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JD Edwards EnterpriseOne Integration with Oracle Content and Experience Cloud – Frequently Asked Questions

General

Q: What is Content and Experience Cloud for JD Edwards?

A: Content and Experience Cloud for JD Edwards is a cloud-based document storage and collaboration solution. The integration embeds Oracle Content and Experience Cloud within JD Edwards. In addition to the overall Content and Experience Cloud capabilities, the integration provides the ability to:

- Store documents in the cloud and maintain context with a transaction or entity within EnterpriseOne

- View cloud documents within EnterpriseOne from the transaction or entity

- Engage in conversations within EnterpriseOne in the context of a transaction or entity

- Engage in operational conversations such as individuals sharing knowledge or a manager communicating a process change

- Engage in collaboration and document sharing with customers, suppliers, and other partners

Q: Can I collaborate with other users throughout my organization?

A: Yes, you can collaborate with any user with a Content and Experience Cloud user account; they don't have to be JD Edwards users.

Q: What are the different types of collaboration methods that I can use?

A: There are primarily two methods to start collaborating with other users:

- User Conversations – Use these for operational collaboration outside of a transaction.

- Contextual Conversations – Use these to have in-context conversations about a transaction or a cloud document attached to a transaction.

Q: How are traditional media objects different from Oracle documents?

A: Media objects are an on-premises document storage solution, whereas Content and Experience Cloud documents are a cloud-based storage solution. Some of the advantages provided by cloud-based documents include:

- Access from anywhere: from within EnterpriseOne, the web, or the Content and Experience Cloud mobile app

- Share across business teams

- Share with customers, suppliers, and partners via a public link

- Versioning

Q: Can I use both traditional media objects and cloud documents?

A: Yes, you can use both. But traditional media objects are not accessible from the cloud documents space and vice versa.

Q: How can I access documents stored on Content and Experience Cloud from JD Edwards EnterpriseOne?

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A: You can access documents stored on Content and Experience Cloud in three different ways:

1. By default, the user who creates the folder has full access rights to the cloud documents, when the user creates the documents via user context (from the JD Edwards EnterpriseOne home screen).

2. Users are provided contributor access to the transaction folder, when they access the cloud attachment in an EnterpriseOne transaction.

3. In Content and Experience Cloud, an administrator can explicitly give access to users/user groups for the required cloud folder structures.

Q: What are the different types of cloud document storage methods that can be used from JD Edwards EnterpriseOne?

A: There are primarily two methods to store documents on the cloud:

- **User Contextual Documents** to store documents linked with user context that are not related to any EnterpriseOne transaction.

- **Contextual Documents** to have in-context documents stored on the cloud that are linked to a JD Edwards EnterpriseOne transaction or entity.

Licensing

Q: Do I need a license of Content and Experience Cloud to use these features within JD Edwards?

A: Yes, a license to Oracle's Content and Experience Cloud is required for any use of Content and Experience Cloud.

Q: What are the available licensing/pricing plans?

A: The pricing information is available here: https://cloud.oracle.com/en_US/content/pricing

Q: Is a trial version available for Content and Experience Cloud?

A: Yes, a trial version of Content and Experience Cloud is available for free for a limited number of users and time frame. Details can be found here: https://cloud.oracle.com/en_US/tryit

Implementation

Q: What are the minimum technical requirements for using Content and Experience Cloud with JD Edwards?

A: JD Edwards Tools update 9.2.1.2 is required for integration with the Content and Experience Cloud service.

Q: How do I get Content and Experience Cloud in JD Edwards?

A: First, sign up for the Content and Experience Cloud service and then configure Content and Experience Cloud services for your JD Edwards system.

Q: What are the steps involved in configuring Content and Experience Cloud in JD Edwards?

A: Configuration and setup is a simple two-step process:

1. Add the JD Edwards EnterpriseOne Domain in Content and Experience Cloud.
2. Create an Oracle Content and Experience Cloud Connection using the soft-coding records in JD Edwards.

   For more information on the setup, see this [video](). For more resources, see [LearnJDE]().

Q: Do I need to have technical skills to configure Content and Experience Cloud offerings in JD Edwards?

A: No.

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Resources

For additional resources about JD Edwards EnterpriseOne integration with Oracle Content and Experience Cloud, see [LearnJDE](#).

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