Oracle Digital Experience for Communications

Digital Experience for Communications Questions and Answers

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Contents

Get Help i

1 Digital Experience for Communications Questions and Answers 1

Can I create multiple discounts with different dates in Launch Experience? 1
How do I apply price changes for different dates but for the same package? 1
How does search work in Launch? 1
Is there an inventory database in Launch Experience where I can store the SIM's ICCID? 2
What do start and end dates for offers mean in Launch Experience? 2
What is the maximum number of characters for the Launch fields? 2
What is the purpose of effective period in price lists? 2
When is an approval flow used in Launch Experience? 3

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

Use help icons to access help in the application. 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.

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Get Training

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Thanks for helping us improve our user assistance!

1 Digital Experience for Communications Questions and Answers

Can I create multiple discounts with different dates in Launch Experience?

Yes. Here are a few examples:

- 10% discount effective from Jan 1 to Jan 30, 20% discount effective from Mar 1 to March 30
- USD 20 fixed discount for 3 months, USD 30 discount after 3 months from the date of purchase or activation
- 100% discount for the first 3 months, 10% discount after 3 months
- Multi line discounts on packages:
  - First line at USDx per month with 10% discount for the first n month or months
  - Second line USDx-5 per month with 15% discount for the first y months and so on

How do I apply price changes for different dates but for the same package?

You can apply different prices for a package using the Relative Effective type of applicability from the date of activation or the date of purchase.

The time-based discounts are a common construct you can use to make price changes for a package at the time of design time so you don't need to think about it later.

How does search work in Launch?

All top-level searches with a landing page are powered by elastic search, which enables you to apply filters and, or do a wildcard search.

All searches inside a page must have a percentage symbol (%) appended to the search term. For example, searching for an initiative or product specification for an offer, or searching for a profile template for promotions and so on.

Is there an inventory database in Launch Experience where I can store the SIM's ICCID?

No. ICCID inventory isn't considered a design-time candidate.

Other candidates such as device inventory, MSISDNs are runtime integrations with the CSP inventory and number pooling capabilities. Typically, there are inventory management systems at CSP that manage not just the inventory lifecycle, but also track the physical stock against logical resources. It's usually the runtime order capture system that makes a call out to the inventory system, which then manages SIM and eSIMS with its ICCID, PIN/PUK codes including activation QR codes for eSIMs.

> **Note:** Reserving, releasing, assigning and returning eSIMS to inventory are managed in the inventory management system for every CSP.

What do start and end dates for offers mean in Launch Experience?

The start and end date for an offer is the period of time when the product is active for ordering.

What is the maximum number of characters for the Launch fields?

The maximum number of characters for the field **Name** is 255, and the field **Description** is 4000. This the same for every entity in Launch.

Effective with release 24A, you can retrieve this information for all resources using the **Describe** function.

What is the purpose of effective period in price lists?

An effective period for price lists gives you the flexibility of an end date for price lists whenever you need it. From a business perspective, you can have several price lists, categorized by customer or market, or other types.

Every entity in Launch (particularly the top-level entities) has common attributes such as name, description, status, valid for (effective dates), version and so on, along with specific attributes. This is also true for the TMF open API entity identifiers.

When is an approval flow used in Launch Experience?

An approval flow is used when:

- The design of an offer is complete.

  > **Note:** You can use approvals only when the offer is in the **Design complete** status, and not in the **In test** or any other status.

- An initiative with multiple offers accumulates all the approvals, and the status promotion or demotion is handled at the initiative level.

  > **Note:** Approval flows can be used only at the initiative level and not at the individual offer level. This is because several changes might happen at the initiative level, which could invalidate the approval of one offer while the other offer is still in process.