Oracle® Retail Customer Engagement
Release Readiness Guide

Release 24.0.101.0

F90323–01

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ORACLE®

Oracle Retail Customer Engagement Release Readiness Guide, Release 24.0.101.0

F90323–01

Contents

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.

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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.
  - **Medium:** These UI or process-based features are typically comprised of field, validation, or program changes. Therefore, the potential impact to users is moderate.
  - **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?
Oracle Retail Promotion Engine (ORPE) Enhancements	Campaign	Medium	Yes	No
Buy X Get Y Offer Service	Campaign	Medium	Yes	No
Recurring Award	Campaign	Medium	Yes	No

New Feature Descriptions

This section describes the new features.

Oracle Retail Promotion Engine (ORPE) Enhancements

The following enhancements were made to ORPE during this release:

- Support is added for non-unique attributes in REST endpoints.
- The Fixed Quantity/Price offer is now allowed to accept Prorate offer or Issue to Qualifying items based on the user selection on the offer setup.
- Support is added for the Tiered Discount offer type.
- A new configuration is added for when ORPE offline requests updates.
- Support is added for offers to be deleted using REST endpoints.

Buy X Get Y Offer Service

Support is added for the Buy X Get Y offer service.

Recurring Award

The Award Promotion has been enhanced to now include the ability to issue an award on a recurring basis during the promotion period. This new feature will allow the user to define how often the award will be issued (Daily, Weekly, or Monthly) and how many awards in total can be issued for the duration of the promotion. The award can be either an e-award or an entitlement offer and can be set to expire after defined days, weeks, or months after the award is issued. In addition to the promotion wizard updates, some additional features will be updated as well and include the following:

- Search for a Recurring Award Promotion on the Advanced Search screen is added.
- The View Promotion screen will include recurring award details.
- The Award Promotion Scorecard will include recurring award details.
- The Dynamic Promotions batch job was renamed to Dynamic and Recurring Promotions batch job. Additional recurring award processing was added to the batch job to issue the recurring awards.

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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
Oracle Retail Xstore Point of Service
Oracle Retail Order Management System Cloud Service (OROMS)
Oracle Retail Order Administration Cloud Service (ORACS)
Oracle Retail Omnichannel Data Service (OCDS)
Oracle Marketing Cloud
Oracle Retail Insights Cloud Service
Oracle Retail Merchandise Foundation Cloud Service (RMFCS)
Oracle Retail Data Store (RDS)

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Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Summary
Campaign	35988701	An issue is fixed where the Qualify Items tab would not be responsive during offer creation.
Campaign	35871610	An issue is fixed with the applyDeals web service so when the service is called, it applies the deals as designed.
Campaign	35971656	An issue is fixed where Include Inactive Promotions would be unchecked during a reset.
Campaign	35766770	An issue is fixed where promotions with conflict were not able to be edited/updated.
Campaign	35507215	An issue is fixed for offers created/updated using the modern view where if the included items are defined as MATCH ANY, the exclusions are not exported.
Campaign	35380588	An issue is fixed in the PromotionEventServicesApiServices where a time issue was causing errors.
Campaign	34878128	An issue is fixed so the DL_DEAL.activeFlag is updated correctly when deleting an entitlement offer, removing an offer from a promotion and exporting, and terminating a promotion.
Customer	35944318	An issue is fixed in Customer Merge to resolve some issues with the merging of customer records.
Customer	36063590	An issue is fixed in Gift Registries so the search functional filters are based on the entered criteria.
Customer	35898727	A performance issue is fixed for the following web services: searchCustomers, retrieveCustomers, getCustomersOfSegment, and addCustomerToSegment.
Customer	35823327	An issue is fixed where Customer Merge was not running correctly.

Affected Component	Defect Number	Summary
Job Management	35858658	An issue is fixed in Job Management so that the date/time picker fields are correct and not free-form text boxes.
Job Management	5800834	An issue is fixed in the Batch Import processing to prevent job pods being stuck and causing the job to not run correctly.
Job Management	35761070	An issue is fixed in data sync where customers disassociated from a card were not updated in the correct database table.
Job Management	35750710	An issue is fixed with the Tender Sync Export Job so the yyyyMMdd_HHmmss is included in the system configuration.
Job Management	33713297	An issue is fixed where Franchised users did not see the hyperlink to download files in the EXPORT_SEGMENT job.
ORPE	36037550	An issue is fixed where the applied deal amount was inconsistent between ORPE offline and ORPE cloud version.
Programs	36090503	An issue is fixed in the Award and Loyalty program setup to make the user interaction more responsive.
Segments	35932364	An issue is fixed in Personal Lists where the member search was not filtering the list of customers based on the entered criteria.
User Administration	35901046	An issue is fixed in User Administration where the Assign Manager function was not working as designed.

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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.

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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 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.