### Contents

**Documentation Accessibility**

**Follow us on Social Media**

## 1  New EPM Cloud Services

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who Should Read this Chapter</td>
<td>1-1</td>
</tr>
<tr>
<td>About the New EPM Cloud Services</td>
<td>1-1</td>
</tr>
<tr>
<td>EPM Standard Cloud Service</td>
<td>1-2</td>
</tr>
<tr>
<td>EPM Enterprise Cloud Service</td>
<td>1-4</td>
</tr>
<tr>
<td>New EPM Cloud URL</td>
<td>1-7</td>
</tr>
<tr>
<td>Using the EPM Cloud Features Tool to View the Features Released Each Month</td>
<td>1-7</td>
</tr>
<tr>
<td>Product Name and Terminology Changes</td>
<td>1-7</td>
</tr>
</tbody>
</table>

## 2  Understanding EPM Cloud Components

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of EPM Cloud</td>
<td>2-1</td>
</tr>
<tr>
<td>Overview of Planning (Planning and Budgeting Cloud)</td>
<td>2-2</td>
</tr>
<tr>
<td>Overview of Planning Modules</td>
<td>2-3</td>
</tr>
<tr>
<td>Overview of Oracle Financial Consolidation and Close Cloud</td>
<td>2-4</td>
</tr>
<tr>
<td>Overview of Oracle Tax Reporting Cloud</td>
<td>2-5</td>
</tr>
<tr>
<td>Overview of Oracle Profitability and Cost Management Cloud</td>
<td>2-6</td>
</tr>
<tr>
<td>Overview of Oracle Account Reconciliation Cloud</td>
<td>2-6</td>
</tr>
<tr>
<td>Overview of Oracle Enterprise Data Management Cloud</td>
<td>2-7</td>
</tr>
<tr>
<td>Overview of Narrative Reporting</td>
<td>2-9</td>
</tr>
<tr>
<td>Overview of Strategic Workforce Planning</td>
<td>2-9</td>
</tr>
<tr>
<td>Overview of Oracle Sales Planning Cloud</td>
<td>2-10</td>
</tr>
<tr>
<td>Setting Up Browsers for EPM Cloud</td>
<td>2-11</td>
</tr>
<tr>
<td>Supported Browsers</td>
<td>2-11</td>
</tr>
<tr>
<td>Configuring Internet Explorer</td>
<td>2-12</td>
</tr>
<tr>
<td>Configuring Internet Explorer for a Localized Version of the Service</td>
<td>2-13</td>
</tr>
<tr>
<td>Configuring Firefox</td>
<td>2-14</td>
</tr>
</tbody>
</table>
Resolving Connection Issues
Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.
Follow us on Social Media

Follow EPM Information Development on these social media sites:

LinkedIn - http://www.linkedin.com/groups?id=3127051&goback=.gmp_3127051

Twitter - http://twitter.com/hyperionepminfo

Facebook - http://www.facebook.com/pages/Hyperion-EPM-Info/102682103112642

See all videos on YouTube - https://www.youtube.com/oracleepminthecloud

To provide feedback on this documentation, send email to epmdoc_ww@oracle.com.
New EPM Cloud Services

In this Section:

• Who Should Read this Chapter
• About the New EPM Cloud Services
  – EPM Standard Cloud Service
  – EPM Enterprise Cloud Service
• New EPM Cloud URL
• Product Name and Terminology Changes

Who Should Read this Chapter

You should read this chapter if you purchased EPM Standard Cloud Service or EPM Enterprise Cloud Service.

New Customers

Changes introduced as a part of the new approach to structuring Oracle Enterprise Performance Management Cloud business processes affect new customers and existing customers who purchase additional new subscriptions. New customers who purchase one of the following EPM Cloud services should read this chapter.

• EPM Standard Cloud Service
• EPM Enterprise Cloud Service

Existing Customers Adding a New Service

Current customers will continue using the existing EPM Cloud environments with which they are familiar.

About the New EPM Cloud Services

The new Oracle Enterprise Performance Management Cloud Services provide end-to-end business processes to meet the requirements of most organizations and ensure a connected and agile experience across multiple business processes.

New customers now purchase one of the following EPM Cloud services.

• EPM Standard Cloud Service
• EPM Enterprise Cloud Service

The business processes and features available to you depend on the specific EPM Cloud service that you purchased. Generally, the EPM Enterprise Cloud Service includes everything in the EPM Standard Cloud Service as well as additional offerings as illustrated in the following image:
EPM Standard Cloud Service

EPM Standard Cloud Service is a suite of business processes, primarily for small and mid-sized businesses, and for businesses with lower complexity requirements to support planning and budgeting, consolidation and close, account reconciliation, and narrative reporting processes.

The following image presents an overview of the business processes available in EPM Standard Cloud Service:
Additionally, Data Management, which enables you to integrate data from source systems, is included with EPM Standard Cloud Service. Clients and command line tools, such as Oracle Smart View for Office and EPM Automate, are also included.

An EPM Standard Cloud Service instance allows you to deploy and use one of the supported business processes. To deploy another business process, you must request another EPM Standard Cloud Service subscription or remove the current business process.

In the EPM Standard Cloud Service, you deploy one of the following business processes.

Planning
The Planning business process delivers instant value and greater productivity for business planners, analysts, modelers, and decision-makers across all lines of business of an enterprise.

Planning is available with:

- Capital
- Financials
- Projects
- Workforce
- Strategic Modeling

With the exception of Strategic Modeling, these are available with preseeded configurable content including dimensions, models, forms, rules, dashboards, infolets, and reports. Strategic Modeling is available with standard and industry templates that can be leveraged to create a customized scenario models with flexible blended scenario business cases.

The Planning business process available in the EPM Standard Cloud Service does not support the following:

- Custom Planning, which allows a high degree of application customization to support business requirements
- Free Form Planning, which enables you to deploy Planning applications with no dimension requirements and also create applications using Essbase outline files
- Use of the Groovy scripting language to create or customize business rules

See Overview of Planning (Planning and Budgeting Cloud).

Account Reconciliation
The Account Reconciliation business process enables you to automate the validation of financial accounts by checking the accuracy of account balances.

This business process does not include the Transaction Matching module, which automates the process of reconciling high volume or labor intensive reconciliations and integrating results into the tracking features within Reconciliation Compliance.

See Overview of Oracle Account Reconciliation Cloud.
Financial Consolidation and Close

The Financial Consolidation and Close business process supports consolidation and close process tasks with default, prebuilt calculations; you cannot create custom calculations.

The Financial Consolidation and Close business process available in the EPM Standard Cloud Service does not support the following:

- Custom consolidation calculations and complex ownership structures
- Automation of consolidation and close tasks
- Intelligent process automation by integrating Task Manager with other services

See Overview of Oracle Financial Consolidation and Close Cloud.

Narrative Reporting

The Narrative Reporting business process, previously known as Oracle Enterprise Performance Reporting, provides a secure, process-driven approach for defining, authoring, reviewing, and publishing financial and management report packages.

The Narrative Reporting business process available in the EPM Standard Cloud Service does not support Disclosure Management.

See Overview of Narrative Reporting.

Business Processes not Available in the EPM Standard Cloud Service

The following business processes are available in the EPM Enterprise Cloud Service only:

- Profitability and Cost Management
- Tax Reporting
- Enterprise Data Management

EPM Enterprise Cloud Service

The EPM Enterprise Cloud Service comprises the full suite of Oracle Enterprise Performance Management Cloud business processes supporting a comprehensive array of activities spanning planning and budgeting, consolidation and close, account reconciliation, profitability and cost management, tax reporting, enterprise data management, and narrative reporting.

The following image presents an overview of the business processes and modules available in the EPM Enterprise Cloud Service:
An EPM Enterprise Cloud Service instance allows you to deploy and use one of the supported business processes. To deploy another business process, you must request another EPM Enterprise Cloud Service instance or remove the current business process. The business processes that you deploy share the same identity domain to facilitate user management and provisioning. Access to resources belonging to a business process is individually controlled for each business process.

The EPM Enterprise Cloud Service allows you to deploy the following business processes.

### Planning
- Custom Planning
- Module-based Planning (Capital, Financials, Projects, Workforce, Strategic Modeling)
- Free Form Planning
- Hybrid BSO Cubes and ASO Reporting Cubes
- Groovy support for customizing business rules

### Account Reconciliation
- Includes Transaction Matching

### Financial Consolidation and Close
- Default and Custom Consolidation Calculations
- Support for Complex Structures
- Integration of Close Manager with Other Oracle Products

### Narrative Reporting
- Includes Disclosure Management

### Enterprise Data Management Cloud (with maximum 5000 hosted records)

### Profitability and Cost Management

### Tax Reporting

---

See [Overview of Planning (Planning and Budgeting Cloud)](#).
Account Reconciliation

You use the Account Reconciliation business process with transaction matching support to automate the process of validating your company’s financial accounts by checking the account balances for accuracy. Transaction matching helps automate the process of reconciling high volume or labor intensive reconciliations and integrating results into the tracking features within reconciliation compliance.

Features such as reconciliations, including auto reconciliations, variance analysis, alerts and exception management, and auto-matching of transactions are available in the EPM Enterprise Cloud Service.

See Overview of Oracle Account Reconciliation Cloud.

Financial Consolidation and Close

The Financial Consolidation and Close business process supports consolidation and close process tasks with default, prebuilt calculations. You can create custom calculations and complex ownership structures and automate consolidation and close tasks.

Financial Consolidation and Close comes bundled with Supplemental Data Manager and Close Manager modules. Supplemental Data Manager helps create and manage data set definitions, input templates, data collection, and value linking.

Financial Consolidation and Close also supports the integration of Close Manager with other services.

See Overview of Oracle Financial Consolidation and Close Cloud.

Narrative Reporting

The Narrative Reporting business process with Disclosure Management provides a secure, process-driven approach for defining, authoring, reviewing, and publishing financial and management report packages.

See Overview of Narrative Reporting.

Enterprise Data Management

The Enterprise Data Management business process helps you manage business viewpoints, govern changes across them, share and map data sets to accelerate deployment, and build an authoritative system of reference.

See Overview of Oracle Enterprise Data Management Cloud.

Profitability and Cost Management

The Profitability and Cost Management business process helps you manage the cost and revenue allocations that are necessary to compute profitability for a business segment, such as a product, customer, region, or branch.

See Overview of Oracle Profitability and Cost Management Cloud.

Tax Reporting

The Tax Reporting business process calculates your company’s global tax provision, effective tax rate, and deferred tax for tax provisioning purposes in accordance with the standards for accounting for income taxes under GAAP and IFRS.
See Overview of Oracle Tax Reporting Cloud.

New EPM Cloud URL

Customers provisioned to EPM Standard Cloud Service and EPM Enterprise Cloud Service instances will use URLs similar to the following to access their environments:

**Production environment URL:** https://epm-idDomain.epm.dataCenter.oraclecloud.com/epmcloud

**Test environment URL:** https://epm-test-idDomain.epm.dataCenter.oraclecloud.com/epmcloud

For example, for Oracle Enterprise Performance Management Cloud environments provisioned with identity domain `exampleDoM` in `exampleDC` data center, the URLs may be as follows:

**Production environment:** https://epm-exampleDoM.epm.exampleDC.oraclecloud.com/epmcloud

**Test environment:** https://epm-test-exampleDoM.epm.exampleDC.oraclecloud.com/epmcloud

A Service Administrator is responsible for providing the unique URLs to users.

This is a change from previous versions of EPM Cloud where each business process used a separate context to access environments. See Sample EPM Cloud URLs.

Using the EPM Cloud Features Tool to View the Features Released Each Month

Use the EPM Cloud Features tool to view a list of features released each month for your Oracle Enterprise Performance Management Cloud business process. You can perform text searches and click links to read more about each feature in the What's New document and the EPM Cloud guides.

Product Name and Terminology Changes

EPM Standard Cloud Service and EPM Enterprise Cloud Service has introduced some product name and terminology changes, which may not be reflected in the user assistance collaterals, such as guides, learning paths, videos, screen shots, and online help.

<table>
<thead>
<tr>
<th>Table 1-1 Product Name and Terminology Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Old Terminology</strong></td>
</tr>
<tr>
<td>Planning and Budgeting Cloud</td>
</tr>
<tr>
<td>Enterprise Planning and Budgeting Cloud</td>
</tr>
<tr>
<td>Enterprise Planning and Budgeting Cloud</td>
</tr>
<tr>
<td>business processes; for example, Workforce</td>
</tr>
<tr>
<td>Enterprise Performance Reporting Cloud Application</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Understanding EPM Cloud Components

Oracle Enterprise Performance Management Cloud combines Oracle’s Enterprise Performance Management applications with the innovation and simplicity of the cloud to enable companies of any size to drive predictable performance, report with confidence, and connect the entire organization.

In This Section:

- Overview of EPM Cloud
  - Overview of Planning (Planning and Budgeting Cloud)
  - Overview of Planning Modules
  - Overview of Oracle Financial Consolidation and Close Cloud
  - Overview of Oracle Tax Reporting Cloud
  - Overview of Oracle Profitability and Cost Management Cloud
  - Overview of Oracle Account Reconciliation Cloud
  - Overview of Oracle Enterprise Data Management Cloud
  - Overview of Narrative Reporting
- Setting Up Browsers for EPM Cloud
  - Supported Browsers
  - Browsers on Mobile Devices
  - Minimum Screen Resolution
- Accessing EPM Cloud
  - Authenticating Using Oracle Cloud Credentials
  - Authenticating Using Single Sign-On Credentials
- Turning on Accessibility Mode
- Sample EPM Cloud URLs
- Information Sources
  - Oracle Cloud Help Center
  - Oracle Learning Library
- Understanding EPM Cloud Localization

Overview of EPM Cloud

Oracle Enterprise Performance Management Cloud offers the following services:

- Planning
- Planning Modules
Overview of Planning (Planning and Budgeting Cloud)

Planning is a subscription-based planning and budgeting solution built for and deployed on Oracle Cloud, using a proven, flexible planning and reporting best-in-class architecture. It delivers instant value and greater productivity for business planners, analysts, modelers, and decision-makers across all lines of business of an enterprise. Users interact through a Web 2.0 or Microsoft Office interface to model, plan, and report. The service, built to scale and perform, uses industry-standard Oracle Cloud infrastructure.

Proven Platform and Technology

The service helps companies plan their cloud strategy efficiently by avoiding data and business process fragmentation. It is built to optimize Oracle Cloud resources. The service’s functional architecture is based on the proven Planning platform, which helps solve simple to complex planning use cases across numerous industries. In Oracle Cloud, enterprise-wide user profiles can be maintained in one place so that they can be reused across all Oracle Cloud Services to which an organization subscribes.

Best-in-Class Functionality

The service offers an intuitive Web 2.0 and Microsoft Office interface for driver-based modeling, rolling forecasts, and management reporting for time-sensitive and goal-oriented planning activities. You can easily create and share on-the-fly models and validate them against sophisticated statistical predictive capabilities, thus generating unbiased, accurate, and agile plans. This service is built for real-time collaborative planning and variance analysis across the enterprise, using powerful annotations, commentary, document attachments, tasks, workflow, and reporting capabilities.

Scalable and Flexible

The service leverages the powerful Essbase OLAP calculation engine and a comprehensive rules framework to enable fast processing of complex calculations for large volumes of data. Time and data intelligence built into the service provides out-of-the-box spreading and fast on-demand aggregation capabilities. By creating and sharing on-the-fly models, you can quickly build and collaborate using Microsoft Excel and Web interfaces.

Enterprise Ready

The service is a one-stop cloud service to build, deploy, and manage business planning activities for any size organization. It supports small- to large-scale...
deployment, data backup and migration, plus packaged Enterprise Resource Planning (ERP) data integration capabilities without compromising ease of use or self-service for smaller customers. This service includes comprehensive features to raise issues, get support, and seek product enhancements. It provides flat-file and Excel-based import and export, and comprehensive mapping capabilities for more sophisticated data integration use cases. You can seamlessly load and extract information, and you can drill back to source ERP.

Rapid Deployment

The service lets you get started immediately, because it requires no initial investment. Your subscription includes everything that you need. You don’t need to license, install, upgrade, or patch software. You don’t have to buy, install, or configure hardware. You can also leverage the deep product expertise of the worldwide Oracle Hyperion Partner network to develop and deploy cloud-based planning applications in weeks, using quick-start templates.

Portability

Existing Planning customers can leverage built-in migration capabilities to port their on-premises Planning application to the service. This capability also enables organizations to introduce or extend Planning usage across the enterprise to other lines of businesses without additional demands on their IT resource and budgets.

Overview of Planning Modules

Planning Modules comprise complete planning and budgeting solutions for Financials, Workforce, Capital, and Projects. These business processes include built-in best practice pre-defined content including forms, calculations, dashboards, drivers, and key performance indicators (KPIs). Forms are designed to integrate with the dashboards and reports that dynamically reflect your data, plans, and forecasts.

Financials

The Financials solution provides integrated driver-based planning for income statement, balance sheet, and cash flow. The out-of-box tools, such as KPIs, drivers, and accounts help you prepare reports faster. You can also use Financials to perform expense and revenue planning.

Workforce

The Workforce solution enables headcount and compensation planning to link financial plans with the workforce plan. You can budget for future headcount and related personnel expenses such as salary, benefits, and taxes.
Watch this video to learn more about Workforce

Projects

The Projects solution bridges the gap between project planning systems and the financial planning process. It helps you assess the impact organizational projects and initiatives have on overall resources to ensure they align with short and long term financial targets.

Watch this video to learn more about Projects

Capital

The Capital solution helps you plan for the long-term impact of capital assets on financial plans to manage, prioritize, and plan for capital expenses.

Watch this video to learn more about Capital

Strategic Modeling

The Strategic Modeling solution combines a set of rich financial forecasting and modeling features with built in on-the-fly scenario analysis and modeling capabilities for long-term strategic planning.

Watch this video to learn more about Strategic Modeling

You might not see all the features described in this guide depending on what your Service Administrator has enabled. Service Administrators can incrementally enable some features, which adds additional forms, dashboards, KPIs, rules, and so on.

Overview of Oracle Financial Consolidation and Close Cloud

Oracle Financial Consolidation and Close Cloud is a subscription-based consolidation and reporting solution built for and deployed on Oracle Cloud. It provides a simple and quick deployment for users who want fast implementation with no hardware and minimal IT support. It provides a user-friendly and intuitive interface along with built-in functionality for consolidation and close process tasks.

Oracle Financial Consolidation and Close Cloud provides these features:

- Simplified tablet user interface
- Native dashboarding and analysis
- Pre-defined dimensions for detailed analysis
- Flexible application configuration with pre-built forms and reports
- Currency translations and FX adjustment calculations
- Automated cash flow
- Dynamic out-of-box calculations with limited need for customization
- Simplified Consolidation dimension for easy audit
Overview of Oracle Tax Reporting Cloud

Oracle Tax Reporting Cloud provides a total tax solution to calculate and analyze current and deferred tax at national and regional levels, while unifying your financial close and tax close processes. This application is designed to comply with the standards for accounting for income taxes under GAAP and IFRS.

In a multinational business, regional controllers calculate current and future tax according to local tax laws at the legal entity level. These expenses are then aggregated to national levels. Some jurisdictions may provide for tax filings at a combined level, requiring review and approval at an aggregate level. Oracle Tax Reporting Cloud provides the out-of-the-box forms, logic, provision packages, workflow, and analysis dashboards that will enable you to source, calculate, manage, and approve your tax provision. The application calculates your company’s global tax provision, effective tax rate, and deferred tax for tax provisioning purposes. You can also prepare CbCR reporting (Country by Country).

Oracle Tax Reporting Cloud encompasses all stages of your organization’s tax provision process, including tax automation, data collection, tax provision calculation, return-to-accrual automation, and tax reporting and analysis. The application enables you to calculate the effective tax rate and cash tax for entities within your jurisdictions, and prepare accounting journals and accompanying financial statement disclosures.

You define sequential and logically grouped tasks for all tax preparation activities, such as reviewing permanent adjustments, temporary differences, and effective tax rates, as follows:

- **Use the National Tax Provision** package to:
  - Use the dashboards to view current and prior year tax expenses for your entities, and view statutory and effective tax rates.
  - Use entity specific provision packages to determine current and future tax expense and liability.
- **Use the Statutory Effective Tax Rate** analysis in a national or regional provision package to identify the effective rate of tax paid on your pre-tax profits.
- **Use the Regional Provision** package determine and analyze existing and deferred tax requirements for a particular US state, or province.
- **Use Deferred Tax** to view future expenses and liabilities. You can drill down on closing balance to access additional details including current year movement, and return to accrual adjustments.
- **Use CbCR reporting** to analyze your tax expense across jurisdictions, including factors such as return on equity, and revenue by employee.

View this video to get an overview of the consolidation and close process.
Overview of Oracle Profitability and Cost Management Cloud

To maximize profitability, a business must be able to accurately measure, allocate, and manage costs and revenue. Oracle Profitability and Cost Management Cloud is an analytic software tool that manages the cost and revenue allocations that are necessary to compute profitability for a business segment, such as a product, customer, region, or branch. Oracle Profitability and Cost Management Cloud enables you to use cost decomposition, consumption-based costing and scenario-playing to measure profitability for effective planning and decision support.

Watch this video for a tour of Oracle Profitability and Cost Management Cloud

View this video to get an overview of Oracle Profitability and Cost Management Cloud.

Oracle Profitability and Cost Management Cloud applications are designed for use by analysts who have deep domain experience in the computation and reporting methods of management reporting, but who may not have much experience with Essbase and scripting syntax or programming languages.

Data for Oracle Profitability and Cost Management Cloud applications is housed in both multidimensional databases and relational databases.

Overview of Oracle Account Reconciliation Cloud

Reconciliations ensure that a company's financial accounts are validated by checking to see if the balance in the account is correct. Oracle Account Reconciliation Cloud Service makes this process simpler and faster for companies by automating the process and helping users involved in the process collaborate effectively.

Because account balances are valid at a point in time, and business conditions change, it is critical that reconciliations occur. In addition, companies face stiff penalties for failing to reconcile.

Oracle Account Reconciliation Cloud consists of two modules: Reconciliation Compliance and Transaction Matching.

Reconciliation Compliance

Reconciliation Compliance helps you manage account reconciliation processes, including balance sheet reconciliations, consolidation system reconciliations, and other reconciliation processes in effect.

Reconciliations can be performed at whatever level makes sense for the business. For example, you could perform some reconciliation by business unit or company code, while performing other reconciliations at the department level. An administrator can create mapping rules to assign the account balances to the reconciliations, and when balances are imported, ensure they appear in the correct reconciliation based on these rules.

The administrator sets up the reconciliation lists that contain the balances to be reconciled, as well as account descriptions, instructions, due dates, and completed dates. Email notifications are sent, reminding other users that due dates are approaching, or that reconciliations can be acted upon.
Transaction Matching

Transaction Matching is an integrated module of Oracle Account Reconciliation Cloud and the perfect complement to the existing Reconciliation Compliance feature set.

With Transaction Matching, companies can automate performance of high volume/labor intensive reconciliations, and seamlessly integrate those results into the tracking features within Reconciliation Compliance.

With the addition of this powerful new module, companies save additional time on the performance of reconciliations, while improving quality and reducing risk.

Overview of Oracle Enterprise Data Management Cloud

Oracle Enterprise Data Management Cloud is a modern, agile data management application that enables enterprises to manage application-specific business viewpoints, govern changes across them, share and map data sets to accelerate cloud deployment, and build an authoritative system of reference.

Work with Applications

Application creators register each connected business application to generate end user experiences called a default view. Upon registration, creators can assign others as application owners or data managers. Each view contains one or more viewpoints that are optimized to maintain each registered application dimension as a list or a hierarchy. To collaborate, application owners and view owners may then come together to tailor custom views and viewpoints (for example, by subject area or by business domain) to build change management views. Data managers may then apply changes within their purview.

Work with Views and Viewpoints

Views are end user portals into enterprise data. Browse or search viewpoints within or across views. Import dirty dimension data into viewpoints from contributing applications, validate and resolve issues to build an authoritative system of reference. Compare viewpoints side-by-side to understand differences. Align related properties visually and copy values. Create requests to share data across viewpoints. Use subscriptions to share data between viewpoints by subscribing a target viewpoint to a source viewpoint. When an update is made to the source viewpoint, a request is automatically generated to make the same change in the target viewpoint.

Manage Change with Requests

Requests represent the fundamental building block of change. Use requests to model changes to any viewpoint. Visualize all changes against the target viewpoint, validate them, analyze impact, and only then commit them. Author changes interactively or in batch from file sources. Browse request activity to audit committed changes.

Collaborative Workflows

Collaborative workflows support a submit process, approval process and address these governance challenges:

- Configure one or more approval policies at the application, dimension, hierarchy set, or node type level. The workflow orchestrates the invitation of approvers while executing approval policies concurrently to achieve high quality outcomes.
• Implement request workflows across multiple business contexts to secure approval for related changes across applications.

• Use approvals with subscription requests to simulate application dimension-level enrichment and approval stages across multiple application contexts.

• Define items within a request that are validated, approved, and committed together. This creates integrity in change management and enables change control.

Create Alternate Views and Viewpoints

Tailor custom views and viewpoints to build alternate hierarchies, access read-only reference data for comparison purposes, or work with hierarchy members in a list. Copy viewpoints to make a historical snapshot, perform a what-if scenario, or reorganize data as fit-for-purpose.

Information Model

Each viewpoint is powered by a data chain that specifies associated business objects (using node types), associated parent child relationships (using relationship sets), and associated predicates such as top nodes (using node sets) to construct each viewpoint for end use. Viewpoints are grouped together logically in views that either represent business applications or subject areas. Application views are defaulted based upon application registration.

Build Data Maps

Create new data chains to manage mapping relationships. Construct mapping viewpoint to map one or more sources to each target application dimension. Compare source to target and create requests to build data maps across applications. Configure mapping keys and locations for each target dimension to export data maps.

Application Integration

Accelerate integration with Oracle Enterprise Performance Management Cloud applications, for example, Planning Modules or Oracle Financials Cloud General Ledger, using pre-defined application adapters. Leverage a custom application adapter as open interface to integrate with all other business applications. Use a wizard-driven, configuration experience to onboard applications: establish reusable connections, configure import and export operations, and construct ready-to-use, application-specific views for immediate application maintenance purposes.

Automate Tasks

Automate tasks interactively or via a scheduled process using the EPM Automate. For example, migrate across service instances, upload and download files, reset an environment and re-create an environment.

Watch these videos:

• Overview of Oracle Enterprise Data Management Cloud

• Getting Started with the User Interface of Oracle Enterprise Data Management Cloud
Overview of Narrative Reporting

Narrative Reporting is an Oracle Cloud solution for management and narrative reporting. It provides a secure, collaborative, and process-driven approach for defining, authoring, reviewing, and publishing financial and management report packages. In addition, Narrative Reporting offers multidimensional analytics, and you can choose to store, analyze, and source data from the Cloud via built-in analytics or use your own existing data sources for analyzing and authoring doclet content.

Key benefits:

- **Combine Data and Narrative**: Use report packages and doclets to address authoring, collaboration, commentary, and delivery needs.

- **Collaborate Securely**: Gives report contributors access to content based on their role and insures that sensitive content is secure. Also, lets report owners see the progress of the reporting lifecycle.

- **Report Confidently**: Allows you to trust that the data is reliable and accurate while providing faster, more accurate insights to all stakeholders.

View this video to get an overview of Narrative Reporting.

Overview of Strategic Workforce Planning

Oracle Strategic Workforce Planning Cloud, a part of the Oracle Fusion Human Capital Management family, translates long-term corporate strategy into execution plans by ensuring that the strategy is supported by the right workforce—the right skill sets and headcount at the right time.

You look at long-term demand for resources by exploring scenarios that impact those demands. You also look at what’s going to happen with your current workforce, for example, through retirement or natural attrition. Evaluating demand against supply helps you understand what gaps there may be—positive or negative—so that you can proactively plan for needed resources. You can anticipate the headcount and skills needed to support your business strategy.

Strategic Workforce Planning provides configurable drivers and demand thresholds that enable planners to answer such questions as, “Do our employees have the right skill sets to accomplish future plans?” and “Will expected expenses and revenues support our plans?”. You select the best calculation logic for each driver, which translates driver values to future long-term full-time equivalent (FTE).

Watch this video to learn about Strategic Workforce Planning.

You can also enable Workforce to manage and track headcount expenses. You can then align critical corporate resources—people and dollars—with the strategies that best leverage a competitive advantage. Departments can collaborate to plan headcount and related expenses such as salaries, health care, bonuses, and taxes. Planners can see up-to-date graphics that show expenses and trends.

If Workforce is enabled with all its features, planners can manage and track headcount expenses:
• Analyze, calculate, and report on headcount, salary, bonuses, taxes, and health care expenses
• Plan for hires, transfers, promotions, terminations, and so on
• Define country-appropriate taxes and benefits

Overview of Oracle Sales Planning Cloud

Oracle Sales Planning Cloud provides an extensible framework for planning and managing sales performance.

Using Oracle Sales Planning Cloud enables you to automate critical processes by eliminating spreadsheets in key sales operations processes and improves collaboration for planning and modeling sales quotas.

Oracle Sales Planning Cloud is extensible using the EPM Cloud framework to further add additional configurations and personalization into your sales planning application with custom navigation flows, dashboards, and infolets. Use tasks and approvals to manage the quota planning process. Use Groovy rules to customize even further for enhanced calculation and business rules. Oracle Sales Planning Cloud can be integrated with Oracle Engagement Cloud – Sales Cloud for pushing quota targets to incentive compensation or bring in actual attainment.

Watch this overview video to learn more about Oracle Sales Planning Cloud.

About Quota Planning

The Quota Planning business process offers top-down and bottom up target quota planning by territory, product, account, or other custom dimensions. Use Predictive Planning and what if scenario planning to explore and compare different quota scenarios for informed decision making. Quota Planning builds best practices into its content, including its forms, calculations, dashboards, infolets, drivers, and measures.

Quota Planning helps you plan reliable target quotas by engaging all of the participants of the process, for example, the VP of Sales, Sales Operations, Sales Managers, and Sales Reps. Set a target quota for the next year. Then, optimize your results by making adjustments by product, applying padding or seasonality, or performing predictive planning or what-if analysis. When the target is ready, planners perform top-down or waterfall planning to allocate the target quota throughout the hierarchy.

If needed in your organization, you can also perform bottom up planning to get quota commitments from Sales Reps, allowing a collaborative approach. After the target quotas are pushed up to the next level of the hierarchy and aggregated, you can compare top down and bottom up results. Use the built-in dashboards to analyze and evaluate your quota plans with quota attainments.

Enhance the planning process in your organization by adding additional measures, task lists, or approvals.

Watch this video to learn about Quota Planning.
About Sales Forecasting

Advanced Sales Forecasting provides a robust platform for the sales forecasting process, allowing multidimensional sales forecasting across territory, products, accounts, channels, or other custom dimensions. It offers sales teams connected sales planning with integration between Quota Planning, compensation planning, and sales forecasts. With Advanced Sales Forecasting, you can plan at the weekly or monthly level, and use a rolling forecast if your business requires it. It offers these key features:

• Out-of-box best practice content for sales forecasting and analysis, including metrics, KPIs, and measures to help data-driven sales forecasting across the Sales hierarchy.

• Extensibility using the Planning Cloud platform, allowing additional configurations, such as custom forms and dashboards, measures, dimensions, navigation flows, and Groovy rules for custom calculations.

• Ability to adjust forecast commitment at the territory level or detailed level (for example, by product or account) to facilitate collaborative data-driven forecast commitment.

• Predictive Planning to take the guesswork out of your forecasting.

• Oracle Smart View for Office, which provides a common Microsoft Office interface designed specifically for Oracle Enterprise Performance Management Cloud, including Oracle Sales Planning Cloud.

• Instantaneous aggregations and reporting using out-of-box reporting cube.

Advanced Sales Forecasting ensures greater reliability in your forecasts, and accountability and collaboration between Sales Management and Sales Reps.

Setting Up Browsers for EPM Cloud

Related Topics

• Supported Browsers
  Lists the supported and recommended browsers for Oracle Enterprise Performance Management Cloud.

• Browsers on Mobile Devices

• Minimum Screen Resolution

Supported Browsers

Lists the supported and recommended browsers for Oracle Enterprise Performance Management Cloud.

Table 2-1  Supported Browsers for Each Client Platform

<table>
<thead>
<tr>
<th>Client Platforms</th>
<th>Recommended Browser</th>
<th>Other Supported Browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7, 8, 8.1, and 10</td>
<td>Firefox ESR</td>
<td>Internet Explorer, Google Chrome</td>
</tr>
<tr>
<td>Apple Mac OS10.12.x (Sierra)</td>
<td>Firefox ESR</td>
<td>Safari, Google Chrome</td>
</tr>
</tbody>
</table>
Table 2-1  (Cont.) Supported Browsers for Each Client Platform

<table>
<thead>
<tr>
<th>Client Platforms</th>
<th>Recommended Browser</th>
<th>Other Supported Browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linux (all versions)</td>
<td>Firefox ESR</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>iOS devices 9.x through 11.x</td>
<td>Safari</td>
<td>None</td>
</tr>
<tr>
<td>Android devices version 4.4.x, through version 7.x</td>
<td>Google Chrome</td>
<td>None</td>
</tr>
</tbody>
</table>

- Internet Explorer should be used in standard mode. Do not enable Compatibility View and Enterprise Mode.
- Mobile browser support is only for Planning applications. See Oracle Mobile Application Framework 2.4.2 Certification Matrix for a list of supported mobile devices.

To ensure access to the service, you must configure your browser to:

- Accept cookies from oraclecloud.com and cloud.oracle.com
  By default, the browsers are set up to accept cookies from websites. If your browser is configured to not accept cookies from sites, you must allow a per session or permanent exception for these sites
- Allow pop-up windows from oraclecloud.com and cloud.oracle.com

About Duplicating Firefox and Chrome Tabs

A Duplicate Tab command is available in Firefox and Chrome browsers to spawn another instance of the current tab. Oracle does not recommend using this command to duplicate the current view of a business process because it may cause EPM Cloud business process to display an error.

Configuring Internet Explorer

Configuring Internet Explorer for Oracle Enterprise Performance Management Cloud involves enabling cookies and customizing security settings.

Additionally, you need to complete these steps following:

- Add service URLs to trusted sites:
  - URLs of each environment that you access; for example,
    https://env_type-servicename.pbcs_us1.oraclecloud.com/workspace
  - The following URL of the website from which you access the video feature overviews:
    https://apex.oracle.com
- Enable cookies, ActiveX, and JavaScript
- Enable pop-up windows from oraclecloud.com and cloud.oracle.com.

To configure Internet Explorer settings:

1. In Internet Explorer, select Tools, and then Internet Options.
2. Add trusted sites.
   a. In **Security**, click **Trusted Sites**, and then **Sites**.
   b. In **Add this website to the zone**, enter the URL of the service environment.
   c. Click **Add**.
   d. Repeat step 2.b and 2.c to add https://apex.oracle.com as a trusted site.
   e. Click **Close**.

   a. In **Security**, click the zone to which your EPM Cloud service belongs (typically, **Internet**), and then **Custom level**.
   b. Under **ActiveX controls and plug-ins**, select **Enable** as the value of these settings:
      - **Allow ActiveX Filtering**
      - **Run ActiveX controls and plug-ins**
   c. Under **Miscellaneous**, select **Enable** as the value of **Allow script-initiated windows without size or position constraints**.
   d. Click **OK**.
   e. Click **OK**.

4. Enable pop-ups from oraclecloud.com and cloud.oracle.com.
   a. Select **Tools**, then **Pop-up Blocker**, and then **Pop-up Blocker settings**.
   b. In **Address of web site to allow**, enter oraclecloud.com, and then click **Add**.
   c. In **Address of web site to allow**, enter cloud.oracle.com, and then click **Add**.
   d. Click **Close**.

**Configuring Internet Explorer for a Localized Version of the Service**

You update the language settings of Internet Explorer to access Oracle Enterprise Performance Management Cloud in a language other than the default browser language.

For a list of languages in which the service is available, see **Understanding EPM Cloud Localization**.

**Note:**

Narrative Reporting can override the browser locale by setting a preferred locale. See Managing User Preferences in **Administering Narrative Reporting** for details.
To modify language settings:

1. In Internet Explorer, select **Tools**, and then **Internet Options**.
2. In **Internet Options**, click **Languages**.
3. **Optional**: If the language that you want to use is not listed in **Language**, add it using these steps:
   a. In **Language Preference**, click **Add**.
   b. In **Add Language**, select the desired language, and then click **OK**.
4. Click the desired language and then click **Move Up** to move it to the top of the list.
5. Click **OK**.
6. Click **OK** to close **Internet Options**.

**Configuring Firefox**

Configuring Firefox involves enabling Oracle Enterprise Performance Management Cloud pop-ups and modifying privacy settings.

Firefox, by default, is configured to accept cookies from websites. If your browser is configured to not accept cookies from sites, you must allow a per-session or permanent exception for cloud.oracle.com and oraclecloud.com. You must also allow Firefox to open pop-up windows from these websites.

To configure Firefox to accept cookies and enable pop-ups:

1. Start Firefox
2. Select **Tools**, then **Options**, and then **Privacy**.
3. Verify the setting in the **Firefox will** field:
   - If the value is set to **Remember history** or **Never remember history**, your browser will use default settings to correctly display the service.
   - If the value is set to **Use custom settings for history**:
     - Verify that the **Accept cookies from sites** check box is selected (checked).
     - Click **Exceptions**, and remove any exception that prevents the following websites from setting cookies:
       * cloud.oracle.com
       * oraclecloud.com
   
   If the **Accept cookies from sites** check box is not selected, complete the following steps:
   a. Click **Exceptions**.
   b. In **Address of web site**, enter cloud.oracle.com, and then click either **Allow** or **Allow for session**, depending on your privacy policies.
   c. Repeat step 3.b to add oraclecloud.com.
   d. Click **Save Changes**.
4. Enable pop-up windows from cloud.oracle.com and oraclecloud.com, and, optionally, enable pages to choose their own fonts.
Configuring Firefox for a Localized Version of the Service

You update the language settings of Firefox to access Oracle Enterprise Performance Management Cloud in a language other than the default browser language.

For a list of languages in which the service is available, see Understanding EPM Cloud Localization.

To modify language settings:

1. In Firefox, select Tools, and then Options.
2. Click Content to open the Content page.
3. Click Choose next to Languages.
4. Optional: If the language that you want to use is not listed in Languages, add it using these steps:
   a. In Languages, click Select a language to add....
   b. Select the desired language, and then click Add.
5. Click the desired language and then click Move Up to move it to the top of the list.
6. Click OK.

Configuring Google Chrome for a Localized Version of the Service

You update the language settings of Google Chrome to access the service in a language other than the default browser language. For a list of languages in which the service is available, see Understanding EPM Cloud Localization.

To reconfigure Chrome for a new locale:

1. In Google Chrome, access Settings by navigating to the following URL:
2. Click **Settings**, then **Advanced**, and then **Languages**.
3. From **Language** drop-down list, select **Add Languages**.
4. In **Add Languages**, select the display language for the service and then click **ADD**.
5. Click **More actions** next to the display language for the service that you added in the preceding step and then select **Display Google Chrome in this Language**.
6. Click **RELAUNCH**.
   Google Chrome restarts in the selected language.

**Browsers on Mobile Devices**

Only Google Chrome (on Android mobile devices) and Apple Safari (on iPads) are supported for mobile devices. See Oracle Mobile Application Framework 2.1.0 Certification Matrix for a list of supported devices.

**Note:**

Oracle Enterprise Data Management Cloud and Financial Reporting Web Studio are not supported on mobile devices.

**Minimum Screen Resolution**

Ensure that the screen resolution of your display unit is set to 1024 x 768 or higher.

**Accessing EPM Cloud**

You can access an environment using Oracle Cloud or Single Sign-On credentials.

- Using Oracle Cloud credentials. See Authenticating Using Oracle Cloud Credentials.
- Using network credentials if your organization configured Single Sign-On (SSO) access. See Authenticating Using Single Sign-On Credentials.

SSO access between Oracle Enterprise Performance Management Cloud and deployments of Oracle Fusion and NetSuite is also available. Additionally, SSO can be provided by integrating your services with Oracle Identity Cloud Service. See "Managing Single Sign-On" in Administering Oracle Cloud Identity Management for information on configuring the SSO process to work with the identity provider that your organization uses. Additionally, your IT administrator may configure browsers for Integrated Windows Authentication (IWA) to allow you to access the service without entering your credentials.

**Note:**

Clients such as the EPM Automate do not work with SSO credentials. The user accounts for accessing such clients must be maintained in EPM Cloud.
Authenticating Using Oracle Cloud Credentials

The first time you log in, check the email from Oracle Cloud Administrator (oraclecloudadmin_ww@oracle.com) for your user name and a temporary password. Check the email from your Service Administrator for the URL to access the service.

To access the service, you must have the following information:

- The URL of an Oracle Cloud environment
- A user name
- A password

To access an environment:

1. Go to the URL of an Oracle Enterprise Performance Management Cloud environment.
2. Enter your user name and password.
3. Click **Sign In**.

   If you have already reset your default password, the Home page is displayed.

   If you are accessing the service for the first time, the **Password Management** screen is displayed to help you personalize your password.

   a. In **Old Password**, enter the temporary password that you received in the email from Oracle Cloud Administrator (oraclecloudadmin_ww@oracle.com).
   
   b. In **New Password** and **Re-Type Password**, enter a new password that conforms to the password policy displayed on screen.
   
   c. In **Register challenge questions for your account**, select challenge questions and their answers. These are used to retrieve the password if you forget it.
   
   d. Click **Submit**.

Authenticating Using Single Sign-On Credentials

The process of signing in is determined by your organization's SSO configuration. If you are in a setup that uses IWA, upon accessing an Oracle Enterprise Performance Management Cloud URL, the SSO process may not prompt you to supply a user name and password.

To access an environment using your SSO credentials:

1. Go to the URL of an EPM Cloud environment.
2. Click **Company Sign In**.
Note:

In SSO enabled environments, **Company Sign In** is the only option available to most users. Service Administrators and Oracle Account Reconciliation Cloud Power Users, whose accounts are configured to run EPM Cloud client components such as EPM Automate, will see an additional option to sign in using Traditional Cloud Account.

If you are in a setup that uses IWA, the landing page of the service is displayed. Otherwise, a login screen is displayed.

3. If a sign in screen is displayed, enter the user name and password that you use to access your organization’s network resources, and then click **OK**.

### Understanding the Home Page

When you sign in to an environment, the Home page, which contains cards that group the activities that you can perform in the environment, is displayed. Cards provide access to key tasks, tutorials, and related information. On clicking a card, a page containing available shortcuts opens. Availability of shortcuts on a page depends on the role you have in the environment.

In addition to service-specific cards, the following common panels, cards and icons are available on the Home page.

**Welcome Panel**

The Welcome Panel gives you quick access to key information including messages and the tasks assigned to you. What you see in the Welcome Panel depends on the service.

**Academy**

Click **Academy** to access a variety of resources for understanding and working with the service. Available resources includes video overviews, tutorials, and information on key tasks.

**Navigator**

Click to open a list of shortcuts that mirror the features and functionality that you normally access from the cards available on the Home page.

**Settings and Actions Menu**

Click your user name at the top-right corner of the screen to display **Settings and Actions**. The options available in this menu depend on your role. Generally, you use this menu to access online Help, the Provide Feedback utility, Downloads page, and Oracle Support website, and to sign out of the environment.

You can also access Oracle Cloud Customer Connect, a community gathering place for members to interact and collaborate on common goals and objectives, from **Settings and Actions**. You will find the latest release information, upcoming events, and answers to use-case questions on Oracle Cloud Customer Connect.
Accessibility Settings Icon

Click to specify accessibility settings to enable screen readers and the high contrast setting.

Home Icon

Click to return to the Home page.

Show/Hide Bar

The Show/Hide bar is available after you select an option from a card on the Home page. You click it to hide or show the contents of the current card.

Changing Your Password

At your first login, you are prompted to personalize your password and set responses to challenge questions to retrieve the password if you forget it. Subsequently, you can reset the password and change your challenge questions and responses from the My Profile page of the My Services application.

Note:

This information is not applicable to users who use the Company Sign In option to access an environment.

To change your password:

1. Go to the Oracle Cloud website:

   http://cloud.oracle.com

2. Click Sign In.

3. Under Cloud Account, select an account type and data center, for example, US Commercial 1 (us1).

4. Click My Services.

5. Enter your identity domain and click Go.

6. Enter your Oracle account credentials (user name and password), and click Sign In.

7. Click My Profile.

8. To change your current password:
   a. In Old Password, enter your current password.
   b. In New Password and Confirm New Password, enter a new password that abides by the password policy.
   c. Click Submit.
Turning on Accessibility Mode

Except in Oracle Enterprise Data Management Cloud environments, accessibility mode is not enabled by default. A Service Administrator must enable the use of screen reading software from your environment before other users can use accessibility mode.

If you are using a screen reader, Oracle recommends that you use Internet Explorer; some service screens may not display properly if you use other browsers.

See these guides:
- Accessibility Guide for Planning
- Accessibility Guide for Oracle Financial Consolidation and Close Cloud
- Accessibility Guide for Oracle Profitability and Cost Management Cloud
- Accessibility Guide for Oracle Account Reconciliation Cloud
- Oracle Cloud Accessibility Guide for Narrative Reporting
- Accessibility Guide for Oracle Tax Reporting Cloud

Sample EPM Cloud URLs

You use a unique URL to access each Oracle Enterprise Performance Management Cloud environment. A Service Administrator provides these URLs to users.

New customers of EPM Standard Cloud Service and EPM Enterprise Cloud Service instances use URLs similar to the following to access EPM Cloud environments:

**Production environment URL pattern:** https://epm-\idDomain.epm.dataCenter.oraclecloud.com/epmcloud

**Test environment URL pattern:** https://epm-test-\idDomain.epm.dataCenter.oraclecloud.com/epmcloud

For example, for EPM Cloud environments provisioned with identity domain exampleDoM in exampleDC data center, the URLs may be as follows:

**Production environment:** https://epm-exampleDoM.epm.exampleDC.oraclecloud.com/epmcloud

**Test environment:** https://epm-test-exampleDoM.epm.exampleDC.oraclecloud.com/epmcloud

Existing customers can continue using the old URLs or switch to the new URL which will automatically redirect to the existing environments.

New subscriptions, including those newly purchased by existing customers, are configured to use with the new URL.

**What Happens to the Current URLs?**

EPM Cloud now uses the new epmcloud context to redirect you to an environment.
If you are an existing user, you may update your URLs with this new application context. For example, if your current URL is https://example-idDomain-pbcs.dom1.oraclecloud.com/HyperionPlanning, you can update the URL as follows:

https://example-idDomain-pbcs.dom1.oraclecloud.com/epmcloud

It is not mandatory to update your current URLs, which can also be used to access your environment.

**URL Format**

Typically, in addition to an application context, a URL identifies the service name, type, and the identity domain in the following format:

https://ServiceName-ServiceType-IdentityDomainName.DataCenter.oraclecloud.com/applicationcontext

For example, a Planning environment URL may be as follows:

https://example-test-idDomain-pbcs.dom1.oraclecloud.com/HyperionPlanning, where

example-test is the service name, idDomain is the name of the identity domain that services the environment, pbcs is the service type of the environment, dom1 is the data center that hosts the environment, and HyperionPlanning is the application context.

**Sample URLs**

**Planning**

- https://example-idDomain-pbcs.dom1.oraclecloud.com/HyperionPlanning
- https://example-idDomain-pbcs.dom1.oraclecloud.com/workspace/index.jsp

**Planning Modules and Oracle Financial Consolidation and Close Cloud**

https://example-idDomain-pbcs.dom1.oraclecloud.com/HyperionPlanning

**Oracle Tax Reporting Cloud**

https://example-idDomain-pbcs.dom1.oraclecloud.com/workspace

**Oracle Profitability and Cost Management Cloud, Oracle Account Reconciliation Cloud, Oracle Enterprise Data Management Cloud, and Narrative Reporting**

https://example-idDomain-epm.dom1.oraclecloud.com/epm

**Oracle Account Reconciliation Cloud**

https://example-idDomain-epm.dom1.oraclecloud.com/arms

---

**Information Sources**

These documents contain information on performing tasks from Oracle Enterprise Performance Management Cloud components:
<table>
<thead>
<tr>
<th>Document Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working with Planning</td>
<td>Explains how to perform tasks in Planning.</td>
</tr>
<tr>
<td>Working with Planning Modules</td>
<td>Provides information on the tasks you can perform in Planning Modules.</td>
</tr>
<tr>
<td>Oracle Smart View for Office User’s Guide</td>
<td>Explains how to use Oracle Smart View for Office to interact with EPM Cloud services.</td>
</tr>
<tr>
<td>Working with Strategic Modeling in Smart View</td>
<td>Details how to use Smart View to create and manage financial models.</td>
</tr>
<tr>
<td>Working with Predictive Planning in Smart View</td>
<td>Provides information on using Predictive Planning, and extension of Smart View, to predict performance based on historical data.</td>
</tr>
<tr>
<td>Working with Financial Reporting for Oracle Enterprise Performance Management Cloud</td>
<td>Details how to set up Financial Reporting to create financial reports, and how to view and interact with reports.</td>
</tr>
<tr>
<td>Working with Oracle Profitability and Cost Management Cloud</td>
<td>Explains how to use Oracle Profitability and Cost Management Cloud to complete tasks such as perform allocations and calculations, and balance rules for application validation.</td>
</tr>
<tr>
<td>Reconciling Accounts with Oracle Account Reconciliation Cloud</td>
<td>Details the procedures to reconcile accounts using the Reconciliation Compliance and Transaction Matching features of Oracle Account Reconciliation Cloud.</td>
</tr>
<tr>
<td>Working with Oracle Tax Reporting Cloud</td>
<td>Provides information on performing tasks in Oracle Tax Reporting Cloud to calculate, report on, and approve current and deferred taxes at federal and local levels using financial data, to meet standards such as US GAAP, and IFRS reporting.</td>
</tr>
<tr>
<td>Administering and Working with Oracle Enterprise Data Management Cloud</td>
<td>Explains how to use Oracle Enterprise Data Management Cloud to manage all your enterprise data and work with business perspectives.</td>
</tr>
<tr>
<td>Creating and Managing Report Packages for Narrative Reporting</td>
<td>Explains the tasks involved in creating and managing report packages that provide a secure, collaborative, and process driven approach for defining, authoring, reviewing and publishing financial and management reports.</td>
</tr>
<tr>
<td>Administering and Working with Oracle Strategic Workforce Planning Cloud</td>
<td>Details how to complete tasks using Oracle Strategic Workforce Planning Cloud.</td>
</tr>
<tr>
<td>Authoring and Approving Doclets for Narrative Reporting</td>
<td>Provides information on authoring and approving doclets using Narrative Reporting and Smart View.</td>
</tr>
<tr>
<td>Reviewing, Signing, and Receiving Report Packages in Narrative Reporting</td>
<td>Contains information to help you review and sign report packages using Narrative Reporting and Smart View.</td>
</tr>
<tr>
<td>Working with Management Reporting for Oracle Enterprise Performance Management Cloud</td>
<td>Explains how to use Management Reporting to create EPM Cloud financial and managerial reports.</td>
</tr>
</tbody>
</table>
Table 2-2  (Cont.) Information Sources for EPM Cloud Users

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working with Disclosure Management for Narrative Reporting</td>
<td>Helps you work with Disclosure Management to create and edit graphically the Extensible Business Reporting Language (XBRL(c)) tagged submissions to a regulatory agency (for example, a 10K or 10Q submitted to the SEC).</td>
</tr>
<tr>
<td>Administering Oracle Sales Planning Cloud</td>
<td>Describes how to create an application and enable and configure Oracle Sales Planning Cloud.</td>
</tr>
<tr>
<td>Working with Oracle Sales Planning Cloud</td>
<td>Describes how to work with Oracle Sales Planning Cloud.</td>
</tr>
</tbody>
</table>

Oracle Cloud Help Center

The Oracle Cloud Help Center is the hub for accessing the latest Oracle Enterprise Performance Management Cloud books, Help topics, and videos.

The URL of the Cloud Help Center:


Service-Specific Libraries

To access a library containing the latest documentation for a service, click the name of the service in the Enterprise Performance Management section of Oracle Cloud Help Center.

Videos and Tutorials

- To access EPM Cloud videos that provide overview information as well as instructions to use application features, click Videos in the navigation pane of the Cloud Help Center.
- To access service-specific videos, open the documentation library of the service, and then click Videos in the navigation pane.

Oracle Learning Library

The Oracle Learning Library is dedicated to hosting free instructional content developed by Oracle subject-matter experts.

Use the Search function in Oracle Learning Library to find tutorials, overview videos and Oracle by Example (OBE) tutorials.
Understanding EPM Cloud Localization

Oracle Enterprise Performance Management Cloud user interface, Online Help, and guides are available in many languages.

User Interface

Generally, EPM Cloud user interface is translated into Arabic, Czech, Danish, German, Spanish, Finnish, French, French Canadian, Hebrew, Hungarian, Italian, Japanese, Korean, Dutch, Norwegian, Polish, Portuguese (Brazilian), Romanian, Russian, Swedish, Thai, Turkish, Simplified Chinese, and Traditional Chinese.

Additionally, Oracle Smart View for Office user interface is translated into Greek, Portuguese, and Slovak.

Note:

To change the language displayed on the user interface and online Help, see the following:

• Configuring Internet Explorer for a Localized Version of the Service
• Configuring Firefox for a Localized Version of the Service
• Configuring Google Chrome for a Localized Version of the Service

For information to display a localized version of Smart View, see "Translation Information" in Oracle Smart View for Office User’s Guide.

Exceptions

• Oracle Account Reconciliation Cloud and Oracle Profitability and Cost Management Cloud user interfaces are not translated into Arabic and Norwegian.
• Disclosure Management user interface is not translated into Arabic.

Online Help and Documentation

Online Help and guides are translated into French, German, Italian, Spanish, Brazilian Portuguese, Japanese, Korean, Traditional Chinese, and Simplified Chinese. Oracle Smart View for Office User’s Guide is translated into Dutch also.

The translated online help and documentation cover all features up to May 3, 2019, except for the Oracle Profitability and Cost Management Cloud translated online Help and guides which cover all features up to February 1, 2019.

To see the latest documentation, use the English documentation on the Books tab.

Sample Applications and Demos

EPM Cloud sample applications, demos, and data are in English only.
Videos

The overview video closed captions are translated into French, German, Italian, Spanish, Brazilian Portuguese, Japanese, Korean, Traditional Chinese, and Simplified Chinese.

Tutorial video closed captions are not translated.
Working with EPM Cloud Components

Oracle Enterprise Performance Management Cloud client components include Oracle Smart View for Office, EPM Automate, and Financial Reporting.

In This Section:

• Available Clients and Utilities
• Prerequisites
  – Smart View Requirements
  – Calculation Manager Requirements
• Downloading and Installing Clients
• Accessing a Service Using Smart View
  – Connection Types
  – URL Syntax for Smart View Connections
  – Configuring Connections in Smart View
  – Initiating a Connection
• Connecting to a Service Using Financial Reporting Web Studio

Available Clients and Utilities

Depending on your role, you can download components, utilities, and templates for the following Oracle Enterprise Performance Management Cloud.

• Planning and Planning Modules
• Oracle Financial Consolidation and Close Cloud and Oracle Tax Reporting Cloud
• Oracle Profitability and Cost Management Cloud
• Oracle Account Reconciliation Cloud
• Oracle Enterprise Data Management Cloud
• Strategic Workforce Planning
• Narrative Reporting
• Oracle Sales Planning Cloud

Clients and Utilities for Power Users and Users (Users)

This is a list of all clients and utilities available from EPM Cloud subscriptions.

• EPM Automate

The EPM Automate allows Service Administrators to access environments over a command window to automate business activities such as exporting application and downloading the exported application to desktop. See About the EPM
Automate Utility in *Working with EPM Automate for Oracle Enterprise Performance Management Cloud* for details.

• **Oracle Smart View for Office**

  Smart View provides a common Microsoft Office interface designed specifically for EPM Cloud.
  
  – **Planning Extensions**
    Planning Extensions include Smart View Admin Extensions and Planning application templates, which facilitate application administration activities, such as dimension management, to be performed from within the Excel interface.
  
  – **Smart View Add-On For Administrator**
    Allows application administration activities, such as dimension management, to be performed from within the Excel interface.
  
  – **Smart View Extension for Close and Supplemental Data Management**
    Enables users to perform close and supplemental data management from within the Excel Interface.
  
  – **Smart View Extension for Narrative Reporting**
    Allows users to perform assigned tasks and analyze model data from within the Microsoft Office suite.
  
  – **Smart View Extension for Disclosure Management**
    Allows users to perform disclosure management activities, including tagging, validation and instance generation from within Microsoft Word.
  
  – **Smart View Extension for Disclosure Management Auto Tagging**
    Provides the ability to perform high volume XBRL for auto tagging as part of Disclosure Management from within Microsoft Excel.

• **Financial Reporting Web Studio**

  Financial Reporting Studio enables book-quality financial reporting that meets the requirements of the Finance department or any functional area that requires highly formatted multidimensional reporting. You access this component by accessing a link in the service.

• **Strategic Modeling**

  Strategic Modeling is an add-on to Smart View that enables users to interact with Strategic Modeling.

• **Predictive Planning**

  Predictive Planning is an extension to Smart View that works with valid forms to predict performance based on historical data.

• **File Transfer Utility**

  This utility allows Service Administrators to access Narrative Reporting environments over a command window to automate business activities.

• **Sample Content**

  Provides sample report packages, management reports, dimension and data load files, and a sample application.
Planning and Planning Modules
- Smart View
- Planning Extensions
- Predictive Planning
- Financial Reporting Web Studio
- Strategic Modeling (for Planning Modules only)

Oracle Financial Consolidation and Close Cloud and Oracle Tax Reporting Cloud
- Smart View
- Smart View Add-On For Administrator
- Smart View Extension for Close and Supplemental Data Management

Oracle Profitability and Cost Management Cloud
- EPM Automate
- Smart View
- Financial Reporting Web Studio

Oracle Account Reconciliation Cloud
EPM Automate

Oracle Enterprise Data Management Cloud
EPM Automate

Strategic Workforce Planning
- Smart View
- Planning Extensions
- Predictive Planning

Narrative Reporting
- Smart View
- Smart View Extension for Narrative Reporting
- Smart View Extension for Disclosure Management
- Smart View Extension for Disclosure Management Auto Tagging
- File Transfer Utility
- Sample Content

Oracle Sales Planning Cloud
- EPM Automate
- Predictive Planning
- Smart View
Prerequisites

Related Topics

- **Smart View Requirements**
  Excepting Oracle Account Reconciliation Cloud and Oracle Enterprise Data Management Cloud, all Oracle Enterprise Performance Management Cloud services use Oracle Smart View for Office as a client component.

- **Calculation Manager Requirements**
  Shockwave Flash (Firefox) or Adobe Flash Player (Internet Explorer) is required.

Smart View Requirements

Excepting Oracle Account Reconciliation Cloud and Oracle Enterprise Data Management Cloud, all Oracle Enterprise Performance Management Cloud services use Oracle Smart View for Office as a client component.

These services must satisfy Microsoft Office requirements in addition to Smart View requirements.

- The newest Smart View release is available from the Downloads tab on Oracle Technology Network.
- Microsoft Office 2010, 2013, or 2016
- .NET Framework 4.5 or higher

**Note:**

- Some services provide extensions and templates, which you download and install after installing Smart View. Extensions and templates applicable to a service are available from the download location of the service.
- For Smart View platform requirements, see the 11.1.2.x version of the Oracle Enterprise Performance Management System Certification Matrix, which is posted on Oracle Technology Network.

Calculation Manager Requirements

Shockwave Flash (Firefox) or Adobe Flash Player (Internet Explorer) is required.

These services do not use Calculation Manager.

- Oracle Profitability and Cost Management Cloud
- Oracle Tax Reporting Cloud
- Oracle Account Reconciliation Cloud
- Narrative Reporting
Downloading and Installing Clients

You download Oracle Enterprise Performance Management Cloud components and utilities from the Downloads page. You can download Oracle Smart View for Office from Oracle Technology Network.

For information on installing the EPM Automate, see "About the EPM Automate Utility" in Working with EPM Automate for Oracle Enterprise Performance Management Cloud.

To install EPM Cloud clients:

1. Sign in to an environment. See Accessing EPM Cloud.
2. On the Home page, access Settings and Actions by clicking your user name at the top right corner of the screen.
3. Click Downloads.
   The Downloads page opens. This page lists only the components applicable to the service that you are currently accessing.
4. Download the component that you want to install:
   For Smart View only:
   a. Click Download from Oracle Technology Network.
      The Oracle Technology Network download page is displayed.
   b. Click Download Latest Version.
   c. Select Accept License Agreement, and then click Download Now.
   d. If prompted to sign in, enter your Oracle Technology Network credentials and click Sign In.
   e. Follow the on-screen instructions and save the Smart View archive to a local folder.
   f. Unzip the Smart View archive to extract SmartView.exe.
   g. Close all Microsoft Office applications.
   For components other than Smart View:
   a. In the Downloads page, click the Download button of the component that you want to install.
   b. Follow the on-screen instructions and save the installer to a local folder.
5. Run the installer (for example, SmartView.exe) as an administrator.

Note:
Before starting the installation process:
Before installing Smart View, close all Microsoft Office applications.
Accessing a Service Using Smart View

You can use a shared Connection or a private connection to access Oracle Smart View for Office.

Related Topics

- Connection Types
  Oracle Smart View for Office supports these connection types. You see the same data irrespective of the connection type you use.

- URL Syntax for Smart View Connections
  Oracle Smart View for Office uses different URL syntax for shared and private connections.

- Configuring Connections in Smart View
  After installing Oracle Smart View for Office, you must set up a connection to an environment.

- Initiating a Connection
  You may need to sign in to initiate an Oracle Smart View for Office connection.

Connection Types

Oracle Smart View for Office supports these connection types. You see the same data irrespective of the connection type you use.

- **Shared connections**: Use public URL of an environment, which is also used to access the environment through a browser, to establish a connection between Smart View and an Oracle Enterprise Performance Management Cloud environment. See Configuring a Shared Connection

- **Private connections**: Use the environment-specific URL to establish a connection between Smart View and an EPM Cloud environment. See Configuring a Private Connection.

See "Shared Connections and Private Connections" in Oracle Smart View for Office User's Guide for more information on these connection types.

**Note:**
Oracle Account Reconciliation Cloud does not use Smart View.

URL Syntax for Smart View Connections

Oracle Smart View for Office uses different URL syntax for shared and private connections.

Use the following information as a guide to the URL syntax you must specify for each service type.
Planning, Planning Modules, Oracle Financial Consolidation and Close Cloud, and Oracle Tax Reporting Cloud

Shared connection syntax:
https://env-example-idDomain.dom1.oraclecloud.com/workspace/SmartViewProviders

Private connection syntax:
https://env-example-idDomain.dom1.oraclecloud.com/HyperionPlanning/SmartView

Oracle Profitability and Cost Management Cloud and Narrative Reporting

Private connection syntax:
https://env-example-idDomain.dom1.oraclecloud.com/epm/SmartView

Configuring Connections in Smart View

After installing Oracle Smart View for Office, you must set up a connection to an environment.

• Configuring a Shared Connection
• Configuring a Private Connection

Configuring a Shared Connection

To configure a shared connection:

1. Start Microsoft Excel.
2. Click Smart View, then Options, and then Advanced.
3. In Shared Connections URL, enter the connection URL. See URL Syntax for Smart View Connections for connection syntax.
4. Click OK.

Configuring a Private Connection

See "Using Quick Connection Method" in Oracle Smart View for Office User’s Guide for an alternate way to create a private connection.

To configure a private connection using the Private Connection Wizard:

1. Start Microsoft Excel.
2. Click Smart View and then Panel.
3. In Smart View Panel, click the arrow next to (Switch to), and then select Private Connections.
4. Click Create new connection at the bottom of the panel.
5. From Smart View, select Smart View HTTP Provider.
6. In URL, enter the connection URL. See URL Syntax for Smart View Connections for connection syntax.
7. Click **Next**.

8. In **Login**, enter the user name and password for accessing the service, and then click **Sign In**.

9. In **Add Connection - Application/Cube**, navigate to the application and cube to work with, select it, and then click **Next**.

10. In **Add Connection - Name/Description**, enter a name for the connection and an optional description.

11. Click **Finish**.

### Initiating a Connection

You may need to sign in to initiate an Oracle Smart View for Office connection. You can connect to only one service per worksheet.

Watch this video to see a tutorial on navigating in Oracle Smart View for Office, including connecting to a data source.

To initiate a connection:

1. Start Microsoft Excel.

2. Click **Smart View**, and then **Panel**.

3. Click the arrow next to **(Switch to)**, and then do one of the following:
   - Select **Shared Connections**, and then select a shared connection that you previously configured. See Configuring a Shared Connection.
   - Select **Private Connections**, and then, from the drop-down list, select a private connection that you previously configured. See Configuring a Private Connection.

4. Click **(Go to the selected Server or URL)**.
   
The **Login** screen is displayed.

5. In **Login**, enter the user name and password for accessing the service, and then click **Sign In**.

### Connecting to a Service Using Financial Reporting Web Studio

You access Financial Reporting Web Studio by selecting a link from the service.

To launch Financial Reporting Web Studio:

1. Using a browser, access an environment. See Accessing EPM Cloud.

2. Click **(Navigator)**, and then select **Reporting Web Studio**.
Working in EPM Cloud Environments

You can view readiness information and provide feedback to Oracle from Oracle Enterprise Performance Management Cloud environments.

In This Section

- Understanding Updates to an Environment and Viewing Readiness Information
- Helping Oracle Collect Diagnostic Information Using the Provide Feedback Utility
  - Submitting Feedback Using the Provide Feedback Utility
  - Disabling Feedback Notification

Understanding Updates to an Environment and Viewing Readiness Information

Generally, Oracle releases a patch containing bug fixes, code optimization, and feature updates on the first Friday of the month. Oracle applies this patch to the test environment of the service during the next Daily Maintenance window following a patch release. Typically, production environments are patched on the third Friday of the month.

Monthly Updates to Environments

Oracle notifies Service Administrators of the updates included in each patch. For minor patch releases, Oracle typically provides one week advance notification before patching the test environment. For major updates, Oracle provides a two-month advance notification.

Viewing Readiness Information

A document that provides detailed information about the currently installed service update is posted on the Oracle Cloud Release Readiness website. Information that may be available at this website includes announcements and new features, changes in behavior, and fixed defects.

Note:

You can open the Oracle Cloud Release Readiness website directly by going to https://cloud.oracle.com/saas/readiness/overview.

To access readiness information from the service:

1. Access an environment. See Accessing EPM Cloud.
2. On the Home page, access Settings and Actions by clicking your user name at the top right corner of the screen.
3. Select **About** and then **Version**.

4. Click the **Oracle Enterprise Performance Management Release Readiness** link.
   
   Oracle Cloud Release Readiness website is displayed.

5. Click **Enterprise Performance Management**, and then the service type, for example, Planning & Budgeting.

---

**Helping Oracle Collect Diagnostic Information Using the Provide Feedback Utility**

Use the Provide Feedback utility to help Oracle diagnose and resolve issues efficiently. This utility is available within your Oracle Enterprise Performance Management Cloud environment.

If you encounter an issue while using the service, use the Provide Feedback utility to describe the issue and the steps to reproduce it. To expedite the resolution of issues, Oracle recommends that you add multiple screenshots to your feedback submissions. Adding a succession of screenshots that show your progress through a task enables you to create a storyboard that shows Oracle how to recreate your issue.

Each time a user submits feedback to Oracle using the Provide Feedback utility, a feedback notification, a subset of the information that a user submits, is sent to Service Administrators and to the user who submits the feedback. These notifications enable Service Administrators to review submitted issues and suggest corrective actions. Feedback notification is enabled by default.

Each Service Administrator can turn off the notification by clicking the **Unsubscribe** link embedded in the email. See **Disabling Feedback Notification**. Regardless of the subscription status, a notification is always sent to the user who submits the feedback.

**For services other than Narrative Reporting:** You can also provide feedback (text only) to Oracle using the feedback EPM Automate command if the user interface becomes unresponsive. See "Command Reference" in **Working with EPM Automate for Oracle Enterprise Performance Management Cloud** for details.

---

Watch this video for an overview of the information that you need to submit to quickly resolve issues.

Watch this video for an overview of the process of collecting and submitting information using Provide Feedback.
Submitting Feedback Using the Provide Feedback Utility

Before providing feedback, ensure that you are at the stage in the process when the problem was observed.

**Note:**

Using the Provide Feedback utility to submit diagnostic information sends your submission to Oracle but does not create a service request. If a Service Administrator cannot resolve the issue, then you can create a service request using the information that you submit. While creating the service request, you will be prompted for the reference number, which is displayed on the screen when you submitted diagnostic information using the utility. Additionally, the reference number is included in the feedback notification email. Entering the reference information helps Oracle to easily collect the required diagnostic data.

To provide feedback:

1. While you are in the screen about which you want to provide feedback, open Setting and Actions by clicking your user name (displayed at the right top corner of the screen), and then select Provide Feedback.
2. In Give a brief description, describe the issue that you encountered.
3. Optional: Select an option to highlight or darken areas of the screen.
   - Select Highlight, and then click and drag on the screen to highlight portions of the screen; for example, to highlight errors or issues.
   - Select Darken, and then click and drag on the screen to hide portions of the screen. Use this option to hide sensitive data from the screenshot.
4. Click 📷 (Add button) to capture the screenshot.
5. Optional: Add additional screenshots:
   a. Navigate to the new screen that you want to capture.
   b. Click 📷 (Add).
   c. Optional: Select an option to highlight or darken areas of the screen, and then click and drag on the screen to highlight or darken an area.
   d. Describe your issue or the actions that you performed in the current screen.
   e. Click Add.
   f. Repeat this steps to add more screenshots.
6. Click Submit.
7. Review the browser, environment, and plug-in information. Click ➡️ (Next) to review screenshots.
8. Click Submit.
9. Optional: If you need Oracle's assistance to resolve this issue, follow the instructions on the screen to log a service request. While creating the service request, you will be prompted for the reference number displayed on the screen when you submit diagnostic information using the utility.
request, be sure to enter the reference number that is displayed on the screen. The reference number is included in the feedback notification email also.

10. Click **Close**.

### Disabling Feedback Notification

By default, Service Administrators get a feedback notification each time a user submits feedback to Oracle. Each recipient can unsubscribe from the notification mailing list.

Service Administrators use the information included in the notification to review the issue and suggest corrective actions.

If you unsubscribe, feedback notification are disabled for you after the next daily maintenance of the environment. You will, however, continue to receive notification of any feedback that you submit.

![Note:]

If you disable feedback notification, you cannot enable it again.

To disable feedback notification:

1. Open the feedback notification email (sent by EPM Cloud User Feedback), and then click **Unsubscribe**.
2. Sign in to the environment if prompted.
3. Click **Unsubscribe**.
4. Click **Close**.
Resolving Connection Issues

This section lists common issues related to connecting to Oracle Enterprise Performance Management Cloud using VPN, and using vanity URLs.

Why am I unable to connect to EPM Cloud?

If you can connect to websites outside of your organization’s network, but cannot connect to EPM Cloud:

- Verify that the connection URL and the credentials you are using are valid.
- Check if you can connect to the service from a different network (a wireless network or outside your organization’s network).
- Verify that the browser is configured for EPM Cloud. See:
  - Configuring Internet Explorer
  - Configuring Firefox
- Verify that EPM Cloud and Oracle domains (cloud.oracle.com and oraclecloud.com) are not blacklisted.
- If you are using Virtual Private Network (VPN), connect to EPM Cloud without using VPN. If the connection is successful, the issue may be related to your VPN setup or internet proxy settings. Contact your network administrator for help.

Why am I unable to connect to EPM Cloud through VPN?

Connect to EPM Cloud without using VPN to ensure that the EPM Cloud URL and credentials are valid. If you can access the service, connectivity issue may be localized to the following, which requires help from your network administrator:

- Internet proxy setting on your computer
- Your organization’s VPN setup

I see two sign in options: which should I use?

In SSO-enabled environments, a sign in screen similar to the following is displayed for users who are permitted to maintain identity domain credentials; typically, Identity Domain Administrators and Service Administrators who need to use clients such as the EPM Automate.
You should sign in using the **Company Sign In** option to access the service.

**Can I use vanity URLs to redirect to EPM Cloud?**

Vanity URLs are not supported for accessing EPM Cloud.