

ORACLE

Did You Get My JD Edwards EnterpriseOne Message?

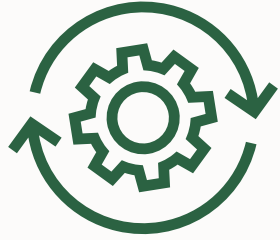
JD Edwards Nordic Conference
May 14, 2024

Bart Vanden Abeele

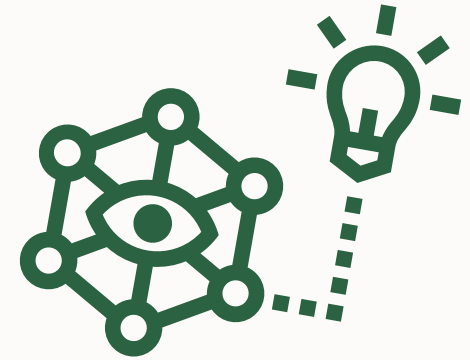
Master Principal Solution Engineer JDE
Oracle Applications Unlimited Western Europe



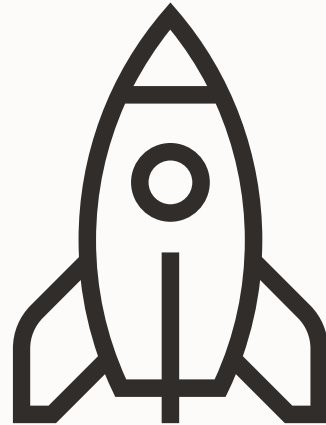
Automation



Artificial Intelligence



Internet of Things



Bots



Let's save this for another day...







Remember these devices?
They're intelligent.
100% Natural. No artificial ingredients.

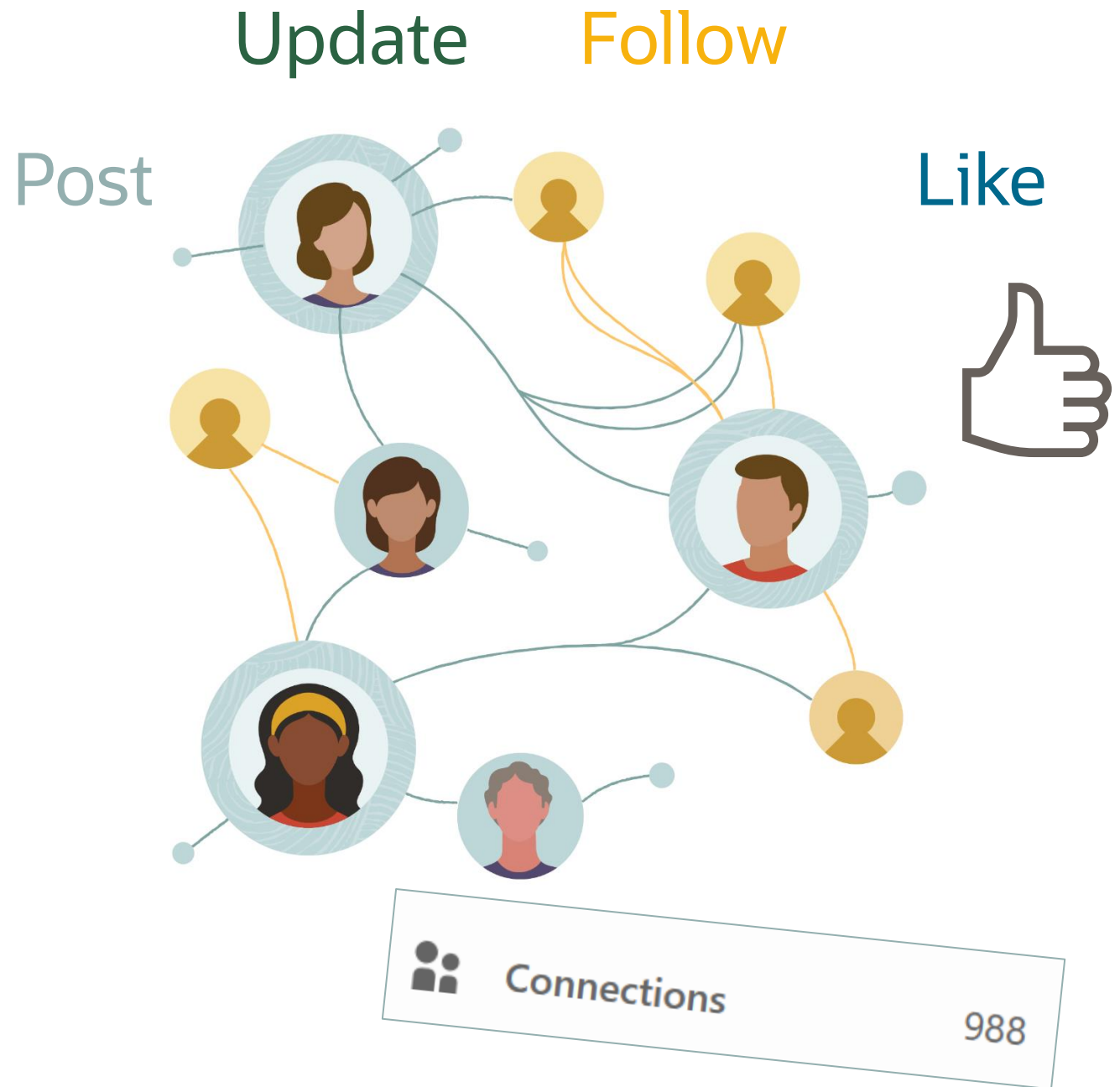


And they need
to be connected



Stay Connected

-  OracleJDEdwards
-  JD Edwards Professionals
JD Edwards Partner Group
-  Oracle JD Edwards
-  OracleJDEdwards
-  My Oracle Support
-  Quest Oracle Community
-  LearnJDE
-  The JDE Connection

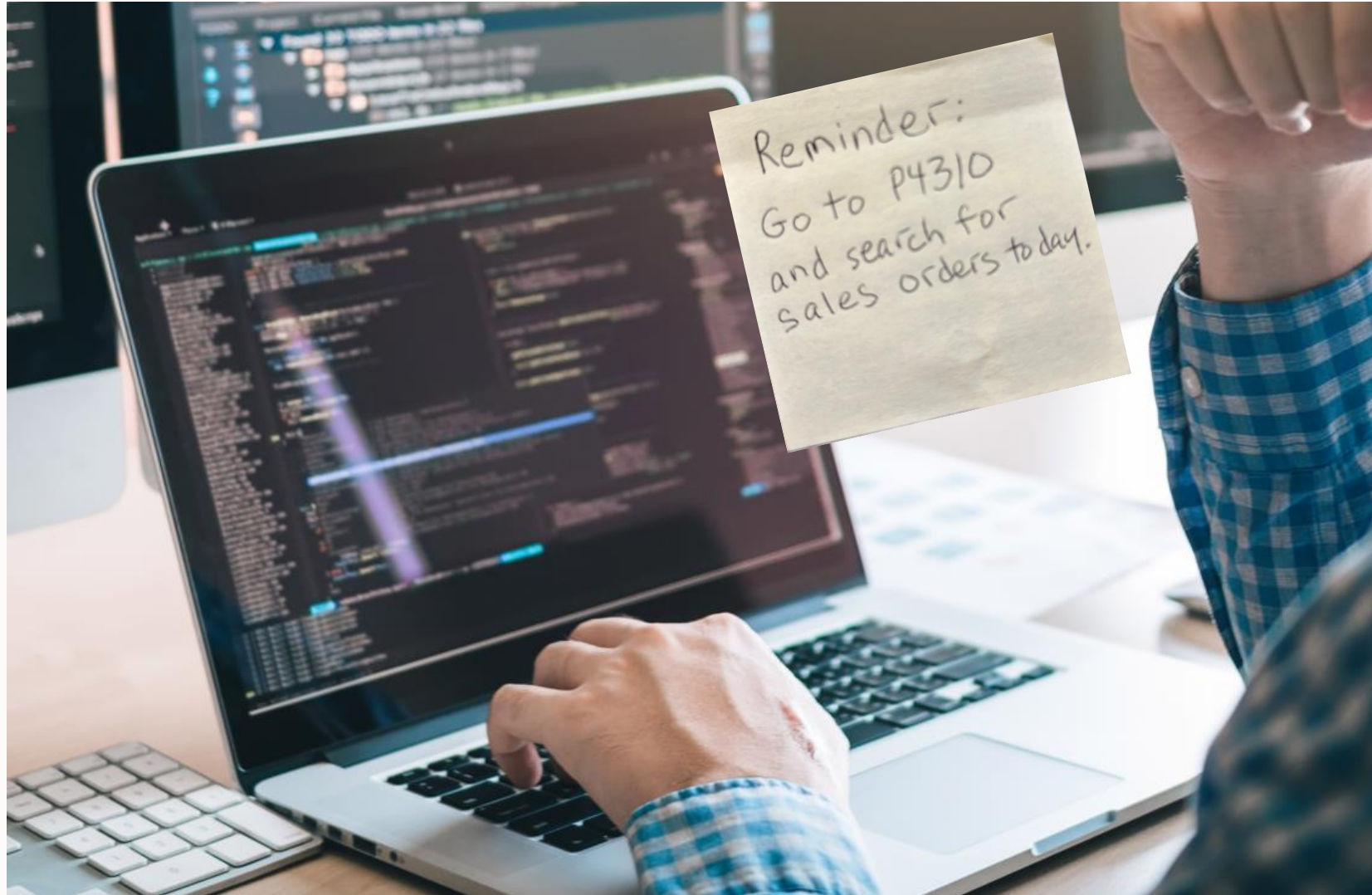


Connections have a purpose at work, too

- Keep workers in touch and informed about critical events even when they are away or not signed on to EnterpriseOne
 - Detect important events or conditions based on JDE business data or external systems
 - Send custom messages and application links to subscribers via the EnterpriseOne user interface, Work Center, or e-mail
- Critical alerts
 - Approvals
 - Task assignments
 - Reminders
 - FYI...

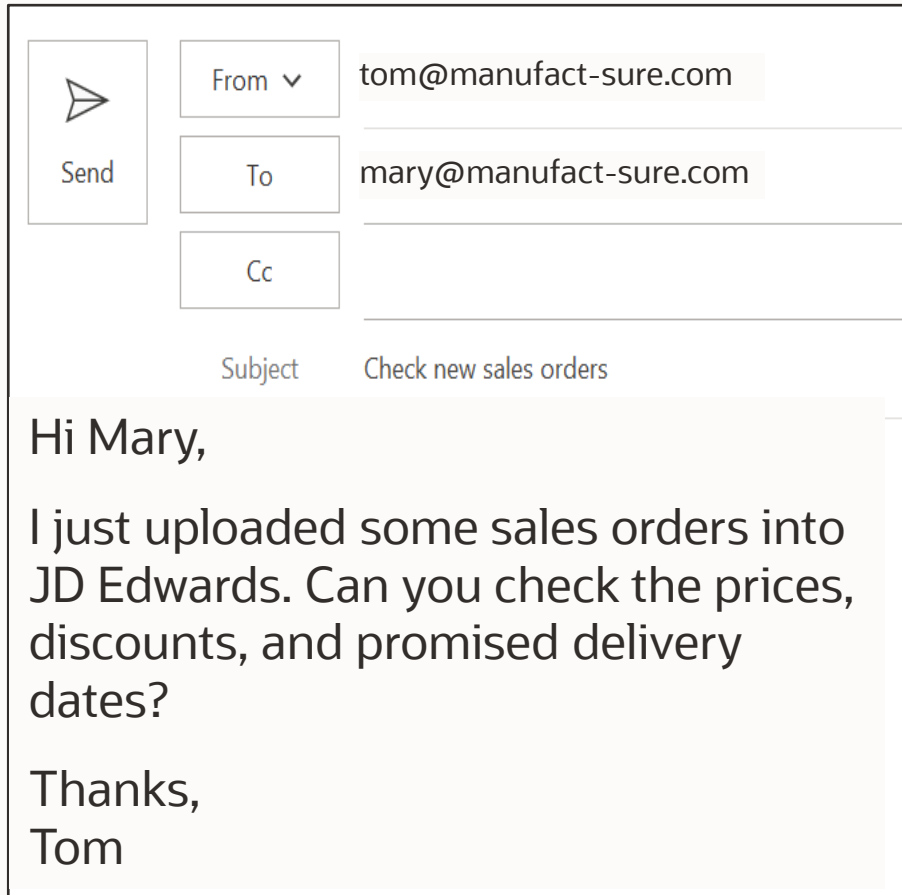


Using Messages to Automate Work



Well, this is one way

Using Messages to Coordinate Work



Send

From

To

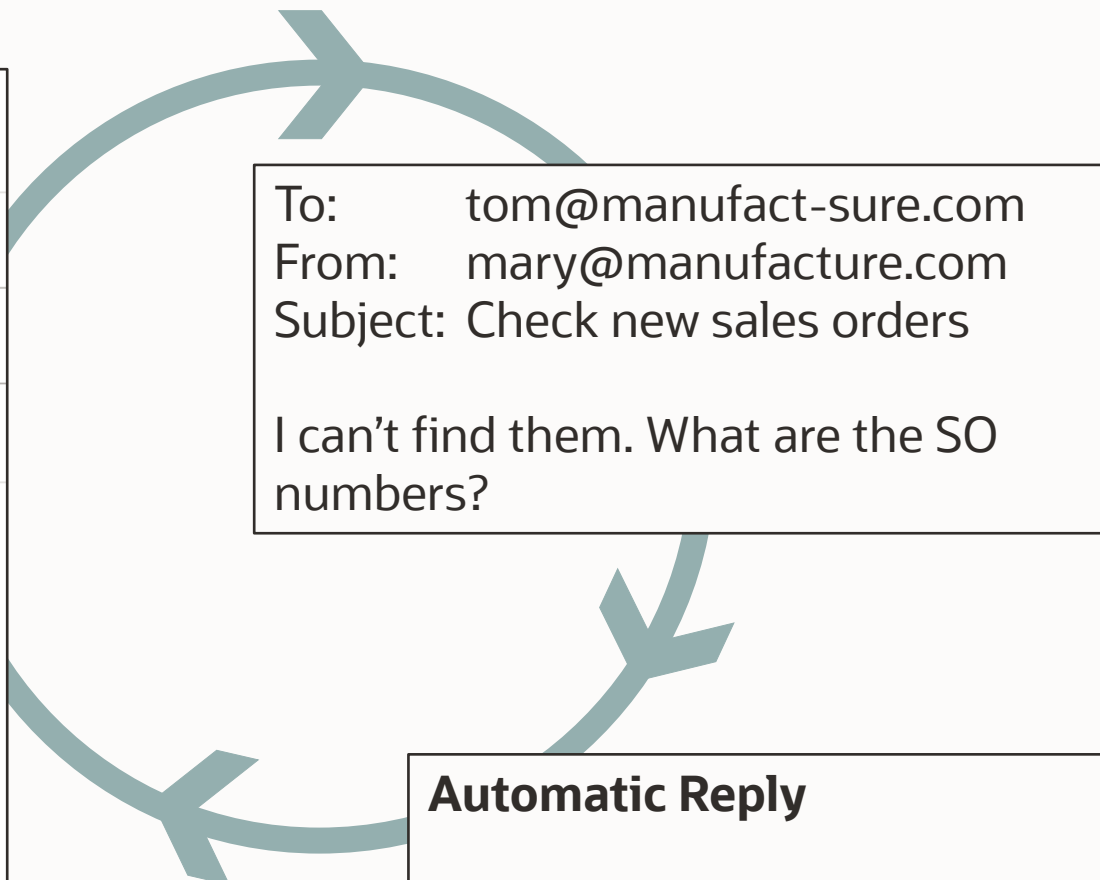
Cc

Subject

Hi Mary,

I just uploaded some sales orders into JD Edwards. Can you check the prices, discounts, and promised delivery dates?

Thanks,
Tom



To: tom@manufact-sure.com
From: mary@manufacture.com
Subject: Check new sales orders

I can't find them. What are the SO numbers?

Automatic Reply

Hi, this is Tom.
I'll be out of the office until July 20.
In my absence please contact Mary.



Message Center

The legacy Message Center interface features a top navigation bar with links for Demos, Night Watch, My Worklist, Home Page, Shipment Process Flow Complex, and System Administration. The main content area is titled "Message Center" and includes a "Notification List" with 5 unread items and a "Work Center" tab. A search bar and a "Sorted By" dropdown (set to "Notification Date") are present. A list of notifications follows, including weather forecasts, status changes for devices SN72 and SN70, address verification requests, purchase order notifications, warehouse incidents, reminders, and shipment arrivals. A "Demo" button is visible. A red box highlights the "Work Center" tab, and a red line connects it to the "Modernized Work Center" screenshot. Annotations include "Sort & Group" pointing to the sorting options, "Notifications" pointing to the list items, "Action Links" pointing to a dropdown menu with "View Equipment Details" and "Learn how to create Notifications", and "Reminders" pointing to reminder notifications. A footer shows "11 Notifications".

The Modernized Work Center interface features a top navigation bar with "Notification List" (4 unread) and "Work Center" (22 unread) tabs. A search bar and a "Sorted By" dropdown (set to "Queue Name") are present. A "Sort & Group" button is highlighted. The main content area shows a list of notifications, all marked as "Job has completed" and "Personal In Basket". A "Delete All" button is highlighted, and a "22 / 24" indicator is circled. The footer shows "Showing 22 of 26 Messages".

Modernized Work Center



Demo: Weathering the Storm



Planner
Production schedule
is set for the next
week



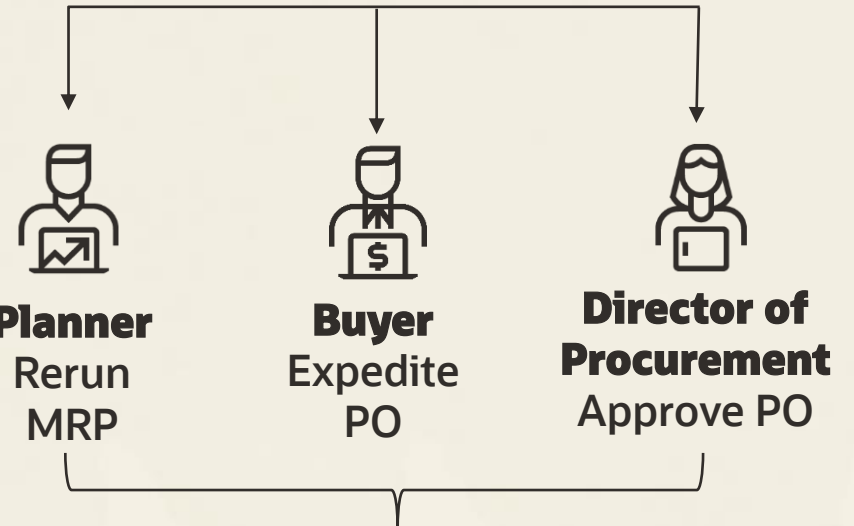
Unexpected Happens
Leaking A/C may have
damaged items at a
location



**Security Guard /
Night
Maintenance**
Discovers water
and reports
incident



Warehouse Manager
Notified of the issue,
places location on
hold, and starts
process to inform
impacted teams



No impact to
Production Schedule



The Notification Design

Name: **Warehouse Incident to Warehouse Manager** Product Code: 55 - Reserved for Clients

Description: Warehouse Incident to Warehouse Manager Category: B2 [Share](#)

Placeholder

Attention: Warehouse Manager

An incident has been reported at warehouse \${Business Unit}

Incident Description:	\${Incident Description}
Incident Date:	\${Incident Date}
Warehouse:	\${Business Unit}
Affected Location:	\${Location}

Recommended Actions

Action	Quick Link	Response		
Put warehouse location \${Location} on Hold	{Location Hold.Link}	{Location Hold_COMPLETED.Link}		{Location Hold_REJECTED.Link}
Initiate the Incident Response Workflow	{Incident Workflow.Link}	{Incident Workflow_COMPLETED.Link}		{Incident Workflow_REJECTED.Link}
Submit an Incident Report	{Incident Report.Link}	{Incident Report_COMPLETED.Link}		{Incident Report_REJECTED.Link}

Thank you for your urgent attention to this matter.

▶ Data Dictionary

Variables for substitution

Rich formatting (table)

Task Tracking action links



The Notification – What the User Sees in Message Center

Alert! Warehouse Incident Reported X

Received: 05/07/2024 13:37:26 ⚙️ 🚩 🗑️ ⓘ

Attention: Warehouse Manager

An incident has been reported at warehouse 30

Incident Description: Water leak from airconditioning unit

Incident Date: 05/07/2024

Warehouse: 30

Affected Location: 1 .A .1

Recommended Actions

Action	Quick Link	Response		
		Completed		Rejected
Put warehouse location 1 .A .1 on Hold	Location Hold			

Variables for substitution

Rich formatting (table)

Task Tracking action links



Task Tracking



13

Tasks Overdue

Task Tracking - Work With Task Tracking

✓ 🔍 + 🗑️ ✕ ⏪ ⚙️ Tools 🔄 One View

View All Tasks
 Sent to My Email
 Open Tasks
 Sort By: Sent Date
 Address Number: 5770717
 Email: aj.schifano@oracle.com

Task Tracking ID:

Records 1 - 48

<input type="checkbox"/>	Task Sent Date	Task Due Date	To	Task Description	Task State	Task State	Task Last Changed Date	Task Closed	Task Completed Date	Last User	CC	Task Tracking ID
<input type="checkbox"/>	05/05/2024 10:18:01 P...		5770717	Validate Promised Delivery Date	REJECTED	Rejected	05/05/2024 10:22:10 PM...	<input checked="" type="checkbox"/>	05/05/2024 10:...	AJ		0 4f94188d-a189-4871-8768-890b58d13723
<input type="checkbox"/>	05/05/2024 10:18:01 P...		5770717	Validate Pricing and Discounts	CORRECT	Correct	05/05/2024 10:21:49 PM...	<input checked="" type="checkbox"/>	05/05/2024 10:...	AJ		0 e6279af4-c545-4924-ba14-94467ad0d7c6
<input type="checkbox"/>	05/05/2024 08:44:24 P...		5770717	Validate Promised Delivery Date	SENT	Sent	05/05/2024 08:44:24 PM...	<input type="checkbox"/>		AJ		0 37a1f8a1-0b90-495a-954f-eb327ba71bdc
<input type="checkbox"/>	05/05/2024 08:44:24 P...		5770717	Validate Pricing and Discounts	SENT	Sent	05/05/2024 08:44:24 PM...	<input type="checkbox"/>		AJ		0 49c4bbeb-27e1-40ca-82ab-6ee8cd5d53ee
<input type="checkbox"/>	05/05/2024 07:40:38 P...		5770717	Validate Pricing and Discounts	CORRECT	Correct	05/05/2024 08:47:14 PM...	<input checked="" type="checkbox"/>	05/05/2024 08:...	AJ		0 72287219-4f2c-4026-b7f3-438bf48480d0
<input type="checkbox"/>	05/05/2024 07:40:38 P...		5770717	Valida								
<input type="checkbox"/>	05/05/2024 07:40:36 P...		5770717	Valida								
<input type="checkbox"/>	05/05/2024 07:40:36 P...		5770717	Valida								
<input type="checkbox"/>	11/13/2023 06:03:45 P...		5770717	Verify								
<input type="checkbox"/>	11/13/2023 06:03:45 P...	11/14/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/13/2023 06:03:45 P...	11/14/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/13/2023 05:56:03 P...	11/14/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/13/2023 05:56:03 P...	11/14/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/07/2023 02:41:05 P...	11/07/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/07/2023 02:41:05 P...	11/07/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	11/07/2023 02:41:05 P...	11/07/2023 04:00:00 PM...	5770717	Verify								
<input type="checkbox"/>	09/14/2023 04:29:20 P...		5770717	Report								
<input type="checkbox"/>	09/14/2023 04:29:20 P...		5770717	Check								
<input type="checkbox"/>	09/14/2023 04:29:20 P...		5770717	Put af								

Task Description	Task State	Task State	Task Last Changed Date
Validate Promised Delivery Date	REJECTED	Rejected	05/05/2024 10:22:10 PM...
Validate Pricing and Discounts	CORRECT	Correct	05/05/2024 10:21:49 PM...
Validate Promised Delivery Date	SENT	Sent	05/05/2024 08:44:24 PM...
Validate Pricing and Discounts	SENT	Sent	05/05/2024 08:44:24 PM...
Validate Pricing and Discounts	CORRECT	Correct	05/05/2024 08:47:14 PM...
Validate Promised Delivery Date	APPROVED	Approved	05/05/2024 08:47:49 PM...



From: "Enterprise Automation: Innovation to Unlock Gold in Your JD Edwards Data"

Not just transactions; tasks, too.

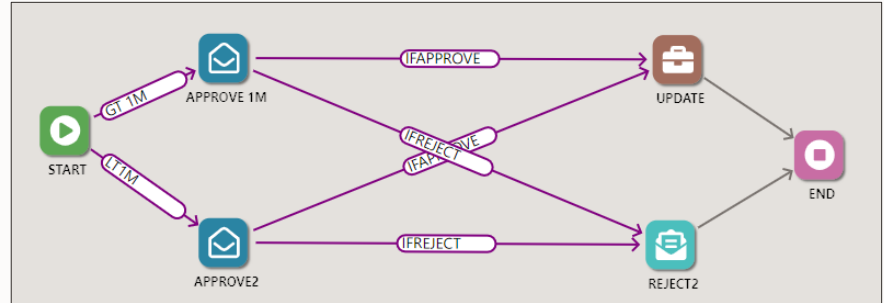
"I completed this task."
(And nobody ever knew about it.)



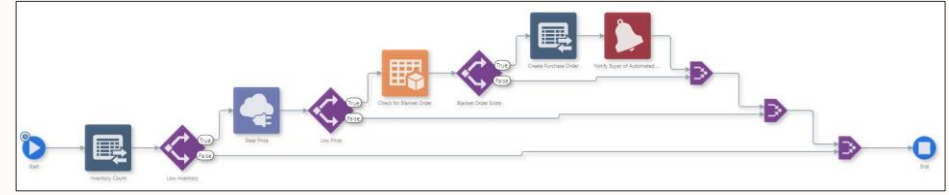
"I completed this task."

- It was assigned to me on 2022-06-03T21:29:03.
- I completed it on 2022-06-03T22:33:03.
- I completed it in 01:04:22.
- I completed it 17% faster than average.
- This same task was accomplished 447 times this month.
- This task fails 7% of the time.
- This task takes longer than one day 12% of the time.

Model + Metrics



Workflow



Orchestration



Messaging Capabilities in JD Edwards EnterpriseOne

...and growing

- Send a message via workflow
- Send a message via an orchestration (push)
- Send a message via a notification (subscribe)
- Deliver messages to EnterpriseOne Work Center or e-mail
- Send messages on button clicks, on schedules, or as a REST API
- Rich formatting of orchestration and notification messages
- Include report and media object attachments
- Include links to applications
- Include links to URLs
- Include links to launch orchestrations
- Set and manage notification reminders
- Task tracking
- 80+ preconfigured notifications (see MOS document 2365066.1) and user guides



Adding Workflow in the Mix



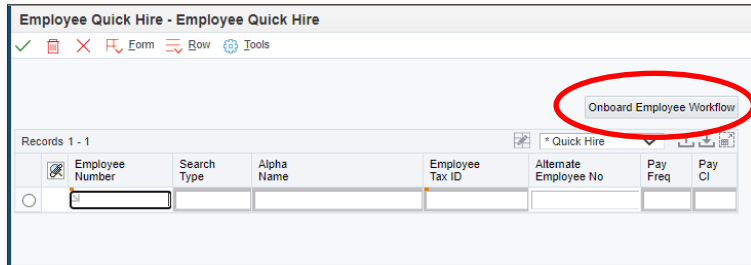
All the goodies from the past:

- Distribution Lists
 - Group Distribution Lists
 - Hierarchical Distribution Lists
- Workflow Escalations
- Workflow Delegations

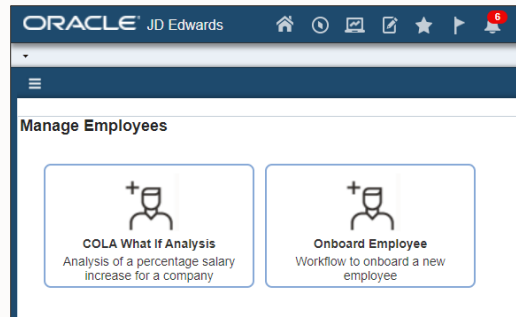
Start a Workflow Process from a Logic Extension

Implications for Process Automation

Start a workflow process from:



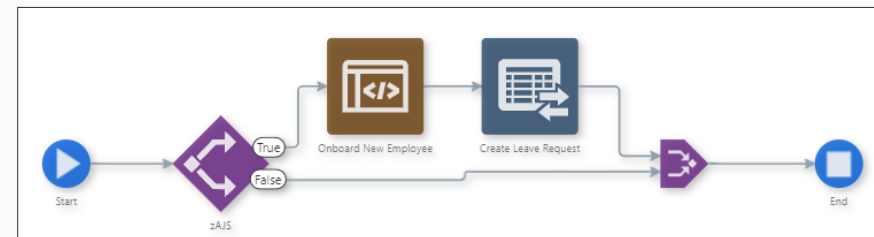
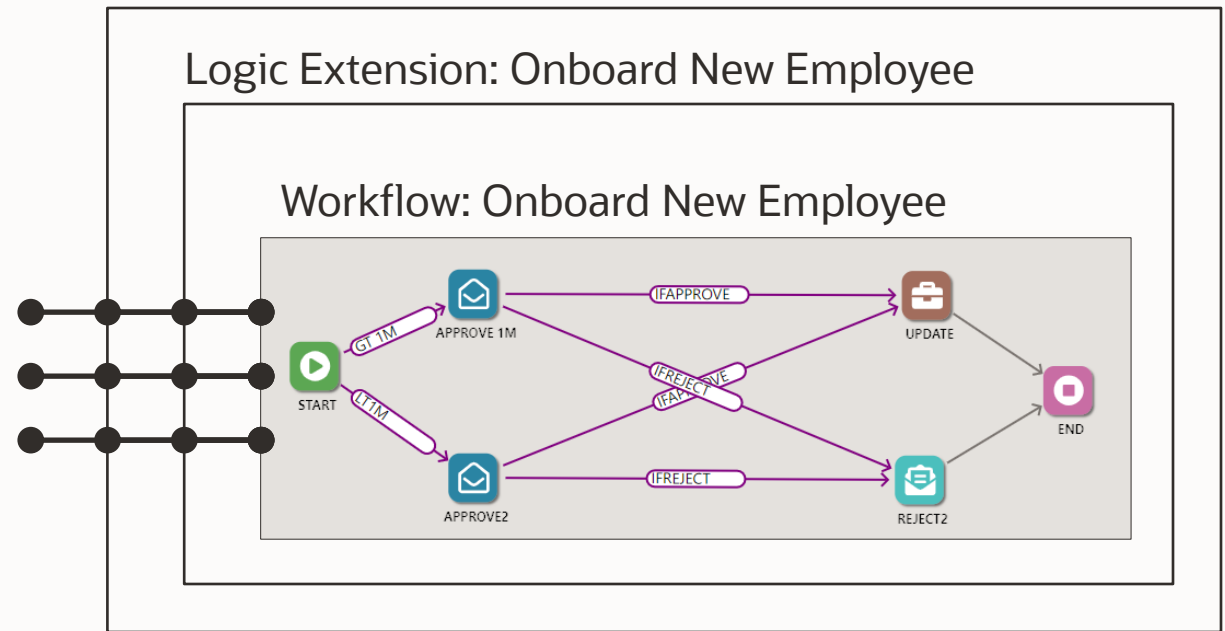
A form extension



An EnterpriseOne Page



Orchestration: Onboard New Employee

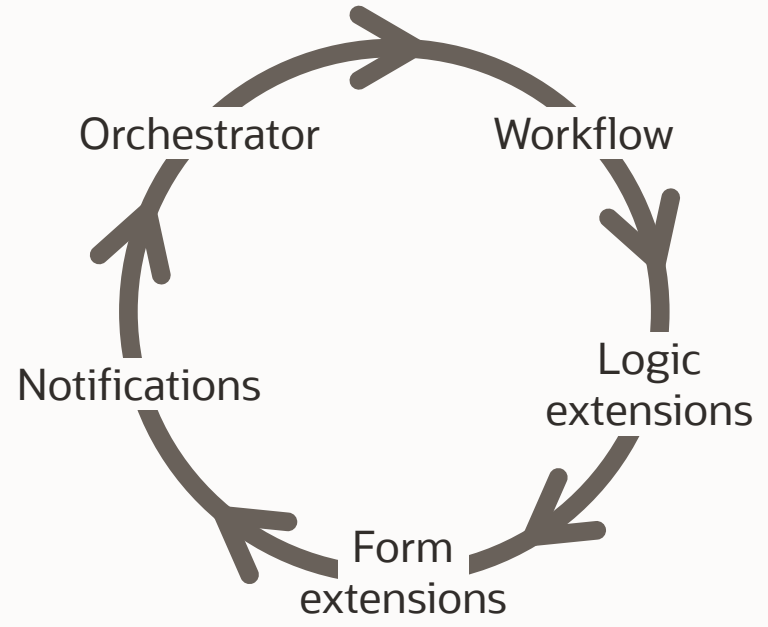


Call an Orchestration from a Workflow

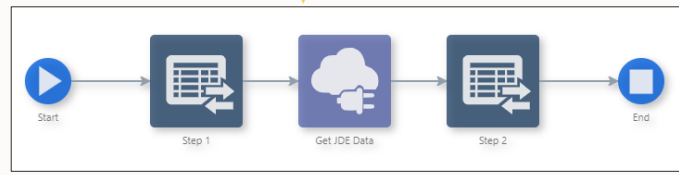
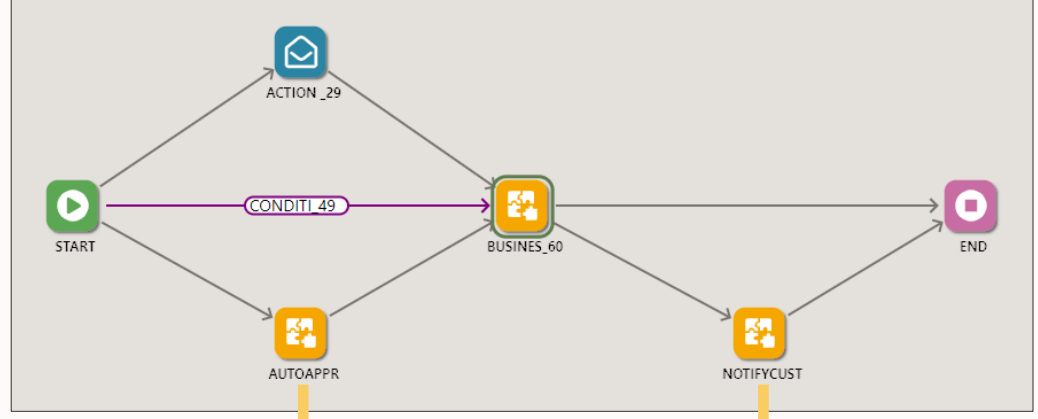
Benefits:

- Seamless integration between machine-oriented orchestrations and human-oriented workflow for optimized automation
- Enables orchestrations to be an automated actor in a workflow
- Enables workflows to send subscription-based messages

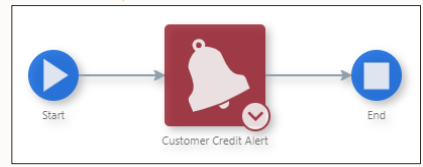
Now the cycle is complete



Workflow Process



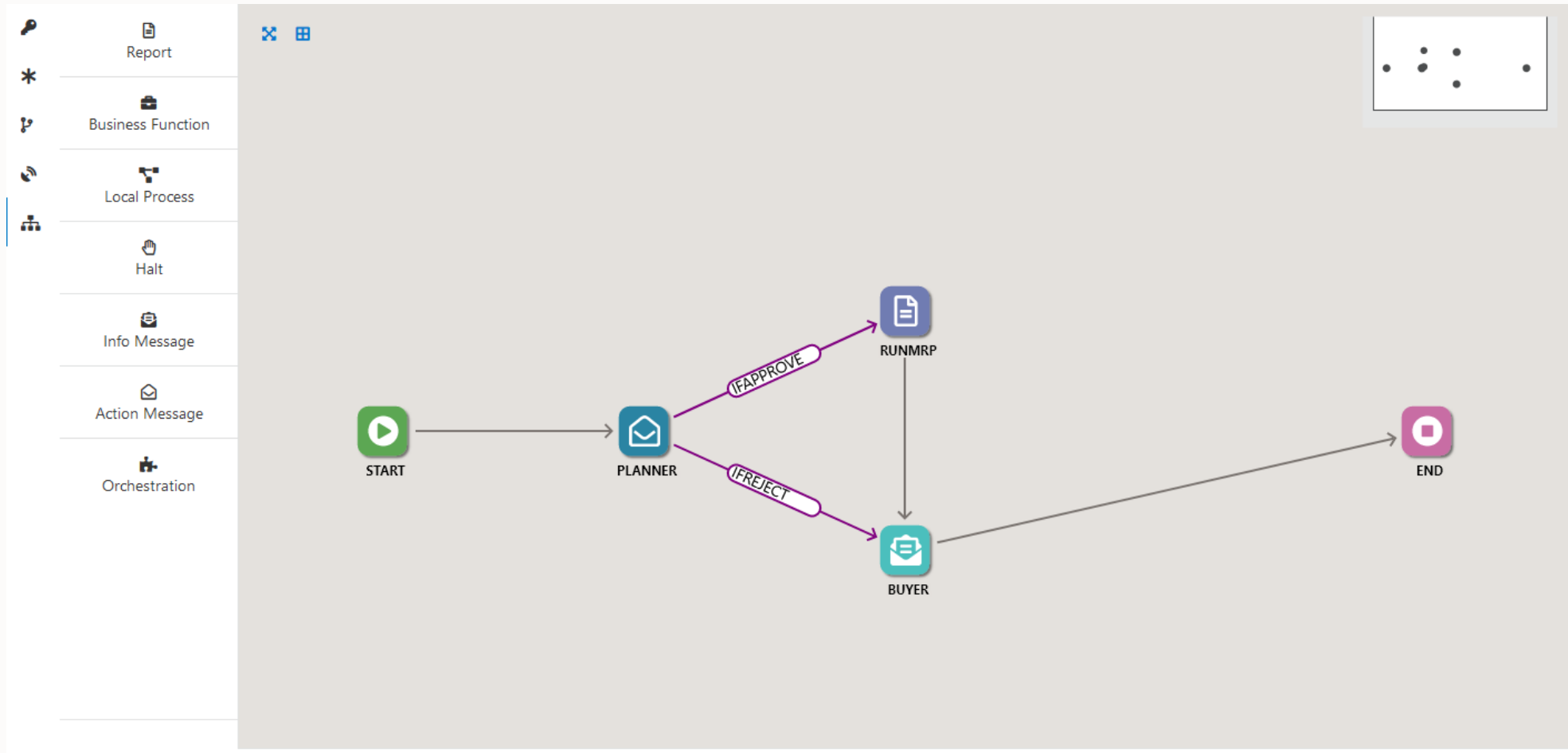
Orchestration



Notification



Workflow Studio



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AT LEAST 2035

Rolling 10 year window

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OracleJDEdwards



JD Edwards Professionals
JD Edwards Partner Group



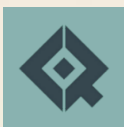
Oracle JD Edwards



OracleJDEdwards



My Oracle Support



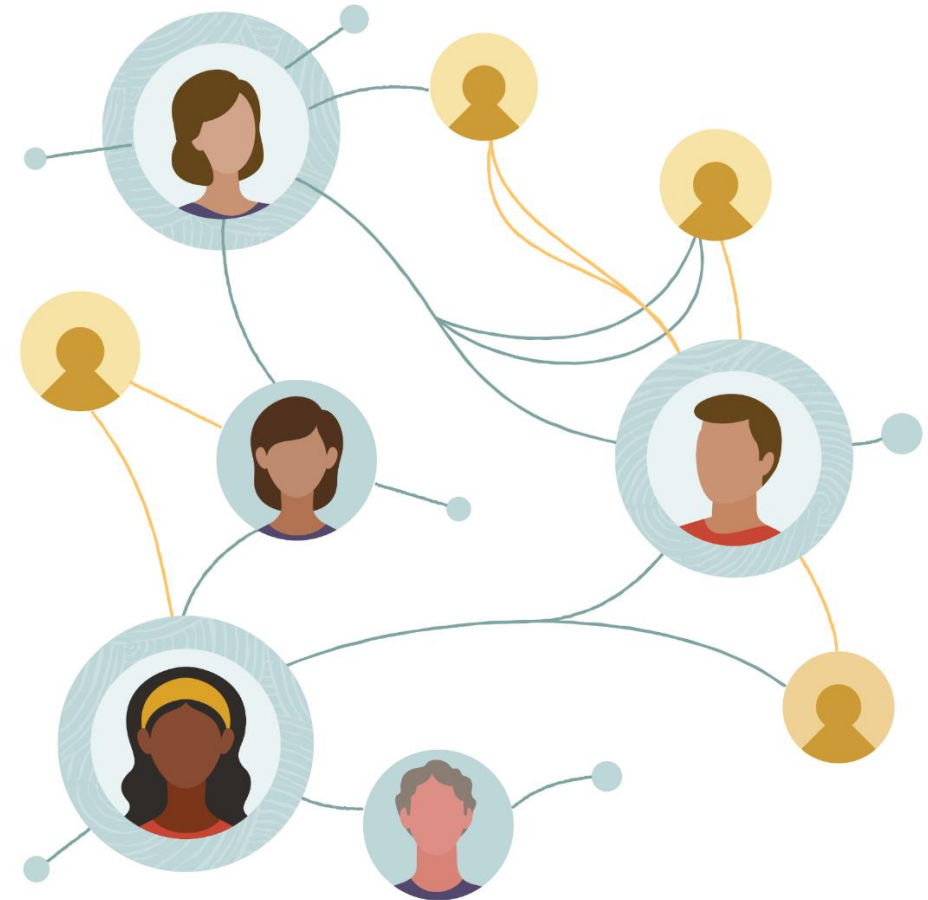
Quest Oracle Community



LearnJDE



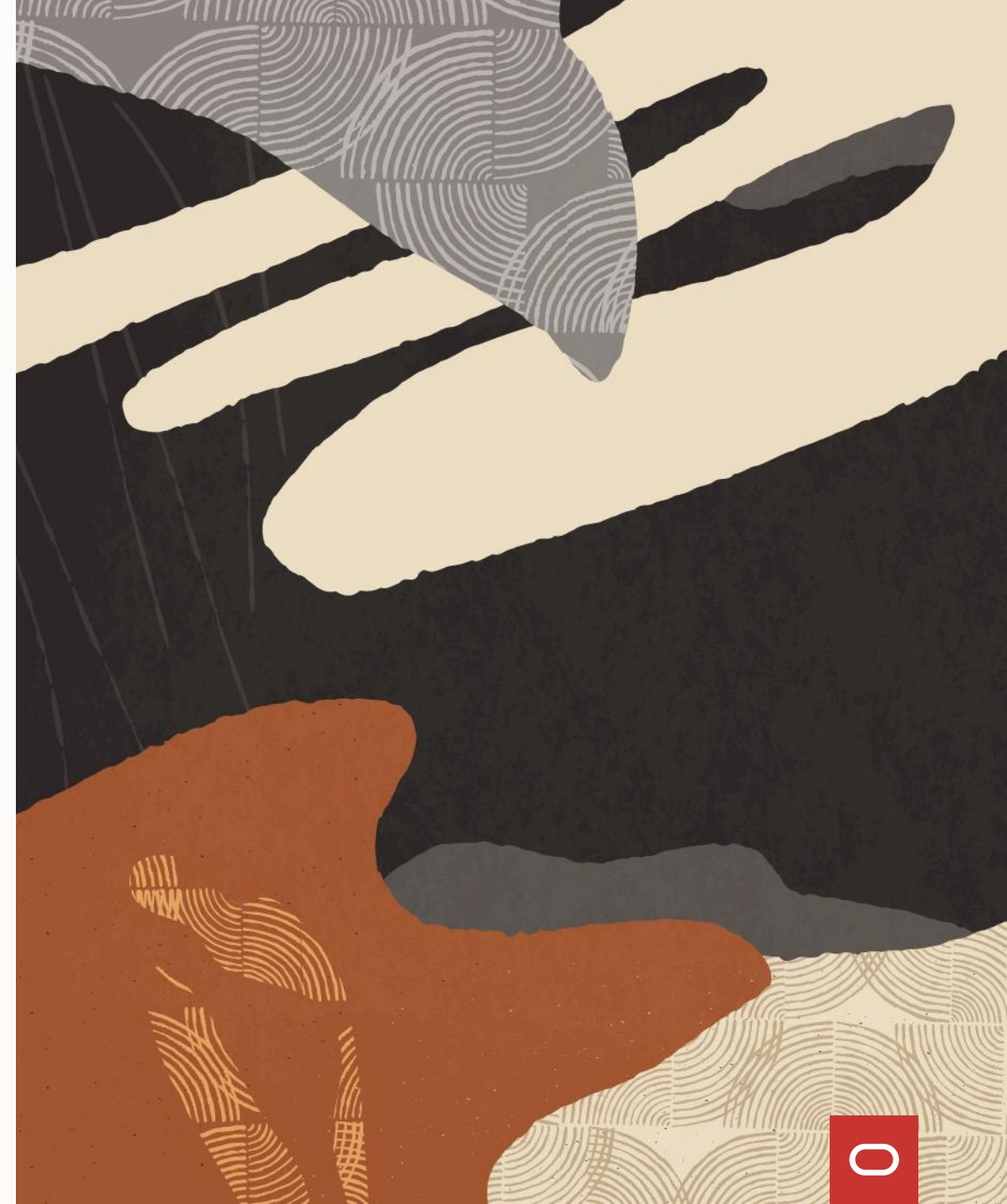
The JDE Connection



Thank you

Bart Vanden Abeele

Master Principal Solution Engineer JDE
Oracle Applications Unlimited Western Europe
bart.vanden.abeele@oracle.com



ORACLE