



ORACLE Cloud

Resource Centers

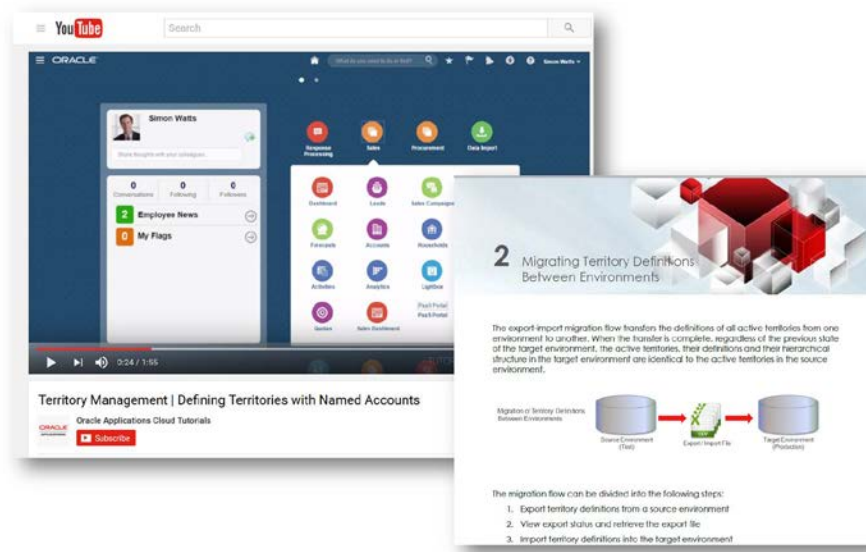
Oracle Engagement Cloud (Sales and Service)

The [Oracle Engagement Cloud \(Sales and Service\) Resource Centers](#) are collections of resources for a key topic. Go to a Resource Center when you want to find recommended documents, videos, and best practice materials to help you make the most of your Oracle Engagement Cloud application.

"Helpful information for everyone on the implementation team."

TARGET AUDIENCE

- Implementer
- Application Administrator
- Business Administrator
- Project Manager



Key resources in a variety of formats help you implement Oracle Engagement Cloud features and modules.

[Assignment Manager Resource Center](#)

Access key resources and materials to help you understand how Assignment works and how to use it to meet various business requirements. You will find links to resources that focus on territory and resource assignment topics, including setup, best practices, and object-specific instructions for various implementation scenarios.

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[BI Reports and Analytics Resource Center](#)

These key resources and materials will help you create and use customized reports and analyses. You will find resources that focus on BI reports in Oracle Engagement Cloud, including standard documentation, blogs and forums, and how-to documents that describe certain scenarios that you might encounter.

[Extensibility Resource Center](#)

Find key resources and materials in a variety of formats to help you customize and extend Oracle Engagement Cloud. You will find links to resources that focus on customization and extensibility topics, including documentation, best practices, videos, blogs, and forums.

[File Import Resource Center](#)

Access key resources and materials to help you understand how File Import works and how to use it effectively. There are links to documentation, data preparation resources, and tips and best practices to help you import data.

[Integration Resource Center](#)

Find key resources to help you integrate Oracle Engagement Cloud with other applications. You will find links to best practices, standard documentation, and more.

[Oracle Sales Cloud Outlook Resource Center](#)

These key resources will help you understand what the Sales Cloud for Outlook application is and how to use it effectively. You will find links to relevant documentation, videos, and other resources to help you install, configure, and use this application.

[Quota Management Resource Center](#)

Access key resources and materials that describe quota management, how it is used and implemented. You will find links to relevant standard documentation, best practices documents, and help with some common setup problems.

[Security Resource Center](#)

Find key resources to help you understand the security role model. You will find links to standard documentation, reference documents to help you understand role changes from release to release, upgrade guides, and recommended practices for customizing roles and tracking those customizations. There are also examples of how to meet some common business requirements.

[Territory Management Resource Center](#)

Access key resources and materials to help you understand how Territory Management works and how to use it to meet various business requirements. You will find links to resources that focus on territory and resource assignment topics, including setup, best practices, using auxiliary dimensions in your territory definitions, options for importing territory information, and advice for how to meet various implementation scenarios.

[Customer Experience Welcome Page on Customer Connect](#)

This landing page on Customer Connect has links to the community forums and other resource pages for our CX Cloud products. You must have a [Customer Connect account](#) to access the page.



“There are new resources being added all of the time. These resource centers are very useful.”

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