Oracle® Retail Demand Forecasting Cloud Service

Release Readiness Guide

Release 22.1.202.0

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Contents

Preface

This guide outlines the information you need to know about Oracle Retail Demand Forecasting Cloud Service new or improved functionality in this update, and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

Audience

This document is intended for the users and administrators of Oracle Retail Demand Forecasting Cloud Service.

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.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/retail/index.html.

(Data Model documents can be obtained through My Oracle Support.)

Comments and Suggestions

Please give us feedback about Oracle Retail Help and Guides. You can send an e-mail to: retail-doc_us@oracle.com

Oracle Retail Cloud Services and Business Agility

Oracle Retail Demand Forecasting Cloud Service is hosted in the Oracle Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software.

Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

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Feature Summary

This chapter describes the feature enhancements in this release.

> **✎ Note:**
>
> Oracle Retail has adopted a new numbering system to correlate the release numbers with Major Updates and the calendar for better clarity. The first two digits are the calendar year; the next digit is the Major release number; the third three digits reflect the calendar quarter and the month within that quarter; and the final digit represents the hot fix sequence.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Demand Forecasting Cloud Service update and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

Column Definitions

- **Feature:** Provides a description of the feature being delivered.
- **Module Impacted:** Identifies the module impacted associated with the feature, if any.
- **Scale:** Identifies the size of the feature. Options are:
  - **Small:** These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.
  - **Large:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- **Delivered:** Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- **Customer Action Required:** You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

Table 1-1   Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Retail Analytics Platform Capabilities	All	Large	Enabled	Yes

Table 1-1   (Cont.) Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Technical Architecture Enhancements	All	Large	Enabled	No
Updated Solution URLs	All	Large	Enabled	No
Review Forecasts for Lifecycle Merchandise	Workflow	Large	Enabled	No
Specification for Lifecycle Merchandise	Workflow	Large	Enabled	No
Business Rule Engine	Workflow	Large	Enabled	No
Override Preprocessing Results	Workflow	Large	Enabled	No
Splitting of Workflow and Analytics	Analytics	Large	Enabled	No
Common Promo Data Model	Integration	Large	Enabled	No
Setup of Analytical Tasks	Workflow	Large	Enabled	No

> **Note:**
>
> Because RDF uses the Oracle Retail Predictive Application Server Cloud Edition, Oracle Retail recommends that you review the *Oracle Retail Predictive Application Server Cloud Edition Release Readiness Guide* for information on the RPAS CE enhancements.

Reference Documents

The following documents are available on My Oracle Support in the Oracle Retail Predictive Application Server (RPAS) Cloud for Planning and Optimization / Supply Chain Cloud Services Documentation Library MOS Doc ID 2492295.1:

- *Oracle Retail Analytics Platform System Implementer Handbook*

- *Oracle Retail Predictive Application Server Cloud Edition User Upgrade to Release 22.x Quick Start Reference*

- *Oracle Retail Predictive Application Server Cloud Edition Administrator Upgrade to Release 22.x Quick Start Reference*

Also refer to the *Oracle Retail Analytics Platform Implementation Guide* and planning guides available on Oracle Help Center: https://docs.oracle.com/en/industries/retail/index.html

A Note to Existing Customers about 22.1.202.0

This move to the latest Oracle Retail architecture is not automatic and not immediately available for existing customers. MFP and RDF environments already provisioned in the existing architecture will continue to use current processes such as SFTP and Basic authentication for REST services with no changes to your day-to-day activities. For further information or to start discussing your move, contact your Customer Success Manager (CSM) or log an SR. This release is available for Merchandise Financial Planning and Demand Forecasting; additional Planning and Supply Chain Cloud Services will be available in upcoming releases.

New Feature Description

This section describes the new features.

Retail Analytics Platform Capabilities

Oracle's Platform for Modern Retail provides retailers with the solutions and toolkits to manage their business their way. The Retail Analytics Capabilities, a part of the Platform for Modern Retail, provide an extensible delivery model for analytics and planning solutions, supporting Oracle Retail applications across each of the major analytical categories, including:

- Descriptive and diagnostic functionality with merchandise planning, customer segmentation, and consumer insights.

- Predictive functionality with demand forecasting, along with customer, and location clustering.

- Prescriptive functionality with assortment planning, price optimization, and inventory optimization.

These solutions support business responsiveness through a highly interactive user experience and drive the best outcomes with the application of advanced analytics and artificial intelligence (AI).

With the release of 22.1.202.0 and the unification of our planning, supply chain and analytics capabilities, we provide a centralized data repository, lean integration APIs, and an efficient portfolio of delivery technologies. The data repository reflects a comprehensive data model of retail planning, operations, and execution processes. The integration APIs support right-time interactions: a lean set of bulk, on-demand, and near real-time mechanisms. The delivery technologies represent a portfolio of connected tools to build and extend composite solutions using fit-for-purpose analytical, application, and integration tools.

The Oracle Retail Analytics Capabilities are currently comprised of the following Oracle Retail Cloud Services:

- Oracle Retail Science Cloud Service

- Retail Insights Cloud Service

- Retail Demand Forecasting Cloud Service

- Retail Predictive Application Server Cloud Edition

- Merchandise Financial Planning Cloud Service
- Retail Home
- Retail Process Orchestration and Monitoring

Technical Architecture Enhancements

In release 22.1.202.0, Retail Demand Forecasting Cloud Service will be moving to Oracle Retail's Next Generation SaaS Architecture.

As a cloud-native service, built on Oracle Cloud Infrastructure, this provides higher availability, redundancy, and scalability. The services are underpinned by Oracle Autonomous Data Warehouse (ADW) to deliver improved database processing capabilities and superior performance.

This new architecture will yield the following benefits:

- Solution entirely persisted within ADW-hosted Planning Data Store.
- Significantly reduced downtime due to fully automated deployment of all updates and patches.
- Full adoption of OAuth 2.0 for all REST services.
- Significant architectural improvements in middle-tier and application-tier scalability.
- Operational improvements for application support and diagnosis.
- Centralized Oracle Retail BI instance for easier reporting and administration.
- Enhanced integration capabilities with other Oracle Retail products.
- Retirement of SFTP in favor of a service-based approach.

Updated Solution URLs

If you are provisioned with a release 22.1.202.0 environment in the new architecture, the URLs used to access the services and some of the associated tools will change. The basic structure of the URLs is as follows:

https://<service>.retail.<region>.ocs.oraclecloud.com/<customer_instance>/ <application_context_root>

The components that vary by customer are the region and customer instance portions. Region will be based on the data center where your environment is located and the instance portion will contain an acronym for your company name along with type of environment (for example, prd, stg, and so on). The application context roots will remain the same, for example you will use "analytics" to access Retail Insights.

Review Forecasts for Lifecycle Merchandise

The forecasts for long lifecycle and short lifecycle merchandise can now be reviewed in the same workspace.

Prior to this release, the forecasts for long lifecycle and short lifecycle items had to be reviewed in separate workspaces. This was not ideal, since some departments or even categories carry a mix of long and short lifecycle items. With the separate

workspaces, the user could not have the department or category information in one place.

The user can now review any items in the same workspace.

Specification for Lifecycle Merchandise

Long and short lifecycle items have different demand characteristics, which require different forecasting methodologies. Prior to this release, the information about an item's lifecycle had to be loaded, or manually managed. This process has been improved by continuously monitoring demand characteristics to determine the lifecycle type of an item, and applying the relevant forecast methodology.

Business Rule Engine

The business rule engine is a new addition to RDF, which can be used to streamline many processes.

Approval Exceptions

After forecasts are generated, they undergo a rigorous check implemented by approval exceptions. The business rule engine is very helpful in defining approval criteria, and allowing for actions that previously required environment patching.

Navigation Exceptions

After the forecasts are run through the approval exception management, many are approved, while some are flagged for the user for review. However, not all items are equally important. The business rule engine can be used to assign unapproved items to different review buckets. For example, high margin items should always be reviewed first, while reviewing low margin, low selling items is lower priority.

Custom Tasks

Not all processes need to be forecasting related. For example, upon determining demand patterns, the business rule engine can be used to set up replenishment strategies. Or using item attributes, the items can be assigned to flexible groupings, which can then be used to estimate demand parameters, such as promotion impact or seasonality.

Override Preprocessing Results

Users can now display and override preprocessing results in the Forecast Review workspace.

Preprocessing sales is the task that transforms sales into unconstrained demand. It can be highly automated, but sometimes it requires manual override. For this release, the override is happening in the Forecast Results view, where the user also has access to important supporting information, such as demand and promotion information.

Splitting of Workflow and Analytics

Splitting workflow and analytics allows the tasks to evolve separately. Starting with this release, there is one forecast that is powering all retail activities, from merchandising and planning to forecasting and replenishment. The clean cut between workflow and science

enables the tasks to evolve separately. The user roles are also better defined, allowing for more focused actions.

Common Promo Data Model

The solutions participating in RAP have a common promo data model. This has several advantages:

- The common promo data model enables seamless integrations between the RAP solutions.

- For RDF specifically, it presents the promotions in a way the users can relate to, as opposed to an event, which is turned ON/OFF for certain periods.

- It summarizes how campaigns/promotions/offers have performed historically, enabling users to make decisions on what has worked well and should be repeated in the future, and what should be steered clear off.

Setup of Analytical Tasks

The setup of analytical tasks has been moved to Retail Science Platform (RSP). The modern UI enhances the look and feel of the setup and review processes.

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Browser Requirements and Compatibility

> **Note:**
>
> Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

The following browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome (Desktop)

Microsoft has deprecated Internet Explorer 11 in Windows 10 and recommends using Edge as the default browser. Refer to the Oracle Software Web Browser Support Policy for additional information.

Supported Oracle Products

Application	Latest Supported Version
Retail Insights Cloud Service Suite	22.1.202.0
Retail Science Platform Cloud Services	22.1.202.0
Retail Predictive Application Server Cloud Edition	22.1.202.0
Retail Home	22.1.202.0
Retail Process Orchestration and Monitoring	22.1.202.0

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Deprecated Features

As part of the continuous delivery model for cloud services, features and technical components of a solution may be removed or replaced to enhance the security, performance, and overall quality of the cloud service. When this occurs, the deprecation of a feature or component will be announced in advance, allowing customers sufficient time to anticipate the change and transition to any enhanced replacement feature/component. After the deprecation is announced, the deprecated feature or component will remain in the solution until the planned removal date and will not be enhanced or made compatible with other new features.

For the full schedule of planned deprecations for this product, see the Deprecation Advisory accessed from the following Documentation Library: Oracle Retail Predictive Application Server (RPAS) Cloud for Planning and Optimization / Supply Chain Cloud Services Documentation Library MOS Doc ID 2492295.1.