ORACLE CRM ON DEMAND
RELEASE 40

Get smarter, more productive and gain the best value with Oracle CRM On Demand Release 40. Now, with Release 40, organizations of all types and sizes benefit from actionable insight anywhere, anytime, as well as key enhancements in mobility, ease of use, analytics, integration and extensibility.

Next Generation Mobile and Desktop Solutions

Oracle CRM On Demand Release 40 offers a complete set of mobile and desktop solutions that improve productivity by enabling reps to access and update information anywhere, anytime.

Capabilities include:

- **Oracle CRM On Demand Connected Mobile Sales (CMS)**
  This add-on mobile service provides a configurable mobile solution on Android, and iOS devices. You can access data from CRM On Demand in real time with a rich, native user experience that is comfortable and familiar to current mobile users and fully configurable to capture your unique processes. In this release, the client has been enhanced so that Tasks can be marked as completed directly from list pages. Users can go directly to an Edit page of a record from a list page using the sliding gesture. Finally, the Recently Viewed list is synchronized between the CRM On Demand web application and Connected Mobile Sales.

- **Oracle CRM On Demand Disconnected Mobile Sales (DMS)**
  Oracle’s Disconnected Mobile Sales for CRM On Demand (DMS) provides the ability for the pharmaceutical sales rep to work remotely and in a disconnected environment, planning and executing calls, managing contacts and accounts, routing their daily tasks, and creating new tasks.
BENEFITS

- Leverage anytime, anywhere access to CRM via mobile and desktop solutions
- Increase performance and operational transparency
- Improve customer service with new channels
- Maximize productivity, satisfaction, and user adoption (ROI)
- Maximize data security
- Gain immediate advantage with industry-ready solutions
- Achieve the lowest Total Cost of Ownership (TCO) and highest Business Agility

visits with enhanced map functionality, dropping samples and promotional items, and rendering sophisticated presentations detailing their products. The eDetailing functionality includes the ability to easily add and remove attendees, make annotations, highlight and capture feedback to the individual page level of the presentation. Search and sort capabilities are provided along with the integration of CRMOD analytic reports within the display of DMS pages when in a connected mode. DMS console includes customer friendly administration and management of the DMS server and the client configuration mappings and files.

Figure 2: Oracle CRM On Demand Disconnected Mobile Sales

- **Oracle CRM On Demand Desktop**
  This solution provides access to CRM data within the context of Microsoft Outlook which is a familiar tool, thereby improves access to timely information and increases adoption throughout the organization. Users can manage CRM data while disconnected from the internet, and then synchronize bi-directionally when they are back on the network. Desktop is highly customizable and users can filter and work with the minimal subset of CRM data they actually need in Outlook. A free version called CRM Desktop Lite that allows you to synchronize Contacts, Activities and email with Microsoft Outlook is also available.

Figure 3: Oracle CRM On Demand Desktop
NEW FEATURES
• Ability to Print Driving Directions
• Many Lead Conversion Enhancements
• Expanded Analytic Support
• Expanded Administrative Web Services Coverage
• Next Generation Mobile and Desktop Solutions
• Drag and Drop Columns

Get Smarter with Actionable Insight

The difference between making good decisions and great decisions depends heavily upon the quality, structure, and availability of information at hand. Oracle CRM On Demand Release 40 expands upon its industry-leading analytics capabilities to provide greater business insight than ever before. In Release 40, Activity, Lead, and Partner dimensions have been added in Advanced Custom Objects Historical Subject Area. Custom Object 4 and 5 dimensions have been added to Advanced Custom Object Historical Subject Area. Optimize Picklist Code Values have been exposed in Real-time Reporting Subject Areas. Users have the ability to open Analytics in a new browser window. Custom Object 1 and 2 multi-select picklists have been exposed in Real-time Analytics. Users can report on Asset short text fields 46 to 70 in Analytics, plus many more!

Get the Best Value

Oracle CRM On Demand delivers unprecedented value with a broad set of capabilities from a single-provider solution, a low total cost of ownership, on-demand deployment options, deep CRM expertise and experience amongst CRM providers, and a secure CRM in the cloud. With Release 40, Oracle CRM On Demand now includes even more enterprise-grade security, integration, and extensibility features, along with enhanced industry editions to save you time and money.

In the area of Extensibility, we include the following features: Audit Trail as a Child Object has been exposed in Web services v2.0. Sorting for field management administrative area is now supported. Finally, Web services has been extended to support Custom Web Applets and Web Tabs with V3 Analytics content.

In the area of Usability, we include the following features: Users can now edit multiple list records at a time. Custom Fields can be created for Opportunity Partner and Account Partner record types. Favorite records can be managed directly from a list of records. Addresses can be added to Opportunity records and made available on Maps. Global Picklists can be created for Team record types. Account, Contact Phone, Activity Status information can now be displayed in the Group Calendar. Administrators can make lists visible to all roles.
Oracle CRM On Demand enables organizations to get smarter, get more productive, and get the best value, period. For more information on Oracle CRM On Demand Release 40, please visit oracle.com/crmondemand or call +1.866.906.7878 to speak to an Oracle representative.
CONTACT US

For more information about Oracle CRM On Demand, visit oracle.com or call +1.800.Oracle1 to speak to an Oracle representative.

Integrated Cloud Applications & Platform Services

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

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

Intel and Intel Xeon 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, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.