Oracle Fusion Cloud Sales Automation

How can I speed up my transition from classic Oracle Sales to the Redwood platform?

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Get Help

Get Help

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Thanks for helping us improve our user assistance!

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How can I speed up my transition from classic Oracle Sales to the Redwood platform?

Oracle's new Redwood Migration Accelerator tool simplifies and speeds up your transition from classic Oracle Sales to Oracle Sales in the Redwood User Experience (Sales in the Redwood UX). In the linked video, learn how the tool helps reduce migration time and effort, while enabling deeper adoption of Redwood's modern capabilities including AI, automation, and streamlined user experiences.

In addition, hear directly from Oracle Product Development leaders on how they can support your migration journey.

See this video for more information: *Video: Accelerate Your Redwood Sales Implementation*.

When can I get the Redwood Migration Accelerator tool?

You can get the Redwood Migration Accelerator tool now and start your journey to Oracle Sales in the Redwood User Experience!

How to Get the Redwood Migration Accelerator Tool
Here's how:

- If you're on Update 25B, simply log a service request with Oracle Support and request a Cumulative Weekly Bundle (CWB).

- The tool is in Update 25C with no special request required.

- For Fusion Service, the Redwood accelerator is also available now.

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Is the classic Sales to Redwood migration accelerator available in 25B?

The classic Sales to Redwood Migration Accelerator tool is available from Update 25C. You don't need to enable it. For customers on Update 25B, you can opt in for a Cumulative Weekly Bundle (CWB). Connect with your Center of Excellence (CoE) to enable this feature in Update 25B.

For Oracle Fusion Service can we use the same classic Sales to Redwood Migration Accelerator tool?

For the service request product, Oracle Fusion Service, we do have a similar migration tool available now. Reach out to your Center of Excellence (CoE) for more information.

Can we simplify and leverage Redwood migration and AI all in one plan together?

Yes, Redwood adoption will enable Generative AI features for you.

Can we try the Redwood migration accelerator in an Oracle CX lab for training purposes?

Yes. This feature is available inside Application Composer from Update 25C. It's available in Update 25B via an opt-in Cumulative Weekly Bundle (CWB). See these resources for more information:

- *Redwood FOBO (front-office back-office integration)*
- *Where can I get an overview of Orchestration for Oracle Sales in the Redwood User Experience?*

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Does the Redwood migration accelerator work on customized UIs that use classic Sales layouts?

The tool can seamlessly migrate all your layouts from classic Sales to Sales in the Redwood User Experience. Groovy scripts at the object level are handled with the object model, but any client-side, field-level (for example, tab-out-of-field) Groovy triggers must be manually moved into Redwood using Visual Builder.

Can we migrate custom workflows and Groovy and server scripts using the Redwood migration accelerator?

Regarding scripts and triggers, should we continue using Groovy scripts in Application Composer or do we need to have them on Visual Builder (VB)? Can we change the code/HTML CSS of each page?

Groovy field triggers do run in Redwood, but they run when data is posted to the server.

Back-end server scripts (Groovy triggers and workflows) run in both the classic and UI context. Redwood uses the same web service back-end as the old CX Sales (SUI/FUSE) pages -- these don't need to be migrated except where you want to have client-side (for example, tab-out-of-field) interactive validations.

Client-side interactive validations are best done using Visual Builder Studio action chains. We don't recommend converting Groovy to Visual Builder Studio JavaScript. The code translations generally aren't that great.

> **Note:** Client-side validations need to be in VB and all other triggers in Application Composer. The Redwood pages are further customizable, but be sure you're following Oracle's best practices.

Does the Redwood migration accelerator handle complex custom objects and all their related objects?

And are there limitations? The migration tool can migrate both custom and standard objects (for example, Account, Contact, Lead, and Opportunity) and their related objects from the classic Sales UI to the Sales in the Redwood User Experience UI.

> **Note:** The Activity object is handled in a different way in Redwood. You can connect with your CSM/CoE for a Redwood demo.

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With the Redwood migration accelerator, are custom fields, formula fields, hidden fields, and custom buttons migrated?

And does the use of lists-of-value (LOVs) work with the conditional logic from classic layouts? Sales in the Redwood UX uses the exact same data model as classic Sales, for example, the same tables, including custom fields.

There's nothing special to do for Redwood beyond deciding what to show on the Redwood UI. You don't have to re-set up lookups, formula fields, Groovy object functions, triggers. One exception exists for the triggers work. If you want tab-out-of-fields-like client-side triggers, there's some Visual Builder work for just this type of trigger.

> **Note:** In Redwood pages, there are no custom buttons. Rather, equivalent smart actions are available for you to implement after migration. To list all hidden fields in Page Composer for migration in Redwood and hide these as well, you'll need to do it manually after migrating the layouts using the migration tool. Redwood uses JavaScript for conditions, and this migration isn't part of the migration tool.

How do I know which custom pages to migrate?

A customizations or configuration report can be generated from Application Composer that lists all the customizations done on all objects.

Is there a tool that lists Page Composer customizations?

No. Sales in the Redwood UX doesn't really use Page Composer. It uses Application Composer for extensions. Page Composer customizations don't apply in the Redwood UX.

Does the Redwood migration accelerator cover mashup pages added as subtabs in a dynamic layout?

Mashup subtab implementation in Redwood is different. This tool won't migrate mashup subtabs. However, you can easily configure these later in your Visual Builder project.

See the *VBCS basics* for more information.

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Are there any predefined subviews or tabs in classic Sales that can't be moved to Redwood, such as activities, notes, and change history?

There are a couple (classic Sales Assessments is an example) for which we have a newer, better AI-assisted solution in Sales in the Redwood UX. We don't plan to move the deprecated classic interface for such items. But for the most part, outside of Assessments, predefined subviews and tabs are doable in Redwood.

Change history is a new Redwood feature in Update 25C.

Do security access group configurations in classic Sales automatically carry over to Redwood?

You don't need to do anything for your data security configurations, such as access groups, to move into Sales in the Redwood UX, It's automatic and handled at the data access layer.

Can OTBI reports be added to the Redwood Sales Dashboard using the migration accelerator tool?

Yes. You convert the OTBI reports to Visualizations in Sales in the Redwood UX.

Can we migrate from Digital Sales to Sales in the Redwood UX using the Redwood migration accelerator tool?

No. You can only use the migration accelerator tool to migrate from classic Sales on ADF to Sales in the Redwood UX.

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After the classic Sales (ADF) to Redwood migration is completed on Development, how do I promote it from Dev to Test?

You can deploy the changes from your Development to Test environments through a build job in Visual Builder (VB). You can add your Test or Production environment and migrate the changes from your VB project to higher environments.

You'll need to do a CSM from Development before the deployment to sync all model layer changes that you have with the VB project.

Note: For Test to Prod migration, move Application Composer and UI changes first and then do the VB migration separately.

Can we bring in features or customizations we didn't move from classic Sales to Redwood later if needed?

The Redwood Migration Accelerator tool is a one-time jump start to migrate your classic Sales layouts to Sales in the Redwood UX. Any further modifications or customizations can be done in a Visual Builder (VB) project. After you use the migration accelerator tool, later extensions need to be carried out through a development process. Sales in the Redwood UX is a new solution, and the migration tool helps bring UI customizations done previously forward to Redwood.

CAUTION: The migration is a one-time pass per object. If you want to migrate accounts now, for example, you can't later do more accounts, because this would override any subsequent changed done in VB. But, you can do accounts on day 1, for example, opportunities on day 2, and custom object XYZ on day 3.

How do we enable AI functionality in Redwood?

Each AI use case has its own configuration steps. All are available for you to implement today in your environment.

- Redwood is prerequisite for many of the AI features.
- As of Update 25A, we've removed the need for a promotion code from Oracle to enable Generative AI. We're also expanding the entitlements (license) so that everyone can use AI.
- A great place to start is *Cloud Customer Connect* and search for or ask for the specific use case and the community (including Oracle experts) will help you. See these resources for more information:
    - *What generative artificial intelligence features are integrated with Sales?*

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Can we enable AI in classic Sales, or is it only available in Sales in the Redwood UX?

Redwood is prerequisite for many of the AI features. Redwood isn't just a look and feel -- it's a fundamental rethinking of how you interact with an application in an AI-centric world. We're not planning to try to force-fit AI into the classic Sales UI, but rather make it easier and faster to adopt AI in Sales in the Redwood UX.

Are all the AI agents available in the Enterprise version of Sales?

Or do I need the Premium version to get AI agents? The AI agents come in the Enterprise version. See *How do we enable AI functionality in Redwood?* for more information.

Why is Visual Builder Studio not as free as Apex?

The Apex design with Redwood and AI seems to have greater potential in both design and performance than Visual Builder Studio (VBS). Is this true, or does it seem that way because VBS – with Redwood for modules like Sales – only specifies unique and standard objects for those modules?

When you use VBS to extend Oracle Fusion, VBS is free. There's no charge to use VBS to implement or extend Sales, Fusion Service, or other Fusion applications.

There's a sister product on the platform-as-a-service price list called Visual Builder Cloud Service (or sometimes just Visual Builder), which can be used to create bespoke applications unrelated to extending your Fusion license.

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