# Oracle® Communications Order and Service Management

What's New

Release 7.3.5

**E89975-01**

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This document describes the new features that are delivered in Oracle Communications Order and Service Management (OSM) release 7.3.5.1.

## OSM 7.3.5.1 New Features

OSM 7.3.5.1 includes new features, enhancements, and changed functionality including:

- Task Web Client User Experience Improvements
- Performance Enhancements
- Updates to Supporting Application Versions

### Task Web Client User Experience Improvements

OSM 7.3.5.1 contains several user-experience enhancements for the Task web client.

#### Export Worklist Data and Query Results to a CSV File

This enhancement enables you to export the Worklist data and the Query results in the Task web client to a CSV file and then save the file for offline access. You can open the CSV file as an Excel sheet and sort and filter the data as required.

To export Worklist data, in the Task web client, in the Worklist screen, click the export to edit icon that is available next to the Edit Preference link. The data exported to the CSV file is as per the Worklist preferences.

To export Query results, in the Task web client, in the Query screen, click the export to excel icon that is available next to the Edit Query link. The data exported to the CSV file is as per the Query criteria.

You can configure the maximum number of records that can be exported by setting the `excel_export_row_limit` parameter in the **oms-config.xml** file. The number of rows exported will be based on the number you specify for the `excel_export_row_limit` parameter, not on the number of records that are displayed (which is set in preferences) in the Worklist screen and the Query screen.

To safeguard the application from issues that may arise when high volume export operations are carried out, the following measures have been added:

- To avoid out-of-memory issues, the `excel_export_memory_size` parameter has been added to the **oms-config.xml** file. Configure this parameter to avoid out-of-memory issues. This parameter acts as a memory cap for the export operation on the Worklist screen and the Query screen. Any export operation that

consumes memory more than the specified value is not carried out. The value of the memory cap should be specified in MB.

- The application accepts only one export request per managed server. Any subsequent export requests that are received on the same manager server are not processed until the current request is completed, and the user is prompted to try again later. This limit is not configurable.
- To check the total number of requests across all servers in the cluster and limit the total number of concurrent export requests on the database, you can configure the `excel_export_cluster_limit` parameter, which limits the total number of concurrent export requests that are received on the database.

### Global Default Action for Query and Worklist Items

This enhancement enables an OSM administrator to specify a particular action as the default action to perform on orders and tasks in the Worklist and Query screens for all users who have not set the default action in the Options page of the Task web client. An OSM administrator can achieve this by configuring a parameter in the **oms-config.xml** file. However, users can change the global default action configured by the administrator to an action of their choice by setting the **Default Action** field in the Options page. By default, the global default action parameter is not set to any action and the application considers the option set by individual users as the default action to perform.

To set a default action on orders and tasks for all users, configure the `DefaultUserAction` parameter in the **oms-config.xml** file as follows:

```
<oms-parameter>
<oms-parameter-name>oracle.communications.ordermanagement.option.DefaultUserAction
</oms-parameter-name>
<oms-parameter-value>ViewOrderData</oms-parameter-value>
</oms-parameter>
```

In the above example, the `DefaultUserAction` parameter is set to **ViewOrderData**.

If no action is set for the parameter, the application considers the option (action) that is set by individual users in the **Default Action** field in the Options screen.

The following text shows the `DefaultUserAction` parameter not set to any default action in the **oms-config-defaults.xml** file:

```
<oms-parameter>
<oms-parameter-name>oracle.communications.ordermanagement.option.DefaultUserAction
</oms-parameter-name>
<oms-parameter-type>string</oms-parameter-type>
<oms-parameter-default>NoGlobalDefault</oms-parameter-default>
</oms-parameter>
```

The valid values (actions) for the global default action parameter that OSM administrators can specify are:

- NoGlobalDefault (This is the default if no action is set.)
- AcceptEditTask
- AddRemark
- RaiseException
- ViewOrderData

- ViewOrderProcessHistory
- ViewNotificationHistory
- CopyOrder

### Bulk Reassignment of Tasks and State and Status Update

This enhancement enables you to choose multiple tasks and assign all of them to a user in a single step. With this feature, when you want to assign multiple tasks to the same user, you do not have to select each task individually and assign it to the user. You can select multiple tasks and assign all of them at once to a user.

This enhancement also enables you to choose multiple tasks and change the State and the Status of all the selected tasks in a single step. With this feature, when you want to change the state and status of multiple tasks, you do not have to select each task individually and change the state or the status. You can select multiple tasks and change the State or Status of all the selected tasks at once.

To assign multiple tasks to a user or change the State and Status of multiple tasks:

1. In the Task web client, in the Worklist screen or in the Query results screen, select the records that you want to assign to a user or update the state or status.
2. Right-click in the screen to display the context menu.
3. In the context menu, select **Change Task State/Status...**.

   The Task web client displays a screen with the available state and status options to choose from and the selected tasks for reassignment or update.
4. Choose the state or the status that you want to change to for the selected tasks.
5. Click the **Update** button.

   The Assign Tasks Report screen is displayed. The Assign Tasks Report screen displays whether the re-assignment or the state and status change that you just carried out succeeded or failed. It shows the reason for failure for each task that failed.

The **Change Task State/Status...** option in the context menu is displayed only when multiple records are selected in the Worklist Results screen and the Query Results screen.

The **Change Task State/Status...** option is displayed in the Query page even if the Query results screen displays a single record for a task instance. If the Query results screen displays a single record per order, then the **Change Task State/Status...** option is not displayed in the context menu.

The **Change Task State/Status...** option allows you to change the status of the tasks to the following statuses:

- Received
- Accepted
- Assigned
- Suspended
- Completed

In order to reduce load on the server, the Task web client performs a validation to ignore invalid state and status change attempts, such as changing the state of tasks that are already in the Received state to the Received state and the Accepted state to

the Accepted state. The Task web client also validates and skips attempts to assign tasks to the same user and to the same status. The application displays the validation details.

### Contextual URLs for Tasks and Process History

This enhancement enables you to display the Order Editor screen for a task and the Order Process History screen for a process history directly by using contextual URLs. By using contextual URLs, you can display any specific task and process history directly without navigating and searching for tasks in the Task web client. When you access contextual URLs, the Task web client does not prompt you to log into the application if you are already logged in to OSM. If you are not logged into OSM and try to access any contextual URL for a task or process history, the URL redirects you to the OSM login page.

The URL mapping for tasks is **orderEditorForTask**. The contextual URL for tasks must contain Order ID and Order History ID.

The URL format for tasks is as follows:

```
http://localhost/OrderManagement/control/orderEditorForTask?OrderID=OrderID&OrderHistID=OrderHistoryID
```

The URL mapping for a process history is **orderProcessHistory**. The contextual URL for a process history must contain Order ID.

The URL format for a process history is as follows:

```
http://localhost/OrderManagement/control/orderProcessHistory?OrderID=OrderID
```

When you are on the Order Process History screen, and if you want to navigate to the Order Editor screen for a particular task by clicking the **Edit Order** button, you must also include Order History ID in the URL.

The URL format for navigating to the Order Editor screen from the Order Process History screen is as follows:

```
http://localhost/OrderManagement/control/orderProcessHistory?OrderID=OrderID&OrderHistID=OrderHistoryID
```

## Performance Enhancements

With this release, the performance of the OSM system has been improved by reducing the database size and IO operations. This enhancement reduces memory footprint and improves performance of the OSM database schema. The OM_ORDER_INSTANCE database table, which stores order data, is the largest table in the OSM database core schema. This table and its indexes consume most of the space in the OSM database core schema. The operations involving this table consume a lot of CPU and IO. With this enhancement, the OM_ORDER_INSTANCE table and its indexes have been refactored, resulting in lower memory footprint for this table and its indexes.

This enhancement yields significant improvements for various operations, in addition to the following major benefits:

- Reduced demands on storage, CPU, IO, and SGA
- Reduced index fragmentation
- Improved row-based order purge performance

## Updates to Supporting Application Versions

OSM 7.3.5.1.0 is certified on the following servers:

- Oracle Fusion Middleware Infrastructure 12.2.1.3
- Oracle Database 12.1.0.2 and 12.2.0.1

The Order Management web client and the Task web client are certified and supported on the following browsers:

- Microsoft Internet Explorer 11.*
- Microsoft Edge 40.*
- Mozilla Firefox ESR 52+
- Google Chrome 60+

# Documentation Accessibility

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