

Switching to the News Feed Home Page Layout

Oracle ACX Sales and B2B Service

We strongly recommend that you review the News Feed home page layout and switch to it as part of the next innovation cycle for your CX Sales and B2B Service application.

While switching to and configuring the News Feed home page is straight-forward, there are some best practices, tips and techniques that will help you quickly roll out this home page layout to your users. We're here to guide and help you, so here's what we recommend.

There are several high-level approaches for this switch, listed from the simplest to the most thorough. A phased implementation of these would be very appropriate for many businesses, delivering quick wins wherever possible.

- Quick, short-term switch to a common News Feed home page for all users. This could be as quick as a week or two.
- Role specific configuration, reflecting the unique requirements of different groups of users. In this case, users with different roles would see different navigational icons and infolets to use in their business processes. This would take a little longer, but still just a few short weeks.
- Consideration of requirements specific to each unique user role for a more highly configured News Feed home page. This would be a natural expansion of your initial switch to the News Feed home page. It would take a little longer, in proportion with your company size and the complexity of your business processes. However, the focus is still on the contents of the News Feed home page as the starting points for your most common business processes.

As always, you'll need to decide what works best for your business, balancing speed of deployment against functional coverage and expected benefits.

For additional assistance, where applicable, consult with your Oracle Implementation Partner.

Now let's review these options for you, using a simple checklist approach to keep things organized.



Target audience

- Business Administrator
- Application Administrator
- Business Manager
- Project Manager
- Implementer

More kit components

- [Video](#)
- [Do you know about News Feed Home Page?](#)

Quick link to resources

- [Implementation & Management Series](#)
- [Verify Certification Badges](#)
- [Recommended Training for Customers](#)
- [Best Practices Resource Center](#)
- [My Oracle Support \(MOS\)](#)
- [Oracle Help Center](#)

Other Helpful Links

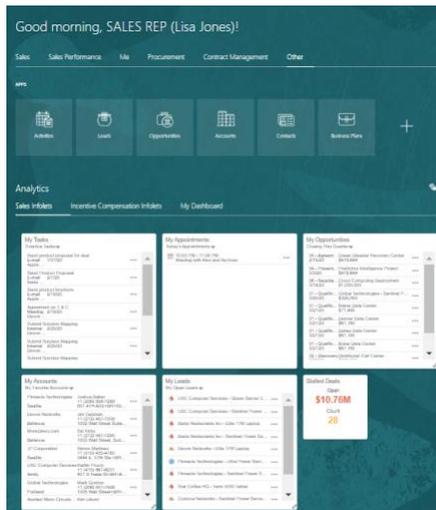
- [System Requirements](#)
- [Oracle University](#)
- [Oracle Partner Finder](#)

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Switch to a common homepage for all users

- Quickly socialize the News Feed home page layout and benefits, to confirm general interest and get leadership agreement for a short trial implementation.
 - Discuss the style and high level components of the News Feed home page. Ask:
 - ‘Would this work as the default starting point for our most common business processes?’
 - ‘Is this better than what we have today?’
 - ‘Can we make this work for all our users?’
 - ‘Is this a good time to update our theme, colors etc?’



Tremendous benefits:

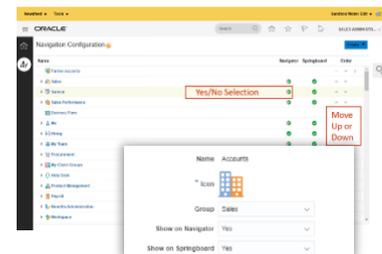
-  Fast home page for improved user experience and adoption
-  Faster access to your most relevant information
-  Streamlined, efficient task flows for common actions
-  More productive, successful, and satisfied users

- Include the fewest, most important items - you want this to be simple and easy to use.
- When working with themes and colors, take applicable usability guidelines into account, so pages are readable.
- Remember: When you choose the News Feed home page layout, it will be the default for ALL your users. You cannot have some users on News Feed and other users on Banner or Panel home page layouts.
- Gather high level requirements and reach agreement to implement a common home page for all users. Focus on what provides the most value for the most number of users.

Remember: You’re looking for a simple, common solution, so give weight to the needs of the many over the needs of the few.
- Use a Sandbox to quickly configure the News Feed home page layout. Demonstrate this with key business users, adapt for their feedback and get their approval.
- Configuration will be primarily defining what items you want to expose, in what groupings and in what order.

Remember, with this option your decisions need to work for all users.

 - Decide what icons and infolets you need.
 - Decide how you want to group into tabs.
 - Decide the order for displaying tabs.
 - Decide the order for displaying items within the tabs.



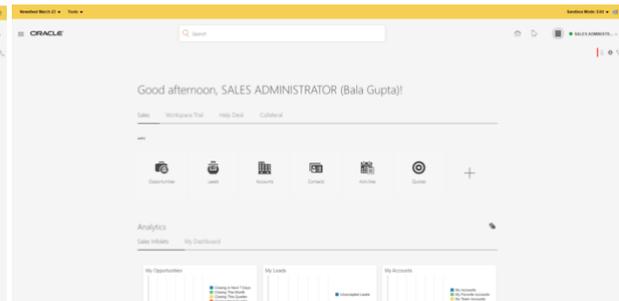
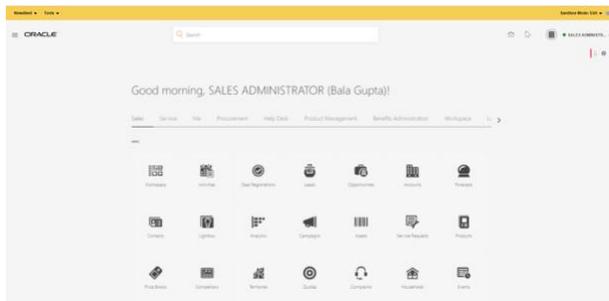
- Show options and have the user community make their choice on a final design. Start with a limited number of tabs, icons and Infolets, then add back only what is determined to be essential. The tools are simple and prototyping is very applicable.

For example, which would be best for you users?



Option A?

Option B?



Our recommendation is to keep the number of items per tab to a minimum. Avoid mixing items that are used every day with those that are used less frequently. This would be Option B.

- Remove any unnecessary sections of the News Feed home page like Announcements and Items to Finish sections. This will free up screen space.
- Have your first Analytics tab be your Actionable Infolets.
- Decide if want your users to be able to personalize their actionable infolets. If so, set the ZBS_ENABLE_ACTIONABLE_INFOLET_PERSONALIZATION profile option to “YES.”
- Switch to the News Feed home page layout in production and monitor user feedback. If you have good acceptance, plan for, and prioritize additional refinements. Only, if necessary, you can revert to your previous home page layout.

Resources

- [Configure the Navigator and Home Page](#) in the Getting Started with Your Sales Implementation guide. Make sure you watch the short, embedded videos in the documentation – you will find them very helpful.
- [Actionable Infolet](#) section of Implementing Sales guide.
- [Actionable Infolets](#) feature kit video and companion documents.

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