

ORACLE RETAIL CUSTOMER ENGAGEMENT TECHNICAL BOOT CAMP

Oracle Retail Customer Engagement (ORCE) V15 is a retail CRM application (SaaS) running on a scalable cloud-based platform. The solution is designed to provide a central repository of customer data and to give the retailer a 360-degree view of their customers' purchase behavior and their engagement with promotions, loyalty programs, gift cards and more. The core cloud services are: Customer Management and Segmentation Foundation, Campaign and Deal Management, Loyalty and Awards and Gift Cards. This course will cover the technical pieces of the services.

What will we cover:

The course will provide an in depth review of the ORCE web services, how to configure the ORCE application, file movement scripting, integration best practices and how to troubleshoot the ORCE application when errors occur. The curriculum also includes hands-on exercises to give the trainee a solid understanding of the technical aspects of the ORCE application.

Learn To:

This course will teach the participant how to use the Conflate application to configure the ORCE application, how to utilize the rich set of web services exposed by the ORCE application with your integration project and get an understanding of the technical architecture.

Duration:

The Boot Camp is instructor-led via Live Virtual access and has been created to span 2 days.

Note: The duration is intended for general reference. All content created will be delivered as intended for successful knowledge transfer. The Boot Camp instructor may adjust the session based upon the pace of the class and the needs of the participants. Overall daily agendas may vary by region effecting the overall scheduled agenda – including start / end times. Please be sure to reference all materials to ensure your complete participation.

Students are required to participant for the full duration and will not be permitted to join post start to ensure a good learning experience for all participants.

Level of Enablement:

At the successful completion of the session participants should be able to configure the ORCE application, understand how to integrate with its services and understand the technical pieces of the application.

Audience:

- Business Development
- Configuration Implementation Consultant
- Technical Implementation Consultant
- Java Developer

Level:

Intermediate Level Courseware

Prerequisite Training and Environment Requirements:

- Oracle Retail Customer Engagement functional experience or successful completion of the Oracle Retail Customer Engagement functional training course.
- Must provide your own Windows laptop
- Minimum of 2 gigs of memory
- Administrative rights on user laptop latest antivirus and OS patches installed (Windows XP Professional SP3, Windows Vista SP2, Windows 7 SP1, Windows POSReady 2009, Windows POSReady 7, Windows Server 2003 SP2, Windows Server 2008 R2 SP1)

Agenda Topics:**Oracle Retail Customer Engagement Cloud Services (ORCE) Training**

- Technical Overview and Introduction
- File Movement Scripting
- Conflate
- Deal Distributor
- Web Services
- Integration Best Practices
- Troubleshooting
- Hands on Exercises

Related training:

Please visit the Oracle PartnerNetwork Competency Center and the Oracle Retail Guided Learning Paths available for additional training at www.competencycenter.oracle.com.



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