You must publish the sandbox for the trigger to become active.

Related Topics

- [Server Scripts](#)
- [Defining an Object-Level Trigger to Complement Default Processing](#)

Lead Qualification Templates

Lead Qualification Templates

Lead qualification templates enable a uniform lead-qualification process across leads. This topic provides an overview of how you can assign and use the templates as part of the lead qualification process.

Using lead qualification templates, you can:

- Define lead qualification templates
- Assign lead qualification templates
- Gather lead quality information
- Enable multiple assessments per lead qualification template

Define Lead Qualification Templates

Qualification templates are collections of questions and answers that can be weighted and scored to evaluate the quality of gathered information about the sales lead. You use the templates to define consistent and specific qualification criteria for leads.

Assign Lead Qualification Templates

Once the qualification template is defined, you assign the template to the Lead Qualification Template profile available from the Manage Sales Lead Administrator Profile Values page. You can define more than one qualification template by assigning templates at the site level profile.

Gather Lead Quality Information

Along with other key qualification fields available in the lead, the qualification template questions are displayed on the lead Qualification tab if you have enabled the Advanced Lead Qualification profile option. Lead qualification is typically conducted through phone conversations. As you enter responses for the qualification questions, the qualification template's weighted score is calculated and a progress bar provides immediate rating and feedback.

Enable Multiple Assessments Per Lead Qualification Template

To enable sales representatives to perform multiple assessments per qualification template, set the profile option Enable Multiple Assessments Per Qualification Template to Yes.

Related Topics

- [Example of Defining a Sales Lead Qualification Template](#)
- [Enable Multiple Assessments Per Lead Qualification Template](#)

Example of Defining a Sales Lead Qualification Template

This topic provides an example that illustrates defining a lead qualification template to assess the basic quality of a lead.

Scenario

Your company sells alternative energy solutions to small businesses. The company employs a group of people that:

- Qualify the basic information about a lead
- Gather the necessary information required by the sales team to prepare for follow-up sales calls

Unqualified leads are generated from various sources and captures when customers have requested more information from your website. Before creating the qualification template, your company evaluates the following:

- Compile a set of questions that each lead qualifier is expected to ask so as to:
 - Verify the customer's intent in requesting more information
 - Ensure a consistent and thorough communication with the customer

- Categorize a set of responses to help identify what leads to transfer to the sales team.

For example, once your company has gathered the initial lead information, they can set up assignment rules so that only leads with a greater potential for a sale are transferred to the sales team. The level of response assists the lead qualifier identify those leads with the greatest sales potential.

To ensure the full range of possible responses, the qualification information is categorized into four basic response levels:

- Very little information was obtained from the customer
 - A high potential of the customer working on an alternative energy project
 - Not applicable
 - Information not available
- Perform analysis of your qualification template and model the set of question responses and questions

Question responses and questions are analyzed and modeled to effectively place the weighted score ranges into the four categories. For example, a budget that expires less than ten days may score low if the average sales cycle is greater than 10 days. However, any answer to a budgeting question has higher weight in the overall questionnaire than a question about the customer's project team. If a qualification template's weighted score is 90 or above, the customer is categorized as a high potential for an energy project. Such a lead is transferred to a sales resource to pursue.

Lead Qualification Template Considerations

Navigate to the Manage Assessment Templates page from the Manage Sales Lead Qualification Template implementation task. The following categories of qualification levels are entered as ratings of:

- Little Information Available
- Low Project Potential
- Medium Project Potential
- High Project Potential

Questions about the customer's budget, time frame, decision maker, and project drive the sale potential and resulting lead rank. These questions aren't included in the qualification template because the lead qualifier enters those directly in the Lead UI.

Use the qualification template to effectively evaluate the customer's project and prepare the sales team to progress the lead once the lead is qualified.

- Enter a set of questions and responses to qualify the time frame including what phase the customer's implementation project is in.
- Gather information to meet export policies. For example, add questions about implementation projects outside of the country.
- Add questions to determine if and when a customer's budget is due to expire.
- Identify competition by adding questions and responses about competing suppliers or in-house solutions and satisfaction levels.
- Allow a free-form response to enable the lead qualifier to capture specific customer comments about their greatest issue they're trying to solve.

Next, the weighed scores ranges are assigned to the four ratings. To provide a visual queue and feedback to the lead qualifier to guide them in their decision to update the lead as qualified, a color and feedback phrase is entered for the four ratings. The color-coded bar, score, and feedback appear at the top of each qualification questionnaire in the lead.

Lead Qualification Template Profile

Once the qualification template is defined, the template is assigned to the Lead Qualification Template profile available from the Manage Sales Lead Administrator Profile Values implementation task. Since there is only one business unit for your Company and only one qualification template, the template is assigned at the profile Site level.

As your company continues to grow into a global company with a broader set of business units and products, Qualification templates are created in different languages and assigned to business unit sets. The appropriate qualification template is assigned to corresponding lead qualification users through the Lead Qualification Template profile.

Note: The Advanced Lead Qualification Enabled profile option must be set so that you can specify the template name to use. The template displays the collection of questions, possible answers, and questionnaire feedback in the Edit Lead UI.

Related Topics

- [Lead Qualification Templates](#)

16 Opportunities

Overview of Opportunities

Opportunities allow organizations to support the full sales process, from leads, to opportunities, to sales, to follow-up analytics.

Within opportunities, sales organizations can capture a wide variety of information related to an opportunity, such as customer (account) and the products to be sold. They can use the supplied sales methods and sales stages to step the opportunity to its eventual conclusion.

In addition, account intelligence, sales actions, and historical sales analysis further enable salespeople to increase their win rates by offering data-driven pipeline management and recommendations for the next best sales action. For example, setting win probability variance thresholds and providing multiple recommendations per opportunity enables sales representatives to optimize their sales opportunities.

This table lists opportunity features.

Feature	Details
Support the sales life cycle	Create, manage, and close opportunities, supporting the entire sales life cycle. By integrating with leads, you can convert leads to opportunities. Post-sale, take advantage of supplied business intelligence reports related to sales.
Maintain opportunity information	Here are just some of the data that sales teams can capture for an opportunity: • Accounts: You can associate an account (for example, a customer or prospect) with the opportunity. • Opportunity owner: The person who creates an opportunity is automatically assigned ownership. You can change owner if needed. • Contacts: You can associate contacts with an opportunity. In addition, you can specify a contact's role, affinity, and influence level on an opportunity. A single contact can be marked as primary. • Currency: The application supports multiple currencies at both the opportunity header and revenue-line levels. • Budget: A Budgeted indicator lets you display whether the opportunity revenue amount has been budgeted by the customer, as well as the date that the budget was made available. • Competitors and partners: You can associate partners and competitors with opportunities, both at the opportunity and revenue line levels. • Marketing data: The Source field allows the association of campaigns with an opportunity. • Mass update opportunities: Allow sales personnel to update several opportunity attributes at once on multiple opportunities.
Employ sales methodology	Your company can employ its own sales methodology by using the supplied sales methods and stages. For each sales stage, administrators can create action items (process steps), task templates, recommended documents, assessment templates, and fields that are required for use in opportunities. In addition, administrators can specify a different default win probability percentage for each sales stage.

Feature	Details
Use Sales Coach for guided selling	Sales Coach, part of sales methods, guides salespeople through each step of the sales cycle with an organization's own sales methodology and best practices. The action items (process steps), task templates, recommended documents, assessment templates, and mandatory fields set up by your administrator in each of the sales stages translate into guided notes and appropriate opportunity UI interactions.
Leverage the product revenue model	Opportunities support a product revenue model that features revenue-based forecasting, products and product groups, recurring revenue, and revenue data captured at the line level, such as win probability, close date, include in forecast, and status.
Support recommended actions	Prompts salespeople to respond to the next best set of recommended actions for customer engagement, drive pipeline and determine how often to reach out to customers post sales. Here are some of the benefits of the next best sales action feature: • Support multiple recommendations per opportunity. • Enables smarter sales experiences and optimizes the selling process. • Provides a percentage win probability in comparison to other opportunities from your sales organization or a prediction about the close date of the opportunity. For example, based on historical data, the likelihood to close an opportunity is less than 40%. • Supports user feedback per opportunity. • Enables administrative and supervisory controls. For example, manage the win probability variance thresholds for opportunities and define user actions to suit the organization's requirements. As salespeople update the opportunity information, win likelihood and recommended actions are regenerated.
Assign sales team	Opportunities align with territories and the assignment engine for rule-based or territory-based autoassignment of salespeople to opportunities. In the team pages, you also can manually add sales team members to an opportunity.
Allocate sales credit	By allocating sales credit to salespeople on product lines, you can capture the amount of credit salespeople receive for the sale. You can track direct, channel, and overlay resources and their contributions using revenue and nonrevenue credit splits.
Use forecast territories on product lines	By integrating with forecasting, you can use forecast criteria to automatically include product-line revenue in the forecast. You can leave the default forecast territory on the product lines or assign another forecast territory. The forecast is refreshed in real-time from revenue when an opportunity is created or updated.
Assess opportunities and their products, contacts, and competitors	You can use assessments to evaluate the health of an opportunity or an opportunity product, contact, or competitor. After setup by the administrator, assessments are available to salespeople in the Assessments tab.
View business intelligence reports	Several supplied business intelligence reports give you views into sales metrics, from lists of opportunities and accounts, to pipeline data, sales team performance, and other revenue metrics.

Related Topics

- [Best Practices for Sales Credits](#)
- [Overview of Sales Methods, Sales Stages, and Sales Coach](#)
- [Overview of Opportunity Products and Revenue](#)

Sales Methods, Sales Stages, and Sales Coach

Overview of Sales Methods, Sales Stages, and Sales Coach

You can use sales methods and sales stages to employ the sales methodology that best aligns with an opportunity.

Use Sales Coach, which administrators set up within sales stages, as both a teaching tool and a method to make your organization's best-practice information readily available to salespeople.

Sales Methods and Sales Stages

Sales methods are an opportunity attribute that link sales strategy to sales execution. For example, is the customer more interested in price, features, service, or delivery time? After you make these decisions, you can align your sales methods and sales stages to reflect these customer requirements. You can also use a different sales methodology for your price-conscious customers than for your customers who are interested in features. A sales method can include all activities associated with the different sales stages during the sales process, from qualifying, to negotiating, to closing.

The application comes with a few sales methods and associated sales stages. Administrators can modify the supplied sales methods and stages, or create new ones.

Sales Coach

Sales Coach is a virtual coach available to salespeople while they view or edit an opportunity. For example while viewing an opportunity, a salesperson will see Recommended Documents for the sales stage that his opportunity is in. He can download the Recommended Documents that his administrator has posted to help with the sale.

This table describes the tools available as part of sales methods and sales stages.

Tool	Description
Action items (called process steps in the setup UI)	Part of Sales Coach. Guides salespeople through an organization's sales best-practice processes for a particular sales stage.
Recommended documents	Part of Sales Coach. Provides coaching strategies and best-practice information in the form of documents, such as customer letter templates, relevant websites, and training materials.
Task templates	Provides a list of required or recommended tasks relevant to a particular sales stage. Recommended task templates are optional. Autogenerated task templates are automatically applied to your list of tasks for a particular sales stage, when the opportunity moves to that stage. Note that task templates aren't supported in the simplified UI.

Tool	Description
Assessment templates	Helps salespeople analyze and score an opportunity attributes. After selecting an assessment type, salespeople enter a series of responses to achieve a weighted score. This score then helps determine the success rate of the opportunity.

Related Topics

- [Create and Edit Sales Methods and Stages](#)
- [Sales Stages Attribute Setup](#)
- [Overview of Sales Coach](#)

Overview of Opportunity Sales Methods and Stages

A company's sales methodology is a formalized approach toward achieving a sale. In opportunities, you can employ your company's sales methodology using a sales method that's automatically associated with the opportunity when it's created.

The sales method contains several sales stages that salespeople progress as the opportunity matures. Several sales methods and stages are predefined. You can use the predefined ones, modify them to suit your business needs, or create your own ones.

You can specify the default sales method using the profile option, Sales Method Default. Setting the profile option is described in the topic, Set Default Sales Method Profile Option.

Note: Sales Coach, which is a teaching tool and method to push best practice information to salespeople in the opportunities UI, is also set up in the sales methods pages, using the sales stages. Assessments also can be associated with sales stages.

Related Topics

- [Create and Edit Sales Methods and Stages](#)
- [Set the Default Sales Method Profile Option](#)

Sales Stages Attribute Setup

Sales stages track the progress of an opportunity during the sales cycle. You change the sales stage when you determine it's time to move the opportunity to the next stage.

Sales Stage Attributes

You typically set up these attributes while setting up sales stages:

- **Phase:** A step in the sales cycle of an opportunity.

For example, the first step might be Discovery, where the salesperson researches the customer's needs.

- **Order:** The sequence of the stage within a sales method.
For example, you might start with Discovery and move to Conclusion.
- **Duration:** The number of days an opportunity will remain in this stage.
- **Stalled Deal Limit:** The number of days an opportunity can remain in this stage before it's considered stalled.

You can also associate elements of Sales Coach, such as recommended documents, action items, or assessments, with a sales stage.

Related Topics

- [Overview of Sales Coach](#)

How Sales Methods and Sales Stages Work with Opportunities

A typical sales method has several sales stages. Each stage within a sales method delineates the progress of an opportunity.

Sales Methods

The sales method used on an opportunity represents your company's formalized approach toward the sale. The application comes with a few predefined sales methods. By default, the sales method used on a newly created opportunity is the supplied Standard Sales Process sales method.

Sales Stages

Several stages usually exist within a single sales method. You use different stages to represent different phases of an opportunity, from prospecting to forecasting to closing the opportunity.

Related Topics

- [Sales Stages Attribute Setup](#)
- [Overview of Sales Methods, Sales Stages, and Sales Coach](#)
- [Create and Edit Sales Methods and Stages](#)

Sales Methods and Sales Coach Configuration

Create and Edit Sales Methods and Stages

You can create and edit sales methods and their stages by following the procedures in this topic.



It doesn't cover these components of sales methods and stages setup:

- Recommended documents
- Action items (called process steps in the setup UI)

- Assessment Templates
- Activity Templates
- Mandatory fields

For information about setting up sales methods and stages, see the related topics.

Create or Edit Sales Methods

Here's how to create or modify existing sales methods.

Note: Several sales methods are predefined. You can use the predefined ones, modify them to suit your business needs, or create your own sales methods. However, if you modify or create a default sales method, then this affects your standard prebuilt business intelligence reports for Sales and you may have to modify them.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Sales Methods and Sales Stages
2. If you want to create a sales method: In the Manage Sales Methods page, click the **Create** icon.
3. If you want to edit a sales method: In the Manage Sales Methods page, drill down on the sales method, or select the row showing the sales method and click the **Edit** icon.
4. In the Create Sales Method or Edit Sales Method page, fill in the required information. Here are some details of the more complex attributes of sales methods:
 - **Set:** A set represents a group of business units. The Set field allows the sales method to be shared across multiple business units. Select the Common Set, unless you're aware that a different set should be selected.
 - **Close Window:** Set in days, the Close Window value is added to the current date to set the initial opportunity close date. If it isn't set, the application retrieves the default close window from the Opportunity Close Date Default profile option.
 - **Disable:** The Disable check box lets you disable the sales method. Only disable sales methods during implementation and not after the methods are in use in current opportunities.
5. Add new or modify existing sales stages as described in the section, Create or Edit Sales Stages.
6. Save your changes.

Create or Edit Sales Stages

Here's how to create or modify existing sales stages.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Sales Methods and Sales Stages
2. From the Manage Sales Methods page, select the sales method whose sales stages you want to modify.
The Edit Sales Method page appears.
3. To add another sales stage to the sales method: In the Edit Sales Method page, click the **Create** icon and fill out the required information in the Create Sales Stage page.

4. To edit a sales stage: In the Edit Sales Method page, drill down on the sales stage, or select the row and click the **Edit** icon. Fill out the required information in the Edit Sales Stage page.
5. Set or enter attributes of sales stages. Here are some details of the more complex fields:
 - **Disable:** This check box lets you disable the sales stage. Only disable sales stages during implementation and not after the stages are in use in current opportunities.
 - **Win Probability:** This field represents the likelihood (in percent form) of winning the opportunity. This Win Probability field sets the default win probability at opportunity level for the sales stage. If you don't want your sales stages to control opportunity win probability, make sure they aren't defined by blanking out any value in this field.
 - **Duration:** Enter the average number of days you expect opportunities to stay in this stage. This field is used in the Stalled Deals infolet and underlying report. When opportunities are in a sales stage longer than the value entered here, they're considered stalled at that stage, and are reported in the stalled deals infolet on the dashboard.
6. Save your changes.

Related Topics

- [Overview of Sales Methods, Sales Stages, and Sales Coach](#)
- [Sales Stages Attribute Setup](#)
- [Set the Default Sales Method Profile Option](#)

Associate Sales Coach and Other Elements with Sales Stages

Sales Coach is a mechanism to present best practice sales methodology to salespeople to improve their sales effectiveness. A teaching tool, Sales Coach can help less experienced salespeople with aspects of an opportunity when and where they need help.

Administrators set up Sales Coach by associating action items and recommended documents with a sales stage. Salespeople can then view these items as they work their opportunities. Since the teaching components or job aids are associated with a specific sales stage, each sales stage potentially can have multiple action items and recommended documents associated with it.

Here are the elements that you can define for each sales stage:

- Sales Coach items:
 - Action items (process steps): These are recommended actions the salesperson should take while working an opportunity in a specific sales stage. Action Items appear in the Sales Coach region of the edit opportunity page.
 - Recommended documents: These are documents, files, or URLs recommended for viewing or sharing during a specific sales stage. Recommended Documents appear in the Sales Coach region of the edit opportunity page.
- Other items:
 - Task templates: You can define task templates to set tasks for salespeople to perform. For more information, see the topic, Associate Task Templates with Assessment Templates.
 - Assessment templates: Assessments let salespeople evaluate the health of an opportunity. Opportunity assessments appear under a separate tab labeled Assessments in the edit opportunity page. For more information, see the topic, Guidelines for Setting Up Opportunity Assessments.
 - Required fields: You can mark specific fields as required for a specific sales stage. When a salesperson moves an opportunity to that sales stage, the fields you mark as required become marked with an asterisk that users must complete before moving to the next sales stage.

Note: The required fields validation doesn't support check box fields so don't mark check box fields as a required field for a specific sales stage.

Add Action Items (Process Steps)

Here's how to add action items to a sales stage. Note that in the setup pages, action items are set up in the Process Steps region.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Sales Methods and Sales Stages
2. From the Manage Sales Methods page, click the sales method whose sales stages you want to modify.
The Edit Sales Method page appears.
3. In the Edit Sales Method page, click the sales stage you want to modify. In the upper portion of the page, it's assumed you would have already entered the core information for the sales stage. For more information about these fields, see the topic, Create and Edit Sales Methods and Stages.
4. In the Process Steps region, click the create icon to create a process step. Enter your process step information. For example, a first process step or action item might be "Gather High Level Information from Customer".

Process steps show up as Action Items in the Sales Coach region in the edit opportunity pages. The action items show up only when the opportunity is in the sales stage that you associated with the process steps.

5. Save your changes.

Add Recommended Documents

To add recommended documents, edit a sales stage using the steps outlined in the preceding procedure, Adding Action Items (Process Steps). In the Recommended Documents region, attach documents, files, or URLs that you want your salespeople to have access to in the edit opportunity pages. For example, you can give your salespeople access to marketing materials, collateral, or websites. Recommended documents are available in the edit opportunity page when the salesperson is editing the opportunity in the sales stage that's associated with these documents.

Related Topics

- [Overview of Task Templates](#)
- [How Assessment Templates Work with Task Templates](#)
- [How do I update existing setup data?](#)

Set the Default Sales Method Profile Option

You can specify what sales method to apply to all newly created opportunities by setting the profile option Sales Method Default.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Opportunity Profile Options

2. In the search region of the Manage Opportunity Profile Options page, select **Opportunity Management** as the application, or just enter the profile option name `Sales Method Default` directly in the **Profile Display Name** field.
3. In the search results list, click the profile option name.
4. Set the profile option to the sales method you want to be the default for newly created opportunities.

Note: Opportunity and revenue reports and analytics are designed to work with the Standard Sales Process method supplied by Oracle. If you use other sales methods as the default sales method, then you might have to modify your reports.

Related Topics

- [How do I update existing setup data?](#)

Task and Assessment Templates

Add Assessment Templates to Sales Stages

Assessments let salespeople evaluate the health of an opportunity while they work on it as part of their sales process.

Assessments can be used, for example, to help determine whether an opportunity is viable enough for the salesperson to offer an incentive, such as a discount, to the customer. Assessments include questions with scored responses. Responding to the questions provides the salesperson with immediate scoring and recommendations or follow-up business processes.

You create assessment templates in the setup pages and then add the assessment template to an opportunity sales stage. The assessment generated from the template are accessible to salespeople in the Assessments tab in opportunities for the sales stage you associated with them.

Here are the high-level steps to add assessments to sales stages:

1. Define your assessment templates using the Manage Opportunity Assessment Templates task available from the Setup and Maintenance work area.

For more information, see the Assessments chapter in the Implementing Sales guide. The topic, How to Create Assessment Templates, has the steps.

2. Edit a sales stage and, in the Assessment Templates area, associate the assessments with a sales stage. Mark the assessment mandatory to make it required that salespeople complete the assessment before they can move the opportunity to another sales stage.

For more information, see the section Opportunity Assessments, in the Opportunities chapter of the Using Sales guide. The topic, Perform an Opportunity Assessment, has the steps.

Add Assessments to Sales Stages

Here's the procedure to add an assessment template to an opportunity sales stage.

Note: You must have already created an assessment template before it's available to add to a sales stage. See the topic, Create Assessment Templates, for the steps.

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Sales Methods and Sales Stages
2. On the Manage Sales Methods page, click the sales method whose sales stages you want to modify.
The Edit Sales Method page appears.
3. In the Edit Sales Method page, click the sales stage you want to configure. In the upper portion of the page, it's assumed you would have already filled out the core information for the sales stage. For more information about these fields, see the topic, Create and Edit Sales Methods and Stages.
4. In the Assessment Templates region, click the create icon.
5. Search for and select the assessment template you created earlier.
6. In the **Type** column, pick:
 - o Recommended if you want the salesperson to have access to the assessment in the Assessments tab for this sales stage, but isn't required to complete before moving the opportunity to the next sales stage.
 - o Mandatory if you want the salesperson to have access to the assessment in the Assessments tab for this sales stage, and is required to complete before moving the opportunity to the next sales stage.
7. Save your changes.

Related Topics

- [Guidelines for Setting Up Opportunity Assessments](#)
- [How to Create Assessment Templates](#)
- [How do I update existing setup data?](#)

Add Task Templates to Sales Stages

A task template is a group of tasks associated with a business object, including opportunities. You create a task template in the setup pages and then add the task template to an opportunity sales stage.

The tasks generated from the template are accessible to salespeople in the Activities tab in opportunities, for the sales stage you associated with them.

Here are the high-level steps to add tasks to the Activities tab in opportunities for a particular sales stage:

1. Define your task templates using the Manage Sales Task Templates task available from the Setup and Maintenance work area.
For more information, see the Task Templates chapter in the Implementing Sales guide. The topic, Create a Task Template, has the steps.
2. Edit a sales stage and, in the Activity Templates area, associate the task template with a sales stage, as described next.

Add Task Templates to Sales Stages

Here's how to add a task template to an opportunity sales stage.

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities

- Task: Manage Sales Methods and Sales Stages
- 2. On the Manage Sales Methods page, click the sales method whose sales stages you want to modify. The Edit Sales Method page appears.
- 3. In the Edit Sales Method page, click the sales stage you want to configure. In the upper portion of the page, it's assumed you would have already completed the core information for the sales stage. For more information about these fields, see the topic, Create and Edit Sales Methods and Stages.
- 4. In the Activity Templates region, click the create icon.
- 5. Search for and select the task template you created earlier.
- 6. In the **Type** column, select **Automatically generated** as the type.
If you don't select Automatically generated, the associated tasks won't appear in the UI for users.
- 7. Save your changes.

Related Topics

- [Overview of Task Templates](#)
- [Define Tasks](#)
- [Create a Task Template](#)
- [How do I update existing setup data?](#)

Sales Statuses

How do I modify sales statuses?

Opportunities and product lines on opportunities have statuses, such as Lost, No Sale, Open, and Won. You can create sales statuses or update existing ones, as long as you stay within the predefined categories.

Salespeople select statuses for an opportunity or for a product line while editing an opportunity. The application can set statuses automatically when synchronizing the opportunity header and its product lines. The application uses status categories when calculating Business Intelligence metrics for win/loss analysis.

Predefined Sales Statuses and Status Categories

The application comes with four predefined sales statuses and status categories. The predefined statuses are part of larger status categories. Status categories aren't visible in the UI, but statuses are.

To change statuses, you can create statuses and then associate them with existing status categories. You can't add new status categories.

This table shows the predefined statuses and categories:

Status Code, Status, and Category	Meaning
Lost	Opportunity is closed without proceeding to a sale and lost to competitors, if any
No Sale	Opportunity is closed and not pursued

Status Code, Status, and Category	Meaning
Open	Time between when a potential sales is realized and the customer decision on the sale is obtained
Won	Opportunity is closed with a buying decision from the customer and won over competitors, if any

Create and Modify Sales Statuses

You can create sales statuses or update existing ones, as long as you stay within the four predefined categories. You also can mark statuses as inactive or active. Inactive statuses don't display in the UI.

These rules apply when creating sales statuses:

- Statuses must belong to one of the predefined status categories.
- The Status values display in alphabetic order on the UI.
- Status codes must be unique and can't be blank.
- The Status value must be unique and can't be blank.
- At least one active status in the Open status category must exist.

Oracle recommends that you retain the predefined status codes. As a best practice, if you want to configure statuses, create additional codes. Don't obsolete or replace existing status codes.

Here's how to modify sales statuses:

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Sales Status
2. In the Manage Sales Statuses page click the **Add** icon to add a new status and:
 - a. Enter a new **Status Code**.
 - b. Enter a new **Status**. This is the value that displays in alphabetic order in the opportunity pages.
 - c. Select the **Active** check box.
 - d. Select from one of the predefined values for **Status Category**.
3. To modify an existing status, click in the row of the status so that it becomes editable and modify the values as you want.
4. Save your changes.

This figure shows the Manage Sales Statuses page with a new status added named "Abandoned".

Manage Sales Statuses

Sales Statuses

Actions View Format + 

Status Code	Status	Active	Status Category	Description
ABANDONED	Abandoned	☒	Lost	Custom status for abandoned
LOST	Lost	☒	Lost	Seeded Lost status for opportunity
NO_SALE	No Sale	☒	No sale	Seeded No Sale status for opportunity
OPEN	Open	☒	Open	Seeded Open status for opportunity
WON	Won	☒	Won	Seeded Won status for opportunity

- Related Topics
- Opportunity and Product Line Attributes Synchronization
 - How do I update existing setup data?

Opportunity Closure

About Setting Up Opportunity Closing

Salespeople can close an opportunity when the deal is either won, lost, or abandoned for some reason by setting the opportunity to a closed status.

Here's the default application behavior. The application sets the close date to 20 days after the opportunity is created if you didn't enter a different period in the Close Window field during sales method setup (callout 1).When salespeople select one of the closed statuses (Won, Lost, or No Sale) (callout 2), they must enter a win or loss reason and a competitor (callouts 3 and 4).

Actions ▾SaveSave and CloseCancel

1

Close Date12/8/15

2

StatusWon

3

Win/Loss Reason

CurrencyUSD

Amount0.00

4

Primary Competitor

Sales Stage07 - Closed

Add

Estimated Price	Amount	Sales Credit	Currency
5,400.00	0.00		USD

By setting profile options, you can:

- Make the entry of the win or loss reason optional.
- Make the entry of the competitor optional.
- Set a different number of days for the default opportunity close date.

If you keep the default application behavior, then the setup user or another user with the Sales Administrator job role must create the list of competitors as described in the Setting Up Competitors chapter.

If you make the win or loss and competitor entry optional, the fields remain in the Edit Opportunity page. You can use Application Composer to remove them.

Set the Close Opportunity Profile Options

You can configure close opportunity behavior by using profile options outlined in this topic.

Close Opportunity Profile Options

This table shows the profile options that control opportunity close behavior.

Profile Option Display Name	Default Value	Effect
Close Opportunity Win/Loss Reason Required (MOO_CLOSE_WINLOSS_REQD)	Yes	Determines whether, when closing an opportunity, the user is required to enter a win or loss reason. Applies both at the opportunity and revenue item levels.
Close Opportunity Competitor Required (MOO_CLOSE_COMP_REQD)	Yes	Determines whether, when closing an opportunity, the user is required to enter a competitor. Applies both at the opportunity and revenue item levels.
Opportunity Close Date Default (MOO_DEFAULT_CLOSE_WINDOW)	20	Determines the number of days to add to the system date when determining the default opportunity close date. The close date defaulting logic follows this precedence. • If the Close Window value on the sales method is set, it's used • Or else, if this profile option (MOO_DEFAULT_CLOSE_WINDOW) is set, its value is used • Or else, the Close Date is left blank
Opportunity Close Date Retain on Closure (MOO_RETAIN_CLOSE_DATE)	No	Tells the application to retain the old close date even after the status of the opportunity or product line is set to a closed status. If you don't set this profile option to yes, then the close date on the opportunity header or product line is updated with the current date when the opportunity or product line is closed.

Set the Profile Options

Here's how to find and set the close opportunity profile options.

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Opportunity Profile Options
2. In the search region of the Manage Opportunity Profile Options page, enter the profile option name in the **Profile Display Name** field.
3. Click **Search**.
4. In the list that's returned, click on the profile option name link.
5. Set the profile option value as needed.

Related Topics

- [How do I update existing setup data?](#)

Opportunity Business Logic Summary

This topic provides a summary of opportunity and product-line business rules relevant to opportunity close processes and their applicability in the edit opportunity, close opportunity, mass update opportunities, and mass update revenue lines flows.

This table describes the synchronization update effect during the close opportunity flow.

Object or Field Being Updated	Effect	Applicable to Edit Opportunity Flow	Applicable to Close Opportunity Flow	Applicable to Mass Update Opportunities
Win probability, close date, status	Copy opportunity attribute value to revenue line attribute values.	Yes	Yes	Yes
Win/loss reason	Copy opportunity attribute value to revenue line attribute values.	No	Yes	Yes

This table describes the field or attribute change affect during a change to opportunity status in the context of the close opportunity flow.

Opportunity Status Change	Effect	Applicable to Edit Opportunity Flow	Applicable to Close Opportunity Flow	Applicable to Mass Update Opportunities
To won	Set sales stage to last stage of sales method. Set win probability to 100 percent.	Yes	Yes	Yes
To lost or no sale	Set close date to current date	Yes	Yes	Yes
From open to closed	- Enable win/loss reason - Set actual close date to system time stamp	Yes	Yes	Yes
From open to closed	Copy primary competitor to revenue line where competitor is undefined	No	Yes	Yes
From closed to open	Set actual close date to undefined Disable win/loss reason. Set win/loss reason to undefined.	Yes	Yes	Yes

This table describes the field or attribute change affect during a change to opportunity revenue line status in the context of the close opportunity flow.

Revenue Line Status Change	Effect	Applicable to Edit Opportunity Flow	Applicable to Close Opportunity Flow	Applicable to Mass Update Opportunities	Mass Update Revenue Lines
To won	Set win probability to 100 percent.	Yes	Yes	Yes	Yes
To lost or no sale	Set close date to current date.	Yes	Yes	Yes	Yes
From open to closed	• Enable win/loss reason. • Set actual close date to system time stamp.	Yes	Yes	Yes	Yes
From closed to open	• Disable win/loss reason. • Set win/loss reason to undefined. • Set actual close date to undefined	Yes	Yes	Yes	Yes

This table describes the validations done for competitor, win/loss reason, and status, during the close opportunity flow.

Object Being Validated	Effect	Applicable to Edit Opportunity Flow	Applicable to Close Opportunity Flow	Applicable to Mass Update Opportunities	Mass Update Revenue Lines
Competitor	If the profile option, Close Opportunity Competitor Requirement, is enabled, require competitor on opportunity and revenue line.	Yes	Yes	Yes	Yes
Competitor	Validation error dialog option to copy primary competitor to revenue line.	Yes	Yes	No	No
Win/loss reason	If the profile option, Close Opportunity Win/Loss Reason Requirement, is enabled, require	Yes	Yes	Yes	Yes

Object Being Validated	Effect	Applicable to Edit Opportunity Flow	Applicable to Close Opportunity Flow	Applicable to Mass Update Opportunities	Mass Update Revenue Lines
	win/loss reason on opportunity and revenue line.				
Status	Revenue line status must be valid for opportunity status.	Yes	Yes	Yes	Yes

Related Topics

- [Opportunity and Product Line Attributes Synchronization](#)

Data Security

How Sales Users Gain Access to Sales Information

The security reference implementation provided by Oracle determines who can access opportunity information in your sales organization. While basic information on accounts and contacts is available to all salespeople, your access to sales data is restricted by your position in the resource hierarchy, membership in the sales team, and ownership.

Whether or not you can access a particular opportunity or a lead depends on your membership in the resource and territory hierarchies. Here's how you gain access to opportunities. Lead access follows the same pattern. You can access an opportunity if:

- You create the opportunity.
- You're on the opportunity sales team.
- The opportunity owner or sales team member is your direct or indirect report in the resource hierarchy.
- You're the owner or are a member of the territory assigned to the opportunity.
- You're the owner or member of a parent territory of the territory assigned to the opportunity.
- You're assigned to a territory for the account associated with the opportunity.
- You're assigned to a territory that's a parent of the territory for the account associated with the opportunity.

Salespeople can see all opportunities related to their accounts but access differs between territory members and opportunity members:

- An opportunity owner gets full access to the opportunity, which includes the ability to edit as well as add and remove team members.
- Owners and members of territories or parent territories assigned to the opportunity account get read-only access to the opportunity and aren't added to the opportunity sales team.
- Owners and members of territories assigned to the opportunity product lines are added as a distinct list of territories to the opportunity sales team. Owners and members of these territories get full access to the opportunity. Depending on a profile option, either only the owner or all the members of the territory are added

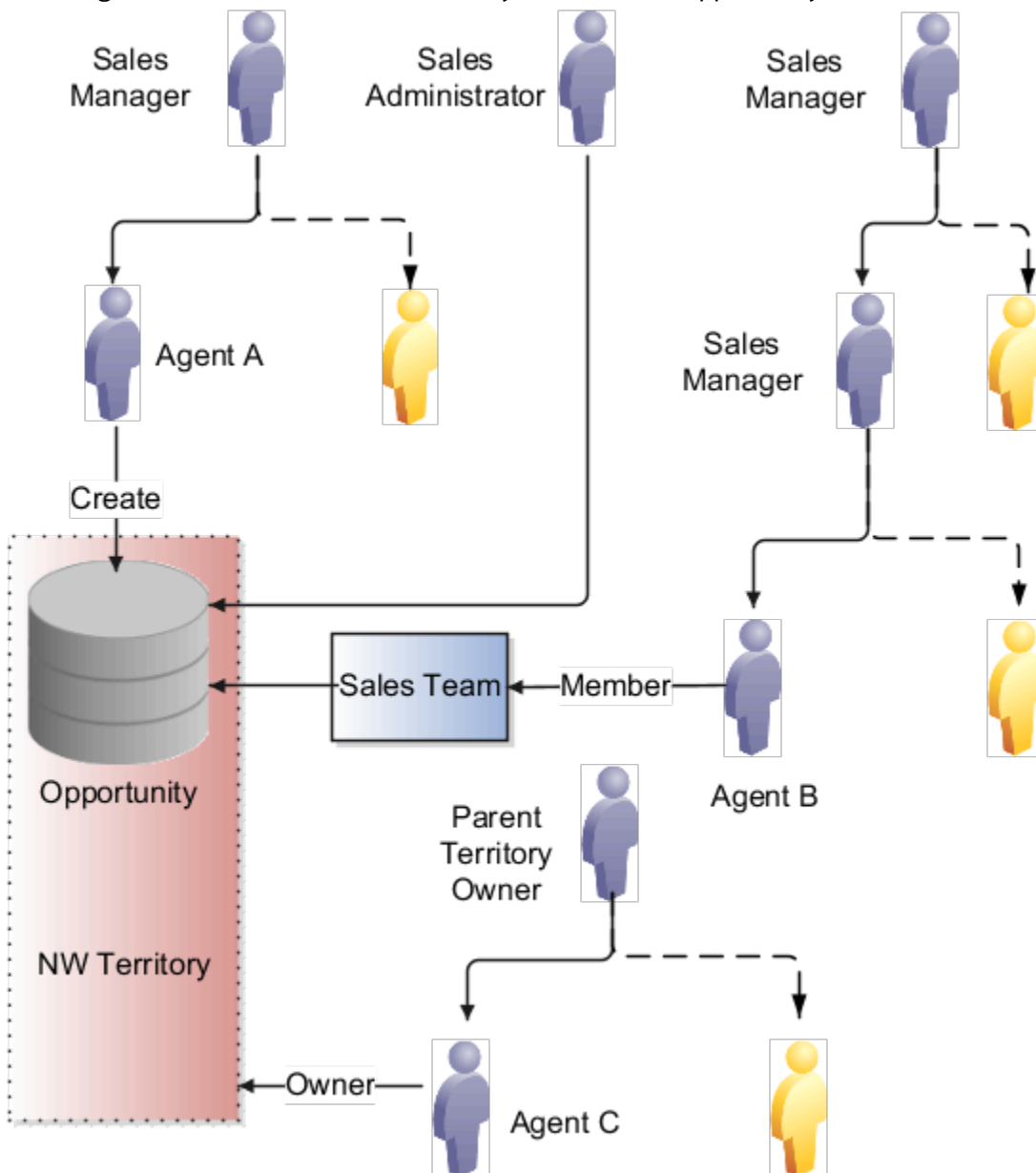
as resources to the opportunity sales team. Regardless of the access level for these members as a resource on the opportunity team, they always have full access.

Owners and members of parent territories of the territory assigned to the opportunity aren't added to the opportunity sales team but they always get full access.

The following diagram illustrates some of the different ways that you can gain access to an opportunity:

- Named agents in the diagram (A, B, and C) can access the opportunity.
- Unnamed agents (highlighted in yellow) can't access the opportunity.
- Sales managers can access the opportunity because a salesperson in their management chain has access.
- Owners of parent territories can access the opportunity through the sales territory hierarchy.

This diagram shows who in a sales hierarchy can access an opportunity.



- Agent A can access the opportunity because she created it. When you create an opportunity, you're the initial owner.
- Agent B can access the opportunity because he's on the sales team.
- Sales managers who are higher up in the management chain can also see the opportunity because access is provided through the resource hierarchy. The managers of Agent A and Agent B can access the opportunity information, but agent A and Agent B's colleagues can't.
- Agent C can access the opportunity because he's the owner of the NW territory. The owner of the parent territory can also access the opportunity.
- Sales administrators can access the opportunity.

Note: Access using accounts isn't shown in this diagram.

Special Access

Some access isn't affected by the management hierarchy and membership in sales teams or territories. This special access includes:

- **Administrators:** Users assigned the Sales Administrator job role get full access to opportunities and other objects. This access is based on their privileges, regardless of where the administrators are in the management hierarchy. Administrators don't have to be on the sales team or members of territories.
- **Deal Protection:** Salespeople assigned to an opportunity retain the sales credit on an opportunity even if they're moved to another opportunity.

Default Sales Channel

Default Sales Channel Setup in Opportunities

The sales channel of an opportunity indicates whether the opportunity is being handled directly by an internal salesperson, or indirectly by an outside partner, such as a distributor or a reseller.

You can define your territories to include a sales channel, which lets you assign defined resources for each channel and to analyze your revenue by sales channel.

Sales Channel Support

You can set the sales channel at the opportunity header and revenue item levels. The application automatically applies the header value to revenue items when the status category matches.

Use the Manage Default Attributes for Partner Opportunities task to set the default sales channel. This setup enables the Lead Registration Type of a partner lead to determine the default sales channel on an opportunity once the lead registration is approved and converted into an opportunity. If partner functionality isn't implemented, the application automatically sets the sales channel to Direct for all opportunities.

Default Sales Channel During Opportunity Creation

If you create an opportunity and there's no partner and no lead registration type associated with the opportunity, the header-level sales channel is set to Direct. If you add revenue items while creating the opportunity, the sales channel of the revenue lines is set to the same sales channel as the header.

If you create an opportunity from a lead conversion, it won't have a lead registration type, and the sales channel is set to Direct.

If you create an opportunity from an approved lead registration, the application uses the lead registration type to determine the appropriate header-level sales channel value. For example, an opportunity that originated from a Resale lead registration carries a default sales channel of Indirect (using the default configuration).

When a revenue item is added to an opportunity, the default value of the sales channel always matches the header-level value.

Note that if a lead registration is linked to an opportunity manually from the leads UI, the sales channel predefined logic based on lead registration type doesn't apply.

Opportunity Search

Set Opportunity Search Profile Options

You can configure opportunity search activity by setting profile options described in this topic.

Opportunity Search Profile Options

This table lists the profile options that control opportunity search activity.

Profile Option Display Name	Default Value	Effect
Require Additional Criteria for Opportunity Search Enabled	No	Determines whether additional search criteria, other than close date, is required when you want your search to: - Extend across all opportunities - Rely on hierarchy rollups
Opportunity Number Search Enabled for Simplified UI	No	Enable opportunity search by Opportunity Number in the simplified UI.
Opportunity Search Close Period Default	Current Quarter	Sets the system date and system date + 90 days as the default value displayed in the Close Period list of values in opportunity search.
Search Opportunity Filter Default	My Opportunities	Specify the default value displayed in the table filter in revenue search.
Opportunity Search Context-Based Data Security Enabled	No	Enable for improved performance of opportunity search.
Opportunity Search High Performance Data Security Wrapper Query Enabled	Yes	Enable SQL wrapper query on top of data security SQL predicates for improved performance of opportunity search. If disabled, use underlying data security SQL predicates.
Opportunity Search Panel Collapsed	Yes	Enable a collapsed view of opportunity search panel by default. Set to No to have default view as expanded.

Sort Opportunity Searches by Last Updated Date

You can sort the records returned from your opportunity search by setting the Opportunity List Sort profile option. By default, records on the Opportunity List are sorted by Win Probability and Opportunity Name. However, setting the

Opportunity List Sort profile option value to Y enables opportunities to be sorted by last updated date in descending order so that sales representatives can quickly review and action recently updated opportunities.

Set the Profile Options

Here's how to set the opportunity search profile options.

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Opportunity Profile Options
2. In the search region of the Manage Opportunity Profile Options page, enter the profile option name in the **Profile Display Name** field.
3. Click **Search**.
4. In the list that's returned, click the profile option name link.
5. Set the profile option value as needed.
6. Click **Save**.

Related Topics

- [How can I sort my opportunity list by last updated date?](#)
- [How do I update existing setup data?](#)

How can I sort my opportunity list by last updated date?

You can sort the records returned from your opportunity search by setting the Opportunity List Sort profile option.

Sort Opportunity Searches by Last Updated Date

By default, records on the Opportunities overview page are sorted by win probability and opportunity name. However, if you set the Opportunity List Sort (MOO_LIST_DEFAULT_SORT) profile option to Y, then the opportunities are sorted by last updated date in descending order. This enables sales representatives to quickly review and act upon recently updated opportunities.

Set the Profile Option

Here's how to set the Opportunity List Sort profile option:

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Opportunity Profile Options
2. In the search region of the Manage Opportunity Profile Options page, enter Opportunity List Sort in the **Profile Display Name** field.
3. Click **Search**.
4. In the Profile Values section, select Y from the **Profile Value** drop-down list.

5. Click **Save**.

Related Topics

- [How do I update existing setup data?](#)

Configure Opportunity Close Period Search

When users search for opportunities, they have a choice of several opportunity fields on which to search. One of the fields is Close Period, which is a range based on opportunity close date.

If the supplied opportunity Close Period search values don't meet your business needs, you can add or remove the values that the user can see by modifying the opportunity lookup type, Close Period Values for Search. For example, you can configure the Close Period search so that users can pick all opportunities in the past 45 days, in the current year, in the next three quarters, or in the next three years. You can enable values that aren't enabled by default, and you can add your own user-defined values.

Note that users can search for an opportunity without any close date filter.

Here's how to modify the Close Period Values for Search lookup type:

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Standard Lookups
2. In the Manage Standard Lookups page, search for the lookup type, Close Period Values for Search (MOO_OPTY_SRCH_CLS_PERIOD) and update the lookup codes as needed:
 - Use the **Enabled** to enable or disable a specific lookup code.
 - Update the meaning (display name), start date, end date, check box or display sequence of any of the predefined values.
 - Add or remove lookup codes, as long as they follow the correct lookup code formatting. See the section, Action and Best Practices, for more information about properly formatted lookup codes.

Action and Best Practices

Typically, in your implementation, you have already created and have in use the accounting calendar, also called the fiscal calendar. The effect of and best practices for the close period lookup type values are different depending on whether they reference standard Gregorian or accounting calendar lookup values.

This table describes the differences for the lookup type MOO_OPTY_SRCH_CLS_PERIOD.

Standard Gregorian Calendar Values	Fiscal/Accounting Calendar Values
The enabled Gregorian periods are displayed.	The enabled fiscal periods are displayed, in addition to the enabled Gregorian periods.
Supported periods are: • Day	Supported periods are: • Quarter

Standard Gregorian Calendar Values	Fiscal/Accounting Calendar Values
- Week - Quarter - Month - Year	Year
Lookup codes don't require a suffix as per these examples: - CURR_QTR: Current Quarter - NEXT_4_QTRS: Next 4 Quarters - PREV_180_DAYS: Previous 180 Days You must enter the correct code as invalid values aren't displayed in the UI.	- Fiscal period lookup codes must have the suffix _FSCL. - Predefined fiscal periods include the term "Fiscal" in the display name, for example, CURR_QTR_FSCL: Current Fiscal Quarter.

These actions and best practices are common to both types of calendars:

- Close period lookup codes not in the correct format aren't shown.
- When the accounting calendar and the close period setup don't match (for instance, the accounting calendar is set up for a quarter, but the fiscal period is set to Next Month), then this close period value isn't shown.
- When the default close period value or a value previously used in a saved search is disabled, then the close date range for that search is set to blank. Users can save the same search with a new value for future use, or they can restore the value, in which case the search would work as before.
- You can define a close period called "All" that includes a time span wide enough to view all open opportunities in one list, rather than viewing multiple lists for different periods.

Related Topics

- [Create the Accounting Calendar](#)
- [How do I update existing setup data?](#)

Enable Opportunity Search Filter Record Set Values for Territory Membership

You can enable the territory membership and territory membership hierarchy values that appear in the opportunity search filter record sets.

The **My territory membership** record set returns records where the signed in user is either the owner or a member of territories assigned to the opportunity. The **My territory membership hierarchy** returns records where the signed in user is either the owner or a member of a territory assigned to the opportunity, or owner or member of a territory that's ascendant to an assigned territory. These record sets are predefined but they must be enabled before your salespeople can use them.

Here are the steps to enable the **My territory membership** and **My territory membership hierarchy** values for the opportunity search filter record sets.

1. Navigate to the Setup and Maintenance work area, and use the following:

- Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Standard Lookups
2. In the **Meaning** field, enter **Opportunity Search Filter Record Sets**.
 3. Click **Search**.
 4. Select the lookup type you want to enable in the MOO_OPTY_SRCH_RECORD_SET: Lookup Codes page.
 - Scroll to the MYASSGMEMBTERRROPTIES (My territory membership) lookup code and select **Enabled**.
 - Scroll to the MYASSGMEMBDESCTERRROPTIES (My territory membership hierarchy) lookup code and select **Enabled**.
 5. Click **Save and Close**.

Opportunity Setup Data Reference

Opportunity Profile Options Default Values and Effects

Opportunity profile options are configurable options that affect how opportunities are managed. Values defined at the user level take precedence over values set at the site level. If a value isn't defined at the user level, the site level value is used.

The effect of setting each of the opportunity profile options is described in these sections:

- Opportunity Assignment
- Opportunity Close Options
- Opportunity Sales Method and Revenue
- Opportunity Team and Partner
- Opportunity Searches
- Opportunity Lists and Filters
- Opportunity Copy Mapping

Opportunity Assignment

This table lists the profile options that affect the assignment of opportunities.

Profile Option Display Name	Default Value	Effect
Territory-Based Assignment Rule Category	None	Specifies the rule category used for rule filtering during opportunity territory-based assignment.
Territory Based Resource Assignment Style	All	Determines whether to copy all territory resources to the opportunity team or just the territory owner during territory assignment.

Profile Option Display Name	Default Value	Effect
		Note: The Lock Assignment check box, if selected, takes precedence and prevents a salesperson from being automatically removed from an opportunity through the assignment engine. Only users with Full access on the opportunity can select or deselect the Lock Assignment check box for sales team members.
Sales Team Member Assignment Rule Category	None	Specifies the assignment rule category used by the automatic assignment process to assign sales team members to opportunities.
Opportunity Assignment Mode	Territory-based Assignment Only	Determines the types of assignment modes allowed during opportunity assignment.
Assignment Submission at Save Enabled	No	Determines whether the assignment engine is started automatically when an opportunity is saved.
Territory-Based Assignment Selective Update Enabled	Y	Enables opportunity time stamp update during territory-based assignment if assignment outcome changed. If disabled, always update opportunity time stamp during territory assignment. Note: When enabled, this profile option updates only the Revenue Owner and Opportunity Owner. For example, to reduce the performance overhead, the last assigned time stamp (date) isn't updated for any incoming Territories where the time stamp is the same as already assigned Territories.

Opportunity Close Effects

This table shows the profile options that affect opportunity close actions.

Profile Option Display Name	Default Value	Effect
Close Opportunity Win/Loss Reason Required	Yes	Determines whether, when closing an opportunity, the user is required to enter a win or loss reason. Applies both at the opportunity and revenue item levels.
Close Opportunity Competitor Required	Yes	Determines whether, when closing an opportunity, the user is required to enter a competitor. Applies both at the opportunity and revenue item levels.

Profile Option Display Name	Default Value	Effect
Opportunity Close Date Default	20	Determines the number of days after an opportunity is created for the initial close date. If you want the application to show a blank close date when an opportunity is initially created, blank out any value in this profile option and ensure the Close Window field in the Edit Sales Method page is blank.
Opportunity Close Date Retain on Closure	No	Instructs the application to retain the old close date even after the status of the opportunity or product line is set to a closed status. If you don't set this profile option to yes, then the close date on the opportunity header or product line is updated with the current date when the opportunity or product line is closed.
Close Opportunity Flow Enabled	No	Enables the Close Opportunity interface to record details about the close.
Close Date Range Maximum Value	366	Specifies the maximum number of days the Close Date Range parameter can be set to. Applies to both revenue and opportunity search.

Opportunity Sales Methods and Revenue

This table lists the profile options that affect the opportunity sales methods and revenue lines.

Profile Option Display Name	Default Value	Effect
Search Revenue Filter Default	My Revenue Items	Specifies the default value displayed in the Show table filter in revenue search.
Multiple Currencies for Opportunity Revenue Lines Enabled	N	Enables multiple currencies for opportunity revenue lines independently of the opportunity header currency. A value of No synchronizes header currency to the lines.
Nonrevenue Credit Allocation Style	Proportional	Specifies the default type of nonrevenue credit allocation split.
Sales Method Default	None	Specifies the default sales method for the business unit. The value specified is used when creating a new opportunity.
Browse Sales Catalog in Opportunities Enabled	N	Specifies whether to allow sales personnel to browse the sales catalog from the Products region in the opportunities UI.

Profile Option Display Name	Default Value	Effect
Opportunity Sales Credit Enabled	N	Enables the sales credit interface in the opportunity UI to view and record sales credit allocations for opportunity lines.
Opportunity Synchronization Cascade Enabled	Y	Enables the opportunity cascading logic to keep opportunity summary and revenue lines in synchronization with each other.

Opportunity Team and Partner

This table lists the profile options that affect the team and partner options for opportunities.

Profile Option Display Name	Default Value	Effect
Internal Resource Sales Team Access Level Default	Edit	Determines the default access level for an internal resource added to the sales team.
Internal Resource Sales Team Function Default	Integrator	Determines the default function for an internal resource added to the sales team.
Opportunity Resource Deal Protection Period	0	Specifies the default number of days that territory resources are protected to stay on a deal, even if ineligible through territory realignment.
Partner Resource Sales Team Access Level Default	No Access	Determines the default access level for partner resources added to the opportunity sales team.
Partner Resource Sales Team Function Default	Integrator	Determines the default function for partner resources added to the opportunity sales team.

Opportunity Searches

This table lists the profile options that affect opportunity searches.

Profile Option Display Name	Default Value	Effect
Require Additional Criteria for Opportunity Search Enabled	No	Determines whether additional search criteria, other than close date, is required when you want your search to: - Extend across all opportunities - Rely on hierarchy rollups
Opportunity Number Search Enabled for Simplified UI	No	Enables opportunity search by Opportunity Number.

Profile Option Display Name	Default Value	Effect
Opportunity Search Close Period Default	Current Fiscal Quarter	Specifies the default value displayed in the Close Period list of values in opportunity and revenue search.
Search Opportunity Filter Default	My Opportunities	Specifies the default value displayed in the table filter in revenue search.
Opportunity Search Context-Based Data Security Enabled	No	Enables improved performance of opportunity search.
Opportunity Search High Performance Data Security Wrapper Query Enabled	Yes	Enables SQL wrapper query on top of data security SQL predicates for improved performance of opportunity search. If disabled, the application uses underlying data security SQL predicates.
Opportunity Search Panel Collapsed	Yes	Enables a collapsed view of opportunity search panel by default. Set to No to make the expanded view the default view.

Opportunity Lists and Filters

This table lists the profile options that affect opportunity lists and filters.

Profile Option Display Name	Default Value	Effect
Opportunity List Show Filter Default	My Open Opportunities	Specifies the default value for the Show filter in the opportunity list. Enter My Open Opportunities or My Sales Team Open Opportunities.
Opportunity List Time Period Default	Quarter	Specifies the default time period in the opportunity list. Enter Quarter or Year to set the default to current quarter or current year, respectively.
All Open Opportunities List Enabled	Y	Enables the opportunity list to show all open opportunities across all time periods.
Opportunity List Sort	N	Specifies how you want to sort opportunities. The default is to sort by Win Probability and Name. You can specify to sort by Last Updated Date or you can remove any form of sorting.
Sales Historical Snapshot Record Limit	10000000	Specifies the maximum number of records retained in the Sales historical snapshot tables.

Profile Option Display Name	Default Value	Effect
Sales Historical Snapshot Configuration	C=120,D=120,W=58,M=14,Q=5	Specifies the capture and retention settings for opportunity historical snapshots. C is the number of days to look backward at closed opportunities. D is for number of days, W is for number of weeks, M is for number of months, and Q is for number of quarters.

Opportunity Copy Mapping

This table lists the profile option used when copying opportunities.

Profile Option Display Name	Default Value	Effect
Copy Opportunity Mapping	Copy Opportunity Map	Specify the mapping file name to use when copying an opportunity. The file is used to copy attributes and child objects when creating a copy of an existing opportunity.

Modify the Recurring Revenue Forecast Type Profile Option

The profile option, Recurring Revenue Forecast Type (ORA_MOO_REV_RECUR_FORECAST), controls whether to forecast revenue lines based on every single schedule occurrence or aggregated based on the start date. The default is to forecast on each single occurrence.

Use these steps to change the default value of Each Individual Scheduled Occurrence (ORA_INDIV_SCHED_OCCURRENCE) to the Aggregated Based on Start Date (ORA_AGGR_BASED_ON_START_DATE) value so that existing multiple recurring revenues lines are aggregated to a single close date:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Sales
 - o Functional Area: Sales Foundation
 - o Task: Manage Administrator Profile Values
2. From the search region of the Manage Administrator Profile Values page, enter the profile option code name ORA_MOO_REV_RECUR_FORECAST in the **Profile Option Code** field.
3. Click **Search**.
4. Change the default value of the profile option from ORA_INDIV_SCHED_OCCURRENCE to ORA_AGGR_BASED_ON_START_DATE.
5. Click **Save and Close**.

Add New Lookup Value for the Function Field in the Teams Subtab of Opportunity

You can specify the job function that a member performs within your opportunity team from within a sandbox. You do this from Application Composer for the Opportunity Team member object. You can also search for the ZCA_RESOURCE_FUNCTION from outside a sandbox and add any new functions that you need from there.

Here's how to add a new lookup value for the Function field from the Teams subtab using Application Composer.

1. Sign in to your sales application as the sales administrator or as a setup user.
2. Ensure that you're working in an active sandbox.
3. Go to **Navigator > Configuration > Application Composer**.
4. Select **Opportunity > Opportunity Team Member > Fields > Standard**, and select the **Function**.
5. Select the **Function** team member fixed choice and edit the **Lookup Type** as per the following example:

The screenshot shows the Oracle Application Composer interface. The left sidebar displays the navigation tree with 'Opportunity Team Member' selected. The main area shows the 'Edit Standard Field: Function' configuration. The 'List of Values' section shows the 'Team Member Function' lookup type. A red box highlights the 'Team Member Function' lookup type, and a red arrow points to the 'Edit Lookup Type' dialog box.

Edit Standard Field: Function

Application: CRM Cloud

Object name: [Search]

Object Tags: ☐ Innovation ☐ Sales ☐ Quality

Object: ☒ Opportunity Reference ☐ Opportunity Revenue ☐ Opportunity Rollups ☐ Opportunity Subscription ☒ Opportunity Team Member

Fields: ☒ Fields

Pages: [Search]

Actions and Links: [Search]

Server Scripts: [Search]

OptyActualChild

Outbound Message

Partner

Partner Programs

Price Book Header

Product

Product Group

Program Enrollments

Promotion

Queue

Quote and Order

Reference

Relationship

Resource

Sales Account

Sales Campaign

Sales Competitor

Sales Lead

Sales Lightbox Document

Appearance

Configure how this field will appear when displayed to your users.

* Display Label: Function

Help Text: [Text Area]

Name

Each field requires a unique name. Name and description are for internal use only, and are never displayed to users.

Name: MemberFunctionCode

API Name: MemberFunctionCode

Constraints

☐ Required

☒ Updatable

☒ Searchable

List of Values

Configure the list of values you want to display in the choice list. Click the search icon to select a predefined lookup type, or create a new one.

* Lookup Type: Team Member Function

Edit Lookup Type

* Meaning: Team Member Function

Lookup Type: ZCA_RESOURCE_FUNCTION

One or more lookup codes cannot be changed or disabled due to dependencies.

Lookup Codes

Action	View	Meaning	Lookup Code	Enabled	Display Sequence
		Account mana	ACCOUNT MA...	☒	
		Channel mana	CHANNEL_MGR	☒	
		Engineering ov	ENGINEERIN...	☒	
		Executive spon	EXECUTIVE_...	☒	

6. Click **Save and Close**.

You can also search for and access the ZCA_RESOURCE_FUNCTION lookup from the manage lookups tasks outside a sandbox

Here's how to search for predefined lookups using any of the manage lookup tasks:

1. In the Setup and Maintenance work area, go to any of the following tasks that contains the lookups you're looking for:
 - Manage Standard Lookups
 - Manage Common Lookups
 - Manage Set-enabled Lookups
2. Enter any of the search parameters and click Search. If you don't know the lookup type or the meaning, use the Module field to filter search results.
3. Click a lookup type to view its lookup codes.

Please see [Overview of Lookups](#) for more information about lookup types.

FAQs for Opportunities

Frequently Asked Questions (FAQs) for Opportunities

This section contains some frequently asked questions (FAQs) when setting up and maintaining core opportunities functionality. Scroll or search to find answers to common questions.

How do I access the Revenue-to-Opportunity status category mapping matrix?

You can access the Revenue-to-Opportunity Status Category Mapping matrix by searching for the Manage Sales Status Category Mapping task from the Setup and Maintenance work area.

There are four predefined sales statuses and status categories such as Lost, No Sale, Open, and Won. Salespeople can select these statuses for an opportunity or for a product line while editing an opportunity. The application uses status categories when calculating business intelligence metrics for win/loss analysis. Status categories aren't visible in the UI but sales statuses are.

Related Topics

- [How do I modify sales statuses?](#)

What QBE values are supported in the Sales Status setup page?

You can use only Y and N in the query by example (QBE) field located above the Active column in the Manage Sales Statuses page.

Related Topics

- [How do I modify sales statuses?](#)

How can I restrict Account owners and Account team members from viewing Opportunities?

You need to define a custom role so that members of the Account Team or Account Territory can't view opportunities associated with the account unless they're also members of the opportunity team.

For example, the predefined Sales Representative role has the following duties added:

- Opportunity Sales Representative Duty
- Opportunity Territory Resource Duty
- Opportunity Sales Account Sales Representative Duty
- Opportunity Sales Account Territory Resource Duty

Define a custom role similar to Sales Representative but without the Opportunity Sales Account Sales Representative Duty and Opportunity Sales Account Territory Resource Duty duties. To restrict opportunity visibility based on the Opportunity Owner, Team or Territory, assign users a custom role that has only the following duties:

- Opportunity Sales Representative Duty
- Opportunity Territory Resource Duty

See the related topics in the Securing Sales and Fusion Service guide for more information on modifying the default roles.

Related Topics

- [Guidelines for Copying Roles](#)
- [Copy Job or Abstract Roles](#)

Can partner users view, add, and modify opportunity team members?

Yes, depending on their resource security, partner users can access opportunity team members based on their roles or access groups they belong to.

For more information about access groups, see the Access Groups chapter in the Securing CX Sales and Fusion Service guide.

How can I differentiate between copied Opportunities and Opportunities created using Create button?

You can create a Groovy script to help you identify opportunities that were copied from those opportunities that were created using the Create button from the UI.

Here's how.

1. Navigate to the Opportunity object in Application Composer.
2. Create a custom field called **OptyIdCopyText** and enter the expression **getAttribute(OptyId)exp** as its default value.
3. From Server Scripts area, insert the following sample Groovy script before the insert trigger. This script differentiates between copied Opportunities and Opportunities created using **Create** from the UI.

```
if (OptyId.toString().equals(OptyIdCopyText_c)) {  
  
    return false  
  
}  
else  
{  
    setAttribute('DateatSalesStage1_c', null)  
    setAttribute('DateatSalesStage2_c', null)  
    setAttribute('DateatSalesStage3_c', null)  
    setAttribute('DateatSalesStage4_c', null)  
    setAttribute('DateatSalesStage5_c', null)  
    setAttribute('DateatSalesStage6_c', null)  
  
}
```

4. Click **Save and Close**.

For more information about groovy scripting, see the [Oracle Applications Cloud Groovy Scripting Reference](#).

17 Opportunity Products and Revenue

Considerations for Setting Up Opportunity Revenue

The sales opportunity revenue model allows several feature configuration options during and after implementation. For example, you can make some fields read-only and modify lookups to meet your unique business needs.

Revenue Amount and Revenue Type

Consider the following options about the Revenue Amount and Revenue Type fields:

- You may want to configure opportunities with Revenue Amount as a read-only field. This setup ensures that the revenue amount reconciles with quantity and estimated price. By default, the Revenue Amount is editable for cases where salespeople know a projected revenue amount but may not know the quantity. You can make the revenue amount read-only through configuration. For general information about configuring applications, see the *Configuring Applications Using Application Composer* guide. You can find information on extending opportunity revenue pages in the chapters on extending business objects in this guide.
- Using Revenue Type, you can categorize revenue lines for grouping, sorting, and summarization purposes. The maximum number of opportunity revenue lines for a single opportunity is 500. The application comes with several predefined values, such as Pipeline, Upside, Expected, Committed, and Closed. Stored in the lookup MOO_REVENUE_TYPE, the values are user-defined.

CAUTION: You should avoid changing these values after users have begun using the application, as data integrity issues may result. If you do decide to obsolete existing values after the application is deployed, be sure to clean up the revenue records that refer to the obsolete values.

Product Selection

Consider the following options for product selection:

- To enable users to browse the sales catalog, you must set the profile option, Browse Sales Catalog in Opportunities Enabled (MOO_ENABLE_BROWSE_CATALOG), to Yes.
- The product and product group search screens and sales catalog filter by territory. This filtering limits the product selection to those products available in a salesperson's territories. A check box in the product search pages lets salespeople turn off the filtering. For more information about this setup, see the topic, Set Sales Catalog Options and Actions in the Sales Catalogs chapter.
- The product and product group search screens contain the same values as those in the sales catalog, if implemented.

Sales Credit Assignment

Consider the following rules around sales credit assignment:

- To enable the Sales Credit icon in the opportunity products table, you must set the profile option, Opportunity Sales Credit Enabled (MOO_ENABLE_SALES_CREDITS) to Yes.

- The application automatically assigns the salesperson who added the product line to the opportunity one hundred percent of the sales revenue credit, and makes him the default sales credit recipient.
- Users need Full or Edit permissions to override the default sales credit recipient.
- The territory assignment process can update credit recipients, unless they're locked in.

For more information about how salespeople assign sales credits in opportunities, see the *Using Sales* guide. Also see the related setup topics for sales credits.

Business Units

Each product line is associated with a single business unit. The application uses the opportunity header business unit (which is based on the profile of the user who created the opportunity) to populate the default business unit on product lines. Business unit as a field isn't displayed in the UI by default, but it can be exposed to suit your requirements.

- For more information about multiple business units in opportunities, see the topic, *Overview of Multiple Business Units in Opportunities*.
- For more information about configuring applications, see the *Configuring Applications Using Application Composer* guide.

Multicurrency Support

Opportunities and product lines support multiple currencies, if multiple currencies have been implemented. When a salesperson adds a product or product group to an opportunity, the application uses the opportunity header currency as the default currency on the product line. However, salespeople can override the default currency. For more information about currency setup, see the topic, *Set Up Multiple Currencies*.

Territory Assignment

When you're using territory-based assignment, the assignment engine automatically assigns territories to product lines. Territory team members on the territories are assigned to product lines based on their membership in the territories. For more information about territory setup, see the topics on setting up territories.

Related Topics

- [Guidelines for Setting Forecasted Opportunity Revenue](#)

Enable the Products Subtab in Opportunities

You can expose the Products subtab in the Edit Opportunity page to let salespeople view more revenue line items at a glance. By default, the Products subtab doesn't appear in the Edit Opportunity page.

Here's how to expose the Products subtab in the Edit Opportunity page.

1. Activate a sandbox.
2. Navigate to **Application Composer**, in the Configuration category.
3. Select **Sales**.
4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.

6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
9. Move Products from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. From the Details Layout page, click **Done**.
12. Make sure that the layout status for your layout is set to Active.
13. Test the changes as follows:
 - o Navigate to **Sales > Opportunity** as a user with access to the opportunity pages, for example, as a salesperson.
 - o Edit an opportunity and ensure you can view the Products subtab in the Edit Opportunity page.
14. Publish the sandbox.

For more information, see the related topics in the Configuring Applications Using Application Composer guide.

Related Topics

- [Overview of Subtabs](#)
- [Overview of Sandboxes](#)

Enable Quick Edit to Opportunity Products

An opportunity can have a large number of products. If changes are required, salespeople have to modify product lines with lots of attributes, often a time-consuming task.

So to make the task easier, use Application Composer to let salespeople quickly navigate to a secondary dialog window to add new or edit existing product lines. From the products area of the opportunities UI, they can add, view, edit, close, go to next and previous records in a dedicated dialog box.

Here's how to enable the product line dialog box:

1. Activate a sandbox.
2. Navigate to the Application Composer, available under the Configuration menu.
3. Expand the **Opportunity** object tree.
4. In the Opportunity tree, click the **Pages** link.
5. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout.
6. From the Edit Revenue Table region, click the edit icon.
7. Click these check boxes:
 - o **Enable Separate Create Pages** check box to control how new product line records are added.
If you enable this check box, salespeople can click **Add** to display a dedicated **Add Product** dialog box where they can add new product lines.
 - o **Enable Separate Edit Pages** check box to control how existing product line records are edited.

If you enable this check box, salespeople can click the link in the **Name** field to display a dedicated **Edit Product** dialog box for the product line records they want to change.

8. Click **Save and Close**.
9. Back in the Details Layout page, click **Done**.
10. Ensure that the layout status for your user-defined layout is Active.
11. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the Edit Product page, for example, as a salesperson. Click the **Name** link for the product or group you want and ensure that a dedicated **Edit Product** dialog box is displayed.
12. Publish the sandbox.

Forecasted Revenue

Guidelines for Setting Forecasted Opportunity Revenue

The application includes opportunity revenue in the current sales forecast based on how you set up the forecast criteria. If enabled, you can see which revenue items are included in the forecast and you can include or exclude revenue from the forecast.

You can also include or exclude an entire opportunity, and thus its revenue from products, if enabled.

Examples of Forecasted Opportunity Revenue

You use the Edit Opportunity page revenue (or products) region to view which revenue items are in the current forecast. A check mark in the **Forecast** column of a revenue line indicates that the revenue is included in the forecast the next time it's generated.

Note: A revenue item marked as forecasted doesn't necessarily mean that it's already included in the latest forecast. The inclusion is dependent upon when the refresh forecast process was last run. For example, a revenue item may meet the current forecasting criteria, but the latest forecast may have already been submitted when the revenue was added to the opportunity. When the next forecast snapshot is generated, the revenue item is included, provided it continues to meet the forecast criteria.

Revenue is included in the forecast based on how the configuration of the forecast rules. Here are some examples of how forecasted opportunity revenue operates:

- Opportunity revenue can be systematically added to the forecast based on a set of global criteria specified during setup.
- **Include in Forecast** drop-down list:

You can enable a drop-down list called **Include in Forecast**. The drop-down list appears in both the opportunity and revenue (products) region.

In the Edit Opportunity page, you can override the criteria for an entire opportunity or for individual opportunity revenue items by using the **Include in Forecast** drop-down list.

- The application changes the **Include in Forecast** setting dynamically when you make changes to any of the following revenue attributes in the opportunity page. (The corresponding forecast is only updated when you save your changes.)

- Product Group
 - Quantity
 - Estimated Price
 - Revenue
 - Win Probability
 - Revenue Type
 - Expected Revenue
 - Status
- The application always includes in the forecast revenue items that have a status category of Won.

Related Topics

- [Considerations for Setting Up Opportunity Revenue](#)
- [Set Opportunity Revenue Forecast Criteria](#)

Set Opportunity Revenue Forecast Criteria

You can control how the opportunity revenue forecasting criteria operates by setting these two sales forecasting fields:

- **Enable Forecast Criteria Override:** You can control the appearance and effect of the **Include in Forecast** list of values in the Edit Opportunity header and revenue (products) region.
- **Forecasting criteria:** You can pick one of several different criteria for including revenue in the forecast. After you set criteria, the text, Forecast Criteria, along with the actual criteria, display in the revenue region.

You set these fields in the Select Forecasting Options page, **Unadjusted Forecast Criteria** region. This page is accessible by using the Setup and Maintenance work area and selecting the Forecasting Options task. For more information about creating forecasts, start with the topic, [What are some common opportunity forecasting scenarios?](#).

Set Forecast Criteria

Use this procedure to set forecast criteria:

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Sales Forecasting
 - Task: Select Forecasting Options
2. In the **Unadjusted Forecast Criteria** region of the Select Forecasting Options page, set the criteria as you want.

The remaining sections in this topic describe the impact of setting the criteria fields for opportunity revenue lines.

For more information about other forecasting setups not covered in this topic, see the help. Use keywords "forecasting" and "forecast".

Forecasting Criteria for Product Lines

You can specify one of several different criteria by which opportunity product line revenue is included in the current forecast. Here are the supported criteria. All of the criteria are fields in the products region of the Edit Opportunity page.

- Estimated Price
- Expected Revenue
- Probability
- Product Group
- Quantity
- Revenue (amount)
- Revenue Type
- Status

Impact of Enabling Forecast Criteria Override

If you check the **Enable Forecast Criteria Override** field in the Select Forecasting Options page, then a choice list appears in the opportunity UI called **Include in Forecast**. The list appears both in the opportunity header area and the products region. Salespeople can use the field to manually add or remove revenue from the current forecast. If the choice list is enabled, salespeople can add revenue to the forecast even if the revenue doesn't fit the current forecast criteria. Additionally, the impact of the opportunity UI changes depend on whether you also have set up forecasting criteria. For example, you might have set up a win probability percentage that must be met before a revenue item gets included.

This table explains how the application operates if you have set up forecasting criteria in the **Unadjusted Forecast Criteria** region in the Select Forecasting Options page.

Enable Forecast Criteria Override Checked	Enable Forecast Criteria Override Unchecked	Forecast Criteria Text Appears in Opportunity UI
The Include in Forecast list of values displays in the UI, allowing sales personnel to select from these options: • Always • Never • When matches forecast criteria	The Include in Forecast list of values doesn't appear. The default value for revenue items is When matches forecast criteria.	Yes

This table explains how the application operates if you haven't set forecasting criteria in the **Unadjusted Forecast Criteria** region in the Select Forecasting Options page.

Enable Forecast Criteria Override Checked	Enable Forecast Criteria Override Unchecked	Forecast Criteria Text Appears in Opportunity UI
The Include in Forecast list of values displays in the UI, allowing sales personnel to select from these options: • Always	The Include in Forecast list of values doesn't appear. The default value for revenue items is When matches forecast criteria.	No

Enable Forecast Criteria Override Checked	Enable Forecast Criteria Override Unchecked	Forecast Criteria Text Appears in Opportunity UI
Never		

Related Topics

- [Considerations for Setting Up Opportunity Revenue](#)
- [Guidelines for Setting Forecasted Opportunity Revenue](#)
- [How do I update existing setup data?](#)

Modify the Recurring Revenue Forecast Type Profile Option

The profile option, Recurring Revenue Forecast Type (ORA_MOO_REV_RECUR_FORECAST), controls whether to forecast revenue lines based on every single schedule occurrence or aggregated based on the start date. The default is to forecast on each single occurrence.

Use these steps to change the default value of Each Individual Scheduled Occurrence (ORA_INDIV_SCHED_OCCURRENCE) to the Aggregated Based on Start Date (ORA_AGGR_BASED_ON_START_DATE) value so that existing multiple recurring revenues lines are aggregated to a single close date:

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. From the search region of the Manage Administrator Profile Values page, enter the profile option code name ORA_MOO_REV_RECUR_FORECAST in the **Profile Option Code** field.
3. Click **Search**.
4. Change the default value of the profile option from ORA_INDIV_SCHED_OCCURRENCE to ORA_AGGR_BASED_ON_START_DATE.
5. Click **Save and Close**.

Sales Credits

Best Practices for Sales Credits

Companies use sales credits to report on the performance and quota attainment of their sales personnel. They also use sales credits to aid in compensation calculation and to facilitate forecasting by territories.

Sales credit recipients and revenue amounts roll up the resource hierarchy for pipeline reporting and quota attainment. You assign sales credits to sales resources (salespeople or other sales users) while editing product lines in opportunities.

When a product line is first added to an opportunity, the application sets the user who added it, as the sole sales credit recipient. This means that the sole recipient receives 100 percent of the sales credit.

Two types of sales credit exist for opportunities:

- Revenue sales credit: Typically allocated to salespeople working the deal.
- Overlay sales credit: Typically allocated to other resources helping out with the deal, such as a product or market specialist. Overlay sales credit is also known as nonrevenue sales credit.

Revenue Sales Credit

When assigning revenue sales credits, keep in mind:

- Only internal resources are eligible as revenue credit recipients.
- Revenue sales credits must add up to 100 percent.
- The Forecast Territory can be set to any territory assigned to the product line with **Revenue Or Revenue and Nonrevenue Forecast Participation**.

Overlay Sales Credit

When assigning overlay sales credits, keep in mind:

- Both internal and external (for example, partner) resources are eligible as nonrevenue credit recipients.
- Nonrevenue sales credits doesn't have to add up to 100 percent.
- If the selected Allocation Style is **Proportional to Revenue**, the sales credit amounts adjust automatically and proportionally when the product line amount changes.
- If the selected Allocation Style is **Ad Hoc Amounts** the sales credit amounts don't change with product line amount changes.
- The Forecast Territory can be set to any territory assigned to the product line with **Revenue Or Revenue and Nonrevenue Forecast Participation**.

Note: Territories with a Forecast Participation of **Nonforecast** aren't eligible to be set as the forecast territory on either revenue or nonrevenue sales credits.

Configure Revenue Territory Default Assignment

You can configure the revenue territory assignment default logic to meet your specific business needs for reporting and forecasting the product amounts on an opportunity. When a sales representative creates an opportunity, the opportunity amount gets reported in the sales representative's pipeline and forecasted in their territory. This is achieved through the seeded defaulting logic, part of the revenue territory assignment process, that sets the appropriate credit recipient and forecast territory on the opportunity product lines.

Some companies have territory setup that may result in many overlapping territories assigned to the opportunity products. They may have specific business logic that determines to whom the pipeline from an opportunity should be reported and forecast. For example, the opportunity creator may not be the owning sales representative. Instead the owner of the sale may be determined by the role or geography of the sales representative involved in closing the sale, or the business unit of the sale. Many of these scenarios can be met through appropriate territory setup, the standard revenue territory assignment processing, and subsequent sales credit recipient and forecast territory defaulting logic.

Note: A sales credit recipient selected by a user doesn't get replaced by the application unless the recipient is no longer a qualified credit receiver. The application won't change the recipient if:

- The Lock Owner setting for the revenue item is enabled
- The current credit recipient is under deal protection.
- The current credit recipient is an owner or member of the forecast territory.

The application sets the forecast territory owner as the new credit recipient if the preceding criteria isn't met.

This table outlines the predefined deal protection logic to set the forecast territory for each revenue line in the sales credit.

If you're using Deal protection...	If you aren't using Deal protection...
Sets the owner of the revenue line as the Forecast territory's owner. As a result, multiple revenue lines have the same owner after assignment.	Sets the owner of the revenue line as the owner of the forecast territory after setting the Primary forecast territory of the sales credit revenue line.
You can make the revenue line owner deal protected by setting a deal protection period in the MOO_DEAL_PROTECTION_PERIOD profile option. Go to Setup and Maintenance > Manage Opportunity Profile Options and set MOO_DEAL_PROTECTION_PERIOD to a value as required.	If you need to bypass setting the owner of the revenue line as the owner of the forecast territory, you will have to lock the owner either through running a Groovy script while adding the Sales Credit Recipient (SCR). Alternatively, you can set the MOO_DEAL_PROTECTION_PERIOD profile option, as required. In the trigger <code>createNonRevenueSplitLineAndAssignSCR</code> add the following lines in places where you're adding the SCR. <pre>splitNonRevenueRow.setAttribute('OwnerLockAsgnFlag','Y');</pre> This will retain the resource that you're adding to the overlay from the territory resources. From the script, the places are as follows: <pre>1. //===== // Block of code to create Non-Revenue Sales Credit Splits //===== def splitRevenueNonQuotaIterator = nvl(getAttribute("SplitRevenueNonQuota"),null); splitRevenueNonQuotaIterator?.reset(); if (!splitRevenueNonQuotaIterator?.hasNext()) { splitNonRevenueRow = splitRevenueNonQuotaIterator.createRow(); splitNonRevenueRow.setAttribute('SplitParentRevId',getAttribute("RevId")); splitNonRevenueRow.setAttribute('SalesCreditTypeCode','NONQUOTA'); splitNonRevenueRow.setAttribute('SplitPercent',60); splitNonRevenueRow.setAttribute('OwnerLockAsgnFlag','Y'); //<--Added code here splitNonRevenueRow.setAttribute('ResourcePartyId',Opportunity?.OwnerResourcePartyId); println('Opportunity?.OwnerResourcePartyId '+Opportunity?.OwnerResourcePartyId) setAttribute('ResourcePartyId',Opportunity?.OwnerResourcePartyId) 2. if (splitRevenueNonQuotaIterator1?.hasNext()) { splitNonRevenueRow = splitRevenueNonQuotaIterator1.createRow();</pre>

If you're using Deal protection...	If you aren't using Deal protection...
	<pre>splitNonRevenueRow.setAttribute('SplitParentRevId',getAttribute("RevId")); splitNonRevenueRow.setAttribute('SalesCreditTypeCode','NONQUOTA'); splitNonRevenueRow.setAttribute('SplitPercent',84); splitNonRevenueRow.setAttribute('OwnerLockAsgnFlag','Y'); //Added code here splitNonRevenueRow.setAttribute('ResourcePartyId',newSCR); splitRevenueNonQuotaIterator1.insertRow(splitNonRevenueRow); setAttribute('SplitTypeCode','PARENTSPLIT'); setAttribute('ResourcePartyId',newSCR); println('Inside IF SET ATTRIBUTE.. (! splitRevenueNonQuotaIterator1.hasNext())...SplitTypeCode' +SplitTypeCode)</pre>

Manual Territory Assignment by Administrators

In the sales credits screens, sales administrators can manually assign a sales representative's territory to a product line when the territory hasn't been assigned automatically. Manual assignment allows sales personnel to forecast an opportunity immediately while the territory setup is being reviewed and updated.

Related Topics

- [Allocate Sales Credits](#)
- [Sales Credit Recipient and Forecast Territory Predefined Logic](#)
- [How can I lock in a sales credit recipient?](#)
- [Set Deal Protection on Opportunities](#)

Enable Sales Credits

To enable sales credit functionality in opportunities, you must set the profile option, Opportunity Sales Credit Enabled (MOO_ENABLE_SALES_CREDITS).

If the value of the profile option is Y, the Sales Credit column displays in the opportunity Products table, and the editable sales credit icon displays on product lines. The sales credits icon lets salespeople access the pages where they assign revenue and nonrevenue (overlay) sales credit to other users. For more information, see the related topics.

Prerequisites

Keep in mind the following prerequisites when salespeople assign sales credits in opportunities:

- Territories have been set up and your company is using territories for assignment of opportunity products.
- The user must have Full access to the opportunity to assign sales credits.

Set the Sales Credit Profile Option

Here's how to set the sales credit profile option.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Opportunity Profile Options
2. In the search region of the Manage Opportunity Profile Options page, search for the profile option, Opportunity Sales Credit Enabled (MOO_ENABLE_SALES_CREDITS).
3. In the search results, click the profile option name.
4. Set the profile option value to Y.
5. Save your changes.

Related Topics

- [Best Practices for Sales Credits](#)
- [Sales Credit Recipient and Forecast Territory Predefined Logic](#)
- [Allocate Sales Credits](#)
- [How do I update existing setup data?](#)

Recurring Products

Overview of Recurring Opportunity Products

Recurring schedules in opportunities enables you to enter and track opportunity products or product groups that are part of a subscription business model.

The subscription business model applies to the sale of goods, software, or services where the customer is required to pay a subscription price for access to the goods, software, or services, with additional usage or pay-as-you go charges in some cases. Some examples are:

- Data and phone services
- Credit collection or payment processing services
- Software, platform, or data-as-a-service costs
- Magazine subscriptions
- Product life cycle costs
- Engineering and infrastructure services

The subscription model can encompass both business-to-business (B2B) and business-to-consumer (B2C) customers. For example, a telecommunications company may sell mobile phone services to individuals, and multiple phone lines to a business for their employees. The supplier of these services typically charges the customer a periodic rate applicable to the plan that they subscribed to.

After you define a schedule for a subscription product or service, the application creates the recurring transactions from the frequency and the number of transactions specified in the schedule. There are several time frequencies to choose from, such as weekly, monthly, quarterly, yearly, and so on. The multiple frequencies make it easy to set up a recurring schedule, like a monthly subscription for three years, or a biweekly annual subscription. You can review the schedule and quickly add a one-time registration or installation fee, and adjust the amount or date of any transaction.

Subscription changes are easy to manage. If there is a change in the terms or price of the subscription, you can quickly define a new schedule to replace the previous one. If the original subscription is extended, say, for another year, you can easily extend the existing schedule on the product for the period that you want.

Product amounts from recurring schedules are summed into the corresponding quarterly or yearly periods, and are readily available in pipeline reports and forecast rollups for you and sales managers.

Related Topics

- [Create and Maintain Recurring Opportunity Products](#)

Enable Recurring Opportunity Products

To enable recurring opportunity products, use Oracle Application Composer to add the Schedule column to the opportunities UI.

You access the recurring schedules pages from the schedule icon in the Schedule column of the edit opportunity page. For more information about recurring opportunity products functionality, see the related topics.

Add the Schedule Column

Here's how to add the Schedule column to the edit opportunity page from Application Composer.

Note: When modifying the UI, you must make your changes in a sandbox. See the [Configuring Applications Using Application Composer](#) guide for more information about using sandboxes.

1. Create and activate a sandbox to work in.
2. Navigate to **Application Composer**.
3. In the Application Composer page, select **Sales** as the object.
4. Expand Standard Objects and navigate to **Opportunity**, then **Pages**. The Opportunity: Pages page appears.
5. In the Opportunity: Pages page, ensure that the **Application Pages** tab is active.
6. In the Details Page Layouts region, select the **Default Layout** in the table and then click the edit icon. The Details Layout: Default Layout page appears.

Note that you may be using a different layout than the default one. If this is the case, then select the appropriate layout.

7. In the Edit Revenue Table region, click the edit icon.
8. In the Details Layout: Default Layout: Edit Revenue Table page, find the **Schedule** field in the Configure Summary Table window. Move the field from the Available Fields window to the Selected Fields window.
9. Click **Save and Close**.
10. Click **Done** in the Details Layout: Default Layout page.

11. Validate the change by navigating to the edit opportunity page and ensuring that you can see the Schedule field in the Products table.
Note that the user you sign in as to validate the change must belong to a sales resource organization. For example, you must sign in as a sales representative.
12. Publish the sandbox.
13. The Schedule field is now available to sales users in the edit opportunity pages.

Related Topics

- [Manage Fields for Recurring Opportunity Products](#)
- [Overview of Recurring Opportunity Products](#)
- [Create and Maintain Recurring Opportunity Products](#)

Manage Fields for Recurring Opportunity Products

You can add and change fields to the recurring schedules UI in opportunities. You can also rearrange the frequency values that salespeople can choose from when creating a recurring schedule.

For more information about recurring opportunity functionality, see the related topics.

Configure More Fields

You can use Oracle Page Composer to enable more fields in the recurring schedule UI to meet your specific requirements.

The fields you can enable are:

- Expected Revenue
- Status
- Win Loss Reason
- Estimated Price
- Best Case
- Worst Case
- Win Probability
- Additional Number 1
- Additional Amount 1
- Additional Text 1
- Additional Text 2

Note: You can't add custom fields to set schedule and manage schedule pages in the recurring schedule UI.

Here are the steps to enable these fields:

Note: To perform this procedure, you must have already enabled the Schedule icon in the Products table in the Edit Opportunity page. For more information, see the topic, [Enable Recurring Opportunity Products](#).

1. Click **Navigator > Sales > Opportunities**.
2. Create and activate a sandbox to work in.
3. Click your user name in the global header and select **Edit Pages**.
4. Select a layer that you want to change. For example, you can make the changes available only to users with a specific job role, such as sales representatives. Click **OK** to commit the modified layer.
5. When changing work areas, you start in the Design view. Design view lets you navigate to the component you want to change.
6. Click an opportunity to edit it.

The Edit Opportunity page appears.

7. Click the **Schedule** icon in the Products table.

The Manage Schedule page appears.

8. Click **Select**.
9. Hover over the last column in the Transactions table header row until a border appears. Click the edge of the border.
10. In the menu that appears, click **Edit Parent Component**.

The Component Properties window appears.

11. Click the **Children** tab.
12. Select the fields you want to enable.
13. Click **Close** to save.

You can use a similar procedure to change the Set Schedule Page.

For more information about using Application Composer and Page Composer, see the Configuring Applications Using Application Composer guide.

Change the Display Order of Frequencies

When you create a recurring schedule, you must select a value, such as monthly, from the Frequency field. You can change the display order of the frequencies that display in the list. For example, you can make the Monthly value the first one in the list. You make these changes by modifying the supplied lookup type, MOO_RECURRING_FREQUENCY.

Here's how to change the display sequence.

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Standard Lookups
2. In the Lookup Type field of the Manage Standard Lookups page, enter `MOO_RECURRING_FREQUENCY` and search. Or, you can enter `Sales Recurring Revenue Frequency` in the **Meaning** field and search.
3. In the list of values, reorder the items as needed by changing the numbering in the **Display Sequence** column.

The value that has the lowest display sequence is the one that's set as the default value.
4. Click Save and Close.

Related Topics

- [Enable Recurring Opportunity Products](#)
- [Overview of Recurring Opportunity Products](#)
- [Create and Maintain Recurring Opportunity Products](#)
- [How do I update existing setup data?](#)
- [Overview of Sandboxes](#)

Additional Implementation Considerations for Revenue

Opportunity and Product Line Attributes Synchronization

Opportunities and their product lines share common attributes, for example, status or win probability percentage. For several attributes, under certain conditions, the application automatically synchronizes them so that they're the same.

In addition, the application updates certain opportunity and product line attributes based on the values of other attributes. The attributes that the application synchronizes or updates automatically are:

- Win probability
- Close date
- Include in forecast setting
- Status
- Win/loss reason
- Competitor

Note: An attribute is said to be synchronized if its opportunity and product line values are the same, and if the product line is in the same status category as its opportunity. If a product line and its opportunity both have undefined values, they're considered to have the same value.

Synchronization of Opportunity and Product Line Attribute

The application synchronizes certain product line attributes based on the opportunity-level attribute, under certain conditions.

Synchronization occurs for these attributes:

- Win probability
- Close date
- Include in forecast setting
- Status (not status category)

Here is an example of close date synchronization:

- An opportunity with an Open status category has a close date of July 14, 2018.
- Product lines 1, 2, and 3 have the same close date and they're in the same status category.

- Product line 4 has a different close date, but the same status category.
- The close date of the opportunity is changed to August 14, 2018. The application automatically sets the close dates of product lines 1, 2, and 3 to the same close date as that of the opportunity. The close date of product line 4 remains unchanged, because it has close date that wasn't already synchronized with the date of the opportunity.

Opportunity Status Updates

These scenarios explain what happens when the opportunity status is updated. Note that status values display in alphabetic order on the UI.

- Opportunity status is updated to a Won status:
 - The application updates the opportunity win probability to 100 percent. It also updates all synchronized product lines' win probability to 100 percent.
- Opportunity status is updated to a Lost or No Sale status:
 - The application updates the opportunity close date to the current date. It doesn't update the close date on synchronized product lines.
- Opportunity status is updated from an Open status to a Closed status:
 - The application enables the opportunity win/loss reason attribute.
 - If an opportunity primary competitor has been defined, the application updates the product line competitor to the opportunity primary competitor for all opportunity product lines, if they aren't already defined. This action applies only to the close opportunity and mass update opportunities flows.
- Opportunity status is updated from a Closed status to an Open status:
 - The application disables the opportunity win/loss reason attribute.
 - The application sets the opportunity win/loss reason attribute to "undefined". It doesn't update the win/loss reason on synchronized product lines.

Product Line Status Updates

These scenarios explain what happens when the product line status is updated:

- Product line status is updated to a Won status: The application sets the product line win probability to 100 percent.
- Product line status is updated to a Lost or No Sale status: The application sets the product line close date to the current date.
- Product line status is updated to a Closed status: The application enables the product line win/loss reason attribute.
- Product line status is updated to an Open status:
 - The application disables the product line win/loss reason attribute.
 - The application updates the product line win/loss reason attribute to "undefined".

Opportunity Win/Loss Reason Updates

When an opportunity is in an Open status, the opportunity win/loss reason attribute is disabled. Win/loss reason is activated when the opportunity is set to a Closed status. When the opportunity win/loss reason is updated, the application updates all opportunity product lines where the win/loss reason attribute is synchronized.

Note: If the opportunity line item status is set to inactive, then Reason field is editable in the List view so that you can include a reason why the line item isn't active. However, the Reason field isn't editable on the Form view of the Opportunity Line Item. This is expected behavior due to the difference in the page structure. The edit page from the List view has a table view for Revenues, while the Form page has a form view and is therefore not editable.

Opportunity and Product Line Competitor Updates

If a primary competitor has been defined at the opportunity level, when the opportunity status changes from an Open status to a Closed status, the application updates the product line competitor to the primary competitor for all lines that don't already have a competitor.

Tip: If a product line without a competitor is set to closed and the opportunity is saved, the application displays a dialog box that lets you copy the opportunity primary competitor to the product lines without competitors.

This action applies only to edit opportunity and close opportunity flows. It doesn't apply to the mass update flow.

Related Topics

- [Set Opportunity Revenue Forecast Criteria](#)
- [Example of Product Line Synchronization with Win Probability](#)

Add Attributes for Opportunity Summary and Revenue Lines Synchronization

You can enhance and perform opportunity summary and revenue line synchronization for some attributes using Groovy scripting. Use the sample scripts in this topic to add rule definitions to the predefined opportunity cascading logic.

The rule definitions keep opportunity summary and revenue lines in synchronization with each other. Here's how to add specific attributes for opportunity summary and revenue lines synchronization:

1. Sign in as a sales administrator or a setup user.
2. Navigate to Application Composer.
3. Select **Sales** to filter the object search.
4. Expand **Standard Objects** and then expand **Opportunity**.
5. Under Opportunity, click **Server Scripts**.

The Server Scripts Help Request page opens.

6. Under Validation Rules tab, select **Action - Add** under the Field Rules region and enter values as shown in the following example:

Field	Value
Field Name	Choose the field or attribute that you want from the drop-down list of values.
Rule Name	Enter a meaning full name for the rule.
Error Message	Enter a user-defined error message, for example, a message that warns the user the synchronization cascade has failed.
Rule Definition	In the script text field, cut and paste the script that you have written to validate the condition. For example, see the sections Sample Groovy Scripts for Opportunity Attributes and Sample Groovy Scripts for Opportunity Revenue Attributes in this topic for sample groovy scripts.

7. Click **Save and Close**.

For a more detailed explanation of Groovy scripting using Application Composer, see the Oracle Applications Cloud Groovy Scripting Reference.

Sample Groovy Scripts for Opportunity Attributes

This table contains sample groovy script code for a subset of opportunity attributes:

Attribute	Sample Groovy Script
Close Date	<pre>cascadeInSyncValueToAllRevenues("EffectiveDate", oldValue, newValue) return true</pre>
Status and StatusCodeSetId Both the Status and StatusCodeSetId attributes have to be assigned together. If you decide to selectively enable synchronization cascade for Status, then you must also perform synchronization cascade for StatusCodeSetId.	<pre>// For Status def cache_name = '_statuscode_insync_cascade' if (oldValue == 'OPEN' && newValue == 'WON') { // Only allow synchronization cascade if Status moved from OPEN to WON. cascadeInSyncValueToAllRevenues("StatusCode", oldValue, newValue) // Mark this opportunity's StatusCode as having been synchronization cascaded adf.userSession.userData.put(getAttribute('OptyId') + cache_name, true) // mark this opportunity as having status just cascaded. } return true // For StatusCodeSetId def cache_name = '_statuscode_insync_cascade' def insync_ cascade = adf.userSession.userData[getAttribute('OptyId') + cache_name]println("StatusCodeSetId: insync_cascade = " + insync_cascade)insync_cascade = (insync_cascade == null) ? false : insync_ cascade // ensure insync_cascade is either true/false try { if (insync_cascade)</pre>

Attribute	Sample Groovy Script
	<pre>{ cascadeInSyncValueToAllRevenues("StatusCodeSetId", oldValue, newValue) // only cascade if the Status has just been cascaded. } } Finally { adf.userSession.userData.remove(getAttribute("OptyId") + cache_name) } return true</pre>
Win/Loss and ReasonWonLostCodeSetId	<pre>// For Win/Loss Reasondef cache_name = '_winlossreason_insync_cascade'if (oldValue == 'INSTALL_BASE' && newValue == 'TEST_VO_1') { cascadeInSyncValueToAllRevenues("ReasonWonLostCode", oldValue, newValue) // Mark this opportunity's WinLossReason as having been synchronization cascaded adf.userSession.userData.put(getAttribute('OptyId') + cache_name, true)}return true // For ReasonWonLostCodeSetIddef cache_name = '_winlossreason_insync_ cascade'def insync_cascade = adf.userSession.userData[getAttribute('OptyId') + cache_name]println("ReasonWonLostCodeSetId: insync_cascade = " + insync_cascade)insync_cascade = (insync_cascade == null) ? false : insync_ cascade // ensure insync_cascade is either true/false { if (insync_cascade) { cascadeInSyncValueToAllRevenues("ReasonWonLostCodeSetId", oldValue, newValue) } }finally { adf.userSession.userData.remove(getAttribute("OptyId") + cache_name) } return true</pre>
Primary Partner	<pre>cascadeInSyncValueToAllRevenues("PrimaryPartnerId", oldValue, newValue) return true</pre>
Primary Competitor	<pre>cascadeInSyncValueToAllRevenues("PrimaryCompetitorId", oldValue, newValue) return true</pre>

Sample Groovy Scripts for Opportunity Revenue Attributes

Let's look at sample groovy script code for a subset of opportunity revenue attributes.

Attribute	Sample Groovy Script
Win Probability	<pre>cascadeInSyncValueToAllRevenues("WinProb", oldValue, newValue) return true</pre>
Sales Channel	<pre>cascadeInSyncValueToAllRevenues("SalesChannelCd", oldValue, newValue) return true</pre>

Attribute	Sample Groovy Script
Include Forecast	<pre>cascadeInSyncValueToAllRevenues("SalesChannelCd", oldValue, newValue) return true</pre>

Related Topics

- [Opportunity and Product Line Attributes Synchronization](#)
- [How can I disable opportunity to revenue line synchronization logic?](#)

Add Status Categories for Open Revenue

You can specify additional revenue line status categories to include when the application calculates opportunity amount. By default, the application only includes revenue lines in Open status when calculating the opportunity summary amount.

However, you can include, for example, both won and open lines by modifying the lookup type, Open Opportunity Rollup Status Mapping.

Here's how to modify the Open Opportunity Rollup Status Mapping lookup type:

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Standard Lookups
2. In the Manage Standard Lookups page, enter **Open Opportunity Rollup Status Mapping** in the **Meaning** field. The lookup type code, which you can search for in the **Lookup Type** field, is **ORA_MOO_OPEN_ROLLUP_MAPPING**.
3. Add the new lookup code. For example, add a code called **won**.
 - Use **Enabled** to enable or disable a specific lookup code.
 - Update the meaning (display name), start date, end date, or display sequence of any of the predefined values.
 - Add or remove lookup codes, as long as they follow the correct lookup code formatting.

Note: The OPEN category can't be modified.

4. Click **Save and Close**.

After you make the changes, the opportunity summary amount calculation will include all revenue lines in OPEN status category, as well as any other status categories you have added and enabled.

Related Topics

- [Overview of Lookup Types](#)

FAQs for Opportunity Products and Revenue

Frequently Asked Questions (FAQs) for Opportunity Products and Revenue

This section contains the most frequently asked questions (FAQs) when setting up and maintaining opportunity products and revenue. Scroll or search to find answers to common questions.

Why can't I see REST API revenue line updates in opportunities?

If a salesperson creates or updates a revenue line in the Opportunities UI and you also create or update the same record using a REST API, then the last record accessed is temporarily held in a storage area as cached data.

This means that the more recent REST API update to the same revenue line record isn't displayed on the Opportunities UI. To get around this issue, close and open the opportunity page after you complete your REST API revenue line record updates.

How can I disable opportunity to revenue line synchronization logic?

By default, opportunity cascading logic keeps opportunity summary and revenue lines in synchronization with each other.

If you no longer want opportunity summary and revenue lines to be synchronized, open the Opportunity Synchronization Cascade Enabled profile option (MOO_ENABLE_INSYNC_CASCADE) and set the value to **N**. Note that you can enhance and perform opportunity summary and revenue line synchronization for some attributes using Groovy scripting if you choose to disable the predefined opportunity summary and revenue lines synchronization.

What's the maximum number of opportunity revenue lines for one opportunity?

The maximum number of Opportunity revenue lines is 500.

How can I reduce the number of revenue lines generated for forecasting purposes?

Recurring revenue line items can be aggregated into a single line item with a single close date for forecasted recurring revenue. This means that you can view pipeline forecasts using a single opportunity close date and reduces complexity while maintaining performance.

By setting the profile option, Recurring Revenue Forecast Type (ORA_MOO_REV_RECUR_FORECAST), you can control whether to:

- Forecast revenue lines based on every single schedule occurrence (default)
- Aggregate multiple recurring revenues lines to a single close date (Opportunity Close Date).

This means that only a single revenue line is required to calculate the total value for pipeline forecasts.

To learn how to change the default value, see the related topic.

Related Topics

- [Modify the Recurring Revenue Forecast Type Profile Option](#)

18 Competitors

Overview of Sales Competitors

Use the sales competitors pages to store information about the sales competition. As a sales administrator, you create the competitor profiles. Salespeople then can associate competitors with opportunities, associate product groups with competitors, and view competitor details.

The key features of managing competitors include the following:

- **Competitor profile:** Store several aspects of competitor companies, such as name, URL, threat level, and industries and geographies where the competitors are doing business.
- **Internal experts:** Associate with competitors people from your company who are considered experts about the associated competitor.
- **Collateral:** Attach relevant competitor documents. After you store them, salespeople can access the competitive collateral to position products or solutions against competitors.
- **Competitors in opportunities:** Associate competitor information with opportunities, both at the opportunity level and at the product-line level. After salespeople associate a competitor with an opportunity, the competitor profile shows opportunities where the competitor is present.
- **Notes:** Create free-form notes about the competitor.
- **Revenue at stake:** The competitor profile displays revenue at stake, which is potential opportunity revenue where the competitor is present.
- **Analytics and reports:** Access several analytics and reports around competitor data, such as win/loss trends. See the sales *Creating and Administering Analytics* guide for more information on reports and analytics.

Note: A competitor is an Account with Competitor party usage. Thus, every time a competitor is created or updated, servers scripts run, as defined for the Account object. If you don't want the account triggers to execute during the competitor flow, then adjust the Groovy server scripts in the Account object to not execute in the case of Competitor party usage.

Related Topics

- [Manage Sales Competitors](#)
- [Set the Close Opportunity Profile Options](#)

Manage Sales Competitors

As a sales administrator, you create and maintain information on sales competitors. After you set up the initial competitor record, sales teams can add competitors to opportunities and product revenue lines. Downstream analytics help teams see how well they competed.

Create a Competitor

Here's how you create a competitor:

1. Navigate to **Sales > Competitors**.
2. Click the **Create** icon.
3. In the Create Competitor page, enter or select values. Use the information in this table to guide you:

Field	Description
Organization Name	Name of the competitor.
Name Suffix	Value appended to the name of the Organization Name for the competitor.
Chief Executive Name	Name of the competitor company's chief executive officer or highest-level employee.
Line of Business	Line of business of the competitor company's products.
D-U-N-S Number	Dun & Bradstreet Corporation unique nine-digit identification number for the competitor company.
Organization Size	Size of the competitor company.
Year Established	Year the competitor company was first started.
Threat Level	Perceived threat level of the competitor in closing deals, such as low, medium, and high.
Year Incorporated	Year the competitor company was first incorporated.
Stock Symbol	Stock symbol for the competitor company in the financial markets.
Fiscal Year End Month	Month that the competitor company closes its fiscal year.
Dun & Bradstreet Corporation Credit Rating	Credit rating of the competitor company with Dun & Bradstreet Corporation.
Privately Owned	Indicates the competitor company is privately owned.
Minority Owned	Indicates that the competitor company is minority owned.

Field	Description
Small Business	Indicates that the competitor company is a small business.
Status	Status of the competitor record, either active or inactive.

4. Save your changes.

Note: Upon saving, if you get an error that a matching company has been found in the application, then respond to the dialog box by either merging this record with the existing one or creating a new organization in the application.

Enter SWOT for a Competitor

You can assign strength, weakness, opportunity, and threat (SWOT) levels for competitors. Recording and reviewing SWOT levels helps you understand, plan, and craft an effective competitive strategy when facing a competitive threat on a deal.

Here's how you enter SWOT information for a competitor:

Tip: You can edit SWOT values after you save them.

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, add a new row to the SWOT table by clicking the add icon or selecting **Add Row** from the Actions menu.
4. In the new table row, select or enter the SWOT information:

Field	Description
Type	Indicates the type of SWOT value, such as a threat or weakness.
Description	Used to describe the type of SWOT.
Comments	Additional comments for the SWOT value.

5. Save your changes.

View Competitor Opportunities

After salespeople associate a competitor with an opportunity while editing or closing it, the opportunities are automatically added to the competitor profile. The list of opportunities in a competitor's profile is a consolidated view of past and current opportunities where the competitor is present. The opportunity data provides you with useful insight to plan appropriate sales strategies.

Here's how you view competitor opportunities.

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, click the **Opportunities** tab. The Opportunities table shows all opportunities where the competitor is present.

Add Attachments to a Competitor

Attachments let you provide additional details about the competitor.

Here's how to attach files, text, or URLs to a competitor record:

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, click the **Attachments** tab.
4. In the Attachments table, add a new table row by clicking the add icon or selecting **Add Row** from the Actions menu.
5. In the new table row, select or enter the following values:

Field	Description
Type	Indicates the type of attachment, either a file, free-form text, or a URL.
File Name or URL	○ If you selected File as the type, you can browse to the file on your computer. ○ If you selected Text as the type, use to enter free-form text. ○ If you selected URL as the type, use to enter the URL of the competitor's web site.
Title	Title of the attachment.
Description	Description of the attachment.

6. Save your changes.

Associate Internal Experts with a Competitor

Internal experts are people in your company who are experts on a competitor. They can help you work with the competitor to close deals.

Use the following procedure to associate internal experts with a competitor.

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, click the **Internal Experts** tab.
4. In the Internal Experts table, add a new table row by clicking the add icon or selecting **Add Row** from the Actions menu.
5. In the Search and Select: Internal Expert dialog window, search for and select the person.
6. In the search dialog window, click **Apply** and then **Done**.

7. Save your changes. The table displays the details of the internal expert, such as his e-mail address and phone number.

Associate Geographies or Industries with a Competitor

You can associate geographical locations, such as a country, with a competitor in order to record additional information about a competitor. The stored geographies are locations where the competitor is present. The available geographical locations are those that are defined in your application. You also can store the industries where the competitor competes with your company. The available industries are those that are defined in your application.

Use the following procedure to associate geographies or industries with a competitor.

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, click the **Geographies** tab. Or, if entering industries, click the **Industries** tab.
4. In the table, add a new table row by clicking the add icon or selecting **Add Row** from the Actions menu.
5. Search for and select the geographical location or industry.
6. In the search dialog window, click **OK**.
7. Save your changes.

Add Notes to a Competitor Profile

You can add free-form notes to a competitor profile. Here's how:

1. Navigate to **Sales > Competitors**.
2. In the list, select the name of the competitor.
3. In the Edit Competitor page, in the Notes area, click the create icon.
4. Enter the free-form note and save your changes.

Related Topics

- [Enable Competitors in Opportunities](#)
- [Overview of Sales Competitors](#)
- [Overview of Sales Competitors](#)

Enable Competitors in Opportunities

Salespeople can manage competitors within opportunities after you expose some UI elements using Application Composer.

Here are the UI elements you can expose in opportunities to support managing competitors. Note that all of these UI elements are hidden by default.

- Competitors subtab: Enable the Competitors subtab within the Edit Opportunity page.
- Primary Competitor or Competitors field: Enable the Primary Competitor or Competitors fields in the Edit Opportunity page. Note you likely want to enable either the Competitors subtab or the Primary Competitor field, but not both at the same time.
- Product-line-level Competitors field: Add the Competitors column to the Products table within the Edit Opportunity page.

For more information about how salespeople manage competitors, see the related topics.

Add the Competitors Subtab to the Edit Opportunity Page

Here's how to add the Competitors subtab to the Edit Opportunity page:

1. Ensure you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under Standard Objects, navigate to **Opportunity > Pages**.
4. In the Opportunity: Pages page, ensure that the **Application Pages** tab is active.
5. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
6. Type a new layout name and click **Save and Edit**. The Details Layout page appears.
7. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon. The Configure Subtabs dialog box appears.
8. Move **Competitors** from the Available Subtabs to the Selected Subtabs window.
9. Click **OK**.
10. Back in the Details Layout page, click **Done**.
11. Be sure that the layout status for your user-defined layout is Active.
12. Validate the change by navigating to the edit opportunity page as a sales user, such as a salesperson, and ensure that you can see the Competitors subtab in the Edit Opportunity page.
13. Publish the sandbox following your company's practices.

Add Competitor Fields to the Edit Opportunity Page

Here's how to add either the Competitors or Primary Competitor fields to the Edit Opportunity page:

1. Ensure you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under Standard Objects, navigate to **Opportunity > Pages**.
4. In the Opportunity: Pages page, ensure that the **Application Pages** tab is active.
5. In the Details Page Layouts region, select the **Standard Layout** in the table and then click the **Duplicate** icon. The Duplicate Layout dialog box appears.

Note that you may be using a different layout than the default one. If this is the case, then select the appropriate layout.

6. Enter a name for the new layout and click **Save and Edit**. The application returns you to the edit page for the new layout.
7. In the Summary region, click the edit icon.
8. In the Details Layout: <Layout>: Edit Summary page, find the **Competitors** field or the **Primary Competitor** field in the Configure Detail Form region. Move the field from the Available Fields window to the Selected Fields window.

Tip: You may see duplicate fields in the list. Hover over them to see the hover text. For Primary Competitor, select the one whose hover text reads `PrCmptPartyId`. This way you ensure that the Primary Competitor field is editable and allows salespeople to select different competitors for different product lines. If you don't want users to be able to set different competitors on product lines, then enable the other Competitor field (with the hover text `Party Name1`).

9. Click **Save and Close**.

10. Validate the change by navigating to the edit opportunity page as a sales end user, such as a salesperson, and ensuring that you can see the applicable field in the edit page.
11. Publish the sandbox following your company's practices.

Add the Competitor Column to the Products Table

Here's how to add the Competitor column to the opportunity Products table.

1. Ensure you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under Standard Objects, navigate to **Opportunity > Pages**. The Opportunity: Pages page appears.
4. In the Opportunity: Pages page, ensure that the **Simplified Pages** tab is active.
5. In the Details Page Layouts region, select the **Standard Layout** in the table and then click the **Duplicate** icon. The Duplicate Layout dialog box appears.

Note that you may be using a different layout than the default one. If this is the case, then select the appropriate layout.

6. Enter a name for the new layout and click **Save and Edit**. The application returns you to the edit page for the new layout.
7. In the Edit Revenue Table region, click the edit icon.
8. In the Details Layout: <Layout>: Edit Revenue Table, find the **Competitor** field in the Configure Summary Table window. Move the field from the Available Fields window to the Selected Fields window.

Tip: You may see duplicate fields in the list. Hover over them to see the hover text. For Primary Competitor, select the one whose hover text reads `PrCmptPartyId`. This way you ensure that the Primary Competitor field is editable and allows salespeople to select different competitors for different product lines. If you don't want users to be able to set different competitors on product lines, then enable the other Competitor field (with the hover text `Party Name1`).

9. Click **Save and Close**.
10. Validate the change by navigating to the edit opportunity page as a sales end user, such as a salesperson, and ensuring that you can see the Competitor field in the Products table.
11. Publish the sandbox following your company's practices.

Related Topics

- [Overview of Sales Competitors](#)
- [Associate Competitors with Opportunities](#)

Enable Competitors in Leads

Salespeople can manage competitors within leads after you expose some UI elements using Application Composer.

Here are the UI elements you can expose in leads to support managing competitors. Note that all of these UI elements are hidden by default.

- Competitors subtab: Enable the Competitors subtab within the Edit Lead page.
- Primary Competitor field: Enable the Primary Competitor field in the Edit Lead page. Note you likely want to enable either the Competitors subtab or the Primary Competitor field, but not both at the same time.

For more information about how salespeople manage competitors, see the related topics.

Add the Competitors Subtab to the Edit Lead Page

Here's how to add the Competitors subtab to the Edit Lead page:

1. Ensure you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under Standard Objects, navigate to **Sales Lead > Pages**.
4. In the Sales Lead: Pages page, ensure that the **Application Pages** tab is active.
5. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
6. Type a new layout name and click **Save and Edit**. The Details Layout page appears.
7. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon. The Configure Subtabs dialog box appears.
8. Move **Competitors** from the Available Subtabs to the Selected Subtabs window.
9. Click **OK**.
10. Back in the Details Layout page, click **Done**.
11. Be sure that the layout status for your user-defined layout is Active.
12. Validate the change by navigating to the edit opportunity page as a sales user, such as a salesperson, and ensure that you can see the Competitors subtab in the Edit Lead page.
13. Publish the sandbox following your company's practices.

Add Competitor Fields to the Edit Lead Page

Here's how to add the Primary Competitor field to the Edit Lead page:

1. Ensure you're working in an active sandbox.
2. Navigate to **Application Composer**.
3. Under Standard Objects, navigate to **Sales Lead > Pages**.
4. In the Sales Lead: Pages page, ensure that the **Application Pages** tab is active.
5. In the Details Page Layouts region, select the **Standard Layout** in the table and then click the **Duplicate** icon. The Duplicate Layout dialog box appears.

Note that you may be using a different layout than the default one. If this is the case, then select the appropriate layout.

6. Enter a name for the new layout and click **Save and Edit**. The application returns you to the edit page for the new layout.
7. In the Summary region, click the edit icon.
8. In the Details Layout: <Layout>: Edit Summary page, find the **Primary Competitor** field in the Configure Detail Form region. Move the field from the Available Fields window to the Selected Fields window.
9. Click **Save and Close**.
10. Validate the change by navigating to the edit lead page as a sales end user, such as a salesperson, and ensuring that you can see the applicable field in the edit page.
11. Publish the sandbox following your company's practices.

Related Topics

- [Overview of Sales Competitors](#)
- [Associate Competitors with Opportunities](#)

19 Business Plans

Overview of Business Plans

Business plans are a set of goals that an account or partner wants to accomplish. Business plans allow both brand owners and partners a way to show their commitment to the partnership.

Let's take a look at the business plan components:

Component	Description
Business Plan Header	The header area contains key information about a business plan, including its duration and partner or account information.
SWOT	This is an acronym for the strength, weaknesses, opportunities, and threats of a business plan.
Team	These are sales resources who have access to business plans.
Activities	Users can associate tasks, appointments, and call logs with business plans.
Notes	Users can associate notes with business plans.

A business plan attribute class is used to determine which object a business plan is created for. Two business plan classes, Partner and Account, are supplied, and you can add others. Use the Manage Business Plan Classes task to manage business plan classes.

Partner business plans consist of partner goals and are primarily used by channel account managers and their counterparts partner sales managers. The plans include specific objectives that a partner can follow to meet business plan goals. Partner business plans provide a means of collaboration between brand owners and their partners in defining strategic goals.

Account business plans consist of goals for sales representatives and sales managers for specific accounts that they manage.

If you have customized roles for your business plan users, be sure to add the following data security policy using the Security Console's Database Resource page – otherwise, your users won't be able to save business plan notes:

- Database Resource: Note
- Data Set: Select by instance set
- Condition Name: Notes Default Instance Set
- Parameter 1: SALES_BUSINESS_PLAN
- Actions: Read, Update, Delete, Manage Sales Business Plan Note

For more information, see [Manage Database Resources](#) in the Configure and Troubleshoot Data Security chapter in the *Securing Sales and Fusion Service* guide.

Enable Account Business Plans

In the ready-to-use application, the default class of business plans is partner business plans. If your requirement is to only manage partner business plans, then you don't need to make any changes related to the business plan class.

If you manage only account business plans, then you must make only one change related to the business plan Class using Application Composer. Enable the Class field in the UI and in the display sequence field, ensure Account has the smallest sequence number.

If you manage both partner and account business plans, then ensure that both partner and account classes are enabled.

1. Ensure you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. In the Objects navigation tree, expand **Standard Objects** and then expand **Business Plan**.
4. Click the **Pages** node.
5. Ensure that the **Application Pages** tab is selected.
6. Duplicate the Standard Layout for the Landing Page.
7. Edit the new layout by adding the Account and Class fields on the Landing Page Layout.
8. In the display sequence field, ensure Account has the smallest sequence number.
9. Repeat for other pages where you want the field to appear.
10. Test the changes.
11. Publish the sandbox according to your company's business practices.

Related Topics

- [Overview of Business Plans](#)
- [Overview of Managing Partner Business Plans](#)

Enable Objectives on the Business Plans Overview Tab

You can enable salespeople to view and drill into objectives on the overview tab of business plans. Use the profile option ZCA_SHOW_OBJECTIVES_IN_SUBTAB to specify where objectives are displayed. The default value depends on the following:

- For a new installation, the default value is Y. If the value is set to Y, then objectives are displayed as a subtab on the Edit Business Plan: Summary page.
- For an existing customer without objectives in the application, the default value is Y.
- If the value is set to N, then the objectives are displayed on the Edit Business Plan: Summary page.

To enable objectives on the overview tab:

1. In the Setup and Maintenance area, go to the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. Enter ZCA_SHOW_OBJECTIVES_IN_SUBTAB in the Profile Option Code field.

3. Click **Search**.
4. In the Profile Option: Profile Values region, do one of the following:
 - To display objectives on the overview tab, set the Profile Value to No.
 - To display objectives in a separate side tab, set the Profile Value to Yes.
5. Click **Save and Close**.

Considerations When Managing Business Plan Classes

As a sales administrator you can manage business plans and their classes.

The following table shows business plan features and what you can do with them:

Business Plan Feature	What You Can Do
User-defined classes	• Rename the supplied classes, add classes, and mark classes as disabled. • Use the Manage Business Plan Classes task to rename the lookup type values. The account and partner classes are supplied in the ready to use application. • In addition to those used for partners or accounts, you can add business plan classes that define more business plans, such as territories business plans.
Supplied business plan classes	• Access the following supplied business plan classes: ◦ Partner ◦ Account • Enable and disable any of the supplied classes using the Manage Business Plan Classes task.
Default business plan class	The default business plan class is determined by the business plan class settings. A class represented by an enabled look up code with the lowest display sequence is selected as the default class of a new business plan. You can view and manage business plan classes using in Manage Business Plan Classes task. You can import business plans of any class that's specified and enabled in Manage Business Plan Classes task.
Conditionally required partner or account information	Partner information is required only if the class of the business plan is Partner. Similarly, account information is required only if the class of the business plan is Account.
Owner list of values	The Owner list of values depends on the class of the business plan. For the Partner class, the list of values shows selected partner team members as the candidates for the business plan owner. For the Accounts class, the owner list of values shows selected account team members as the candidates for the business plan owner.

View Business Plan Lookups

You can view lookups that are supplied in a business plan and also add values to them. Lookups corresponding to business plan classes, business plan types, business plan statuses, and business plan team member functions have dedicated tasks namely:

- Manage Business Plan Classes
- Manage Business Plan Types
- Manage Business Plan Statuses
- Manage Business Plan Team Member Functions

Other lookups are covered by the Manage Business Plan Configurable Lookups task. To view business plan lookups:

1. In the Setup and Maintenance area, go to the following:
 - Offering: Sales
 - Functional Area: Customer Center
 - Task: Manage Business Plan Configurable Lookups
2. View the remaining lookup types.
3. Click any lookup type to see the lookup codes.

20 Promotions

Overview of Sales Promotions

Salespeople can create and manage promotions that offer discounts based on specified conditions. After they're created, promotions can be used in other applications that want to leverage promotions in their pages.

Note: You don't need to do anything to set up promotions. However, to leverage promotions, you must modify the applications where you're going to use them.

Promotions Tasks

As the sales administrator, you can:

- Create promotions
- View and edit promotion details and attributes
- View a list of promotions
- Search for promotions
- Copy promotions
- Import promotions and create and update promotions using Oracle import

Related Topics

- [Work with Sales Promotions](#)

Work with Sales Promotions

Use the procedures in this topic as you create and maintain sales promotions.

This topic covers:

- Viewing a list of sales promotions: This task includes searching and filtering.
- Creating promotions: This task includes entering promotions basic information.
- Editing promotions: This task includes modifying the details of promotions.
- Copying promotions: This task includes copying a promotion so that you can repurpose it.
- Deleting promotions.

Note: You don't need to do anything to set up promotions. However, to leverage promotions, you must modify the applications where you're going to use them.

View the Promotions List

To view a list of promotions, navigate to **Sales > Promotions**.

In the landing (or list) page, you can:

- Search for promotions.
- Filter the view between promotion statuses, such as active or inactive.

Create and Edit Promotions

Creating promotions includes entering basic information, such as name and status, and saving the promotion for the first time. In edit mode you enter more details, such as the type of discount and the discount value.

Here's how to create and edit a new sales promotion.

1. Navigate to **Sales > Promotions**.
2. Click the **Create Promotion** button.
3. In the Create Promotion page, enter a unique name in the **Name** field.
4. Optionally, enter a description and start and end dates.
5. Click **Save and Continue** to save the promotion and begin entering additional details. The page refreshes and becomes the Edit Promotion page.
Note: At this point you can copy the promotion or delete it.
6. In the **Status** field, select the status of the promotion. Inactive promotions aren't available in consuming applications.
7. In the **Type** field, select the adjustment type. The type can be either:
 - Fixed amount: Select Line Discount Amount.
 - Percentage: Select Line Discount Percent.
8. In the **Apply To** field, select whether the discount should apply to:
 - List Price: List price is the advertised, published or sticker price on a product being marketed to a business or consumer buyer.
 - Net Price: Net price is the actual price paid once any discounts are taken off the list price.
9. In the **Value** field, enter an amount. The amount is either the percentage of the discount or a fixed amount, depending on which type of adjustment you selected in the **Type** field.

Copy Promotions

To repurpose existing promotions, you can copy them any time after saving them.

Here's how:

1. Navigate to **Sales > Promotions**.
2. Select the name of a promotion in the list.
3. In the Edit Promotions page, from the Actions menu, select **Copy Promotion**.
4. In the Copy Promotion page, in the **Name** field, enter a new, unique name.
5. Click the **Save and Continue** button.
The Edit Promotion page appears, where you can edit the details of the promotion. See the Create and Edit Promotions section in this topic for more information.

Delete Promotions

To delete a promotion:

1. Navigate to **Sales > Promotions**.
2. Select the name of a promotion in the list.
3. In the Edit Promotion page, from the Actions menu, select **Delete Promotion**.
4. Click **Yes** in the warning message window.

Related Topics

- [Overview of Sales Promotions](#)

21 Assessments

Overview of Assessments

Assessments enable you to evaluate the condition of a business object, such as an opportunity or lead. Administrators define assessment templates that consist of questions with scored responses and then make the assessments available in the application.

During the assessment process, you're presented with assessment questions. Responses to the questions provide you with immediate scoring and recommendations or follow-up business processes.

Assessments can consist of the following components:

- Questions
- Question ratings
- Responses, including free-form responses
- Scoring of the assessment
- Tasks to be performed based on feedback score

Setup Tasks

How to Create Assessment Templates

You can use assessment templates to analyze the condition of your business objects, such as opportunities or leads. This topic explains the various tasks involved in creating an assessment template.

This table lists the business objects that support assessment templates, along with the setup task that you must use to create templates for each object.

Business Object	Task Name
Accounts	Manage Customer Center Assessment Template
Opportunities	Manage Opportunity Assessment Templates
Leads	Manage Sales Lead Assessment Template

The steps to create assessment templates is the same for all objects. Here's how to create an assessment template for the Opportunity business object.

1. In the Setup and Maintenance work area, go to the following:

- o Offering: Sales
- o Functional Area: Opportunities
- o Task: Manage Opportunity Assessment Templates

2. Search for and select the assessment template setup task for the applicable business object.

For example, search for and select the Manage Opportunity Assessment Templates task. The Manage Opportunity Assessment Templates page appears.

Assessment Template Basic Details

To create an assessment template for a business object, start by entering the basic details:

1. In the relevant business object's assessment template page, click the **Create** icon.
2. In the assessment template details page, enter the details shown here:

Field	Description	Example
Name	Enter a name for the template. Note: After you deploy a template, you can't change its name or edit many other aspects. If you need to make changes, change a copy, and then deploy the copy.	Discount Eligibility
Template Type	Select the type of template that you want to create. The template type options vary depending on the object that you're creating the template for. For example, if you're creating an assessment template for opportunities, only the template types meant for opportunities, such as Opportunity, Opportunity Product, and Opportunity Contact are visible.	Opportunity
Template Set	Select the template set. A template set is a reference data set that contains one or more business units (BUs). Selecting the template set ensures that the template is available for use only to those BUs that are part of this template set.	Common Set Selecting Common Set makes the template available for all BUs.
Description	Optionally, provide a description.	Discount eligibility assessment.

3. Add attachments if there's any information that might help the salesperson. For example, add a .PDF file that contains information that might be helpful.
4. Click **Next**.

The Configure Ratings page appears.

Configuring Ratings

Ratings group question responses in a template into different categories. There are three predefined ratings: Poor, Average, and Excellent. You can add your own ratings or change the predefined ratings.

To add a rating:

1. Click the **Add Row** icon and enter **Text** and **Description**.
2. Click **Next**.

The Enter Questions and Responses page appears.

To change a rating, just replace the text in the **Text** field.

Enter Questions and Responses

In this step, you create questions and responses, and also set a rating for each of the question responses.

The score range for ratings is derived automatically in the next step of the assessment template creation process based on the rating you set here.

To create questions and responses:

1. Click the **Create** icon and select **Create Question Group**.
Note: All questions must be part of a question group.
2. In the Create Question Group dialog box, enter **Name** and **Description**. For example, enter **Deal** and **Question group for deals** respectively.
3. Click **Save and Close**.
4. Click the **Create** icon and select **Create Question**.
5. In the Create Question dialog box, enter details as shown in the following table:

Field	Description	Example
Question	Enter a question that you want in the assessment template.	How soon will the implementation start?
Question Group	Select the question group to which this question should belong.	Opportunity Question Group
Weight	Enter the weight for this question. Weight determines the relative importance of a question within the assessment template. The higher the weight for a question, the more important this question	50 This indicates that this question has 50% importance compared to other questions in the template.

Field	Description	Example
	is compared to the other questions in the template. The sum of weights for all questions in a template must be 100. Note: You can also enter the weight in a later step, or even edit what you've entered here in a later step.	
Description	Optionally, provide a description.	Description for the opportunity question group.

6. Click **Save and Close**.

Note: In the **Question Details** section, select the **Include Free-Form Response Option** checkbox only if you've a question that supports a free form response. Selecting this option adds a default response in the **Possible Responses** section. Free-form responses are recorded as comments in consuming applications, and they're not scored.

7. In the **Possible Responses** section, click the **Add** icon.

8. Enter details as shown in the following table:

Field	Description
Response	Enter a response that the user can select for this question.
Score	Add the score that you want to allocate to each of these responses. Note: Score is displayed as Weight multiplied (*) by the (Normalized Score percent (%)) based on the response selected. For example, the selected response's normalized score is 35 and the question's weight is 20. So the assessment's score will be $20 * (35 \%) = 7$.
Normalized Score	This appears automatically once you fill in the score. The response that has the highest score gets a 100%.
Rating	Define the rating that you want to assign to each of the responses.

Field	Description
Description	Optionally, provide a description.

Here's an example of the possible responses:

Response	Score	Normalized Score	Rating
0 to 3 months	5	25	Poor
4 to 6 months	10	50	Average
7 to 12 months	15	75	Good
> 1 year	20	100	Excellent

9. Similarly, create all the questions that you want to include in this template along with the possible responses.
10. Click **Next**.

The Edit Question Weights page appears.

Edit Question Weights

You can use this page to verify the weights that you entered for all the questions in the previous step. Check whether the weight total aggregates to 100. If not, you must update the weights to reach a total of 100. You can also use this page to edit the weights of questions.

Click **Next**. The Configure Score Range Attributes page appears.

Configure Score Range Attributes

Depending on the scoring to response mapping in the questions and responses that you entered earlier, score ranges for ratings are automatically derived here. You can select the **Override score ranges** checkbox to edit the automatically derived score ranges and set different start and end scores for the ratings. You can change the colors shown in the various score ranges.

Based on the assessment score, feedback can be displayed for the assessment in the consuming application, such as in opportunities. To provide feedback, enter the feedback in the **Feedback** field. For example, if the score is 95 and it maps to **Excellent** as rating, you could enter feedback such as **Qualified for discount pending manager approval**.

Click **Save and Close**.

You've now completed creating your assessment template.

Other Implementation Steps

Once your assessment template is ready, you might perform some more implementation steps before the template is available for the user.

For opportunities, you must attach the template to a sales stage within a sales method:

1. In the Setup and Maintenance work area, go to the following:
 - Offering: Sales
 - Functional Area: Opportunities
 - Task: Manage Sales Methods and Sales Stages
2. In the Manage Sales Methods page, create or edit a sales method, and then add or edit sales stages.
3. In the Create or Edit Sales Stage page, navigate to the **Assessment Templates** region.
4. Click **Add**.
5. Search for the template you want to associate with the sales stage and add the template.

When an opportunity is in the relevant sales stage, the salesperson can use the associated assessment templates from the **Assessments** subtab.

Related Topics

- [Overview of Assessments](#)
- [Considerations for Setting Up Assessment Templates](#)
- [Guidelines for Setting Up Opportunity Assessments](#)
- [Create and Edit Sales Methods and Stages](#)
- [How do I update existing setup data?](#)

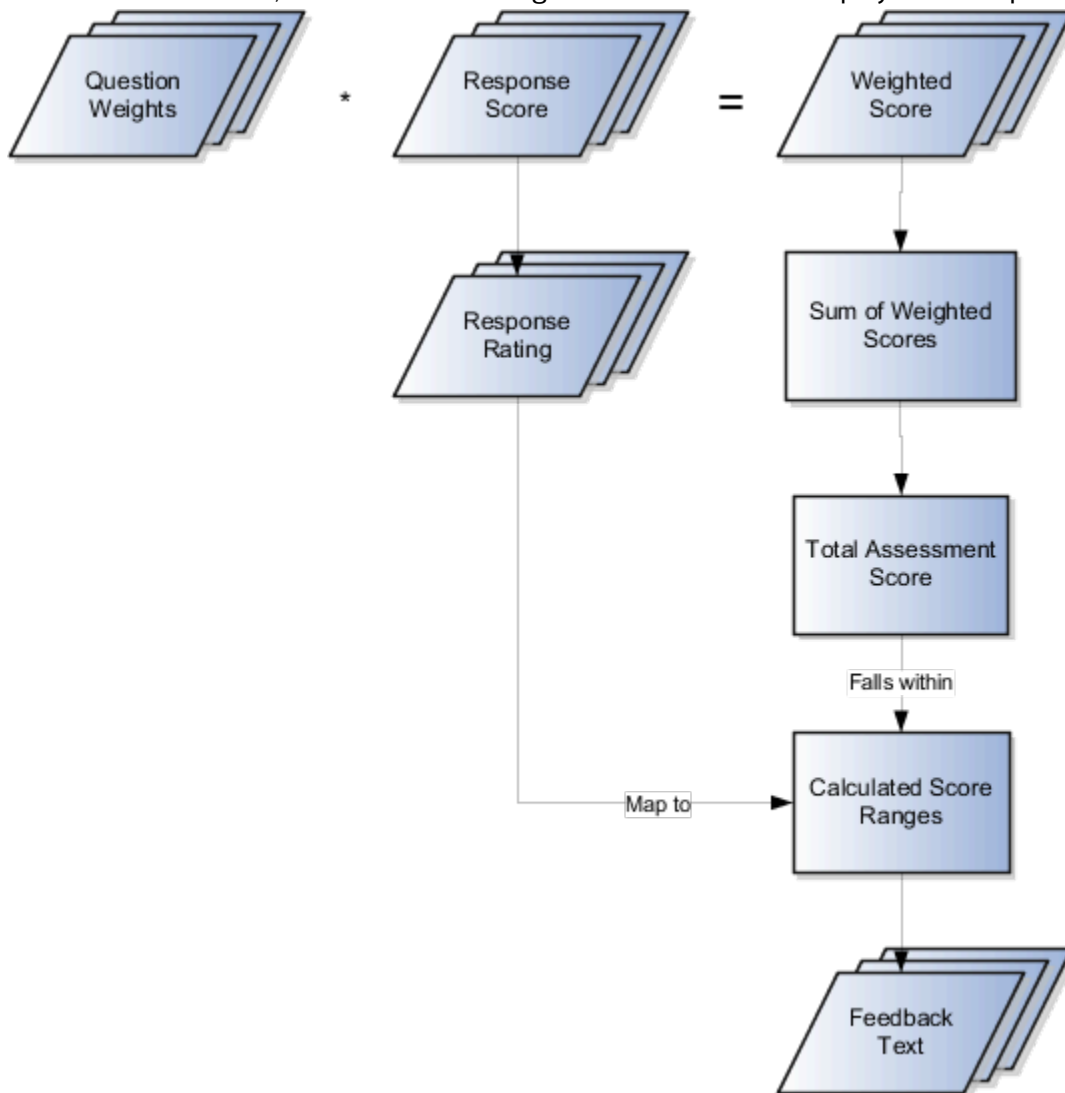
Implementation Concepts for Assessments

Assessment Template Components

The question weight, response score, and response rating are the assessment template components. They fit together to calculate and display the overall assessment score, rating, and feedback text.

The assessment multiplies a question weight by a response score to achieve a weighted score for an assessment template response. It adds the weighted scores for all responses together to determine the total assessment score. This score falls within a score range calculated in advance, that's also associated with a response rating and feedback text. Therefore, the score range within which the total

assessment score falls, determines the rating and feedback text to display for a completed assessment.



Question Weight

The question weight is the relative importance of a question within an assessment template. The template expresses it as a percentage. All of the question weights within a template must total to exactly 100. When you use an assessment template, the template multiplies a question's weight by the score of the question response to produce a weighted score for that response.

Response Score

A response score is the score that the template administrator assigns to a possible question response in the template. The template administrator sets response scores with no upper or lower bounds. The template normalizes each score to accurately score an assessment that uses the template. The template normalizes the response scores by assigning a score of 100 to the highest response score. The template then assigns all other responses a normalized score relative to that highest score.

When you use an assessment template, the template multiplies the normalized score of the question response by the question's weight to produce a weighted score for that response.

Response Rating

A response rating is:

- The rating assigned to a possible response to a question in the template.
- A textual qualification, such as Excellent or Poor that provides a metric other than a numeric score for qualifying the outcome of an assessment.

A response rating relates directly to a response score, and this relationship should ensure that a higher score translates to a higher rating.

Early in the template creation process, the administrator configures ratings to assign to responses. The administrator then assigns scores and ratings to responses, and the application calculates score ranges based on those entries. The application assigns each rating to a score range, and gives the administrator the opportunity to apply feedback text to the rating-score range combination.

When you use an assessment template, the template adds the weighted scores from all responses to determine the total assessment score. That score falls somewhere within the calculated score ranges. These ranges then determine which rating the template assigns to the assessment and what feedback text to display. The maximum total assessment score is 100.

Related Topics

- [How Assessment Template Score Range is Calculated](#)

Considerations for Setting Up Assessment Templates

You can implement assessment templates to let salespeople analyze the health of a business object, such as a lead or an opportunity, and suggest appropriate next steps based on its diagnosis. To best plan and create assessment templates, you should consider the following points:

- Ratings
- Questions, question groups, and question weights
- Responses and scores
- Associated task templates

Ratings

A rating is a textual qualification, such as Excellent. There are three delivered ratings in the assessment template: Excellent, Average, and Poor. Ratings provide a metric other than a numeric score to qualify the outcome of an assessment. Ratings are created at the beginning of the assessment template creation process. They're later applied to possible responses to questions in the template, which associates each rating with a score. Ratings display an appropriate feedback based on the completed assessment score once you submit an assessment. When setting up ratings and applying them to possible responses, remember that ratings and their associated feedback text will eventually display as part of the overall assessed health of a business object.

Questions, Question Groups, and Question Weights

Questions are the main components of an assessment template. They're written to help in systematically determining the health of a business object, and are grouped into logical collections called Question Groups. Each question in the template is assigned a question weight. Question weight is expressed as a percentage, which is the relative importance

of the question within the template. When you use an assessment template to perform an assessment, a question's weight is multiplied by the normalized response score given for the question to produce a weighted score for that question.

When setting up questions, question groups, and question weights, you must carefully analyze which factors determine the health of a particular business object (like a lead or an opportunity) in your organization. Use those factors to create your question groups; and then write three to five questions per group that are weighted according to your analysis. There's no limit to the number of questions that can be in a question group, but each question group must have at least one question.

Responses and Scores

Responses are attached to questions in the template. Each question should have at least two responses, unless it's a free-form only question. More than one response can be tied to the same rating. However, between all of its responses, each question should accommodate at least two ratings, unless it's a free-form only question. For example, if your ratings are Excellent, Average, or Poor, for each question you can include two responses that correspond to at least one of those ratings, such as average. There must be enough responses to cover at least two of the ratings, such as Excellent and Average. You assign a score to each response for a question, and the application normalizes the score based on a standard scoring scale.

When an assessment template is used to perform an assessment, a question's weight is multiplied by the normalized score of the response given for the question to produce a weighted score for that response. When adding responses to questions, ensure that the scores and ratings you assign to each response correlate. In other words, the higher the score you assign to the response, the higher the rating should be so that you have a strong quantitative relationship between the two. Also note that you can allow free-form responses for one or more questions in the template, but free-form responses are never scored.

Associated Task Templates

A task template is an instruction to generate a group of related activities. You can associate task templates with an assessment template to recommend tasks that should be performed after an assessment has been done for a business object. When you associate task templates with an assessment template, you can indicate a score range for each task template. Based on the total score of any assessment that uses your template, one or more task templates will be recommended as follow-up activities. For a task template to be available to associate with an assessment template, it must be assigned to the same business object type as that assigned to the assessment template, and it must have a subtype of Assessment. Ensure that you have set up task templates correctly before associating them to assessment templates.

Related Topics

- [How Assessment Template Score Range is Calculated](#)
- [Assessment Template Components](#)
- [Assessment Template Status Codes](#)
- [How to Create Assessment Templates](#)

What happens if I include a free-form response for a question?

A score of 0 is assigned for free-form responses.

A free-form response option has no effect on the overall assessment score. The free-form response offers the opportunity to enter a textual response to a question that doesn't conform to any of the prepopulated responses provided by the assessment template.

What's a question group?

A question group is a logical grouping of questions within an assessment template, and is strictly used as a category header for those questions. By naming the question group carefully, you can provide the template user an idea of the type of questions to

Assessment Template Status Codes

This topic explains the status codes for an assessment template. Throughout the life of an assessment template, you can assign different status codes.

These status codes control the actions you're allowed to make against an assessment template.

- In Progress
- Active
- Retired

In Progress

This is the initial status of an assessment template. In this status, you can edit any part of the template. This is the only status in which you can delete a template. If the template isn't deleted, it moves to the Active status.

Active

This is the status assigned when the assessment template is deployed for general usage. In this status, you can make only minor textual edits to it, including, but not limited to, template description, question text correction, question sequencing change, response description, and score range feedback. From this status, you can move the template to Retired, but you can't delete it.

Retired

When an assessment template is in this status, it's no longer available for general usage. You can't edit any part of it, and you can't move it to any other status. However, it can still be copied. Active templates that are deleted revert to this retired status.

How Assessment Template Score Range is Calculated

You calculate the score range for an assessment template using the question weights and the ratings and scores assigned to the possible responses for all the questions in the template.

This topic explains how the score range is calculated and the components that are used in the calculation, so that you can make the best decision regarding the feedback text to apply to each score range. In addition to the automatic score range calculation, you can manually adjust the score range by using the administration functionality.

Settings That Affect Score Range

In order for the application to calculate the assessment template score range, you must:

- Apply weights to all template questions.
- Configure ratings and apply them to possible responses for all template questions.
- Apply a score to each of the possible responses for all template questions.

How Score Range Is Calculated

The score ranges for each rating in an assessment template are determined using the lowest and the highest weighted response scores for each question. So for each rating score range, the lower end of the range starts where the previous rating range ended, and the higher end of the range is the sum of the *highest* weighted scores that can be attained for that rating.

The following table displays a simple example of the components used in the score range calculation.

Question (Weight)	Response (Normalized Score)	Weighted Score	Rating
What is the customer win? (20%)	Lower Operating Cost (100)	20	Excellent
What is the customer win? (20%)	Higher Revenues (80)	16	Average
What is the customer win? (20%)	Other (53)	11	Average
What is the customer win? (20%)	Don't Know (27)	5	Poor
What is our win? (80%)	Reference (60)	48	Average
What is our win? (80%)	Resale (50)	40	Poor
What is our win? (80%)	Partnership (100)	80	Excellent

The following table displays the score range calculation based on the components from the previous table.

Rating	Score Range
Excellent	65 - 100
Average	46 - 64
Poor	0 - 45

Rating	Score Range

If a template administrator doesn't use a particular rating while assigning ratings to possible responses, this could result in improper score range calculations. To counteract this problem, the score range calculation uses a built-in correction algorithm to ensure proper score ranges. The correction algorithm works like this: For a question where a particular rating is skipped, the low score for the skipped rating is calculated to be equal to the high score of the next lower ranked rating. The high score for the skipped rating is calculated to be equal to the low score of the next higher ranked rating.

Using the ratings displayed in the tables in this topic, if the rating Average isn't used for a question's possible responses, the score range calculation assigns a low score to Average for that question that's equal to the high score of Poor for that question. It also assigns a high score to Average for that question that's equal to the low score of Excellent for that question. This ensures that the overall template score range for Average is calculated to fall between the score ranges for Poor and Excellent.

Opportunity Assessments

Guidelines for Setting Up Opportunity Assessments

When setting up and maintaining opportunity assessment templates, consider the implementation points described in this topic.

You can find a procedure describing how to set up assessment templates in the [How to Create Assessment Templates](#) topic.

Setup Task for Opportunity Assessments

In the Setup and Maintenance work area, the setup task for implementing opportunity assessments is [Manage Opportunity Assessment Templates](#).

Assessments Added to Sales Stages

Assessments are available to sales users only after you create an assessment template and then add the assessment template to a sales stage within an opportunity sales method.

Mandatory and Recommended Assessments

When adding an assessment to a sales stage, you can mark the assessment as mandatory to be completed for the sales stage. In this case, the user must complete the assessment before moving the opportunity to the next sales stage. If you mark a template as recommended for a sales stage, the user isn't required to complete the assessment before moving to the next sales stage.

Opportunity Access Levels for Assessments

The actions that you can perform with opportunity assessments depend on your access levels on an opportunity. This table shows the access levels and actions.

Access Level	Allowable Actions
View Only	• View assessments in read-only mode • Can't add assessments
Edit or Full	• Add assessments • Edit assessments • Delete assessments (if enabled)

Allowing Users to Delete Assessments

You may want to enable the **Delete Assessment** button in the Assessments page so that sales representatives can remove an assessment and start over or remove an assessment that's no longer required.

You use Page Composer to add the **Delete Assessment** button. See the Configuring Applications Using Application Composer guide for procedures.

Enable Multiple Assessments Per Template

To enable sales representatives to perform multiple assessments per assessment template, you must set the profile option, Enable Multiple Assessments Per Assessment Template, to Yes.

Related Topics

- [How to Create Assessment Templates](#)
- [Enable Multiple Opportunity Assessments Per Template](#)

Enable Multiple Opportunity Assessments Per Template

Often sales representatives want to re-assess opportunity information and perform several assessments for opportunities using the same assessment template. To enable sales representatives to perform multiple assessments per assessment template, you must set the profile option, Enable Multiple Assessments Per Assessment Template.

Set the Profile Option

Multiple assessments per assessment template isn't enabled by default. To enable the functionality, set the profile option Enable Multiple Assessments Per Assessment Template (MOW_MULTIPLE_ASSESSMENTS_ENABLED) to Yes at the site level. Follow these steps.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. In the search region of the Manage Administrator Profile Values page, enter the profile option display name **Enable Multiple Assessments Per Assessment Template** in the **Profile Display Name** field.
3. In the search results list, click the profile option name.

4. In the Profile Values section, select **Yes** from the **Profile Value** list.
5. Click **Save and Close**.

Related Topics

- [Perform Multiple Opportunity Assessments Using the Same Template](#)
- [How do I update existing setup data?](#)

Add Submit and Delete Assessment Buttons Using Page Composer

Salespeople can submit and delete assessments associated with their opportunities through the Edit Opportunity: Assessment subtab. They must have Full or Edit access on the opportunity to submit or delete an assessment.

You must enable the Submit and Delete Assessment buttons in the Assessments page so that sales representatives can submit an assessment or remove an assessment that's no longer required. You use Page Composer to add the Submit and Delete Assessment buttons.

Here's how to add the **Submit** and **Delete Assessment** buttons to the Assessment page for opportunities using Page Composer.

1. Sign in to the application as a user with the Sales Administrator job role. Or, sign in as a setup user.
2. To open Page composer, create and enter a sandbox with Page Composer as one of the tools and select Page Composer from the Tools menu.
3. Activate a sandbox. The active sandbox name appears at the top of the page.
4. Click the user image or name in the global header, and on the Settings and Actions menu, select Edit Pages.
5. With Page Composer in Direct Selection mode, in the Edit Assessment region of the edit opportunity page, hover over the **Save** button.

A colored box appears around the field and its label.

6. Click inside the box around the **Save** button.
7. A dialog box opens with two options:

- Edit Component
- Edit Parent Component.

8. Select the **Edit Parent Component** option.
9. In the Component Properties dialog box, click the **Children** tab.
10. Select the check box next to both the **Submit** and **Delete Assessment** items.
11. Click **Apply**.
12. Click **OK** and close Page Composer.

For more information about using Page Composer, see the Configuring and Extending Applications guide.

Lead Assessments

Lead Assessments

This topic outlines how lead assessment templates enable a uniform assessment implementation across leads for your organization. Assessment templates provide guidance to sales resources to move the leads further along the sales cycle. Using the lead assessment feature, you can:

- Define Lead Assessments Templates
- Associate Task Templates to Assessment Templates
- Assess Leads

Define Lead Assessments Templates

You can define assessment templates to include assessment questions that represent industry best practices, sales methodologies, or a combination of both. As you enter the different responses to the questions, an assessment progress bar provides immediate rating and feedback based on the assessment definition. You can also use assessment templates to standardize lead follow-up procedures. Lead assessment templates enable consistent and predictable assessment for all leads for your business unit.

Associate Task Templates to Assessment Templates

An additional component to the assessment is the ability to recommend additional tasks based on the assessment results. If task templates are associated with the assessment, a list of recommended task templates is presented to you based on the assessment's overall score. If applied, the tasks are added to the lead to support collaborative lead follow-up activities.

Assess Leads

Lead assessment is typically done as part of a lead follow-up activity where the lead continues to be progressed after the lead is qualified. The Lead Assessment Enabled profile option must be set by your administrator to display the Assessments tab in the Edit Lead user interface. If enabled, you can view the sets of predefined questions and answers collected to assist in evaluating the lead and perform these actions from the lead's Assessment tab:

- Perform New Assessments
- Edit Assessments
- Remove Incomplete Assessments
- Reassess
- View Historical Performance

Related Topics

- [How to Create Assessment Templates](#)
- [What's the difference between lead qualification and lead assessment?](#)

Enable Multiple Assessments Per Lead Qualification Template

Often sales representatives want to requalify sales lead information and perform several qualifications for leads using the same qualification template. To enable sales representatives to perform multiple assessments per qualification template, you set the profile option Enable Multiple Assessments Per Qualification Template to Yes.

Set the Profile Option

Multiple assessments per qualification template isn't enabled by default. To enable the functionality, set the profile `Enable Multiple Assessments Per Qualification Template (MOW_MULTIPLE_QUALIFICATIONS_ENABLED)` to Yes at site level. Follow these steps.

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. In the search region of the Manage Administrator Profile Values page, enter the profile option display name **Enable Multiple Assessments Per Qualification Template** in the **Profile Display Name** field.
3. In the search results list, click the profile option name.
4. In the Profile Values section, select **Yes** from the **Profile Value** list.
5. Click **Save and Close**.

Related Topics

- [Perform Multiple Lead Qualifications Using the Same Template](#)
- [How do I update existing setup data?](#)

Lead Score and Lead Rank Rule Setup

Sales representatives need to score and rank leads so that the lead score determines the rank assigned to the lead. You set up ranking rules based on the score.

Assessments and qualification templates let salespeople evaluate the health of a sales lead. Lead qualifications appear under a separate tab labeled Qualification in the Edit Lead page. For more information, see the related topic, [Example of Defining a Sales Lead Qualification Template](#). Lead assessment is typically done as part of a lead follow-up activity where the lead continues to be progressed after the lead is qualified. You must set the Lead Assessment Enabled profile option to display the Assessments tab in the Edit Lead user interface.

Define Scoring and Ranking Rules

Define the scoring and ranking rules that you want sales representatives to use in the lead management application. For example, you can navigate to the Manage Assessment Templates page from the Manage Sales Lead Qualification Template implementation task to define the score ranges and corresponding rank and color values as shown in the table:

Score	Rank Name	Color
1-30	Cold	Blue
31-60	Warm	Yellow
61-100	Hot	Red

This example shows that when the sales representative enters a score value of 50 when creating or editing a lead, the rank automatically populates with the value of Warm, and the corresponding yellow color is displayed in the UI. The same color for the score is used when the lead is viewed in a list.

Setting Up the Scoring and Ranking Rules

This table lists the default values for score and rank that's provided for you.

Minimum Score	Maximum Score	Rank Name	Color
1	30	Cold	Green
31	60	Warm	Yellow
61	100	Hot	Red

The minimum score and maximum score are numeric text fields and they're required fields. The rank name is determined from the list of values that can be modified from the Rank lookup type MKL_LEAD_RANK_SETID. You can choose a color from your standard UI color widget.

Related Topics

- [Example of Defining a Sales Lead Qualification Template](#)
- [Lead Assessments](#)
- [How to Create Assessment Templates](#)
- [How Assessment Template Score Range is Calculated](#)

22 Quotas

Overview of Sales Quotas

You set annual quotas for your sales organization from the top down.

Effective top-down planning with bottom-up assessments ensures that quotas relate to corporate goals. After the sales plan is deployed for the year, sales executives can then monitor and track sales performance by comparing forecasts with sales and with quotas.

Features

Here are some key features:

- Assign territory quotas to territories and resource quotas to people.
- Create sales goals such as number of sales calls.
- Review quotas assigned to you by your senior manager and allocate quotas to your salespeople.
- Compare quota to revenue, pipeline, forecast, and other metrics using business intelligence.
- Use formulas to calculate territory quotas using measurements of historical data and future potential.
- Add adjustments to your quota to cushion against attainment risk.
- Track current quota achievement compared with quota targets.
- Manage seasonal variations in sales by distributing the revenue quota among several calendar periods using seasonality guidance.
- Send notification to Incentive Compensation with new and changed individual quota assignments for all sales goals.
- Use a round trip export, update, import of quotas to add bulk quotas from spreadsheets.

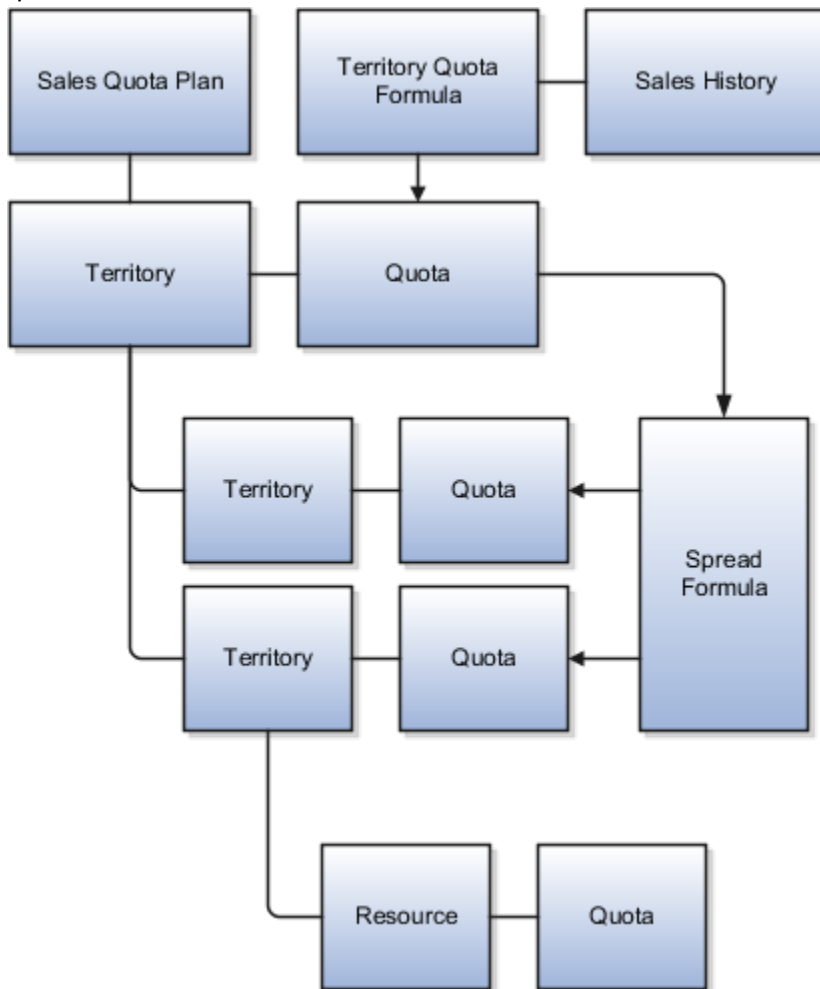
Quota Components

Sales Quota Plan Components

Quotas are a reflection of sales targets you set for individuals in your sales organization. You distribute quotas to child territories through the sales territory hierarchy until all territories and their owners have quotas.

This chart shows a sales quota plan with several territories, each assigned a quota. Territory quota formulas compute projected quotas based on historical sales information and metrics such as forecasts and market potential. The projected quotas appear as default territory quota amounts. A spread formula allocates

quota based on the contribution of each of the territories. Individual resources also receive quotas.



Territories

You can create more than one sales quota plan, each for one year. Active territories become part of the new quota plan, and you can add territory proposals to allow the setting of quotas for proposed territories. The plans are inactive until you activate one for the year. You can designate only one plan to be used for tracking quotas for the year.

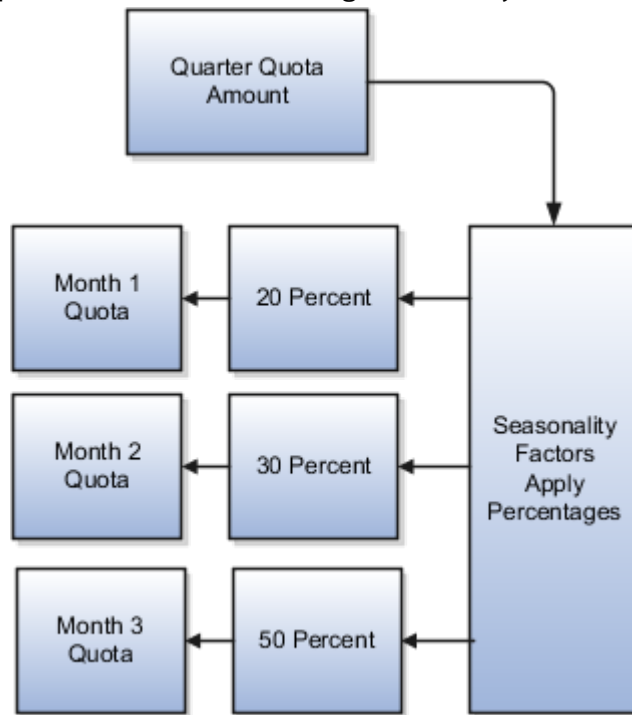
When sales administrators or sales managers create new proposed territories, such as for a territory realignment, they can enable the setting of quotas for the proposed territories by selecting Eligible for Quota. If you then associate the proposals to your quota plan, you see the proposed territories within the current active territory hierarchy, and salespeople will be able to assign quotas to the proposed territories.

Territories and the resources assigned to them change frequently. You should schedule the Synchronize Quotas process to run daily so that current and future quota plans that are active will use the latest territory hierarchy.

Plan Options

Setting the available options for the quota plan isn't required. You can select an adjustment threshold, a territory quota formula, and a seasonality factor group to apply to all or to individual territories. Territory options override sales quota plan options. For example, the territory quota formulas and seasonality factor groups selected for individual territories override those set at the quota plan level. You can also set a threshold percentage for adjustment amounts that managers often add to quotas.

This chart illustrates splitting the quarterly quota over each month through seasonality factors that raise or lower quota



amounts according to seasonal fluctuations.

Related Topics

- [Territory Quota Formulas](#)
- [What's seasonality?](#)
- [What's a spread formula?](#)
- [Create a Sales Quota Plan](#)

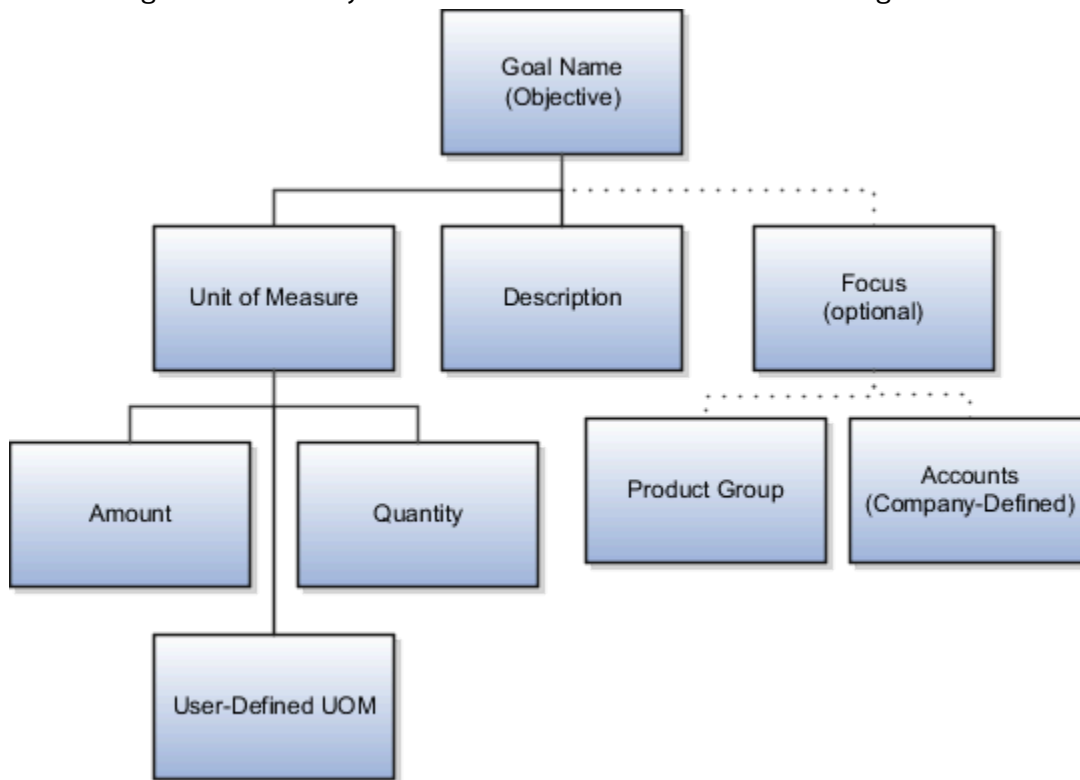
Sales Goals

A sales goal determines how quota is measured and defines what you want to measure. You set sales goal quotas for a resource, not for a territory. You use Sales Revenue Goals to set salesperson targets for revenue achievement in their respective territories.

Allocating a quota for a sales revenue goal is required, and optionally quotas can be allocated for additional sales goals. Create your own sales goals, such as number of units sold.

This chart shows the components of a sales goal. A sales goal supports a particular objective. You can use any unit of measure for your sales goal and specify what to measure, for example, number of units sold. The provided units of measure choices are amount and quantity, but you can also define your own unit of measure.

Each sales goal contains only one measure. You can also focus the sales goal on one or more product groups.



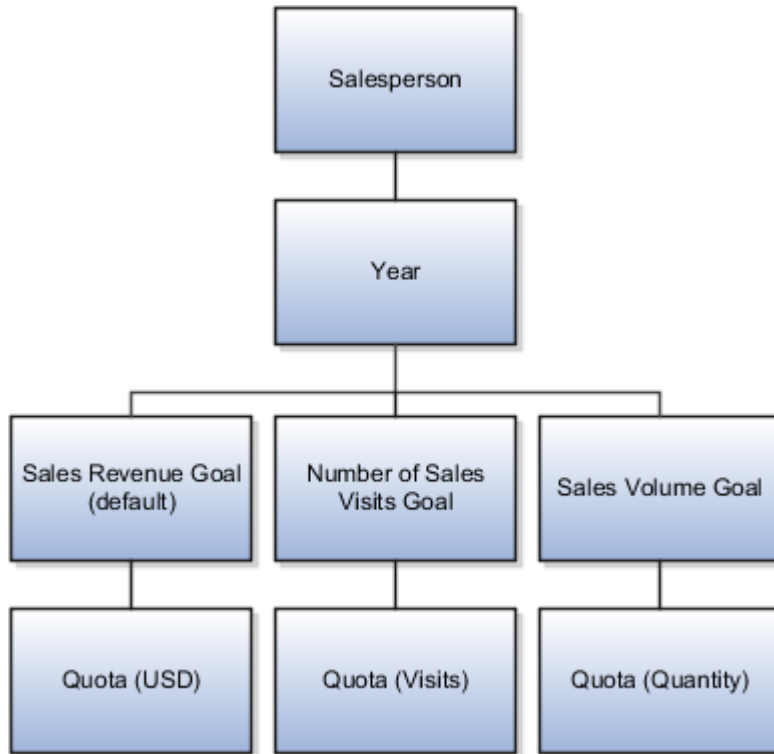
The unit of measure can't be changed after you create the sales goal. The provided Sales Revenue Goal has a unique value for Goal Number: GOAL_1000. While quotas can be allocated to sales goals which have associated product groups, there are no rollup reports available to compare these quotas against actual sales.

Note: Do not make changes to the sales goal object using Application Composer.

Multiple Quotas for One Resource

You can assign multiple quotas to one or more sales goals for a resource.

This chart shows multiple quotas assigned to a salesperson within the current active quota plan year. The salesperson owns a territory and therefore has a Revenue Goal quota plus the two quotas manually assigned by the salesperson's



manager.

A resource can have only one quota per sales goal for the year. You can assign new quotas only for active sales goals. Inactivating a sales goal doesn't affect existing quotas for that sales goal. When you submit notifications to compensation, quotas for all sales goals for the resource are included in the notification.

Related Topics

- [How Resource Quotas Work with Incentive Compensation](#)

Territory Quota Formulas

You can use territory quota formulas as default territory quota amounts in the sales quota plan. They calculate territory quota based on historical sales information and metrics such as forecasts and market potential.

You can change parameters for formulas and set each formula to active or inactive. The formulas execute a Multidimensional Expressions query on the territories Oracle Essbase cube.

Predefined Formulas

Here are a few of the predefined territory quota formulas with examples:

- *Scale a measure from a past period by a percentage*

Total the amounts for a selected measure for the past selected year. Calculate the stated percentage of the total and add it to the total.

For example, 110 percent of closed bookings for the prior fiscal year.

- *Percentage change in a measure value over 2 consecutive periods*

Subtract the total amounts for a selected measure for one year from the total amounts for the subsequent year. Divide the difference by the total of the first year to determine the percentage of change. Calculate the percentage of the total value of the second year and add the result to the year's total.

For example, closed bookings for 2019 minus closed bookings for 2018 divided by 2018 total gives the rate of change as 8 percent. Calculated quotas are 108 percent of the 2019 closed bookings.

- *Percentage change in a measure value over 2 named time periods (current and past)*

Subtract the total amounts for a selected measure for a selected year from the total amounts for the current year. Divide the difference by the total of the earlier year to determine the percentage of change. Calculate the percentage of the total value of the current year and add the result to the year's total.

For example, closed bookings for 2018 minus closed bookings for 2011 divided by 2011 total gives the rate of change as 7 percent. Calculated quotas are 107 percent of the 2018 closed bookings.

How To Create Formulas

Use the Essbase MDX Script Editor to create your own territory quota formulas. When you define a formula that includes a metric, use a parameter for the metric name, rather than defining the metric name as part of the formula expression.

For more information about MDX functions and queries, see Oracle Cloud Technical Reference for Oracle Analytics Cloud - Essbase.

Quota Administration

Create a Sales Quota Plan

In this example you're the sales administrator and it's a month before the start of the fiscal year. You start the sales quota planning process by creating a new sales quota plan for the coming year.

Create a Spread Formula

This spread formula calculates the ratio of closed bookings among the child territories, and applies the ratios to the quota amount a sales manager wants to spread among the child territories.

1. In the Setup and Maintenance work area, go to the **Manage Sales Quota Spread Formulas** task:
 - o Offering: Sales
 - o Functional Area: Quotas
2. Click **Add Row** to add a new spread formula.
3. Enter these values:

Field	Value
Name	Closed Revenue
Description	Spreads the source based on the ratio of closed revenue for the selected year.
Metric	Closed Revenue

4. Click **Save and Close**.

Create a Seasonality Group

Create a new group for summer products for the new year.

1. In the Setup and Maintenance work area, go to the **Manage Sales Quota Seasonality Groups** task.
2. Click **Create**.
3. Enter these values:

Field	Value
Name	Summer
Year	2021

4. Click **OK**.
5. In the **Seasonality Factors** region, enter these factor percentages for time periods:

Time Period	Factor Percentage
Quarter 1	15
Quarter 2	40

Time Period	Factor Percentage
April	5
May	15
June	20
Quarter 3	35
Quarter 4	10

6. Click **Save and Close**.

Create a Quota Plan

1. In the Setup and Maintenance work area, go to the **Manage Sales Quota Plans** task.
2. Click **Create**.
3. Enter the sales quota plan information:

Field	Value
Name	Fiscal Year 2021 Sales Plan
Description	Corporate Sales Quota Plan for Fiscal Year 2021
Year	2015
Calculate Default Territory Quota	Select. If selected, the application calculates the quotas for each of the territories using the default territory quota formula.
Track	Deselect. Only one plan can track quotas for the year.
Copy Quotas From	If quotas have largely remained unchanged from the previous year, then use the Copy Quota Plan option to move quotas from the previous year to the current year.

Creating a quota plan automatically takes a snapshot of active territories.

4. Click **Save and Close**.

5. In the **Details** region, on the **Options** tab, enter these options:

Field	Value
Adjustment Threshold	10
Territory Quota Formulas	Scale a measure from a past period by x percent. Use 5% and select the prior year, 2020. Territory quota formulas require territory metrics that are enabled and have values.
Seasonality Factor Group	Summer

6. In the **Sales Quota Territory Options** table on the **Options** tab, expand the Global territory and enter the options as shown in the table for the Global Consumer Sales territory.

Column	Value
Allow Quota Edit	Select
Adjustment Threshold (%)	8
Territory Quota Formulas	x percent growth of a measure over a 3 year simple moving average a. 3 percent b. Prior year 2020 c. Closed Detail Revenue by Close Date measure

7. Select **Track** for the quota plan.
8. Click the **Activate** button and set the activation to right now to test. Upon activation, sales managers can go into the system to begin allocating quotas to their teams.
9. Click **Save and Close**.

Related Topics

- [Territory Quota Formulas](#)
- [What's a spread formula?](#)
- [What happens if I select Calculate Default Territory Quota?](#)
- [Territory Coverage](#)

Copy Territory Quota to Resource Quota Options

When you copy territory quota to resource quota, period quotas for the territory also get copied to resource period quotas, if enabled. You can also enable copying both territory and period quotas to resource quotas automatically during publishing.

You can set these profile options using the Manage Administrator Profile Options task in the Setup and Maintenance work area. This task is part of the Sales offering in the Sales Foundation functional area.

Enable Territory Quota Period Copy

When set to yes, you can copy territory quota period amounts to owner resource quota periods. The copy overwrites any existing resource period quotas. The annual resource quota amount must be zero, or the period quotas won't be copied to resource quota periods. Period copy applies to these actions:

- Copy Territory Quota in the Edit Sales Quotas page
- Copy Territory Quota in the Manage Sales Quotas page
- Copy Child Territory Quota in the Manage Sales Quotas page
- Publish territory quota, if the Enable Automatic Territory Quota Copy to Owner Quota on Publish profile option is also enabled

Enable Automatic Territory Quota Copy to Owner Quota on Publish

When set to yes, territory quota annual values are copied to owner quotas for the sales revenue goal when you publish territory quotas. You can also set the Enable Territory Quota Period Copy to yes. Then the territory quota period amounts are also automatically copied to owner resource quota periods during the publish process.

Related Topics

- [How You Allocate, Publish, and Revise Quotas](#)

Schedule Quota Processes

Sales managers or administrators frequently make changes to active territories directly, using territory proposals, or through web services. Schedule synchronization to run frequently to provide the latest structure for allocating quotas.

1. Click **Navigator > Tools > Scheduled Processes**.
2. Click **Schedule New Process**.
3. For the Type field, select **Job**.
4. In the name field list, click **Search**.
5. Search for **Synchronize Quotas**.
6. Select Synchronize Quotas and click **OK**.
7. In the Parameters region of the Process Details page, select the sales quota plan.
8. Click **Advanced**.
9. In the Schedule tab, select **Using a schedule**.
10. Select the **Daily** frequency.
11. Change the start date to when you want to start running the process, and select the time of day when you want it to run.
12. Change the end date to a future date.
13. Use the Notification tab to add notifications to specific people when the process completes.
14. Click **Submit**.

Quota Validation

You can turn off the quota validation that occurs when sales managers publish quotas. The validation prevents assigning quotas prior to resource start dates (the same as employee hire dates) or territory quota start dates.

If an employee joins the company or a new territory is created midyear, then managers can't assign quotas for all of the year periods with validation turned on. To turn off validation, set the following profile option to no: Allow quota start date validation during publish.

Add Reports to Sales Quota Pages

You can change Quota UIs so your salespeople have the most useful reports and graphs. Create reports using Answers or Business Intelligence. Add them to the Quota Analytics tab. Salespeople select the report from the list of reports on the tab.

To add a report to your page:

1. Create your Answers or Business Intelligence Publisher reports for quotas.
2. In the Setup and Maintenance work area, use the following:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Standard Lookups
3. Go to the lookup type `ORA_MOT_QM)MSQ_REPORT` for the Manage Sales Quotas page, or `ORA_MOT_QM)ESQ_REPORT` for the Edit Sales Quotas page.
4. Add a new lookup code for each new report to be added on the page. For example, to add a second report to the Manage Sales Quota page, add the lookup code `MOT_QM_MSQ_REPORT2`. To add a report to the Edit Sales Quota page the lookup code would be `MOT_QM_ESQ_REPORT3`. For each additional report to embed in the page, increment the number used in the lookup code.
5. In the **Meaning** field, enter the report name, for example Quotas by Salesperson Report. The name doesn't need to match with the report name in the Business Intelligence catalog.
6. In the **Description** field, enter the report absolute path, for example `/shared/Sales/Analytic Library/Embedded Content/Sales Quota Management/MyBIPReport.xdo`.
 - For Answers reports, find the absolute path in the properties of the report.
 - For BI Publisher reports, click the **Copy Resource** button to find the absolute path to the report.
7. Set the display sequence. This determines the order of the reports shown in the Analytics tab. The report lookup code with the lowest display sequence number determines the report that's displayed by default.

FAQs for Quota Administration

Quota Assignment

How You Allocate, Publish, and Revise Quotas

When you complete assigning quotas to your directs, you publish the quotas to the owners and resources of your child territories. Child territory owners can then view their quotas for the territories they own.

Publishing your quotas also sends notifications containing resource quota information to an incentive compensation analyst. The territory owner and your manager receive notifications that the quotas are published.

Allocate Quotas

You can allocate quotas in the Manage Sales Quotas page. Sales administrators can enter and edit territory, owner, and team member quotas for any territory quotas that aren't published. Sales managers can enter and edit child quotas that aren't published. For territory quotas that aren't published, you can also:

- Enter or edit a quota for each period
- Apply seasonality factors

Select a parent territory and click Details to use the Edit Sales Quotas page to enter or edit quotas. You can enter annual quotas, period quotas, and apply seasonality to any quotas not published. Assign resource quotas on the Resource Quota tab in the Details region. Besides the owner's resource quota, you can add and assign quotas to other team members.

Publish Quotas

When you finish allocating your quota, you publish the quotas to make them available to your directs. After publishing, you can't make changes to the quotas.

You can select one or more territories to publish. If you click Publish Child Territories, then the selected territories and their children are published. A sales administrator can publish a hierarchy of territories from the Actions menu. When you publish a territory, you publish the following, and the data becomes available for Business Intelligence:

- Territory quota
- Resource quotas for all sales goals for the selected territory
- Resource quotas assigned to team members
- Quotas assigned to finer time periods

If you didn't apply seasonality to quotas, then the publishing process applies the seasonality factor that was defined in the sales quota plan for the territory. If there are no seasonality factor groups defined, then seasonality factors aren't applied and there is no granular time period quota. Excluded territories can't be published. Publishing fails if the selected territory or any territory resource has no quota.

Tip: Save time entering period quotas. Seasonality gets applied automatically when you publish if you haven't manually entered period quotas.

Copy Territory Quotas to Resource Quotas

By setting two profile options, the administrator enables the automatic copying of quotas during publishing. Publishing does the following:

- Copies the territory owner's annual quota for the sales revenue goal to the owner's resource quota.
- If the owner's annual resource quota is zero, then publishing copies the territory period quotas to resource period quotas. It overwrites any existing resource period quotas.

Revise Quotas

Before you can revise published quotas, you must change the quota status to Pending Revision. The Revise action changes the status for your selected territory and its children. You can then revise territory quotas, and add, revise, or end date resource quotas. When you complete your revisions you can again publish the quotas and send notifications. The territory quotas change to the Published status and resource quotas change to the Submitted status.

When you revise quotas, the revised values aren't available in Business Intelligence until you republish the revised quotas.

Related Topics

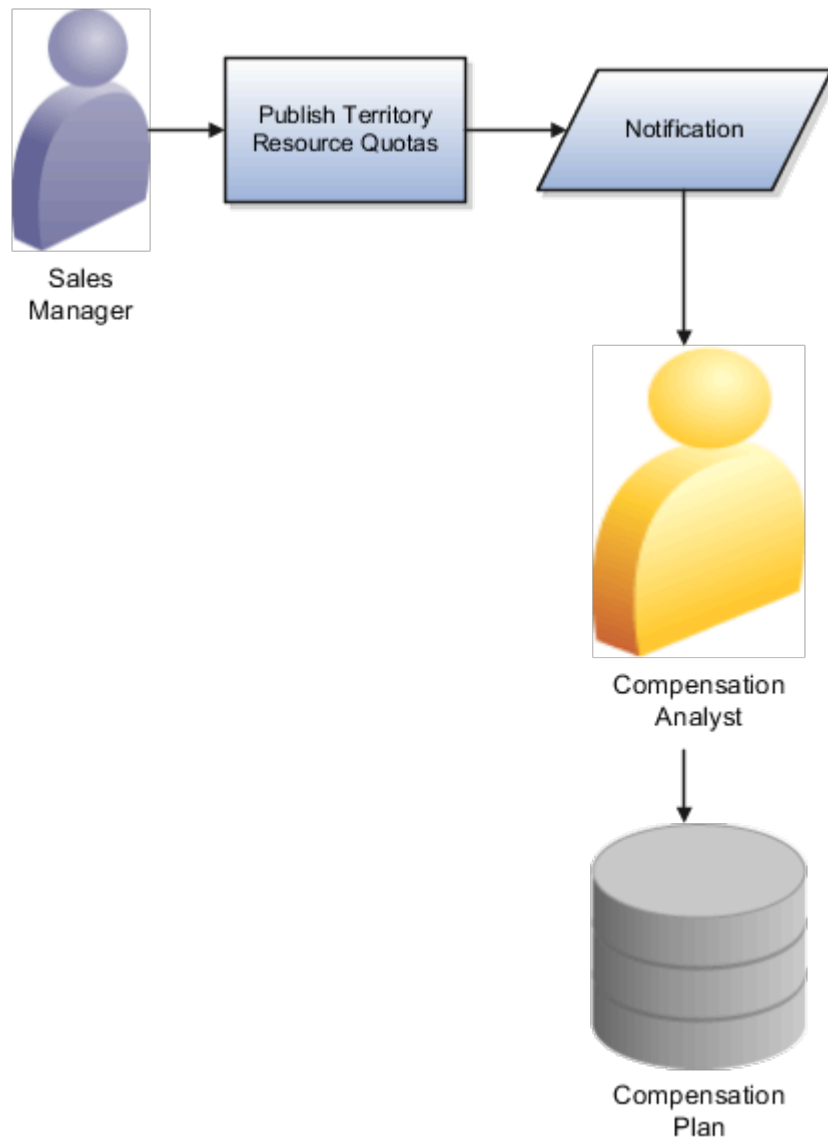
- [Copy Territory Quota to Resource Quota Options](#)

How Resource Quotas Work with Incentive Compensation

Compensation plans control how an employee is paid. Salespeople often get paid according to their performance.

One tool used to measure performance is the establishment of a sales quota for the salesperson and then the comparison of actual sales for a time period with the salesperson's quota for that time period. The quota manager notifies the compensation analyst any time quota is published or changed.

This figure shows the sales manager publishing territory resource quotas. The publication sends a notification to the



incentive compensation analyst.

Quota Changes

At the beginning of the year, sales management update their territory definitions and assign salespeople to territories. Senior managers assign quotas to their territories and child territories. The owners of those territories in turn assign quotas to the owners and resources of their child territories. When a manager publishes quotas, the quotas become available to the owners of the child territories. Also, a notification goes to the compensation analyst with the now published quota information.

During a quota plan period, changes occur in territory definitions, resource assignment to territories, and to quota assignments to resources (salespeople). Managers can choose to submit updated quota information to the compensation analyst in the form of a notification.

Sales Goals

A sales goal determines how quota is measured and defines what you want to measure. The sales goal used for a territory owner's revenue quotas is the Revenue Sales Goal. In order to assign multiple quotas to an individual

salesperson or to assign quotas to salespeople other than territory owners, you must use a sales goal other than the Revenue Sales Goal. These are examples of sales goal definitions:

- Number of customer visits
- Number of service contracts sold

Notifications to compensation include quotas for each quota-carrying resource for all sales goals. For each salesperson, the notification contains all the annual resource quotas for all applicable goals as well as the period quotas.

Compensation Plan Updates

The compensation analyst creates compensation plans for a specific time period. The analyst uses quota notifications to keep the quota information in the plan correct and up to date. The analyst analyzes the provided information, performs any other research needed, and manually updates the quota plan or rejects the notification. The compensation plan quota status is set to complete when the compensation analyst completes updating the compensation plan.

Export Quotas to Incentive Compensation

You can export resource quotas and resource period quotas to send to incentive compensation for importing performance goals.

Use Export Management to export the object Sales Resource Period Quota.

Related Topics

- [Export Data](#)

FAQs for Quotas

Frequently Asked Questions (FAQs) for Quotas

This section contains the most frequently asked questions (FAQs) when setting up and maintaining Quotas. Scroll or search to find answers to common questions.

What's a spread formula?

A spread formula calculates the distribution of an amount among selected child territories. For example, a spread formula takes the variance between the parent territory quota and the sum of the quotas for the child territories, and spreads it to the child territories.

The formula calculates the ratios to use for the child territories through the use of the metric defined for the selected spread formula. The formula examines each territory contribution of the metric value for a period, and compares it with

the total value of the same metric for all the territories combined, to determine the percentage to apply to each territory. When a spread formula has no metric selected, it distributes the amount evenly across the child territories.

What happens when a sales quota plan is activated?

When you activate a sales quota plan the status of the plan is changed to completed when the plan year ends. You can't make changes to a completed quota plan.

When you activate a quota plan a process carries out the activation. Another process runs when the quota plan year end date is reached, or if it has passed at the time of activation. The second process changes the status of the sales quota plan to Completed. You can't edit a completed sales quota plan.

What happens if I select Calculate Default Territory Quota?

Your selection of Calculate Default Territory Quota causes the application to compute the quotas for each of the territories when the sales quota plan is activated. The computations use the formula and parameters you selected to be the default in Manage Territory Quota Formulas.

What's seasonality?

You distribute annual quotas to shorter time periods, factoring in seasonal expectations in sales. This expectation is represented as a percentage factor, which reflects the share of quota for the season, or time period.

For example, your sales are typically higher the last quarter of the year and at their lowest the first quarter of the year for several of your product lines. You create a seasonality group named Retail to automatically distribute your annual quota and factor in the seasons.

- 10 percent for the first quarter
- 25 percent for the second quarter
- 25 percent for the third quarter
- 40 percent for the fourth quarter

When you assign quota to territories that include these product lines, you apply the Retail seasonality group to correctly distribute the annual quota amounts.

What's the difference between territory and resource quota start and end dates?

Territory quota start date and end date define a period when the sales quota target must be achieved.

The territory quota dates must fall within the start and end dates of the quota plan, and usually match the sales quota plan start and end dates. The resource quota start and end dates define a period when the quota must be achieved by the salesperson, and usually match the sales quota plan start and end dates.

Resource dates vary from the sales quota plan start and end dates when:

- A territory is deleted. All resource quotas within the territory have the same end date as the territory end date. The sales quota plan end date isn't yet reached.
- A territory resource is removed from a territory, and the resource is end dated.
- Quota is assigned to a resource who will join the organization in future.

Who is a territory administrator?

Sales managers often choose a salesperson or sales operations resource to assist with the quota setting and territory maintenance for the manager's branch of the territory hierarchy.

Select the Administrator check box for a territory team member in your territory. Now that person can view your territory and modify all territories lower in your territory hierarchy. She can also assign sales quotas for you.

You must add the Territory Management Administration Duty to a security job role assigned to the resource in order for the Administrator selection to take effect. A user with the Sales Administrator security role can modify all territories and set all quotas.

How can I add period quotas prior to the resource start date or territory quota start date?

Your administrator can turn off the date validation that occurs when you publish quotas using the profile option named Allow quota start date validation during publish. The employee hire date is the same as the resource start date.

How can I publish quotas for a territory hierarchy?

As a sales administrator, you can bulk publish quotas by using the Publish action in the Publish or Revise Hierarchy Quotas process.

Select the sales quota plan and the territory number that's at the top of the hierarchy you want to publish. The process publishes every territory within the hierarchy.

How can I set quotas to the Pending Revision status for a territory hierarchy?

After sales managers publish quotas, they can't revise them unless the status is changed to Pending Revision. As a sales administrator, you can schedule the Publish or Revise Hierarchy Quotas process, and choose the Revise action.

Select the sales quota plan and the territory number for the top of the hierarchy you want to revise. The process changes the status for every territory within the hierarchy to Pending Revision.

What's a sales quota publish-by date?

The publish-by date is an indication to the territory owner that sales quotas need to be published by a certain date.

The date when the owner publishes the quota is the published date.

What's a variance?

The variance is the difference between the adjusted quota amount for the parent territory and the rolled up total amount from the child territory quotas. The variance can be spread, meaning it gets added to the child territories.

What's an adjustment?

An adjustment is the amount that territory owners, or sales managers who have child territories, add to the territory quota assigned to the territory they own. The territory owner can then allocate the adjusted territory quota to child territories.

23 Intelligent Advisor

Overview of Oracle Intelligent Advisor

Oracle Intelligent Advisor helps service agents deliver enriched, personalized, and precise customer service.

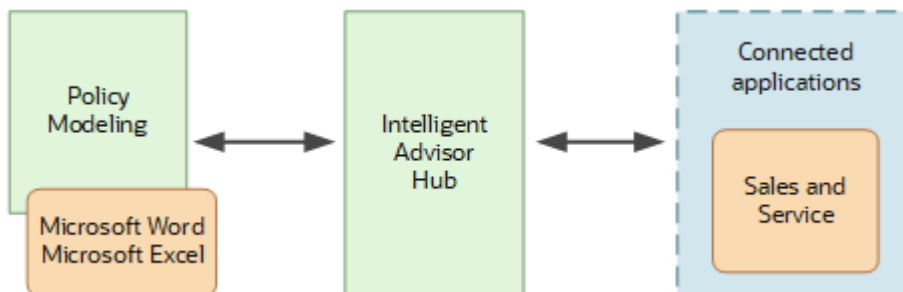
Intelligent Advisor can be connected to Oracle Sales and Oracle Fusion Service for use by agents. Intelligent Advisor interviews can be used for:

- Service requests across a range of industries
- Knowledge streaming by helping agents and contacts identify the most appropriate knowledge article or advice for their needs
- Any multi-page information gathering in Oracle Visual Builder
- Personalized self-service advice with Sales and Service

Using Intelligent Advisor within the Fusion Sales and interface:

- Agents must be logged in to use Intelligent Advisor interviews
- Specific Sales and Service objects can be created and updated

There's desktop modeling software for building interviews called Oracle Policy Modeling. The Intelligent Advisor Hub connects Policy Modeling to Sales and Service.



The steps to integrate Sales and Service with Intelligent Advisor are:

1. Create an Intelligent Advisor Hub.
2. Create a Sales and Service connection in Intelligent Advisor Hub.
3. Download and install Policy Modeling.
4. Create a project in Policy Modeling.
5. Connect the Policy Modeling project to Intelligent Advisor Hub.
6. Map data to and from Sales or Service in Policy Modeling.
7. Deploy and activate the Intelligent Advisor interview.
8. Embed the interview in a Sales and Service agent interface.

Setup Tasks

Create an Intelligent Advisor Hub

The first step to integrate Sales and Service with Intelligent Advisor is for an install administrator to create an Intelligent Advisor Hub.

The install administrator will provide the Intelligent Advisor Hub URL. The URL for Intelligent Advisor Hub is in this general format: `https://[server and port]/[deploy-name]/opa-hub/`.

Related Topics

- [Create and manage sites](#)

Create a Connection in Intelligent Advisor

The next step is to create the Sales and Service web service connection in the Intelligent Advisor Hub that your team can use for new or existing interviews. This connection enables the two applications to work together and share information.

The installation administrator should have set up access for the Sales Administrator or for a similar role that administers Intelligent Advisor for your organization. Once you sign in, you create a connection to your Sales and Service web services, to get access to data for creating or editing interviews.

Related Topics

- [Create a connection to Sales and Service](#)

Download and Install Policy Modeling

Once the connection to the web service is established, the next step is to download and install Policy Modeling.

Policy Modeling is the desktop tool modelers use to create and edit interviews, and to map data from Sales and Service to Intelligent Advisor.

Policy Modeling can be downloaded from Intelligent Advisor Hub.

Related Topics

- [Install Policy Modeling](#)

Create a Project in Policy Modeling

After installing Policy Modeling, you need to create a project.

A Policy Modeling project is where modelers write rules and design interviews. Alternatively, to test out an integration, you could use one of the sample projects that comes installed with Policy Modeling.

Related Topics

- [Walk-Through of Policy Modeling](#)
- [Policy Modeling projects](#)
- [Example policy models](#)
- [Design interviews](#)

Connect the Policy Modeling Project to Intelligent Advisor Hub

The next step is to connect the Policy Modeling project to Intelligent Advisor Hub, which provides access to the Sales and Service data model.

In other words, Intelligent Advisor receives data model information from the Intelligent Advisor Hub which in turn receives the data model information from Sales and Service. This enables Intelligent Advisor to load and save data to Sales and Service.

To connect your Policy Modeling project to Sales and Service via Intelligent Advisor Hub:

1. In Intelligent Advisor, connect the project to Intelligent Advisor Hub.
2. Choose the Sales and Service connection you created previously.

Related Topics

- [Specify the Intelligent Advisor Hub for a project](#)
- [Choose a connector framework web service connection for a project](#)

Map Data to and from Sales and Service to Policy Modeling

Modelers can then map the data in the policy model Intelligent Advisor project to the appropriate tables, objects, and fields in Sales and Service.

Data mapping lets you load data into an Intelligent Advisor interview from Sales and Service, and to save outcomes, including creating new records, from the interview back to Sales and Service.

The input mappings are used to load values, and the output mappings are used for updating and saving values.

Related Topics

- [Oracle Sales and Fusion Service data mapping](#)

Deploy and Activate the Intelligence Advisor Interview

After you have created your Intelligent Advisor interview, you need to deploy and activate the project for use by Sales and Service.

Take note of the URL of your deployed interview, as you need this to link to the interview from Sales and Service.

Related Topics

- [Deploy a Policy Modeling project](#)
- [Activate a project](#)

Embed the Interview in a Sales and Service Agent Interface

The final step to get your interview up and running is to add the interview to the agent interface.

Once the project has been deployed and the interview activated, you need to link to the Intelligent Advisor interview from within Sales and Service (from a subtab, button, action menu item, or knowledge article).

Related Topics

- [Add an interview to Fusion Service](#)

Enable the Saving of Checkpoints and Transcripts

A new Interview object has been added to Sales and Service that automatically saves checkpoint and transcript data.

Transcripts help you maintain historical record of completed sales interviews. Interview transcripts capture a complete, auditable record of all questions, answers and screen text displayed in an interview. They are a useful way to provide a summary of the interview as it occurred, keep a documented record for legal audit requirements, or provide a file that can be scraped for analytics at a later point.

Transcript data is automatically saved in the new Interview object in the InterviewData field.

Checkpoints are points in an interview where it can be saved, resumed and reviewed from. A checkpoint works by saving the progress of the interview, enabling interview users to easily resume an interview that they or someone else left partially completed. Checkpoints also allow completed interviews to be reviewed at any time.

The Intelligent Advisor Interview Object for Checkpoint Enabled (ORA_ZUP_IA_CONNECTOR_ENABLE_CHECKPOINT_INTERVIEW_OBJECT) profile option controls how the checkpoint data gets stored.

- If this profile option is enabled, the checkpoint data is stored in the predefined interview object.
- If this profile option is disabled, the checkpoint data is stored in the OPACheckpoints_c custom object. For more information, see [Configure checkpoints for Oracle Sales and Fusion Service](#).

By default, this profile option is disabled.

To view or update the profile value of this profile option:

1. Sign in to Sales or Service as an administrator and navigate to Setup and Maintenance.
2. Click **Navigator > My Enterprise > Setup and Maintenance** work area.
3. Click the Tasks menu and click **Search**. Search for Manage Administrator Profile Values task and open it.
4. Search for the Profile Option, using either:
 - Profile Display Name as Intelligent Advisor Interview Object for Checkpoint Enabled
 - Profile Option Code as ORA_ZUP_IA_CONNECTOR_ENABLE_CHECKPOINT_INTERVIEW_OBJECT.
5. In the **Profile Values** section in search result, set the profile value to Yes.
6. Click **Save and Close**.

24 Slack

Benefits of Integrating CX Sales with Slack

Slack is a team communication tool that facilitates synchronous communication across different devices.

You can set up the integration of your sales application with Slack, and this helps your company in the following ways:

- A salesperson can view his top five opportunities on Slack by using any device, without having to sign in to your sales application. Only the opportunities that have a close date in the current quarter are considered. He can also take the following actions for each listed opportunity from Slack: log a call, create a task, or schedule a meeting.
- A salesperson can also view the first five leads owned by him in the last three months on Slack. He can also view his first five accounts.
- Notifications can be triggered to Slack users and channels when certain events occur on an object. For example, when an opportunity is closed.

For more information about setting up the integration of Slack with your sales application, see the Oracle CX Service Implementing Fusion Service guide.

Related Topics

- [Use the Slack Channel for Collaboration](#)
- [How do I set up a Slack channel: Method 2?](#)
- [Define a Groovy Trigger to Send Notifications to Slack](#)

25 Analytics and Reports

Analytics on the Go

Oracle Sales Analytics helps organizations compete more effectively in the marketplace by providing real-time, actionable insight into every sales opportunity at the point of customer contact.

Your sales team can view up to the moment, or historical data in the office, or on the road, on laptop, tablet, or mobile. What are my best opportunities? Where is this deal at in the pipeline? When was the last time I called this company? You get the insights you need right now, right at your fingertips.

Sales teams access analytics right from the home page of a mobile device. Analytics also are embedded contextually for work areas like accounts, contacts, opportunities, activities, leads and so on. The analytics on work areas give users detail on the records they are viewing or updating right on the spot.



Additional Analytics Resources

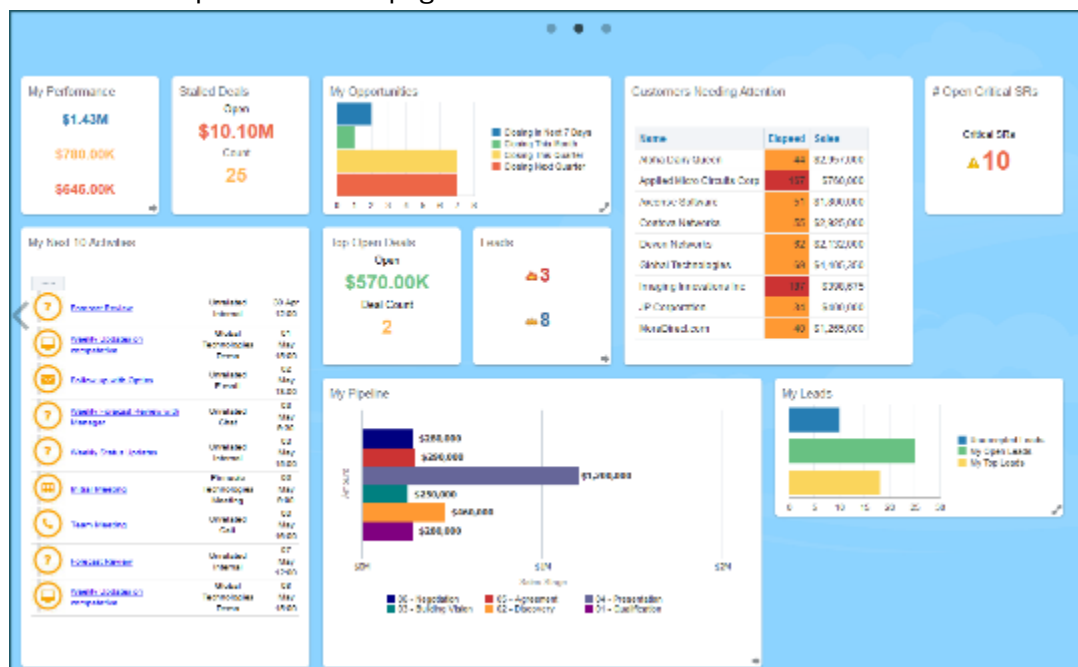
For more information on how to use analytics, see the [Creating and Administering Analytics](#) guide.

Analytics for Your Sales Teams

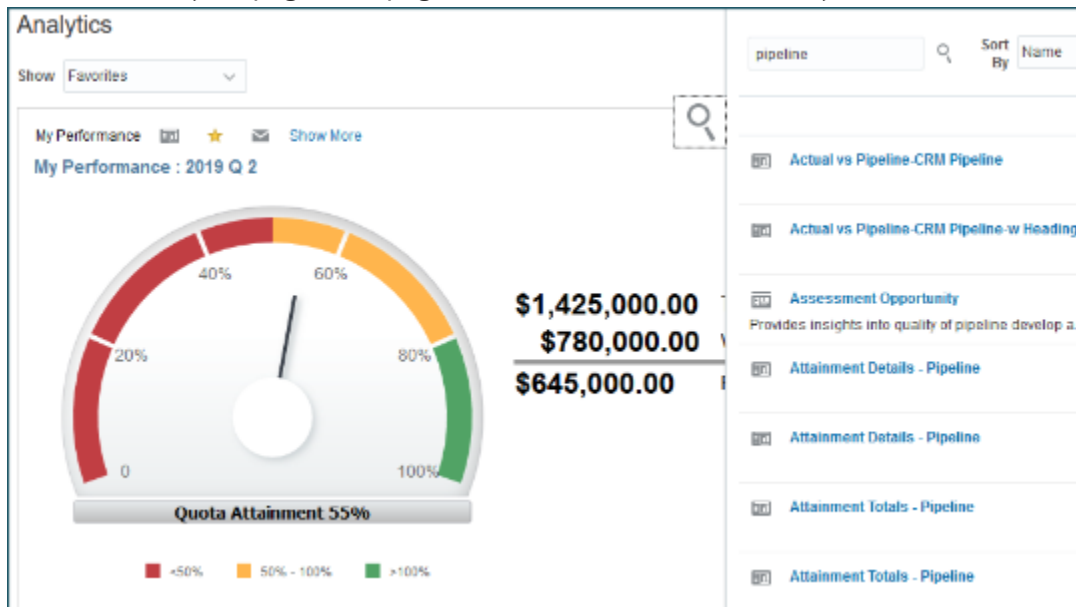
There are many ways to provide analytics for your team. Here are the work areas you can use for analytics.

Work Area Name	Description
Oracle Business Intelligence (BI)	You view, edit, and create analytics in BI. You also can view, edit, and create subject areas here.
Sales Infolet Page	This page comes prebuilt with infolets specific your user roles. You can do just about anything to change the way this page looks and which analytics show. To get to this page click the white navigation dot on the home page.
Sales Pages	You enable these pages for your users. These five blank pages are available for you to add analytics related to any area.
Object Pages	On these pages sales users work with opportunities, accounts, contacts, activities and so on. Administrators enable the tabs on these pages and add analyses to the tabs on the side or bottom of the page.
Analytics Page	This page is where sales users search for analytics they have permissions to view and can \make them favorites. Sales users also see analytics that administrators create specific to their role.

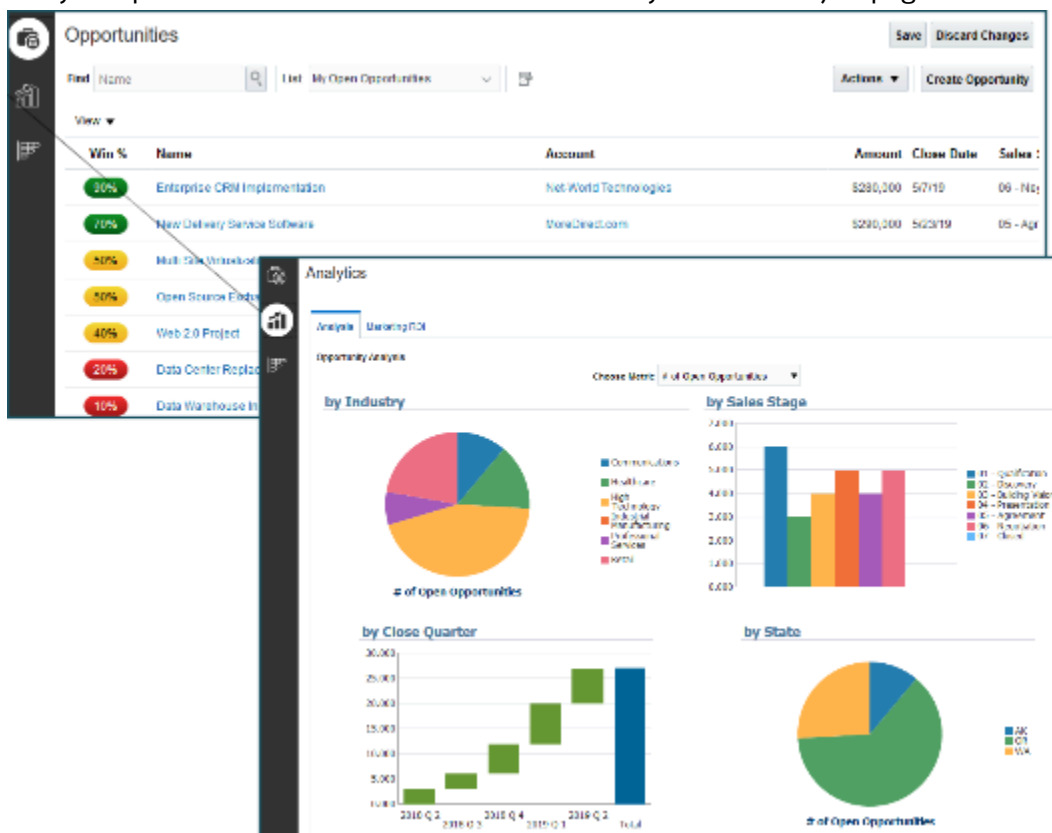
This is an example of an Infolet page.



This is the Analytics page. It's a page where users add and view analytics.



This is the Opportunities work area. Users can click the analytic icon and view analytics specific to a record. Administrators add analytics to this object page.



Overview of Infolets

An infolet is a small interactive widget that gives you key information and shows you what's going on in the areas you work on. You might also find something in an infolet that you need to follow up on.

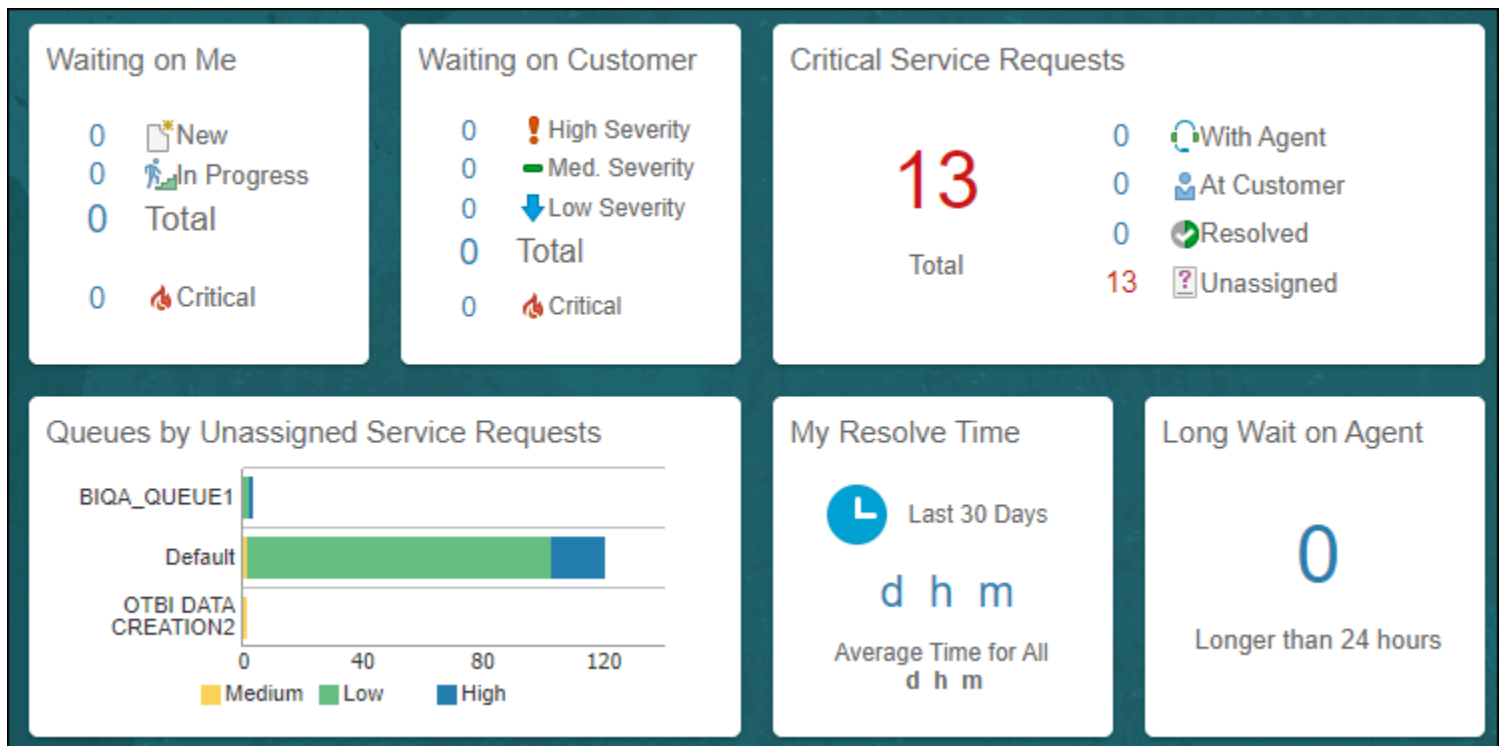
You can use infolets arranged in tabs in the Analytics section of your home page.

Here are a few things to know about infolets.

- Infolets have a front view, and might have a back and expanded view. Use the **Back View**, **Front View**, and **Expanded View** icons at the bottom corners of an infolet to open these views.
- Your current infolet view persists as the default view the next time you sign in. For example, if you viewed a back view of the infolet in your last session, you will see the same infolet view by default in your next session.
- Some infolets might also contain links to detailed reports. You can click anywhere in the infolet area to drill down to the detailed report.
- You can also personalize the infolets. For example, you can move or hide them on the infolets page.
- If you don't see infolet pages on your home page, then your administrators must have disabled them to show on the home page.

Note: Some SCM or Procurement Cloud infolets might function differently from other infolets.

Here's how an infolet page looks.



26 Application Change Auditing

Overview of Auditing in Oracle Applications

Audit Policies

Auditing is used to monitor user activity and all configuration, security, and data changes that have been made to an application. Auditing involves recording and retrieving information pertaining to the creation, modification, and removal of business objects.

All actions performed on the business objects and the modified values are also recorded. The audit information is stored without any intervention of the user or any explicit user action.

Use audit policies to select specific business objects and attributes to be audited. The decision to create policies usually depends on the type of information to be audited and to the level of detail required for reporting.

Enabling Audit Functionality

For Oracle Applications Cloud, you must configure the business objects and select the attributes before enabling audit. If you enable audit without configuring the business objects, auditing remains inactive. By default, auditing is disabled for all applications. To enable and manage audit, ensure that you have a role with the assigned privilege Manage Audit Policies (FND_MANAGE_AUDIT_POLICIES_PRIV). For appropriate assignment of roles and privileges, check with your security administrator.

To enable auditing for Oracle Fusion Middleware products, select one of the levels at which auditing is required for that product. The audit levels are predefined and contain the metadata and events to be audited. For more information, see [Audit Events for Oracle Applications Cloud Middleware \(Doc ID 2114143.1\)](#) on My Oracle Support.

If you don't want an application to be audited, you can stop the audit process by setting the Audit Level option to **None**. Also, note that there's no specified retention period for the audited data or the logs. Follow your company policy for retaining or removing such data.

Note: You won't be able to enable audit if you're working in a sandbox. If you try to set up audit while you're in a sandbox, you will see the message "Audit setup is disabled in a sandbox". You'll also notice that the buttons associated with the audit functionality are disabled.

Related Topics

- [Audit Configuration for Business Object Attributes](#)
- [Overview of Audit Configuration](#)

Overview of Audit Configuration

To set up auditing for Oracle Applications Cloud, select the Manage Audit Policies task from the Setup and Maintenance work area within your offering.

To set up auditing for Oracle Fusion Middleware products, select the level of auditing mapped to a predefined set of metadata and the events that have to be audited. Information about configuring audit for Oracle Fusion Middleware products is provided in Oracle Fusion Middleware guides.

You can also create a configuration file and deploy it to audit a specific Oracle Fusion Middleware product. The configuration details for Oracle Fusion Middleware products are available as audit-specific assets that you can use to create the **config.xml** configuration file. To get a list of audit-specific assets, see [Audit Events for Oracle Applications Cloud Middleware \(Doc ID 2114143.1\)](#) on My Oracle Support.

Oracle Fusion Middleware Products

- Configure business objects to enable auditing in Oracle Fusion Middleware products. Refer to Oracle Applications Cloud Common Features Reference.

See: [Auditing Web Services](#)

Oracle Fusion Security Products

- Configure business objects to enable auditing in Oracle Fusion security products. Refer to Oracle Applications Cloud Common Features Reference.

See: [Introduction to Oracle Fusion Middleware Audit Framework](#)

See: [Managing Audit](#)

Audit Reports

You can use the Audit Reports work area to view changes to the application data, such as the business objects that were created, updated, and deleted.

To view the history or to create a report, you must have a role with the View Audit History (FND_VIEW_AUDIT_HISTORY_PRIV) privilege assigned to it. For appropriate assignment of roles and privileges, check with your security administrator.

Audit Events

Transactional events in the application trigger the audit process based on the create, update, and delete operations. For events to trigger the audit process for the business objects, you must first enable the objects for auditing.

These are the events that trigger the audit process.

Transactional Event	When the Audit Activity is Triggered	Audit Report Content
Create	Whenever business object data is created and stored in the database	• Name of the created object • Name of the user who created the object • Time of creation
Update	Whenever the existing business object data is updated	• Both old and updated values of the object • Name of the user who updated the object

Transactional Event	When the Audit Activity is Triggered	Audit Report Content
		Time of updating
Delete	Whenever the existing business object data is removed from the database	- The last value that the object attributes contained - Name of the user who deleted the object

The event details are stored in the audit table. The attributes of the audited object data can be used in lookups and foreign keys to display values in the audit history. The application supports displaying the audited information according to the language settings configured.

For Oracle Fusion Middleware products, events such as failed sign-in attempts are used as triggers. In absence of an audit table, the information is stored in the sandbox and presented only in English.

Note: This topic focuses on the create, update, and delete event types available in Fusion Applications. For details on events used in the Oracle Fusion Middleware products, refer to the Oracle Fusion Middleware documentation. See: [Introduction to Oracle Fusion Middleware Audit Framework](#)

Related Topics

- [View Audit Reports](#)

Audit Configuration for Business Object Attributes

Audit enables tracking the change history of particular attributes of a business object. However, those objects and their attributes must be selected for audit and auditing must be enabled for that application.

The configuration settings determine which attributes to audit for a given object, and when the audit starts and ends. Auditing takes into account all the operations performed on an object and its attributes, such as create, update, and delete. To configure audit business object attributes, use the **Manage Audit Policies** task in the Setup and Maintenance work area.

Selecting an Application

To set up auditing, you must select a web application that contains the required business objects that can be audited. From the list of business objects, select those business objects that you want to audit. Selecting a business object also displays its attributes that are enabled for auditing.

Selecting Attributes

For each selected business object to be audited, select the corresponding attributes to include in the audit. All attributes that belong to that object are by default selected for audit and appear on the user interface. However, you can add or remove attributes from the list. When you remove an attribute from the list, you stop auditing it even when the parent object is selected for audit. So, if you want an attribute to be audited, you must add it to the list. If the object selected in an audit hierarchy is also a part of several other audit hierarchies, the attribute configuration for that object is applicable to all the hierarchies in that application.

For business objects based on flexfields, select the Flexfields (Additional Attributes) check box to view, add, or remove flexfield attributes. The selected objects are audited.

Note: You can't audit LOB (BLOB, CLOB, and NCLOB), rich text, and long text attributes.

Starting and Stopping Audit

The business object is ready for audit after you select its attributes and save the configuration changes. However, to start auditing, the audit level for Oracle Applications Cloud must be set to **Auditing** on the Manage Audit Policies page.

To stop auditing an object, you can deselect the entire object and save the configuration. As a result, all its selected attributes are automatically deselected and aren't audited. To continue to audit the business object with select attributes, deselect those attributes that aren't to be audited. When users view the audit history for an application, they can specify the period for which they want the results. Therefore, make a note of when you start and stop auditing an application.

For example, users intend to view the audit history of an object for the previous week, but auditing for that object was stopped last month. They wouldn't get any audit results for that week, because during the entire month that object wasn't audited. Even if you enable audit for that object today, users can't get the wanted results because audit data until today isn't available.

Note: When users export the report summary to a Microsoft Excel file, there's a limit on the number of rows that are displayed in the file.

- For Oracle Fusion Middleware products, the maximum limit is 25000. By default, the limit is set as 10000. You can change this limit using the FND_AUDIT_FMW_EVENT_LIMIT profile option.
- For Oracle Fusion Application Business Objects, the maximum limit is 10000 per table. This is set as the default value. Sometimes, the actual rows returned might be more than the limit set, because a single transaction can update multiple tables. To decrease this limit, you can create the FND_AUDIT_EXPORT_ENTITY_LIMIT profile option and set a lesser value for it.

See *Why is it taking so long to get search results when exporting audit summary of Fusion Application Business Objects?*

Sales Applications Auditing

Use Auditing to Monitor Sales Application Changes

You use auditing to monitor user activity and all configuration, security, and data changes that have been made to your applications. You enable specific business objects so that you can audit, record, and retrieve information about when the objects were created, modified, and removed.

As an administrator, you access the audit history pages from the **Navigator > Tools** menu.

Note: Administrators must have the Manage Sales Audit Policies (FND_VIEW_SALES_AUDIT_HISTORY_PRIV) privilege to view audit reports.

Here are the sales business objects you can audit:

Area	Parent Objects	Child Objects
Account and Contact Management	Account (Account Profile)	• Sales Account Profile ○ Sales Account Resource ○ Sales Account Territory • Address ○ Address Purpose • Phone • Email • Instant Messaging • Web • Classification Assignment • Additional Account Name • Contact Preference • Usage Assignment • Additional Identifier • Source System References • Relationship ○ Customer Contact Profile
Account and Contact Management	Contact (Person Profile)	• Sales Account Profile ○ Sales Account Resource ○ Sales Account Territory • Contact Address ○ Address Purpose • Phone • Email • Instant Messaging • Web • Classification Assignment • Additional Contact Name • Contact Preference • Usage Assignment • Additional Identifier • Source System References

Area	Parent Objects	Child Objects
		- Relationship - Customer Contact Profile
Account and Contact Management	Household (Household Profile)	- Sales Account Profile - Sales Account Resource - Sales Account Territory - Address - Address Purpose - Phone - Email - Instant Messaging - Web - Classification Assignment - Additional Household Name - Contact Preference - Usage Assignment - Additional Identifier - Source System References - Relationship
Account and Contact Management	Resource (Resource Profile)	- Address - Address Purpose - Location SDO - Phone - Email - Instant Messaging - Web Page - Resource Organization Membership - Resource Role Assignment - Sales Representative Setup
Common Components	Activity	- Contacts - Resources
Contracts	Contract header	- Buy Contract Line - Project Contract Line - Sales Contract Line - Service Contract Line

Area	Parent Objects	Child Objects
Opportunities	Opportunity	• Opportunity Revenue • Opportunity Split Revenue • Opportunity Recurring Revenue • Opportunity Revenue Line Set • Opportunity Team Member • Opportunity Partner
Opportunity Revenue	Opportunity	• Forecast • Worst Case • Estimated Price • Product • Quantity • Discount • Amount • Line Currency • Revenue Type • TypeCodeSetId • Best Case • Win Probability • UOM • Product Group • Frequency • End By • End After • Recurring Quantity • Recurring Estimated • Recurring Revenue • Start Date • Status • StatusCodeSetId • Close Date • Win/Loss Reason • CloseReasonClodeSetId • Competitor • Include in Forecast • Recurring Worst Case • Recurring Best Case • Sales Channel • Partner

Area	Parent Objects	Child Objects
		- Recurring Expected Revenue - Additional Text 1 - Additional Text 2 - Additional Number 1 - Additional Amount 1 - Recurring Additional Number 1 - Recurring Additional Amount 1
Marketing	Leads	- Leads Product - Leads Resources - Leads Contacts - Leads Territories
Marketing	Budget	- Budget Entries - Fund Requests
Partner Relationship Management	Partner	- Classification Assignment - Partner Type - Customer Contact Profile - Partner Certification - Expertise - Geographies Served - Industries Served - Product Specialties - Account Team - Address - Phone - Web - Email - Instant Messaging
Partner Relationship Management	Partner Program	- Program Benefit Details - Program Objective Details - Program Contract Templates
Partner Relationship Management	Partner Enrollment	- Enrollment Participants - Contract Enrollments
Sales Catalog	Product Group header	- Product Group - Product Group Product - Eligibility Rules

Area	Parent Objects	Child Objects
		- Product Group Relation - Product Group Attachments
Sales Catalog	Product header	- Product - Product Attachment
Territory Management	Sales Territory	- Sales Territory Resource - Sales Territory Line of Business - Sales Territory Coverage - Sales Territory Coverage Dimension - Sales Territory Coverage Dimension Value
Territory Management	Sales Territory Proposal	Sales Territory Proposal

Note: You can also audit custom objects that you create in Application Composer. On the Configure Business Object Attributes page, select **CRM Application Composer** from the Product list of values. You can then select either a top-level custom object or its child objects, or an intersection object that was created from a many-to-many relationship.

Related Topics

- [Audit Policies](#)
- [Audit Reports](#)

Enable Auditing of Sales Business Objects

Enable audit history so that your users can see the change history of sales business objects.

Note: Administrators must have the Manage Sales Audit Policies (FND_MANAGE_SALES_AUDIT_POLICIES_PRIV) privilege to do these steps.

1. Sign in as a setup user.
2. In the Setup and Maintenance area, use the search pane to search for and select the Manage Audit Policies task.
3. In the Manage Audit Policies page, click **Configure Business Object Attributes** in the Oracle Fusion Applications region.
4. Select appropriate business object or business object area from the list.
 - For sales Accounts, Business Plans, Objects, or Quotes, select **CRM Common**.
 - For sales Activities, select **Applications Common Components**.
 - For Products and Product Groups, select **Sales Catalog**.
 - For Opportunities, select **Sales**.
5. If necessary, select a child item from the list of objects in the Audit Name table.
6. Click the add icon in the Audited Attributes area.

7. Select the fields you want to audit.
8. Click **Save and Close**.

Display the Change History Subtab

Salespeople can see a record's change history without having to leave the record, provided that you make the Change History subtab visible. You can display the Change History subtab for both standard and company-defined objects.

Before you display this subtab, be sure to configure your audit policies using the Manage Audit Policies task in Setup and Maintenance. See the related topics for more information.

You can expose the Change History subtab for these objects:

- Accounts
- Contacts
- Opportunities
- Leads
- Activities
- Deal Registration
- Company-defined objects

The steps to display the Change History subtab are the same for all objects: you create a new page layout and add the subtab. Here's a procedure with the Account object as an example.

To make the Change History subtab visible:

1. In an active sandbox, click **Navigator > Configuration > Application Composer**.
2. In the navigation tree, select, expand **Standard Objects > Account**, and click **Pages**.
3. Ensure that the **Application Pages** tab is selected.
4. Create a new custom layout for the details page, or edit an existing custom layout.
5. On the Details Layout page for the custom layout, click the **Add** icon in the Subtabs Region. The add icon is the last subtab in the list of subtabs.
6. Click the **Common component** radio button.

Note: If both the Notes and Change History subtabs are already enabled, then you can't select the Common component check box.

7. Click **Next**.
8. Select the **Change History** option.

If you can't select a check box, then that common component is already allowed for use in this custom layout.

9. Click **Save and Close**.
10. Test the changes: Navigate to **Sales > Accounts** as a salesperson. Edit an account and ensure you can see the Change History subtab in the Edit Account page.
11. Publish the sandbox.

Tip: The filters on the Change History page aren't extensible. You can't hide them or configure what they display. For more information on their behavior, see the Audit History topic in this chapter.

Grant Salespeople Privileges to View the Change History Subtab

If you have a company-defined object and you want your salespeople to be able to view the Change History subtab for that object, you need to configure that security.

Here's how to grant salespeople the privilege to view the audit history in the Change History subtab, for company-defined objects.

Note: You can also do these steps from the Role Security link in the Common Setup region.

1. In Application Composer, go to the company-defined object and open its **Security** node.
2. On the Define Policies page, in the Roles section, click the **Change History** check box for the Custom Objects Administration role.

FAQs for Change Auditing

Frequently Asked Questions (FAQs) for Change Auditing

This section contains some frequently asked questions (FAQs) when setting up application change auditing. Scroll or search to find answers to common questions.

Can I display the Change History subtab for custom objects?

Yes, you can display the Change History tab on the pages of custom objects. Simply add the Change History subtab to the details page of the object.

Can I audit and view changes in custom fields on standards objects?

Yes. You can add custom fields to the list of attributes available for audit.

Can I audit the history of attachments?

No. The application doesn't support auditing attachments.

Does the audit begin only after the Change History subtab is visible?

Yes. The Change History subtab presents the audit information in the context of the record only if audit has been allowed for the object.

How is the performance on the Change History subtab?

The Change History subtab is faster than the central or fundamental audit reports because only a single record's history is audited at one time. However, it takes more time than the normal clicks to complete a business action on the UI.

If you find poor performance when auditing, try enabling the functionality for a single or only a few objects.

27 Cross-Origin Resource Sharing

Overview of Cross-Origin Resource Sharing

Cross-Origin Resource Sharing (CORS) is a mechanism that allows cross-domain communication and lets a browser securely access resources from a different domain.

By default, browser-based programming languages, such as JavaScript, can access resources only from the same domain. But with CORS, you can overcome this limitation and manage resources across domains.

Here are the CORS headers you can configure to make that possible.

CORS Header	Purpose
Access-Control-Allow-Origin	Contains a comma-separated list of trusted origins, or domains, that a client application can get resources from.
Access-Control-Max-Age	Specifies how long to store the results of a request in the preflight result cache.
Access-Control-Allow-Methods	Contains a comma-separated list of HTTP methods allowed in a request.
Access-Control-Allow-Headers	Contains a comma-separated list of HTTP headers allowed in a request.
Access-Control-Allow-Credentials	Specifies whether a client application can send user credentials with a request.

Example

A client application retrieves resource X from server A, which is what the application runs on. The client application then makes an HTTP request to get resource Y from server B. For this cross-server request to work, you must configure the `Access-Control-Allow-Origin` header in server B. Otherwise, the request fails and we end up with an error message.

Related Topics

- [Configure CORS Headers](#)
- [Set Profile Option Values](#)

Configure CORS Headers

To enable CORS in Oracle Applications Cloud, configure CORS headers so that client applications in one domain can use HTTP requests to get resources from another domain. Set values for profile options that correspond to the CORS headers.

To view the profile option, go to the Setup and Maintenance work area and use the Manage Applications Core Administrator Profile Values task in the Application Extensions functional area.

CORS Profile Options

This table lists the profile options you can set for CORS headers.

CORS Header	Profile Option Name (Profile Option Code)	Profile Option Values
Access-Control-Allow-Origin	Allowed Origins for Cross-Origin Resource Sharing (ORA_CORS_ORIGINS)	These are the values you can enter to indicate which origins are allowed: • URL of the specific origin. For example, http://www.exampledomain.com. • Space-separated list of origins. For example, http://www.exampledomain.com http://us.example.com http://software.example.com CAUTION: Asterisk (*) is no longer supported as a valid value to allow access to resources from all origins. If you have already set asterisk (*) as the value for the allowed origins, make sure to replace it with the allowed origins. Note: These are some key points to remember while using the profile values: • You must set a value for this header to enable CORS. • Never enclose URL and asterisk in quotation marks. • Domain names must contain only valid URL characters. • The profile value is applicable at the Site level.
Access-Control-Max-Age	CORS: Access-Control-Max-Age (CORS_ACCESS_CONTROL_MAX_AGE)	Default value for caching preflight request is 3600 seconds.
Access-Control-Allow-Methods	CORS: Access-Control-Allow-Methods (CORS_ACCESS_CONTROL_ALLOW_METHODS)	Default values for allowed methods are OPTIONS, HEAD, GET, POST, PUT, PATCH, and DELETE .
Access-Control-Allow-Headers	CORS: Access-Control-Allow-Headers (CORS_ACCESS_CONTROL_ALLOW_HEADERS)	Default values: Accept, Accept-Encoding, Authorization, Cache-Control, Content-

CORS Header	Profile Option Name (Profile Option Code)	Profile Option Values
		Encoding, Content-MD5, Content-Type, Effective-Of, If-Match, If-None-Match, Metadata-Context, Origin, Prefer, REST-Framework-Version, REST-Pretty-Print, Upsert-Mode, User-Agent, X-HTTP-Method-Override, and X-Requested-By.
Access-Control-Allow-Credentials	CORS: Access-Control-Allow-Credentials (CORS_ACCESS_CONTROL_ALLOW_CREDENTIALS)	Select True or False to allow or prevent sending user credentials with the request. The default is False. CAUTION: Don't set the value to True without assessing the risk. The value shouldn't be set to True if the value for ORA_CORS_ORIGINS is set to asterisk (*). The Access-Control-Allow-Credentials header won't be set if ORA_CORS_ORIGINS value is *. Setting the value to True affects all the Fusion Applications REST endpoints.

- Related Topics
- CORS
 - Set Profile Option Values

28 Microsoft 365

Overview of Microsoft Exchange Sync and Redwood Add-In

The Redwood UX add-in, known as the Oracle Sales for Outlook add-in, features task-oriented flows to simplify salespeople's daily sales activities. Optimized for Outlook, the intuitive UIs provide 360-degree sales information for meetings and emails, directly in the context of those meetings and emails. Salespeople can share meetings and emails with Sales. Emails are shared as conversation messages.

In addition, salespeople see a daily summary of appointments that they can act on. You can set a default saved search for each object across the organization and salespeople can set their preferred saved searches for sync using the add-in.

To begin implementing, start with the [How do I implement Microsoft 365 for Oracle Sales Redwood UX?](#) playbook on [Oracle Help Center > Sales > Playbooks](#) page.

View this video on Oracle Cloud Customer Connect to view an introduction to the app: [CX Sales Add-in for Microsoft Outlook](#).

Capture Activities Automatically

The integration supports bidirectional sync for appointments, tasks, and contacts, as well as the automatic sync of appointments from Exchange to Sales. Appointments, tasks, and contacts can be synced from Sales to Exchange based on Workspace-defined saved searches.

Seamless Email Integration with Microsoft Exchange

With this integration, emails in Microsoft Outlook can be shared directly from the Redwood UX add-in or through the email sync feature. Salespeople can categorize these emails as "Shared with Oracle", with replies automatically synced for seamless tracking and follow-up.

In addition, with the Microsoft Exchange email integration, emails can be sent via Microsoft Exchange directly from the Oracle Redwood web application. The Microsoft Exchange email integration is fully compatible with this integration's email sync functionality and the Redwood UX add-in, ensuring seamless connectivity and an enhanced user experience. Once enabled, this integration allows emails sent from Oracle Sales – such as those related to accounts or opportunities – to be delivered via Microsoft Exchange, with replies automatically synced back to Oracle.

See [Exchange Email Integration for Digital Sales](#) for more information.

Task-Oriented Functionality and Insights

The add-in's task-oriented functionality is directly geared to salespeople's day-in-the-life scenarios, in the context of Outlook interactions and interface.

Salespeople begin their day with a daily briefing, right in the add-in. Insights from Sales further help them engage with their customers, easily schedule and prepare for meetings, and review and respond to emails.

Improved Sign-In Experience

The add-in provides a better and more secure sign-in experience. Based on your company's policy, the add-in utilizes OAuth, a feature that allows salespeople stay signed in for longer.

Easily Customize and Deploy the Add-In

The add-in comes with predefined layouts to use as-is. If customizations are required, the predefined layouts can be easily tailored using the new Oracle Sales for Outlook tool in Application Composer. The tool makes it easy to migrate customizations from the earlier CX Sales for Microsoft 365 add-in or from the Oracle CX Sales Mobile application, so you don't need to manually rebuild the customizations for this integration.

Overview of Microsoft 365 for Sales

Your sales organization can use the integration between CX Sales and Microsoft 365 to access sales application data from within Microsoft 365 and apps that use Microsoft Exchange.

Note: This chapter describes the previous version of the Microsoft Outlook add-in. Oracle recommends that you use the Redwood User Experience version of the Microsoft Outlook add in. Start with the *How do I implement Microsoft 365 for Oracle Sales Redwood UX?* playbook on *Oracle Help Center > Sales > Playbooks page*.



The integration includes an add-in that opens as a side-panel in Microsoft Outlook. This means that when composing emails and creating meetings, the sales organization can access sales data directly in Outlook.

Here's how the sales organization benefits from the integration:

- Salespeople can capture interactions with customers, including emails and meetings, in CX Sales. This allows the sales organization to remain informed on the latest status of customer engagement, including various communications, ongoing meetings, and meeting outcomes.
- Salespeople can perform their sales-related work without having to leave Outlook -- often their most frequently used application.
- Because the integration synchronizes sales data with Microsoft Exchange, salespeople can see their sales appointments on their native phone apps and other applications integrated with Microsoft Exchange.

Related Topics

- [Home Page](#)

Setup Steps

Overview of Microsoft 365 Integration Setup

This chapter provides you with the basics on how to set up the integration with Microsoft 365. You learn how to register and enable the Oracle add-in to Outlook and how to run the processes that sync data in Oracle Sales with Microsoft Exchange.

Note: Oracle recommends that you use the Redwood User Experience version of the Microsoft Outlook add in. See the *How do I implement Microsoft 365 for Oracle Sales Redwood UX?* playbook for more information.

Step	Description	Where to Get More Details
1	Make sure your software meets the prerequisite requirements. If you're using the Microsoft Edge browser, ensure that the browser includes the following trusted sites: • https://*.office.com • The Oracle Sales domain: for example: https://*.oraclecloud.com	<i>What are the system requirements for Microsoft integration?</i>
2	Complete the integration steps in Microsoft Azure, Sales, and in Microsoft 365, and enable data synchronization.	See the topic: <i>Enable Microsoft 365 Integration</i>
3	Set synchronization and other options.	See the topic: <i>Manage Microsoft 365</i>
4	Schedule the three synchronization processes in CX Sales.	See the topic: <i>Synchronize Data Between CX Sales and Microsoft 365</i>
5	Sign in to Microsoft 365 and open Outlook to test the integration and add-in.	See the topic: <i>Open the Add-In from Outlook for the First Time</i>

Note: For information on extending the Microsoft-Sales integration for Outlook, start with *Overview of Extending Microsoft 365 for Sales*. For user information, see *Sign In to Outlook for the First Time*.

Enable Microsoft 365 Integration

Enabling the integration between Oracle Sales and Microsoft 365 accomplishes two things:

Note: Oracle recommends that you use the Redwood User Experience version of the Microsoft Outlook add in. See the *How do I implement Microsoft 365 for Oracle Sales Redwood UX?* playbook for more information.

- Allows users to access the Outlook add-in in the side panel
- Sets up background processes that keeps information between Sales and Outlook consistent

You need two users to complete the setup:

- A setup user in Sales
- An administrator user for the Microsoft Azure and Microsoft 365 portals.

Enabling the integration involves these steps:

1. Register the add-in in Microsoft Azure.

During the setup, you copy the generated application ID and application key.

2. In Sales, you enter the application ID and application key and generate a manifest file. You also enable data synchronization.
3. In the Microsoft 365 portal, you upload the manifest file and deploy the add-in.

User Agreement

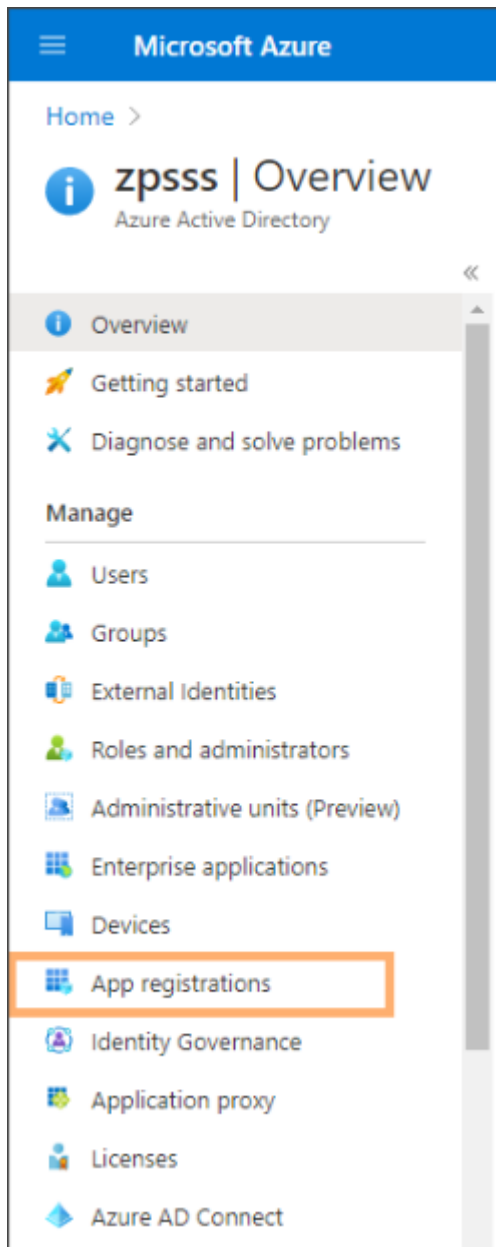
This Oracle-Microsoft integration or plug-in may enable you to link to or transmit your content or third-party content to, or otherwise access, or retrieve content from, Microsoft and its platforms, users, or services. Oracle doesn't control and isn't responsible for Microsoft sites or platforms or services, the performance or availability of the services, or any content received or sent. You bear any and all risks associated with access to and use of Microsoft sites, platforms, and services and are solely responsible for entering into and compliance with separate terms between you and Microsoft. Oracle isn't responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) that's transmitted to such Microsoft sites or platforms or services. You're solely responsible for obtaining or having any required consents or other legal basis for your use of this integration or plug-in. Oracle reserves the rights to terminate your connection or integration if your use of this integration or plug-in violates the terms of your Agreement(s) with Oracle.

Register the Oracle Add-In in Microsoft Azure

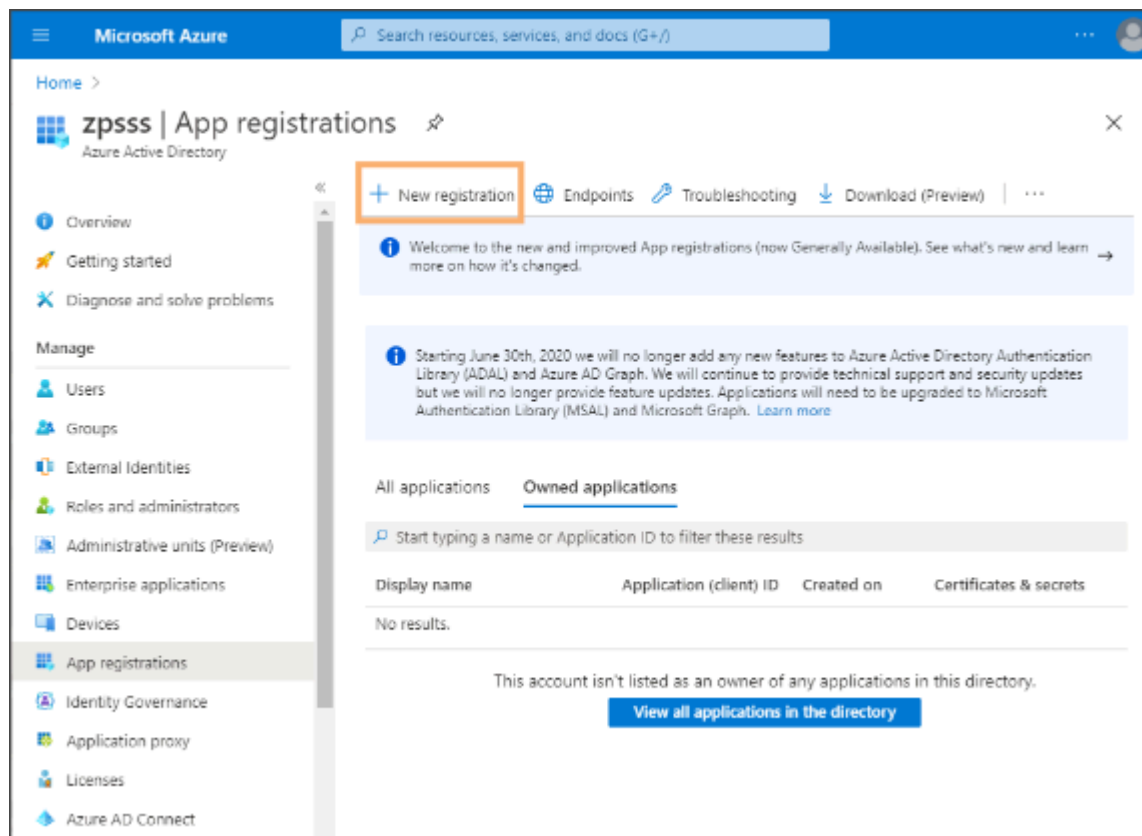
1. As an Azure/Exchange administrator, sign in to the Microsoft Azure portal at <https://portal.microsoft.com/Adminportal/Home#/Settings/IntegratedApps>.
2. Under Azure Services, click **Azure Active Directory**.

Note: If you're a first-time user, then you must sign up for your Microsoft Azure Active Directory account.

3. In the left pane of the Azure Active Directory Overview page, click **App registrations**.



4. Click **New Registration**.



5. On the **Register an application** page, make these entries:

- a. Enter a name for the application (in this example, **Vision Microsoft 365 Integration**). The name you enter appears during Azure setup only. It doesn't appear in the add-in.
- b. For **Supported account types**, make sure **Accounts in this organizational directory only (single tenant)** is selected.

Note: If you want to use a multitenant setup, select the multitenant option.

- c. Leave the **Redirect URI** blank.
- d. Click **Register**.

Microsoft Azure Search resources, services, and docs (G+)

Home > zpsss | App registrations >

Register an application

* Name

The user-facing display name for this application (this can be changed later).

Supported account types

Who can use this application or access this API?

☒ Accounts in this organizational directory only (zpsss only - Single tenant)

☐ Accounts in any organizational directory (Any Azure AD directory - Multitenant)

☐ Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

[Help me choose...](#)

Redirect URI (optional)

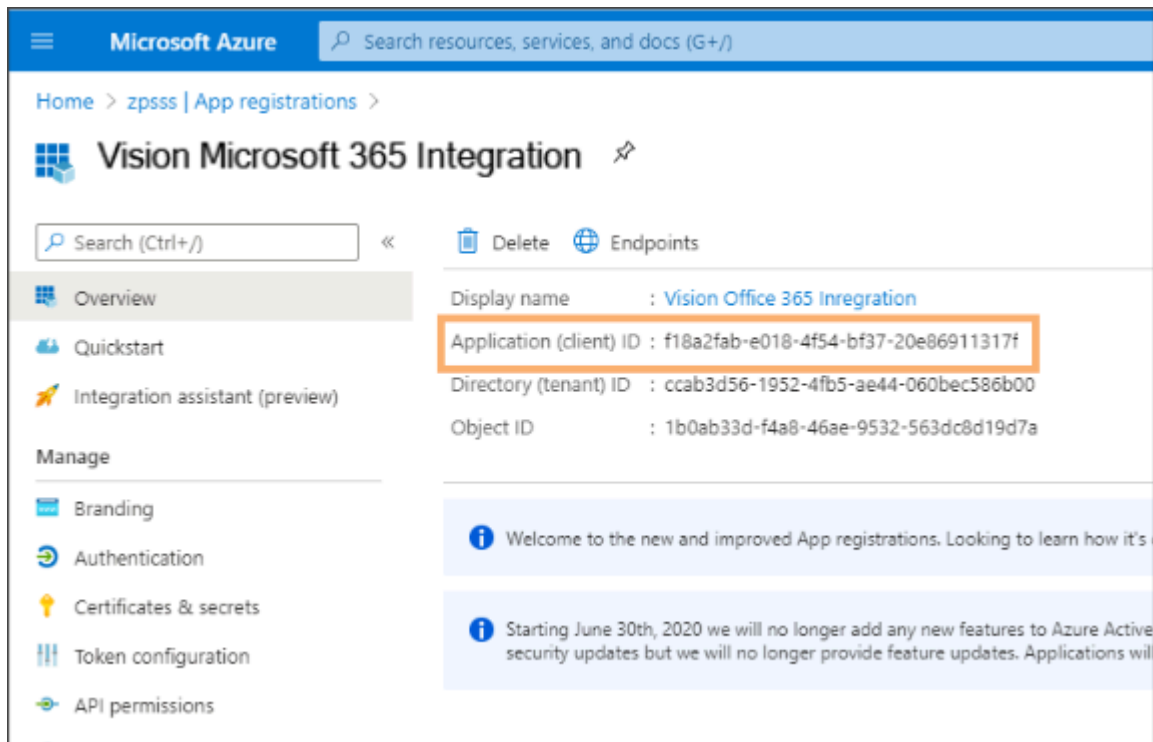
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web e.g. https://myapp.com/auth

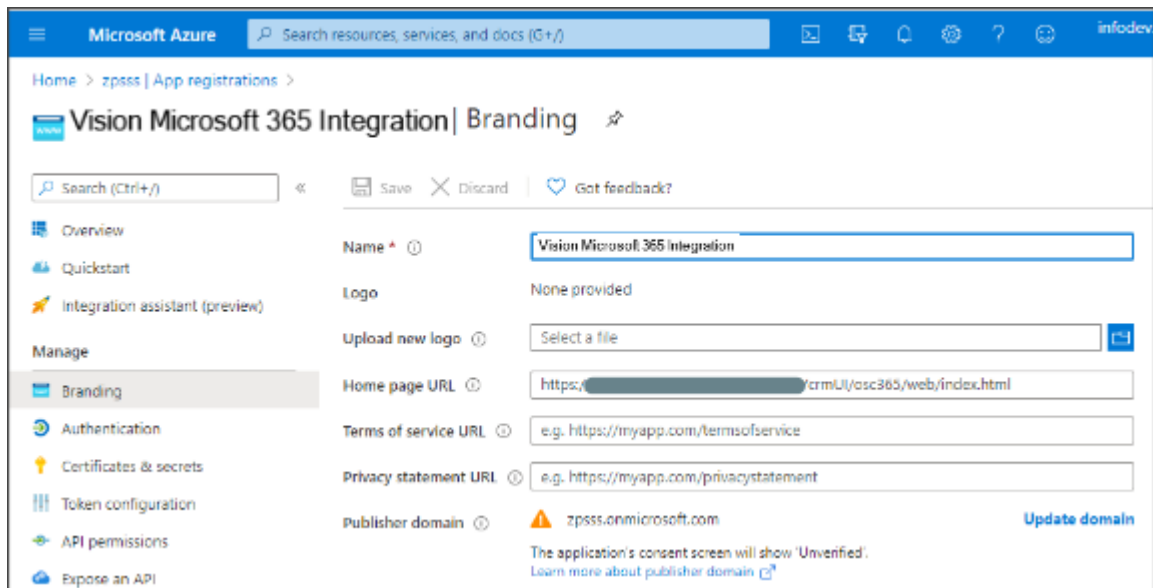
By proceeding, you agree to the Microsoft Platform Policies [☐](#)

Register

- On the App registrations overview page with the name of your application, copy the **Application (client) ID** for later use.

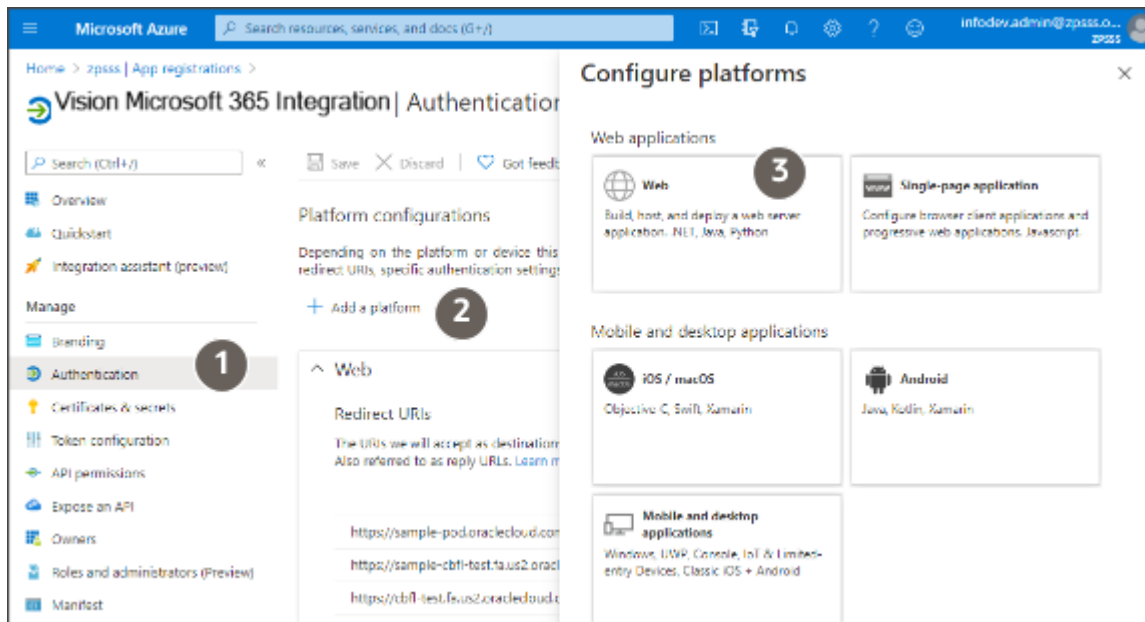


- In the left-hand pane, under the Manage heading, click **Branding & properties**.



- In the **Home page URL**, enter the host name of your sales environment with an additional string appended to it: `https://<Host Name>/crmUI/osc365/web/index.html`
- Click **Save**.

10. In the left-pane of the page, under the Manage heading, click **Authentication** (callout 1 in the following screenshot) and make these entries:



- Click **Add a Platform** (callout 2).
- In the **Configure platforms** page, click **Web** (callout 3).
- Add the following URIs in the **Redirect URIs** section.
 - https://<host>/sales/office365/jet/close.html
For example: https://sample-pod.oraclecloud.com/sales/office365/jet/close.html
 - https://<host>/crmUI/office365/jet/close.html
For example: https://sample-pod.oraclecloud.com/crmUI/office365/jet/close.html
 - https://<host>/crmUI/osc365/web/close.html
For example: https://sample-pod.oraclecloud.com/crmUI/osc365/web/close.html

You must add each URI separately:

- In the **Configure Web** window, enter the first URI in the **Redirect URIs** field (callout 1 in the screenshot).

Configure Web

[All platforms](#)[Quickstart](#)[Docs](#)

Redirect URIs

The URIs that we will accept as destinations when returning authentication responses (tokens) after successfully authenticating users. Also referred to as reply URLs. [Learn more about Redirect URIs and their restrictions](#)

https://cbfl-test-1.oraclecloud.com/sales/office365/jet/close.html

✓

Logout URL

This is where we send a request to have the application clear the user's session data. This is required for single sign-out to work correctly.

e.g. https://myapp.com/logout

Implicit grant

Allows an application to request a token directly from the authorization endpoint. Checking Access tokens and ID tokens is recommended only if the application has a single-page architecture (SPA), has no back-end components, does not use the latest version of MSAL.js with auth code flow, or it invokes a web API via JavaScript. ID Token is needed for ASP.NET Core Web Apps. [Learn more about the implicit grant flow](#)

To enable the implicit grant flow, select the tokens you would like to be issued by the authorization endpoint:

☐ Access tokens

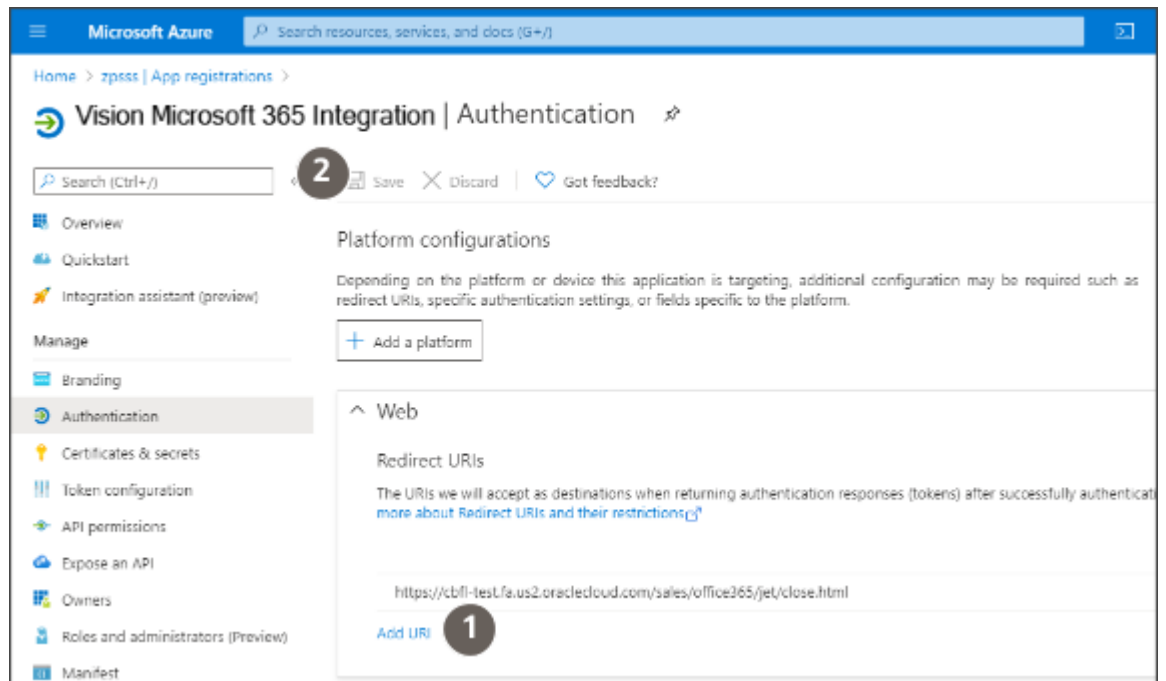
☐ ID tokens

2

Configure

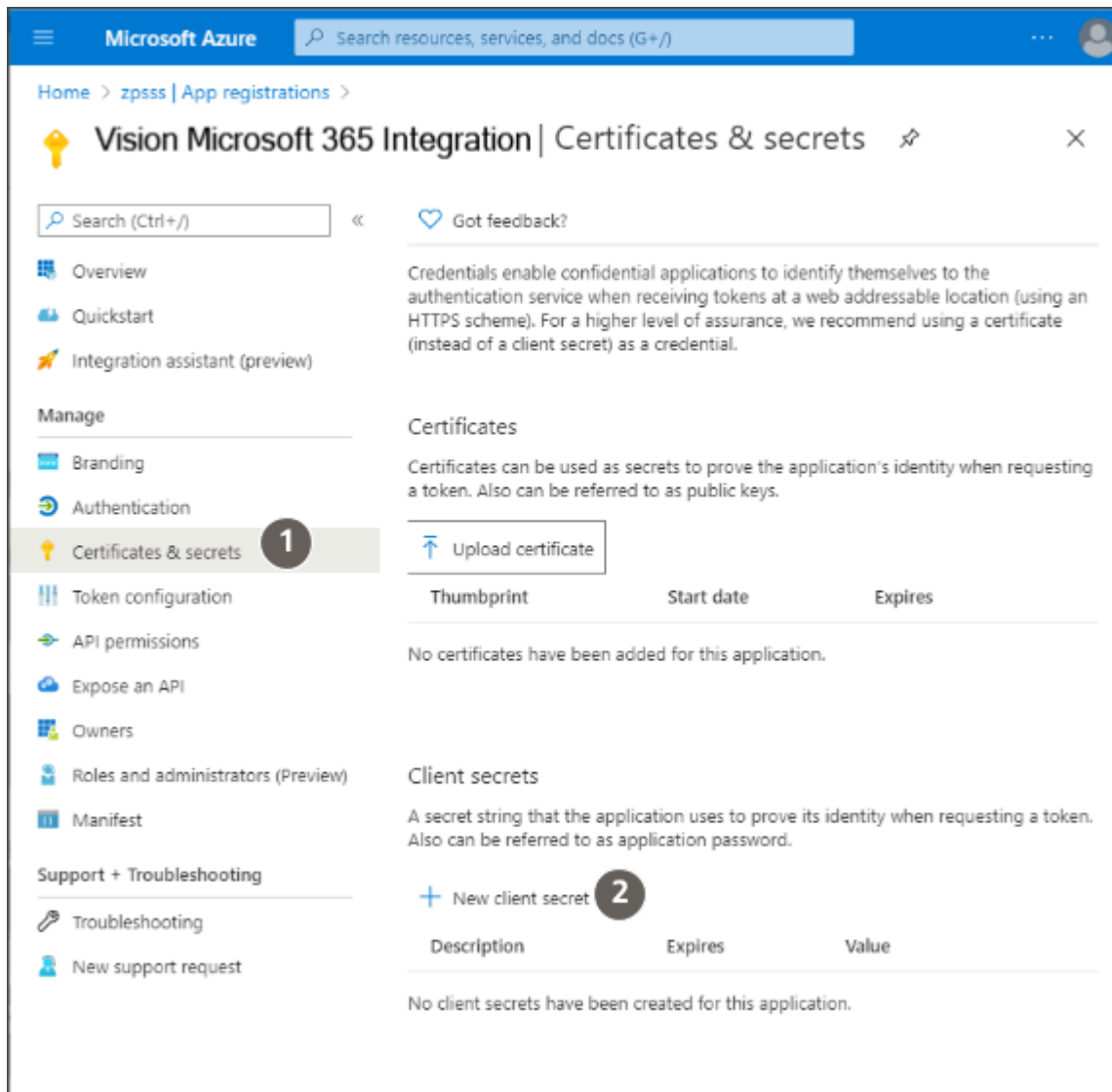
Cancel

- ii. Click **Configure** (callout 2).
- iii. In the Authentication page, Web section (following screenshot), Click **Add URI** (callout 1) to add each of the other two URIs.



- d. Click **Save** (callout 2) at the top of the page.

11. In the left-pane, click **Certificates & secrets** (callout 1 in the following screenshot).



- a. In the Certificates & Secrets page, **Client secrets** section, click **New client secret** (callout 2).
- b. Enter a description, for example: **cx sales client server secret**.
- c. Select a duration for the expiry of Client Secret. For example, if you select 12 months, the Client Secret becomes invalid after 12 months and the automatic refresh stops. The sync process will start only after you sign in to the client again.

If you select **Custom**, enter the start and end dates to be within 24 months. After the end date, you must sign in to the client again, to start the sync.

- d. Click **Add**.
- e. Copy the generated string from the **Value** field. This value is the application key.

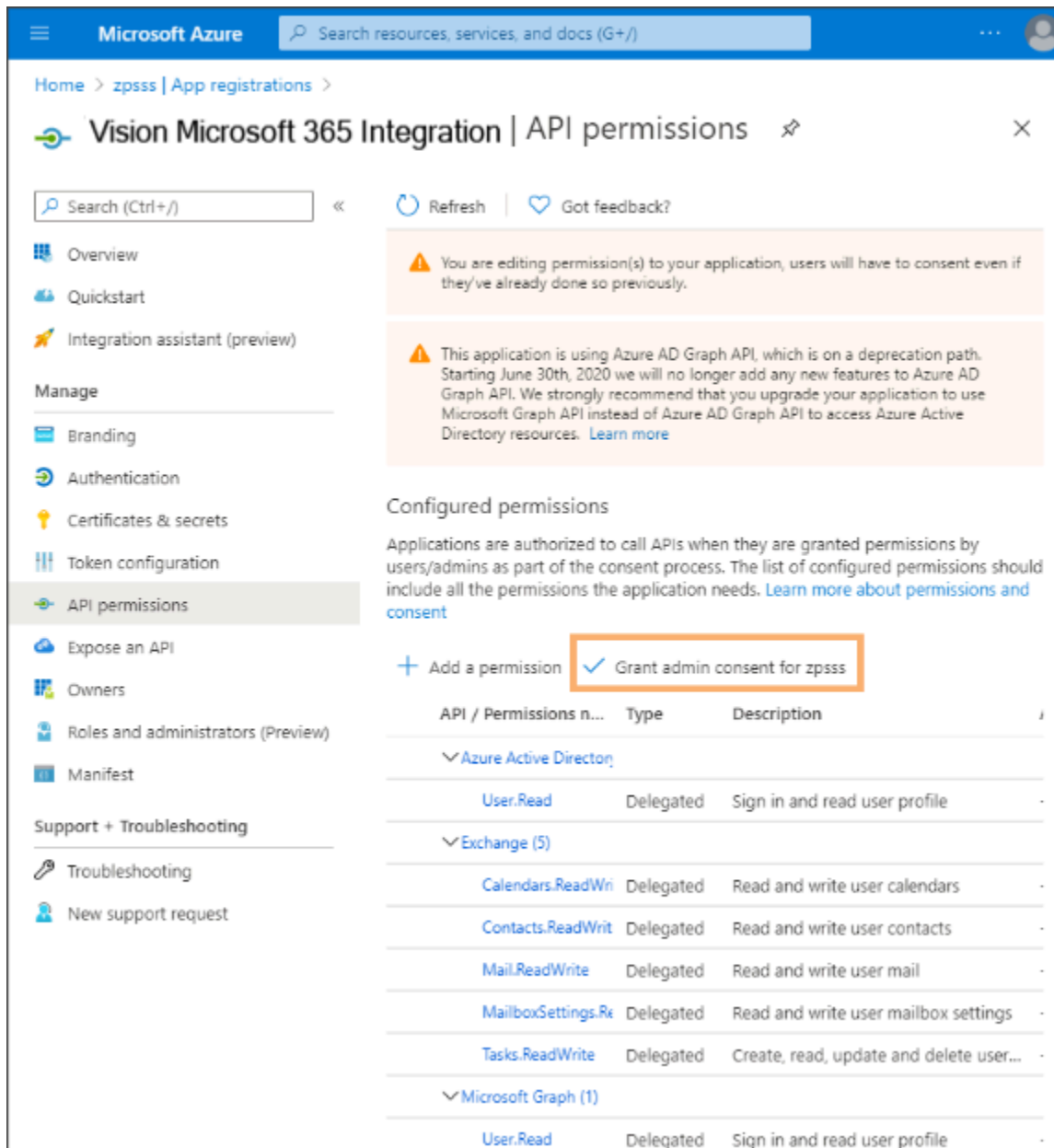
12. In the left pane, under the Manage heading, click **API permissions** and make these entries:

- a. Click **Add a permission**.
- b. On the Request API permissions page, switch to the **APIs my organization uses** tab.
- c. Search for the term 'Office' and select **Office 365 Exchange Online**.
- d. Click **Delegated permissions**. and add the following permissions.

Permission	Option to select
Calendars	Calendars.ReadWrite
Contacts	Contacts.ReadWrite
MailboxSettings	MailboxSettings.ReadWrite
Mail	Mail.ReadWrite
Tasks	Tasks.ReadWrite Tasks.ReadWrite.Shared

- e. Click **Add Permissions**.

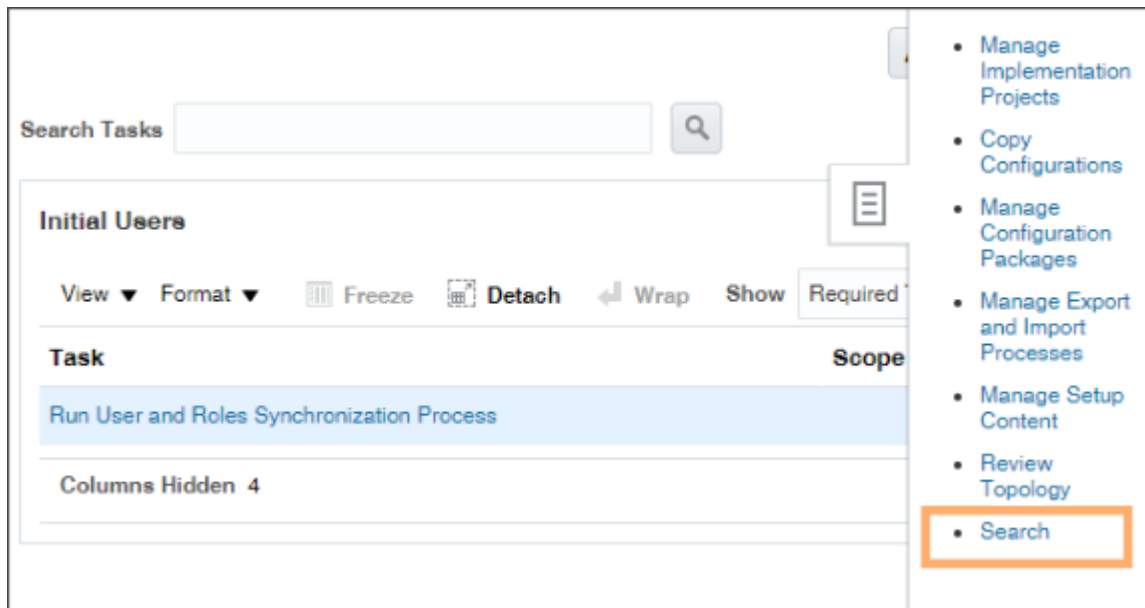
- f. On the API permissions page, click **Grant admin consent** to consent on the behalf of users (center of the right-hand pane of the page highlighted in the screenshot).



Generate the Microsoft 365 Manifest File in CX Sales

1. Sign in as a setup user into your sales application.

2. In Setup and Maintenance, open the side panel and search for the task Manage Microsoft 365. Here's the open side panel with the Search field highlighted.



3. Accept the End User License Agreement.
4. In the Manage Microsoft 365 page, Outlook tab, Set Up Outlook Integration section, enter the Application ID and the Application Key you copied from Microsoft Azure. Also enter Tenant ID and Domain name
5. Enter an application display name. This is the name on the add in that appears to users in Outlook.
6. Save.
The application generates the manifest file.
7. Download the manifest file to your desktop.

Enable Synchronization of Data

While in the Manage Microsoft 365 page, you must also enable the synchronization of data between Sales and Microsoft 365. The actual synchronization is accomplished by processes you run in a separate step. Selecting these check boxes just enables the processes to do their job.

1. In the Synchronization Settings section, Select the **Sync Enabled** check boxes for Contacts, Appointments, and Tasks, depending on what you use.
2. Save your changes.

You can find more information about the sync setting in *Manage Microsoft 365*

Upload the Manifest File and Deploy the Add-In

1. Sign in to the Microsoft 365 portal: <https://portal.microsoft.com>.
2. In the side panel, click the **Navigation Menu** and **Show all**. Then select **Settings > Integrated apps**.
3. For App type, select **Office Add-in**.
4. Select **Upload manifest file (.xml) from device**, and select the manifest file you downloaded earlier.
5. Click **Next**.
6. On the **Configure add-in** page, you can specify who gets the add-in and if users can hide the add-in from the Outlook ribbon. By default the add-in is automatically placed in the Outlook ribbon for all users.

- o Assign Users

You can limit who gets the add-in for: specific users (for testing, for example), groups (for example, to users in Sales), or an entire organization.

- o Deployment Method

- If you're rolling out the add-in to the whole sales organization, consider accepting the **Fixed (Default)** option.
- If you're testing with a few administrators, then **Available** may be the better option. Administrators may test both the test and production environments at the same time, and might want to hide one or the other from their ribbon.
- **Optional** makes sense if you don't want the add-in showing up on any of the users' ribbons unless they need to test it.
- The **Available** and **Optional** deployment methods make it possible for users to hide the add-in from their ribbon.

7. Review and finish the deployment.

The application confirms the deployment is complete and the add-in appears in the list on the Add-ins page. It can take 12 hours for the deployed add-in to appear on a user's Outlook ribbon. Users who are added to the group are automatically assigned the add-in. And, when users are removed, they lose access to the add-in.

Manage Microsoft 365

You must configure several settings that let the Microsoft 365 Sales for Outlook add-in run smoothly, such as sync options, default saved search, conflict resolution, and record sync limits.

Note: Oracle recommends that you use the Redwood User Experience (UX) version of the Microsoft Outlook add in, not the previous version. See [Overview of Microsoft 365 for Redwood UX](#) for more information.

Navigate to the Manage Microsoft 365 Page

Note: It's assumed you have already done the steps in the [Enable Microsoft 365 Integration](#) topic, before you begin to manage the application.

Here's how to get to the Manage Microsoft 365 page, where you set the options:

1. Sign in as a setup user or as the sales administrator.
2. Navigate to:
 - o Offering: Sales
 - o Functional Area: Integrations
 - o Task: Manage Microsoft 365
3. You can find the settings in the Manage Microsoft 365 page.

Options You Can Set

Note: It's assumed you've already read the topic, [Synchronize Data Between CX Sales and Microsoft 365](#).

This table describes the contacts, appointments, and tasks sync settings.

Settings Area	Setting Name	Description
Conflict Resolution	Default Conflict Resolution	- CX Server Wins: The records in the Sales application overwrite the records in Microsoft 365. - Outlook Client Wins: The records in Microsoft 365 overwrite the records in the Sales application. - User Selected: Users can select at runtime the way to resolve conflicts. See Configure Conflict Resolution for more information.
	Allow User to Override Default Conflict Resolution	Lets users view the conflict resolution options in the add-in and select the option they want.
Usage Tracking	Enable Add-in Usage Tracking	Lets you track the usage of the Microsoft 365 add-in by your users. See Microsoft 365 Monitor .
Synchronization Settings	Enable Application Permission	This setting enables standard sync to gain access to all the mailboxes so that users don't have to frequently sign in into the add-in. See Enable Improved Sign-In Experience with Application Permissions for more information.
	Enable Dynamic Batching for Sync	This setting auto-enables the sync engine to determine the optimized batch size for sync, based on the Oracle server capacity. This improves performance.
	Allow Users to Select Default Saved Search	Selecting this check box causes the default saved search defined in the Microsoft 365 Designer as the saved search for all the users. Custom saved searches specified by users in the add-in are ignored. See Sync Records Between the Sales Application and Microsoft 365 Outlook for details about the end user experience.
	Synchronization Tracking	This setting lets you monitor the sync statistics and displays the details in the Microsoft 365 Monitor. See Microsoft 365 Monitor for more details.
	Include Attachments in Sync	This setting lets the sync engine share attachments on emails or appointments with Sales.
	Attachment Size Limit	The maximum size limit is 10 MB. You can configure according to your business needs. Files larger than the size you configured here won't be shared with Sales. See What's the allowed attachment file type and size for sharing emails? for more details.
Contacts	Enable Sync	This is a primary setting to indicate you want to sync contacts. If this setting is disabled, other settings in this section are disabled, too.

Settings Area	Setting Name	Description
	Allow Sync to Create CX Contacts	When a user shares new contacts from Outlook, new contact records are created in the sales application. See Share Email and Meetings for details about the end user experience.
	Allow Sync to Delete CX Contacts	This setting means that when a user removes a contact in Outlook, the corresponding contact records are removed in Sales.
	Limit	Enter the number of records to be synced in every run of the sync process.
Appointments	Enable Sync	This is a primary setting to indicate you want to sync appointments. If this setting is disabled, other settings in this section are disabled, too.
	Enable Bidirectional Sync	If set to a yes value, appointments are synced between Sales and Outlook. If you deselect it, the sync engine only syncs appointments from Outlook to Sales and not from Sales to Outlook. To learn more, see the One-Way Synchronization for Appointments topic. See Share Email and Meetings for details about the end user experience.
	Allow Sync to Create CX Appointments	If set to a yes value, this setting means that when a user shares meetings from Outlook, appointment records are created in Sales.
	Allow Sync to Delete CX Appointments	If set to a yes value, when a user removes a meeting or an appointment from Outlook, the corresponding appointment record is removed from Sales.
	Autocapture Appointments	If set to a yes value, appointments are automatically synced without the need for the users to tag the appointments as Shared with Oracle. See Auto-Capture Appointments to learn more.
	Capture Appointments with Empty Invitee List	This setting is available only when Auto-capture Appointments is selected. Select this setting to sync those appointments that don't have any invitees. Usually, salespeople create such appointments to block some time on their calendars to complete priority tasks.
	Include Private Appointments	Users' private appointments are synced during the auto-sync of appointments.
	Allow Invitees to Share Appointments	Allows salespeople to share the meetings they were invited to.
	Limit	Enter the number of records to be synced in every run of the sync process.
Tasks	Enable Sync	This is a primary setting to indicate you want to sync tasks. If this setting is disabled, other settings in this section are disabled too.
	Allow Sync to Create CX Tasks	When a user shares emails from Outlook, emails are saved as tasks in the sales application.

Settings Area	Setting Name	Description
	Allow Sync to Delete CX Tasks	When a user deletes an email from Outlook, the corresponding task is removed from the sales application.
	Include Private Tasks from Outlook	Syncs the private tasks in Outlook with the sales application.
	Limit	Enter the number of records to be synced in every run of the sync process.
End User License Agreement Details	Agreement Acceptance	Shows the user who has accepted the terms and conditions mentioned in the end user license agreement. Also shows the date and time when the user has accepted the agreement.
	View Agreement	Click the link to go through the agreement again.

Related Topics

- [Manage User Mappings](#)
- [Configure Conflict Resolution](#)

Post-Setup Steps

Auto-Capture Appointments

Let your users' appointments be automatically synced between Microsoft Exchange and Sales. With auto-capture enabled, your salespeople don't have to categorize the appointments as Shared with Oracle anymore, for them to be synced.

After you enable auto-capture of appointments, here's what happens:

- The application automatically shares the appointments that have a Sales contact in the recipients list.
- When all the contacts on the appointment invitee list belong to the same account, the sync engine automatically determines the account and assigns the appointment to the appropriate Sales records.

Enable Appointment Auto-Capture

Let's see how you enable the application to automatically create appointments in Sales, even if they aren't categorized as Shared with Oracle in Outlook. This setup means your users save time, because they don't have to share appointments manually by setting the category of the appointment.

1. Navigate to the **Manage Microsoft 365** page.
2. In **Synchronization Settings > Appointments** ensure that **Enable Sync** setting is checked.
3. In Appointment Sync Settings, enable the **Autocapture Appointments** option.
4. Save your changes.

Autosync Private Appointments and Blocked Time

Depending on your organization's preferences, you can let the application autosync private appointments and capture the blocked time of users, as well. See the next two sections for more information.

Sync Private Appointments

You can configure the application to sync private appointments. When you sync private appointments, even appointments that a user has marked as "explicitly private" in Outlook are synced to Sales. Here's how to enable this feature:

1. Navigate to the **Manage Microsoft 365** page.
2. In **Synchronization Settings > Appointments**, ensure that **Enable Sync** is checked.
3. Ensure that **Autocapture Appointments** is checked.
4. Enable **Include Private Appointments from Outlook**.
5. Save your changes.

Enable Sync of Blocked Time

Now, let's see how you enable the application to also sync "blocked time" appointments. Blocked times are the appointments that don't have any invitees. Salespeople sometimes create such appointments to block some time on their calendars to complete priority tasks or for other reasons.

1. Navigate to the **Manage Microsoft 365** page.
2. In **Synchronization Settings > Appointments**, ensure that **Enable Sync** is checked.
3. Ensure that **Autocapture Appointments** is checked.
4. Enable **Capture Appointments with Empty Invitee List**.
5. Save your changes.

One-Way Sync for Appointments

The sync engine syncs the appointments, contacts, and tasks between Microsoft 365 and Oracle Sales. Every time a user updates or deletes a meeting or an appointment in Sales, the changes are synchronized to Outlook.

Every time the sync runs, notifications about these updates are sent to invitees. To prevent Outlook from sending automatic emails to the invitees, you can set one-way sync for appointments. In one-way sync, changes made to appointments in Outlook are synced to Sales, but the changes made in Sales aren't synced back to the appointments in Outlook.

Impact of One-Way Sync

Here's the impact of one-way sync for appointments:

- Your users can't use saved searches for appointments.
- Conflicts are set to "server wins" and are read-only.
- Meetings that exist only in Sales aren't synchronized to Outlook. Likewise, changes to meetings in Sales aren't reflected in Outlook.
- Meetings created inside the side panel don't generate an equivalent Outlook meeting.
- If a user resolves sync errors related to appointments from the Resolve Synchronization Errors page, those changes are reflected only in Sales.
- To summarize, the sales application doesn't update or create any appointments in Outlook.

Change Appointments Sync to One-Way

Bidirectional sync is the default sync for appointments. However, you can change it to one-way. Here's how you change the sync pattern:

1. In the Setup and Maintenance work area, use the Manage Microsoft 365 task:
 - o Offering: Sales
 - o Functional Area: Integrations
 - o Task: Manage Microsoft 365
2. On the Manage Microsoft 365 page, unselect the **Enable Bi Directional Appointment Sync** check box.
3. Save your changes.

Note: If a recurring appointment contains a custom field, only the first instance of the appointment is synced with the Sales application. The custom field needs an object trigger or a field trigger. Use the object workflows to update the custom fields in the recurring appointment.

Configure Conflict Resolution

Conflicting records occur when there's a difference between information saved in Sales and the information in the Microsoft 365 add-in. As an administrator, you can set the conflict resolution preference for your users.

Here are the steps to set the conflict resolution preference:

1. In the Setup and Maintenance work area, use:
 - o Offering: Sales
 - o Functional Area: Integrations
 - o Task: Manage Microsoft 365
2. On the Manage Microsoft 365 page, select the conflict resolution option in the **Conflict Resolution** section.
3. Enable the **Allow User to Override Default Conflict Resolution** option to allow users to view the conflict resolution options in the add-in and select the option they want.
4. Select the conflict resolution option in the Conflict Resolution section:
 - o **Server Wins:** The values in Sales overwrite the values in Microsoft 365 automatically.
 - o **Client Wins:** The values in Microsoft 365 overwrite the values in Sales automatically.
 - o **User Selected:** The user is prompted every time a conflict occurs. The Synchronization Status page displays Successful with Conflicts as the status, along with a list of conflicting records.
5. Save your changes.

Turn Off the Synchronization Process

When you don't want a continuous synchronization between Sales and Microsoft 365, or when you want to avoid unnecessary sync failures, you can disable (turn off) the synchronization.

Here's how to disable the sync process:

1. In the Setup and Maintenance work area, use:

- Offering: Sales
 - Functional Area: Integrations
 - Task: Manage Microsoft 365
2. Scroll to Synchronization Settings. Under the settings are three sections: Contacts, Appointments, and Tasks. Each section shows an Enable Sync check box and other check boxes within the region, to specifically stop creation or deletion of records.
 3. Let's see each option in detail:
 - **Enable Sync:** Use this check box to stop the to and from synchronization between the sales application and Outlook. For example, deselecting the Sync Enabled check box, which is in the Appointments section, stops syncing meetings or appointments.
 - **Enable Bidirectional Sync:** This setting is available only for appointments. With this setting selected, appointments are synced between CX Sales and Outlook. If you deselect it, the sync engine syncs appointments from Outlook to CX Sales only and not from CX Sales to Outlook. To learn more, see the *One-Way Synchronization for Appointments* topic.
 - **Allow Sync to Create CX Contacts, Appointments, or Tasks:** These are separate settings under each sync category that let you prevent the sync process from creating records in sales application, even if there are new records added in the Outlook. Similarly, it stops creating records in Outlook, if the users have added new records in the sales application. For example, deselecting the **Allow Sync to Create CX Tasks** check box under the Tasks section stops sharing newly created records between Outlook and the sales application.
 - **Allow Sync to Delete CX Contacts, Appointment, or Tasks:** These are separate settings under each sync category that let you prevent the sync process from removing records in Outlook, even when a user deletes the corresponding record in the sales application. Similarly, the process stops deleting records in the sales application when user deletes the corresponding ones in Outlook. For example, deselecting the **Allow Sync to Delete Contacts** check box under the Contacts section stops deleting corresponding records of contacts in the sales application as well as in Outlook.

Track Usage and Synchronization

As an administrator, you can decide if you want to track and capture user actions on the Microsoft 365 add-in and track synchronization details every day.

The application captures details such as the number of users using the Oracle add-in; the number of resources, contacts, or appointments a user created on a given day; and the data that got synced to Oracle.

Turn on these settings to enable your sales application to track user actions and application synchronization:

1. In the Setup and Maintenance work area, use:
 - Offering: sales
 - Functional Area: Integrations
 - Task: Manage Microsoft 365
2. Scroll down to the **Usage Tracking** section and select the **Enable Add-in Usage Tracking**.
3. Go to the next section, **Synchronization Settings** and select the **Enable Synchronization Tracking** check box.
4. Click **Save and Close**.

The add-in starts collecting the data after you turn on the settings. It doesn't generate any reports. Based on your need in future, you can use this data for reporting purposes and draw useful insights.

Synchronize Data Between CX Sales and Microsoft 365

Run three processes to synchronize data in your sales application with Microsoft 365:

For sync settings information, see [Manage Microsoft 365](#).

Process	Description
Microsoft 365 Instant Sync Job	Synchronizes the Microsoft 365 activities shared with your sales application. You can share an appointment or email with Oracle CX Sales. Appointments are synchronized as appointments and emails synchronized as tasks.
Microsoft 365 Standard Sync Job	Synchronizes the contacts and activities between Microsoft 365 and your sales application.
Microsoft 365 Token Refresh Job	This mandatory process synchronizes and refreshes your login credentials for the scheduled processes to run successfully

Note: For your data to be synchronized, you must make sure that synchronization is enabled in the Manage Microsoft 365 task. You should have already completed this setup while enabling the integration.

Best Practices for Sync Frequency

Here's are the recommended frequencies for the sync jobs:

- Microsoft 365 Token Refresh Job: Schedule this to run every 3 Hours. This job keeps the users' tokens active all the time.
- Microsoft 365 Instant Sync Job: Schedule this for every 1 hour.
- Microsoft 365 Standard Sync Job: Schedule this for every 4 hours.

If you're required to change the frequencies of the Standard Sync and Instant Sync jobs, evaluate the customer environment before making the changes. Also, consider factors such as number of total users and volume of data being synchronized.

A good approach to determine the frequency is to monitor these jobs for some time and evaluate how long the jobs are taking to complete. Based on the actual 'Run Time' (time taken for a job to complete), you can determine the frequency. For example, if the Standard Sync job instances are consistently completing in an hour, you can change the frequency from 4 hours to 2 hours. Similarly, you can change the Instant Sync jobs frequency to 30 minutes, if they're completing in about 15 minutes.

Related Topics

- [What are scheduled processes?](#)
- [Submit Scheduled Processes and Process Sets](#)

Microsoft 365 Monitor

The Microsoft 365 Monitor is a dashboard where you can see the synchronization statuses of all active users of the Microsoft 365 add-in. Along with viewing the users, you can also control synchronization activities.

To open the Microsoft 365 Monitor:

1. In the Setup and Maintenance work area, go to: **Sales offering Integrations functional area Manage Microsoft 365 task**.
2. From the Manage Microsoft 365 page, open **Microsoft 365 Monitor**.

The Microsoft 365 Monitor shows four information cards about the add-in usage:

- Last Sync Failed
- Never Synced
- In Progress
- Last Sync Succeeded

Information Card Name	What It Shows
Last Sync Failed	Shows the number of users whose data from the add-in didn't sync with the sales application in the most recently run sync job.
Never Synced	Shows the number of users whose data from the Microsoft 365 add-in never synced with the sales application, from the time the add-in was installed.
In Progress	Shows the number of users whose data is still syncing with the sales application. If you must hold the synchronization for any reason, you can select the users and select Suspend Sync or Disable Sync from the Actions menu.
Last Sync Succeeded	Shows the number of users whose data successfully synced from the add-in to the sales application.

You can see a table below the information cards. This table, by default, shows the details of Last Sync Failed information card. When you click any of the other information cards, the table refreshes to show details of the selected information card. Each information card shows:

- **Last:** Shows the last sync status.
- **User:** Shows the user name according to sales application.
- **Microsoft 365 User:** Shows the user name according to Microsoft.
- **Last Sync Start:** Shows the start time of the last sync.
- **Duration:** Shows the total duration of the last sync.

Note: Total duration includes Microsoft 365 duration, CX Sales duration, and also the time taken by any additional internal processes.

- **Active:** Shows a tick icon if the user's credentials or token was active.

Note: **Active** may show a failed icon, if CX Sales token refresh failed. This can happen if the Token Refresher scheduled process hasn't been run for a long time. When you see the failed icon, ask the user to sign into the add-in.

- **Authorized:** Shows a tick icon if the user's Microsoft credentials or token were active.

Note: If the Microsoft token refresh failed, **Authorized** may show a failed icon. This can happen if the sync engine wasn't run for a long time. When you see the failed icon, ask the user to sign into the add-in.

Available Actions

You can perform these actions, based on the synchronization data or the user data:

- **Suspend Sync:** Select a user or more to suspend an ongoing synchronization.
- **Disable Sync:** Select a user or more to disable future data synchronization. However, if you want to resume the synchronization, select the same users and select Enable Sync from the actions. The Enable Sync action is available only for the users whose synchronization is already disabled.
- **Delete User:** Select a user or more to delete their details from this table. Note that this doesn't delete the user from the sales application.
- **Update User Credentials:** Select a user and choose this action. A new window opens in which you can update the user's Microsoft email address or the sales application user name. Save your changes.
- **Export:** Select Export to download the user details as a .csv file.

User Details Page

To go to the User Details page, click the user name under the User column in the table related to each information card. The page shows:

- **Name:** The name of the user.
- **Status:** Shows the status against the three parameters: Authorized, Active, and Sync Enabled.

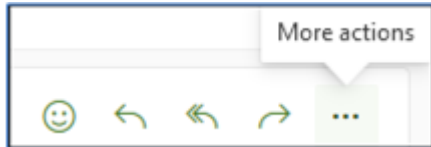
Note: The failed statuses for Authorized and Active statuses could be because of a Microsoft token or CX Sales token refresh failure. If you have manually disabled the synchronization for a user, the status appears as Sync Disabled.

- **Synced Records and Conflict Resolution:** Shows the active saved searches and their corresponding conflict resolution, which was set by the administrator or the user.
- **Synchronization History:** Shows the synchronizations run for the user.
- **Actions:** Three actions are available on this page: Disable Sync, Delete User, and Update User Credentials. Depending on the need, you can use them. The Enable Sync action is available if the user was disabled earlier.
- Click **Close** to get back to the Microsoft 365 Monitor page.

Open the Add-In from Outlook for the First Time

Here's what to do when you open the Oracle add-in from Outlook for the first time:

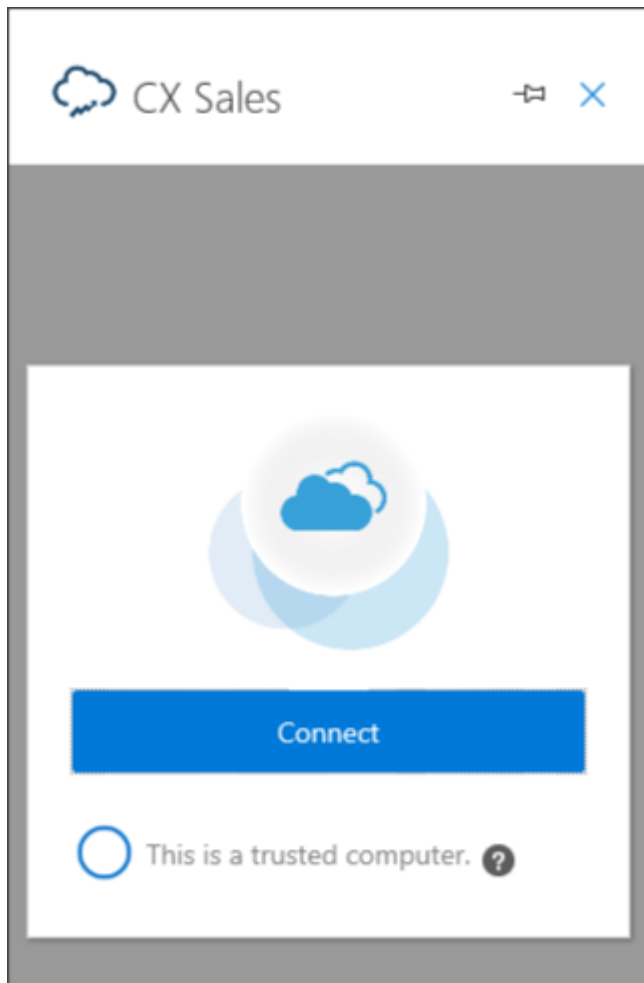
1. Navigate to Microsoft Outlook on the web or open Outlook on your computer and sign in. Respond with yes to any messages about Outlook being a trusted device.
2. In Outlook, click on an email to preview it.
3. In the menu bar of the email, click the **More actions** menu. This image shows an example:



Note: If you don't preview or open an email, you won't be able to see the More actions menu.

4. Select the Outlook add-in.
5. The connection may take a while to establish. Wait for the connection to establish. If the add-in is attempting to connect, you'll see a "working" indicator.

6. Click **Connect**.



You're prompted to sign in to CX Sales in a separate browser window. When you sign in, CX Sales links the Microsoft 365 and CX Sales users. From now on, you must be signed in as the same Microsoft 365 user to view the CX Sales user's information. The linking prevents you from signing in as another CX Sales user. You can uncouple the two accounts, however, by following the instructions in the topic [Manage User Mappings](#).

Related Topics

- [Manage User Mappings](#)

Additional Configurations

Enable Improved Sign-In Experience with Application Permissions

When you set up the application in Microsoft Azure for this integration by following the setup steps, you would have granted delegated permissions to the APIs required for the integration, such as Calendars.ReadWrite. These API permissions are needed so that sync and the add-in can access user's emails, appointments, contacts, and tasks in Microsoft.

With delegated permissions, when your users' Microsoft token expires (90 days from last sign-in in the add-in), the sync fails with error until the users re-sign into the add-in.

If you want sync to continue seamlessly without your users needing to sign-in to the add-in every 90 days, then you can add application permissions for the APIs required for the integration to the application registered in Microsoft Azure.

After you give the extra application permissions to the application in Microsoft Azure, the standard sync scheduled process uses the permissions to sign in. The add-in, meanwhile, continues to use the existing delegated permissions.

Note: Only administrators can enable the application permissions.

After you give the extra application permissions, your users need to sign in to the add-in just once and then they don't need to open the add-in again.

Add and Enable Application Permissions

To add and enable the application permissions for the add-in:

1. Add the application permissions in Microsoft Azure for the application you created for the Oracle Microsoft 365 add-in.
2. Enable application permissions in the Sales application.
3. Notify your users to sign into the add-in once.

Add Application Permissions in Microsoft Azure

1. Sign in to Microsoft Azure.
2. Open the application you registered for the Oracle Microsoft 365 add-in.
3. Go to the **API Permissions** tab and click **Add a permission**.
4. Select **APIs my organization uses**.
5. Search for *office* and select **Office 365 Exchange Online**.
6. Click **Application Permissions** and add the permissions shown in this table:

Permission	Option to Select
Calendars	Calendars.ReadWrite.All
Contacts	Contacts.ReadWrite

Permission	Option to Select
Mail	Mail.ReadWrite
Mailbox Settings	MailboxSettings.ReadWrite
Tasks	Tasks.ReadWrite
User	User.Read.All

7. Click **Add Permissions**.
8. On the API permissions page, select **Grant admin consent** for each permission you added to consent on behalf of users.

Enable Application Permissions in the Sales Application

1. In the Setup and Maintenance work area, use the Manage Microsoft 365 task:
 - o Offering: Sales
 - o Functional Area: Integrations
 - o Task: Manage Microsoft 365
2. Under Synchronization Settings, enable the **Enable Microsoft Application Permission** option.
3. Click **Save and Close**.

Configure an Application Access Policy to Secure Your Mailboxes

Theoretically, any accounts using the application with the application permissions granted can gain access to all mailboxes in the Microsoft tenant that the application is for. However, Oracle Microsoft 365 sync processes – which uses this application – only uses the application to access users' mailboxes who have signed in to the add-in. The add-in doesn't use application permissions on the application; it only uses the delegated permissions.

Depending on your company's security requirements, you may want to further restrict this application to only certain users. For that, you can configure an application access policy before you enable the application permissions on the application.

Note: Configuring application access policy is optional and depends on your business' security requirements.

As a Microsoft Azure administrator, configure an application access policy:

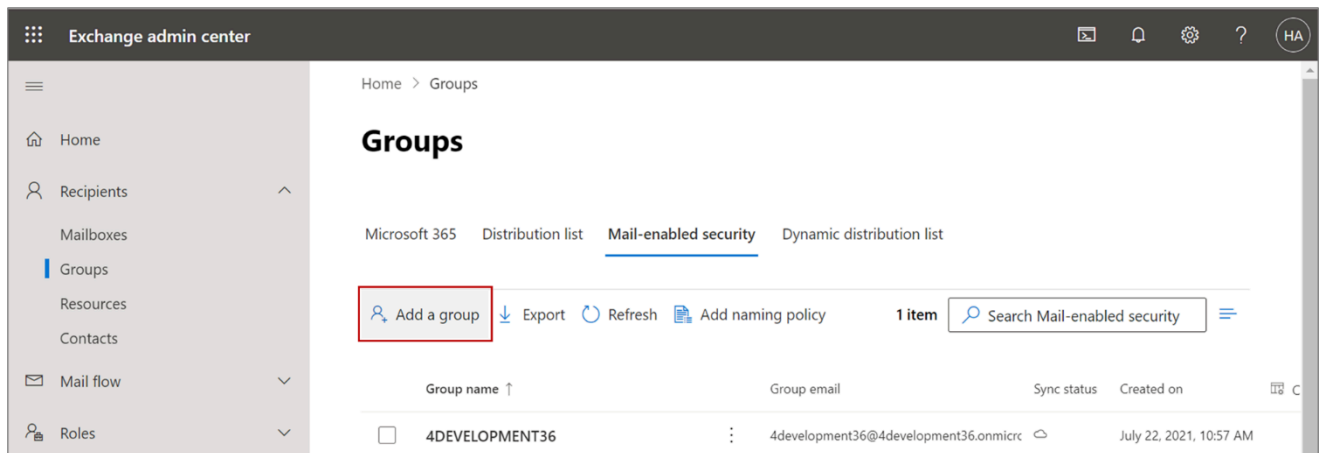
1. Create a mail-enabled security group in the Microsoft Exchange admin center.
2. Create an application access policy in Microsoft PowerShell for the security group you created.

The access policy restricts the scope of mailboxes that the standard sync process can access.

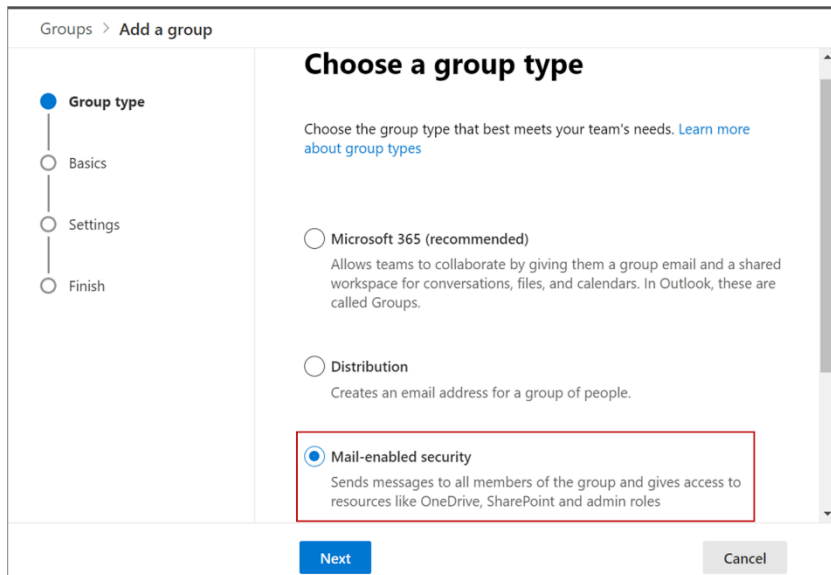
Create a Mail-Enabled Security Group

1. Sign in to the Exchange Admin Center at <https://admin.exchange.microsoft.com/#/>.
2. Navigate to **Groups > Mail-enabled security**.

3. Click **Add a group**, as shown in this screenshot:



4. In the Group type section, select **Mail-enabled security** and click **Next**, as shown in this screenshot:



5. In the Basics section, enter a name and description, and click **Next**, as shown in this sample screenshot:

The screenshot shows a web interface for creating a group. At the top, a breadcrumb trail reads 'Groups > Add a group'. On the left, a vertical progress bar has four steps: 'Group type' (checked), 'Basics' (selected), 'Settings', and 'Finish'. The main content area is titled 'Set up the basics' and includes the instruction 'To get started, fill out some basic info about the group you'd like to create.' Below this, there is a 'Name *' field with the placeholder text 'New group'. Underneath is a 'Description' field with the placeholder text 'Enter a description for your new group'. At the bottom of the form are three buttons: 'Back', 'Next', and 'Cancel'.

6. In the Settings section, enter the group email address, and configure the following. The image shows the Settings menu, with the Edit settings page active. It also shows two check boxes in the Communication and Approval sections.
- Communication:** Do not select the check box.
 - Approval:** Select the **Require owner approval to join the group** check box, as shown in the following screenshot.

7. In the Finish section, verify all the details, and click **Create group**, as shown in this example screenshot:

Groups > Add a group

✓ Group type

✓ Basics

✓ Settings

● **Finish**

You're almost there - make sure everything looks right before adding your new group.

Group type
Mail-enabled security
[Edit](#)

Basics
Name: Limit Access
Description: None provided
[Edit](#)

Settings
Email: fusion1@4development36.onmicrosoft.com
Communication: Disabled
Require owner approval to join the group: No
[Edit](#)

Back Create group Cancel

8. The mail-enabled security group you created shows up in the Groups list, as shown in this screen shot:

Home > Groups

Groups

Microsoft 365 Distribution list Mail-enabled security Dynamic distribution list

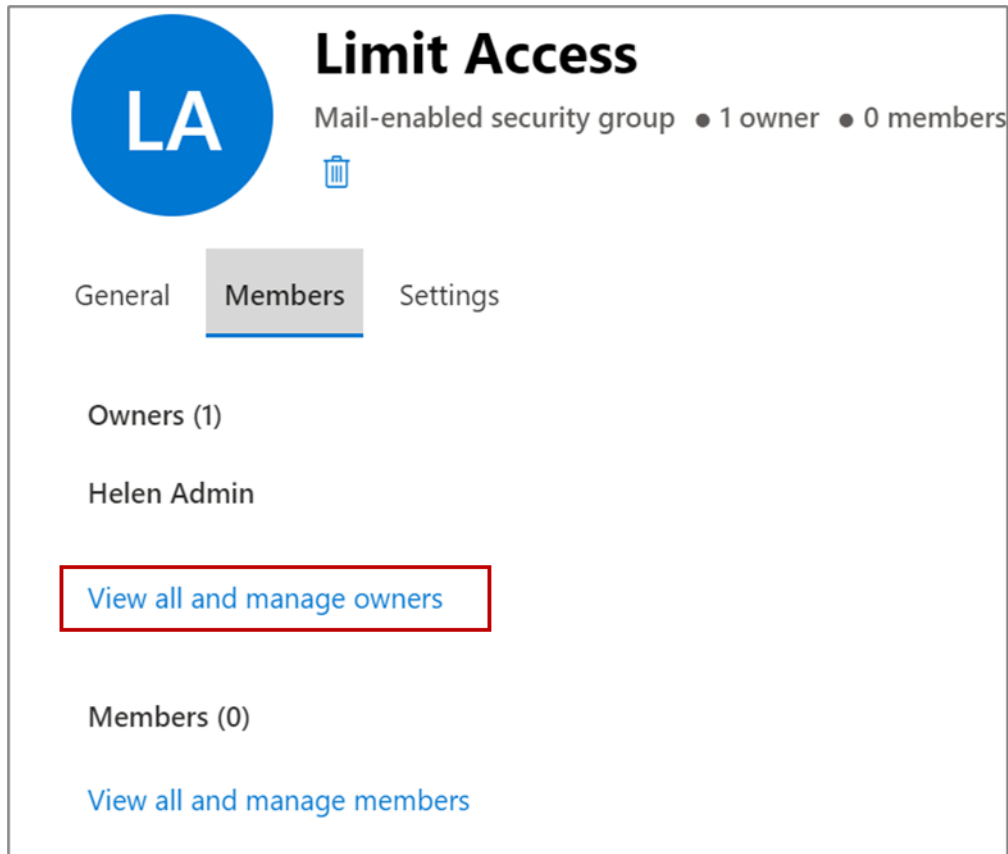
[Add a group](#)
[Export](#)
[Refresh](#)
1 item

Group name ↑	Group email	Sync status	Created on
☐ Limit Access	limitaccess@4development36.onmicrosoft.com		January 11, 2022, 10:46

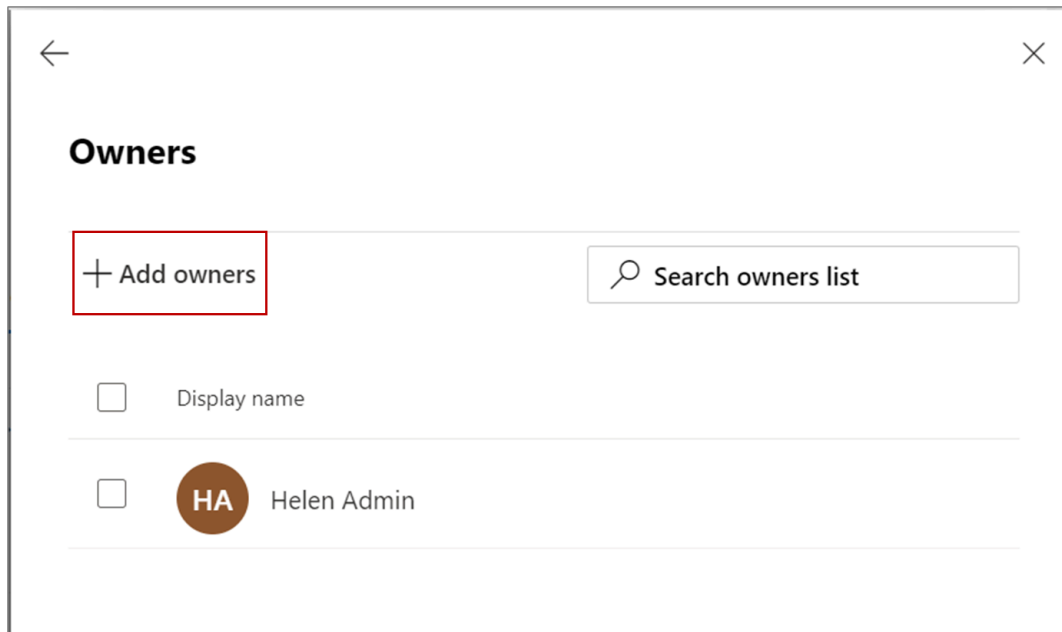
9. Next, you need to assign owners and add members to the group. To do that, click the group name.

10. On the Group Details window, click the **Members** tab.
 - a. You are the owner of the group you created. If you want to add more owners, click **View all and manage owners**.

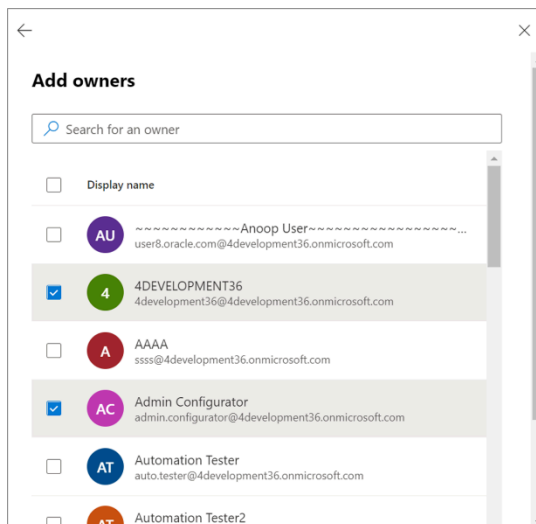
The following screenshot shows the Limit Access window with the Members tab highlighted, along with the View and manage all owners link:



- b. On the Owners page, click **Add owners**, as shown in this screenshot:

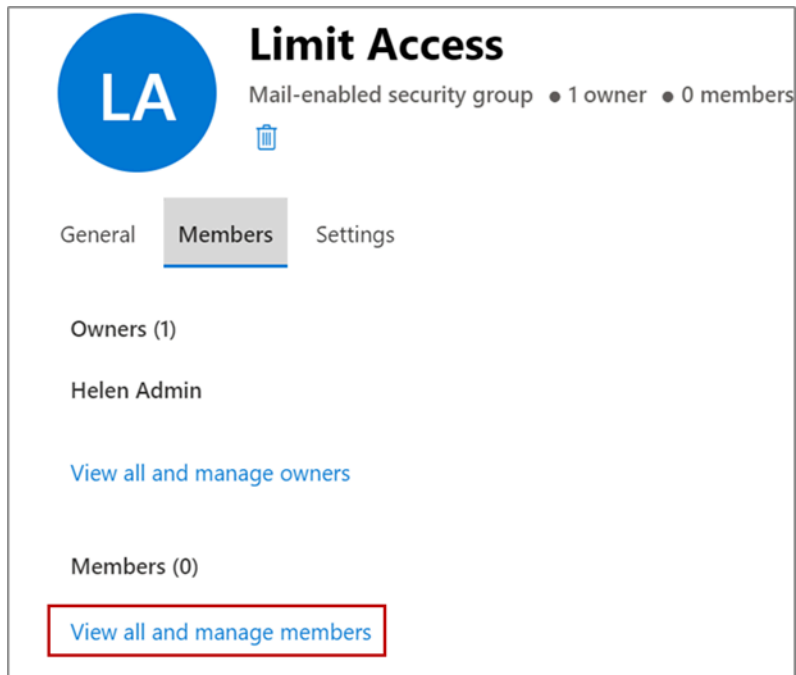


- c. Select the group owners from the list and click **Add**, as shown in this screenshot:



Click the back arrow to go back to the Members tab.

- d. Next, to the security group, add users you want to give a seamless access to. On the Members tab, click **View all and manage members**, as shown in this screenshot:.



- e. On the Members page, click **Add members**.
- f. Select the members from the list and click **Add**.

Click the back arrow to go back to the Members tab.

- 11. Close the group.

The mail-enabled security group is ready for use.

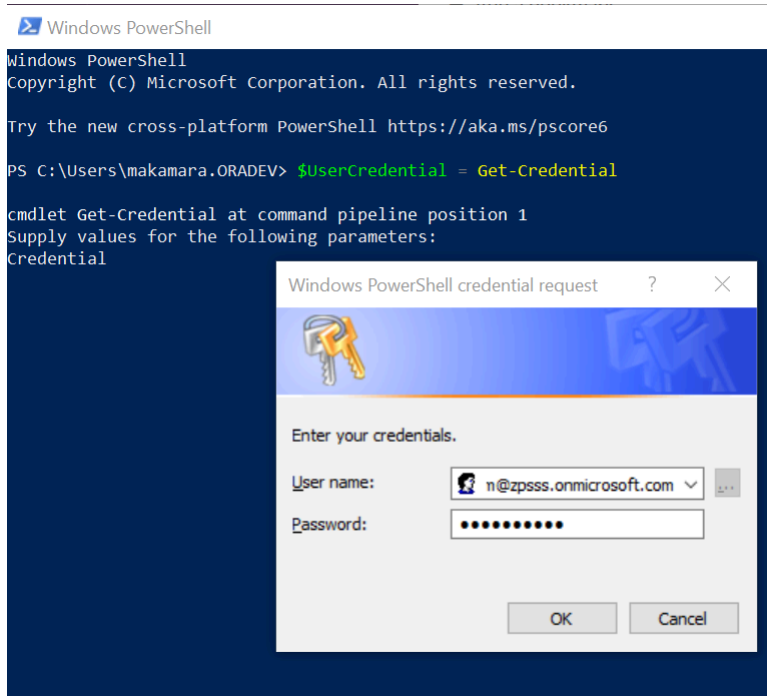
Create an Application Access Policy

- 1. Open Windows PowerShell.

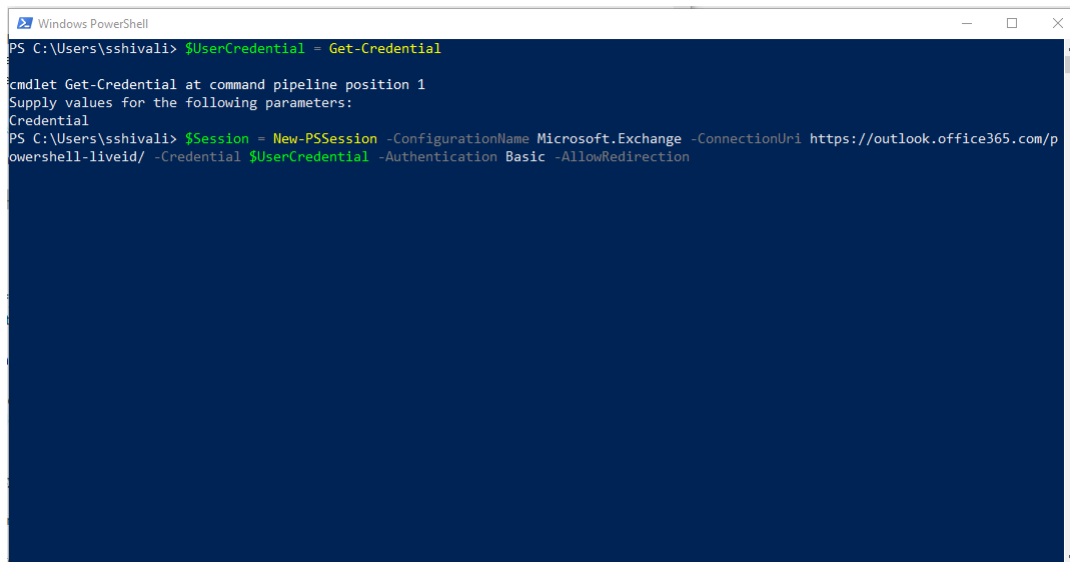
2. Run the following commands in Windows PowerShell.

- `$UserCredential = Get-Credential`

On entering the command, a window to enter your Windows PowerShell administrator credentials appears. Enter the administrator credentials, as shown in this sample screenshot:



- Next, enter the command, `$Session = New-PSSession -ConfigurationName Microsoft.Exchange - ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential - Authentication Basic -AllowRedirection,` as shown in this sample screenshot:

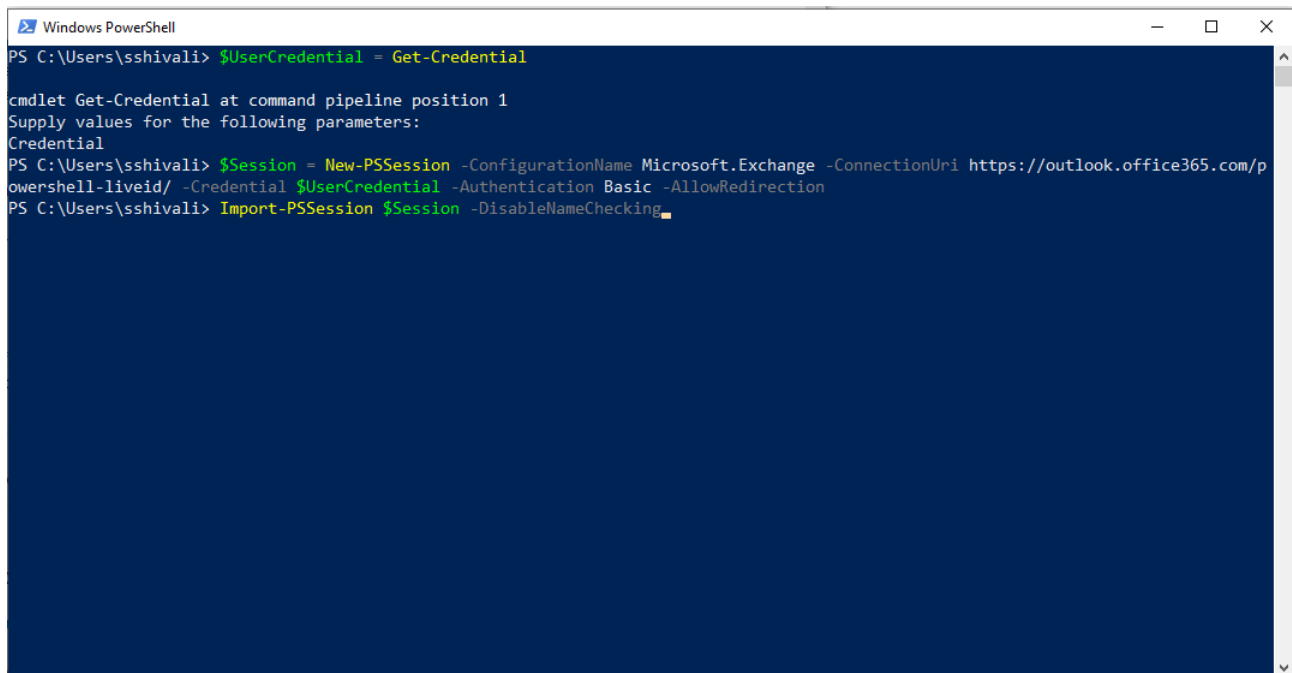


```
Windows PowerShell
PS C:\Users\sshivali> $UserCredential = Get-Credential

cmdlet Get-Credential at command pipeline position 1
Supply values for the following parameters:
Credential
PS C:\Users\sshivali> $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -Authentication Basic -AllowRedirection
```

You get a prompt to enter your administrator credentials again. Enter them.

- Next, enter the command, `Import-PSSession $Session -DisableNameChecking`, as shown in this sample screenshot:



```
Windows PowerShell
PS C:\Users\sshivali> $UserCredential = Get-Credential

cmdlet Get-Credential at command pipeline position 1
Supply values for the following parameters:
Credential
PS C:\Users\sshivali> $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -Authentication Basic -AllowRedirection
PS C:\Users\sshivali> Import-PSSession $Session -DisableNameChecking
```

- Note:** You can get the application's Application (client) ID from Microsoft Azure. Use the mail-enabled security group you just created, by following the steps provided in the section above, Create a Mail-Enabled Security Group.

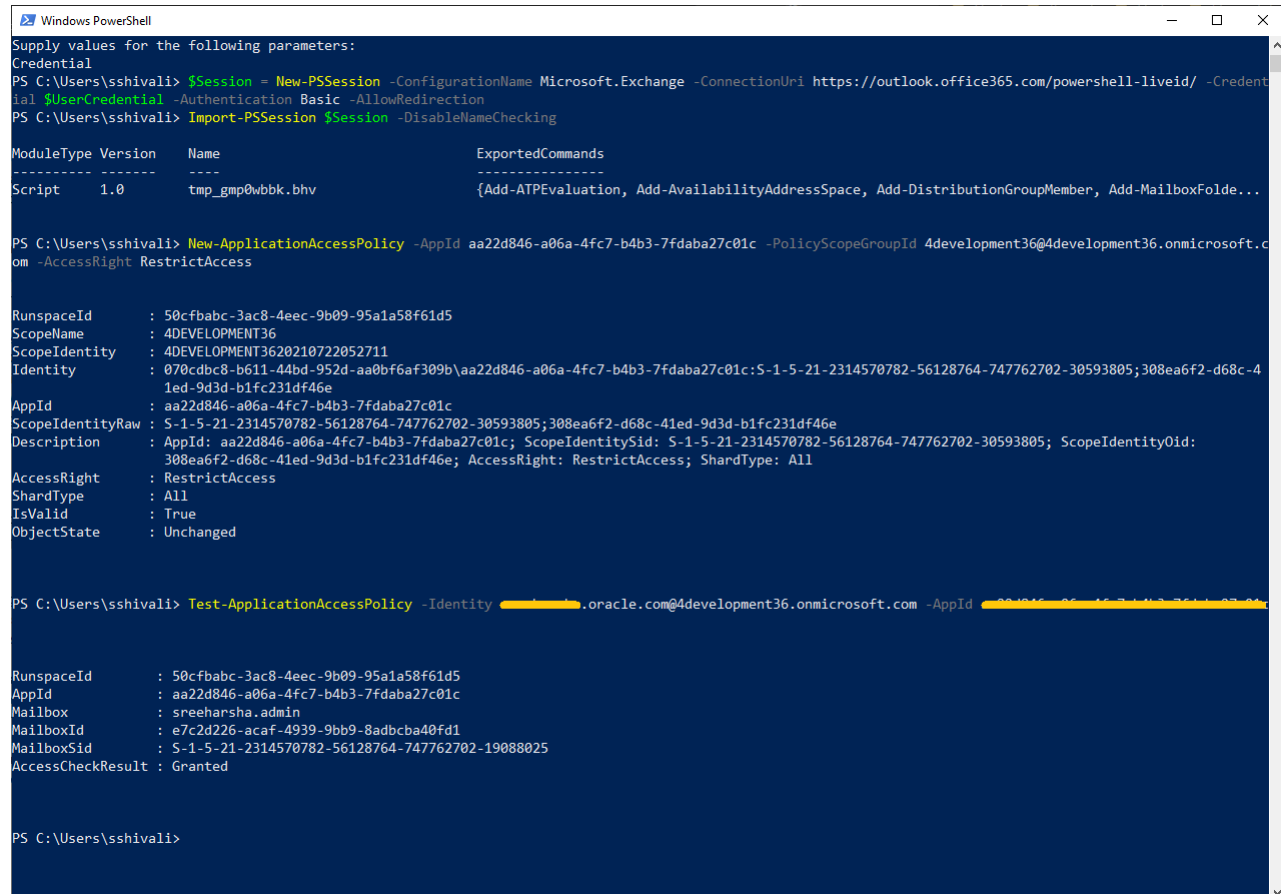
- o `New-ApplicationAccessPolicy -AppId xxxxxxxxxxxxxxxxxxxxxx -PolicyScopeGroupId xxxxxxxxxxxxxxxxxxxxxx -AccessRight RestrictAccess.`, as shown in the following sample screenshot:

It may take about 30 mins for your changes to reflect.

5. Test the newly created application access policy.

Run the following command, replacing the arguments for Identity and App Id. Identity is the user's email address added to the Security Group and AppId is the Application Id registered with Microsoft Azure.

- `Test-ApplicationAccessPolicy -Identity <Identify> -AppId <AppId>`



```
Windows PowerShell
Supply values for the following parameters:
Credential
PS C:\Users\sshivali> $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credent
ial $UserCredential -Authentication Basic -AllowRedirection
PS C:\Users\sshivali> Import-PSSession $Session -DisableNameChecking

ModuleType Version      Name                               ExportedCommands
-----
Script      1.0             tmp_gmp0wbbk.bhv                 {Add-ATPEvaluation, Add-AvailabilityAddressSpace, Add-DistributionGroupMember, Add-MailboxFolde...

PS C:\Users\sshivali> New-ApplicationAccessPolicy -AppId aa22d846-a06a-4fc7-b4b3-7fdaba27c01c -PolicyScopeGroupId 4development36@4development36.onmicrosoft.c
om -AccessRight RestrictAccess

RunspaceId      : 50cfbabc-3ac8-4eec-9b09-95a1a58f61d5
ScopeName       : 4DEVELOPMENT36
ScopeIdentity    : 4DEVELOPMENT3620210722052711
Identity        : 070cd8bc-b611-44bd-952d-aa0bf6af309b\aa22d846-a06a-4fc7-b4b3-7fdaba27c01c:S-1-5-21-2314570782-56128764-747762702-30593805;308ea6f2-d68c-4
1ed-9d3d-b1fc231df46e
AppId           : aa22d846-a06a-4fc7-b4b3-7fdaba27c01c
ScopeIdentityRaw : S-1-5-21-2314570782-56128764-747762702-30593805;308ea6f2-d68c-41ed-9d3d-b1fc231df46e
Description      : AppId: aa22d846-a06a-4fc7-b4b3-7fdaba27c01c; ScopeIdentitySid: S-1-5-21-2314570782-56128764-747762702-30593805; ScopeIdentityOid:
308ea6f2-d68c-41ed-9d3d-b1fc231df46e; AccessRight: RestrictAccess; ShardType: All
AccessRight      : RestrictAccess
ShardType        : All
IsValid         : True
ObjectState      : Unchanged

PS C:\Users\sshivali> Test-ApplicationAccessPolicy -Identity sreeharsha.admin@4development36.onmicrosoft.com -AppId aa22d846-a06a-4fc7-b4b3-7fdaba27c01c

RunspaceId      : 50cfbabc-3ac8-4eec-9b09-95a1a58f61d5
AppId           : aa22d846-a06a-4fc7-b4b3-7fdaba27c01c
Mailbox         : sreeharsha.admin
MailboxId       : e7c2d226-acaf-4939-9bb9-8adbcb40fd1
MailboxSid      : S-1-5-21-2314570782-56128764-747762702-19088025
AccessCheckResult : Granted

PS C:\Users\sshivali>
```

Use Multi-Tenancy

If you're operating in multi-tenant environment, use these steps to enable multi-tenancy for the add-in.

Register the Add-In for Multi-Tenancy

Here's how to register the add-in to use multi-tenancy:

1. Go to the *Enable Microsoft 365 Integration* topic. We'll use the same steps as in this topic, with some modifications to account for the multi-tenant use case.
2. In the Register the Oracle Add-In in Microsoft Azure section (Register an application page), instead of choosing **Single tenant**, select **Multitenant**.
3. Sign in to the Sales application as a setup user.

4. Navigate to **Setup and Maintenance > Manage Microsoft 365**. In the Outlook tab, enter the details for the Microsoft application. See the *Enable Microsoft 365 Integration* topic for more information.
5. Download the generated manifest file and share it with all of the subsidiary administrators.
6. Create the application consent URL and provide it to the subsidiary administrators. Here's an example of how to construct the URL:

```
https://login.microsoftonline.com/common/adminconsent?client_id=<ClientID>& state=12345&redirect
uri=https://<hostName>/sales/office365/jet/close.html&tenant=<TenantId>
```

See the Get Parameters for the URL section in this topic for details about how to get the parameters to construct the URL.

7. After the subsidiary administrators receive the manifest and consent URL, the subsidiary administrators need to upload the manifest from the Office 365 Admin page: <https://admin.microsoft.com/#/Settings/IntegratedApps>.
8. Next, the subsidiary administrators sign in to Office at: <https://outlook.office.com/owa/>, where they open a new browser tab and run the consent URL provided, and accept the consent.
9. After this, subsidiary users will start seeing the add-in in Outlook. They should be able to sign in and use the application.

Note: To decommission a subsidiary, delete all subsidiary users from Oracle Sales.

Get Parameters for the URL

To get the Tenant ID and Client ID needed to construct the URL, go to the Azure portal, as shown in this section. Note that only Azure admins have the privileges to get this information.

Host Name

The hostName is the Oracle Sales cloud instance name.

Tenant ID

Go to: https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/Overview and locate the Tenant ID.

Client ID

Navigate to the **App Registration** page and look for the registered application. When you drill down to the application, you can see the Application (client) ID in the Overview section.

Enable Your Add-in for Government Tenant Privileges

Microsoft 365 Government Community Cloud (GCC) is a Platform as a Service built on the Azure Commercial infrastructure. Microsoft 365 GCC is certified to FedRAMP High standards for cloud systems.

It meets the flow-down requirements of DFARS 7012 as of February 2021, all which enable customers handling Controlled Unclassified Information (CUI) on behalf of the Department of Defense (DoD) to use the platform. See the *Microsoft 365 for Government* web page to learn more.

If your organization is on Microsoft 365 GCC, the add-in will be configured considering the GCC tenancy requirements. However, you need to indicate it in the add-in setup page.

Here's how you mark GCC tenancy for your add-in:

1. In the Setup and Maintenance work area, use the **Manage Microsoft 365** page:
 - o Offering: Sales
 - o Functional Area: Integrations
 - o Task: Manage Microsoft 365
2. In the navigation pane on the Manage Microsoft 365 task page, click the **Outlook** tab.
3. In the **Set Up Outlook Integration** section, select the **Government Tenant** checkbox.
4. Click **Save and Close** to save your changes and close the page.

Manage User Mappings

User mappings are critical for a user to sign in to the Oracle add-in. User mappings are combination of a user's Microsoft email ID and the Sales application user ID. If any of them change, users can experience sign-in issues.

To avoid this, you can update these mappings whenever you're informed about a change in either of them. Similarly, if a user is no longer active, you can remove the mapping.

Here's how you can review and update user mappings:

- Open the Microsoft 365 Monitor from the Manage Microsoft 365 page. You see a list of user mappings. Using the relevant options available, you can update or delete the user mappings shown in the list:
 - o **Update User Credentials:** Use this option to correct or update the Microsoft email ID or User ID in the sales application. To update, select the user mapping and select the **Update User Credentials** option from the Actions menu. Make the necessary changes and save.
 - o **Delete User:** When a user leaves your organization, his Microsoft email ID is obsoleted. To delete the mapping, select the user mapping and select the **Delete User** option from the Actions menu.

Note that only the user mapping between the Sales application user ID and Microsoft email ID is deleted. The user ID of sales application continues to be active. The next time a new user uses the sales application user ID, his Microsoft email ID is automatically mapped to this sales application user ID.

Configure the Share Option on Appointments and Tasks

Your users use the Share Item button in the add-in to share contacts, opportunities, and appointments with the sales application. Based on your business requirements, you may want to show or hide the share option for appointments and tasks.

Here are the steps to configure:

1. In an active sandbox, open the CX Microsoft 365 Designer (**Sales application > Application Composer > Productivity Applications Setup > CX Microsoft 365 Designer**).
2. Click **Appointment** in the Home page.
3. Scroll down to **Feature Details** and turn on **Disable Share Flow** to hide the **Share Item** button on Appointments, for all the add-in users.
4. Do this for **Task** as well.

5. Save your changes.

Note: You can reverse this setting anytime. Come back to Appointment and Task in the Designer home page and turn off Disable Share Flow. This lets your users share appointments and tasks again in the sales application.

Automatically Sync the Email Responses of Manually Shared Emails

You can configure email sync so that replies received by users for previously shared emails get shared automatically with Sales.

Here are the high-level steps to enable this feature:

- Set the `ORA_ZCA_ENABLE_TRACKING_EMAIL_CONVERSATIONS` profile option.
- Select the Enable Auto Capture of Email Responses checkbox in the Manage Microsoft 365 task page.

Set the Profile Option

1. In the Setup and Maintenance work area, go to:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Administrator Profile Values
2. On the Manage Administrator Profile Values page, search for the profile option, `ORA_ZCA_ENABLE_TRACKING_EMAIL_CONVERSATIONS`.
3. Set the profile to Yes at the Site level.
4. Save your changes.

Enable the Autocapture of Email Replies

1. Navigate to the Synchronization Settings page: In the Setup and Maintenance work area, use:
 - Offering: Sales
 - Functional Area: Integrations
 - Task: Manage Microsoft 365
2. In Email Sync, set the **Autocapture replies to shared emails** option to a yes value.
3. Save your changes.

The replies that user receive to previously shared emails are automatically shared with the Sales application.

Allow Updating of External Appointments

The salespeople who use Microsoft 365 add-in can share external appointments with the sales application. Even though the appointment is external to the company, you might want to let salespeople edit certain details, such as the account, opportunity, and lead.

Remember that the meeting details, such as day, time, description, and location, will still be read-only.

Here's how you can enable updating the external appointments:

1. In the Setup and Maintenance work area, use the **Manage Administrator Profile Values** task:
 - **Offering:** Sales
 - **Functional Area:** Sales Foundation
 - **Task:** Manage Administrator Profile Values
2. On the Manage Administrator Profile Values page, search for **External Appointments Editing Enabled** (ORA_ZMM_ENABLE_EXTERNAL_APPT_EDIT) and set the **Site** value to **Yes**.
3. **Save and Close** the page.

Note: External appointments synced from Microsoft 365 should be linked to your sales data to allow for tracking and analytics.

Configure Activity List by Job Roles

You can configure the add-in Activity list to appear based the job role of your users. For example, you can configure the Activity list so that salespeople can only log calls, but sales managers can log calls and create a call report.

From the Activity tab of the add-in home page, your users can do these actions by default:

- Create Appointment
- Create Task
- Create Call Report
- Log a Call

Let's see how to configure this:

1. In an active sandbox, open the CX Microsoft 365 Designer (**Sales application > Application Composer > Productivity Applications Setup > CX Microsoft 365 Designer**).
2. Click the hamburger icon and go to **Home > Side Panel > Activity List**.
3. Duplicate the standard layout to create your custom layout.
4. Do this in the custom layout:
 - a. Select the roles from the Assigned Roles list.
 - b. Under Activity List Actions, you can see all the default actions available. Keep the actions you want these roles to access and remove the others.
5. Save your layout.

Note: You can create separate layouts based on roles and the activities you want them to access.

Enable Country-Specific Address Formats

Your add-in supports country-specific address formats which means, when your users create a new contact or account, the address fields relevant to the selected country appear. The country-based address fields are all available in a single field called Primary Address.

The Primary Address field is available only in the Edit layouts of the Contacts and Accounts pages. When you add this field to the Edit layout, your users can enter complete address of the contact or the account from the add-in.

Here's how you can add the Primary Address field to the Edit layout:

1. Ensure that you're working in an active sandbox.
2. In your sales application, go to CX Microsoft 365 Designer: **Application Composer > Common Setup > Productivity Applications Setup > CX Microsoft 365 Designer**.
3. Click the menu icon in the Microsoft 365 Designer.
4. Open Edit view of Accounts and create a new layout.
5. In the new layout, drag and drop 'Primary Address' from the Available Fields and save the layout.
6. Similarly, create a new layout for Contacts, add Primary Address field and save the layout.
Note: If you have existing custom layouts, then delete the old address fields and add Primary Address.
7. Click **Save**.

After adding Primary Address, the application moves details from your old address fields into the Primary Address fields, and country-specific address formats take effect. If users gave invalid address in older fields, the synchronization fails. However, users can resolve the sync issues by correcting the address details.

In the Detail layout of Accounts and Contacts, ensure that you add 'Address' field from the Available Fields section. This field consolidates the entire Primary Address details that users enter in the Edit view.

Related Topics

- [Sync Records Between the Sales Application and Microsoft 365 Outlook](#)

Enable Advanced Sharing Mode

If you have made any task or appointment fields mandatory in your custom layouts, turn on the Advanced Sharing mode. This mode ensures that users don't miss entering information in mandatory fields.

Also, when this mode is on, the application shares users' emails or appointments beyond the ones that are under the Related Records tab.

Here are the steps to turn on Advanced Sharing:

1. Enter a sandbox and open Microsoft 365 Designer by going to **Application Composer > Productivity Applications Setup > CX Cloud Microsoft 365**.
2. Expand the side panel and go to **Related Records**.
3. Create a new layout and name it in a way that it indicates it's being used for 'Advanced Sharing'.
4. **Save** the layout.
5. Re-open the layout you just added.
6. In the layout details section, turn on **Advanced Sharing Mode**.
7. Save the layout.

8. Test your new layout and publish the sandbox.

Configure Smart List Attributes

When a user clicks on the search icon in the dynamic choice list fields of the Microsoft 365 add-in without entering any search criteria, the add-in fetches a list of items using predefined parameters, such as recently created, updated, or visited records.

This list is called a smart list.

Note: Smart lists are generated based on interactions on sales application, Microsoft 365 add-in, and Mobile.

Smart lists are enabled on dynamic choice lists Accounts, Contacts, Opportunities, and Leads. There's no setup required for smart lists, but, you can configure the attributes you want your users to see for an item. Here's how you can do that:

1. Ensure that you're working in an active sandbox.
2. Go to **Navigator > Configuration > Application Composer**.
3. Select **Productivity Applications Setup** and then select **CX Cloud Microsoft 365**.
4. Open the **Picker** layout of an object, such as Account.
5. You can see the default attributes for that object. For example, you can see Primary Contact and Address for the Account object. You can remove attributes and add new ones.
6. Save your changes.
7. Go to the Configure Adaptive Search page and ensure that these attributes you added in the designer are enabled for Adaptive Search.

Note: If Adaptive Search isn't enabled on these attributes, users see a blank space in place of these attributes in the smart list.

FAQs for Microsoft 365

Frequently Asked Questions (FAQs) for Microsoft 365

This section contains the most frequently asked questions (FAQs) when setting up and maintaining Microsoft 365. Scroll or search to find answers to common questions.

Why do users have issues signing in to the add-in from the Outlook desktop client?

If your users have sign-in issues only with the desktop version of Outlook, they may have to update to a version supported by the add-in. See the System Requirements for Outlook Applications for more information.

Why can't my users share meetings or email with the sales application?

If your users report issues with sharing meetings or emails, verify the status of activities related to these business objects and enable them. For example, if your users are facing issues with sharing emails, verify if an activity for Email exists.

This activity must be in the Manage Activity Type and Subtype task in the Setup and Maintenance work area. Ensure that Appointments, Call Reports, and Tasks check boxes are turned on for that activity and set a start date. If you don't find one, add an activity with the Name and Code as 'Email' and enable the check boxes. Save the activity. Do the same if your users have issues with sharing appointments and other business objects as well.

My users can't find an item they're looking for, even though Adaptive Search is enabled. Why?

These are the possible reasons your users can't find an item they're looking for:

- If the field your user is searching on is available in the other add-in pages, but you haven't enabled these fields to be searchable for Adaptive Searches, then users can't search by these fields. Turn on Adaptive Search and keyword search on those fields.
- If Text search isn't enabled on a field, such as the Comments field, and your users are trying to perform a text search on that Comments field, they can't get their desired result. Turn on the check box called 'Analyzed Text Search' for that Text field.
- The field your users are searching on isn't supported by Adaptive Search, and thus isn't searchable. For example, the Favorites attribute on the Contacts object isn't supported for Adaptive Search.
- If your users have read-only access or they don't have access rights to the data being searched, they can't find the desired results.

My users say the smart list isn't showing any results. How can I fix this?

If your users have been actively updating or creating account, opportunity, or contact records in the sales application, then the smart list appears based on the user context.

Note: Smart lists are based on sales application interactions only. Microsoft 365 add-in interactions don't contribute to the smart list.

However, just to ensure that the latest feed is captured, run the Generate Relevancy Feed scheduled process in the sales application.

CAUTION: This scheduled process is part of Adaptive Search. If you run it, the process might affect all sales application fields and not just the Microsoft 365 add-in fields.

To run this scheduled process:

1. In the sales application, go to **Tools > Scheduled Processes**.
2. Click **Schedule New Process**.
3. Search for the process, Generate Relevancy Feed.
4. Click **OK** to run the process.

Why isn't the field I exposed in the Designer available in the Adaptive Search configuration page?

Sometimes the names of the fields you see in Microsoft 365 Designer and the corresponding fields in Adaptive Search don't match exactly. To ensure that smart lists display attributes correctly, make sure the designer fields and Adaptive Search fields are equivalent.

Do this before you enable the attributes or fields for Adaptive Search.

Why couldn't my user delete an opportunity contact?

Your user with the Sales Representative job role, must own the opportunity and the associated account to delete the contact related to it. If you have changed the configurations related to the job role, ensure that the job role includes the Delete Opportunity privilege.

How can I unblock a user whose access is blocked because of signing in from another user's computer?

In such scenarios, both the users are blocked from signing in to the Microsoft 365 add-in. Delete the users from the synchronization log to unblock the users. Here's how:

1. In the Setup and Maintenance work area, use:
 - **Offering:** Sales
 - **Functional Area:** Integrations
 - **Task:** Manage Microsoft 365
2. On the task page, click **Microsoft 365 Monitor**.
3. On the Microsoft 365 Monitor page, select the users.
4. Click **Actions** and select **Delete the User**. Ask the users to sign in to the add-in again.

Why isn't the invitee's decline response shared with the sales application?

When an invitee shares a meeting with the sales application, Microsoft provides only the Microsoft ID (MS ID) and not the iCalUID of the meeting. So, looking up an invitee's decline response isn't possible because the iCalUID isn't available. Also, the add-in doesn't track the MS ID of all the invitees.

Note: The invitee response of the meeting shared with the sales application is read-only for the organizer. The organizer can't change the response in the sales application.

How can I configure required fields for a contact address?

Use the Manage Address Formats task to configure required address fields for contacts.

1. In Setup and Maintenance, use the **Manage Address Formats** task:
 - o Offering: Sales
 - o Functional Area: Accounts and Contacts
 - o Task: Manage Address Formats
2. On the Manage Address Formats page, select a country from the **Country** list and click **Search**.
3. Select the postal address format if multiple formats are available and click **Edit**.
4. Select the **Required** check box for the field.
5. Click **Save and Close**.
Sign in again in the Microsoft 365 add-in for the changes to take effect.

How can I reinstate the add-in that isn't showing up on my Outlook?

Try the recovery steps provided here to reinstate the add-in:

1. Reinstall Outlook and add the add-in. If you still can't see the add-in, then try the next step.
2. Verify the settings in the Microsoft admin center.
 - a. Set the deployment method in the Microsoft 365 admin center to **Available**.
 - b. Ensure that you have same user accounts in the add-in configuration in the Microsoft 365 admin center and the Outlook Office account.

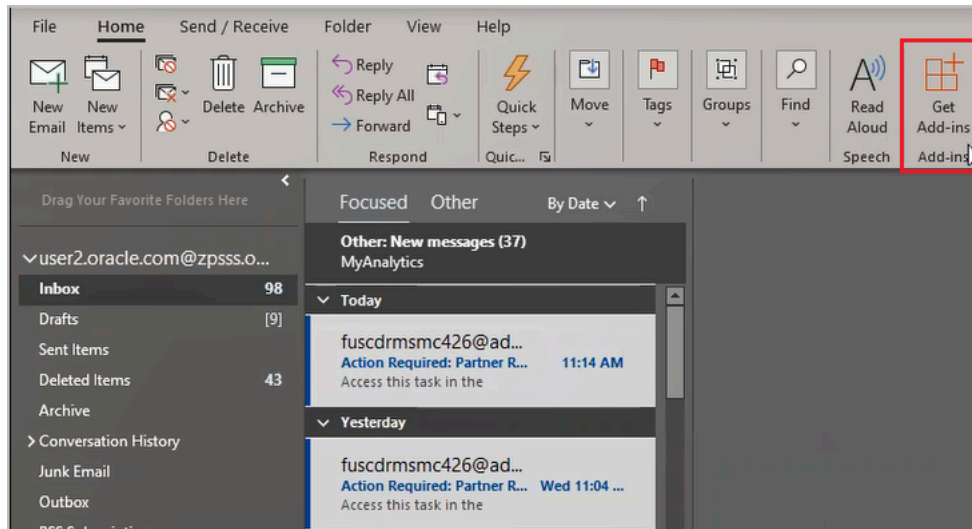
Let's see the recovery steps in detail.

Reinstall Outlook and Add the Add-In

1. Uninstall Outlook from your computer.

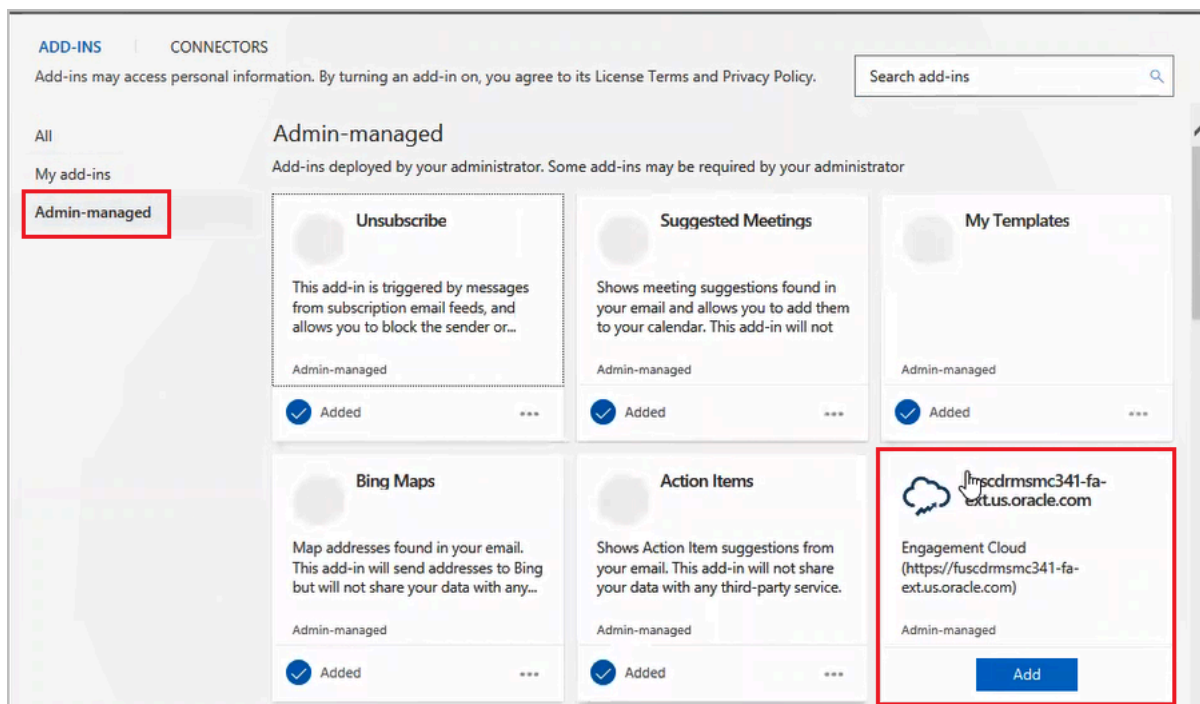
2. From Microsoft's portal, download the supported version of Outlook mentioned on the Oracle Application Requirements page.
3. Open Outlook.
4. On the **Home** ribbon, click **Get Add-ins**.

Here's the screen shot of a sample Outlook Home page that shows the Get Add-ins option:



5. On the Add-ins window, go to **Admin-managed** and check if the Oracle Microsoft 365 add-in is available in Outlook.

The screenshot below shows an example Oracle Microsoft 365 add-in in the Admin-managed tab.



6. Click **Add**.

The add-in appears on the Home ribbon.

7. Click the add-in to open it as a side panel on Outlook.

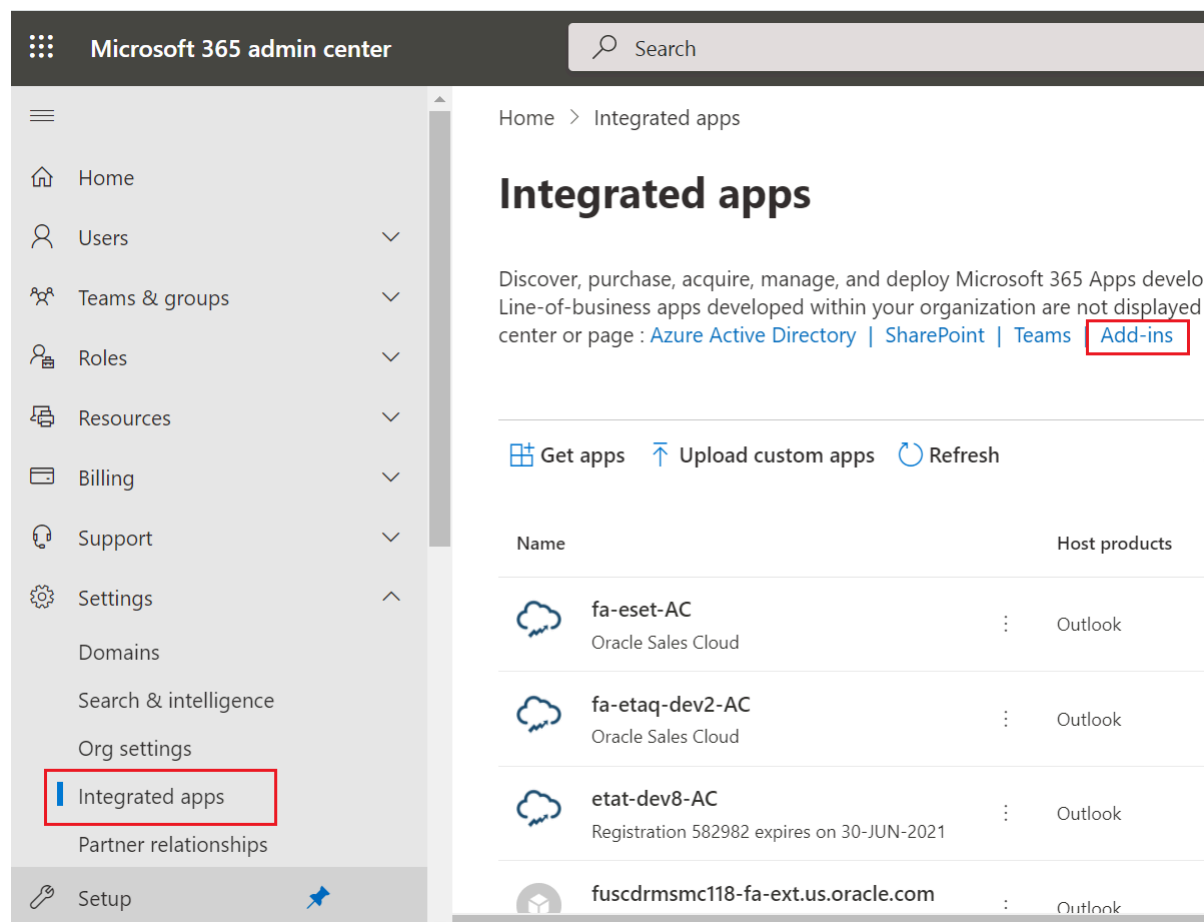
If you can't find the add-in yet, try the next recovery step: Verify the settings in the Microsoft admin center.

Verify the Settings in the Microsoft Admin Center

Ensure that the add-in configuration is available instead of being optional in the Microsoft 365 admin center.

1. Sign in Microsoft 365 admin center.
2. Click **Integrated apps** from the navigation pane.
3. On the Integrated apps page, click **Add-ins**.

The screenshot below shows navigation to Add-ins from Integrated apps page of Microsoft 365 admin center.

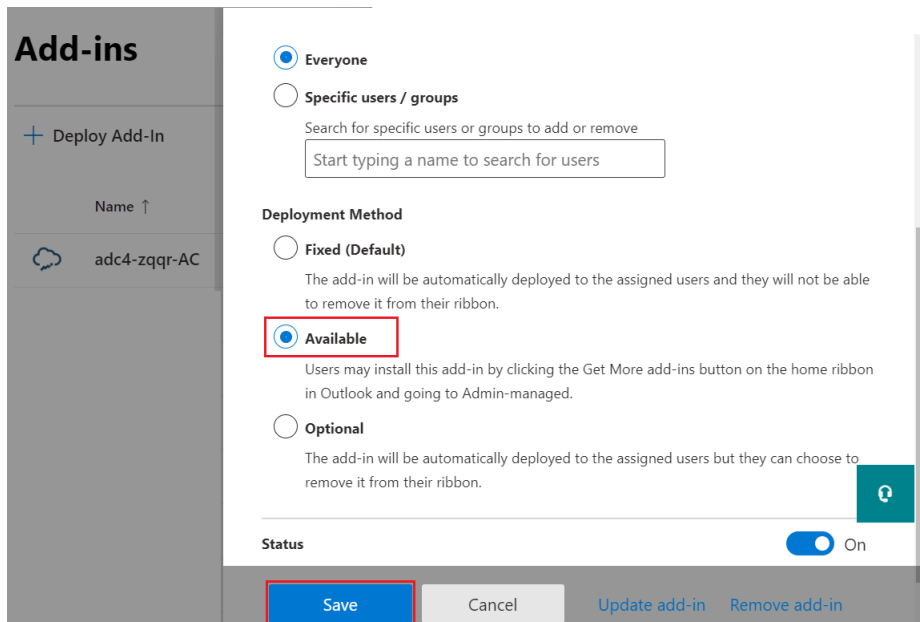


4. Select the add-in.

The Edit add-in page appears.

5. Change the **Deployment Method** to **Available** and click **Save**.

The screenshot below shows the Add-ins page edit mode, where you can set the deployment method to available.



6. When deploying for specific users or groups, add the same user accounts to the Microsoft admin center and the Outlook Office account.

Oracle Sales Cloud

Assign Users

Choose which users will have access to adc4-zqqr-AC

☐ Everyone

☒ Specific users / groups

Search for specific users or groups to add or remove

Start typing a name to search for users

4 4DEVELOPMENT36 × AC Admin Configurator ×

HA Helen Admin × AT Automation Tester × AU Ansal User ×

7. Next, open Outlook.
8. On the **Home** ribbon, click **Get Add-ins**.
9. On the Add-ins window, go to **Admin-Managed** and check if the Oracle Microsoft 365 add-in is available in Outlook. See the Reinstall Outlook and Add the Add-in topic for the screenshots.
10. Click **Add**.

The add-in appears on the Home ribbon.

11. Click the add-in to open it as a side panel on Outlook.

Note: If you don't see the add-in yet, contact Oracle Support and share the screenshots of the following:

1. The Admin-managed window in Outlook.
2. The add-in configuration in the Microsoft admin center.

How can I show service requests in the add-in?

You can show only the open critical service requests on the add-in. Here's how:

1. Navigate to **Configuration > Application Composer > Productivity Applications Setup > CX Sales for Microsoft 365**.
2. On the Microsoft 365 Designer, click the menu (hamburger icon) and expand **Service Requests**.
3. Duplicate the standard layout.
4. Drag and drop **Critical** from the **Available Fields**.
5. Click **Save** so that **Critical** shows up on the selected layout of service request in the add-in.

How can I see the Party ID of the Sales owner of a contact?

You can see the PartyID of the Sales owner of a contact using Microsoft 365 Designer.

1. Enter a publishable sandbox.
2. In Application Composer, expand **Contacts** and click **Fields**.
3. Create a formula field of type Text with the API Name of `contactPartyId`, a DisplayLabel of `Contact Party Id`.
4. Check **Include in Service Payload**, and then use this Groovy script: `if (PartyId) return PartyId;`
5. Save your work.
6. Navigate to **Productivity Applications Setup > CX Sales for Microsoft 365**.
7. In the Microsoft 365 Designer, expand **Contacts**
8. Duplicate the standard layout.
9. Drag and drop **PersonDEO_ContactPartyId_c** from the Available Fields onto the custom layout.
10. Save your changes.
11. Contact Party ID appears in your Contacts custom layout in the add-in.
12. Publish the sandbox according to your company's business practices.

How can I see the PartyID of a contact?

PartyID isn't available by design in the Microsoft 365 Designer, but you can expose it.

1. In a sandbox, navigate to Application Composer.
2. Expand the **Contact** object and click **Fields**.
3. Create a Formula Field of type Text with these values:
 - DisplayLabel: Contact Party ID
 - Name: ContactPartyId
 - Include in Service Payload: Checked

- Expression - use this Groovy script: `if(PartyId) return PartyId;`
- 4. Save your changes.
- 5. In Application Composer, navigate to **Productivity Applications Setup > CX Sales for Microsoft 365**.
- 6. In the Microsoft 365 Designer, expand **Contacts** and click **Details**.
- 7. Duplicate the standard layout.
- 8. Drag and drop **Contact PartyID** from the Available Fields onto the custom layout.
- 9. Save your changes.
- 10. Contact Party ID appears in your Contacts custom layout in the add-in.
- 11. Publish the sandbox according to your company's business practices.

Related Topics

- [Create and Activate Sandboxes](#)

Microsoft Teams

About Microsoft Teams

Use Microsoft Teams to further advance your sales pipeline by allowing salespeople to collaborate on their opportunities.

Note: This section describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

Directly from the Opportunities UI, salespeople can simply click the action to add all existing members of the opportunity to a team in Microsoft Teams and start the collaboration.

Users of Microsoft Teams can interact with opportunity team members from Sales, as well as add required external resources with expertise to help win the deal. As an administrator, you manage the Oracle Microsoft Teams integration for your users. See the [Set Up Microsoft Teams for Sales](#) topic for steps.

Prerequisites for Microsoft Teams Setup

To enable a Sales user to collaborate with a user's account in Microsoft Teams, you must ensure that the user's resource email address (that's the email address in the resource record for the user) in CX Sales matches the user's email address in Microsoft Teams.

Note: This topic describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

In addition, the opportunity owner must be a Microsoft Teams user and be the owner of the team in Microsoft Teams.

You must set the value of the Territory Based Resource Assignment Style profile option (MOO_OPTY_RESOURCE_TBA_STYLE) to specify if all members of the territory should be added to an opportunity team or just the owner. The default is to add all members to the opportunity team.

Related Topics

- [How can I collaborate on Opportunities using Microsoft Teams?](#)

Set Up Microsoft Teams for Sales

As an administrator, you manage the Oracle Microsoft Teams integration for your users.

Note: This topic describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

Here's how to complete the setup:

1. Create the add-in in Microsoft Azure Active Directory (AD):
 - a. Create the application for the Microsoft Teams add-in.
 - b. Configure the application.
2. Set up in Oracle Sales:
 - a. Enter the application ID, application key and tenant ID for Microsoft Teams on the Manage Microsoft 365 task page.
 - b. Use Application Composer to add the **Create Team in Microsoft Teams** and **Go to Microsoft Teams** action items to the Edit Opportunity page.

Create the Microsoft Teams Add-In

To create the Microsoft Teams add-in, get your host URL and follow these steps:

1. Sign in to the Microsoft Azure portal at <https://portal.office.com>.
2. Click **Admin** on the home page.

The Admin center page appears.

3. Click **Azure Active Directory** in the **Admin centers** list.

The **Azure Active Directory Admin Center** page appears.

Note: If you're a first-time user, then you must sign up for your Microsoft Azure Active Directory.

4. Select **All service** and then **Azure Active Directory**.

The details page corresponding to the active directory appears.

5. Click **App registrations**.

The Applications list page appears.

- a. Click **+ New registration**.

The Register an application dialog box appears.

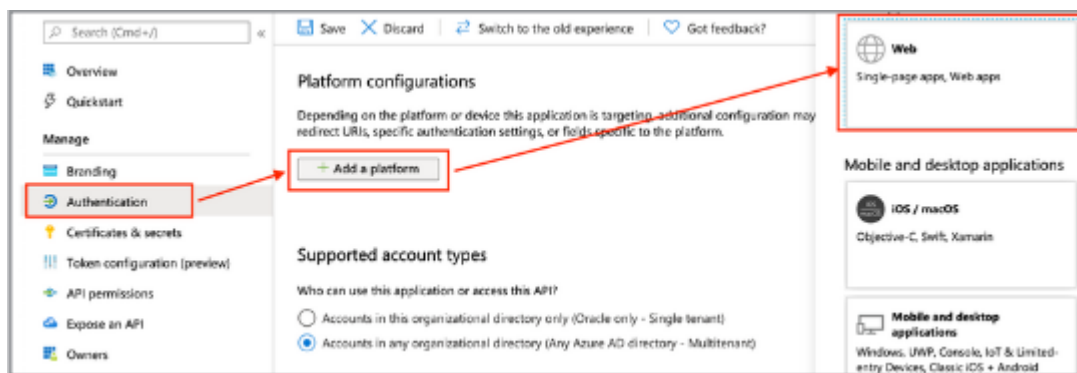
- b. For Name, enter a name for the application, for example, **Microsoft Teams Collaboration**.
- c. Under Supported account types, select **Accounts in this organizational directory only (Oracle only - single tenant)**.
- d. Leave Redirect URI (optional) blank.
- e. Click **Register** to create the Microsoft Teams add-in application.

The application appears on the App registrations page.

6. The Application details page displays the Application (client) ID and Directory (tenant) ID.

Note: Keep a note of these values because you insert these in the Manage Microsoft 365 task page later on. See *Register Microsoft Teams for Sales* for more information.

7. Next click **Authentication** and from the Authentication page, click **Add a platform** and select **Web** as shown in this screenshot:



8. Under the Enter Redirect URIs section, enter the Uniform Resource Identifier, for example, `http://localhost:3000/auth/callback`.

9. In the Implicit grant section, select **Access tokens** and **ID tokens**.

10. Click **Configure**.

11. Next click **Certificates & secrets**, and from the Add a client secret section, click **+ New client secret**.

Select a duration for the expiration of the Client Secret. For example, if you select **12 months**, the Client Secret becomes invalid after 12 months, and the automatic refresh stops. The sync process will start only after you sign in to the client again.

If you select **Custom**, enter the start and end dates, which must be within 24 months. After the end date, you must sign in to the client again, to start the sync.

12. Click **Save**.

The application generates a value for the key. Keep a note of this value because you will use this as the Application Key in the Manage Microsoft 365 task page later on.

13. Click **API permissions** and click **Add a permission**. The **Request API permissions** pane appears.
14. Scroll to the bottom of the pane and click **Microsoft Graph Commonly used Microsoft APIs**.
15. Click **Application permissions** and select the following permissions:

- o `Directory.Read.All`
- o `Directory.ReadWrite.All`
- o `Group.Read.All`

- `Group.ReadWrite.All`

16. Click **Add permissions**.
17. Click **Grant admin consent for Oracle** and then click **Yes** on the confirmation dialog box.

Related Topics

- [Enable Microsoft 365 Integration](#)

Register Microsoft Teams for Sales

Use the Manage Microsoft 365 task to register the Microsoft Teams in the Microsoft Azure Directory:

Note: This topic describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

1. Enter the **Application ID**, the **Application Key**, and the **Tenant ID**. See [Set Up Microsoft Teams for Sales](#) for information about how to generate these details.

Let's say you enter the name as Oracle Microsoft Teams Collaboration. When you sign in to your Microsoft 365 account, you can see Oracle Microsoft Teams Collaboration as an add-in that you can select.

2. The first time you set up the integration, a usage agreement notice displays for your information:

Usage Agreement: This Oracle-Microsoft integration or plug-in may enable you to link to or transmit your content or third-party content to, or otherwise access, or retrieve content from, Microsoft and its platforms, users, or services. Oracle doesn't control and isn't responsible for Microsoft sites or platforms or services, the performance or availability of the services, or any content received or sent. You bear any and all risks associated with access to and use of Microsoft sites, platforms, and services and are solely responsible for entering into and compliance with separate terms between you and Microsoft. Oracle isn't responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) that's transmitted to such Microsoft sites or platforms or services. You're solely responsible for obtaining or having any required consents or other legal basis for your use of this integration or plug-in. Oracle reserves the rights to terminate your connection or integration if your use of this integration or plug-in violates the terms of your Agreement(s) with Oracle.

Add Actions for Microsoft Teams to Opportunity and Business Plan Actions Menus

On the opportunities and business plans Actions menus, enable actions for Microsoft Teams. This lets your salespeople create collaborative teams with users of Microsoft Teams while working on an opportunity or a business plan.

Note: This topic describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

Add these two actions to the Opportunity and Business Plan details layouts using Application Composer:

- **Create Team in Microsoft Teams:** This action helps salespeople create a team for the opportunity or business plan right from that object's details page. After the team is formed, the button automatically changes to Go to Microsoft Teams.
- **Go to Microsoft Teams:** This action lets salespeople navigate to the team created in Microsoft Teams.

Here's how you add the actions:

1. In an active sandbox, use the navigator to go to **Configuration > Application Composer > Objects > Standard Objects**.
2. To add the actions to the Opportunity Details layout, expand **Opportunity** and click **Pages**.
3. In the Application Pages tab of the Details Page Layouts region, duplicate the standard layout by selecting the standard layout and clicking the **Duplicate** icon.
4. Type a new layout name and click **Save and Edit**.
The custom layout page appears.
5. On the custom layout, click the pencil icon next to **Actions**.
6. From the **Available Actions** list box, move these two actions to the **Selected Actions** list box:
 - **Create Teams in Microsoft Teams**
 - **Go to Microsoft Teams**
7. Click **Done**.
8. To enable these actions for business plans, add the actions to the Business Plan details layout. On the left navigation pane, expand **Business Plan** and click **Pages**. Repeat steps from 3 to 7.
9. Publish the sandbox.

The Microsoft Teams actions appear on the details pages for opportunities and business plans.

Related Topics

- [How can I collaborate on Opportunities using Microsoft Teams?](#)

Archive Teams Associated with Closed Opportunities

When an opportunity closes in Sales, the team associated with the opportunity may not need to collaborate any longer. You can set up the sales application to automatically archive such teams you created in Microsoft Teams.

Note: This topic describes the integration with Microsoft Teams for the simplified classic user interface of Oracle Sales. Oracle recommends that you use the Sales in the Redwood User Experience solution for the integration of Microsoft Teams. Start with the [How do I integrate Microsoft Teams with Redwood User Experience](#) playbook on [Oracle Help Center > Sales > Playbooks page](#).

Only teams associated with closed opportunities are auto-archived. An opportunity is considered closed when the opportunity status belongs to one of these status categories:

- Lost
- No Sale
- Won

Moreover, when an opportunity is reopened in Sales, the associated team in Microsoft Teams is automatically restored. An opportunity is considered open when the opportunity status is set to a category that means Open.

To learn more about the opportunity statuses, see the *How do I modify sales statuses?* topic.

Auto-Archive Teams

To enable auto-archiving, do these two setups:

1. Activate Common CRM Signals.
2. Enable the archive option for Microsoft Teams.

Activate Common CRM Signals

1. In the Setup and Maintenance work area, go to:
 - **Offering:** Sales
 - **Functional Area:** Sales Foundation
 - **Task:** Manage Administrator Profile Values
2. On the Manage Administrator Profile Values page, search for the profile option name, **Common CRM Signals Active** (ORA_ZCA_ENABLE_SIGNALS).
3. Set the Site value to **Yes**.
4. Click **Save and Close**.

Enable the Archive Option for Microsoft Teams

1. In the Setup and Maintenance work area, go to:
 - **Offering:** Sales
 - **Functional Area:** Integrations
 - **Task:** Manage Microsoft 365
2. On the Manage Microsoft 365 page, go to the **Microsoft Teams** tab.
3. Select the **Archive Opportunity Team in Microsoft Teams Enabled** check box.
4. Click **Save and Close**.

If you haven't set up Microsoft Teams already, go through the steps provided in the topic, *Set Up Microsoft Teams for Sales* and complete the setup. After that, enable the archive option so that when an opportunity closes, the corresponding Microsoft team gets archived automatically.

29 Mobile

Overview of CX Sales Mobile

The Oracle CX Sales Mobile app helps your users manage their day effectively and develop customer relationships using their phone or tablet.

Read the following sections to learn more.

To begin implementing Mobile, start with [Overview of CX Sales Mobile Setup](#).

Manage Sales Activities

Sales teams can manage Sales activities. Here are the highlights:

- Use the action-driven, configurable home page that contains a sales briefing, letting salespeople track the sales pipeline and stay on top of daily activities.
- Leverage optimized task-based flows for key sales functions: Accounts, contacts, leads, opportunities, activities, assets, service requests, partners, and custom objects.
- View, create, and edit tasks, appointments, and call reports.
- Saved searches that are shared across CX Sales Mobile and Workspace lists, for consistency across applications.
- View your recently accessed records in the app when using the global search, or when sharing notes from an external app.
- Add contacts and leads to CX Sales Mobile from the mobile device's address book.
- Create contacts and leads by using a photo of a business card.
- Scan an asset's bar code to search for an asset and automatically enter the asset serial number.
- Share notes, photos, videos, documents, or files from mobile to Sales accounts, opportunities, or other records.
- Plan your sales activities around your current location by viewing your nearby contacts, accounts, opportunities, and leads plotted on an interactive map. You can also plan future appointments in a city or near an address with an easy location search.
- View your quotes in the app and stay updated on the quote status. View and send quote proposal documents to customers, or share them with your team for feedback.
- View reports and analytics with modern visualizations optimized for mobile displays, such as bar graphs, funnels, bubble charts, and more. Role-based layouts let sales administrators provide unique experiences to salespeople, managers, and others.

Manage Partner Relationship Management Activities

Partners can manage Oracle Partner Relationship Management activities:

- Partner users can effectively manage and improve channel sales on-the-go.
- Channel Managers can track overall channel sales and also easily manage partners, partner contacts, and related information.
- Partner role-based restriction features let you configure the app according to your business requirements.

Oracle Sales Assistant Chatbot

Integrate with the Oracle Sales Assistant chatbot to get these features:

- Oracle Sales Assistant helps salespeople perform their daily sales-related tasks. Using their phones, they can type or use their voice to ask questions, and the sales assistant retrieves the information or acts on the requests.
- Sales Assistant reduces manual data entry and makes it easier to view and update sales records using voice commands or typing.

Note: If you need help enabling the Sales Assistant, send us a message on the [Sales Assistant forum](#) on Oracle Cloud Customer Connect.

New Design for Efficiency on the Go

Take advantage of these new design for efficiencies on-the-go:

- Modern and intuitive user experience, designed to boost productivity with fast and seamless interactions.
- At-a-glance record views for a quick grasp of summary, key, and related information.
- Access contextual actions everywhere for fast and easy record updates.
- Improved picker experience powered by Adaptive Search.

Global Search

These global search features make finding records efficient:

- Fast and simple search across all objects in one place.
- Use the multi-keyword search across multiple fields for faster and easier access to information.
- Search more easily with recent searches and type ahead results that display results as you type.
- Filter search results by object types.

New and Improved Sign-In Experience

This version of the mobile app has a new and improved sign-in experience:

- Scan a QR code to sign in easily using your single sign-on credentials or using basic authentication.
- Use face or fingerprint recognition to securely sign in to the app.
- View new configurations with fast download and instant activation of your configurations.
- Enable OAuth authentication token support to let users stay signed in to the app for longer.

Use a Phone or Tablet

Use either a phone or tablet to access the app. Using a tablet changes the display to 2x portrait mode.

Easy Configuration

Implement Mobile using these easy configuration aspects:

- Configure the app using the new interface designer.
- Create criteria for page layouts for both standard and custom objects.
- Download your configurations to the app quickly and easily. Mobile automatically signs you in to the correct sandbox without restarting the app.
- Create custom scripts that enforce custom validations and business logic for both top-level parent and child objects.

Use Offline

Salespeople can use Mobile in offline mode when they're not able to be online:

- View and edit Sales data in areas with no network connection.
- Sync automatically when a connection is re-established.

30 Import and Export

Overview of Import and Export

You can use Oracle's import and export tools to import and export a wide range of application data.

For example, you can import records for sales business objects into the applications so that you don't have to create the records in the UI.

Options for Importing Data Into Your Application

There are multiple ways that you can import your data from a file or directly from an external application.

The import method you use depends on the type of data you're importing, the volume of data, and technical requirements. If you're integrating Oracle Sales with other Oracle cloud services, then you might need to use additional import methods not covered here.

Whichever import method you use, you must make sure that any prerequisite records already exist in the application. For example, if you're importing contacts for an account, then the account must already exist in the application. If you're importing data that depends on other data, then the prerequisite import process must complete successfully before you start the dependent process.

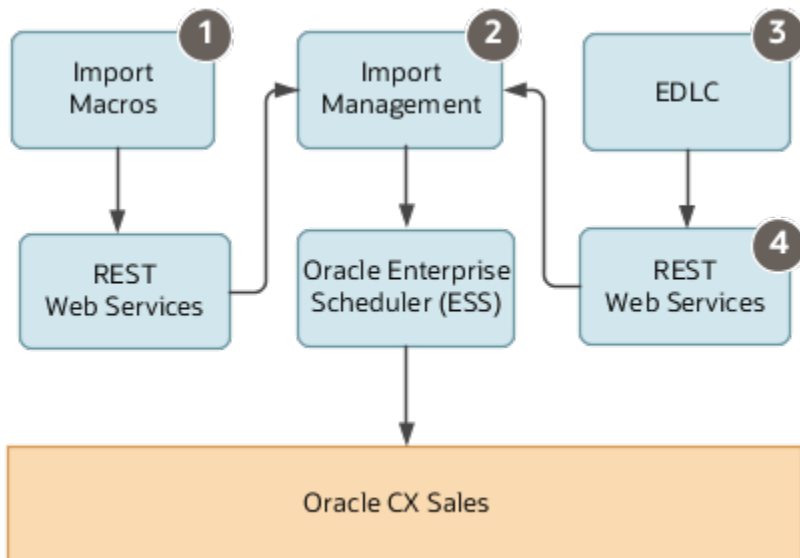
Import Method	Description	When to Use	How to Access	Where to Get More Information
Import Macros	The Excel macros speed up and simplify the import of up to 5,000 records at a time for some objects. The macros help you by validating your data entries, providing lists of values, and automatically populating constant values. The macros create data files that are imported automatically. Macros are available to import the following types of sales information: - Sales users - Products - Product groups - Accounts and the account hierarchy	Use the import macros for importing data in your initial deployment. The macros are targeted to the simple proof of concept sales automation use case covered in this guide. For example, the import macros assume that you're importing account, contact, and lead records for one country at a time. The macros generate log files of the actual data that's imported, including the values populated for you. The log files can serve as a learning tool for more complex import.	You can download the Excel macros and any required mapping files from the Oracle CX Sales: Getting Started with Your Sales Implementation: Import Macros (Document ID 2229503.1) article on My Oracle Support.	The different chapters in this guide provide detailed instructions for using the macros.

Import Method	Description	When to Use	How to Access	Where to Get More Information
	• Contacts • Leads • Opportunities • Opportunity revenue lines			
Import Management	Use Import Management to import data files (.csv) with up to 50,000 records. Import Management improves definition, error handling, and performance. For example, you can drag and drop attributes while creating import mappings. The import also validates the first ten records in your data file before you import the rest. You don't have to wait around to see if your data meets the import requirements. Import Management supports import for all sales objects and the majority of other objects as well.	Use Import Management for importing data .	Click Import Management in the Navigator.	See the <i>Understanding Import and Export Management</i> guide for instructions on using the import.
External Data Loader Client	The data loader is a command-line tool you can use to import high-volume data files. The tool supports the same objects as Import Management. The tool automatically splits a large data file into multiple smaller files to adhere to the application's import volume limits, and enables the tracking of import status.	Use this import method for importing very large data files for the same objects supported by Import Management.	You can download the client from Oracle Support Document 2325249:1 (External Data Loader Client) on My Oracle Support.	Instructions for using the client are available in the document and in the client itself. For REST API documentation, see the <i>REST API for CX Sales and B2B Service</i> guide.
Web Services	Web services let you Import data directly from other applications. You can manage Import Management imports using REST web services.	Use web services to manage import jobs if you need to import directly from an external application.	Public APIs are available for Import Management and REST services. The REST services include the following: • Import Activities • Import Activity Maps • Import Export Objects Metadata	For REST API documentation, see the <i>REST API for CX Sales and B2B Service</i> guide. For SOAP API documentation, see the <i>SOAP Web Services for CX Sales and B2B Service</i> guide.

Import Method	Description	When to Use	How to Access	Where to Get More Information
High-Volume Import	An import mode available in both REST web services and in the External Data Loader Client that is designed to import millions of records at a time. High-Volume Import is available for the following objects: • Account • Asset • Contact • Hierarchy • Hierarchy Member	Use this import mode for importing very large number of records for the set of available objects. You can't use this mode with any custom import logic that you added, including Oracle workflows, ICS triggers, or custom validation.	You can access High-Volume Import either using REST services or using External Data Loader Client. When importing using REST, set the "High-volume" attribute to enable High-Volume Import. When importing using the External Data Loader Client, set the command-line parameter "-high-volume" to enable High-Volume Import.	For REST API documentation, see the <i>REST API for CX Sales and B2B Service</i> guide.

Here's a diagram that illustrates the different import methods:

- The import macros (callout 1), Import Management (callout 2), and the External Data Loader Client (callout 5) all use the same Oracle Enterprise Scheduler processes for import. When you import very large files using the EDLC client, the REST web services (callout 4) create multiple processes to respect the Import Management file size limit.
- If you need to import from an external application, then you can use the REST web services directly.



Overview of the Import and Export Management Framework

Oracle's Import and Export Management framework provides a great mechanism to import and export data with these benefits:

- Ease of use: Streamlined UIs, drag and drop mapping, and pre-execution validations
- Integrated: REST and command-line APIs for job definition, invocation, and monitoring
- Consistency: Object definitions that are same throughout the application (import, REST, UI, App Composer), including parent-child structures
- Configuration: Supports custom business logic and events
- Improved debugging: Easier issue diagnosis, analyzes up to the first 10 rows of your source file for validation of data type constraints, and required fields
- Performance: Improved performance with much less import time for high-volume data. Data migrations can be configured to process millions of records per hour
- Flexibility: Can support jobs of all sizes and high-volume onboarding and initial data loads

For more information about using Import and Export Management, see the *Understanding Import and Export Management for CX Sales and B2B Service* guide.

You can use REST services to integrate Import Management with an external scheduler, run recurring import jobs, define and execute import/export activities, manage maps, and introspect object metadata. The Use Cases section in the *REST documentation guide* has more information about how to use REST services with Import Management.

31 Configuring, Extending, and Integrating Sales

Overview of Extending the CX Sales Applications

Oracle CX applications offer many different ways to configure, extend, and integrate its services, components, and modules.

Here are just a few of the capabilities:

- Modify objects and user interfaces (UIs).
- Change the appearance and theme of the UIs.
- Configure the Home page by adding announcements and changing navigation.
- Change the structure of the springboard and modify the Navigator.
- Modify the help configuration.
- Create interactive guides to help your users learn about the applications.
- Access a rich set of subject areas around which to build your own reports.
- Configure reporting dashboards by adding new reports or changing the layout.
- Create copy maps to map fields or add information between copied business objects.
- Configure security components.
- Use web services to integrate the services.
- Export data, modify it, and then import it back into the services.
- Integrate with other applications to enhance the functionality, including synchronizing Financials Accounts to the sales applications.

Note: For more information about configuring online help, see the *Common Components* chapter.

Modify Pages and Change Text

Use Oracle's configuration tools, Application Composer and Page Composer, to modify application pages. Use the strings editor to modify text in the application pages.

For example:

- Create a new object and related fields, then create new pages where that object and its fields are exposed to users.
- Add tabs hidden by default to application pages.
- Edit the UI at runtime by showing or hiding fields and tables.
- Change the order of regions, or change a dashboard page layout.

- Change the default text in the UI, for example, by replacing a term with another term throughout the applications.

Map Fields Between Applications

Copy maps are default mappings of fields between objects. For example, when you convert a lead to an opportunity, the application uses the copy map defined for the Lead and Opportunity objects to determine what to name the leads fields that are carried over to the newly created opportunity. Using Oracle Application Composer, you can create copy maps for several sales business objects, thus allowing you to control the mapping.

Here are some use cases:

- Create maps to change the default mapping between fields when:
 - Leads and opportunities are copied from responses
 - Opportunities are created from leads
 - Opportunities are created from partner deal registrations
 - Opportunities are copied from existing opportunities
- Use Groovy scripting to include information about the lead on a new opportunity converted from a lead.

Integrate Applications with Web Services and Use Import and Export

You can use web services to integrate with your external applications. You can also use import management to import and export large amounts of data into and out of the applications.

Example web service integrations include:

- Integrate sales applications with back-office applications.
- Create web-based portal applications that access sales applications through a web services interface.

Example import use cases include:

- Import products into the product catalog
- Import users
- Import sales accounts

Configure Security Components

If the predefined security configuration doesn't meet your business needs, then you can make changes. For example, the predefined Sales Representative job role includes sales forecasting duties. If some business groups in your organization have the sales managers perform forecasting tasks instead of the sales representatives, then you can create a company-defined Sales Representative role without those duties. Alternatively, if a predefined job role is too narrowly defined, then you can create a job role with a greater range of duties than its predefined equivalent. See the *Securing CX Sales and Fusion Service* guide for more information.

Synchronize Financials Accounts to Sales Applications

After users create accounts and contacts in Oracle Financials, use the scheduled process, Synchronize Financials Cloud Accounts and Contacts, to synchronize the data into the sales applications. See *How do I synchronize financial accounts and contacts with CX Cloud?* for more information.

Integrate Sales Applications with Other Products

For additional functionality, you can integrate your sales applications with other products, including, Oracle E-Business Suite, JD Edwards EnterpriseOne, Siebel CRM, Oracle Eloqua, and Oracle Configure, Price, and Quotes (Oracle CPQ).

Where to Find More Information

To find out where to get more information about the extensions and configurations discussed in this topic, see this list:

- Configure the help system: See *Common Components* chapter in this guide and the *Oracle Applications Cloud Configuring and Extending Applications* guide
- Create interactive guides to help your users learn about the applications: See *Manage Guided Learning for Onboarding and Training*
- Configure the Home page, the Navigator, and the springboard: See *Common Components* chapter in this guide and the *Oracle Applications Cloud Configuring and Extending Applications* guide
- Change the UI:
 - *Common Components* chapter in this guide
 - *Oracle Applications Cloud Configuring and Extending Applications* guide
 - The chapters on extending sales business objects in this guide
- Use Copy Maps: Start with *Set Up Your Mapping File When Copying Opportunities*
- Use Oracle Business Intelligence reports and analytics: Start with *Analytics on the Go* and the *Oracle CX Creating and Administering Analytics* guide
- Synchronize Financials Accounts to the Sales Applications: See *How do I synchronize financial accounts and contacts with CX Cloud?*
- Integrate applications using web services and use Import and Export Management: See *Overview of Import and Export*
- Integrate the Sales applications with other products: See the article on sales integrations (1962226.1) available on *My Oracle Support*.

About Application Composer

Application Composer is a browser-based configuration tool that enables business analysts and administrators, not just application developers, to extend their applications. Make the type of data model changes which, in the past, could only be made by application developers.

For example, easily create a new object and related fields, then create UI pages where that object and its fields are exposed to users.

Application Composer is a design time at runtime tool, which means that you can navigate to Application Composer directly from any application, make your changes, and see most changes take immediate effect in real time, without signing out and sign back in. (For end users to see your changes, however, you must first publish your sandbox and then they must sign out and sign back in. Read more about sandboxes later in this topic.)

Note: To see your changes in real time, always use the Navigator to navigate to the runtime page that you changed. Then navigate back to Application Composer to continue making changes. When making application changes (and testing them), restrict your usage to a single tab. Don't work across multiple browser tabs, because Application Composer doesn't support this type of usage.

You can use Application Composer to configure Oracle's Sales and Fusion Service, Supply Chain Management, and Project Management applications.

Application Composer isn't supported for use with iPad devices.

Application Changes for Nondevelopers

Application Composer hides the complexity of modifying applications by leveraging a set of standard design patterns and wizards. You focus on the application changes that your business requires (object model extensions and layout changes, for example), and Application Composer creates the underlying object artifacts for you.

Using Application Composer, you can make application changes such as the following:

- Modify objects by adding new fields, or create entirely new objects.
- Create foreign key-based relationships between two objects.
- Modify user interface pages by exposing your newly created fields for an object, or create an entirely new work area for your custom objects.

Expose object relationships in the form of subtabs on pages.

- Write application logic, such as triggers, validation rules, and workflows, for an object, or for use across multiple objects.
- Implement functional and data-level security for custom objects.
- Enable objects for custom reporting.

Working in a Sandbox

To make most application changes, you should work in a sandbox. In fact, many functions in Application Composer aren't available until you enter into an active sandbox. You use sandboxes to make application changes and test them without impacting other users in the environment. Wherever possible, make changes to the application in a sandbox rather than making direct changes in the mainline environment.

Sandboxes set apart untested configuration changes from the mainline environment. This lets you test your changes in a sandbox first, before publishing it. After publishing, your changes become available in the mainline metadata, or other sandboxes after they're refreshed, so that everyone can see your changes. Mainline metadata is the primary branch of metadata a sandbox is published to. Note that end users must sign out and sign back in to see the changes from a published sandbox.

Tip: As a best practice for using sandboxes in Application Composer, follow the below sequence to make your application changes:

1. Publish a sandbox with model-level changes, like creating an object and creating relationships for that object.
2. Publish a sandbox with the UI-level changes for the object, like adding layouts, subtabs, etc.

This order can minimize conflicts while publishing your sandboxes.

To learn more about sandboxes, see [Overview of Sandboxes](#).

Accessing Application Composer

Access Application Composer at runtime by using the Navigator menu, and selecting **Application Composer** under the Configuration category.

The first view of Application Composer is the main Overview page, which is the entry point into all your task options.

Getting Started

From the main Overview page:

- Use the object tree to select the object you want to modify. Or, click the New icon to create a new object.
- Use the links in main Overview page, also known as the local area, to select a task. Or, use the links in the Common Setup pane.

Related Topics

- [Define Objects](#)
- [Define Fields](#)
- [Overview of Sandboxes](#)

Use Page Composer to Extend Pages

Overview of Configuring Sales Pages Using Page Composer

Configure the look and feel of user interface (UI) pages using Page Composer:

- Make changes on a single page for all users or only a subset. For example, you can enable a field that's hidden or make a field required.
- Create saved searches (lists) in the different work areas. These can be used as filters in actionable infolets.
- Specify which columns display in the summary tables in the work area landing pages.
- Create new infolets and create different default views of infolets for different sets of users.

This chapter covers:

- Points to consider before you configure pages
- How to configure standard desktop pages, landing pages, and dashboards
- How to configure application pages
- How to use Direct Selection mode to make user interface changes
- How to work with components for configure pages

Note: Page Composer supports two editing modes: Add Content and Select. Use the Add Content mode to navigate to different tabs and windows on a page and to add content on the Partner Relationship Management's Partner Portal UI Shell. You can make enable fields and make other configurations only in the Select mode.

Related Topics

- [Configure Sales Pages Using Page Composer](#)
- [Modify UI Components Using Page Composer](#)

Differences Between Using Page Composer and Application Composer

You can use multiple tools to configure the UI. This topic highlights the differences between the types of configurations you can do using Application Composer and Page Composer.

Key Differences

Basis of Comparison	Page Composer	Application Composer
Configuring the page you're viewing	Configure a UI page you're viewing and see your changes reflected immediately on that page. You can use Page Composer to make changes to one page at a time. For example, if you make a field required on the Edit Infolets page, the field isn't automatically required on the Create Infolets page.	You make your configurations in Application Composer. You can then test your work by navigating to the appropriate page. Because you use Application Composer to configure application objects, if you make a field required, it affects all interfaces where that field appears.
Supported interfaces	Application UI	• Application UI • Mobile • Microsoft Outlook
Creating your own fields and application objects	Not supported.	You can add custom fields and entirely new objects.
Creating saved searches	Create and edit saved searches for users. The saved searches provide saved search criteria to speed up common searches. You can also use them as filters in actionable infolets.	Not supported.
Tailoring your configurations for users with different job roles	Supports different levels of configurations for application pages.	Supports configurations by job role or for all users.
Configuring external-facing partner pages	You must use Page Composer to configure all external-facing partner pages, such as the partner registration page and the partner portal landing page.	You must use Application Composer to configure only for partner pages internal to your organization, such as the partner Overview page.

What You Can't Do in Page Composer

Using Page Composer, you can't do these tasks:

- Change either the data or functional security for a page. While you can hide some components, you must change the security setup to control access.
- Filter or reorder lists of values.
- Add any code, validation logic, or scripting to the buttons or fields.
- Add call outs to other APIs to populate fields with values.
- Change the selections that appear in the **Navigator** menu.
- Configure the Search region inside Search and Select dialog box.

Configure Sales Pages Using Page Composer

Use Oracle Page Composer to configure Sales pages in a sandbox while you're working in the application. You can make your UI configurations available to all users or only to a subset, such as only to partners or only to users with a specific job role.

Oracle Page Composer is a page editor, developed as part of Oracle WebCenter, for revising the layout and content of application pages. Its full capabilities are described in the Oracle Fusion Middleware User's Guide for Oracle WebCenter and in the Oracle Fusion Applications Extensibility Guide.

You can use Page Composer, also known as Oracle Composer, for performing the following types of configurations in your sales application pages:

- Simple UI editing functions, such as showing and hiding fields, changing field labels, and making fields read-only or required
- Changing page layout and adding Oracle BI Publisher reports and other content to dashboard pages
- Creating new infolets
- Creating saved searches (also called saved lists) for others in the organization
- Configuring the display of search results in tables

Note: If you're planning to configure the UI for a specific job role, then you must have that job role assigned to you so that you can test the configuration in the sandbox.

How to Open Page Composer

To open Page composer, create and enter a sandbox with Page Composer as one of the tools and select Page Composer from the Tools menu. If you're planning to use Page Composer to make changes for specific job roles, then you must create a separate sandbox just for Page Composer. The other tools don't support making changes by job role.

1. Activate a sandbox.

The active sandbox name appears at the top of the page.

2. Click the user image or name and select **Edit Pages** from the **Settings and Actions** menu.

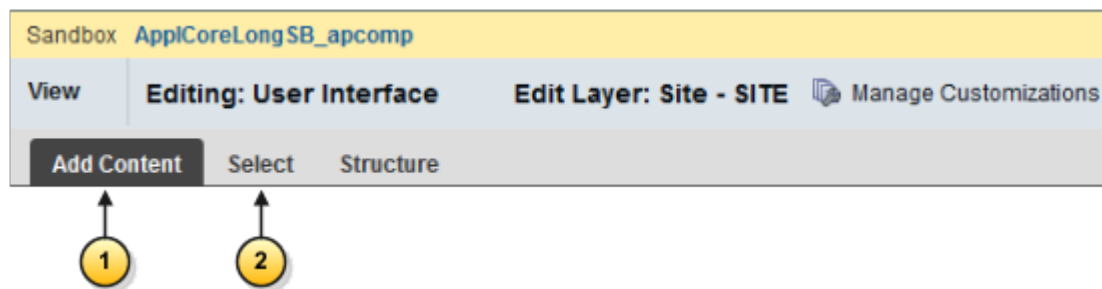
Page Composer Modes

When configuring sales pages, you can use Page Composer in one of two modes: the Add Content mode and the Select mode. The following figure shows a partial screen capture of the Page Composer toolbar with the two modes highlighted by callouts.

- Use the Add Content mode (highlighted by callout 1 in the following figure) to move, add, and edit regions on dashboards and external-facing partner pages. You also use this mode to create saved searches, specify search result content, and to navigate in the UI when you're in Page Composer.

You're in the Add Content mode when you first open Page Composer. You can also select this mode by clicking **Add Content** on the top left corner of a page.

- Use the Select mode (callout 2), which you can activate by clicking **Select**, to configure the properties of different UI elements such as fields and table columns.



Add Content Mode

Use the Add Content mode to do the following:

- Configure the content on dashboard pages, including the Welcome page in the desktop UI.

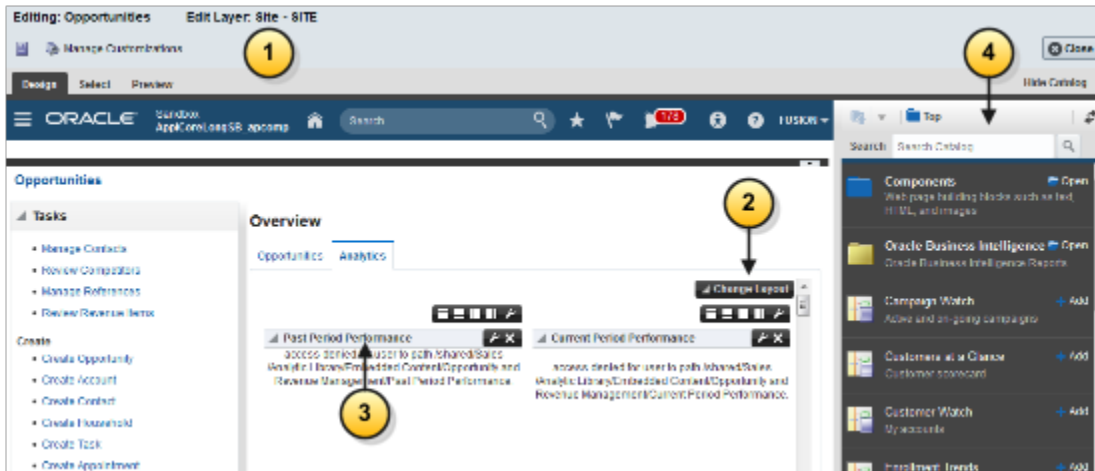
Dashboards pages are the pages that users land on when they navigate to work areas using the Navigator. Dashboard pages display analytics, notifications and other information.

- Configure all of the external-facing landing and transactional partner management pages.
- Configure the table display of search results.
- Create saved searches (saved lists).
- Navigate to other pages while working in Page Composer.

When you open Page Composer, the application opens in the Add Content mode automatically. On pages that support configuration in this mode, such as the sales dashboard in the following image, different regions are highlighted with borders and display configuration controls.

The following screenshot shows a partial screen capture of an application page with the different Add Content features highlighted by callouts.

- A bar appears at the top of the page indicating that you're in editing the page in Page Composer (callout 1).
- You can change the column layout of the page by clicking **Change Layout** (callout 2).
- You can move a region, by grabbing its toolbar (callout 3) and dragging it to a different position.
- You can add a new tab (callout 4).



You can also make changes in each region:

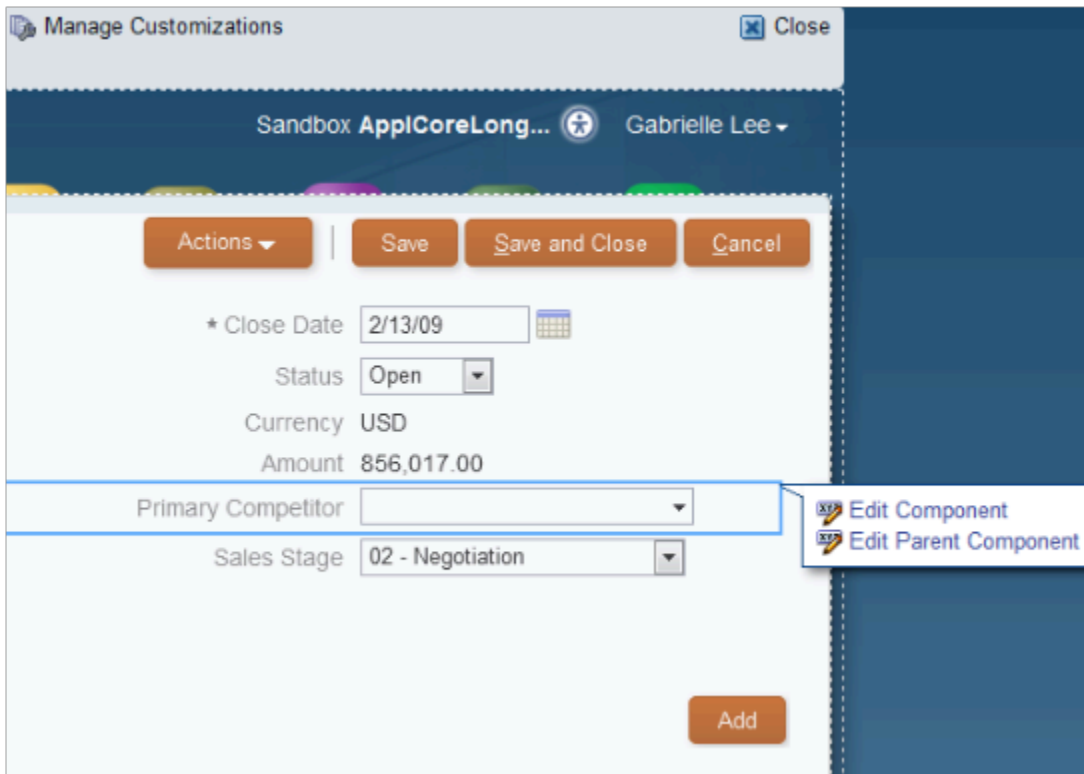
- You can remove a region by clicking **Close**, the icon at the top right-hand corner of the region.
- You can add content by clicking **Add Content**.
- You can add a new region by clicking one of the icons to the right of the **Add Content** button. These icons specify where in the page the new region is created.

Select Mode

In the Select mode, a border appears around individual fields and other UI elements as you move your cursor over them.

Clicking within a border for a UI element that supports configuration displays a menu with one or both of the following options: **Edit Component** and **Edit Parent Component**.

The following screenshot shows the Edit Component menu in the Page Composer Select mode.



Not all UI elements support configuration, so these editing options aren't always enabled.

You use the Component Properties window to make your configurations. Not all the configurations are available on all the UI elements, so the content of this window varies. The following screenshot highlights the different components with callouts.

- To make a field read-only, you select the **Read Only** option (callout 1).
- To make a field required, you select the **Required** option (callout 2).

Note: Before making a field required, the field must display a value. If it doesn't, then cancel out of this window and enter the value first.

- To hide the field, you deselect the **Show Component** option (callout 3).

Component Properties: Primary Competitor

Properties

Label 4

1 ☐ Read only ▾

2 ☐ Required ▾

Short Desc 4

3 ☒ Show Component ▾

Reset All

Apply OK Cancel

Note: Some UI components are protected from updates to preserve the product business logic. For example, if a field is read-only because of a security privilege defined in the application, you can't make it editable in Page Composer.

How to Edit the Partner Portal UI Shell Using the Page Composer Source View

Channel partner portal administrators can use Page Composer's Source View to configure the header and footer areas of the pages partners use to register themselves and sign in after they're registered. This is the only sales page which supports this mode. You can use this mode to add a company logo, copyright information or links, for example.

To configure the partner portal UI shell, you must activate a sandbox and select the **Update Partner Portal UI Shell** task in the Channel dashboard.

To learn more about working in the Source view, see the Oracle Fusion Middleware User's Guide for Oracle WebCenter.

How to Make Configurations Available to Different User Groups

You can make your configurations available to different subsets of users.

When you launch Page Composer, you must select one of the following configuration layers:

- **Site:** Your configurations are visible to all users.
- **External or Internal:** Depending on your selection, your configurations are visible to either internal users (your employees) or to external users (your partners or anonymous users).

- **Job Role:** Your configurations are visible to users with the job role you select. The list of available job roles includes all the job roles assigned to you directly and any job roles that are inherited by those job roles.

Note: If you created your own job roles, then you must run the Retrieve Latest LDAP Changes process from the Scheduled Processes work area before the job roles are available for selection.

By default, configurations you made at a higher level are propagated to lower-level layers, unless you deselect these layers in the Include column.

Note: The Welcome page in the desktop UI doesn't support different configuration layers. You must configure this page at the site level.

Related Topics

- [Differences Between Using Page Composer and Application Composer](#)

FAQs for Page Composer

Frequently Asked Questions (FAQs) for Page Composer

This section contains some frequently asked questions (FAQs) when using Page Composer. Scroll or search to find answers to common questions.

What do I do if Page Composer closes while I am navigating in the UI?

If you're using Page Composer in Design mode and trying to navigate between different objects in the application, the Page Composer sometimes closes. That's because it's designed to configure one object at a time.

When you no longer see the Page Composer bar at the top of your screen, simply restart Page Composer. Your previous work is preserved in the active sandbox, so you don't have any data loss.

How can I reset all personalization changes made by a specific end user?

Your end users can personalize a page explicitly (like creating a saved search) or implicitly (like changing table column width). You can revert all such changes made by a specific user using the Personalization page in Application Composer.

In the Common Setup region, click **Personalization**. Search for a user and then click **Reset Personalization**. All changes made by that user are removed and all pages are restored to the default content and layout as originally delivered. Changes implemented by an administrator using Application Composer and Page Composer are retained, if they exist.

End users can also revert their changes themselves, but only on a page-by-page basis.

Related Topics

- [How can I reset a page or task flow to a previously saved version?](#)

Can I edit Expression Language (EL) expressions using Page Composer?

No, Page Composer doesn't allow editing EL expressions to protect the business logic implemented through EL expressions.

Can I use Page Composer to configure all elements on a page?

No, you can't use Page Composer to configure all UI elements on a page.

Some UI elements are protected from updates to preserve the product business logic. For example, if a field is read-only because of a security privilege defined in the application, you can't edit the field.

You can't select some page elements in the Select mode of Page Composer. For others, the **Edit Component** option is disabled or only a subset of the properties are available in the Component Properties dialog box.

CAUTION: Don't edit the **Taskflow Id** parameter in Page Composer Task List properties. This may damage page metadata.

In general, you can configure at least some of the properties of the following page components:

- af:activeOutputText
- af:inputComboboxListOfValues
- af:inputDate
- af:inputFile
- af:inputListOfValues
- af:inputNumberSlider
- af:inputNumberSpinbox
- af:inputRangeSlider
- af:goLink
- af:query
- af:inputText
- af:outputFormatted
- af:outputText
- af:panelLabelAndMessage
- af:panelFormLayout
- af:panelHeader
- af:richTextEditor
- af:selectBooleanCheckbox
- af:selectBooleanRadio
- af:selectManyCheckbox
- af:selectManyChoice
- af:selectManyListbox
- af:selectManyShuttle
- af:selectOneChoice
- af:selectOneListbox
- af:selectOneRadio

- af:selectOrderShuttle
- af:showDetailHeader
- af:table
- af:column
- fnd:applicationsTable
- af:commandMenuItem
- af:menu
- af:panelGroupLayout
- af:panelTabbed
- af:group
- af:commandButton

32 Extend Accounts, Contacts, and Households

Overview of Account and Contact Extensibility

Extend objects and pages related to accounts and contacts.

In this chapter, you will learn about:

- Each standard object related to accounts and contacts and how to extend those objects using Application Composer.
- How to configure Customer Center pages using Page Composer.

Related Topics

- [Extend Pages for Accounts](#)
- [Extend Pages for Contacts](#)
- [Extend Application Pages for Relationships](#)
- [Extend Pages for Assets](#)
- [Extend Pages for Households](#)

Extend Pages for Accounts

Using Application Composer, you can change many items for accounts pages.

Use Application Composer to modify the following pages:

- Accounts landing page
- Create Account page
- Edit Account page

For example, you can:

- Hide or show standard fields.
- Set fields as required.
- Set field default values.
- Reorder columns.
- Change column labels.
- Add custom fields (all types).

Note: To extend the pages for accounts, use the Account object in Application Composer.

Accounts Landing Page

You can modify the Accounts landing page, also referred to as the Accounts list page. For example, you can hide standard account fields or show custom account fields. To modify the Accounts landing page:

1. Navigate to the Account object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, click **Edit Summary Table for Account**.

Create Account Page

You can modify the Create Account page. For example, you can hide standard account fields, make a field required, add a default value, and show custom account fields. To modify the Create Account page:

1. Navigate to the Account object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance runtime usability for your end users, optionally group custom fields into field groups.

Note: Custom fields that you add to the Account object and then select for display in a page layout appear on the Create Account page, before the address set of fields.

Edit Account Page

The Edit Account page consists of multiple subtabs that display along the left side of the page. You can modify most of these subtabs, as well as hide or show subtabs. For example, you can also add custom subtabs to display records from child or related objects

To add custom fields to certain subtabs available from the Edit Account page, you must first navigate to those subtab target objects in Application Composer to create the fields. After creating the fields on the target object, you can then navigate to the required details page layout for the Account object to add those fields to the relevant subtabs.

To modify the Edit Account page:

1. Navigate to the Account object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

4. When making changes to the Edit Account page, select the subtab you want to change first. The following subtabs are available from the Edit Account page. Use the following subtabs to configure which standard and custom fields display at runtime.

The changes you make to these subtabs are unique to the Edit Account page. For example, the changes you make to the Opportunities subtab on the Edit Account page aren't reflected on the Opportunities subtab on the Edit Contact page.

- Overview
- Profile

Note: When adding a custom field group to the Profile tab, the custom field group always displays above the Address region at runtime. This is true even if the custom field group is positioned differently when configuring the layout in Application Composer.

- Team

Use the Sales Account Resource and Sales Account Territory objects to create custom fields as needed.

- Contacts

Use the Contact object to create custom fields as needed.

Note: To expose the Contact custom fields on the Contacts subtab, create a join for the field under the Custom Contact Profile object.

- Assets

Use the Asset object to create custom fields as needed.

- Opportunities

Use the Opportunity object to create custom fields as needed.

- Leads

Use the Lead object to create custom fields as needed.

- Relationships

Use the Relationship object to create custom fields as needed.

- Notes

Use the Note object in Application Composer to create custom fields as needed, and to extend this subtab.

On the Application Pages tab for the Note object, edit the default creation page layout or duplicate it to create a new layout.

The Notes list page isn't extensible.

- Activities

Use the Activity object in Application Composer to extend this subtab.

On the Application Pages tab for the Activity object, click **Edit Embedded Summary Table** (at the bottom of the page).

- Conversations

Not extensible from this page.

Configure Default Search on Standard Subtabs for Accounts

When a user opens the subtab at runtime, the records displayed are automatically filtered using the search criteria you added. Users can change the default search value, but they can't change the default search field. They can, however, further refine their search by adding additional search fields and values at runtime.

Adding a default search filter to a subtab is optional. If you skip this step, then no search fields are automatically added to the subtab, but users can still see the search region and perform their desired search.

Use this procedure to add a default search filter field, operator, and value for the Leads subtab search on the Edit Account page.

Note: You can select only one default search filter for each subtab. When adding a default search filter to standard subtabs, the search filter applies to all existing details page layouts with this subtab. Let's say you add a search filter to the Lead subtab on an Account details page layout. This means that the same search filter is added to the Lead subtab on an Opportunity details page layout.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**.
4. In the navigation tree, expand **Standard Objects**, expand **Account**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

8. In the **Subtabs Region**, highlight **Leads** and click the pencil icon.
9. From the **Configure Detail Form** page region, go to the **Configure Summary Table: Search Region**.
10. Select the default search filter you want to apply to the Leads subtab.

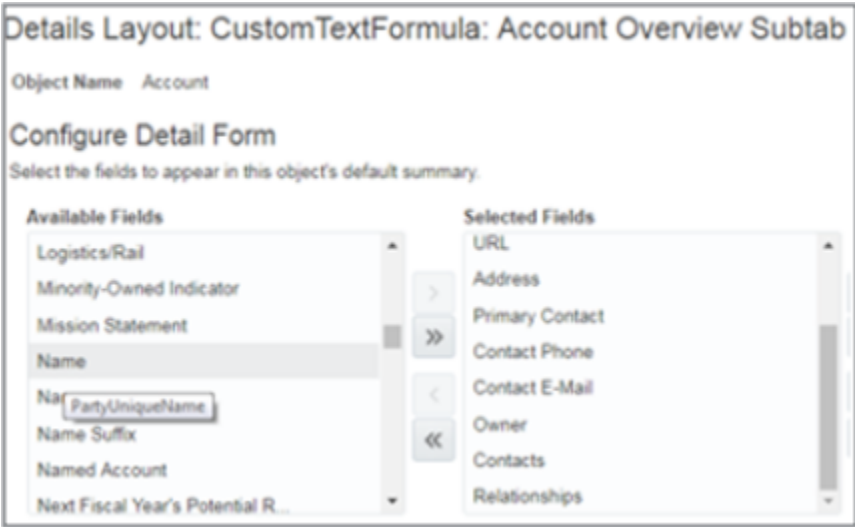
You can select from a list of both standard and custom Lead fields. Note that you can't pick dynamic choice list fields, set ID-based fixed choice list fields, and any fields that aren't searchable. Also, if this subtab was added based on a many-to-many (M:M) relationship, then you can select from only those intersection object fields that are already displayed on the subtab.

For example, you want to create a search filter to search for all qualified leads for an account. Select **Status** from the drop-down list and select **Equals** as the operator and then select the Qualified check box.

11. Click **Done** and ensure that the layout status for your Leads subtab layout is set to Active.
12. Test the changes: Navigate to **Sales > Accounts** as a user with access to the account pages, for example, as a salesperson. Edit an account and confirm that the data that displays on the Leads subtab includes only qualified leads.
13. Publish the sandbox.

Select the Correct Name Field When You Configure Account Pages

You can see two Name fields in the accounts object, when you add fields on a new layout, in the Application Composer. Hover over the fields to see the description for each instance; one field shows OrganizationName and the other PartyUniqueName.



When you add a Name field to a dynamic choice list for accounts, you can't see the description when you hover on the name field. The difference between the two instances is the value that's added to the list. The first instance of the Name field adds the organization name while the second instance adds the party unique name to the display list. Here's a description of the fields.

Field Name	Description
Organization Name	Displays the name of the organization. This is the name you entered while creating an account.
Party Unique Name	Displays the unique name of a party. This name is created by putting together the party name and suffix. If the suffix is null, then it's automatically generated for sales account, sales prospect, external legal entity and contact. When a suffix is null or doesn't have to be generated, the PartyUniqueName is same as the party name. You can configure the suffix using the task Common Party Suffix Format that's within Manage Address Formats. By default, the suffix is configured using the city and country of the primary address.
UniqueNameAlias	Displays the name of the organization on the Edit Account page.

Modify the Overview Subtab

You can modify the Overview subtab for accounts, contacts, households, and partners. You can hide or show fields that appear on the left side of the subtab. Additionally, you can rearrange the position and grouping of the summary boxes, formerly referred to as infolets,

Extensibility on the Overview Subtab

The Overview subtab for accounts, contacts, households, and partners is the top subtab that appears for an account, contact, household, or partner record. Data that appears in the Overview subtab is read only, but your users can drill down to more details from here.

Edit Account: Advanced Consulting: Overview

Sales

- Open Opportunities (Amount 0): 0
- Open Leads (7 Hot): 23
- Open Quotes and Orders (Amount 0): 0
- Active Contracts: 0

Service Requests

- Open Service Requests (0 Critical): 0

Activities

- Open Activities: 9
- 4/4/16 To do: Send latest... Peter Branch Last Completed Task

On the left side of the Overview subtab, key fields for the account, contact, household, or partner record are displayed. Use Application Composer to show or hide these read-only fields.

On the right side of the subtab, key data points about related object records are displayed as number totals in summary boxes. Use Application Composer to rearrange the position and grouping of the summary boxes. You can also create new summary boxes to highlight key data points for custom objects.

Hiding and Showing Fields

The Overview subtab includes a region on the left with a standard set of fields that display. You can further modify those fields by hiding existing fields, and showing new fields. You can also reorder these fields.

Note: These fields are read only. Your end users can edit these fields at run time on the Profile subtab.

To hide and show fields, and reorder them, on the Overview subtab:

1. In Application Composer, navigate to the Application Pages tab for either the account, contact, household, or partner object.
2. On the Application Pages tab, scroll down to view the Details Page Layouts table.

Duplicate the standard layout to create a new layout to edit, or edit another existing layout.

3. Within the selected details page layout, navigate to the Overview subtab.

Click the Edit icon next to the Overview Form heading to configure which fields display at run time, and in which order.

Details Layout: Default Custom Layout

Layout Name: Default Custom Layout

Actions

Subtabs Region

Subtab Overview

Account Overview Subtab

s41

Type

Industry

URL

Address

Primary Contact

Contact Phone

Contact E-Mail

Owner

Contacts

Relationships

Favorite

Sales

Opportunities

Open Opportunities

Leads

Open Leads

Open Quotes and Orders

Active Contracts

Service Requests

Open Service Requests

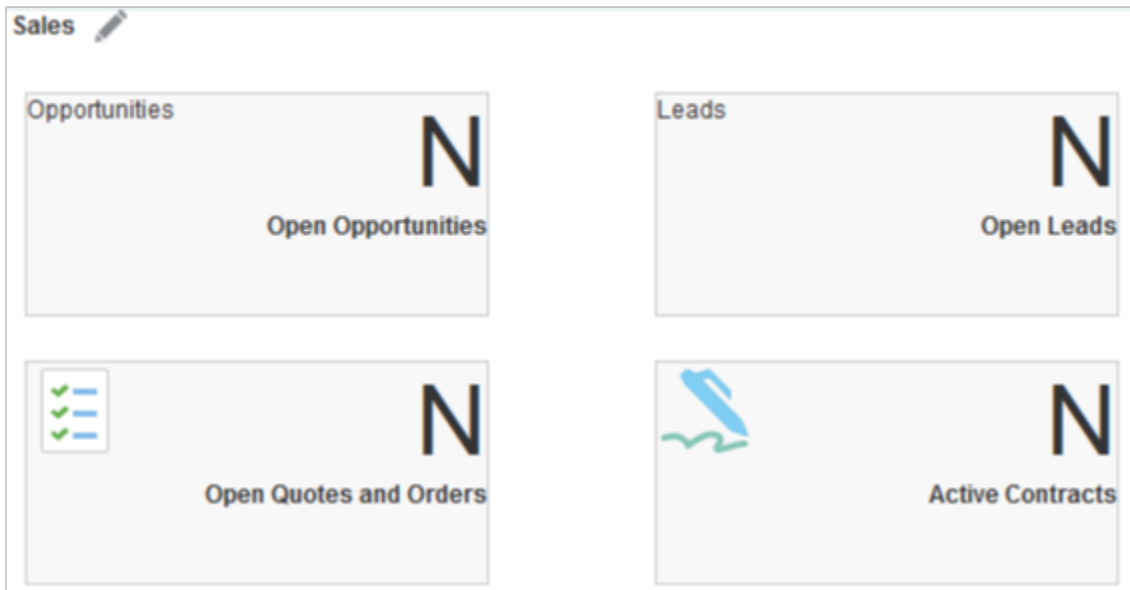
Activities

Summary Box

A summary box, formerly referred to as an infolet, is a container on a page which summarizes some key information about the record's related object records, so that your end users don't have to navigate to other tabs. For example, a summary box might display the number of total open opportunities that you're responsible for. At run time, users can click that number to drill down to more details. Typically, clicking a number in a summary box takes the user to another subtab for the object record.

Note: The summary boxes that appear on the Overview subtab for accounts, contacts, households, and partners are different from the infolets that you can embed in Business Intelligence (BI) dashboards, and thus aren't interchangeable.

Below is an example of four summary boxes that display on the Account Overview subtab. These four summary boxes are arranged within a summary box group called Sales.



The account, contact, household, and partner objects have a set number of summary boxes that you can rearrange and group. Summary boxes are grouped by default, but you can create new groups and rearrange the summary boxes to fit the needs of your users. In addition, you can create new summary boxes for custom objects only.

To view the available summary boxes for an object:

1. In Application Composer, navigate to the Application Pages tab for either the account, contact, household, or partner object.

2. On the Application Pages tab, scroll down to view the Summary Boxes table.

Summary Boxes	
Actions ▼ View ▼  	
Name	Type
Active Contracts	Standard
Assets	Standard
Last Appointment	Standard
Last Completed Task	Standard
Open Activities	Standard
Open Leads	Standard
Open Opportunities	Standard
Open Quotes and Orders	Standard
Open Service Requests	Standard
Second to Last Appointment	Standard

This table lists the available summary boxes that are registered for the object. Review the next section for tips on working with summary boxes and summary box groups.

Working with Summary Boxes

The Overview subtab includes a region on the right where summary boxes display. Summary boxes are grouped and arranged by default, but you can rearrange the position and grouping of these summary boxes. You can remove a summary box from an existing summary box group, and add it to another existing summary box group. Or, you can create a new summary box group, or delete existing summary box groups.

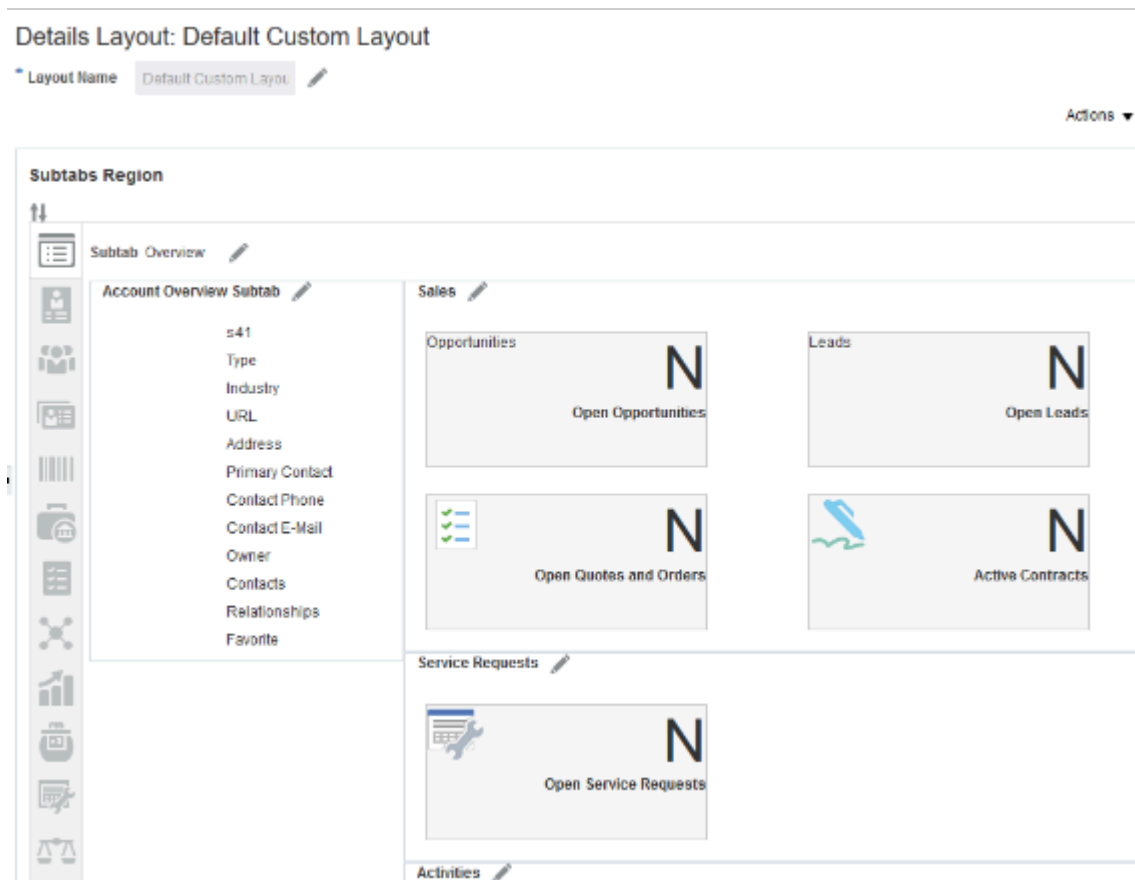
To rearrange summary boxes:

1. In Application Composer, navigate to the Application Pages tab for either the account, contact, household, or partner object.
2. On the Application Pages tab, scroll down to view the Details Page Layouts table.

Edit any custom layout. If none exists, then duplicate the standard layout and edit the resulting custom layout.

3. Within the selected details page layout, navigate to the Overview subtab to configure summary box groups.

Click the Edit icon next to the summary box group that you want to configure.



4. Use the Available Summary Boxes and Displayed Summary Boxes lists to control which summary boxes are displayed within this summary box group at run time. Within the Displayed Summary Boxes list, use the up or down arrows to control the order of the summary boxes within the group.

If a summary box is listed under Available Summary Boxes but you can't select it, then this means that the summary box is already displayed inside another summary box group. If you want to include that summary box

in the current group, then you must remove it from the other summary box group first, before you can add it to the current group.

5. You can delete summary box groups from this page by clicking **Delete**. Deleting a summary box group doesn't delete any included summary boxes.

To create a new summary box group:

1. In Application Composer, navigate to the Application Pages tab for either the account, contact, household, or partner object.
2. On the Application Pages tab, scroll down to view the Details Page Layouts table.

Edit any custom layout. If none exists, then duplicate the standard layout and edit the resulting custom layout.

3. Within the selected details page layout, navigate to the Overview subtab to configure summary box groups.
4. Navigate to the bottom of the page and click **Create Summary Box Group**.

Creating Summary Boxes

You might want to highlight custom object data on an Overview subtab. Use Application Composer to create new summary boxes that summarize key data points about custom objects.

You can't create summary boxes for standard objects.

To create a new summary box for a custom object:

1. In Application Composer, navigate to the Application Pages tab for either the account, contact, household, or partner object.

2. On the Application Pages tab, scroll down to view the Summary Boxes table.

Summary Boxes	
Actions ▾ View ▾  	
Name	Type
Active Contracts	Standard
Assets	Standard
Last Appointment	Standard
Last Completed Task	Standard
Open Activities	Standard
Open Leads	Standard
Open Opportunities	Standard
Open Quotes and Orders	Standard
Open Service Requests	Standard
Second to Last Appointment	Standard

3. Click **New**.
4. Enter the name of the summary box. The name that you enter displays to your users as the heading of the summary box.
5. Select the target object for the summary box. Select from the custom objects that are related to the current object: account, contact, household, or partner.
6. Select the mathematical operation that you want the summary box to perform on the related object's records. For example, do you want the summary box to display a count of all records?
7. Optionally add filters to the summary box to constrain the records that are included in the results. For example, maybe you want to include only records created by a specific person.
8. Click **Save and Close**.

After creating a summary box, you must add it to all details page layouts where you want the summary box to display. Remember that you can add your new summary box to only one summary box group. Use the instructions above to add your custom summary box to a summary box group.

Related Topics

- [Extend Pages for Accounts](#)
- [Extend Pages for Contacts](#)
- [Extend Application Pages for Partners](#)
- [Extend Pages for Households](#)

Extend Pages for Contacts

Using Application Composer, you can change many items that appear on the pages for contacts.

Use Application Composer to modify the following pages:

- Contacts landing page:

- Contacts cards view
- Contacts listing
- Create Contact page
- Edit Contact page

For example, you can:

- Hide or show standard fields.
- Set fields as required.
- Set field default values.
- Reorder columns.
- Change column labels.
- Add custom fields (all types).

Note: Note the fixed choice list for Contact Job Title isn't available in contact advanced search; you can only enable it as a text field.

Contacts Landing Page

The Contacts landing page consists of two different views, which your users can toggle between:

- The Contacts cards view
- The Contacts listing

You can modify both pages.

The Contact cards view displays a list of all your users' contacts, but represented visually as cards. You can modify the fields that appear in each card. For example, you can hide standard contact fields or show custom contact fields. To modify the Contact cards view:

1. Navigate to the Contact object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, click **Edit Landing Page**.
4. In the Configure Card View region, select the fields that you want to display or hide in your contact cards.
5. Optionally, select the **Enable alphabetic filtering** check box to display the alphabetic bar which runs across the top of the contact cards page.

The Contacts listing displays all your users' contacts, but represented in a table list view. You can modify the columns that appear in the table. For example, you can hide standard contact fields or show custom contact fields. To modify the Contacts listing:

1. Navigate to the **Contact** object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, click **Edit Landing Page**.
4. In the Configure Summary Table region, select the fields that you want to display or hide in the Contacts list page.

Create Contact Page

You can modify the Create Contact page. For example, you can hide standard contact fields, make a field required, add a default value, and show custom contact fields. To modify the Create Contact page:

1. Navigate to the **Contact** object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance runtime usability for your end users, optionally group custom fields into field groups.

Note: Custom fields that you add to the Contact object and then select for display in a page layout appear on the Create Contact page, before the address set of fields.

Edit Contact Page

The Edit Contact page consists of multiple subtabs that display along the left side of the page. You can modify most of these subtabs. For example, you can also add custom subtabs to display records from child or related objects.

To add custom fields to certain subtabs available from the Edit Contact page, you must first navigate to those subtab target objects in Application Composer to create the fields. After creating the fields on the target object, you can then navigate to the required details page layout for the Contact object to add those fields to the relevant subtabs.

To modify the Edit Contact page:

1. Navigate to the **Contact** object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.
4. When making changes to the Edit Contact page, select the subtab you want to change first. The following subtabs are available from the Edit Contact page. Use the following subtabs to configure which standard and custom fields display at runtime.

The changes you make to these subtabs are unique to the Edit Contact page. For example, the changes you make to the Opportunities subtab on the Edit Contact page aren't reflected on the Opportunities subtab on the Edit Account page.

- Overview
- Profile
- Team

Use the Sales Account Resource and Sales Account Territory objects to create custom fields as needed.

- Assets

Use the Asset object to create custom fields as needed.

- Opportunities

Use the Opportunity object to create custom fields as needed.

- Leads

Use the Lead object to create custom fields as needed.

- Relationships

Use the Relationship object to create custom fields as needed.

- Notes

Use the Note object in Application Composer to create custom fields as needed, and to extend this subtab.

On the Application Pages tab for the Note object, edit the default creation page layout or duplicate it to create a new layout.

The Notes list page isn't extensible.

- Activities

Use the Activity object in Application Composer to extend this subtab.

On the Pages tab for the Activity object, click **Edit Embedded Summary Table** (at the bottom of the page).

- Conversations

Not extensible from this page.

Configure Default Search on Standard Subtabs for Contacts

When a user opens the subtab at runtime, the records displayed are automatically filtered using the search criteria you added. Users can change the default search value, but they can't change the default search field. They can, however, further refine their search by adding additional search fields and values at runtime.

Adding a default search filter to a subtab is optional. If you skip this step, then no search fields are automatically added to the subtab, but users can still see the search region and perform their desired search.

Use this procedure to add a default search filter field, operator, and value for the Leads subtab search on the Edit Contact page.

Note: You can select only one default search filter for each subtab. When adding a default search filter to standard subtabs, the search filter applies to all existing details page layouts with this subtab. Let's say you add a search filter to the Lead subtab on an Contact details page layout. This means that the same search filter is added to the Lead subtab on an Account details page layout.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**.
4. In the navigation tree, expand **Standard Objects**, expand **Contact**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

8. In the **Subtabs Region**, highlight **Leads** and click the pencil icon.
9. From the **Configure Detail Form** page region, go to the **Configure Summary Table: Search Region**.
10. Select the default search filter you want to apply to the Leads subtab.

You can select from a list of both standard and custom Lead fields. Note that you can't pick dynamic choice list fields, set ID-based fixed choice list fields, and any fields that aren't searchable. Also, if this subtab was added based on a many-to-many (M:M) relationship, then you can select from only those intersection object fields that are already displayed on the subtab.

For example, you want to create a search filter to search for all qualified leads for a contact. Select **Status** from the drop-down list and select **Equals** as the operator and then select the Qualified check box.

11. Click **Done** and ensure that the layout status for your Leads subtab layout is set to Active.
12. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the contact pages, for example, as a salesperson. Edit a contact and confirm that the data that displays on the Leads subtab includes only qualified leads.
13. Publish the sandbox.

Extend Application Pages for Relationships

Using Application Composer, you can change many items that appear on the application set of pages for relationships.

Use Application Composer to modify this page:

- Add Relationship page

This page is available from the Relationships subtab when you drill down from the application details pages for these objects:

- Accounts
- Contacts
- Households

Add Relationship Page

You can modify the Add Relationship page which displays when you create a relationship from the Relationships subtab on any Edit Account, Edit Contact, or Edit Household page. For example, you can hide standard relationship fields, make a field required, add a default value, and show user-defined relationship fields. You can also reorder fields and change field labels. To modify the Add Relationship page:

1. Navigate to the Relationship object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance run time usability for your end users, optionally group user-defined fields into field groups.

Enable Salespeople to Add Household Relations to an Account

Let your salespeople add household or a group relation to an account. Here's how you enable:

1. In the Setup and Maintenance work area, use the **Manage Standard Lookups** task:
 - Offering: Sales
 - Functional Area: Sales Foundation
 - Task: Manage Standard Lookups
2. On the Manage Standard Lookups page, search for **ZCA_RECORD_TYPE**.
3. In the Lookup Codes section, select the **Enabled** checkbox for **Group**.
4. **Save and Close** the page.

Household will appear as an option in the Add Relation button in the Relationships subtab of an Account edit page.

33 Extend Assets

Extend Pages for Assets

Using Application Composer, you can change many items that appear on the pages for assets.

Use Application Composer to modify these pages:

- Asset list page (includes a summary table of assets)
- Create Asset page
- Edit Asset page

These pages are available as subtabs when you drill down from the details pages for these objects:

- Accounts
- Contacts
- Households

Note: Use the Asset object in Application Composer to create custom asset fields. Note that you can't add custom buttons and actions to any page for assets.

Assets List Page

You can modify the Assets list page which displays when you first navigate to the Assets subtab on any Edit Account, Edit Contact, or Edit Household page. For example, you can hide standard asset fields or show custom asset fields.

To modify the Assets list page which appears on the Assets subtab on the Edit Account, Edit Contact, or Edit Household pages:

1. Navigate to the Account, Contact, or Household object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.
4. Select the Assets subtab to configure which standard and custom fields display at run time.

Use the Asset object to add custom fields as needed, before you can select them for display on the subtab.

Tip: The changes you make to the Assets subtab are unique across the Edit Account, Edit Contact, and Edit Household pages. For example, the changes you make to the Assets subtab on the Edit Account page aren't reflected on the Assets subtab on the Edit Contact page.

Create Asset Page

You can modify the Create Asset page which displays when you create an asset from the Assets subtab on any Edit Account, Edit Contact, or Edit Household page. For example, you can hide standard asset fields, make a field required,

add a default value, and show custom asset fields. You can also reorder fields and change field labels. To modify the Create Asset page:

1. Navigate to the Asset object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance runtime usability for your end users, optionally group custom fields into field groups.

Edit Asset Page

You can modify the Edit Asset page which displays when you edit an asset from the Assets subtab on any Edit Account, Edit Contact, or Edit Household page. For example, you can hide standard asset fields, make a field required, add a default value, and show custom asset fields. You can also reorder fields and change field labels. To modify the Edit Asset page:

1. Navigate to the Asset object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance runtime usability for your end users, optionally group custom fields into field groups.

Related Topics

- [Extend Application Pages for Assets Using Application Composer](#)

Extend Application Pages for Assets Using Application Composer

This example demonstrates how you can modify application pages for assets using Application Composer.

In this example, you will see how to add the field **Asset Number** to the Create Asset page using Application Composer. You will also test whether the field appears in the application page for creating an asset.

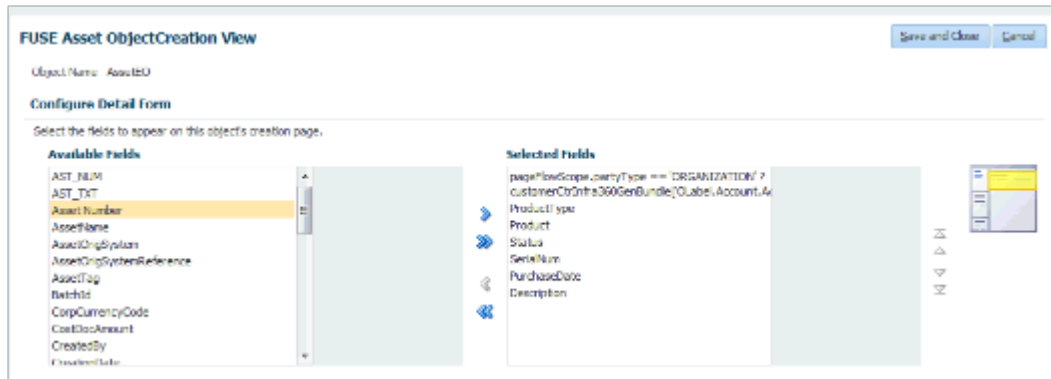
Note: Ensure that you have the privileges to create and view an asset.

Extending Application Pages for Assets Using Application Composer

1. Navigate to Application Composer.
2. In the object tree, select the standard object, Asset, which includes a set of application pages.
3. Select the Pages node.
4. Select the Application Pages tab.
5. Use the links on the tab to navigate to the object's configuration pages, where you can modify the application pages that are available for the selected object. You can show or hide fields, rearrange fields, and add your own fields.

6. For example, to add the field **Asset Number** to the **Create Asset** page, highlight a page layout in the Creation Page Layouts table and click the **Edit** icon. You can also select **Actions > Edit Layout..**
7. On the **Edit Application Creation Page**, click the Edit icon (pencil icon) to modify the Create Asset page.
8. In the Available Fields list, double-click **Asset Number** to move it to the **Selected Fields** column. You can also click the Right arrow button to move an item.

This figure shows the Available Fields and Selected Fields lists, which you use to hide and show fields on the run time Create Asset page.



9. Click Save and Close.
10. Click Done.

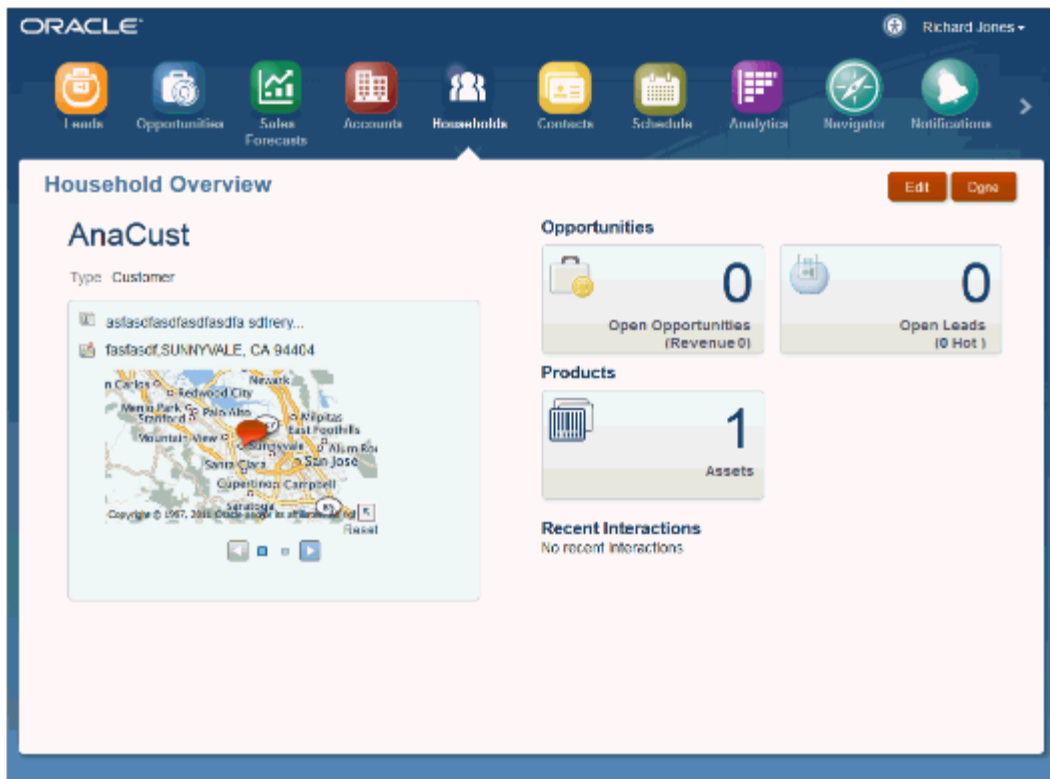
Viewing the Changes in the Create Asset Page

In this section, we test whether the field **Asset Number** that we added to the Create Asset page appears at run time.

1. Login to the Application Pages main page and click **Households**.

2. Select a household that has a customer type.

This figure shows the Household overview page with the details of the selected household.



3. Click the number in the Assets region.

4. In the Edit Household page, click the **Create Asset** button.

This figure shows the Edit Household page for the selected item. You can create an asset from this page. The Create Asset button is visible only if you have the Asset Creation privilege.

5. The field **Asset Number** that you added using Application Composer now appears at the bottom of the Create Asset page.

This figure shows the Create Asset page with the field Asset Number that we added as part of extending the

Asset object.

Related Topics

- [Extend Pages for Assets](#)

34 Extend Activities

Extend Application Pages for Activities

Use Application Composer to change the items that appear on the application set of pages for activities.

You can make changes to the following pages:

- Activities landing page
- Create Task
- Create Appointment
- Create Call Report
- Edit Task
- Edit Appointment
- Edit Call Report
- My Tasks
- My Appointments
- Activities subtab, available from the details pages of other objects, such as opportunity, account, contact, and so on.

For example, you can:

- Hide or show existing fields.
- Reorder columns.
- Change column labels.
- Add custom fields (all types).

Activities Landing Page

To extend the Activities landing page:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, in the Landing Page Layouts region, Activities area, copy the standard layout and edit the resulting copy.
4. Edit the **My Activity Overview Table** page.

Create Task, Create Appointment, and Create Call Report Pages

To extend the Create Task, Create Appointment, and Create Call Report pages:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.

3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout for either the Create Task, Create Appointment, or Create Call Report page to create a new layout to edit. Or, edit another existing layout.

To enhance run time usability for your end users, optionally group custom fields into field groups.

Edit Task, Edit Appointment, and Edit Call Report Pages

The Edit Task, Edit Appointment, and Edit Call Report pages consist of multiple subtabs that display along the left side of the page. You can modify most of these subtabs. You can also add custom subtabs to display records from child or related objects, for example.

To extend the Edit Task, Edit Appointment, and Edit Call Report pages:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout for either the Edit Task, Edit Appointment, or Edit Call Report page to create a new layout to edit. Or, edit another existing layout.
4. When making changes to the Edit Task, Edit Appointment, and Edit Call Report pages, select the subtab you want to change first. The following subtabs are available from the Edit Task, Edit Appointment, and Edit Call Report pages. Use the following subtabs to configure which standard and custom fields display at run time.

Tip: The changes you make to these subtabs are unique across the Edit Task, Edit Appointment, and Edit Call Report pages. For example, the changes you make to the Contacts subtab on the Edit Task page aren't reflected on the Contacts subtab on the Edit Appointment page.

- o Summary
- o Contacts
Use the Activity Contact child object to add custom fields as needed, before you can select them for display on the subtab.
- o Resources
Use the Activity Assignee child object to add custom fields as needed, before you can select them for display on the subtab.
- o Notes
Use the Note object in Application Composer to create custom fields as needed, and to extend this subtab.
On the Application Pages tab for the Note object, edit the default creation page layout or duplicate it to create a new layout.
The Notes list page isn't extensible.

My Tasks Landing Page

To extend the My Tasks landing page:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, in the Landing Page Layouts region, copy the standard layout and edit the resulting copy.
4. In the new layout, edit the **My Tasks Overview Table**

My Appointments Landing Page

To extend the My Appointments page:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, in the Landing Page Layouts region, copy the standard layout and edit the resulting copy.
4. In the new layout, edit the **My Appointments Overview Table**

Embedded Activities Subtab

To extend the Activities subtab, available from the details pages of other objects:

1. Navigate to the Activity object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, in the Embedded Activity Summary Layout > Embedded Task List Read Only Overview Table or Embedded Task List Overview areas, copy the standard layout and edit the resulting copy.
4. In the new layout, edit the **Embedded Task List Read Only Overview Table** or the **Embedded Task List Overview Table**.

35 Extend Leads and Campaigns

Overview of Extending Sales Lead and Marketing Campaign Objects

Read this chapter to learn about extending the sales lead and marketing campaign objects and pages in your sales application.

In this chapter, you will learn:

- How to modify leads pages
- How to create a sales lead validation rule using Application Composer
- How to extend campaigns and leads using data from Oracle Marketing Cloud
- How to create new objects by copying existing objects using the Copy Map feature
- How to map child objects and attributes in the source object to objects and attributes in the new object

Related Topics

- [How to Create a Sales Lead Validation Rule Using Application Composer](#)
- [Example of Modifying the Lead to Opportunity Copy Map](#)

Overview of Campaign Management and Reporting

You can store marketing related data, such as campaigns and campaign members created and updated in Oracle Marketing Cloud, also called Oracle Eloqua, in your sales application.

Campaign management and reporting is greatly improved by having campaign related data maintained and synchronized between Oracle Marketing Cloud and Oracle CX Sales.

You can view meaningful information about marketing campaigns and campaign members from the Campaigns user interface. The Campaigns UI provides visibility into the campaign effectiveness to support the sales processes. For example, you can view the campaigns and campaign members associated with a given lead and contact to gain key insights for closing a sale.

In addition, your administrator can also display a campaigns subtab and an Add to Campaign button on the Leads and Contacts user interface pages from where you can view data about the marketing campaigns and add the associated leads and contacts to the campaign. The functional security privilege MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER must be assigned to the intended user or their role.

Note: If you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group. Access groups are an alternative way of granting data permissions to users, and they use a different access path to that provided by the predefined data security policies. For more information, see the Create a Custom Access Group topic in the Securing Sales and Fusion Service guide.

The topic describes how to create an access group, create object sharing rules to give group members access to object data, and add members to the group. For the object sharing rules, use the **All Marketing Campaigns** predefined rule which gives full access to campaign records. You can create a group membership rule to add members to your access group based on user name, role, organization and so on. For more information, see the *Create Membership Rules for Custom Access Groups* topic in the *Securing Sales and Fusion Service* guide.

You can add contacts or leads to marketing campaigns from these locations within your sales application:

- Campaigns subtab on the Edit Contact page
- Campaigns subtab on the Edit Lead page
- Campaign Members subtab on the View Campaign page
- Contact and Lead saved search pages in Workspace

Use the campaign summary data to view associated leads, contacts, opportunities, and revenue amounts. You can add contacts and leads to marketing campaigns, and view only already added contacts or leads through the Campaign Members subtab. The total number responding to a campaign represents the total count of campaign members who have responded to a marketing campaign and can only be viewed from the Analytics subtab. Campaign members include either leads or contacts that were sent or responded to a marketing campaign and have a status of Responded or Sent. Note that the response is only counted once even when a campaign member has responded multiple times to the same campaign.

Related Topics

- [Enable the Campaigns Subtab and Add to Campaign Button in Leads](#)
- [Enable the Campaigns Subtab and Add to Campaign Button in Contacts](#)
- [Enable the Campaign Analytics Tab in Campaigns List Page](#)
- [About Campaign Management Reports](#)

Sales Leads

Extend Pages for Leads

Using Application Composer, you can change many items that appear on the pages for sales leads.

Use Application Composer to modify these pages:

- Leads landing page (Landing Page Layouts)
- Create Lead page (Creation Page Layouts)
- Edit Lead page (Details Page Layouts)
- Lead Email notifications page (Lead Notification Content)
- Mass Lead Convert page (Mass Lead Convert Page Layouts)
- Lead Convert page (Lead Convert Page Layouts)

For example, you can:

- Hide or show standard fields.

- Set fields as required.
- Set field default values.
- Reorder columns.
- Change column labels.
- Add user-defined fields (all types).

Note: To extend the set of pages for leads, use the Sales Lead object in Application Composer. You must be working in an active sandbox.

Leads Landing Page

You can extend items that appears on the Leads landing page. For example, you can hide standard fields or show user-defined fields. To modify this page:

1. Navigate to the Sales Lead object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Landing Page Layouts, duplicate the standard layout to create a new layout.

Create Lead Page

You can modify the Create Lead page. For example, you can hide standard fields, make a field required, add a default value, and show user-defined fields. To modify the Create Lead page:

1. Navigate to the Sales Lead object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance runtime usability for your end users, optionally group user-defined fields into field groups.

Edit Lead Page

The Edit Lead page consists of multiple subtabs that display along the left side of the page. You can modify most of these subtabs. You can also add user-defined subtabs, for example, to display records from child or related objects.

To add user-defined fields to certain subtabs available from the Edit Lead page, you must first navigate to those subtab target objects in Application Composer to create the fields. After creating the fields on the target object, you can then navigate back to the details page layout for the Sales Lead object to add those fields to the specific subtabs.

To modify the Edit Lead page:

1. Navigate to the Sales Lead object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.
4. When making changes to the Edit Lead page, select the subtab you want to change first.

The changes you make to these subtabs are unique to the Edit Lead page. For example, you can extend the Sales Lead Products directly by adding new user-defined fields, but if you want to display those new fields, or hide existing fields for the Sales Lead Products object, you must navigate to the Sales Lead object, select Pages, and then go to the Details Page Layout, Summary subtab, Lead Details Products area.

Use these subtabs, available from the Edit Lead page, to configure which standard and user-defined fields display at runtime.

- Summary
- Contacts

Use the Sales Lead Contact object to create user-defined fields as needed.

- Qualification

Not extensible from this page.

- Sales Team

Use the Sales Lead Resources object to create user-defined fields as needed.

- Products

Use the Sales Lead Products object to create user-defined fields as needed.

- Activities

Use the Activity object in Application Composer to extend this subtab.

On the Application Pages tab for the Activity object, scroll down to the **Embedded Activity Summary Layout** section at the bottom of the page. Click the Standard layout or duplicate it to create a new layout.

- Responses

Not extensible from this page.

- Notes

Use the Note object in Application Composer to create user-defined fields as needed, and to extend this subtab.

On the Application Pages tab for the Note object, edit the default creation page layout or duplicate it to create a new layout.

The Notes list page isn't extensible.

- Opportunities

Use the Opportunity object to create user-defined fields as needed.

Lead Email Notifications

The email notifications region is applicable only for partner leads. From here, you can configure actionable email content that's sent to users when partner leads are assigned. Use the Sales Lead object in Application Composer to extend the email notifications of the partner lead UI. On the Application Pages tab for the Sales Lead object, scroll down to the **Lead Notification Content** section at the bottom of the page. Click the Standard layout or duplicate it to create a new layout.

Mass Lead Convert Page

Mass Lead Convert is a mass action available on Lead List page and is used for converting multiple selected leads simultaneously. When a salesperson uses the mass lead convert action, the Lead Mass Convert page is displayed for verification and input for the mass conversion process. You can add or remove standard or custom fields from the mass

lead convert page to your requirement. On the Application Pages tab, under Mass Lead Convert Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

Lead Convert Page

Opportunity Name, Owner, Account and Primary Contact are exposed on the Lead Convert page. Account and Primary Contact are predefined read-only fields but they become editable fields if the Account and Primary Contact are directly typed into the lead and if they don't exist in the sales application.

You can add or remove standard or custom fields from the lead convert page to your requirement. On the Application Pages tab, under Lead Convert Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

Related Topics

- [How do I enable mass update of records in classic Oracle Sales?](#)

Example of Extending Pages for Leads Using Application Composer

You can extend lead pages using Application Composer. You must make your changes in a sandbox, so you can test them first.

This example demonstrates how you can extend the lead object by:

- Adding a check box to identify strategic leads
- Adding a Groovy script that checks if the size of the deal is greater than 1000 USD when a user saves a lead with this check box selected. If the deal is smaller than this amount, then users are prevented from saving the lead and receive an error message instead.

Create the Strategic Deal Check Box and Add the Groovy Script Validation Check

Here's how to create the **Strategic Deal** check box and add the validation check:

1. Navigate to Application Composer. Select **Sales Lead** from the **Objects** panel.
2. Under the Lead object, select the **Fields** link.
3. Click the **Create a custom field** icon and, in the Select Field Type window, select **Check box**.
4. In the Create Check box Field page, enter "Strategic Deal" as the **Display Label**. Leave the rest of the fields with their default values.
5. Click **Save and Close**.
6. Next augment this new check box with a Groovy script. When the user attempts to save a record with the check box selected, then the script checks if the deal size is greater than 1000. If the deal size is less than 1000, then the script displays an error and the lead isn't saved.

Here is the Groovy logic that you can use:

```
def retVal
if (StrategicDeal_c == 'Y')
{
    if (DealAmount >= 1000)
    {
        retVal = true
    }
}
```

```
}  
else  
{  
    retVal = false  
}  
}  
  
if (StrategicDeal_c  
    == null || StrategicDeal_c  
    == 'N')  
{  
    retVal = true  
}  
return(retVal)
```

7. In the Objects panel, select **Server Scripts** under the **Sales Lead** object.
8. In the **Server Scripts Sales Lead** page, select the Validation Rules tab and under **Object Rules**, select **Action - Add** to add a new validation rule.
9. In the Create Object Validation Rule page, enter the rule name as **Eval** and enter a simple error message in the Error Message text region.
10. Cut and paste the script that you have written to validate the condition.
11. Next add this field to the sales lead application pages. In Application Composer, select the **Pages** link under the Sales Lead object and then select the Application Pages tab.
12. In the Details Page Layout region, duplicate the standard layout to create a new layout to edit.
13. Click the Edit pencil icon and select the **Strategic Deal** field.
14. Click **Done** and save and close Application Composer.
15. Sign in to the application again and drill into a lead.
16. Check if the **Strategic Deal** check box appears.

This figure shows an example of the Edit Lead Summary page with the Strategic Deal check box selected.

17. Enter a value less than 1000 in the **Deal Size** field.
18. Select the **Strategic Deal** check box and click **Save and Close**.

You should receive the error message that you entered in Step 9 because the deal size violates the validation rule.

19. Reenter a value greater than 1000 in the **Deal Size** field and save.

You have successfully extended a sales lead application page and added Groovy logic.

Related Topics

- [Overview of Sandboxes](#)

How to Create a Sales Lead Validation Rule Using Application Composer

Lead management users can change the status of a lead to Qualified, regardless of whether the lead customer is a sales account or has a primary product associated with the lead.

However, to enforce compliance with your company's lead management business processes, you want to create business rules to control when to set a lead to a Qualified status.

This example describes how to use **Application Composer** to create a validation rule that ensures a sell-to address and a primary product exist before users change the lead's status to Qualified.

Create a Validation Rule for Sell-to Address

Here's how to create a rule that validates the existence of a sell-to addresses for a sales lead:

1. Navigate to **Application Composer**.
2. Select **Sales** to filter the object search.
3. From the **Objects View**, select **Standard Objects, Sales Lead, Server Scripts**.
4. Click the **Object Functions** tab, and then click the **Add a New Object Function** icon. The **Create Object Function** page is displayed.
5. In the **Function Name** field, enter this name without spaces: `isSellToExists`.
6. In the **Returns** field, select **Boolean**.
7. In the **Function Body** area, enter the following:

```
if(null != CustomerId){ def partySites = newView('Address');
def criteria = partySites.createViewCriteria(); def criteriaRow = criteria.createRow();
criteria.insertRow(criteriaRow); def criteriaItem = criteriaRow.ensureCriteriaItem('PartyId');
criteriaItem.setValue(CustomerId) partySites.appendViewCriteria(criteria) partySites.executeQuery();
while(partySites.hasNext()) { def partySite = partySites.next(); def partySiteUses =
partySite?.getAttribute('PartySiteUse'); while (partySiteUses.hasNext()) { def partySiteUse =
partySiteUses.next(); if ('SELL_TO' == partySiteUse?.getAttribute('SiteUseType')) { return true; } } }
return false;
```
8. Click **Validate**.
9. Click **Save and Close**.

Create an Enforcement Rule for Primary Product

Next, you want to create a rule for enforcing the primary product association for the sales lead.

1. Click the **Add a New Object Function** icon to go to the **Create Object Function** page.
2. In the **Function Name** field, enter the this name without spaces: `isPrimaryProductAssigned`.
3. In the **Returns** field, select **Boolean**.
4. In the **Function Body** area enter the following:

```
if((null != PrimaryInventoryOrgId && null !=
PrimaryInventoryItemId) || null != PrimaryProductGroupId) return true; else return false;
```
5. Click **Validate**.
6. Click **Save and Close** to return to the **Server Scripts Sales Lead** page.

Create a Validation Rule for Lead Qualification

Next you want to create a validation rule that checks for the existence of a sell-to address and a primary product when a user sets the Qualified status for a sales lead.

1. Click the **Validation Rules** tab and from the **Object Rules** area.
2. Click the **Add a new validation rule** icon.
3. In the **Create Object Validation Rule** page navigate to the **Rule Name** field and enter this rule name without spaces: `qualifyLead`
4. In the **Rule Definition** area, enter the following: `if (isAttributeChanged('StatusCode') && getAttribute('StatusCode') == 'QUALIFIED') return (isPrimaryProductAssigned() && isSellToExists()); else return true;`
5. In the **Error Message** area, enter this message text: `Primary Product and Sell to Address are required for qualifying a Lead.`
6. Click **Save and Close**.
This completes the task of using **Application Composer** to create validation rules for the primary product and sell-to address fields when qualifying a lead.

Test the Rules

Here's how to validate the rules:

1. Navigate to the **Lead Qualification, Edit Lead** page.
2. From the **Actions** menu, select **Qualify**.
If the **Primary Product** and **Sell to Address** fields contain no data, you should receive the following error message text:
`Primary Product and Sell to Address are required for qualifying a Lead.`

Example of Assigning Account Owner as the Owner of a Lead

You can configure your sales application to automatically set a lead owner based on the owner of the associated account.

For example, an employee in your organization who isn't a salesperson, has created a lead with an associated account. You can use a Groovy script to automatically assign that lead to the salesperson who owns the associated account.

You are a sales administrator and your management has asked you to create a script to automate setting the account owner as the lead owner after the lead is created or assigned. You can use Groovy scripts to cater for the these scenarios:

- When a lead is created with an associated account and the assignment process is run
- When a lead is created without an account, but the account is added later and the assignment process is run

Note: You can't set the account owner as the lead owner for leads created or updated using import management.

Set Account Owner as the Lead Owner After Lead is Created or Assigned

Here's how to set the account owner as the lead owner after the lead is created or assigned:

1. Sign in using the sales administrator role.

2. Create a sandbox and activate it.
For more information about sandboxes, see the Overview of Sandboxes topic.
3. Navigate to Application Composer and expand **Standard Objects**, then **Sales Lead** and then click **Server Scripts**.
4. Click the **Triggers** tab, and then click the Create icon in the **Object Triggers** section.
5. Select the **Before Insert in Database** trigger type. Enter a name such as `UpdatLeadOwnerOnCreate` in the **Trigger Name** field. Copy and paste the following content of the script to the **Trigger Definition** section:

```
if(nvl(CustomerId,null) != null)
{
    def account = newView('OrganizationProfile');
    def criteria = account?.createViewCriteria();
    def criteriaRow = criteria?.createRow();
    criteria?.insertRow(criteriaRow);
    def criteriaItem = criteriaRow?.ensureCriteriaItem('PartyId');
    criteriaItem?.setValue(CustomerId);
    account?.appendViewCriteria(criteria);
    account.executeQuery();
    if(account.hasNext())
    {
        def accRow = account.next();
        def leadResourceIterator = nvl(MklLeadResources,null);
        if(nvl(accRow?.OwnerPartyId,null) !=null)
        {
            setAttribute('OwnerId' , accRow?.OwnerPartyId);
            def resourceId = accRow?.OwnerPartyId;
            boolean alreadyOnSalesTeam = false;
            leadResourceIterator?.reset();
            for (; leadResourceIterator?.hasNext(); ) {
                def mklLeadResourcesVORowImpl = leadResourceIterator.next();
                Long existingResourceId = mklLeadResourcesVORowImpl.getAttribute('ResourceId');
                if (resourceId.equals(existingResourceId)) {
                    alreadyOnSalesTeam = true;
                    break;
                }
            }
            if(!alreadyOnSalesTeam) {
                def leadResourceVO = leadResourceIterator.createRow();
                leadResourceVO.setAttribute('LeadId',LeadId);
                leadResourceVO.setAttribute('ResourceId',resourceId);
                leadResourceVO.setAttribute('PrimaryFlag','Y');
            }
        }
    }
}
```

6. Click **Save and Close**. Verify that you see the newly created trigger in the **Object Triggers** section.
7. Next, click the Create icon in the **Object Triggers** section to create another object trigger.
8. Select **Before Update in Database** trigger type. Enter a name such as `UpdatLeadOwnerOnUpdate` in the **Trigger Name** field. Copy and paste the following content of the script to the **Trigger Definition** section:

```
if(isAttributeChanged('LastAssignmentDate')){
    def account = newView('OrganizationProfile');
    def criteria = account?.createViewCriteria();
    def criteriaRow = criteria?.createRow();
    criteria?.insertRow(criteriaRow);
    def criteriaItem = criteriaRow?.ensureCriteriaItem('PartyId');
    criteriaItem?.setValue(CustomerId);
    account?.appendViewCriteria(criteria);
    account.executeQuery();
    if(account.hasNext())
    {
```

```
def accRow = account.next();
def leadResourceIterator = nvl(MklLeadResources,null);
if(nvl(accRow?.OwnerPartyId,null) !=null) {
    {
        setAttribute('OwnerId' , accRow?.OwnerPartyId);
        def resourceId = accRow?.OwnerPartyId;
        boolean alreadyOnSalesTeam = false;
        leadResourceIterator?.reset();
        for (; leadResourceIterator?.hasNext(); ) {
            def mklLeadResourcesVORowImpl = leadResourceIterator.next();
            Long existingResourceId = mklLeadResourcesVORowImpl.getAttribute('ResourceId');
            if (resourceId.equals(existingResourceId)) {
                alreadyOnSalesTeam = true;
                break;
            }
        }
        if(!alreadyOnSalesTeam) {
            def leadResourceVO = leadResourceIterator.createRow();
            leadResourceVO.setAttribute('LeadId',LeadId);
            leadResourceVO.setAttribute('ResourceId',resourceId);
            leadResourceVO.setAttribute('PrimaryFlag','Y');
        }
    }
}
```

9. Click **Save and Close**. Verify that you see the newly created trigger in the **Object Triggers** section.
10. Thoroughly test these scenarios in your sandbox environment:
 - When a lead is created with an associated account and the assignment process is run.
 - When a lead is created without an account, but the account is added later and the assignment process is run.
11. Publish the sandbox after successfully verifying your tests.

Related Topics

- [Overview of Sandboxes](#)

How to Modify the Leads UI for Sales Prospects

Since leads for sales prospects represent contacts with potential buying interest, some customers want to hide the lead name from the UI. Instead, they want to set the primary contact field as required, and use the primary contact as the lead identifier.

Use application composer and object triggers to cater for these configuration tasks:

- Set the Primary Contact field as required
- Mark the name field as hidden in both the create and edit lead pages
- Automatically populate the lead name with the primary contact value when a lead is created and updated

Note: Sign in using the sales administrator role and create a sandbox and activate it.

Set Primary Contact Field as Required

Here's how to set the primary contact field as mandatory on the leads UI:

1. Navigate to Application Composer and expand **Standard Objects**, then **Sales Lead** and then click **Fields**.
2. Search for the **Primary Contact** field of type **Dynamic Choice List**.
3. From the **Edit Standard Field: Primary Contact** page, under the **Constraints** section, select the **Required** check box.
4. Click **Save and Close**.

Hide the Name Field

Here's how to hide the Name field on the leads UI:

1. Navigate to Application Composer and expand **Standard Objects**, then **Sales Lead** and then click **Pages**.
2. Navigate to **Sales Lead > Pages > Creation Page Layout > Create a Duplicate Layout** page.
3. From the **Creation Page Layout** section, select **Duplicate Layout** from the **Actions** menu.
4. In the **Duplicate Layout** dialog, enter **Default User-Defined Layout** in the **New Layout Name** field.
5. Click **Save and Edit**.
6. Click the **Edit** icon to display the **Configure Detail Form**.
7. Move **Name** from **Selected Fields** list to **Available Fields** list.
8. Click **Save and Close**, then click **Done**.
9. Repeat steps 4 to 9 to edit the **Details Page Layout** section.

Populate the Lead Name with the Primary Contact Value

Here's how to populate the lead name with the primary contact value when a lead is created and updated:

1. Navigate to Application Composer and expand **Standard Objects**, then **Sales Lead** and then click **Server Scripts**.
2. Click the **Triggers** tab, and then click the **Add a new Trigger** icon in the **Object Triggers** section.
3. In the **Trigger** field, select the **Before Insert in Database** trigger type.
4. In the **Trigger Name** field, enter a name, without spaces, such as **UpdatLeadOwnerOnCreate**.
5. Copy and paste the following content of the script to the **Trigger Definition** section:

```
if(PrimaryContactName == null)
{
    throw new oracle.jbo.ValidationException('Primary Contact is a required field. Please select a Primary Contact.')
}
else
{
    setAttribute('Name',PrimaryContactName)
}
```

6. Click **Save and Close**.
Verify that you see the newly created trigger in the **Object Triggers** section.
7. Next, click the **Add a new Trigger** icon in the **Object Triggers** section to create another object trigger.
8. In the **Trigger** field, select the **Before Update in Database** trigger type.
9. In the **Trigger Name** field, enter a name such as **UpdatLeadOwnerOnUpdate**.
10. Copy and paste the following content of the script to the **Trigger Definition** section:

```
if(PrimaryContactName == null)
{
    throw new oracle.jbo.ValidationException('Primary Contact is a required field. Please select a Primary Contact.')
}
else if(isAttributeChanged('PrimaryContactName') && PrimaryContactName != null)
```

```
{  
  setAttribute('Name', PrimaryContactName)  
}
```

11. Click **Save and Close**.
Verify that you see the newly created trigger in the **Object Triggers** section.
12. Thoroughly test all changes in your sandbox environment.
13. Publish the sandbox after successfully verifying your tests.

Add Customer Type to Leads List Page

As part of the Lead Management feature for repeat business leads, salespeople use the Existing Account and Existing Contact fields in the Leads UI which supports extensible picker features. In addition, the Existing Account field represents the same field as an account, contact or household.

Here's how to add the **Customer Type** field to the Lead List page using Application Composer

1. Navigate to Application Composer from the Configuration category in the Navigator.
2. Expand the **Sales Lead** object that you want to add the field.
3. Click **Pages** and then select the **Application Pages** tab.
4. On the Details Page Layouts section, edit any custom layout. If none exists, then duplicate the standard layout and edit the resulting custom layout.
5. Edit the Summary region.
6. Select the **Customer Type** field from the list in the Available Fields region and move it to the Selected Fields region.
7. Click **Save and Close**.
8. Test the changes: Navigate to **Sales > Leads** as a user with access to the Leads List page, for example, as a salesperson and ensure you can see the **Customer Type** field.
9. Publish the sandbox.

Related Topics

- [Define Fields](#)
- [Overview of Sandboxes](#)

Add the Browse Catalog Button to Edit Lead Page

Sales administrators can add the Browse Catalog button to the edit lead page so that users can browse the sales catalog and view the product hierarchy.

This lets salespeople browse the sales catalog while editing a lead and select and add products or product groups to the lead.

Note: Before you can add the Browse Catalog button to the edit lead page, the profile option Browse Sales Catalog in Opportunities Enabled must be set to Y.

Use these steps to add the Browse Catalog button to the Edit Lead page.

1. Navigate to the Sales Lead object in Application Composer.
2. Ensure you're in a sandbox.

3. Select the Pages node.
4. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit.
5. Select the **Summary** subtab on the Edit Lead page, scroll down to the **Fuse Lead Details Products** area, and click the **Edit** icon.
6. From the **Configure Detail Form: Buttons and Actions** region, move the Browse Catalog item from the Available Buttons area to the Selected Buttons area.
7. Click **Save and Close**.
8. On the Details Layout page, click **Done**.
9. Verify that you can see the **Browse Catalog** button on the Edit Lead Summary page for a draft lead.
10. Publish your sandbox.

Related Topics

- [Enable Salespeople to Browse the Catalog](#)

Configure Default Search on Standard Subtabs for Leads

You can add default search criteria to standard subtabs for leads so that your salespeople can more easily find the subtab data that's relevant to their daily activities.

When a user opens the subtab at runtime, the records displayed are automatically filtered using the added. Users can change the default search value, but they can't change the default search field. They can, however, further refine their search by adding additional search fields and values at runtime.

Adding a default search filter to a subtab is optional. If you skip this step, then no search fields are automatically added to the subtab, but users can still see the search region and perform their desired search.

Use this procedure to add a default search filter field, operator, and value for the Contacts subtab search on the Edit Lead page.

Note: You can select only one default search filter for each subtab. When adding a default search filter to standard subtabs, note that the search filter applies to all existing details page layouts with this subtab. Let's say you add a search filter to the Lead subtab on an Opportunity details page layout. This means that the same search filter is added to the Lead subtab on an Account details page layout.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Sales Lead**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the **Subtabs Region**, highlight **Contacts** and click the pencil icon.
9. From the **Configure Detail Form** page region, go to the **Configure Summary Table: Search Region**.
10. Select the default search filter to apply to the Contacts subtab.
You can select from a list of both standard and custom Contact fields. Note that you can't pick dynamic choice list fields, set ID-based fixed choice list fields, and any fields that aren't searchable. Also, if this subtab was

added based on a many-to-many (M:M) relationship, then you can select from only those intersection object fields that are already displayed on the subtab.

For example, you want to create a search filter to search for all contacts that have a job title of sales manager. Select **Job Title** from the drop-down list and select **Equals** as the operator and enter Sales Manager.

11. Click **Done** and ensure that the layout status for your Contacts subtab layout is set to Active.
12. Test the changes: Navigate to **Sales > Leads** as a user with access to the leads pages. Edit a lead and confirm that the data that displays on the Contacts subtab includes only contacts with a job title of sales manager.
13. Publish the sandbox.

Related Topics

- [Overview of Subtabs](#)

Extend Lead-Related Actions for Workspace

You can specify and modify some lead-specific actions that your salespeople can quickly access from Workspace. These lead-related actions include the Assign Partner, Convert, Reject, Retire actions.

For example, you can modify the convert lead layout page and specify a reason and additional comment field for the retire and reject lead actions.

Here's how to enable the Lead actions on Workspace.

1. Create a sandbox and navigate to the Smart Actions administration tool in Application Composer, under Common Setup.
2. Using the **Actions** search box, look for the lead action that you want - Assign Partner, Convert, Reject, or Retire. The action you selected for the lead is displayed.
3. Click the check box under the **Enabled** column to make available the selected action from the Workspace saved searches.
4. If you make changes to predefined actions be sure to publish the sandbox, sign out of the application, and sign back in.
5. Verify your changes in Workspace.

Here's how to extend the Convert action dialog box.

1. Create a sandbox and navigate to **Standard Objects > Sales Lead > Pages** in Application Composer.
2. In the Lead Convert Page Layouts section under the Application Pages tab, duplicate the Standard layout.
3. Edit the duplicated layout to extend the lead convert action with the changes you want.
4. Publish the sandbox, sign out of the application, and sign back in.
5. Verify your changes in Workspace.

Note: Workspace requires a few moments to index new or modified information. For example, you perform a successful lead to opportunity conversion and you notice that the lead record displays a status of Unqualified. Close the list and in a few moments when indexing is complete for the converted lead record, return again and note that the record status has changed to Converted.

Related Topics

- [Manage Workspace Smart Actions](#)
- [Overview of Smart Actions](#)

Extend Search Region and Results for Leads

You can extend the search and select dialog layout for leads in your Sales application. Use Application Composer to modify and set custom values that suit your requirements for the search parameters in the lead extensible reusable region.

By extending the search and select dialog layout for your leads, you can tailor your search to suit your own business requirements.

Use this procedure to extend the search region and results for your leads search.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Sales Lead**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. Under the Reusable Regions section, duplicate the Search and Select Dialog Layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Edit Search and Select Layout page appears.
8. Next to the **Search Region**, click the pencil icon.
9. Under the **Configure Search Region**, select the fields to appear in the search region and move them from the Available Fields area to the Selected Fields area.
10. Click **Save and Close** to return to the Edit Search and Select Dialog Layout page.
11. Next to the **Search Results**, click the pencil icon.
12. Under the **Configure Detail Form**, select the fields to appear in the search results and move them from the Available Fields area to the Selected Fields area.
13. Click **Save and Close**.
14. Click **Done** and ensure that the layout status for your Search and Select Dialog Layout is set to Active.
15. Test the changes: Navigate to **Sales > Leads** as a user with access to the leads pages. Perform a search for leads and confirm that the fields you selected appear in the search and results region for your search.
16. Publish the sandbox.

Groovy Support to Make Reject Reason and Comment Fields Mandatory

You can use Groovy scripts to specify rules to force both the Reject Reason and Comment fields to be set as mandatory fields for your lead records.

The following is a sample of code to insert before the Lead update trigger to ensure that salespeople enter a reject reason and a comment for the lead:

```
if ((RejectReasonCode == null || RejectReasonCode == ''))
{
    throw new oracle.jbo.ValidationException('Reason is Mandate')
}
else if (RejectComment == null || RejectComment == '')
{

```

```
throw new oracle.jbo.ValidationException('Comment is Mandate')
}
else
return true
```

For more information about Groovy scripting, see the [Oracle Applications Cloud Groovy Scripting Reference](#).

Related Topics

Insert a Groovy Script to Prevent Users Creating Duplicate Leads

Use a Groovy script to prevent users from creating duplicate leads. You write Groovy scripts using Application Composer's expression builder, which appears in many places as you change existing objects or create custom ones.

You can create a Groovy script on the Sales Lead object in Application Composer to prevent salespeople from creating duplicate leads by checking if the phone number or email for a lead already exists in your sales application.

The following is a sample of code to insert before the Lead update trigger to ensure that salespeople can't create duplicated leads. The script checks against leads created over a period of 30 days but you can change the script to extend or limit the checks to a period of time of your choice.

```
def vo = newView('Lead')
def vc = newViewCriteria(vo)
def vcr = vc.createRow()
def vci_1 = vcr.ensureCriteriaItem('LeadId')
vci_1.setOperator('!=')
vci_1.setValue(LeadId)
def vci_2 = vcr.ensureCriteriaItem('LeadAging')
vci_2.setOperator('<')
vci_2.setValue(30)
def vci_3 = vcr.ensureCriteriaItem('PrimaryPhoneNumber')
vci_3.setOperator('=')
vci_3.setValue(PrimaryPhoneNumber)
def vci_4 = vcr.ensureCriteriaItem('ContactEmail')
vci_4.setOperator('=')
vci_4.setValue(ContactEmail)
vc.insertRow(vcr)
vo.appendViewCriteria(vc)
vo.executeQuery()
def count=vo.getEstimatedRowCount()
if (vo.hasNext() && count>0){
    throw new oracle.jbo.ValidationException('A lead record with the same phone number and email already exists!')
}
```

For more information about Groovy scripting, see the [Oracle Applications Cloud Groovy Scripting Reference](#).

Send Automatic Emails to New Lead Contacts

When entering net new leads, salespeople can add brand new contacts who don't yet exist in the application. These new contacts don't become "official" contacts until after leads are converted to opportunities.

This means that, when activities are created for net new leads, the associated new contacts won't receive automatic email notifications. You can, however, set up automatic email notification so that new contacts are kept informed of important activities on the lead, such as new appointments.

Setting up automatic email notifications involves a few configuration steps on the Activity object:

1. Create an email template.
2. Create two custom fields.
3. Create an object workflow.

Let's look at these steps in detail.

Create the Email Template

Outside an active sandbox, create an email template on the Activity object.

1. In Application Composer, navigate Common Setup > Email Templates.
2. Click the **Create** icon.
3. Select the Activity object.
4. Enter a template name and then enter the template details, such as the email subject and body, for the desired notification.
5. Click **Save and Close**.

Create Custom Fields

Next, create two custom fields on the Activity object. One field captures the new contact's email address. The other field captures the type of Leads UI that the customer is using.

1. Enter a sandbox and, in Application Composer, navigate Standard Objects > Activity > Fields.
2. Click the **Create a custom field** icon.
3. Select the Formula option, then **OK**.
4. Create the email field on the Activity object:

Field Attribute	Value
Field type	Formula (text type)
Display name	Lead Contact Email
API name	LeadContactEmail_c
Script	<code>return LeadVOVA?.PrimaryContactEmailAddress;</code>
Include in Service Payload check box	Selected

5. Create the UI indicator field on the Activity object. You create the field to check the type of Leads UI that the customer is using.

Field Attribute	Value
Field type	Formula (text type)
Display name	Lead Simplified Indicator
API name	LeadSimplifiedIndicator_c
Script	<code>return LeadVOVA?.SimplifiedLeadIndicator;</code>
Include in Service Payload check box	Selected

Create the Object Workflow

Now that you've created the email template and custom fields on the Activity object, create an object workflow to send automatic email notifications to new lead contacts.

1. Still inside your sandbox, in Application Composer, navigate Common Setup > Object Workflows.
2. Click **Actions > Create**.
3. Select the Activity object and enter the object workflow name.
4. Enter the condition that must be true before the object workflow executes:

```
if (LeadContactEmail_c != null && LeadSimplifiedIndicator_c == 'Y' ) {  
  return true;  
} else {  
  return false;  
}
```

5. In the Actions region, click **Create** next to **Email Notification**.
6. Enter the email notification name and details, including the email template that you previously created.
7. Click **Save > Save and Close**.

When a new activity is created on a lead, an automatic email notification will be sent if the lead was created in the simplified UI with a brand new contact.

Enable Contact Phone for Leads Click-to-Dial Using Page Composer

Click-to-dial is a feature that supports outbound dialing directly from your sales application. Once enabled, salespeople can perform outbound dialing through the contact phone numbers from sales lead pages.

You can quickly and easily make an outbound call to a contact lead directly by clicking a phone icon enabled for click-to-dial from the Leads UI. You use Page Composer to enable the contact phone field on the Summary area of the Edit Leads page.

Here's how to add the click-to-dial icon for the **Contact Phone** field to the Edit Lead summary page using Page Composer:

1. Sign in to the application as a user with the Sales Administrator job role. Or, sign in as a setup user.
2. Create and enter a sandbox by selecting Application Composer and Page Composer.
3. Activate a sandbox. The active sandbox name appears at the top of the page.
4. Navigate to **Application Composer > Objects > Standard Objects > Sales Lead > Pages**.
5. Under the **Details Page Layouts** section, highlight the **Standard Layout** record, then click **Actions > Duplicate**.
6. In the Duplicate Layout dialog window, enter a new layout name and click **Save and Close**.
7. Next, open Page Composer by selecting Page Composer from the Tools menu.
8. Click your user image or name in the global header, and on the Settings and Actions menu, select Edit Pages.
9. With Page Composer in Direct Selection mode, in the Summary tab of the edit lead page, hover over the **Contact Country Code**, **Area Code**, and **Phone** fields.
A colored box appears around each field and its label.
10. Click inside the box around the **Contact Country Code**, **Area Code**, and **Phone** fields.
11. A dialog box opens with two options:
 - Edit Component
 - Edit Parent Component.
12. Select the **Edit Component** option.
13. In the Component Properties dialog box, click the **Children** tab.
14. Select the check box next to the **clickToDial** item.
15. Click **Apply**.
16. Click **OK** and close Page Composer.
17. Publish the sandbox according to your company's business practices.

For more information about using Page Composer, see the Configuring and Extending Applications guide.

Related Topics

- [Expose New Account and New Contact Fields for Leads](#)

How to Add the Interactions History Subtab to Leads

You can view interactions history associated with your leads through the **Edit Lead: Interactions History** subtab.

The Interactions History subtab is hidden by default but you can make it available to your users through Application Composer.

Here's how to add the Interactions History subtab to the Edit Lead page.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Sales Leads**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.

6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
9. Move **Interactions History** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. Click **Save and Close**.
12. Click **Done** and ensure that the layout status for your user-defined layout is Active.
13. Test the changes: Navigate to **Sales > Leads** as a user with access to the lead pages, for example, as a salesperson. Edit a lead and ensure you can see the Interactions History subtab in the Edit Lead page.
14. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Marketing Campaigns and Campaign Members

Overview of Campaign Management and Reporting

You can store marketing related data, such as campaigns and campaign members created and updated in Oracle Marketing Cloud, also called Oracle Eloqua, in your sales application.

Campaign management and reporting is greatly improved by having campaign related data maintained and synchronized between Oracle Marketing Cloud and Oracle CX Sales.

You can view meaningful information about marketing campaigns and campaign members from the Campaigns user interface. The Campaigns UI provides visibility into the campaign effectiveness to support the sales processes. For example, you can view the campaigns and campaign members associated with a given lead and contact to gain key insights for closing a sale.

In addition, your administrator can also display a campaigns subtab and an Add to Campaign button on the Leads and Contacts user interface pages from where you can view data about the marketing campaigns and add the associated leads and contacts to the campaign. The functional security privilege MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER must be assigned to the intended user or their role.

Note: If you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group. Access groups are an alternative way of granting data permissions to users, and they use a different access path to that provided by the predefined data security policies. For more information, see the Create a Custom Access Group topic in the Securing Sales and Fusion Service guide.

The topic describes how to create an access group, create object sharing rules to give group members access to object data, and add members to the group. For the object sharing rules, use the **All Marketing Campaigns** predefined rule which gives full access to campaign records. You can create a group membership rule to add members to your access

group based on user name, role, organization and so on. For more information, see the Create Membership Rules for Custom Access Groups topic in the Securing Sales and Fusion Service guide.

You can add contacts or leads to marketing campaigns from these locations within your sales application:

- Campaigns subtab on the Edit Contact page
- Campaigns subtab on the Edit Lead page
- Campaign Members subtab on the View Campaign page
- Contact and Lead saved search pages in Workspace

Use the campaign summary data to view associated leads, contacts, opportunities, and revenue amounts. You can add contacts and leads to marketing campaigns, and view only already added contacts or leads through the Campaign Members subtab. The total number responding to a campaign represents the total count of campaign members who have responded to a marketing campaign and can only be viewed from the Analytics subtab. Campaign members include either leads or contacts that were sent or responded to a marketing campaign and have a status of Responded or Sent. Note that the response is only counted once even when a campaign member has responded multiple times to the same campaign.

Related Topics

- [Enable the Campaigns Subtab and Add to Campaign Button in Leads](#)
- [Enable the Campaigns Subtab and Add to Campaign Button in Contacts](#)
- [Enable the Campaign Analytics Tab in Campaigns List Page](#)
- [About Campaign Management Reports](#)

Enable the Campaigns Subtab and Add to Campaign Button in Leads

View campaigns associated with your leads through the Edit Lead: Campaigns subtab. The Campaigns subtab and the Add to Campaign button are hidden by default but you can make them available to your users through Application Composer.

Users can then filter the Campaigns subtab by the following attributes: Name, Type, Start Date, End Date, Last Updated, and Status.

Before you expose the Campaigns subtab list and the Add to Campaign button in the Edit Lead page, ensure that the functional security privilege MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER is assigned to the intended user or their role. Alternatively, if you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group as outlined in the Create a Custom Access Group topic in the Securing CX Sales and B2B Service guide.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Sales Lead**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.

8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
9. Move **Campaigns** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. In the Subtabs Region, select the newly added Campaigns subtab icon.
12. Click the pencil icon next to the **Fuse Lead Campaign Overview Region**.
13. From the **Configure Detail Form: Buttons and Actions** region, move **Add to Campaign** from the Available Buttons to the Selected Buttons window.
14. Click **Save and Close**.
15. Click **Done** and ensure that the layout status for your user-defined layout is Active.
16. Test the changes: Navigate to **Sales > Leads** as a user with access to the leads pages, for example, as a salesperson. Edit a lead and ensure you can see both the Campaigns subtab and the Add to Campaign button in the Edit Leads page.
17. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Related Topics

- [Overview of Campaign Management and Reporting](#)
- [Enable the Campaigns Subtab and Add to Campaign Button in Contacts](#)
- [Enable Campaign Members Subtab, Add Leads, and Add Contacts Buttons in Campaigns](#)
- [Overview of Sandboxes](#)

Enable the Campaigns Subtab and Add to Campaign Button in Contacts

You can view campaigns associated with your contacts through the Edit Contacts: Campaigns subtab. The Campaigns subtab and the Add to Campaign button are hidden by default but you can make them available to you users through Application Composer.

They can then filter the Campaigns subtab by the following attributes: Name, Type, Start Date, End Date, Last Updated, and Status.

Before you expose the Campaigns subtab list and the Add to Campaign button in the Edit Contact page, ensure that the functional security privilege `MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER` is assigned to the intended user or their role. Alternatively, if you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group as outlined in the Create a Custom Access Group topic in the Securing CX Sales and B2B Service guide.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Contact**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, go to the **Edit Contact** region and duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.

8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
9. Move **Campaigns** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. In the Subtabs Region, select the newly added Campaigns subtab icon.
12. Click the pencil icon next to the **Fuse Contact Campaign Overview Region**.
13. From the **Configure Detail Form: Buttons and Actions** region, move **Add to Campaign** from the Available Buttons to the Selected Buttons window.
14. Click **Save and Close**.
15. Click **Done** and ensure that the layout status for your user-defined layout is Active.
16. Test the changes: Navigate to **Sales > Contacts** as a user with access to the contacts pages, for example, as a salesperson. Edit a contact and ensure you can see the Campaigns subtab and the Add to Campaign button in the Edit Contacts page.
17. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Related Topics

- [Overview of Campaign Management and Reporting](#)
- [Enable the Campaigns Subtab and Add to Campaign Button in Leads](#)
- [Enable Campaign Members Subtab, Add Leads, and Add Contacts Buttons in Campaigns](#)
- [Overview of Sandboxes](#)

Enable Campaign Members Subtab, Add Leads, and Add Contacts Buttons in Campaigns

You can add contacts and leads to marketing campaigns, and view already added contacts or leads through the Campaign Members subtab.

The Campaigns Members subtab, in addition to the **Add Leads** and **Add Contacts** buttons, are hidden by default but you can make them available to your users through Application Composer.

Here's how to expose the Campaign Members subtab in the View Campaign page. The steps also include how to expose the Add Leads and Add Contacts buttons in the Campaign Members subtab.

Note: Make sure that the functional security privilege `MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER` is assigned to the intended user or their role. Alternatively, if you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group as outlined in the Create a Custom Access Group topic in the Securing CX Sales and Fusion Service guide.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Campaigns**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.

7. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.

The Configure Subtabs dialog box appears.

9. Move **Campaign Members** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.

Follow the next steps to expose the Add Leads and Add Contacts buttons in the Campaign Members subtab.

11. In the Subtabs Region, select the newly exposed Campaign Members icon.
12. Click the pencil icon next to the **Campaign Member Region**.
13. From the **Configure Detail Form: Buttons and Actions** region, move both the **Add Leads** and **Add Contacts** from the Available Buttons to the Selected Buttons window.
14. Click **Save and Close**.
15. Click **Done** and ensure that the layout status for your user-defined layout is Active.
16. Test the changes: Navigate to **Sales > Campaigns** as a user with access to the campaign pages, for example, as a salesperson. View a campaign and ensure you can see the Campaign Members subtab and the Add Leads and Add Contacts button in the View Campaign page.
17. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Related Topics

- [Enable the Campaigns Subtab and Add to Campaign Button in Leads](#)
- [Enable the Campaigns Subtab and Add to Campaign Button in Contacts](#)

Add Contacts and Leads from Your Workspace to Oracle Marketing Cloud

Salespeople can select contacts or leads from their Workspace saved searches and add them as campaign members to marketing campaigns. After the added contacts and leads are synchronized to the Marketing Cloud (Oracle Eloqua), they get added to the specified Oracle Eloqua marketing campaigns.

Before you start to add contacts and leads from your Workspace to Oracle Eloqua, ensure that the functional security privilege `MKT_MANAGE_MARKETING_INTEGRATION_CAMPAIGN_MEMBER` is assigned to the intended user or their role. Alternatively, if you want users to have access only to Marketing Campaigns without granting them additional roles to other objects, then you can create a custom access group as outlined in the [Create a Custom Access Group](#) topic in the [Securing CX Sales and Fusion Service](#) guide.

Note: You must set up the Campaign Member Import in the Oracle Sales Cloud Integration App in Oracle Eloqua. This enables Oracle Eloqua to synchronize the campaign members (leads and contacts) from your sales application.

1. Create a sandbox and navigate to the Smart Actions administration tool in Application Composer, under Common Setup.

Smart actions are actions that are specifically mapped to a client application, such as Workspace, and displayed to users only when specific conditions are met.

2. Using the **Actions** search box, look for the **Add to Campaign** action.
Two system actions are displayed: one for the **Contact** object and one for the **Lead** object.
3. For each of the objects, select the **Enabled** check box.
4. Verify that the **Add to Campaign** action is available for both Contacts and Leads saved searches in Workspace.

Enable the Campaign Analytics Tab in Campaigns List Page

You can view reports associated with marketing campaigns through the Analytics side tab from the Campaigns list page. The Analytics tab is hidden by default but you can make it available to your users through the Structure tool.

You can then filter the Analytics tab to display which user-defined or predefined campaign related reports to display to campaign users.

Here's how to expose the **Analytics** tab in the **Campaigns** list page.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Structure**, in the Configuration category.
4. In the Structure page, ensure that the Navigation Configuration tab is selected.
5. Expand the **Sales** node and click **Campaigns**.
6. From the Edit Page Entry: Campaigns page, select **Tabs**.
7. On the Campaign ROI Analytics row, change the value for visible column to **Yes**.
8. Test the changes: Navigate to **Sales > Campaigns** as a user with access to the campaigns pages, for example, as a salesperson. View the campaign and ensure you can see the Analytics side tab in the Campaigns list page.
9. Publish the sandbox.

Here's how to expose the user-defined Analytic subtabs in the Edit Campaign page.

1. Navigate to **Application Composer**, in the Configuration category.
2. In the navigation tree, expand **Standard Objects**, expand **Campaigns**, and click **Pages**.
3. Ensure that the **Application Pages** tab is selected.
4. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
5. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
6. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
7. Move **Analytics** from the Available Subtabs to the Selected Subtabs window.
8. Click **OK**.
9. Back in the Details Layout page, click **Done**.
10. Be sure that the layout status for your user-defined layout is Active.
11. Test the changes: Navigate to **Sales > Campaigns** as a user with access to the campaigns pages, for example, as a salesperson. View the campaign and ensure you can see the Analytics side tab in the Campaigns list page.
12. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Related Topics

- [Overview of Sandboxes](#)

Marketing Cloud Data

Overview of Oracle CX Sales Configuration

You can extend leads and contacts in Oracle CX Sales to show the activity data collected by Oracle Marketing Cloud. This provides important marketing context to your sales representatives when they're perusing leads and contacts in CX Sales.

You can expose the Digital Profile Infolets to show highlights of the activity data. You can also configure Digital Profile and Interaction Data in CX Sales to leverage the Eloqua Profiler and Eloqua Engage sales tools. These tools enable you to gain deeper insights into contact profiles to effectively use marketing collateral in outbound sales communications.

You must have the Sales Administrator job role, and the Resource and Employee abstract roles, to access the integration functionality and perform the configuration tasks described in the following sections. The Sales Administrator job role is required to access Personally Identifiable Information (PII), such as email, or mobile phone data.

Note: Use the Manage Users work area, and not the Security Console, for creating Sales Cloud users. For information about creating users and provisioning them with the required job roles, see the Securing CX Sales and Fusion Service guide.

Related Topics

Options for Accessing Digital Data in Oracle Marketing Cloud

The integration enables you to access digital activity data maintained for users in Marketing Cloud from the CX Sales UI. Here are your options:

- Display an embedded Digital Profile infolet on the Contact - Overview page to display digital activity data for a contact.

This infolet comes with the integration but must be made visible in the UI using Application Composer. For information, see the topic, How You Configure Access to the Digital Profile Infolet.
- Extend the integration by creating custom links to Oracle Eloqua Profiler for leads and to Oracle Eloqua Engage for contacts and leads, and then embed the links in the CX Sales UI.

For information, see the Digital Profile and Interaction Data section.

Requirements for Accessing Digital Data

To view the digital profile infolets, you must have:

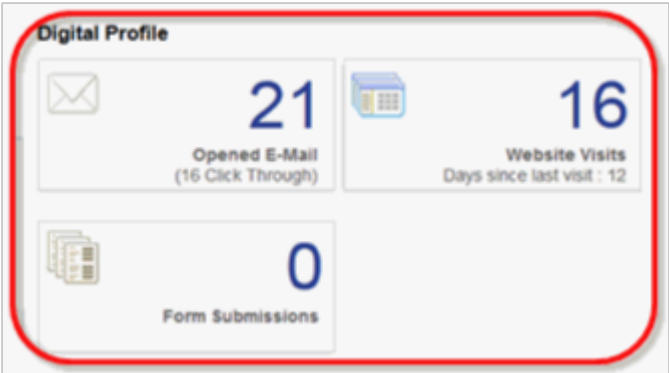
- User login accounts in both Oracle CX Sales and Oracle Marketing Cloud.
- The same email for use in both Marketing and CX Sales applications.

For information see the topic, [How You Configure Access to the Digital Profile Infolet](#).

How You Configure Access to the Digital Profile Infolet

You can enable the optional Digital Profile infolet to display on the CX Sales Edit Contact - Overview page.

The Digital Profile infolet shown in the following figure displays summary information about a contact's digital activities, such as the number of websites visited or form submissions made. These activities are captured by Eloqua (Oracle Marketing Cloud). You can also drill down on each activity type to access the Digital Profiler tool in Marketing Cloud



where detailed information for each activity is available.
To enable the Digital Profile infolet functionality you perform the following two steps:

- Set up a connection to Marketing Cloud.
- Display the infolet using Application Composer.

Both tasks are described in the following sections.

Note: Before you enable the Digital Profile infolet, make sure that the Dhttps and JSSE settings are enabled on your environment.

Set Up a Connection to Oracle Marketing Cloud

In Oracle CX Sales, perform the following steps to set up a connection to Oracle Marketing Cloud.

1. Sign in as a sales administrator or as a setup user.
2. Navigate to the Setup and Maintenance work area.
3. Select the Sales offering, then search for the Manage Oracle CX Sales to Oracle Eloqua Integration task.
4. Select the task in the search results list, and then click **OK**.
5. Enter the values for the fields shown in this table to set up the connection to Marketing Cloud.

Field	Value
URL	If you're using Oracle CX Sales Release 12, patch bundle 10 or later, you must specify the following URL: <code>https://login.eloqua.com</code>

Field	Value
Security Policy	For example: <code>oracle/wss_username_token_over_ssl_client_policy</code>
User name	Enter the company name and user name used to connect to Oracle Marketing Cloud in the following format: <code>Company_Name\User_Name</code> The user you specify must have a license for Oracle Eloqua Profiler and Oracle Eloqua Engage if you're configuring access to data from these tools.
Password	The password used to connect to Oracle Marketing Cloud.

Display the Digital Profile Infolet on the UI

Here's how to make the Digital Profile infolet visible on the Contact Overview page using Application Composer.

1. Sign in as a sales administrator or as a setup user.
2. Navigate to the Application Composer work area (**Navigator > Configuration > Application Composer**).
3. In the Objects area, expand **Standard Objects**, then expand the node for the **Contact** object and select **Pages**.
4. On the Application Pages tab, navigate to the Detailed Page Layouts section.
5. Edit the Default layout (or make a copy of the default layout if you prefer).
6. In the Subtabs region, select the Overview icon (the first icon in the list).
7. Click the Create Infolet Group icon, which is located near the end of the page.
8. On the Create Infolet Group page, enter a name for the new infolet in the **Infolet Group Name** field, for example, **Digital Activities**, or **Digital Profile**.
9. Shuttle the following infolets from the Available Infolets region to the Displayed Infolets region:
 - Form Submissions
 - Website Visits
 - Opened E-Mail
10. Click **Save and Close**.
11. Test your changes in the sandbox before publishing. For more information about sandboxes, see the topic Overview of Sandboxes in the Configuring Applications Using Application Composer guide.

Related Topics

- [Overview of Sandboxes](#)

Digital Profile and Interaction Data

Overview of Creating Custom Links

You can create custom links in the Oracle CX Sales UI that users can click to access digital profile and interaction data maintained in Oracle Marketing Cloud for a contact or lead. To enable this functionality, you must:

1. Create custom links to Oracle Eloqua Profiler and Oracle Eloqua Engage (Lead object) or to Oracle Eloqua Engage (Contact object). For information, see the following topics:
 - Create Custom Links for the Sales Lead Object
 - Create a Custom Link for the Contact Object

Note: You don't have to create a custom link to Oracle Eloqua Profiler for the Contact object because the Digital Profile infolet provides this functionality. For information, see the Digital Profile and Interaction Data section.

2. Add the custom links to the CX Sales UI. For information, see the following topics:
 - Add Custom Links to the Sales Lead UI
 - Add the Custom Link to the Sales Contact UI

Note:

Before you can access the responsive version of Profiler it must be installed in your Oracle Eloqua instance. Once installed, your administrator can configure the options that Profiler provides. See the Oracle Eloqua Help Center for more information.

You can embed the Eloqua Profiler and Eloqua Engage pages as subtabs in the CX Sales UI instead of creating links. For information about creating subtabs, see the section on Subtabs in the Configuring Applications Using Application Composer guide.

Create Custom Links for the Sales Lead Object

Perform the steps in the following procedure to create custom links to Oracle Eloqua Profiler and Oracle Eloqua Engage for the Sales Lead object.

1. Sign in as an administrator or as a setup user.
2. Navigate to the Application Composer work area (**Navigator > Configuration > Application Composer**).
3. In the **Objects** area, expand **Standard Objects**, and then expand the node for the **Sales Lead Contacts** object.
4. Select **Actions and Links**
5. Create the link to Eloqua Engage:
 - a. In the Sales Lead Contacts: Actions and Links area, click the Create icon.
 - b. Set the value of the **Display Label** field to **Eloqua Engage**.

- c. Verify that the **Name** field is automatically set to **Eloqua_Engage**.
 - d. To indicate the **Type** of item you want to create, click the **Link** radio button.
 - e. In the Script region, click the New icon.
 - f. In the expression text box, enter the Oracle Eloqua Engage URL with arguments as follows: `https://login.eloqua.com/autoLogin?LoginPrefix=<Your_Eloqua_Prefix>&Url=/apps/engage?sendTemplateToContac'ts/" + nvl (PersonEmail,"no email")` where `<Your_Eloqua_Prefix>` is the prefix of your Oracle Eloqua instance.
 - g. Validate the script by clicking the Validate icon.
 - h. If the script validates successfully, click the **Save** button.
6. Create the link to Eloqua Profiler:
- a. In the Sales Lead Contacts: Actions and Links area, click the Create icon.
 - b. Set the value of the **Display Label** field to **Digital Profile**.
 - c. Verify that the **Name** field is automatically set to **Digital_Profile**.
 - d. To indicate the **Type** of item you want to create, click the **Link** radio button.
 - e. In the Script region click the New icon.
 - f. In the expression text box, enter the Oracle Eloqua Profiler URL with arguments as follows: `https://login.eloqua.com/autoLogin?LoginPrefix=<Your_Eloqua_Prefix>&Url=/apps/profiler?emailAddress=" + nvl(PersonEmail,"no email")` where `<Your_Eloqua_Prefix>` is the prefix of your Oracle Eloqua instance.
 - g. Validate the script by clicking the Validate icon.
 - h. If the script validates successfully, click the **Save** button.

Add Custom Links to the Sales Lead UI

Perform the steps in the following procedure to add the Eloqua Engage and Eloqua Profiler custom links you created for the Sales Lead object to the Sales Lead UI.

1. In Application Composer, in the Objects area, expand Standard Objects, then expand the node for the Sales Lead object.
2. Select Pages, and then click the Application Pages tab.
3. In the Details Page Layouts area, edit the Default Layout.
4. Edit the Summary area.
5. Move the custom links you created for Eloqua Engage and Eloqua Profiler from the Available Fields list to the Selected Fields list, and position them as required.
6. Click Save and Close, and then Done.

You can view the custom links on the Sales Edit Lead UI as shown in the following figure.

Edit Lead: Green Server Interest: Summary

Home: **Green Server Interest**

Account: **Applied Nicro Circuits Corp.** x

Primary Contact: **Aaron Riley**

Primary Product: **Green Servers**

Owner: **Lisa Jones**

Description:

Status: **Unqualified**

Rank: **Hot**

Currency: **USD**

Deal Size: **250,000.00**

Lead Score: **90**

Source: **Green Server Summer Campaign**

Digital Profile

Eloqua Engage

Products

Product	UOM	Quantity	Estimated Unit Price	Amount
Green Servers		50	5,000.00	250,000.00 x

Basic Qualification

Budget Amount: **300,000.00**

Budget Status: **Pending**

Time Frame: **3 months**

☐ Decision Maker Identified

Customer Project:

Customer Need:

Create a Custom Link for the Contact Object

Perform the steps in the following procedure to create a custom link to Oracle Eloqua Engage for the Contact object.

You don't have to create a custom link to Oracle Eloqua Profiler for the Contact object because the Digital Profile infolet provides this functionality. For information, see the topic, [How You Configure Access to the Digital Profile Infolet](#).

1. Sign in as a sales administrator or as a setup user.
2. Navigate to the Application Composer work area (Navigator > Configuration > Application Composer).
3. In the Objects area, expand Standard Objects, expand the node for the Contact object, and then select Actions and Links.
4. Create the link to Eloqua Engage:
 - a. In the Contact: Actions and Links area, click the Create icon.
 - b. Set the value of the Display Label field to Eloqua Engage.
 - c. Verify that the Name field is automatically set to Eloqua_Engage.
 - d. To indicate the Type of item you want to create, click the Link option. "https://login.eloqua.com/autoLogin?LoginPrefix=<Your_Eloqua_Prefix>&Url=/apps/engage?sendTemplateToContacts/" + nvl(PrimaryEmailAddress, "") where <Your_Eloqua_Prefix> is the prefix of your Oracle Eloqua instance. If you don't know what your prefix is, contact Oracle Eloqua Product Support.
 - e. In the expression text box, enter the Oracle Eloqua Engage URL with arguments as follows:
 - f. Validate the script by clicking the Validate icon.
 - g. If the script validates successfully, click Save.

Related Topics

Add the Custom Link to the Sales Contact UI

Perform the steps in the following procedure to add the Eloqua Engage custom link you created for the Contact object to the CX Sales Contact UI.

1. In Application Composer, in the Objects area, expand Standard Objects, expand the node for the Contact object, and then select Pages.
2. Click the Application Pages tab.
3. In the Details Page Layouts area, edit the Default Layout.
4. Edit the Summary area.
5. Move the custom link you created for Eloqua Engage from the Available Fields area to the Selected Fields area, and position it as required.
6. Click Save and Close, and then Done.

You can view the custom link on the CX Sales Edit Contact UI as shown in this figure.

Edit Contact: Aaron Riley: Profile

Actions Save Save and Close Cancel

Prefix

First Name

Last Name

Middle Name

Mobile Phone

Work Phone

E-Mail

Account

Job Title

Influence Level

Primary Address

Country

Address Line 1

Address Line 2

Address Line 3

Affinity

Buying Role

Attachments

☒ Favorite Contact

Eloqua Engage

Facebook

LinkedIn

Type ☐ Customer ☐ Prospect

City

State

Postal Code

Verify Address

36 Extend Microsoft 365

Overview of Extending Microsoft 365 for Sales

Read this chapter to learn about configuring the Oracle Microsoft 365 add-in side panel.

Read this chapter to learn:

- How to configure the Microsoft 365 add-in side panel
- How to configure standard and custom objects

Configure Oracle CX Sales for Microsoft 365

Use Application Composer to configure Oracle CX Sales for Microsoft 365 side panel.

You can manage the objects and fields that are visible on Oracle CX Sales for Microsoft 365 without having to carry out specific configurations for a particular object. Here are the tasks you can do:

- Set standard and custom objects to be visible on the side panel.
- Configure the header visible on the side panel.
- Configure the Related Records section on the side panel.
- Configure views within standard and custom objects.
- Add a role to a layout.

Extensible Objects

Here are the objects that you can configure and the layouts within those objects that can be extended:

Objects	Extensible Layouts
Appointment	Detail and Edit Layouts
Call Report	Detail and Edit Layouts
Task	List, Detail, Edit, and Saved Search layouts
Accounts	List, Detail, Edit, Picker, and Saved Search layouts
Contacts	List, Detail, Edit, Picker, and Saved Search layouts
Sales Leads	List, Detail, Edit, Picker, and Saved Search layouts

Objects	Extensible Layouts
Opportunities	List, Detail, Edit, Picker, and Saved Search layouts
Resources	List, Detail, and Picker layouts
Revenue	List, Detail, and Edit layouts
Competitors	Picker layout
Opportunity Contacts	List and Edit layouts
Opportunity Resources	List and Edit layouts
Sales Lead Resources	List and Edit layouts
Sales Lead Contacts	List and Edit layouts

Configure Oracle CX Sales for Microsoft 365 Using Application Composer

Open and create a sandbox and then you configure Oracle CX Sales for Microsoft 365 using Application Composer:

1. Sign in as the sales administrator or as a setup user.
2. Ensure that you're working in an active sandbox.
3. Go to **Navigator > Configuration > Application Composer**.
4. Select Productivity Applications Setup from the Overview region.
5. Select CX Cloud Microsoft 365.

You are taken to the setup page where you can configure the Oracle CX Sales for Microsoft 365.

Create a Layout for a Feature

In the Oracle add-in, there are standard pages for capturing details such as user accounts and appointments. However, your business may need you to capture certain additional details for accounts or appointments which aren't available in the standard pages.

In such situations, you can create your own layouts for these pages in the Oracle sales cloud. The layouts can be in any of the following page view formats: List, Detail, Edit, Picker, or Saved Search. In your own layouts, you can add fields of your choice and also decide user access at form level or even at a field level.

Here are the steps to create a layout:

1. Sign in to your sales cloud as the sales administrator or as a setup user.
2. Ensure that you're working in an active sandbox.
3. Go to **Navigator > Configuration > Application Composer**.
4. In the Common Set up Menu, or on the Overview page, go to **Productivity Application Setup**, and then select **CX Cloud Microsoft 365**.

5. Expand the feature for which you want to create a new layout. For example, expand the **Accounts** feature.
6. Within that, expand the type of page view. For example, expand the **Detail** view.
7. Click the **Duplicate** icon. Give a name to your new layout. Ensure that the name speaks the purpose of the layout.
8. Click **OK**.
9. Select the **Active** icon to make your layout active.
Once you have created the layout, you can configure the fields that are available, assign roles, add criteria to the layout.
10. Click **Save**.
11. Publish the sandbox.

Related Topics

- [Set Role Permissions on the Layouts You Created](#)
- [Create Advanced Criteria for a Layout](#)

Configure the Microsoft 365 Side Panel

The side panel shows contact information and has links to related records.

How Can I Configure the Contacts Header Section

You can configure what users can see on the Contacts header region. By default, the application shows the following: contact snapshot, name (if available), the account that the contact is associated with, and the job title. You can select additional fields to show on the header.

To configure the contact header:

1. Expand the **Side Panel**, and then expand **Header**.
The Standard layout is the default layout and you can't modify this layout. This paradigm is true for all the features.
2. Click the **Duplicate** icon to create a layout that you can configure.
3. Enter the name of the layout and click **OK**.
You can now modify the layout that you have created.
4. To add a field to layout, select the field from the **Available Fields** region. Drag and drop that field to the layout.
5. Click the **Cross** icon to remove a field from the layout.
Note: You can also modify the order in which the fields are shown on the contact header. The contact snap and the name can't be removed from the header.
6. Activate the layout that you created.

How Can I Configure the Related Records Section?

Here's how you can configure the Related Records section:

- Add or remove features.
- Create sorting logic for the features.

To create a sorting logic select the field on which the feature is sorted and also the order of the sort.

Note: This sort is only applicable to the side panel. You can't configure list view sort here.

- Create filter logic for the features.

Set Role Permissions on the Layouts You Created

On the List, Edit, and Detail layouts you create, you can make few fields privileged to selective roles. For example, you can show few fields in the Accounts Detail page to the sales managers only and hide them from others.

Add a Role to a Layout

Here is an example of how you can add the Sales Manager role to the Accounts Detail layout:

1. Sign in as the sale administrator or as a setup user.
2. Ensure that you're working in an active sandbox.
3. Go to **Navigators > Configuration > Application Composer**.
4. On the Overview page, go to **Productivity Applications Setup**, and then select **CX Cloud Microsoft 365**.
5. In the Application Features region, expand **Account**, and then expand **Detail**.
6. Select the Standard layout and create a copy.
7. Give a name to the layout you created.
8. In the Assigned Role section, search for and select the Sales Manager role.
9. Move the **Parent Account ID** field from the Available Fields section to the layout.
10. **Save** your changes.
11. Publish the sandbox, for your changes to take effect.

When you sign in to Microsoft 365 as a Sales Administrator, you can see the Parent Account ID, which users with other roles can't see.

Related Topics

Create Advanced Criteria for a Layout

Advanced criteria enables you to define a set of conditions that the application must meet before displaying the page for a feature's Detail or Edit views.

For example, if you create an advanced criteria for an Opportunity Detail page layout as follows: **Status Equal to Open**, then your layout will only show open opportunities.

Note: You can't create advanced criteria for List, Picker, and Saved Searched layouts. Here are the steps to Create Advanced Criteria:

1. Sign in as the sales administrator or as a setup user.
2. Ensure that you're working in an active sandbox.
3. Go to **Navigator > Configuration > Application Composer**.
4. On the Overview page, select **Productivity Applications Setup**, and then select **CX Cloud Microsoft 365**.
5. In the Application Features section, expand the feature that contains the page payout that you want to add advanced criteria to.
6. Expand the relevant layout and create a new layout.
7. In the Advanced Criteria, click **Add**.
8. Create your criterion by selecting the field, operator, and then entering the condition or field value.
9. You can create multiple condition statements and join them using the **AND** or **OR** clauses.
10. **Save the layout**.
11. Publish the sandbox.

Disable the Create, Edit, and Delete Actions on Objects

By default, users using the Oracle add-in can create, edit, and delete appointments, tasks, call reports, and contacts, based on their role privilege. There can be situations where you may want to disable these abilities for all the add-in users.

For example, if your business doesn't want anyone to delete call reports, you can disable the delete action on call reports so that your users can't delete them anymore. Similarly, if your business doesn't want users to update tasks once created, you can disable the Edit action on Tasks.

Here's how you can disable these actions:

1. From the sandbox of your sales application, open the CX Microsoft 365 Designer (Sales application > Application Composer > Productivity Applications Setup > CX Microsoft 365 Designer).
2. Decide the object you want to disable the actions on. For example, if you want to disable actions on call reports, select Call Report.
3. Under Feature details, turn on the suitable disable options:
 - **Disable Create Flow:** Turn this on, to disable the ability to create an object. For example, if you don't want users to create the call reports, turn this on.
 - **Disable Edit Flow:** Turn this on, to disable the ability to edit an object. For example, if you don't want users to edit or update the call reports, turn this on.

- **Disable Delete Flow:** Turn this on, to disable the ability to remove an object. For example, if you don't want users to remove the call reports, turn this on.
- 4. Save your changes to the object and publish.

Enable Do Not Contact Fields for Custom Layouts

By default, the standard Contacts page shows three Do-Not-Contact fields: Do Not Call, Do Not Email, and Do Not Mail. Users of the Oracle add-in can set communication preference of their contacts using these fields.

However, for custom layouts, these fields aren't enabled by default.

Here are the steps to enable these fields on your custom layouts:

1. From the sandbox of your sales application, open the CX Microsoft 365 Designer (Sales application > Application Composer > Productivity Applications Setup > CX Microsoft 365 Designer).
2. From the menu (hamburger icon), open your custom layout for Contacts.
3. From the Available Fields, drag-and-drop the Do Not Call, Do Not Email, and Do Not Mail fields. You have one more field called 'Do Not Contact'. If users want to indicate that a contact doesn't want to be communicated by any mode, they can turn on just this one. To the custom layout, you can add this field as well.
4. Save your changes and publish.

Add User-Defined Links

You can use the Open URL functionality to configure external links and add those links into objects.

Here's how to do it:

1. Ensure that you're working in an active sandbox.
2. Sign in as a sales administrator or a setup user.
3. Click **Navigator > Configuration > Application Composer**.
4. In the Common Setup menu, or on the Overview page, click **Productivity Applications Setup** and then click **CX Cloud Microsoft 365**.
5. Expand the feature where you want to add the link. For example, expand the **Accounts** feature.
6. Expand the **Detail** view.
7. Click the **Duplicate** icon to create a layout that you can configure.
8. Enter the name of the layout and click **OK**.
9. Go to the **Action and Links** region.
10. Drag and drop the **Open Custom URL** link from the **Available Links** section to the **Action and Links** section.
11. On the Custom URL Properties page, enter the link name and URL.
12. Click Save. The URL is now available in this region.
13. Activate the layout that you created by publishing the sandbox.

Add a User-Defined Logo

You have the flexibility to change the appearance of the add-in home page banner by replacing the Oracle logo with a logo of your choice.

To add your logo:

1. Ensure that you're working in an active sandbox.
2. Sign in as a sales administrator or a setup user.
3. Click **Navigator** > **Configuration** > **Application Composer**.
4. In the Common Setup menu, click **Productivity Applications Setup** and then click **CX Cloud Microsoft 365**.
5. Expand **Side Panel** and go to the Header layout.
6. In the Logo region, click **Upload** to upload your logo.
7. Click **Save**.

Once you upload your logo, the application removes the default Oracle logo. But, you can get back to the default logo by deleting the user-defined logo.

Configure a Saved Search for Microsoft 365

Create saved searches to use the same search condition multiple times, without having to explicitly define the search conditions.

Do this to configure a search operation:

- Set the search as your default search.
- Create a search criteria.

The fields that are available depend on the object that you have selected. For example, a typical search on the accounts object could be; **Record Set Equals I Own**. This condition fetches all accounts that you own.

Note: You can include fixed or multi-select drop-down list fields as well to your search criteria.

- Add fields on which you can create search conditions.
- Add roles to your configured search.

FAQs for Extending Microsoft 365

How can I create a trigger to allow or prevent a before-insert script, called only from Outlook?

You can allow or prevent a before-insert script through Groovy scripts using the `AutoLogSource` field. Here's an example script that shows how to modify the `AfterCreate` trigger:

```
if(AutoLogSource != 'OUTLOOK')
{
// Place your groovy code here. This won't be triggered through Outlook.
}
```

How can I make a field read-only?

You can make a field read-only in the Edit page of a feature. Create an edit layout, select the appropriate field, and add Updatable Conditions in the Field Criteria region.

When the conditions are met, the field can be edited in the Microsoft 365 add-in. Otherwise, the field remains read-only.

How can I make a field mandatory?

Certain fields, such as First Name, in the Contacts page, are required in the default setup of the Oracle add-in. You can set certain fields, such as Location, as required, when setting up the standard objects in Application Composer.

However, there can be scenarios where you want to make some fields in the add-in required, without affecting the default setup or the standard objects.

For example, in the Appointments page, you may want to make Appointment Type mandatory, which is otherwise an optional field in the default or standard setup. In such case, you can set it as mandatory from the Microsoft 365 designer.

Here's how you can do that:

1. Enter a sandbox and open Microsoft 365 Designer (Application Composer > Productivity Applications Setup > CX Cloud Microsoft 365).
2. Open the Edit layout of an object, such as Appointment.
3. Create a copy of the standard layout or modify any existing custom layout.
4. Within the layout, go to the field you want to change the mandatory options of.
5. Expand the Field Criteria section on the right-side pane and see the options under Required Conditions field. By default, it's set to Application Composer Default. This means that the field follows the standard object settings done in Application Composer.
6. Change the Required Conditions to 'Always Required' or 'Conditionally Required' as needed - Pick **Always Required** if you want the field to be mandatory always. Pick **Conditionally Required** to make a field as required, only when few conditions are met. For example, Appointment Type must be required only when a user selects an appointment as 'All Day'.
7. Save the layout.

How can I add or remove fields?

Navigate to the CX Cloud Microsoft 365 designer in Application Composer, select the field that you want to add in the Available Fields region, and then click the field and move it to your preferred location in the page layout. Save the layout.

How can I enable the field, 'Do not Contact', for the layouts duplicated from standard layout?

By default, the Do Not Contact field isn't enabled in the layouts created from the standard layout. You can add this field to the layout so that your users can see and use this in the side panel.

To add the field, go to the sandbox of your sales application. Open the CX Microsoft 365 Designer (Sales application > Application Composer > Productivity Applications Setup > CX Microsoft 365 Designer). From the menu (hamburger icon), open standard layout of your Contacts page. From the Available Fields, drag-and-drop **Do Not Contact**. Save your changes and publish.

How can I add actions to a layout?

To add actions to your layout, navigate to the CX Cloud Microsoft 365 designer in Application Composer, select the feature, and go to the Detail layout. Create a copy of the standard layout and click page control to go to the Actions page.

Can I remove the layouts I created in the Microsoft 365 Designer?

Yes. You can remove the layouts you don't want in the Microsoft 365 Designer. To remove an active layout, first deactivate the layout, and then click the Delete icon.

You can't deactivate or delete standard layouts and saved searches.

Related Topics

- [Create a Specific Layout](#)

How can I configure the features list on the Navigator?

Select the feature in the Navigator, and click Show On Navigator to show or hide the feature. You can also add features in the Navigator by moving them from the Available Features section to the Navigator.

You can remove only those features that you added and not those that are available by default.

How You See Service Requests in the Microsoft 365 Side Panel

Managing service requests is integral part of the daily job of some salespeople.

Let's say a salesperson gets an email from his contact that a service request isn't making progress. He may want to view the details of the service request immediately from the context of this email. After you enable the functionality, salespeople see service requests in the side panel as related records, and in the Accounts tab as a subtab.

Here are the steps to enable the Service Requests subtab for Accounts:

1. Activate a sandbox.
2. Go to the Application Composer.
3. Click **Productivity Applications Setup** in the Common Setup section, and then click **CX Cloud Microsoft 365**.

4. In the Microsoft 365 Designer, select **Related Records** in the side panel.
5. Create a layout.
6. In your layout, expand the **Available Items** section.
7. Drag and drop **Service Request** into your layout.
8. Next, add the Service Requests subtab in the Accounts tab.
9. Expand **Details** in Accounts, in the Application Features section.
10. Create a details layout.
11. Go to **Related Items** in your layout.
12. Expand the **Available Related Items** section.
13. Drag and drop **Service Requests** into your layout.
14. **Save** the layout.

Note: Only critical service requests appear under the Service Requests subtab of accounts.

37 Extend Opportunities and Related Objects

Overview of Extending Sales and Opportunity Management Objects

Read this section to learn how to extend sales and opportunity management objects and pages.

You learn about how to:

- Extend each opportunity management object using Application Composer
- Modify opportunity management objects using Page Composer

Extend Pages for Opportunities

Using Application Composer, you can change many items that appear in the pages for opportunities.

Use Application Composer to configure these pages:

- Opportunities landing page
- Create Opportunity page
- Edit Opportunity page
- Products table in the Edit Opportunity page
- These subtabs within the Edit Opportunity page:
 - Activities
 - Contacts
 - Deal Registrations
 - Leads
 - Notes
 - Partners
 - Team

For example, you can:

- Hide or show standard fields.
- Hide or show standard actions and buttons.
- Add user-defined fields of all types.
- Set fields as required.
- Set field default values.
- Reorder columns.

- Change column labels.
- Add user-defined actions and buttons.

High-Level Steps to Change Opportunity Pages

Here are the high-level steps to change the opportunity UI pages:

1. Activate a sandbox.
2. Navigate to the Application Composer.
3. Expand the **Opportunity** object tree.
4. In the Opportunity tree, click the **Pages** link.
5. Ensure that the **Application Pages** tab is active.
6. In the region that corresponds to the page you're changing, duplicate the standard layout and edit the resulting layout. For example, in the Details Page Layout region, duplicate the standard layout and then edit the resulting layout. See the Configure Opportunity Pages section in this topic for details about which regions in the Application Pages tab correspond to which opportunity pages.
7. In the new user-defined layout row, the Active checkbox will be automatically checked, indicating that the new user-defined layout is active.

Note: Because you've duplicated the standard layout, two layouts now display. When the application finds more than one layout, it evaluates each layout at runtime, starting with the first layout in the table. If all conditions are met for the layout, then it's displayed. If not, then the next layout is evaluated, and so on.
8. Save your changes.
9. Publish the sandbox.

Configure Opportunity Pages

This table shows the opportunity pages or subtabs that can be changed, along with the navigation steps to the areas where you make the modifications.

These navigation steps assume the use of the Application Pages tab.

Opportunity Page	Navigation
Landing (list) page	1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Landing Page Layouts region, duplicate the standard layout and edit the resulting layout.
Create Opportunity Page	1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Creation Page Layouts region, duplicate the standard layout and edit the resulting layout.
Edit Opportunity Page, Summary region	1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Ensure the Summary subtab is active. 5. Edit the Summary region.
Edit Opportunity Page, Products table	Optionally, first add user-defined fields to the Opportunity Revenue object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout.

Opportunity Page	Navigation
	4. Edit the Edit Revenue Table region.
Edit Opportunity Page, Contacts subtab	Optionally, first add user-defined fields to the Opportunity Contact object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Click the Contacts subtab. 5. Edit the Contacts subtab.
Edit Opportunity Page, Team subtab, Team view	Optionally, first add user-defined fields to the Opportunity Team Member object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Click the Team subtab. 5. Edit the Fuse Opportunity Team region.
Edit Opportunity Page, Partners subtab	Optionally, first add user-defined fields to the Opportunity Partner object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Click the Partners subtab. 5. Edit the Partners subtab.
Edit Opportunity Page, Deal Registrations subtab	Optionally, first add user-defined fields to the Opportunity Deal object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Click the Deal Registrations subtab. 5. Edit the Deal Registrations subtab.
Edit Opportunity Page, Activities subtab	You must use the Activity object in Application Composer to extend this subtab. 1. Navigate to the Activity object. 2. Click Pages and ensure the Application Pages tab is active. 3. In the Embedded Activity Summary Layout region of the page, duplicate the standard layout and edit the resulting layout.
Edit Opportunity Page, Notes subtab	You must use the Notes object in Application Composer to extend this subtab. 1. Navigate to the Notes object. 2. Click Pages and ensure the Application Pages tab is active. 3. Duplicate the standard layout and edit the resulting layout. The Notes list page isn't extensible.
Edit Opportunity Page, Leads subtab	Optionally, first add user-defined fields to the Sales Lead object. 1. Expand the Opportunity object. 2. Click the Pages link. 3. In the Details Page Layouts region, duplicate the standard layout and edit the resulting layout. 4. Click the Leads subtab. 5. Edit the Fuse Lead Overview table.

The Assessments subtab isn't configurable.

Related Topics

- [Overview of Application Pages](#)

Example of Extending Pages for Opportunities Using Application Composer

This example demonstrates how you can modify pages for Opportunities using Application Composer.

Extending Pages for Opportunities Using Application Composer

1. Navigate to the Application Composer Overview page.
2. In the object tree, select a standard object that includes a set of pages, such as Opportunity.
3. Select the Pages node.
4. Select the Application Pages tab.
5. Use the links on the tab to navigate to the object's configuration pages, where you can modify the pages that are available for the selected object. You can show or hide fields, rearrange fields, and add your own fields.
6. For example, if you want to add the field 'Budget Amount' to the Create Opportunity page, select a layout in the **Creation Page Layouts** region. Click the **Edit** icon or select **Actions > Edit Layout**
7. In the **Edit Application Page Creation** page, select the **Edit** icon in the **Opportunity Create** region
8. In the Configure Detail Form region of the Opportunity Create page, move the **Budget Amount** field from the Available Fields to the Selected Fields list.
9. Click Save and Close.

Make Changes to Competitors Pages

Competitors pages are available from the Navigator by selecting the Competitors menu item. You can use Application Composer to change look of the these pages.

Competitors Pages and Navigation

Here are the extensible pages and regions for the Sales Competitor object, along with the navigation to the configuration pages.

Competitors Page	Competitors Region	Navigation
Competitors Overview page	Competitors list region	1. Select the Sales Competitor object. 2. Click the Pages link. 3. Click the Desktop Pages tab. 4. Click the Edit Summary Table link.
Create Competitor page	Details region	1. Select the Sales Competitor object.

Competitors Page	Competitors Region	Navigation
		2. Click the Pages link. 3. Click the Desktop Pages tab. 4. Click the Edit Creation Page link.
Edit Competitor page	Details region	1. Select the Sales Competitor object. 2. Click the Pages link. 3. Click the Desktop Pages tab. 4. Click the Edit Summary Form link.

For more details about adding fields, see the topics on adding fields using Application Composer.

Create New Competitor Fields

If you want to put more fields on Competitors competitor pages, then you first create them. Here's an example of how to do that:

1. Navigate to **Configuration > Application Composer**.
2. In the Objects tree, under Standard Objects, expand the object tree for the object you're modifying. For example, expand the **Sales Competitor** tree.
3. Click the **Fields** node for the object.
4. Click the **Custom** tab.
5. Click the **Create** icon, or select **Create** from the Actions menu.
6. Select the type of field you're creating. For example, select **Text** as the type for a text entry field.
7. Click **OK**.
8. In the Appearance area, enter a **Display Label** for the new field. Set other optional attributes as desired.
9. In the Name area, enter an internal name for the field. The application prepopulates one based on your entry in the Display Label field, but you can override the default value. Ensure there's no space in an internal name.
10. Optionally, in the Constraints area, enter additional parameters for the field. For example, make the field a required field.
11. Optionally, in the Default Value region, enter a default value for the field.
12. Click **Save and Close**.

Modify Competitors Pages

Now that you have added your fields, here's how add them to the Competitors pages or regions.

1. Navigate to **Configuration > Application Composer**.
2. In the Objects tree, under Standard Objects, expand the **Sales Competitor** object tree.
3. Click the **Pages** node for the Sales Competitor object.
4. All competitor pages are located under the Desktop Pages tab. Click the **Desktop Pages** tab.
5. Click the page you want to change and make the changes. See the Competitors Pages and Navigation section above for more information on which pages are extensible.
6. Save your changes.

Duplicate Display Names for Fields

When you configure Competitors pages, in the Available Fields list, some field display names appear to be duplicates. For example, you may see two fields for Primary Competitor. The names you see in the list are display names only; each has an underlying name, which is its actual name. To see the underlying name of the field, hover your mouse pointer over the field name. The hover text displays the actual name of the field.

Related Topics

- [About Application Composer](#)
- [Overview of Sandboxes](#)

Example of Modifying Your Object to Validate Assessments

Use this example to learn how to modify your account, lead, contact, or opportunity to validate that a specified assessment template is completed, using Groovy scripts in Application Composer.

In this example, you're a sales administrator and you want to ensure that sales representatives complete the assessment template Discount Eligibility before they set an opportunity to Won.

Validating Assessment Using Scripting

To ensure that sales representatives always fill in the Discount Eligibility Assessment template before closing an opportunity:

1. Sign in as a sales administrator.
2. Create and activate a sandbox.
3. Navigate to Application Composer.
4. From the **Applications** list, select **Sales**.
5. Expand **Standard Objects**, and then expand **Opportunity**.
6. Click **Server Scripts**.
7. On the Server Scripts Opportunity page, select **Triggers**.
8. In the Object Triggers region, click the **Add a new Trigger** icon.
9. On the Create Object Trigger page, select **Before Update in Database** from the **Trigger** list.
10. Enter a trigger name.
11. Enter the following script in the Trigger Definition region.

```
def optyStatusCode = getAttribute('StatusCode')
if (optyStatusCode == 'WON') {

    def id = getAttribute('OptyId')
    def vo = newView('AssessmentVO')
    def vc = vo.createViewCriteria()
    def vcr = vc.createRow()
    def vci = vcr.ensureCriteriaItem('AssessedObjectId')
    vci.setOperator('=')
    vci.setValue(id)
    vc.add(vcr)
    vo.appendViewCriteria(vc)
    vo.executeQuery()
    def completedMandatoryAsmnt = false;

    if (vo.getEstimatedRowCount() > 0) {
        vo.reset()
        while (vo.hasNext()) {
            def row = vo.next()
            if (row != null) {
                def tempName = row.getAttribute('TemplateName')
```

```
if (tempName == 'Discount Eligibility') {
  def status = row.getAttribute('StatusCode')
  println("Asmnt Status is " + status)
  if(status != 'COMPLETED') {
    throw new oracle.jbo.ValidationException('Please complete the Mandatory Discount Eligibility Assessment
    before changing status to WON')
  } else {
    completedMandatoryAsmnt = true;
    break;
  }
}
}
}
}
}
if (completedMandatoryAsmnt == false) {
  throw new oracle.jbo.ValidationException('Please create and complete Mandatory Discount Eligibility
  Assessment before changing status to WON')
}
}
```

12. Click **Save and Close**.

The trigger script displays a message whenever a sales representative changes the opportunity status to Won. This message ensures that the sales representative fills in the Discount Eligibility assessment template before changing the status to Won.

Hide and Reorder Opportunity Fields Using Page Composer

You can hide fields, make fields required, and change the order of fields in the edit opportunity page, for specific job roles. You use Page Composer to do the modifications.

Prerequisites

Before you begin, consider the following setup requirements or prerequisites:

- This procedure applies only to the desktop UI.
- You must have the job role of a setup user or Sales Administrator to do this task.
- You must know how to create and publish sandboxes following your organization's established processes. As a best practice, your organization might want you to first make changes in a sandbox before rolling the changes out to all users with the Sales Representative job role by publishing the sandbox.

Starting Page Composer

First, start Page Composer's design mode to be able to make the changes:

1. Sign in to the application as a user with the Sales Administrator job role. Or, sign in as a setup user.
2. From the Navigator, select **Opportunities**.
3. Find an opportunity and edit it.
4. In the global region, expand the Settings and Actions menu which is available next to your user name. Then select **Edit Pages**, under the Administration subheading

The Edit Pages dialog appears.

5. In the Edit Pages dialog box, select the **Edit** option for the Job Role layer.
6. In the Value column next to Job Role, select **Sales Representative** from the list.
7. Click **OK**.

The page opens in Page Composer design mode.

8. Next, toggle Page Composer to Direct Selection mode: Click the **Select** icon in the global region.

Direct Selection mode is now invoked, allowing you to make field-level changes.

Hiding a Field and Changing the Order of a Field

To hide the **Worst Case** field and change the order of the **Attachments** and **Partners** fields, use the following steps:

1. With Page Composer in Direct Selection mode, in the Additional Details region of the edit opportunity page, hover over the **Worst Case** field.

A colored box appears around the field and its label.

2. Click inside the box around the **Worst Case** field.

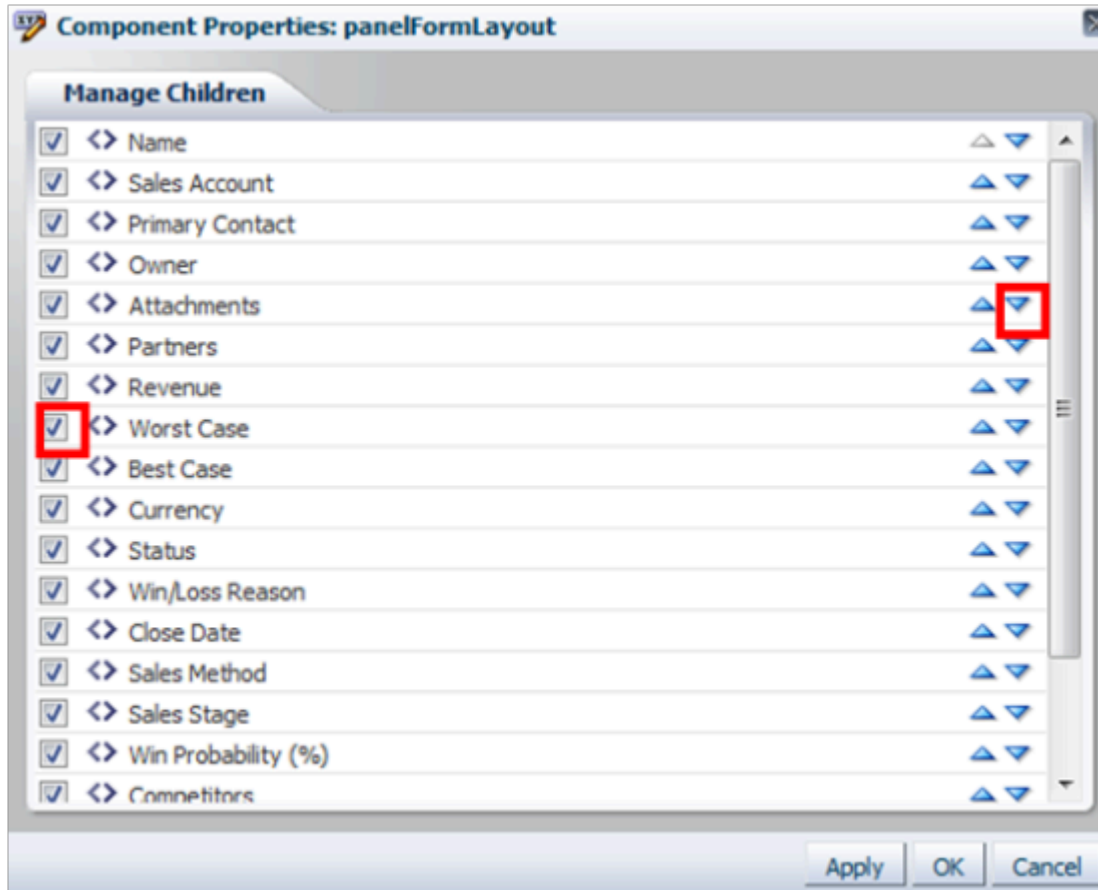
A dialog box opens with two options: **Edit Component** and **Edit Parent Component**.

3. Select the **Edit Parent Component** option.

The Component Properties: panelFormLayout window opens.

4. In the Component Properties: panelFormLayout window, clear the checkbox next to the **Worst Case** field.

The following figure shows the Component Properties dialog box with Worst Case selected.



5. Select the down arrow to the right of the **Attachments** field to move it below the **Partners** field.

The order of the two fields changes.

6. Click **OK**.

Making a Field Read-Only

To make the **Win Probability** field read-only, use the following steps:

1. While still in Page Composer Direct Selection mode, hover over and then click the **Win Probability (%)** label.

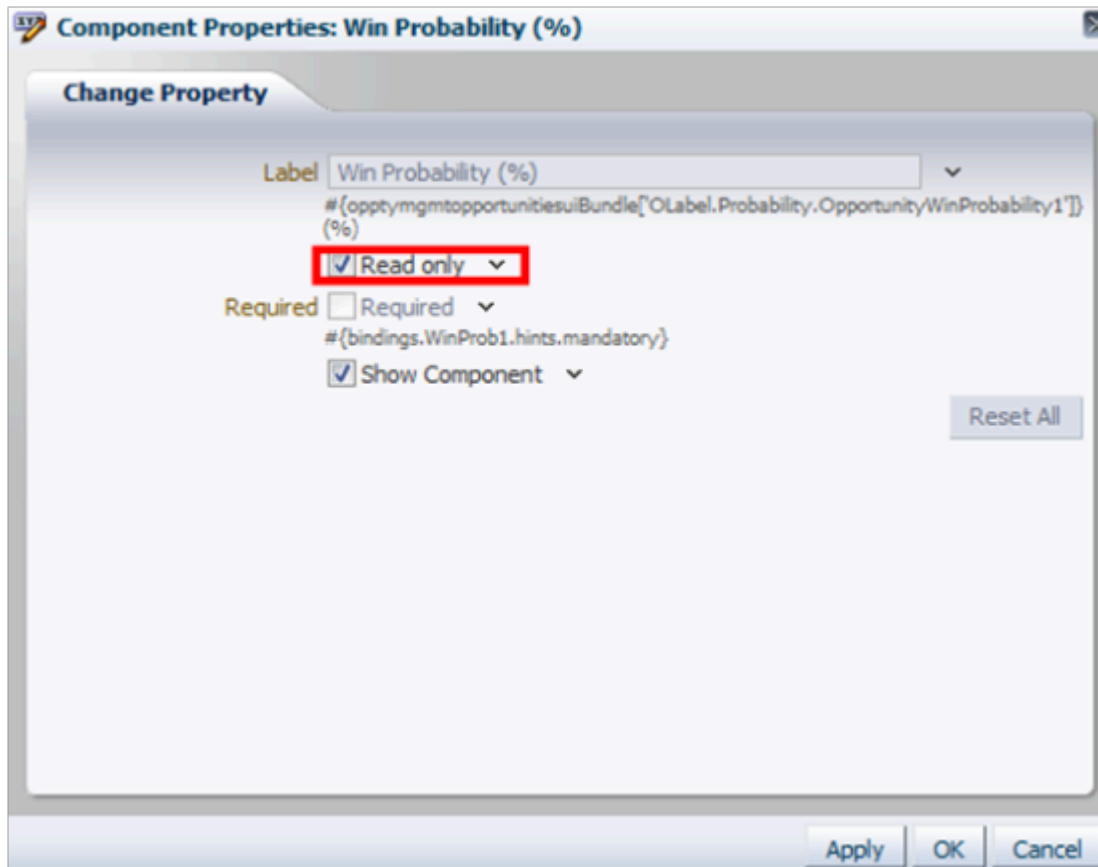
A dialog box opens with two options: **Edit Component** and **Edit Parent Component**.

2. Select the **Edit Component** option.

The Component Properties: Win Probability (%) window opens.

3. In the Component Properties: Win Probability (%) window, select the **Read only** checkbox.

The field becomes read-only, as shown in the following figure.



4. Click **OK**.

Making a Field Required and Not Able to Be Sorted

To make the Quantity column in the Revenue Items table required and not able to be sorted, use the following steps:

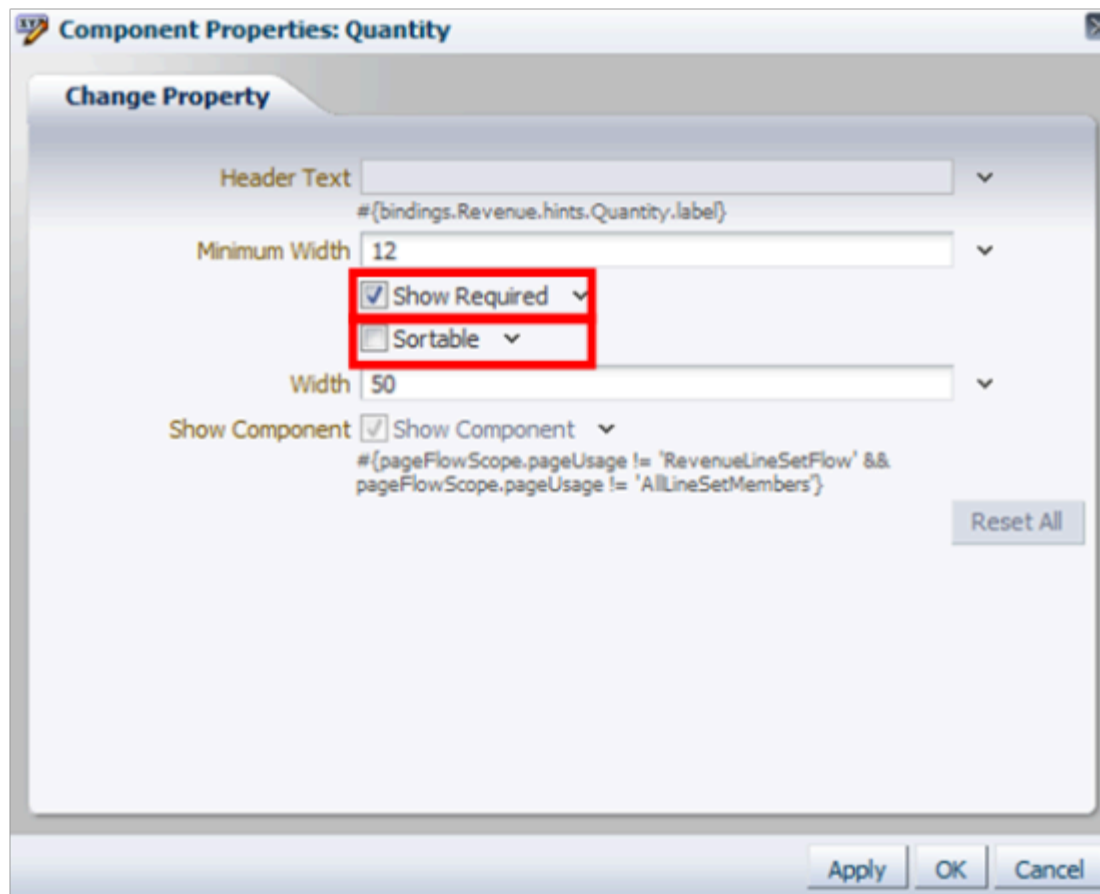
1. With Page Composer still in Direct Selection mode, in the Revenue Items region, hover over the **Quantity** column and click its header.

A dialog box opens two options: **Edit Component** and **Edit Parent Component**.

2. Select the **Edit Component** option.
3. Select the **Show Required** checkbox to make it a required field.

4. Clear the **Sortable** checkbox to make the column appear as not able to be sorted.

The following figure shows the Change Property dialog box with the **Show Required** and **Sortable** check boxes.



5. Click **OK**.

Saving Your Changes

When you're ready to commit your modification changes to the main line, perform these steps:

1. Click the **Close** button in the global region to sign out of Page Composer editor.
2. On the Sandboxes page, click the name of the sandbox you want to publish, and click **Publish**.

Verifying Your Changes

Verify your modifications by using the following steps:

1. When you're done with your changes, click **Close** in the header to sign out of Page Composer.
2. Sign out of the application.
3. Sign as a user with the Sales Representative role.
4. Navigate to the opportunity record that you edited, and verify the following:
 - The **Additional Details** region is expanded by default.
 - The **Worst Case** field isn't visible.

- The **Win Probability (%)** field is read-only.
- The **Attachments** field is below the **Partners** field.
- The **Quantity** column is marked as required with an asterisk, and can't be sorted.

Related Topics

Configure Default Search on Standard Subtabs for Opportunities

You can add default search criteria to standard subtabs for opportunities so that your salespeople can more easily find the subtab data that's relevant to their daily activities.

When a user opens the subtab at runtime, the records displayed are automatically filtered using the search criteria you added. Users can change the default search value, but they can't change the default search field. They can, however, further refine their search by adding additional search fields and values at runtime.

Adding a default search filter to a subtab is optional. If you skip this step, then no search fields are automatically added to the subtab, but users can still see the search region and perform their desired search.

Use this procedure to add a default search filter field, operator, and value for the Leads subtab search on the Edit Opportunity page.

Note: You can select only one default search filter for each subtab. When adding a default search filter to standard subtabs, the search filter applies to all existing details page layouts with this subtab. Let's say you add a search filter to the Lead subtab on an Opportunity details page layout. This means that the same search filter is added to the Lead subtab on an Account details page layout.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**.
4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the **Subtabs Region**, highlight **Leads** and click the pencil icon.
9. From the **Configure Detail Form** page region, go to the **Configure Summary Table: Search Region**.
10. Select the default search filter you want to apply to the Leads subtab.

You can select from a list of both standard and custom Lead fields. Note that you can't pick dynamic choice list fields, set ID-based fixed choice list fields, and any fields that aren't searchable. Also, if this subtab was added based on a many-to-many (M:M) relationship, then you can select from only those intersection object fields that are already displayed on the subtab.

For example, you want to create a search filter to search for all qualified leads for an opportunity. Select **Status** from the drop-down list and select **Equals** as the operator and then select the Qualified check box.

11. Click **Done** and ensure that the layout status for your Leads subtab layout is set to Active.
12. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the opportunity pages, for example, as a salesperson. Edit an opportunity and confirm that the data that displays on the Leads subtab includes only qualified leads.
13. Publish the sandbox.

Related Topics

- [Overview of Subtabs](#)

Extend Search Region and Results for Opportunities

You can extend the search and select dialog layout for opportunities in your Sales application. Use Application Composer to modify and set custom values that suit your requirements for the search parameters in the opportunity extensible reusable region.

By extending the search and select dialog layout for your opportunities, you can tailor your search to suit your own business requirements.

Use this procedure to extend the search region and results for your opportunities search.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. Under the Reusable Regions section, duplicate the Search and Select Dialog Layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.

The Edit Search and Select Layout page appears.

8. Next to the **Search Region**, click the pencil icon.
9. Under the **Configure Search Region**, select the fields to appear in the search region and move them from the Available Fields area to the Selected Fields area.
10. Click **Save and Close** to return to the Edit Search and Select Dialog Layout page.
11. Next to the **Search Results**, click the pencil icon.
12. Under the **Configure Detail Form**, select the fields to appear in the search results and move them from the Available Fields area to the Selected Fields area.
13. Click **Save and Close**.
14. Click **Done** and ensure that the layout status for your Search and Select Dialog Layout is set to Active.
15. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the opportunity pages. Perform a search for opportunities and confirm that the fields you selected appear in the search and results region for your search.
16. Publish the sandbox.

How to Add Assessment Subtab to Opportunity UI

You can view assessments associated with your opportunities through the Edit Opportunity: Assessment subtab. The Assessment subtab is hidden by default but you can make it available to your users through Application Composer.

Here's how to add the Assessment subtab to the Edit Opportunity page.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.

The Configure Subtabs dialog box appears.

9. Move **Assessments** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. Click **Save and Close**.
12. Click **Done** and ensure that the layout status for your user-defined layout is Active.
13. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the opportunity pages, for example, as a salesperson. Edit an opportunity and ensure you can see the Assessment subtab in the Edit Opportunity page.
14. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

How to Add the Interactions History Subtab to Opportunities

You can view interactions history associated with your opportunities through the **Edit Opportunity: Interactions History** subtab.

The Interactions History subtab is hidden by default but you can make it available to your users through Application Composer.

Here's how to add the Interactions History subtab to the Edit Opportunity page.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.

4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.
The Details Layout page appears.
8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.
The Configure Subtabs dialog box appears.
9. Move **Interactions History** from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. Click **Save and Close**.
12. Click **Done** and ensure that the layout status for your user-defined layout is Active.
13. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the opportunity pages, for example, as a salesperson. Edit an opportunity and ensure you can see the Interactions History subtab in the Edit Opportunity page.
14. Publish the sandbox.

For more information, see the Subtabs topic in the Configuring Applications Using Application Composer guide.

Create a Related Object Relationship Between Service Requests and Opportunities

A related object subtab lists records from one object that's related to another object. Using Application Composer, you can create one-to-many relationships between two objects within the same application.

A relationship must exist before you can expose the "many" objects on a subtab that's displayed on the "one" object's details page or tree. For example, your users might want to associate an opportunity with a list of service requests that have been logged for that opportunity. To create a one-to-many relationship, you specify a source object and target object. A reference relationship lets you add a subtab to the source object's details page, showing a list of all the target object records that are associated with a single source object record.

Create a One-to-Many Relationship

To expose a list of service requests associated with a specific opportunity as a subtab on the opportunity's details page, you must first create a one-to-many relationship between both the service request and opportunity objects.

Here are the steps to create a relationship between a service request and an opportunity.

1. Sign in as a sales administrator or as a setup user.
2. Activate a sandbox.
3. Navigate to **Application Composer**, in the Configuration category.
4. Select **Relationships** in the Common Setup pane.
5. On the Relationships page, click the **Create** icon.
6. In the **Source Object** field, select Opportunity.
7. In the **Target Object** field, select Service Request.

8. Enter the relationship name, display name, and description.

Once you create a relationship, you can no longer edit the relationship name.

9. In the **Cardinality** field, select 1:M.
10. Click **Save and Close**.

Add Related Object Subtab

You now want to add the target object Service Request as a subtab to the source object's Opportunity detail page.

Here are the steps to add the related object subtab to the opportunity.

1. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
2. Ensure that the **Application Pages** tab is selected.
3. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
4. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

5. On the Edit Layout page, select the plus icon in the subtabs region.
6. On the Create Subtab page, select the **Related object** option.
7. Click **Next**.
8. Specify the values for the fields as follows:

Field Label	Select or Enter	Description
Data Object	Service Request	The object that this subtab is based on. This subtab displays a list of service requests that are related to an opportunity.
Display Label	Service Request Name	Name of the subtab.
Drill Down Column	Service Request Name	Your users can click this column to drill down to view more details about a service request record.
Display Icon	As applicable	This icon appears on the application page as the subtab icon.
Selected Fields	As applicable	The fields that you want to appear on the subtab.

9. Save the Service Request Name subtab.

You have created a subtab to display service requests on a subtab which appears on the Opportunity details page.

10. Click **Done** and ensure that the layout status for your user-defined layout is Active.

11. Test the changes: Navigate to **Sales > Opportunities** as a user with access to the opportunity pages, for example, as a salesperson. Edit an opportunity and ensure you can see the Service Request subtab in the Edit Opportunity page.
12. Publish the sandbox.

Related Topics

- [Related Object Subtabs](#)
- [Object Relationships](#)
- [One-to-Many Relationships](#)

Enable the Subscriptions Subtab for Opportunities

The Subscriptions subtab in the Opportunity details page lists the subscriptions associated with your opportunities. The subscriptions come from the quote lines in Oracle CPQ and you can use this subtab to get a better understanding of the subscriptions tied to your renewal opportunities.

Note:

Before you extend your Opportunity UI to expose the Subscriptions subtab, you must be using both Oracle Configure, Price, Quote (Oracle CPQ) and Oracle Subscription Service.

Here's how to expose the Subscriptions subtab in the Edit Opportunity page.

1. Activate a sandbox.
2. Navigate to **Application Composer**, in the Configuration category.
3. Select **Sales**.
4. In the navigation tree, expand **Standard Objects**, expand **Opportunity**, and click **Pages**.
5. Ensure that the **Application Pages** tab is selected.
6. In the Details Page Layouts region, duplicate the standard layout by highlighting the standard layout and clicking the **Duplicate** icon.
7. Type a new layout name and click **Save and Edit**.

The Details Layout page appears.

8. In the Subtabs Region, click the **Hide, Show, or Reorder Subtabs** icon.

The Configure Subtabs dialog box appears.

9. Move Subscriptions from the Available Subtabs to the Selected Subtabs window.
10. Click **OK**.
11. From the Details Layout page, click **Done**.
12. Make sure that the layout status for your layout is set to Active.
13. Test the changes as follows:
 - Navigate to **Sales > Opportunity** as a user with access to the opportunity pages, for example, as a salesperson.
 - Edit an opportunity and ensure you can view the Subscriptions subtab in the Edit Opportunity page.
14. Publish the sandbox.

38 Use Copy Maps

Set Up Your Mapping File When Copying Opportunities

You can use two predefined mapping templates for copying an opportunity. The Standard Copy Opportunity Mapping (MOO_COPY_OPTY_MAPPING) is a noneditable template which performs a standard copy of one opportunity to another.

The Copy Opportunity Mapping is an editable template that you use as the default mapping file for copying an opportunity. When you copy opportunities, information such as sales stage, win probability, and status for the opportunity aren't copied to the new opportunity. You may want to include additional information about the opportunity but the necessary attributes aren't contained in the predefined **Standard Copy Opportunity Map**. To include the information you want, you can add attributes to a copy of the predefined mapping file, called **Copy Opportunity Map**.

Note: Territory information, such as resource team records aren't copied as the resources are allocated on an on demand basis. Resources that are added manually, as well as those added through opportunity assignment, are copied to the newly created opportunity.

Here's how to include additional custom attributes or child objects to the editable copy of the predefined Copy Opportunity Map:

1. Access Application Composer by selecting **Application Composer** from the **Navigator** menu.
2. Select **Sales** to filter the object search, and select **Copy Maps** within **Advanced Setup**.
3. Expand **Copy Opportunity** and select **Copy Opportunity Map**.
The Edit Copy Map window appears, and you use it to add additional attributes to your copy map.
4. Select each line in the **Entity Mappings** section and add records to the **Attribute Mappings** section. For example, here's a lead to opportunity copy map example of the field descriptions in the Attribute Mappings section for each of the attributes you want to add:

Field	Description
To	Select the attribute to where the selected entity is copied. For example, OpportunityVO_Id_c .
Referenced View Object	For this example, select Opportunity from the drop-down list as your referenced view object for the OpportunityVO_Id_c attribute. If this attribute is a foreign key, select the view object joined by this foreign key. The application generates new foreign keys that keep the reference intact.
Primary Key	If this attribute is a primary key, select this check box. Instead of copying the value in the From object, the application generates a unique value for this key field for each record in the To object.

Field	Description
From	Select the attribute from where the selected entity is copied. For example, Mk1LeadVO_Id_c .
From Expression	Optionally, you can enter a Groovy expression to change the value in this attribute. For example, you want to change the value of the From object to some new value in the attribute of the To object. You can also enter a constant to fill this attribute with a constant value in every record of the To object.

5. Click **Save and Close**.

Set the Copy Opportunity Mapping Profile Option

You can specify the mapping file name to use when copying an opportunity by setting the Copy Opportunity Mapping profile option. The predefined file is used to copy attributes and child objects when creating a copy of an existing opportunity.

Here's how to access and modify the Copy Opportunity Mapping profile option:

1. In the Setup and Maintenance work area, go to the following:
 - o Offering: Sales
 - o Functional Area: Opportunities
 - o Task: Manage Opportunity Profile Options
2. In the Manage Opportunity Profile Options page, enter Copy Opportunity Mapping in the **Profile Display Name** field.
3. Click **Search**.
4. In the Profile Values section, you can see the predefined mapping called **Copy Opportunity Map**.
5. Click **Save**.

Note: If you want to use the Standard Copy Opportunity Map, change the profile value to **Standard Copy Opportunity Map**.

Related Topics

- [Create a Copy Map](#)
- [Update the Copy Map to Copy the Lead Contact Value](#)
- [How do I update existing setup data?](#)

Create a Copy Map

Copy maps enable you to create objects by copying existing objects. For example, you can copy responses to create leads and opportunities, or you can copy deal registrations to create opportunities. A mapping file is also available to copy opportunities.

You use the copy maps feature to map child objects and attributes in the source object (From object) to objects and attributes in the object you're creating (To object).

Predefined mapping files are available as part of your sales application to enable you to:

- Map objects and attributes during the creation of an account when converting a lead to an opportunity.
- Automatically add the primary partner contact to the lead team when a partner contact is added to the lead.
- Create leads and opportunities from responses
- Copy opportunities and create opportunities from deal registrations

To create a copy map:

1. Sign in as a user with Application Composer access and verify that you have an active sandbox.
2. Access Application Composer by selecting **Application Composer** from the **Navigator** menu, under the **Configuration** category.
3. Select **Sales** to filter the object search, and under **Advanced Setup**, select **Copy Maps**.
4. Click **New**, and then enter a unique name for the copy map. You specify the unique name in a profile option after you have completed and saved your copy mapping file.
The Edit Copy Map window appears and you use it to define the copy map.
5. In the **Application Module Mapping** section, enter general information about the mapping as outlined in this table:

Field	Description
Name	Enter a name for the mapping file. The name is displayed in the Copy Maps window. You can use the name to locate and search for copy maps that you want to edit or delete.
Map Group	Select the required mapping group for the new copy map from the drop-down list.
To	Select the application module that you're copying to. For example, if you're copying leads to opportunities, then select the application module that includes leads.
From	Select the application module that you're copying from. For example, if you're copying responses to leads, then select the application module that includes responses.

6. In the **Entity Mappings** section, add a record for each view object that you're copying by completing these fields:

Field	Description
To	Select the new view object that you're copying to.
From	Select the existing view object that you're copying from.
Query Type	Select one of the three query types: Unique Identifier, Join, or All Records. If you select All Records, then don't enter any information in the remaining fields.

Field	Description
Query Attribute	If you selected either Unique Identifier or Join in the Query Type field, then select an attribute to use during runtime. The attribute is used to filter the records that are copied to the new object. For example, if you select LeadId, then during runtime, only the records matching the Lead ID passed to the copy map engine are copied.
Joined View Object and Joined Attribute	If you selected Join in the Query Type field, then use these two fields to specify: ○ The view object to which this object is joined ○ The attribute used as the basis of the join

7. Select each line in the **Entity Mappings** section, and add records to the **Attribute Mappings** section for each of the attributes by completing these fields:

Field	Description
To	Select the attribute to which the selected entity is copied.
Referenced View Object	If this attribute is a foreign key, select the view object joined by this foreign key. The application generates new foreign keys that keep the reference intact.
Primary Key	If this attribute is a primary key, select this check box. Instead of copying the value in the From object, the application generates a unique value for this key field in each record in the To object.
From	Select the attribute from which the selected entity is copied.
From Expression	Optionally, you can enter a Groovy expression to change the value in this attribute. For example, you want to change the value of the From object to some new value in the attribute of the To object. You can also enter a constant to fill this attribute with a constant value in every record of the To object.

8. Click **Save and Close**.

9. Specify the mapping file name in one of these profile options:

- Use the **Direct Lead to Opportunity Mapping** profile option to specify the mapping file name created when a direct lead is converted to an opportunity.
- Use the **Copy Opportunity Mapping** profile option to specify the mapping file name to use when copying an opportunity. The file is used to copy attributes and child objects when creating a copy of an existing opportunity.
- Use the **Partner Lead to Opportunity Mapping** profile option to specify the mapping file name created when a partner lead is converted to an opportunity.
- Use the **Lead to Account Mapping** profile option to specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of an account when converting a lead to an opportunity.
- Use the **Lead to Contact Mapping** profile option to specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of a contact when converting a lead to an opportunity.

Related Topics

- [Example of Modifying the Lead to Opportunity Copy Map](#)

Example of Modifying the Lead to Opportunity Copy Map

Copy maps are a declarative way to specify what fields are copied among objects. This worked example shows you how to modify an existing mapping file to create an opportunity from a lead.

The functionality for converting a lead to an opportunity uses the predefined Copy Lead To Opportunity Map copy map feature. Predefined mapping files are available to you as part of your sales application. You can use copy maps to:

- Map objects and attributes during the creation of an account and the creation of a contact when converting a lead to an opportunity.
- Create leads and opportunities from responses
- Copy opportunities and create opportunities from deal registrations

In this example, you want to:

- Modify the copy lead to opportunity map
- Add a field to an opportunity
- Verify your changes

Modify the Copy Lead To Opportunity Map

To modify the Copy Lead to Opportunity Map:

1. Sign in as a user with Application Composer access and verify that you have an active sandbox.
2. Access Application Composer by selecting **Application Composer** from the **Navigator** menu, under the **Configuration** category.
3. Under **Advanced Setup**, select **Copy Maps**. The **Copy Maps** window appears.
4. Select the **Copy Lead To Opportunity Map**. The **Edit Copy Map** window appears.

5. In the **Entity Mappings** region, highlight the row that contains **From: Sales Lead** and **To: Opportunity**.
6. In the **Attribute Mappings** region, select the **Add** icon to add a new row.
7. From the **To:** drop-down list, select **Comments**.

This value represents the Comments field in opportunities that contains the value.

8. In the **From Expression** field, enter this Groovy expression:

```
return "Copy Map executed for Lead: "+nvl(LeadNumber,"");
```

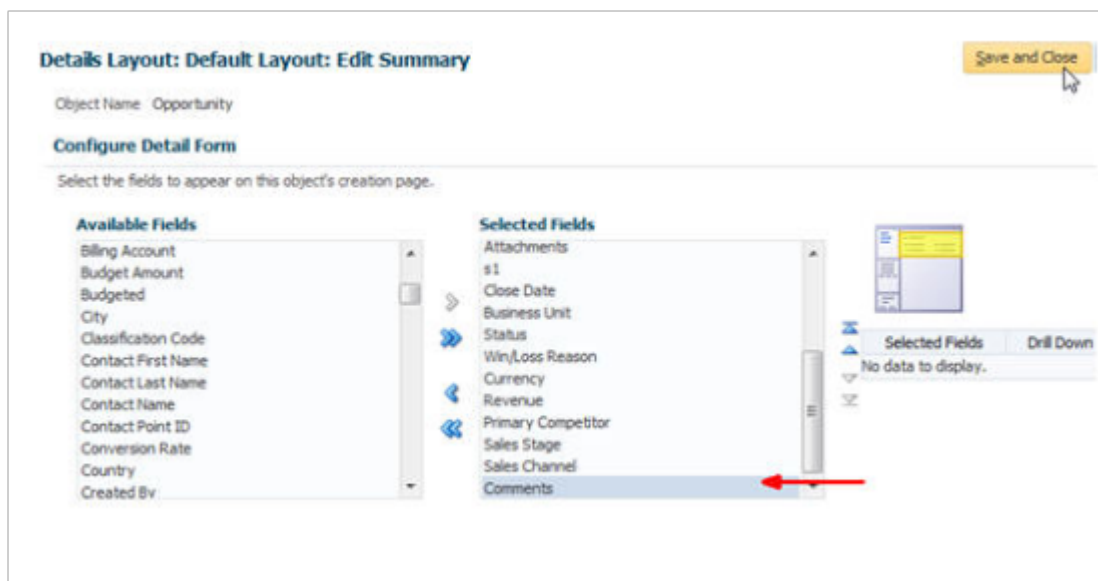
The expression uses text and the `LeadNumber` as the value to set into the opportunity **Comments** field.

9. Click **Save and Close**.

Add a Field to an Opportunity

The Comments field isn't displayed by default on the Opportunities UI. Use **Application Composer** to add the Comments field to the opportunity header region as follows:

1. From **Application Composer**, expand and select **Objects, Standard Objects**, and then **Opportunity**.
2. Click **Pages** and then select the **Application Pages** tab.
3. On the Details Page Layouts section, edit any custom layout. If none exists, then duplicate the standard layout and edit the resulting custom layout.
4. Edit the **Summary** region.
5. Select the **Comments** field from the list in the **Available Fields** region and move it to the **Selected Fields** region.



6. Click **Save and Close**.
7. Verify that the Summary region list contains the Comments field.
8. Click **Done**.

Verify Your Changes

1. Navigate to the Application Composer UI with the same user access and sandbox details used to complete the *Modify Lead to Opportunity Copy Map* task.

2. Navigate to Leads and click **Create Lead**.
3. Enter **Autumn Lead** as the **Name** and select **Pinnacle Technologies** as the **Account**. Accept all other defaults values for the remaining fields.
4. From the **Actions** drop-down list, select **Convert to Opportunity**.
5. Click the **Opportunities** icon.
6. Locate the newly created opportunity. It must have the same name as the lead that was originally created.

Examine the value in the **Comments** field. It contains the expected text, plus the lead number which originated this opportunity. Here's a screenshot that shows an example of the Edit Opportunity page with the Comments field populated with the lead number.

The screenshot shows the 'Edit Opportunity: Autumn Lead: Summary' page. On the left, there is a sidebar with icons for 'Summary', 'Details', 'History', 'Related', and 'Attachments'. The main content area contains the following fields:

- Name:** Autumn Lead
- Account:** Pinnacle Technologies x
- Primary Contact:** (empty)
- Owner:** Alan Hooper
- Win Probability (%):** 10
- Include in Forecast:** When matches forecast criteria
- Attachments:** None +
- Close Date:** 11/25/2014
- Status:** Open
- Currency:** USD
- Amount:** 0.00
- Primary Competitor:** (empty)
- Sales Stage:** 01 - Qualification
- Comments:** ecuted for Lead: 56258 (with a red arrow pointing to it)

At the top right, there are buttons for 'Actions', 'Save', and 'Save and Close'.

Related Topics

- [What's the lead-to-opportunity attribute mapping?](#)
- [Create a Copy Map](#)
- [Overview of Sandboxes](#)

Update the Copy Map to Copy the Lead Contact Value

This topic describes how to update the copy map to copy over the Lead contact value into the opportunity's Customer field.

Updating the Copy Map to Copy the Lead Contact Value

In this step, you update the copy map to copy over the Lead contact value into the opportunity Customer field. Copy maps are a declarative way to specify what fields are copied among objects. The functionality for converting a lead to an opportunity uses the predefined Copy Lead To Opportunity Map copy map feature.

1. Expand **Advanced Setup** and click **Copy Maps** (in left pane of the Application Composer).
2. Click **Copy Lead to Opportunity Map**.
3. Under the **Attribute Mappings** section, in the row for TargetPartyId, select PrimaryContactId from the drop-down list in the From column.
4. Click **Save and Close**.

What's the lead-to-opportunity attribute mapping?

The lead-to-opportunity attribute mapping is a predefined one-to-one mapping of the attributes between the lead and opportunity applications. When converting leads to opportunities, lead attributes, such as sales account, products, revenue amount, lead contacts, and other attributes, are mapped to the newly created opportunity.

You convert a lead to an opportunity when the lead is qualified and is ready for further processing along the sales cycle. The following sections outline:

- General lead attributes mapped to opportunities
- Partner lead-specific attributes mapped to opportunities
- Lead contact attributes mapped to opportunity contact attributes
- Lead product attributes mapped to opportunity revenue line attributes
- Profile options that specify the mapping file name for user-defined mapping files

General Lead Attributes Mapped to Opportunities

This table lists the general lead attributes that are mapped to the corresponding opportunity attributes:

General Lead Attribute	Opportunity Attribute
Budget Amount	Budget Amount
Budget Status	Budget check box
Customer	Target Party
Currency	Currency
Description	Description
Estimated Close Date	Estimated Close Date
Expiration Date	Expiration Date
Lead Number	Lead Number
Name This attribute value is the Lead Name and the current date and time, which generates a unique opportunity name.	Name
Owner	Owner of opportunity

General Lead Attribute	Opportunity Attribute
Indicates the user who starts the conversion.	
Primary Contact	Key Contact
Source Code If a campaign or any other source creates a lead in which source code is used, then this attribute value is mapped.	Source

Partner Lead Attributes Mapped to Opportunities

This table lists the partner lead attributes that are mapped to the corresponding opportunity attributes:

Partner Lead Attribute	Opportunity Attribute
Deal Approved By For direct leads, this attribute is set to the user who starts the conversion.	Owner of opportunity
Deal Approved By Resource Organization	Resource Organization
Partner	Partner
Partner Type	Partner Type
Partner Program	Partner Program
Registration Type	Registration Type
Registration Number	Registration Number

Lead Contact Attributes Mapped to Opportunity Contact Attributes

To map lead contact attributes to opportunity contact attributes, the following relationships must apply between the contact and the customer:

- The relationship end date is later than the current date.
- The relationship start date is earlier than the current date.
- The relationship status is active.

This table lists the lead contacts attributes that are mapped to the corresponding opportunity contacts attributes:

Lead Contact Attribute	Opportunity Contact Attribute
Contact	Contact
Contact Role	Contact Role
Primary	Primary

Lead Product Attributes Mapped to Opportunity Revenue Line Attributes

This table lists the lead product attributes that are mapped to the corresponding opportunity revenue line attributes:

Lead Product Attribute	Opportunity Revenue Line Attribute
Amount	Revenue Amount
Approver	Resource Party
Currency	Currency for the Revenue Amount
Inventory Item	Inventory Item
Organization	Inventory Organization
Product Group	Product Group
Quantity	Quantity
Unit of Measure	Unit of Measure
Unit Price	Unit Price

Profile Options for Mapping File Names

As an administrator, you can specify your own mapping file name to use for mapping objects and attributes during the lead-to-opportunity conversion process. For example, you can create user-defined lead attributes in **Application Composer**, **Copy Maps**, and can then add these attributes to the existing ready-to-use mapping files. You must save the user-defined mapping file using a unique file name and then specify the saved mapping file name in one of these profile options:

- Use the **Direct Lead to Opportunity Mapping** profile option to specify the mapping file name created when a direct lead is converted to an opportunity.

- Use the **Partner Lead to Opportunity Mapping** profile option to specify the mapping file name created when a partner lead is converted to an opportunity.

Link Campaigns Using the Lead to Opportunity Copy Map

If a lead is linked to a marketing campaign through a campaign response, then the association to the campaign must be maintained in your lead to opportunity conversion process.

This allows the opportunities to be linked with campaigns, and the respective opportunity revenue to be attributed to its linked campaign.

Modify the predefined copy map template, Copy Lead to Opportunity Map, to add a campaign entity mapping and campaign attributes. For information about how to modify a copy map, see the Example of Modifying the Lead to Opportunity Copy Map topic.

1. Add an entity mapping between OpportunityCampaignVO and Campaign Member with LeadId as the unique identifier.
2. Add the following attribute mappings as shown in the screenshot.
 - CampaignId
 - OptyCampaignId
 - OptyId
 - RevenuePercentage

OpportunityCampaignVO	Campaign Member	Unique Identifier	LeadId
Opportunity > Opportunity Contact	Sales Lead Contacts	Unique Identifier	LeadId
Opportunity Lead	Sales Lead(MkLead1)	Unique Identifier	LeadId
Opportunity Source	Sales Lead(MkLead1)	Unique Identifier	LeadId
Opportunity > Opportunity Revenue	Sales Lead Products	Unique Identifier	LeadId

Attribute Mappings				
Actions	View	+	×	🔍
To	Referenced View Object	Primary Key	From	From Expression
CampaignId		—	CampaignId	
OptyCampaignId		✓	CampaignMemberId	
OptyId	Opportunity	—	LeadId	
RevenuePercentage		—		RevenuePercentage

Modify Lead Convert and Mass Lead Convert Pages

Use the Lead Convert and Mass Lead Convert layout pages in Application Composer if you want to expose user-defined and standard fields in your lead to opportunity conversion process.

You must then configure the predefined copy map template, Copy Lead to Opportunity Map, to map the fields. Use the Manage Sales Lead Administrator Profile Values task to ensure that the configured copy map to be your default copy map which maps lead attributes to opportunity attributes during lead conversion.

Modify the Lead Convert Pages

You duplicate the standard lead convert and mass lead convert page layouts and modify the default layouts. Edit the default page layouts to expose standard and user-defined fields so that their values can be copied to opportunity during lead conversion.

Note: These predefined standard fields exist for both the Mass Lead Convert Layouts and Lead Convert Layouts:

- Opportunity Name
- Owner
- Primary Contact
- Account

Here are the steps to modify the lead convert pages:

1. Sign in as a user with Application Composer access and verify that you have an active sandbox.
2. Access Application Composer by selecting **Application Composer** from the **Navigator** menu, under the **Configuration** category.
3. From **Application Composer**, expand and select **Objects, Standard Objects**, and then **Sales Leads**.
4. Click **Pages** and then select the **Application Pages** tab.
5. On the Mass Lead Convert Layouts and Lead Convert Layouts sections, edit any user-defined layout. If no user-defined layouts exist, then duplicate the standard layouts and edit the resulting user-defined layouts, as required.
6. Click **Save and Close**.
7. Verify your user-defined field changes and click **Done**.
8. Edit the copy map to map the user-defined fields between the lead and opportunity.

See the topic [Example of Modifying the Lead to Opportunity Copy Map](#) for more information.

9. Set the modified copy map as your default copy map.

See the topic [Enable a User-Defined Copy Lead To Opportunity Map Value](#) in the [Implementing Sales](#) guide.

Related Topics

- [Enable a User-Defined Copy Lead To Opportunity Map Value](#)
- [Example of Modifying the Lead to Opportunity Copy Map](#)
- [Overview of Sandboxes](#)

Enable a User-Defined Copy Lead To Opportunity Map Value

The Copy Maps feature lets you create objects by copying existing objects. After you specify the lead-to-opportunity copy map template in a profile option, you can copy notes, attachments, and activities from a lead record to an opportunity record during the lead-to-opportunity conversion.

These sections describe how to access the Direct Lead to Opportunity Mapping profile option and how you can specify your own user-defined mapping files.

Set Your Copy Lead To Opportunity Map Value

You can specify the mapping file name to use when copying an opportunity by setting the Direct Lead to Opportunity Mapping profile option. Use the predefined file to specify the mapping file name created when you convert your lead to an opportunity.

Here's how to access and modify the value set for the mapping file name in the Direct Lead to Opportunity Mapping profile option:

1. In the Setup and Maintenance work area, go to:
 - o Offering: Sales
 - o Functional Area: Leads
 - o Task: Manage Sales Lead Administrator Profile Values
2. On the Manage Sales Lead Administrator Profile Values page, enter Direct Lead to Opportunity Mapping in the **Profile Display Name** field.

Note: For partner leads, use the Partner Lead to Opportunity Mapping profile option.

3. Click **Search**.
4. In the Profile Values section, the predefined mapping, called **Copy Lead To Opportunity Map**, appears in the **Profile Value** field.
5. Remove the **Copy Lead To Opportunity Map** value and enter the value for your user-defined mapping file, for example **My Copy Lead To Opportunity Map**.

Note: Use the Standard Reference Copy Lead To Opportunity Map to keep any attachment reference during the lead to opportunity conversion.

6. Click **Save and Close**.

See the topic [Modify Lead Convert and Mass Lead Convert Pages](#) for more information.

Profile Options for Copy Maps

As an administrator, you can specify your own copy maps to use for mapping objects and attributes during the lead to opportunity conversion process. For example, you can create user-defined lead and opportunity attributes in Application Composer and can then add these attributes to the copy maps. Oracle recommends that you duplicate an

existing copy map and make the changes in the copy. You must save the user-defined copy map using a unique name and then specify the name of the saved copy map in one of these profile options:

Profile Option Display Name	Description
Direct Lead to Opportunity Mapping	Specify the mapping file name created in Application Composer > Copy Maps . This file is used to map objects and attributes when a direct lead is converted to an opportunity. The predefined value is Copy Lead to Opportunity.
Lead to Account Mapping	Specify the mapping file name created in Application Composer, Copy Maps . This file is used to map objects and attributes during the creation of an account when converting a lead to an opportunity.
Lead to Contact Mapping	Specify the mapping file name created in Application Composer, Copy Maps . This file is used to map objects and attributes during the creation of a contact when converting a lead to an opportunity.
Partner Lead to Opportunity Mapping	Specify the mapping file name created in Application Composer, Copy Maps . This file is used to map objects and attributes when a partner Lead is converted to an Opportunity. The predefined value is Copy Lead to Opportunity.

See the topic [Example of Modifying the Lead to Opportunity Copy Map](#) for more information.

Related Topics

- [Modify Lead Convert and Mass Lead Convert Pages](#)
- [Copy a Lead to Account and Contact Maps](#)
- [How do I update existing setup data?](#)

Copy a Lead to Account and Contact Maps

Copy maps enable you to create objects by copying existing objects. For example, you can use predefined mapping files to copy lead attributes stored on a lead to the account or contact created during lead conversion.

You use the copy maps feature to map child objects and attributes in the source object (From object) to objects and attributes in the object you're creating (To object).

Copy a Lead to Account Map

Here's how to copy a lead to an account map:

1. Ensure that you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. Select **Sales** to filter the object search, and under **Advanced Setup**, select **Copy Maps**.
4. On the Copy Maps page, select the **Copy Lead to Account > Standard Copy Lead to Account Map**.
5. Create a copy of the map and enter relevant account mappings on the Edit Copy Map page.
6. Click **Save and Close**.

7. Specify the mapping file name in the following profile option:
 - Use the **Lead to Account Mapping** (MKL_LEAD_TO_ACCOUNT_MAPPING_NAME) profile option to specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of an account when converting a lead to an opportunity.

Copy a Lead to Contact Map

Here's how to copy a lead to a contact map:

1. Ensure that you're working in an active sandbox.
2. Click **Navigator > Configuration > Application Composer**.
3. Select **Sales** to filter the object search, and under **Advanced Setup**, select **Copy Maps**.
4. On the Copy Maps page, select the **Copy Lead to Contact > Standard Copy Lead to Contact Map**.
5. Create a copy of the map and enter relevant contact mappings on the Edit Copy Map page.
6. Click **Save and Close**.
7. Specify the mapping file name in the following profile option:
 - Use the **Lead to Contact Mapping** (MKL_LEAD_TO_CONTACT_MAPPING_NAME) profile option to specify the mapping file name created in Copy Maps. This file maps objects and attributes during the creation of a contact when converting a lead to an opportunity.

Related Topics

- [Create a Copy Map](#)
- [Enable a User-Defined Copy Lead To Opportunity Map Value](#)
- [Example of Modifying the Lead to Opportunity Copy Map](#)

39 Extend Quotes and Sales Orders

Extend Application Pages for Sales Orders

Using Application Composer, you can change many items that appear on the application set of pages for sales orders. The Sales Order object is available to support the integration with Oracle Configure, Price, and Quote (CPQ) Cloud.

This object stores quote summary information that's synced from Oracle CPQ Cloud.

Note: Do not extend the Sales Order object unless the integration with Oracle CPQ Cloud has already been set up. For more information, see "About Integrating with Quotes" in the Related Topics.

The Sales Order object displays as a subtab in the following areas:

- Quotes and Orders subtab for account records
- Quotes and Orders subtab for opportunity records

Use Application Composer to create custom attributes (custom fields) on the Sales Order object. The custom fields you create are available for display on the Quotes and Orders subtab for account and opportunity records, as well as for use with web services.

For example, you can:

- Hide or show standard fields.
- Reorder columns.
- Add custom fields (all types).

Modify the Sales Order Object

After the integration with Oracle CPQ Cloud has been set up, you can define custom fields for the Sales Order object.

To define custom fields:

1. Navigate to Application Composer.
2. Expand the Sales Order object.
3. Click the Fields node.

Configure the Quotes and Orders Subtab

Next, configure the Quotes and Orders subtab, available from both the Account or Opportunity details page. To configure the subtabs, you must navigate to the Account or Opportunity page layouts in Application Composer.

1. Navigate to the Account or Opportunity object in Application Composer.
2. Click the Pages node.
3. On the Application Pages tab, navigate to the Details Page Layouts section. Create a custom layout by duplicating the standard layout, or edit an existing custom layout.
4. On the Details Layout page, click the Quotes and Orders subtab. You can:
 - Click the pencil icon next to the subtab name to rename the subtab.

- Click the pencil icon next to the Opportunity Quotes or Customer Quotes heading to indicate which of the sales order attributes (standard or custom) are displayed at runtime.

Access the Sales Order Object for Custom Scripting

After you configure the Sales Order object, you can also write Groovy scripts that access the new custom fields you created. For example, maybe you want to validate sales order data on an opportunity. However, when writing the script on the Opportunity object, custom fields from the Sales Order object aren't available directly in the expression builder. To access those custom fields, you must use the `newView()` function to build a runtime link to the Sales Order object. After `newView()` executes against the Sales Order object, only then can your script access and analyze Sales Order fields.

Here's an example of the `newView()` function that retrieves the related sales order record based on the opportunity number.

```
def myVO = newView('SalesOrderHeader')
def view_Criteria = newViewCriteria(myVO);
def view_criteria_row = view_Criteria.createRow();
def view_condition = view_criteria_row.ensureCriteriaItem('OpptyNumber');
view_condition.setOperator('=');
view_condition.setValue(OpptyNumber);
view_Criteria.insertRow(view_criteria_row);
myVO.appendViewCriteria(view_Criteria);
myVO.setMaxFetchSize(1);
myVO.executeQuery();

if(myVO.hasNext())
{
    def rec= myVO.next()
    def cust_field_from_order_value = rec.<custom_field_API_name>_c
}
```

This line, specifically, gets the value of a custom Sales Order attribute and assigns it to a variable.

```
def cust_field_from_order_value = rec.<custom_field_API_name>_c
```

You can now complete the rest of the Groovy script to implement a validation rule, for example.

40 Extend Partner Relationship Management

Overview of Configuring Partner Pages

Read this chapter to learn how to use Page Composer to configure partner relationship management pages:

- Configure partner pages used by your employees
- Configure external-facing pages used by your partners

Extend Application Pages for Partners

Using Application Composer, you can change many items that appear on the application set of pages for partners.

Use Application Composer to modify these pages:

- Partners landing page
- Create Partner page
- Edit Partner page (read the following discussion of subtabs)

For example, you can:

- Hide or show standard fields.
- Set fields as required.
- Set field default values.
- Reorder columns.
- Change column labels.
- Add custom fields (all types).

Note: To extend the application set of pages for partners, use the Partner object in Application Composer.

Partners Landing Page

You can modify the Partners landing page, also referred to as the Partners list page. For example, you can hide standard partner fields or show custom partner fields. To modify the Partners landing page:

1. Navigate to the Partner object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, click **Edit Summary Table**.

Create Partner Page

You can modify the Create Partner page. For example, you can hide standard partner fields, make a field required, add a default value, and show custom partner fields. To modify the Create Partner page:

1. Navigate to the Partner object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.

To enhance run time usability for your end users, optionally group custom fields into field groups.

Edit Partner Page

The Edit Partner page consists of multiple subtabs that display along the left side of the page. You can modify most of these subtabs, including changing the order of the subtabs. You can also add custom subtabs to display records from child or related objects, for example.

Note: To add custom fields to certain subtabs available from the Edit Partner page, you must first navigate to those subtab target objects in Application Composer to create the fields using the Fields node. After creating the fields on the target object, you can then navigate back to the desired details page layout for the Partner object to add those fields to the right subtabs.

To modify the Edit Partner page:

1. Navigate to the Partner object in Application Composer.
2. Select the Pages node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout to edit. Or, edit another existing layout.
4. When making changes to the Edit Partner page, select the subtab you want to change first. The following subtabs are available from the Edit Partner page. Use the following subtabs to configure which standard and custom fields display at run time. You can also configure buttons and actions.

Tip: The changes you make to these subtabs are unique to the Edit Partner page. For example, the changes you make to the Opportunities subtab on the Edit Partner page aren't reflected on the Opportunities subtab on the Edit Contact page.

- Overview
- Profile
In addition to selecting standard and custom fields on the profile subtab, you can configure page regions by adding field groups.
- Contacts
Use the Contact object to create custom fields as needed.
- Partner Account Team
Use the Partner Account Team object to create custom fields as needed.
- Opportunities
Use the Opportunity object to create custom fields as needed.
- Enrollments

Use the Program Enrollments object to create custom fields as needed.

- Notes

The Notes subtab isn't extensible, although you can change the tab name.

- Activities

The Activities subtab isn't extensible, although you can change the tab name.

41 Extend Territory Management

How can I configure and extend application pages for territories?

Using Application Composer, you can modify many items that appear on the application pages for sales territories.

Use Application Composer to modify these pages:

- Territories landing page
- Create Territories page
- Details page (see a discussion of subtabs in the Details page section)

Make changes such as these examples:

- Hide or show standard fields.
- Set fields as required.
- Set field default values.
- Reorder columns.
- Change column labels.
- Add custom fields (all types).

Note: To extend the application pages for territories, use the Sales Territory object in Application Composer.

Territories Landing Page

You can modify the Territories landing page. For example, you can hide standard fields or show custom fields.

1. Navigate to the Sales Territory object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Landing Page Layouts, duplicate the standard layout to create a new layout.

Create Territories Page

You can modify the Create Territories page. For example, you can hide standard fields, make a field required, add a default value, and show custom fields.

1. Navigate to the Sales Territory object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Creation Page Layouts, duplicate the standard layout to create a new layout.

To enhance run time usability for your end users, optionally group custom fields into field groups.

Details Page

The Details page consists of multiple subtabs that display along the side of the page. You can modify most of these subtabs. You can also add subtabs to display records from child or related objects, for example.

To add custom fields to certain subtabs available from the Details page, you must first navigate to those subtab target objects in Application Composer to create the fields. After creating the fields on the target object, you can then navigate back to the desired details page layout for the Sales Territory object to add those fields to the specific subtabs.

1. Navigate to the Sales Territory object in Application Composer.
2. Select the **Pages** node.
3. On the Application Pages tab, under Details Page Layouts, duplicate the standard layout to create a new layout.
4. When making changes to the Details page, select the subtab you want to change first. These subtabs are available from the Details page. Use the subtabs to configure which standard and custom fields display at run time. You can also add a new tab.
 - Summary
This tab isn't extensible.
 - Dimensions
This tab isn't extensible.
 - Inclusions
This tab isn't extensible.
 - Exclusions
This tab isn't extensible.
 - Team Members
Use the Sales Territory Resource object to create custom fields as needed.
 - Child Territories
Use the Sales Territory object to create custom fields as needed.

Configure and Extend Territory Management

You can modify a variety of regions in Territory Management using Application Composer. Application Composer lets you create custom fields, actions, and links, which you then add for display.

You can also create custom child objects, which you can add to certain pages as subtabs or tree nodes.

This topic addresses the configurability of the More Details pages only. To understand how to configure the set of application pages for these objects, see the related topic.

To access Application Composer:

1. Go to the **Navigator** menu.
2. In the Configuration section, select **Application Composer**.

Understanding Which Territory Pages Are Extensible

To modify Territory pages, you need to know which pages and regions are extensible, and which options to select in Application Composer to make those changes.

These Sales objects are associated with Territory pages:

- Sales Territory
- Sales Territory Resource

This table lists Territory pages and regions, and the related objects that you can access in Application Composer to modify those pages. For example, the Territory Team subtab on the Edit Territory Proposal page, Profile tab is extensible. To create custom fields that you can later add to the Territory Team tab, you must select the Sales Territory Resource object in Application Composer and create your custom fields.

Territory Page	Territory Region	Underlying Business Object
Overview page	Search dialog	Sales Territory
Overview page	Details region for a selected territory, Summary region on the Profile tab	Sales Territory
Overview page	Details region for a selected territory, Additional Information region on the Profile tab, Territory Team tab	Sales Territory Resource (child object of Sales Territory)
Overview page	Current Territory Proposals region	Sales Territory Proposal
Overview page	Completed Territory Proposals region	Sales Territory Proposal
Creation page	Create Territory Proposal dialog from the Current Territory Proposals region	Sales Territory Proposal
Details page	Details region for a selected territory, Profile tab, Summary region	Sales Territory Proposal

Next, expose your custom fields by accessing the appropriate Application Composer configuration page, listed in the following section.

Note: To make only minor user interface changes to Territory pages without creating new objects or fields, use Page Composer instead of Application Composer.

Adding Your Changes to the User Interface Pages

To add custom fields to the Territory regions listed in the table in the previous section:

1. Navigate to the Application Composer Overview page.
2. In the object tree, select the **Sales Territory** object.

3. Select the **Fields** node and create your custom fields.
4. Select the **Pages** node.
5. On the Desktop Pages tab, select the configuration page hyperlink related to the Territory region that you want to modify.

This table indicates which Sales objects populate which Territory pages and regions, as well as Application Composer configuration pages where you can make user interface changes on those pages and regions.

Business Object	Configuration Page in Application Composer	Related Territories Page	Related Territories Region
Sales Territory	Select the Pages node for this object, then click Edit Local Search.	Search Territories page from the Overview page	None
Sales Territory	Select the Pages node for this object, then click Edit Summary Form .	Overview page	Details region for a selected territory, Summary region on the Profile tab

Related Topics

- [How can I configure and extend application pages for territories?](#)

Create Custom Territory Attributes for Territory Assignment

Create custom attributes for sales territories and then use those attributes in territory assignment to match with customer attributes in the account, opportunity, lead, deal, or partners objects.

These territory custom attributes can be viewed and managed in active territories, territory proposals, REST services, and export and import management.

Note: Custom Sales Territory Resource attributes or Sales Territory custom child object attributes aren't supported in territory assignment. Now, let's create and use a custom territory attribute for the sales lead object as an example. Here are the high-level steps:

1. Create a custom attribute for the Sales Territory standard object.
2. Add the custom territory attribute to the Sales Lead assignment.
3. Map the custom attributes you created for Sales Territory and Sales Lead objects.

Create a Custom Attribute for the Sales Territory Standard Object

1. In an active sandbox, go to the Application Composer.
2. Create a fixed choice list called Branch for the **Sales Territory** standard object.
3. In the List of Values region, create a new lookup type **MKL_LEAD_BRANCH** for Branch, and add lookup codes for each of the company branches.
4. Save the field.

5. Next, add the Branch field to the Sales Lead Detail page.
6. Publish the sandbox.

Add the Custom Territory Attribute to the Sales Lead Assignment

1. In the Setup and Maintenance work area, use the **Manage Sales Lead Assignment Objects** task:
 - o Offering: Sales
 - o Functional Area: Leads
 - o Task: Manage Sales Lead Assignment Objects
2. Select **Sales Lead Territory**.
3. On the Attributes tab, click **Add Row**.
4. From the **View Object Attribute** drop-down list, select a standard or custom lookup field you want to use. For example, assume you created a custom lookup field, Branch. The lookup field will be available in the drop-down list. Select it.
5. Enter **Candidate Information Sequence**. This is the sequence in which the attribute is shown in the displayed record.
6. Leave the **Inactive** check box unselected.
7. Save and publish.

Next, add the attribute assignment mapping to use this attribute to match with a standard or custom Sales Lead attribute, or to filter the matching territories.

Map the Custom Sales Territory and Sales Lead Attributes

1. In the Setup and Maintenance work area, use the **Manage Sales Lead Assignment Objects** task:
 - o Offering: Sales
 - o Functional Area: Leads
 - o Task: Manage Sales Lead Assignment Objects
2. Select **Sales Lead**.
3. In the Candidates tab, within the Sales Lead Territory: Rule Categories subtab, select **Sales Lead Territory Rule Category**.
4. In the Sales Lead Territory: Mapping Sets subtab, select **Mapping Set 1**.
5. In the Mapping Set 1: Mappings table, click **Create**.
6. Define attributes for these fields:

Mapping Field	Value You Select
Type	Attribute
Exact Match	Select the check box
Candidate Object	Sales Lead Territory
Work Object	Sales Lead
Candidate Object Attribute: Low	Select the custom territory field you created. In this example, Branch.
Null Value Handling	Derive Mapping Value
Work Object Attribute: Low	Select the custom lead field you created. In this example, Branch.

7. Click **OK**.
8. Repeat steps 5 to 7 for each mapping set.
9. Save and publish.