

Oracle® Retail Customer Engagement

Release Readiness Guide



Release 22.1.301.0

F59712-01

July 2022

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Copyright © 2022, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1 Feature Summary

| | |
|--------------------------------------|-----|
| Noteworthy Enhancements | 1-1 |
| New Feature Description | 1-2 |
| Program Enhancements | 1-2 |
| Promotion Setup Enhancements | 1-2 |
| Classic View | 1-2 |
| Retail Data Store (RDS) Availability | 1-2 |

2 Browser Requirements and Compatibility

| | |
|---------------------------|-----|
| Supported Oracle Products | 2-1 |
|---------------------------|-----|

3 Known Issues

4 Deprecated Features

Preface

This guide outlines the information you need to know about Customer Engagement 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 Customer Engagement 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 Customer Engagement 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.

1

Feature Summary

This chapter describes the feature enhancements in this release.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Customer Engagement (ORCE) 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 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? |
|--|-----------------------------|--------|--|---------------------------|
| Program Enhancements | Cards/Program | Small | Enabled with Card/Program functionality | No |
| Promotion Setup Enhancements | Promotion | Small | Enabled with the Promotion functionality | No |
| Classic View | Classic View User Interface | Small | Automatically Removed | No |
| Retail Data Store (RDS) Availability | New Product | Medium | With License Purchase | Yes |

New Feature Description

This section describes the new features.

Program Enhancements

Tooltips are added to the Tender, Award, and Loyalty program scorecards for Redemption Rate, Customer in Program, Registered Accounts, and Average Balance per Account so that the calculation is available in the user interface.

A disclaimer is added to the Program Scorecard that will call out when the data was compiled with the aggregated job name and run date/time.

The full card number will be displayed in the Customer Engagement user interface.

The Tender Program Active Account graph date is updated to be consistent with the Loyalty and Award. The date will now be displayed in Month and Year format, three-character month and four-digit year (for example, Mar 2022 and Apr 2020).

Performance enhancements are added to the Card Search that allow for quicker results while performing partial match searches.

Promotion Setup Enhancements

The End Date for promotion setup is changed to default the ending time to 11:59 pm and not 12:00 am. Also, the date and time have been split into separate fields, so there are now Start Date, Start Time, End Date, and End Time fields.

Performance enhancements are added to the Promotion Setup Wizard to improve response times on the Program, Audience, and Review tabs. Spinners are added to the UI that will show data is being populated in the Promotion Scorecard.

Classic View

Access to the Classic View has been removed from the Customer Engagement user interface. For additional information on setting up home roles for user login, see the *Oracle Retail Customer Engagement Implementation Guide*.

Retail Data Store (RDS) Availability

Oracle Retail Data Store enables retailers to unlock the value of their data through a comprehensive set of tools, enabling virtually unlimited extensibility while abstracting those workloads from those of the original Oracle Retail cloud services. This toolset allows the retailer to create a wide variety of functionality that they can tailor specifically to their own business processes. Examples include custom web services to expose specific data elements, custom integration (inbound and outbound), reporting and analytics, and custom user interfaces for capture retailer-specific data.

A separate subscription different from Customer Engagement Cloud Service is required for Oracle Retail Data Store, which is composed of two parts:

- Oracle Retail Data Compute Cloud Service – this portion of the subscription covers compute resources available to the cloud service and allows a retailer to add compute to their solution as necessary for their extensions.
- Oracle Retail Data Storage Cloud Service – this portion of the subscription covers data storage resources available to the cloud service and allows a retailer to add storage to their solution as necessary for these extensions.

For more information about RDS, see its documentation set on the Oracle Help Center.

2

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 |
|---|--------------------------|
| Oracle Retail Xstore Point of Service | Contact Oracle |
| Oracle Retail Order Management System Cloud Service (OROMS) | Contact Oracle |
| Oracle Retail Omnichannel Data Service (OCDS) | 19.1+ |
| Oracle Marketing Cloud | 18.0+ |
| Oracle Retail Insights Cloud Service | 19.1+ |
| Oracle Retail Merchandise Foundation Cloud Service (RMFCS) | 22.1.201.0+ |
| Oracle Retail Data Store (RDS) | 22.1.301.0 |

3

Known Issues

| Affected Component | Description |
|------------------------------|--|
| Promotion | This issue occurs when creating an Award promotion. When the user selects to Issue to registered cards only, if there are a large number of cards, the count calculation can take a while. However, the system gives no indication it is working on it and the user can select Enter and move forward. The Audience tab is grayed out and there is no indication why. |
| Customer Merge Functionality | The Customer Merge function does not exist in the Modern View. The data is available in the system can be found using the Customer Engagement Reporting tools. |

4

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.

The Issue Rules in Card/Program Setup feature had been previously declared deprecated, and in this release, it has been removed. For more information about deprecated functionality in this product, see the Deprecation Advisory accessed from the following Documentation Library: Oracle Retail Customer Engagement Cloud Service Documentation Library MOS Doc ID [1994453.1](#).