

Oracle® Retail Home

User Guide



G39224-03
July 2025



Oracle Retail Home User Guide,

G39224-03

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- Are the examples correct? Do you need more examples?

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Preface

This Administration Guide provides critical information about the processing and operating details of the Retail Analytics Platform, including the following

- System configuration settings
- Technical architecture
- Functional integration dataflow across the enterprise
- Batch processing

Audience

This guide is for:

- Systems administration and operations personnel
- Systems analysts
- Integrators and implementers
- Business analysts who need information about the Retail Analytics Platform processes and interfaces

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- 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>

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Oracle Retail Cloud Services and Business Agility

The Oracle Retail Analytics Platform Cloud Services are 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.

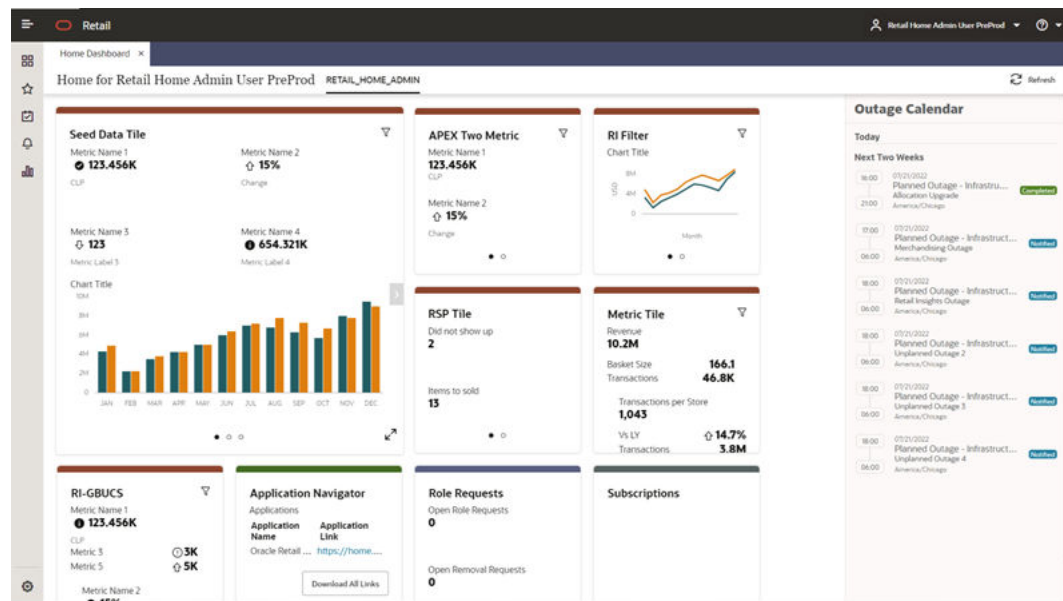
Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

1

Home Dashboard

Retail Home is a portal-type application for the Oracle Retail enterprise. The UI consists of a tile-based configurable dashboard that highlights important metrics and KPIs across Oracle Retail applications. The profile-based dashboards are configured by a Retail Home administrator for each enterprise role.

Figure 1-1 Home Dashboard



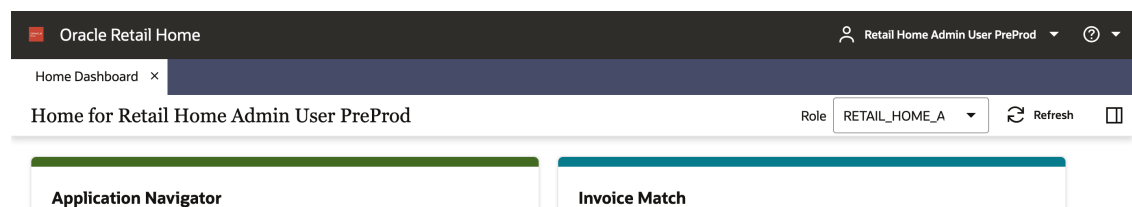
Retail Home Dashboard

The user can access the Retail Home dashboard via the Tasks menu. To access the dashboard, click Home Dashboard in the task menu.

Dashboard Controls

The user can see a set of controls at the top of the dashboard. On this bar, the user can see and select their current role and refresh the data on the dashboard.

Figure 1-2 Dashboard Controls



Roles

Roles define what information a user sees on the dashboard. The selected role determines which tiles appear on the dashboard, and which reports, if any, appears in the banner and contextual area. Roles must be configured by an administrator before the user will see any content on their dashboard.

Users who have more than one role can switch between the roles that are assigned to them. To see the list of assigned roles, click on the Role LOV near the end of the banner.

Note

Roles will only be listed if the user has been granted that role, and if a dashboard has been defined for that role.

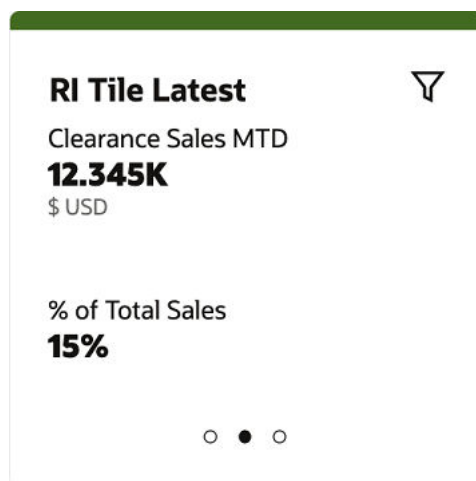
Refresh

The user can refresh their dashboards using the Refresh button.

Tiles

The main area of the dashboard contains a collection of tiles. A tile may correspond to an application, link, or other source of information which the user can access. Inside a tile, the user may find at-a-glance information such as metrics, reports, user notifications, links, or other relevant content, depending on how the tile was configured.

Figure 1-3 Dashboard Tile



Each tile may have multiple pages of content. The user has several options to move between pages of content.

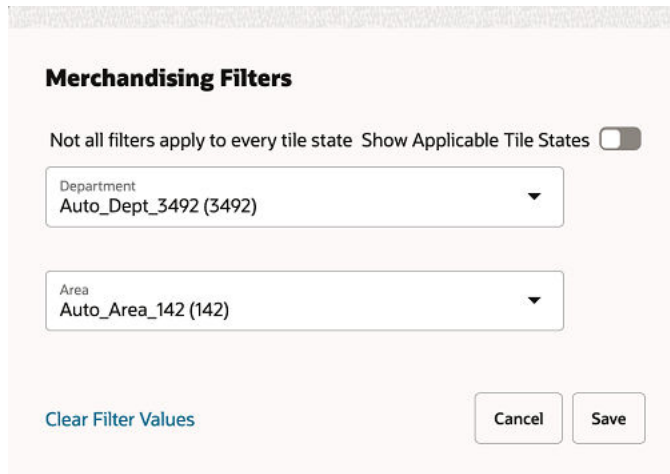
First, Oracle Retail enterprise application tiles that have been configured to support favorites and notifications will display a favorites and notifications icon in the tile header.

Second, when the user hovers a tile, previous and next arrows will appear on the sides of the tile. By clicking these arrows, the user will move to the corresponding page in the tile.

Third, at the bottom of the tile, the user can see a row of icons corresponding to each page in the tile, where the current page's icon filled in. The user can click any of these icons to go directly to that page within the tile.

Fourth, tiles may be configured to support filter options specified by the user. Pressing the filter icon in the upper-right corner of the tile will open the filter dialog to provide values to filter data by:

Figure 1-4 Filter Dialog for a Tile

A screenshot of a 'Merchandising Filters' dialog box. At the top, it says 'Merchandising Filters'. Below that is a toggle switch labeled 'Not all filters apply to every tile state Show Applicable Tile States' which is currently turned off. There are two dropdown menus: the first is labeled 'Department' and shows 'Auto_Dept_3492 (3492)'; the second is labeled 'Area' and shows 'Auto_Area_142 (142)'. At the bottom left is a link 'Clear Filter Values'. At the bottom right are two buttons: 'Cancel' and 'Save'.

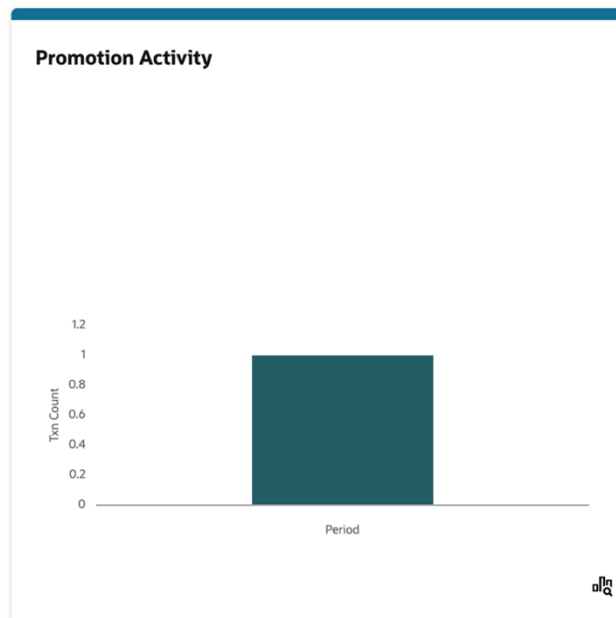
When dashboard tiles are initially loaded, if required filters do not have values entered, the following message is displayed for the corresponding tile page.

Figure 1-5 No Data to Display



The user will have to click on the filter icon to enter the required filter values before tile page can be rendered with content.

Tiles also support expanded reports, which are indicated by an icon in the lower right corner of the tile. Clicking this icon will launch the corresponding report in a larger window on the dashboard.



For Oracle Data Visualization reports, the button instead launches the Oracle Data Visualization app to the corresponding report in a new tab. The display mode of the report depends on the user's permissions. Users with write access will see the report in editor mode, while users who only have read access will see it in presentation mode. If a user doesn't have read permissions, they will receive an error.

Outage Banner

The dashboard displays a banner to let the Retail Home users know about any current outages. This banner is displayed in the same area as the batch status banner.

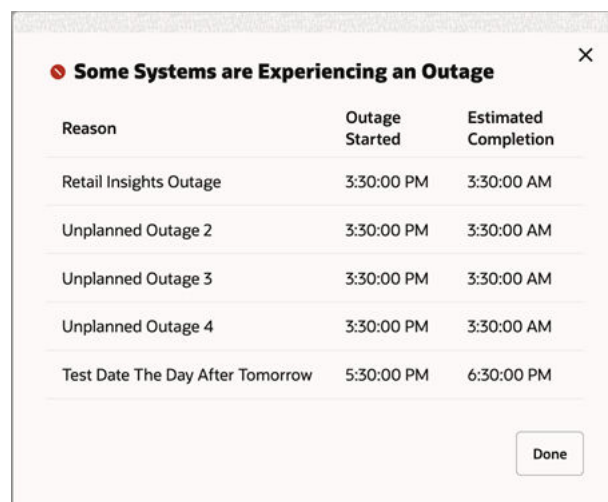
Figure 1-6 Outage Banner



- The banner displays a “Some Systems are Experiencing an Outage” message with the following details:
 - Name of the application impacted by the outage.

- Reason for the outage.
- “Outage Started” text with the outage start time.
- “Estimated Completion” text with the scheduled completion time.
- The outage details for the application(s) are removed once the intended task is complete, even if it's before the Estimated Completion timestamp.
- The “Estimated Completion” time is updated if the outage is extended beyond the Estimated Completion timestamp.
- If there are than 3 outages listed on the banner, a **More** link is displayed for the overflow.
- When the **More** link is clicked, it presents all the current outages in an error modal dialog. Click **Done** to close the modal dialog.

Figure 1-7 Outage Banner – All Current Outages



Reason	Outage Started	Estimated Completion
Retail Insights Outage	3:30:00 PM	3:30:00 AM
Unplanned Outage 2	3:30:00 PM	3:30:00 AM
Unplanned Outage 3	3:30:00 PM	3:30:00 AM
Unplanned Outage 4	3:30:00 PM	3:30:00 AM
Test Date The Day After Tomorrow	5:30:00 PM	6:30:00 PM

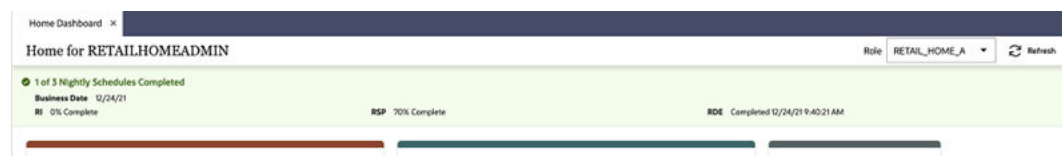
Batch Status Banner

The dashboard displays a banner while batch jobs are currently running or active. If there are any POM jobs currently active or running, the Batch Schedule Banner will be displayed below the [Outage Banner](#) and moves back to the top once all the outages are complete.

Note

Some Oracle Retail Products may not allow users to access the application while a batch process is running. Please consult the product-specific documentation.

Figure 1-8 Batch Status Banner



The banner displays the following for the current business date:

- The number of jobs scheduled and the number that are complete
- After a job is complete, a **Completed** status beside the job name, along with the completion time.
- If a job is currently running, the banner shows the percentage of completion.
- If a job hasn't started, the banner shows **0% Complete** for the job.

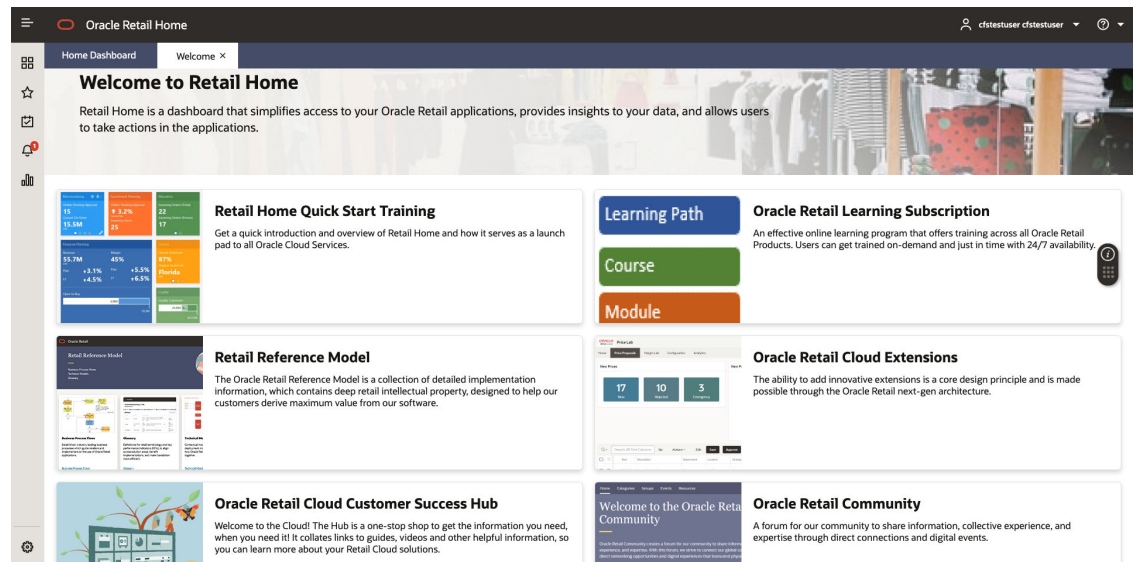
2

Welcome Screen

The Welcome Screen, shown when a user first logs in to Retail Home, contains links to the following useful items. Descriptions of each of these are on the Welcome Screen.

- Retail Home Quick Start Training
- Oracle Retail Learning Subscription
- Retail Reference Library
- Oracle Retail Cloud Extensions
- Oracle Retail Cloud Customer Success Hub
- Oracle Retail Community
- Oracle Retail Blog
- Oracle Retail Rack

Figure 2-1 Welcome Screen Showing the Retail Reference Library

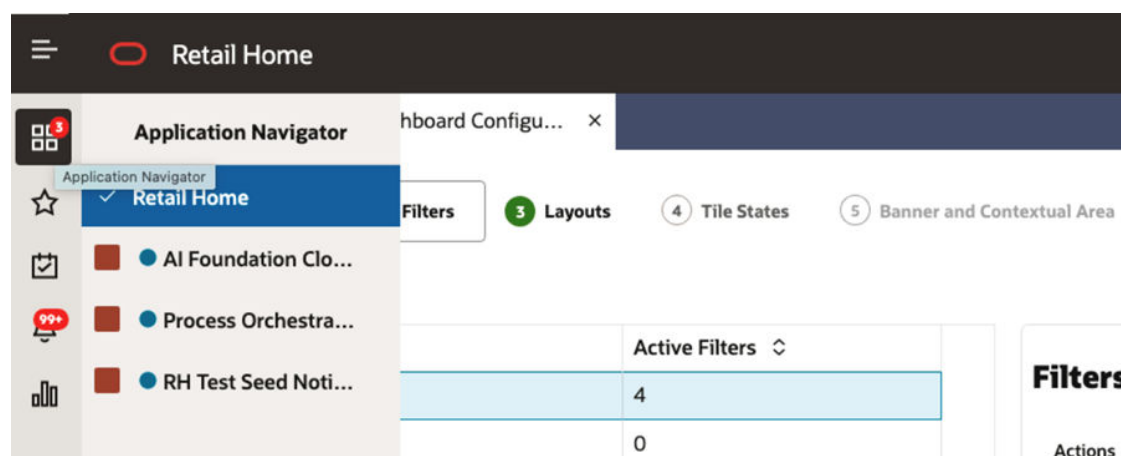


3

Application Navigator

The Application Navigator menu is populated with the list of applications configured by the Retail Home Administrator. When clicked on the application, the user goes to the launch URL configured for that application.

Figure 3-1 Application Navigator



The Application Name in Application Navigator is the name configured in the Application Navigator Setup page.

Whenever a new application has been added since the last time the user logged in, the user will be able to see the following:

- A count of new applications near the Application Navigator icon in the left menu bar.
- A blue indicator beside the new application name inside the menu.

Once the user has viewed the addition of new application, the indicator is cleared. This is applicable only for newly added applications and not for updated or deleted ones.

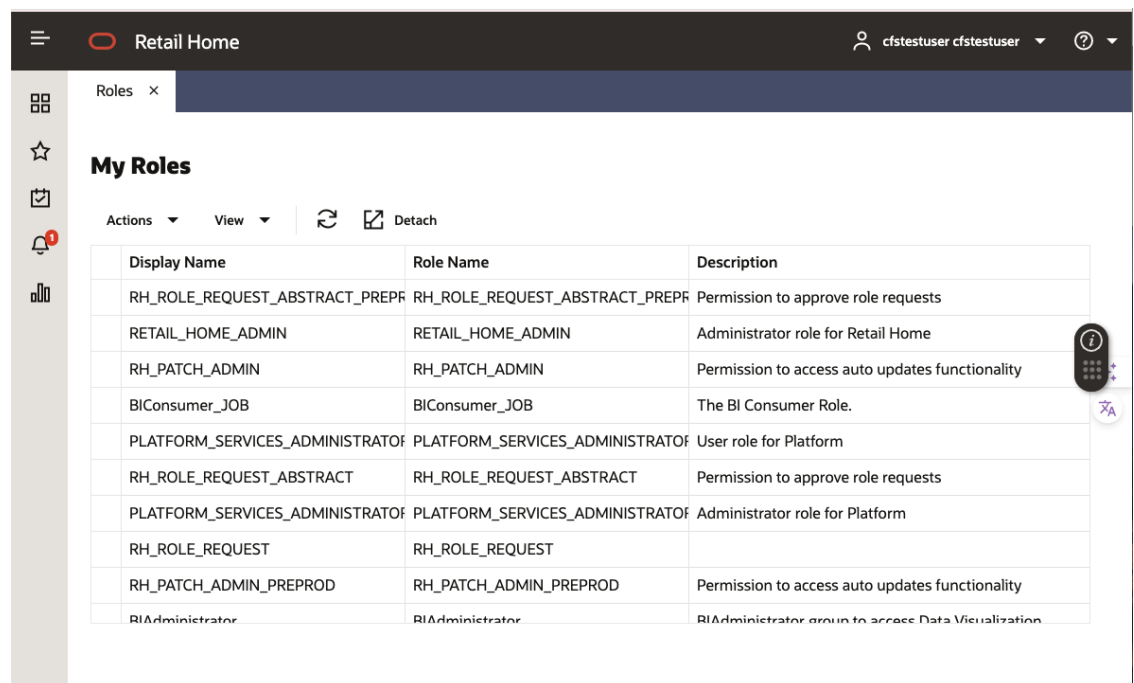
4

My Roles

In Oracle Retail enterprise applications, roles are used to determine which applications, data, and actions the user can access. Retail Home provides users with a screen that displays current user roles.

The user can access the My Roles screen in Retail Home through the **Tasks** menu. To access the My Roles screen, click **Roles** in the **Tasks** menu.

Figure 4-1 My Roles Screen



Display Name	Role Name	Description
RH_ROLE_REQUEST_ABSTRACT_PREP	RH_ROLE_REQUEST_ABSTRACT_PREP	Permission to approve role requests
RETAIL_HOME_ADMIN	RETAIL_HOME_ADMIN	Administrator role for Retail Home
RH_PATCH_ADMIN	RH_PATCH_ADMIN	Permission to access auto updates functionality
BIConsumer_JOB	BIConsumer_JOB	The BI Consumer Role.
PLATFORM_SERVICES_ADMINISTRATOR	PLATFORM_SERVICES_ADMINISTRATOR	User role for Platform
RH_ROLE_REQUEST_ABSTRACT	RH_ROLE_REQUEST_ABSTRACT	Permission to approve role requests
PLATFORM_SERVICES_ADMINISTRATOR	PLATFORM_SERVICES_ADMINISTRATOR	Administrator role for Platform
RH_ROLE_REQUEST	RH_ROLE_REQUEST	
RH_PATCH_ADMIN_PREPROD	RH_PATCH_ADMIN_PREPROD	Permission to access auto updates functionality
RIAdministrator	RIAdministrator	RIAdministrator group to access Data Visualization

5

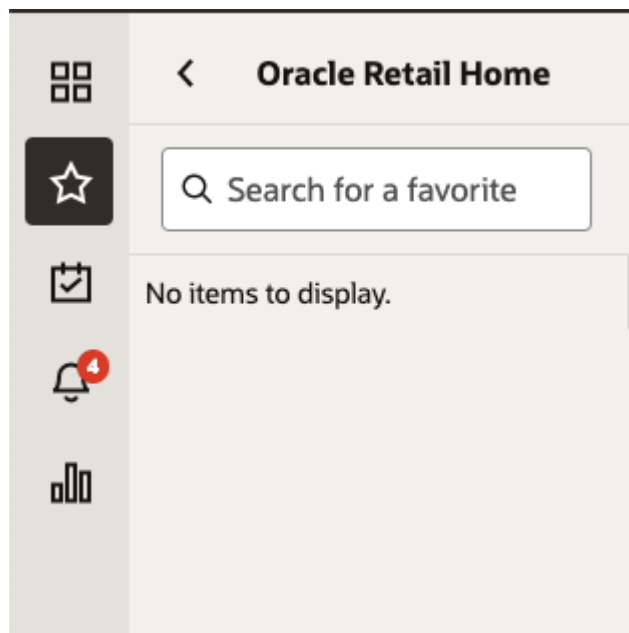
Favorites

The Favorites screen displays the items (tasks, reports, and so on) that have been marked as a "favorite" by the user within the target application. The user can click a favorite item to launch it on the target application within a separate browser window.

Access Favorites

The user can access the Favorites screen by clicking the Favorites icon on the task menu and navigating to the corresponding app.

Figure 5-1 Favorites



6

Notifications

Oracle Retail Applications provide a feature-rich notifications framework, which sends a variety of different types of notifications segregated by user roles.

Access Notifications

The user can access the notifications screen by clicking on the notifications icon on the task menu and navigating to the corresponding app.

The notifications icon has a red-colored badge that displays the total number of unread notifications for all the apps.

Each app has a notification badge associated with it, displaying the total number of unread notifications for the app.

Figure 6-1 Notification Icon

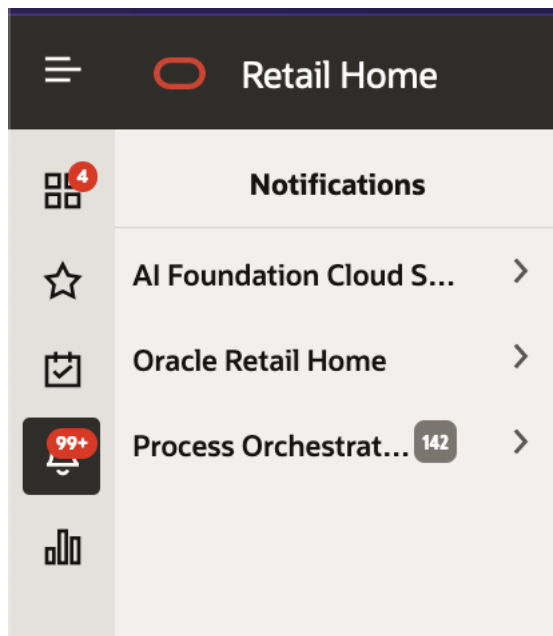
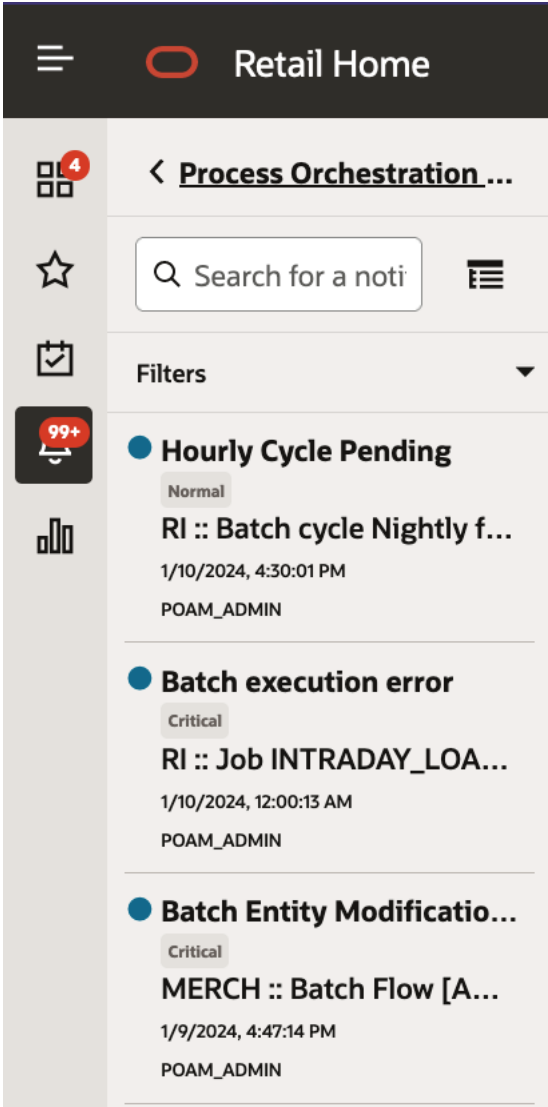


Figure 6-2 Notification Screen



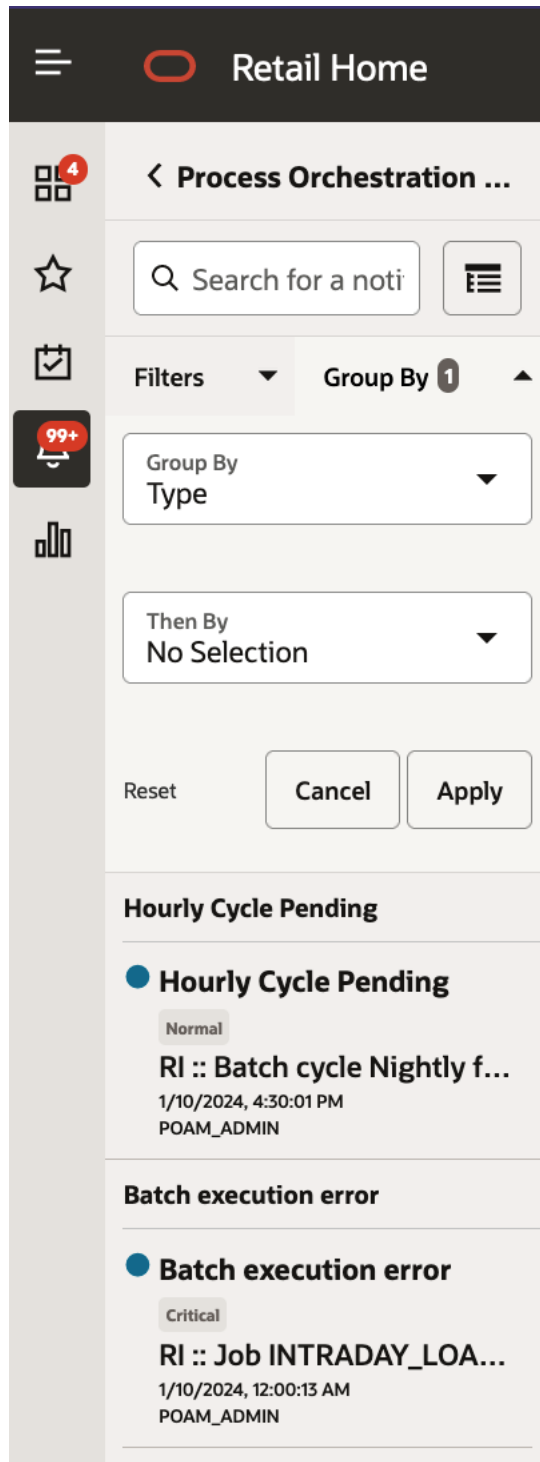
The user can search for a notification or apply filter properties (Time Period, Type & Severity) to narrow down the search results.

Figure 6-3 Search & Filter

The screenshot displays the Oracle Retail Home interface. At the top, there is a dark header with a menu icon, a red oval logo, and the text "Retail Home". Below this, a sidebar on the left contains several icons: a grid icon with a red "4" badge, a star icon, a calendar icon, a notification icon with a red "99+" badge, and a bar chart icon. The main content area is titled "< Process Orchestration ...". It features a search bar with the placeholder text "Search for a noti" and a filter icon. Below the search bar, there are two tabs: "Filters" and "Group By 1". The "Filters" tab is active. Under the "Filters" tab, there are three filter boxes: "Time Period", "Type", and "Severity". At the bottom of the filter section, there are three buttons: "Reset", "Cancel", and "Apply". Below the filter section, there is a section titled "Hourly Cycle Pending" with a blue dot icon. Under this section, there is a "Normal" button and a text label "RI :: Batch cycle Nightly f...".

The user can group notifications by clicking the **Group View** icon next to the search bar and then navigating to the **Group By** tab.

Figure 6-4 Group By Tab



The user can click the **See All** link (see the “Notification Screen” figure above) to launch the corresponding Apps Notifications page.

The Notification page displays additional information and allows the following actions to be performed.

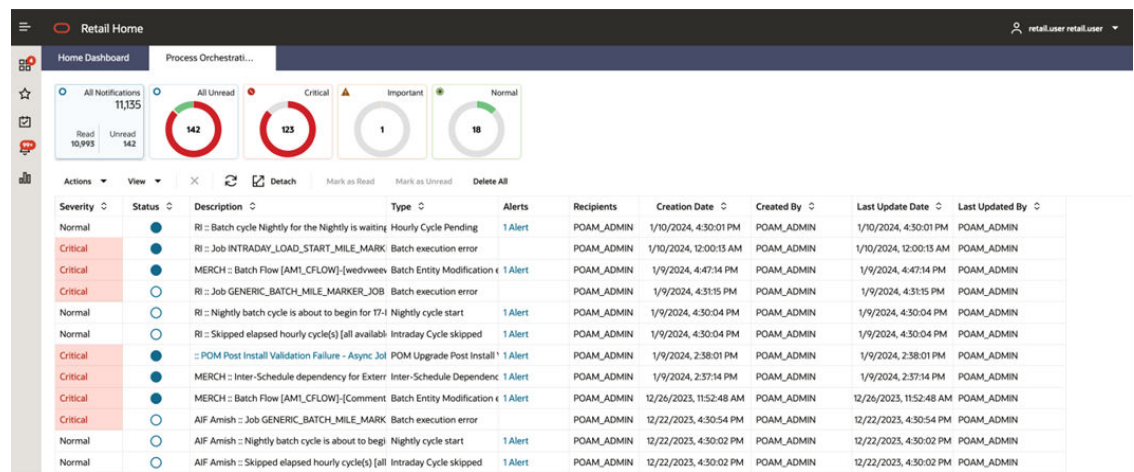
- Delete

- Refresh
- Mark as Read
- Mark as Unread

The user can apply filters by clicking on one of the following tiles.

- All Notification
- All Unread
- Critical
- Important
- Normal

Figure 6-5 Notifications Page

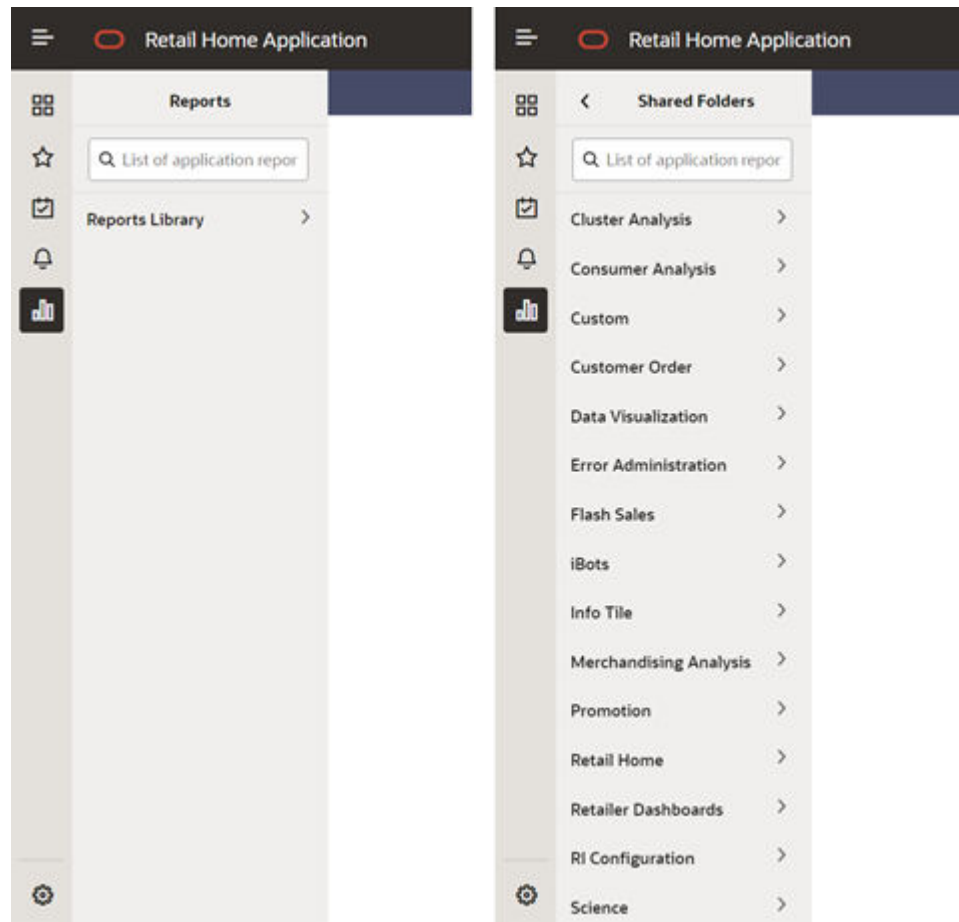


7

Report Catalog

The Reports menu item is available in the Retail Home sidebar that allows access to OBIEE reports. Click an item from this menu to open the report in a new tab. The user can access the Report Catalog in Retail Home through the **Reports** menu. To access the reports, click **Reports Library** in the **Reports** menu.

Figure 7-1 Reports Catalog



8

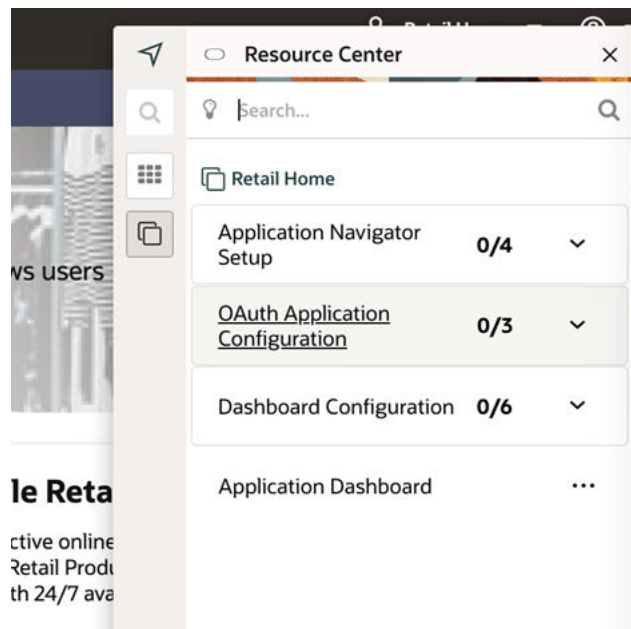
Help Center

Retail Home has been enhanced with a Help Center that provides real-time, interactive, and step-by-step, guided learning. The user can access the Resource Center by clicking the Help Center icon displayed on the configured pages.

Figure 8-1 Help Center Icon



Figure 8-2 Resource Center



9

Integration with Oracle Digital Assistant (ODA)

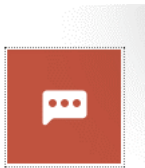
Retail Home is now integrated with Oracle Digital Assistant (ODA), an AI-powered chatbot that provides real-time, interactive support to help users with application-related questions.

The ODA widget appears in the lower-right corner of the Retail Home interface upon startup.

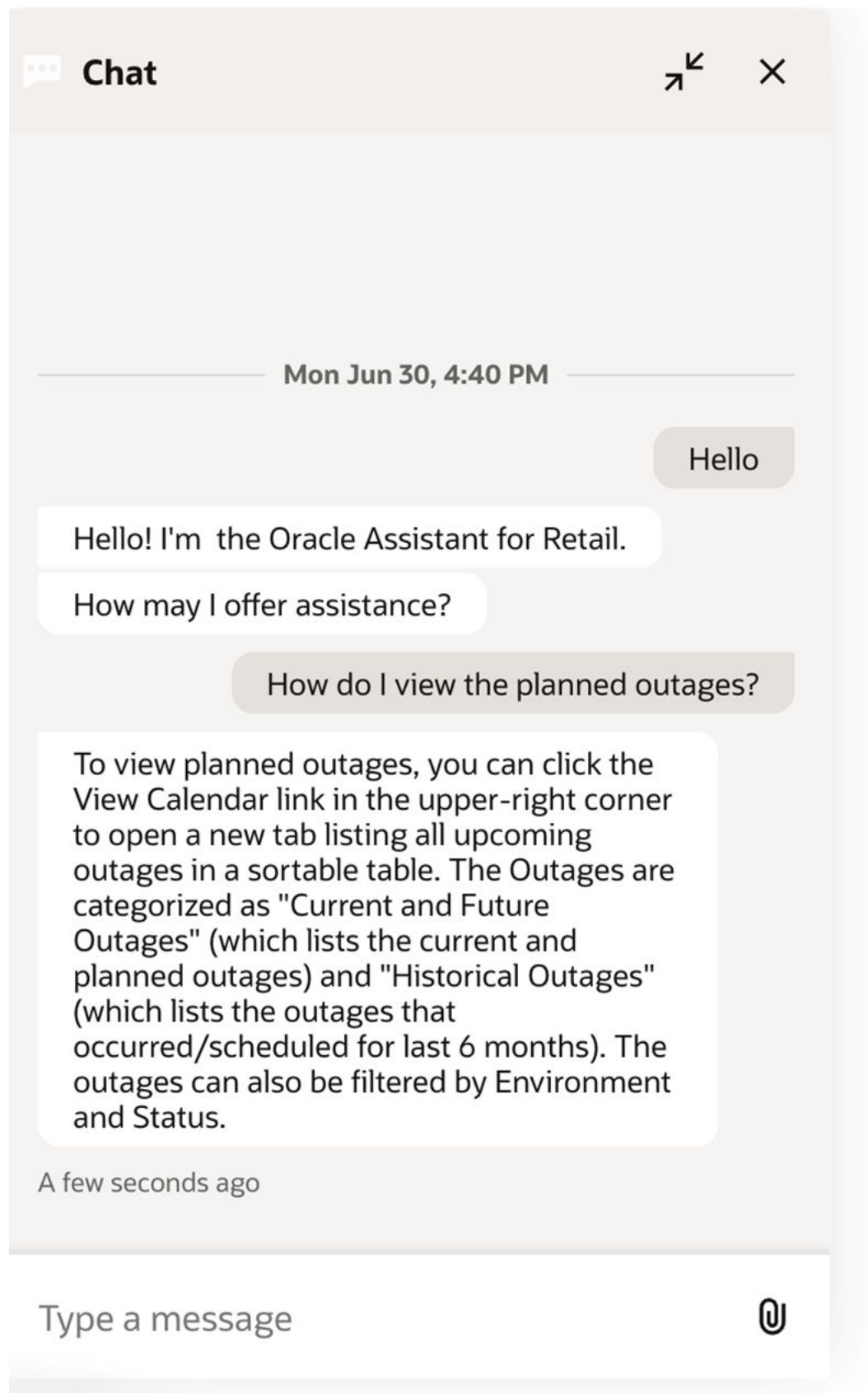
Note

ODA is currently available only in production environments and is not supported in pre-production environments.

Figure 9-1 Oracle Digital Assistance Widget



Clicking the ODA widget launches the full ODA interface.



Some examples of the conversation are provided below. The user utterance is prefixed with User and the response from ODA is prefixed with Bot.

Sample Conversations

User: How can I access or view the dashboard I previously configured?

Bot: To view the dashboard you configured, you need to log in to Retail Home. The dashboards configured for your enterprise role(s) will be displayed. You can switch between roles if you have multiple roles assigned to you by clicking on the Role LOV near the end of the banner. You can also refresh your dashboard using the Refresh button.

User: How can I check if there is an ongoing outage?

Bot: To check if there is an ongoing outage, you can look for the Outage Banner on the Retail Home Dashboard. The banner displays a "Some Systems are Experiencing an Outage" message with details such as the name of the application impacted, reason for the outage, outage start time, and estimated completion time. If there are more than three outages listed, a "More" link is displayed, which when clicked, presents all current outages in an error modal dialog.

User: How can I display the applications in the Application Navigator?

Bot: To display applications in the Application Navigator, the Application Navigator Switch should be enabled for the application. This switch controls whether the application will be displayed in the Retail Home Application Navigator menu.

The Application Name in Application Navigator is the name configured in the Application Navigator Setup page. Users can add a new Application Navigator entry in Retail Home using the "Add" icon on the table toolbar.

Once the application is added and the Application Navigator Switch is enabled, the application will be visible in the Application Navigator menus.

User: Is there any new critical or important notification today?

Bot: To check for new critical or important notifications, you can access the notifications screen by clicking on the notifications icon on the task menu and navigating to the corresponding app. The notifications icon has a red-colored badge that displays the total number of unread notifications for all the apps. You can then apply filters by clicking on one of the following tiles: All Notification, All Unread, Critical, Important, or Normal. This will help you identify if there are any new critical or important notifications today.

User: How do I view the subscription consumption for all subscribed applications?

Bot: To view subscription consumption for all subscribed applications, you can use the Application Dashboard page in Retail Home. The Application Dashboard page gives customer administrators the ability to view information about the products to which they have subscribed, including subscription metrics.

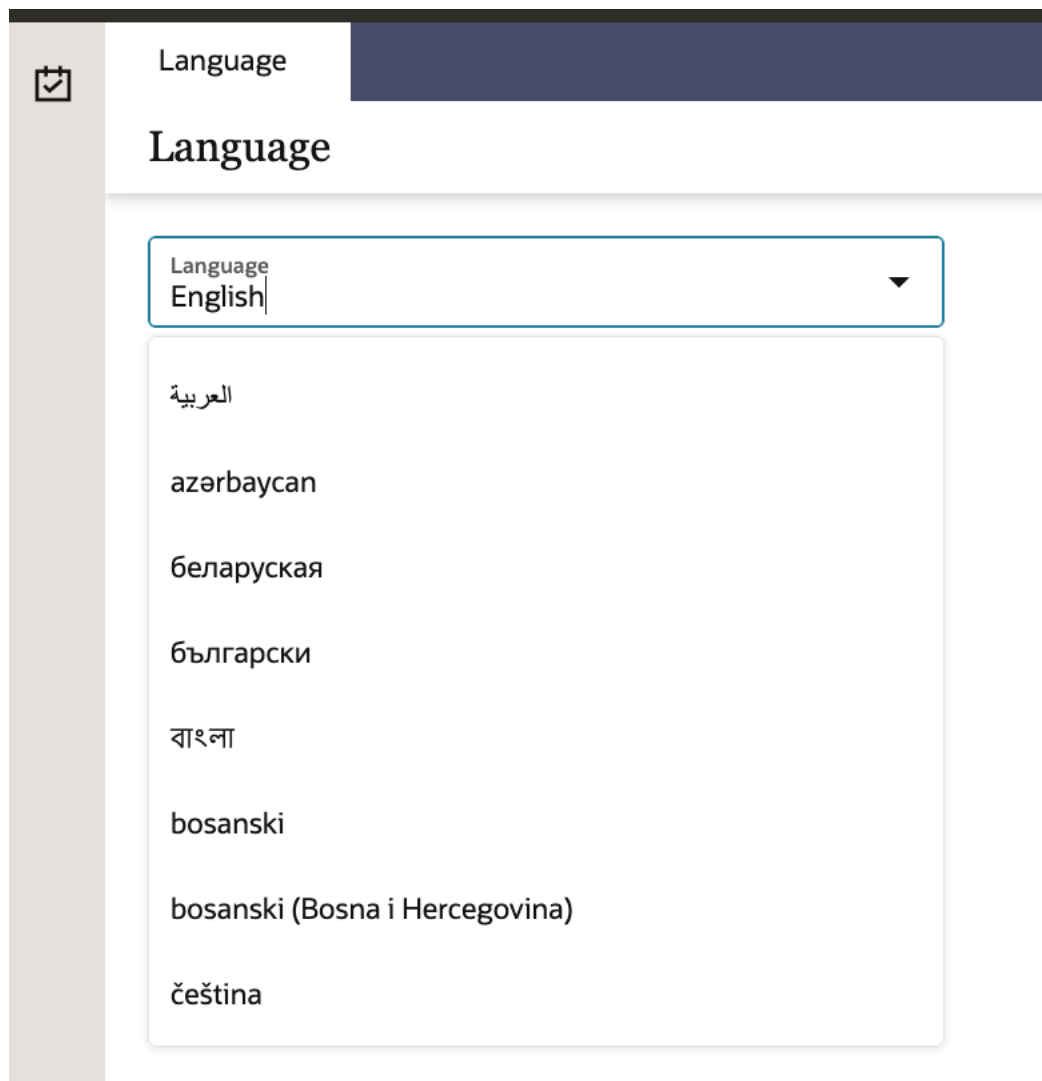
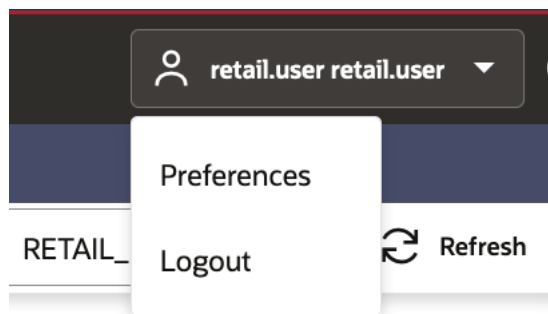
The subscription metrics display details related to all the applications subscribed by the customer, which includes the ability to view usage history. The customer would also see a "Currently Overextended" message for applications whose current usage crosses the permitted purchased limit.

10

Language Preference

Retail Home gives an option for the user to choose a preferred display language from the application itself. The selected language remains consistent with the sessions.

The user can access the Language page by clicking **Preferences** option from the username dropdown.



After changing the language to Spanish (for example),

Bienvenido a Retail Home

Retail Home es un panel de control que simplifica el acceso a las aplicaciones de Oracle Retail, proporciona estadísticas de datos y permite al usuario realizar acciones en las aplicaciones.

Inicio rápido de formación de Retail Home

Permite obtener una introducción y visión general rápidas de Retail Home y cómo sirve de pantalla de inicio para todos los servicios de Oracle Cloud.

Modelo de referencia de Retail

El modelo de referencia de Oracle Retail es una recopilación de información de implantación detallada, que contiene propiedad intelectual de minorista en profundidad, diseñada para ayudar a nuestros clientes a derivar el máximo valor de nuestro software.

Portal Customer Success de Oracle Retail Cloud

Bienvenido a la nube. Este portal contiene información fundamental que necesita en su viaje por Oracle Retail Cloud.

Learning Path

Suscripción de formación de Oracle Retail

Programa efectivo de formación en línea que ofrece formación para todos los productos de Oracle Retail. Los usuarios pueden formarse bajo demanda y justo a tiempo, con disponibilidad 24/7.

Extensiones de Oracle Retail Cloud

La capacidad de agregar extensiones innovadoras es un principio de diseño principal y se hace posible mediante la arquitectura de siguiente generación de Oracle Retail.

Comunidad de Oracle Retail

Foro donde nuestra comunidad comparte información, experiencia colectiva y conocimientos a través de conexiones directas y eventos digitales.

11

Accessibility Features

Retail Home runs in browsers and is designed to integrate with existing browser accessibility options and tools. In most cases, no additional effort is required for accessibility beyond what a user already does for their browser of choice. Some specific configurations that may be useful are detailed in this chapter.

Color Settings

The color display of dashboard tiles can be customized by administrators. All color schemes are designed to be high-contrast, and all functional UI elements use high-contrast color settings.

Graphs on tiles leverage the Oracle JET UI to display data in an accessible fashion and integrating applications can fully customize the display of the data.

Screen Readers

The Retail Home application is fully compatible with screen readers. All functional elements are properly labelled and all UI elements support keyboard interaction.