



Infor Epiphany

Sales and Service 10.0 New Features Summary

September 2013

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Introduction

This document outlines the major new enhancements included in the new release of Infor Epiphany Sales and Service 10.0, part of the Infor Epiphany suite, which is generally available in September 2013.

New and Improved Features

Infor Ming.le

Infor Epiphany Sales and Service can now be deployed with Infor Ming.le™, Infor's platform for social collaboration, business process improvement, and contextual analytics. Infor Ming.le™ embeds a collaboration platform within organizational systems to help promote knowledge sharing, deliver information, and allow employees to work smarter and faster.

Infor Ming.le Epiphany Sales and Service Context Applications

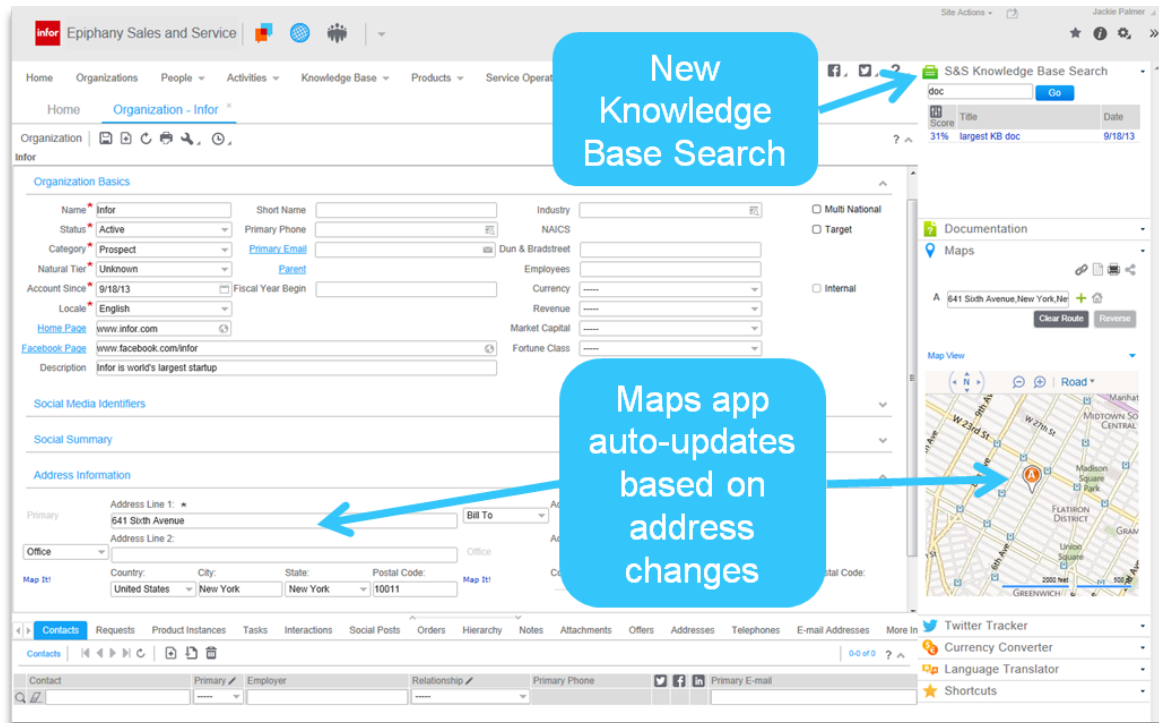
Infor Ming.le also provides built-in context applications including shortcuts, links, and in-context intelligence to provide the user everything they need to do their job, all in one place. Infor Epiphany Sales and Service 10.0 integrates with standard Ming.le context applications, for example:

- Maps – for quick localization of addresses
- Shortcuts – simplifies communication between users on specific information
- Documentation – quick access to useful documentation
- Twitter Tracker¹ – ability to view Twitter feeds for individuals, contacts and organizations

In addition, a Sales & Service-specific context application for Knowledge Base Search is available. This context application leverages the search engine already used within Sales & Service to find Knowledge Base documents relevant to cases, products, customers and more.

These context applications can be displayed on the Ming.le home page or within the context application user interface panel.

¹ This component is offered as part of Ming.le Enterprise



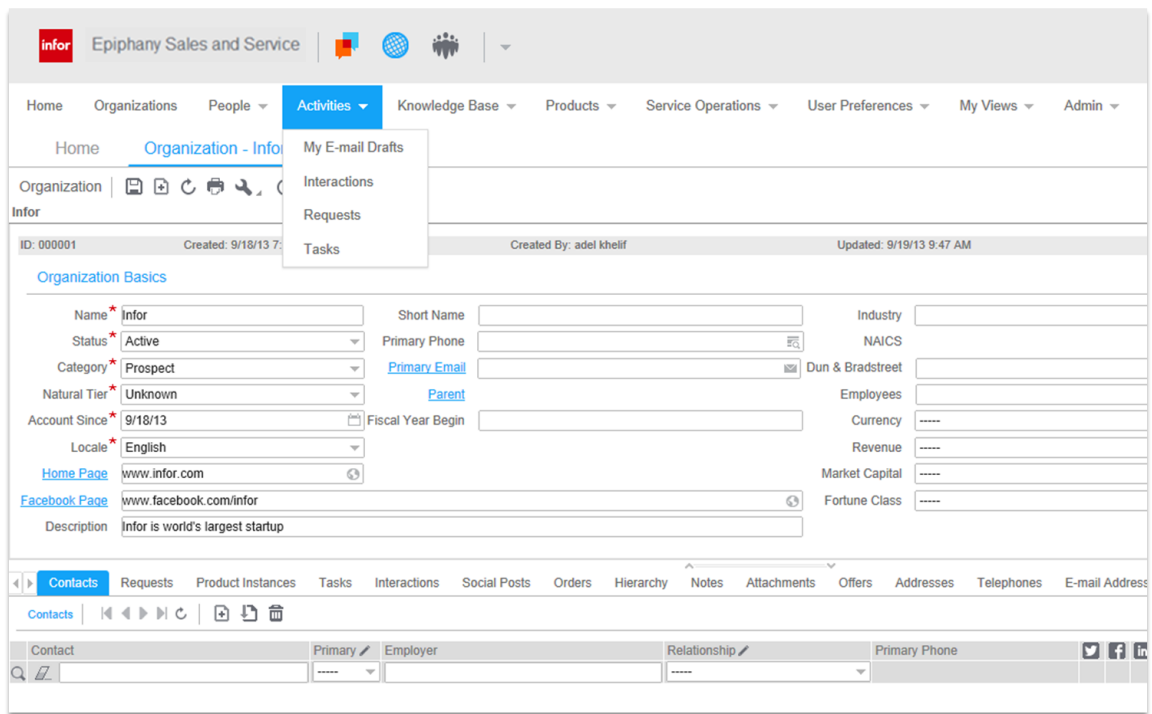
Epiphany Sales & Service Context Applications

Brand New User Interface

Infor Epiphany Sales and Service 10.0 is the first version that takes advantage of Infor's SoHo user experience—a groundbreaking new user interface (UI) look and feel. This release optimizes the Infor SoHo user experience and helps Infor set the industry standard of beauty as a competence. The new UI is intuitive, attractive, and as fun to use as personal technology. It incorporates the latest consumer innovations to provide a collaborative and personalized work environment.

Updated Application Navigation

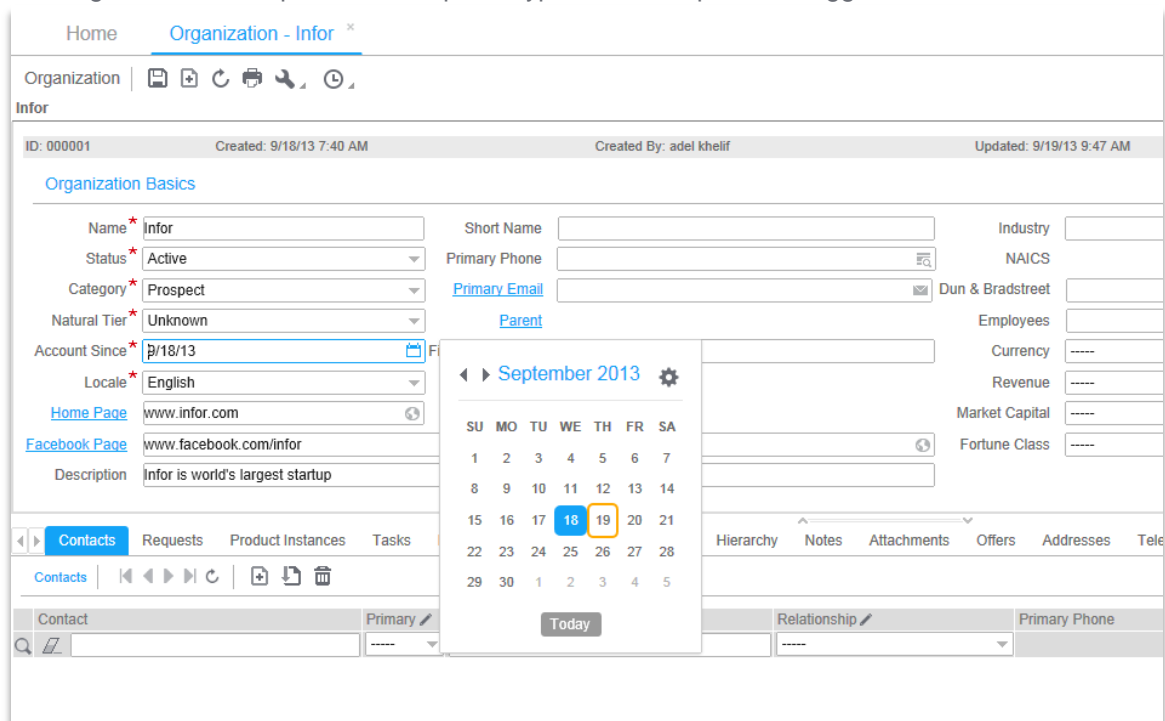
New application navigation includes horizontal and flattened menus for faster access to menu items and more real estate on the main page. The navigation reduces clicks and page loads to get to key application functionality. Users navigate faster and more efficiently. Hover effects over text/icon, toolbar buttons, and dropdown menus are also added for ease of navigation. Finally, administrators can configure display options for toolbar buttons and dropdown menus: Image Only, Label Only or Image and Label.



Updated application navigation

New Intuitive User Interface Controls

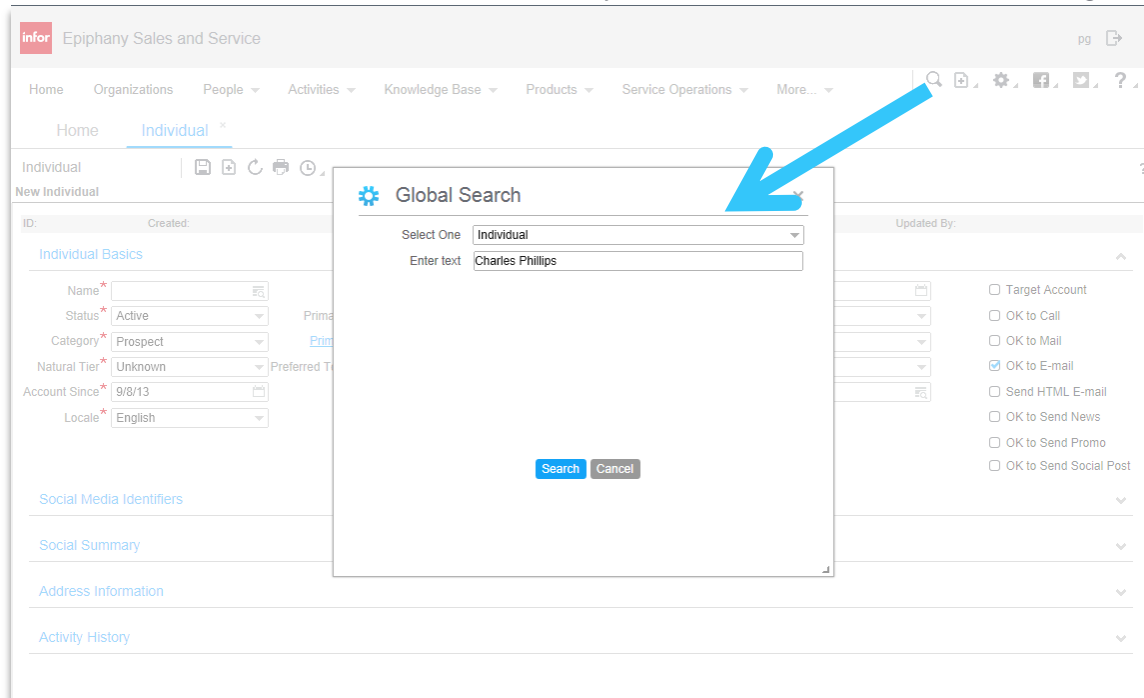
New and intuitive UI controls are leveraged throughout the application for improved usability including date and time pickers, lookup and type-ahead dropdowns, trigger controls, and more.



New date user interface control

Minimal Use of Popup Windows

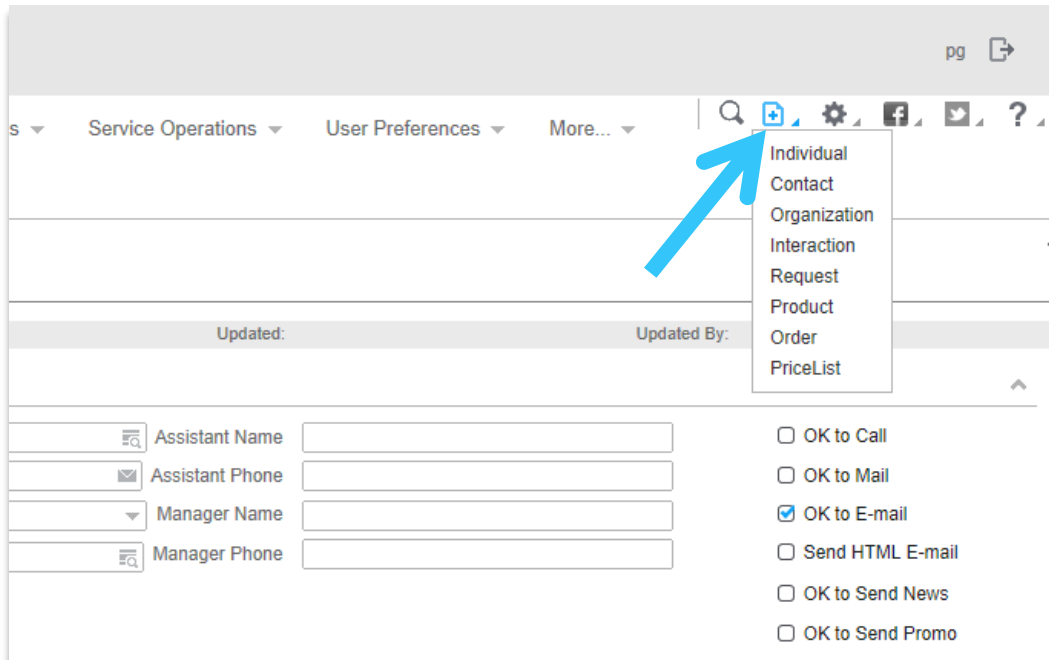
Modal dialogs minimize the need for separate popup windows and reduce potential user confusion. The new Quick Search button offers easy, on-demand access to the search dialog.



New global search modal dialog

New Quick Add Feature

A brand new “Quick Add” button allows the creation of objects directly from the main page. This minimizes navigation clicks and improves usability.



New quick add feature

New and Removed Platform Certifications

Infor Epiphany Sales and Service's IT infrastructure support has been expanded to include support for the following new platforms in the 10.0 release:

- Windows 2012
- IBM WebSphere 8.5
- Oracle Weblogic 12c
- Java 7
- SQL Server 2012
- IIS 8
- IBM Http Server 8.5.0
- Apache 2.4
- Windows 8 (client)
- Internet Explorer 10
- Android support for Mobile Wireless

In order to optimize the use of Infor's engineering and quality assurance resources, the following legacy environments are de-supported starting with the Epiphany Sales and Service 10.0 release:

- RedHat Enterprise Linux 5.5
- AIX 6.1
- IBM WebSphere 7.0
- Oracle Weblogic 10g
- Oracle Weblogic 11g
- IBM Http Server 7.0.0
- Apache 2.2

Refer to the Infor Epiphany Sales and Service 10.0 Platform Support Matrix for additional information about the new certifications.

Additional Notes:

- DB2 is not a supported database in this release.
- SuSe Linux, HP-UX Itanium, and Solaris are not supported operating systems in this release.
- Support for these platforms may be added in a later release or feature pack.
- Epiphany Sales & Service 10.0 is an English-only release. Additional languages will be added in a later release or feature pack