Oracle Fusion Cloud Sales Automation

How do I set up and configure Assets?

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Author: Carmen Myrick

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1 Introduction

Overview of Assets

Assets are high-net-worth products owned by an organization. For salespeople to work optimally, they a need complete 360-degree view of customer assets so that they can identify and act on sales opportunities for renewal, up-sell, and cross-sell purposes.

Oracle CX provides a unified assets repository that lets you track and manage customer products. Additional integration with Supply Chain Management (Oracle SCM) gives you a unified view of all assets owned by customers whether they're in Oracle CX, Oracle ERP, or Oracle Subscription Management.

In addition, you can enable functionality that lets salespeople create opportunities in the context of assets, directly from the Assets pages.

One key step is to configure *asset sync* to provide the consolidated view. You get valuable insights like asset value, renewal schedules, service coverage status, location, service performance, and so on.

Salespeople can create competitor assets or can import assets in the sales application and associate these with their customers to identify revenue potential.

You can configure and view consolidated assets and subscriptions in Sales for Redwood using Oracle Visual Builder as well.

Benefits of Using Unified CX Assets

Here are some benefits of using unified CX Assets:

- Unify sales and customer data across Oracle applications
- Provide a consolidated overview of a customer's assets
- Maximize sales opportunities for renewal, up-sell, and cross-sell purposes
- Use Oracle Quoting and Oracle Subscription Management for asset-based services
- Leverage a unified end-to-end solution to drive revenue

SCM Installed Base Assets vs CX Assets

Here are the main differences between Oracle SCM Install Base assets and Oracle CX unified assets:

SCM Install Base Assets

- Keeps information for customer items and corporate assets, including:
  - Party relationships
  - Ownership
  - Status
  - Location
  - Configuration details

    - Change history

- Can be used throughout the life of the asset.

CX Unified Assets

- CX Assets consolidates:
    - SCM Installed Base Assets
    - Subscription coverages
    - Order details
    - Revenue amounts
    - Renewal details
    - Details about related competitor assets
- Can be used so that salespeople have a 360-degree view of customer assets making up-sell, cross-sell, and renewal opportunities easier.

Different Ways to Implement Unified CX Assets

Most of our customers using either third-party or home-grown applications or EBS/EDM/IB to track their customer products. In general, customers are importing and integrating asset data into CX Assets for their salespeople to view its details and drive sales opportunities.

- Some customers use CX Assets to have both customer assets and competitor assets to drive sales.
- A few of the customers use CX Assets to track their customers and sell financial products.

2 Get Started with Assets

Overview of Setting Up Sales Assets

The CRM Asset object is the default assets module in Oracle Sales. You can use it alone or you can enable Oracle SCM Installed Base Assets, which provides more functionality.

Setup Options for CX Assets in Sales

This table describes configuration options for CX Assets:

Configuration Option	Description	Where to Find More Information
Asset security - review role requirements.	CX Assets uses the standard Oracle Fusion role-based security. Review the roles to see what you need to configure.	*Access to Assets Through Roles and Privileges*
You can use the default Oracle CX Assets functionality that comes supplied with Sales. You can use Oracle SCM Installed Base Assets for more features. **Note:** You can't use both assets products in Sales.	The option you choose depends on your business needs. The default option lets your users do basic asset tracking. If you enable Oracle SCM Installed Base Assets, your users have extra capabilities to manage assets in Activities and in the Accounts pages.	*Enable SCM Installed Base Assets in Activities and Accounts*
Sync CX Assets with SCM and Subscription Management	To get the consolidated view of products (CX, SCM, and Subscription Management), you must configure asset sync.	*Configure Asset Sync*
Expose the Assets icon in the Navigator and Sales springboard.	The Assets icon isn't available by default from the Navigator and Sales springboard.	*Expose the Assets Icon on the Navigator and Springboard*
Integrate opportunities with Assets	Set up the application so that salespeople can create opportunities in the context of assets, directly from the Assets pages.	*Integrate Opportunities with Assets*

Configure the Classic Oracle Sales UI

There are several configuration options for the classic Oracle Sales UI. See the chapter, *Configure the Classic Sales UI*, for more information.

Sales Catalog Integration

The Assets application is automatically integrated with the sales catalog and with sales products. In the assets pages, lists of values appear for products and product groups that are included in the catalog. For more information, see *Sales Products High-Level Setup Steps* and *Overview of Sales Catalog Setup*.

Import and Web Services Integration

Using Oracle Import and Export Management, you can import assets into the application. You can also use web services to create an asset. For more information, see the *Understanding Import and Export Management for CX Sales and Fusion Service* and *REST API for CX Sales and Fusion Service* guides.

Access to Assets Through Roles and Privileges

As with other Oracle Fusion application products and modules, users gain access to the UIs through roles and privileges. By default, the standard Sales job roles, such as Sales Representative and Sales Manager, have access to the Assets UI. Of course, you can add or remove roles and privileges to configure the UI security.

If duty roles aren't configured, then users need one of these duties to view, create, edit, delete, and export assets:

- Sales Party Review duty (grants view access only)
- Sales Party Management duty
- Marketing Sales Party Management duty

The duty roles can be configured by adding or removing these privileges:

- View Assets
- Create Asset
- Edit Asset
- Delete Asset

For more information about configuring roles, see these guides:

- *What are the basic security concepts and procedures for Oracle CX?*
- *How do I create and manage users?*
- *Security Reference for Sales and Fusion Service*
- *Oracle Fusion Cloud Applications: Securing Applications*

Configure SCM Installed Base Assets

As part of the integration with SCM Installed Base Assets, you need to make Oracle Fusion products manageable as SCM Installed Base Assets.

NEED SALES SPECIFIC EXAMPLE The Digital Customer Service product picker, by default, shows all products flagged as Enabled for Customer Self Service. You must set an additional property in Fusion Service to enable a product to be managed as an Installed Base Asset.

1. Sign in to Fusion Service as an administrator or setup user.
2. From the home page, select **Product Management,** then click the **Product Information Management** tile.
3. Click the **Tasks** drawer icon, and then click the **Manage Items** link.

   The Manage Items form appears.
4. Perform a search for your product, then, in the search results, select the link for the product.

5. In the product detail page, select the **Specifications** tab, then from the **Item Organization** list, select **Service**.
6. Update the products to make them manageable as Installed Base Assets, locate the **Assets** area of the view, and do one of the following:
    a. Click the Enable Asset Tracking drop down list and select: **Full Lifecycle**.
    b. Or, click the **Enable Asset Maintenance** drop down list, and select **Yes**.

Configure Asset Sync

In order to have a consolidated view of products (Installed Base and subscriptions), you must configure asset sync.

After you set up the sync, CX Assets lets you see a consolidated view of Installed Base Assets (serialized and nonserialized) and subscriptions, including extended warranties with covered products that customers own.

Enable Asset Sync

Here's how you enable asset sync so that you can bring assets from Oracle Installed Base and subscriptions from Oracle Subscription Management:

1. Set the profile option ORA_ZCA_ENABLE_UNIFIED_ASSET to Yes using the Manage Administrator Profile Values task in Setup and Maintenance. This enables asset unification in Sales for Redwood and the sync of asset records from Oracle Installed Base and Oracle Subscription Management into the CX Assets table.
2. Schedule a new process using the Synchronize Assets job to sync unified asset records from multiple sources into the CX Assets table. Specify these job parameters: Number of Workers (1 to 10); Batch Size (5000 to 25000); Full Refresh (No). Set the job schedule frequency to Hourly/Daily according to your business needs.

    > **Note:** Set Full Refresh to Yes only in a situation where you need to force-refresh the already synced data.

3. Use the following profile option codes to change the default source to target field mapping of the Synchronize Assets job:
    - ORA_ZCA_ASSET_IB_ASSET_FIELD_MAPPING to map Installed Base Asset fields to CX Asset fields.
    - ORA_ZCA_ASSET_IB_ASSET_STATUS_MAPPING to map the Installed Base Asset Status to CX Asset status.
    - ORA_ZCA_ASSET_OSS_FIELD_MAPPING to map Subscription fields to CX Asset fields.
    - ORA_ZCA_ASSET_OSS_STATUS_MAPPING to map Subscription statuses to CX Asset statuses.

> **Note:** A consolidated best view of subscriptions and coverages for assets will be available when you're integrated with Oracle Subscription Management and *Oracle Installed Base Assets is configured*,

Expose the Assets Icon on the Navigator and Springboard

The Assets icon isn't available by default on the Navigator or on the Sales springboard. Here's how to enable it:

1. Ensure you're working in an active sandbox.

2. Click **Navigator** > **Structure**.
3. In the Structure page, ensure that the **Navigation Configuration** tab is selected.
4. Expand the **Sales** node and click the **Assets** link.
5. In the Edit Page Entry: Assets page:
    a. In the Navigator field, select **Yes**.
    b. In the Springboard field, select **Yes**.
    c. Save.
6. Verify the changes by signing in as a user with access to the Sales pages, such as a salesperson. Ensure you can see the Assets icon on the Navigator and on the Sales springboard.
7. Publish the sandbox according to your company's business practices.

Related Topics

- Create and Edit Groups
- Best Practices for Using Sandboxes
- Can I remove the Sales Catalog and Product Structure sections of the Create Product page in Oracle Sales in the Redwood User Experience?

3 Configure Assets and Opportunities to Work Together

Integrate Opportunities with Assets

After you enable the functionality, salespeople can create opportunities in the context of assets, directly from the Assets pages. There are just a few steps to set up this feature:

High-Level Steps to Set Up the Integration Between Assets and Opportunities

Here are the high-level steps to set up the integration between assets and opportunities:

1. *Change the Asset and Opportunity Subview and Panel Templates*
2. *Change the Create Opportunity Smart Actions*
3. *Test and Publish the Changes*

Create Opportunities from Assets

In Oracle Sales in Redwood, salespeople create the asset-associated opportunities like this:

Create opportunity in the context of a single asset

Click the actions menu (three dots) on an asset's row in the Assets list. Then click **Create Opportunity**. The application creates a new opportunity for the selected asset. The child revenue line in the newly created opportunity will have the product associated with the asset.

Create opportunity in the context of multiple assets

Select one or more assets in the Assets list. Click the page-level Actions menu, then click **Create Opportunity**. The application creates a new opportunity with multiple child revenue line items, one for each asset.

The assets in the new opportunities have the assets linked at the revenue line level. Asset ID is stamped on the child revenue line record.

Other Notable Behavior for Assets Linked to Opportunities

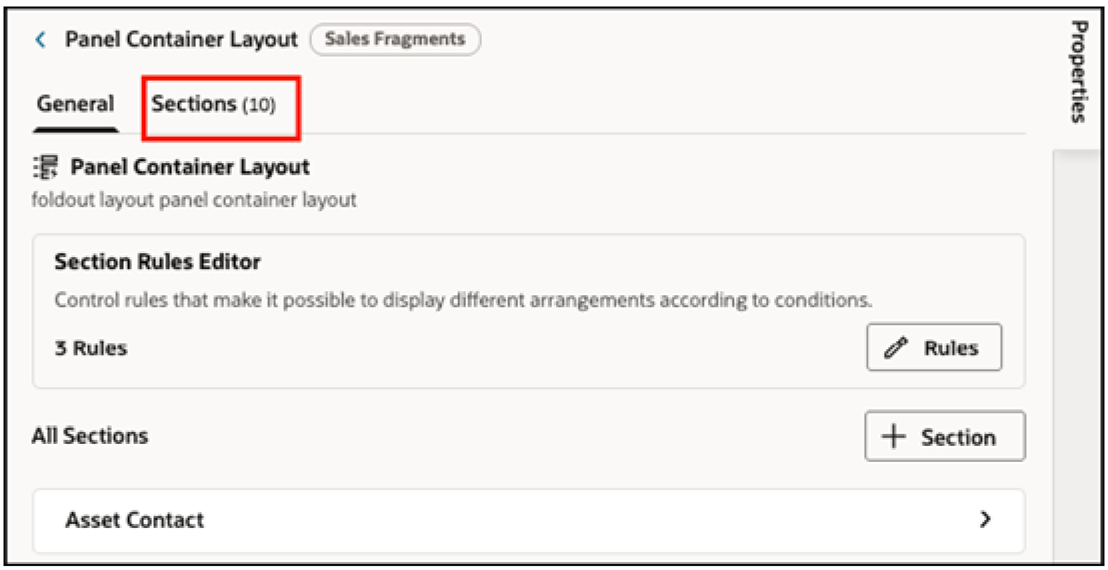
- Beginning in Update 25D, the Opportunities panel and subview in the Asset details page shows only those opportunities where the Asset ID is linked at the child revenue level. This is the flow we expect new customers to follow.
- In classic Oracle Sales, opportunities created from the Asset details page have the Asset ID linked at the Opportunity header level.

Change the Asset and Opportunity Subview and Panel Templates

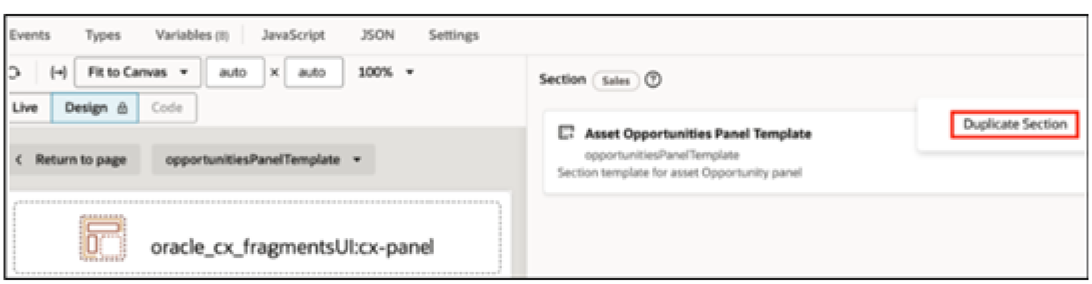
Change the Asset and Opportunity subview and panel templates using Oracle Visual Builder Studio (VBS).

Here's how:

1. Sign in as a user with access to VBS. For example, sign in as a sales administrator or setup user.
2. Go to the **Assets** list page and edit an asset.
3. In the Asset detail page, from your user menu in the global header, click **Edit Page in Visual Builder Studio**.
4. Select or create a project.
5. After you select or create a project, the VBS workspace shows the `assets-detail` page.
6. Duplicate the section templates for the Asset Opportunities panel and subview:
    a. Click the **Sections** tab on the Panel Container Layout.



    b. Click the **Asset Opportunities Panel Template**.
    c. Click **Duplicate Section**.



    d. Repeat similar steps to duplicate the Opportunities subview template.

7. In the `assets-detail` page designer, click the **Code** tab and select **Templates**.

8. Replace the `params` property in both templates:

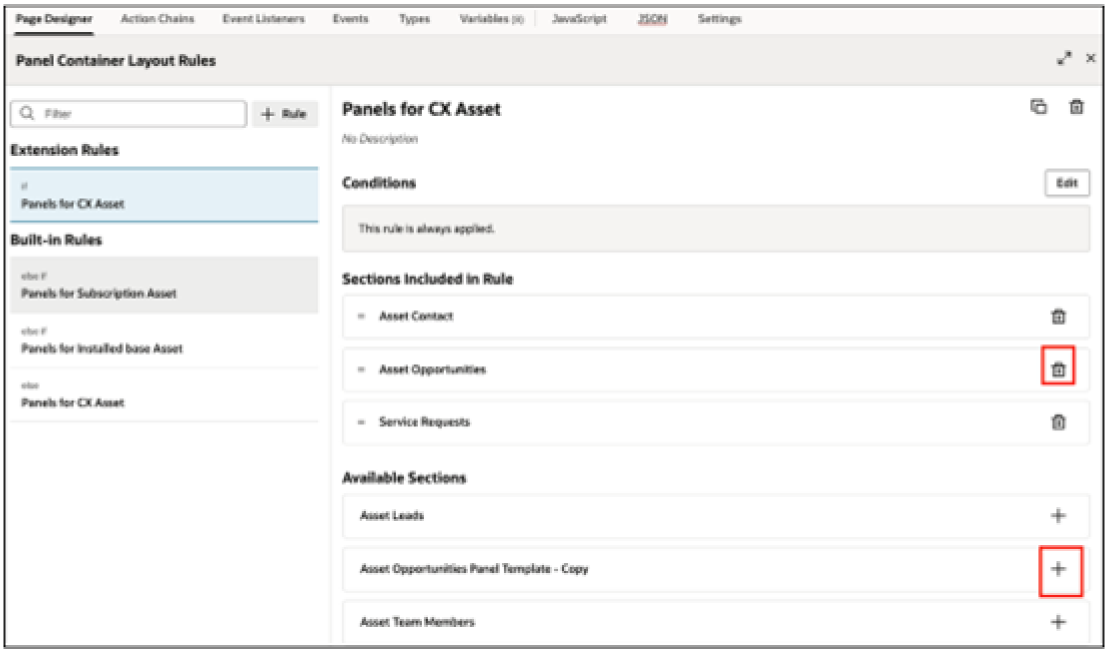
From:

```
<oj-vb-fragment-param name="query" value='[[ [{"type": "qbe", "provider": "adfRest", "params": [{"key":
 "ChildRevenue.AssetId", "value": $base.page.variables.id}]}] ]]'></oj-vb-fragment-param>
```

To:

```
<oj-vb-fragment-param name="query" value='[[ [{"type": "qbe", "provider": "adfRest", "params": [{"key":
 "AssetNumber", "value": $base.page.variables.puid}]}] ]]'></oj-vb-fragment-param>
```

9. Duplicate the rules for the panel container layout. Replace the original Opportunities panel template with the new one.



10. Repeat for the subview container layout.

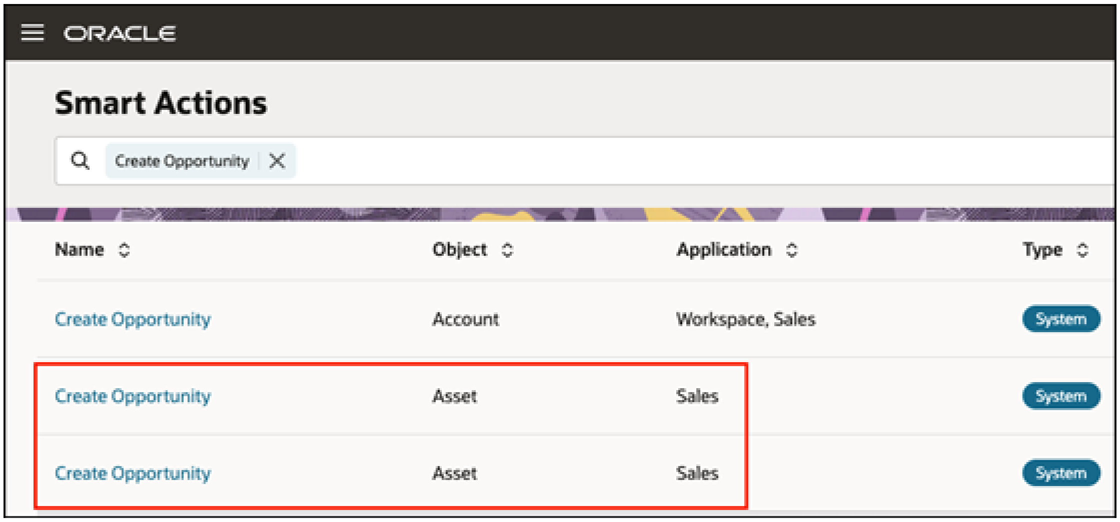
Change the Create Opportunity Smart Actions

Change the Create Opportunity smart actions using Oracle Visual Builder Studio (VBS).

Here's how:

1. Sign in as a user with access to VBS. For example, sign in as a sales administrator or setup user.
2. Create and enter a new sandbox (**Configuration** > **Sandboxes**).

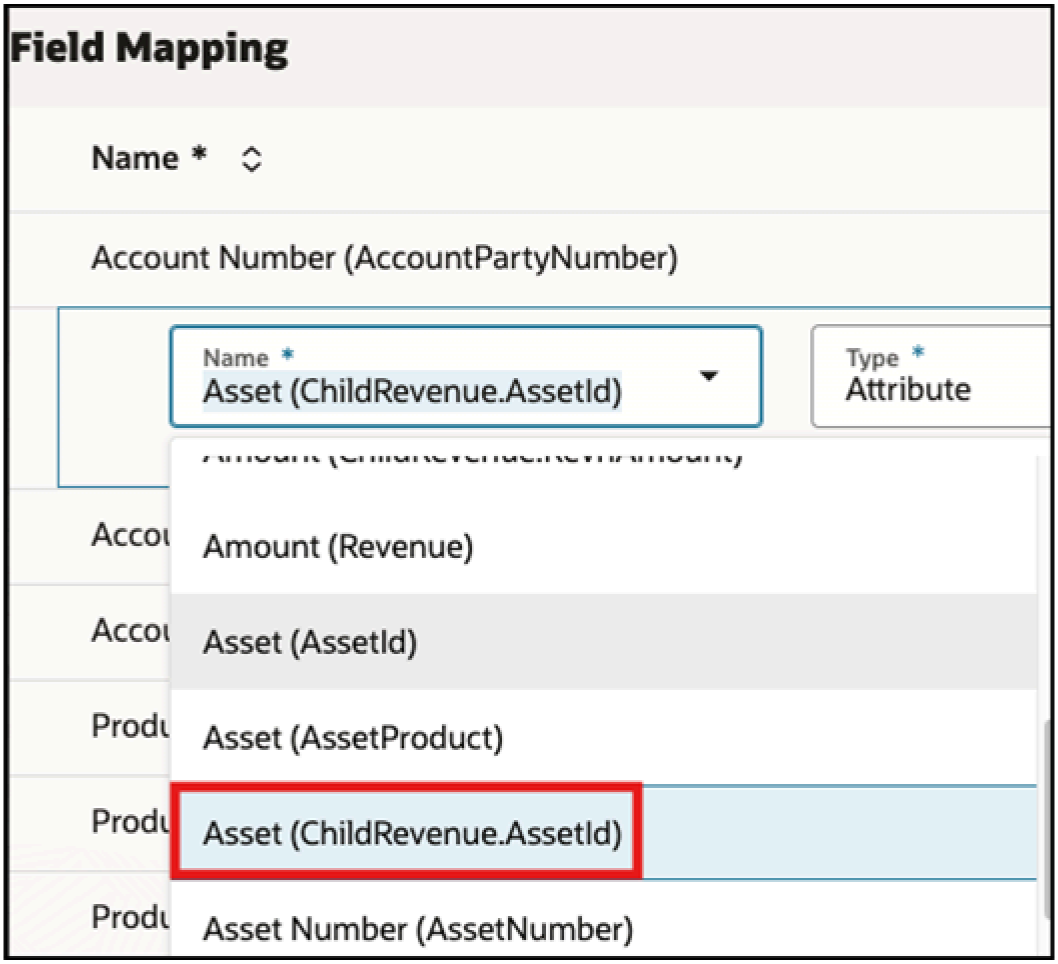
3. Go to **Application Composer** > **Smart Actions**.



4. Disable the Create Opportunity composite action, `SDA-CreateOpportunityComposite-assets`:
   a. Find the smart action labeled `SDA-CreateOpportunityComposite-assets`.
   b. Disable it by changing the **Enabled** value to No.

   The Create Opportunity composite action creates a single opportunity for multiple assets. In this case, the Asset ID can't be linked at the header level.
5. Copy the Create Opportunity composite action, `SDA-CreateOpportunityComposite-assets` by duplicating and renaming the copy to something meaningful, like `Create Opportunity`.
6. In the Edit Smart Action page, edit the **Action Type** for the action.

7. In the Field Mappings region, edit the **Asset ID** row.



8. Change the name from `Asset (ChildRevenue.AssetId)` to `Asset (AssetId)`.
9. Click **Done**.
10. Click the **Continue** buttons on the next screens, then click **Submit** to save the change to the smart action.
11. Disable the original Create Opportunity smart action, because it's now duplicated.

For more information about creating panels and subviews, see *Add Panels and Subviews to Standard Sales Objects*.

Test and Publish the Changes

Test and publish the changes:

1. Preview the workspace where you made the changes using *Change the Create Opportunity Smart Actions*.
2. Navigate to the Assets list page in Sales in Redwood.
3. Use the Create Opportunity smart action (which you've just created) and create an opportunity from an asset.
4. Verify that the opportunity is listed in the panel and subview of the Asset.
5. Verify that the opportunities linked to assets that have been created in classic Sales are visible in the Redwood Assets panel and subview.

6. Publish the VBS extension and the sandbox containing the smart action change.