

Oracle® Retail Customer Engagement

Release Readiness Guide



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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.

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<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.
 - **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?
Bounceback Enhancement	Campaign	Medium	Yes	No
Tiered Discount Offer Service	Campaign	Medium	Yes	No
Jet Redwood UI Enhancements	Customer	Medium	Yes	No
Validate Coupon Service	Campaign	Medium	Yes	No
Multiple Associates per Transaction	Customer	Small	Yes	No

Table 1-1 (Cont.) Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Added View Customers in Segments	Segmentation	Small	Yes	No

New Feature Descriptions

This section describes the new features.

Bounceback Enhancement

A new Bounceback feature has been added. This new functionality allows the retailer to set up a new *Bounceback Trigger* offer type and only define the qualifying items with no awards being defined in the offer. The new Bounceback promotion type will use the Bounceback Trigger offer to award the customer loyalty points or an entitlement coupon when the qualifying items are purchased during the promotional period.

- Search for a Bounceback Trigger offer on the Quick Search and Advanced Search screen is added.
- The View Offer screen will include Bounceback Trigger details.
- The Offer Scorecard will include Bounceback Trigger details.
- Search for a Bounceback promotion on the Quick Search and Advanced Search screen is added.
- The View Promotion screen will include Bounceback details.
- The Promotion Scorecard will include Bounceback details.
- Post Transaction processing will trigger issuing Bounceback loyalty points or entitlement coupons for active Bounceback promotions.

Tiered Discount Offer Service

Support is added for the Tiered Discount offer service.

Jet Redwood UI Enhancements

The Customer and Segment Management cloud service is being aligned with the Jet Redwood user interface requirements. Additional modifications to this and the other cloud services are planned for future releases.

The following have been updated for this release:

- Field label moved inside of the field for full screens.
- Button styling.
- Subheading fonts.

- Icon color and size.

Validate Coupon Service

A new Coupon Services REST API has been created with a `getValidatedCoupons` method. The purpose is to allow an external system to pass a number/code and have the system look for anything matching and return details when a match is found. The coupons can be for serialized and non-serialized coupons, e-award, or entitlement coupons. This service will work like the Serialized Coupon Service currently available but will provide a broader search and more details returned.

Multiple Associates per Transaction

ORCE now supports systems sending multiple commissioned associates per line item in a transaction and storing that data. This data can be passed using batch processing or web services and will display on the UI.

Added View Customers in Segments

A new View Customers option has been added to the Segment feature to navigate the user to the Customer Advanced Search screen and display the list of customers for the segment. This will be accessed from the following screens:

- Segment Home (Quick Search)
- Segment Advanced Search
- View Segment
- Segment Scorecard

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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 (OROACS)

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
Account	33796185	A performance issue in program search has been fixed.
Account	35522793	An issue has been fixed where the Deactivate Card and Reset Card Expiration Date is visible if the issue has access to it.
Account	35848415	An issue has been fixed with importing card numbers that do not match the format of the card prefix.
Account	36162949	An issue has been fixed where incorrect data is showing in the Award Transfer from the Award Program user interface.
Account	36246248	An issue with reactivate cards has been fixed.
Account	36256412	Performance has been enhanced to resolve issues with the Wizard Card Series tab, Card Series Review tab, View Card screen, and View Program screen.
Administration	36173028	An issue has been fixed so duplicate role groups cannot be created.
Administration	36183074	An issue with Franchise creation has been fixed.
Campaign	34132593	An issue has been fixed in Oracle Retail Promotion Engine Cloud Service (ORPE) where the cart was being marked up regardless of the quantity rules selected.
Campaign	34881723	An issue has been fixed where product attributes were not being passed from ORCE to ORPE correctly.
Campaign	35223799	An issue has been fixed on the Budget Tab for promotion where the Audience Groups Cost label was missing.
Campaign	36172866	An issue has been fixed with the item .csv import to fix some performance issues with 30,000 plus item ids.

Affected Component	Defect Number	Summary
Campaign	36247209	An issue has been fixed so Bounceback offers can be exported correctly.
Customer	35931120	An issue has been fixed in adding customers to Segment so that partial search works as it should.
Customer	36182742	An issue has been fixed in the Wishlist/Registry where there was a duplicated check box.
Customer	36286847	An issue has been fixed to only show active exchange rates.
Customer	36357434	An issue has been fixed in the registry search to ensure results are found and displayed to the user.
Job Management	35894166	An issue has been fixed with the Generate_card_series, Import_activate_cards to prevent errors.

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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](#).