

When Implementing, Do the Right Thing

Oracle Sales and B2B Service - Update 21C

USE OUR CONTINUOUS INNOVATION TO YOUR ADVANTAGE!

At Oracle, we continually strive to deliver features built on the latest technologies. It includes improvements that you ask for in your feedback, such as user experience enhancements that allow smoother processes and minimum clicks.

This document lists the features that you must use to get the best out of your implementation.

For System Integrators or Partners:

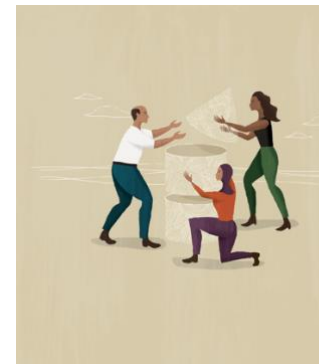
Ensure your customers go live with the latest features. Use the following feature checklist to transition to new features and modernize your customer implementation projects.

For Customers:

Use the following feature checklist to transition to new features. If you are working with a System Integrator, share this checklist with them and get our latest features.

We strongly recommend that you review the features in your Oracle Sales and B2B Service implementation and transition to the ones listed below.

Note: This document lists features to help you stay up-to-date with Oracle technologies. Refer to Release Readiness for complete list of new features.



We are working to improve this reference document. Please share your feedback with the [ACX CoE Best Practices team](#).

Resources

[Oracle Help Center](#) for product documentation

[Oracle Cloud Readiness](#) for all new features in an update

[Feature Kits](#) for Oracle Sales and B2B Service



Improved Features for Better User Experience

'Classic' search experience	Workspace	Workspace for Fast and Easy Access to CX Sales and B2B Service!
'Classic' navigation to work areas	Actionable Infolets	Actionable Infolets for effective and efficient task-based processes
Recent Item Lists	Smart Lists	Smart Lists for a Personalized Sales Experience!
'Classic' home page layouts	News Feed home page layout	News Feed layout provides a fast home page and improved user experience
Sales Cloud for Outlook Connector (classic)	CX Sales Office 365 Outlook Add-In	Office 365 Add-In for CX Sales
CX Cloud Mobile app	CX Sales Mobile app	CX Sales Mobile for a Modern Mobile Experience!
Audit Reports under Tools	Change History subtab for business objects	Overview of In-Context Audit
Standard embedded help	Add custom help and use Oracle Guided Learning to create interactive guides	Help



Better Options for Administrator Processes

File Based Data Import <i>(no longer available after update to 21D)</i>	Import and Export Management	Import and Export Management for Sales and B2B Service
Import and Export Automation using SOAP API in File Based Data Import <i>(no longer available after update to 21D)</i>	Import and Export Automation using REST in Import Management	REST API for CX Sales and B2B Service
Geography dimension for Territories	Address dimension for Territories	Address Dimension
Custom data security policies when creating roles	Access Groups	Access Groups for Sales and B2B Service Configure and Troubleshoot Data Security
SOAP API	REST API	REST API for CX Sales and B2B Service

CONNECT WITH US

Call +1.800.ORACLE1 or visit oracle.com.
Outside North America, find your local office at oracle.com/contact.



Copyright © 2021, 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. 0120

Disclaimer: This document is for informational purposes. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described in this document may change and remains at the sole discretion of Oracle Corporation.

