

# Oracle<sup>®</sup>Retail Home

## Release Notes



Release 20.0

F40616-04

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The Oracle logo, consisting of the word "ORACLE" in white, uppercase letters, centered within a solid red square.

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OracleRetail Home Release Notes, Release 20.0

F40616-04

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# Preface

This document highlights the major changes for Release 20.0 of Oracle Retail Home.

## **Audience**

This document is intended for the users and administrators of the Oracle Retail Home.

## **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 following website <https://docs.oracle.com/en/industries/retail/html>

## **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](mailto:retail-doc_us@oracle.com)

## **Oracle Retail Cloud Services and Business Agility**

Oracle Retail Home 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

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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

## Overview

A key tenet of Modern Retailing is simplification. And a primary form of simplification within this context is easing the process by which retailers gain insights from their data and take actions in their applications, further expediting insight-to-action loops. After all, from inventory analyst to planner to marketer, many retail roles involve navigating through a wealth of operational and analytical applications, drilling on KPI's, addressing notifications, and more. Web portals exist to bring information from diverse sources together in a uniform way. Oracle Retail users can benefit from a specially designed Web portal that consolidates access to data and applications in a role-specific manner.

In this spirit, Oracle Retail Home has been built as a single access point. This simplifies our users' interactions with the data and applications that are most relevant to their roles, and better empowers them to anticipate informed actions and to inspire engagement.

Based on a robust and flexible portal framework, and populated with thousands of pre-integrated metrics from the Oracle Retail Insights Suite, which incorporates the Artificial Intelligence and Machine Learning capabilities of Oracle Retail Science Platform, Retail Home is intended first to provide timely and role-specific high-level insights, and second to enable selective drilling into relevant applications for more details.

Upon login, Oracle Retail Home begins with a tile-based dashboard that highlights select KPI's across applications. Note that each login can have multiple roles, and each tile can contain up to five tile states, highlighting different KPIs, displaying graphs, favorite actions and notifications. Tile clicks can launch related applications, potentially with a single sign-on and with context, and you can also expand the tile to reveal deeper insights, including more detailed reports. Each role can have any number and configuration of tiles, and each tile can have any number of states. Tiles can also be configured to be of a larger size, to fit more data.

There is also a configurable side pane. For the side pane, one might, for example, surface reports showing the latest Top 10 items, by margin, sales and units, and by channel. And links, filtered to the latest and most applicable news might be of interest as well.



Oracle Retail Home brings together the most insightful data and applications per role in your retail enterprise, with a sophisticated and flexible, yet simple, user experience.

# 2

## System Requirements, Supported Systems, and Compatibility

### Supported Oracle Retail Products

For a list of the Oracle Retail products compatible with Retail Home, contact Customer Support.

### Client System Requirements

Retail Home supports the current versions of following browsers:

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

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.



# 3

## Enhancements

The enhancements below are included in this release.

### Sending Email from Retail Home

Areas of the application that can be configured to send email, for example, Role Request, now correctly send email.

### POM-Specific Dashboard Tile

A dashboard tile to display Oracle Retail Process Orchestration and Monitoring (POM) specific batch information is now available.

### Enhanced Subscription Metrics UI

The Subscription Metrics area of the Application Dashboard has been enhanced to display data in table format in addition to graph format. It now displays more months at a time, and displays more information about the subscription, such as start and end date, usage remaining, and a description of the subscription metric being displayed.

# 4

## Known Issues

The known issues described below remain in this release.

Known Issue/Defect	Defect Number
When a tile is configured to be associated with an application in a Retail Home dashboard, but no URL is set for that tile, the dashboard may not display correctly.	N/A