



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

The screenshot displays the Infor Epiphany Sales and Service 10.0 application interface. On the left, the 'Organization - Infor' page is shown with various organization details like name, status, category, and address. A blue callout box with the text 'New Knowledge Base Search' points to a search bar in the top right corner. Another blue callout box with the text 'Maps app auto-updates based on address changes' points to a map view on the right side, which shows a location in New York City. The interface includes a navigation bar with links like Home, Organizations, People, Activities, Knowledge Base, Products, and Service Operations. A bottom navigation bar offers links to Contacts, Requests, Product Instances, Tasks, Interactions, Social Posts, Orders, Hierarchy, Notes, Attachments, Offers, Addresses, Telephones, and E-mail Addresses. A 'More In' section provides links to Twitter Tracker, Currency Converter, Language Translator, and Shortcuts.

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.

Epiphany Sales and Service

Activities

Organization - Info

Organization Basics

Name: Infor

Status: Active

Category: Prospect

Natural Tier: Unknown

Account Since: 9/18/13

Locale: English

Home Page: www.infor.com

Facebook Page: www.facebook.com/infor

Description: Infor is world's largest startup

Short Name: []

Primary Phone: []

Primary Email: []

Dun & Bradstreet: []

Employees: []

Currency: []

Revenue: []

Market Capital: []

Fortune Class: []

Industry: []

NAICS: []

Employees: []

Currency: []

Revenue: []

Market Capital: []

Fortune Class: []

Created By: adel khelif

Updated: 9/19/13 9:47 AM

Contacts Requests Product Instances Tasks Interactions Social Posts Orders Hierarchy Notes Attachments Offers Addresses Telephones E-mail Address

Contacts

Primary Employer Relationship Primary Phone

Relationship Primary Phone

Twitter Facebook LinkedIn

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.

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NAICS: []

Employees: []

Currency: []

Revenue: []

Market Capital: []

Fortune Class: []

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Updated: 9/19/13 9:47 AM

Contacts Requests Product Instances Tasks

Contacts

Primary Employer Relationship Primary Phone

Relationship Primary Phone

Today

September 2013

SU MO TU WE TH FR SA

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

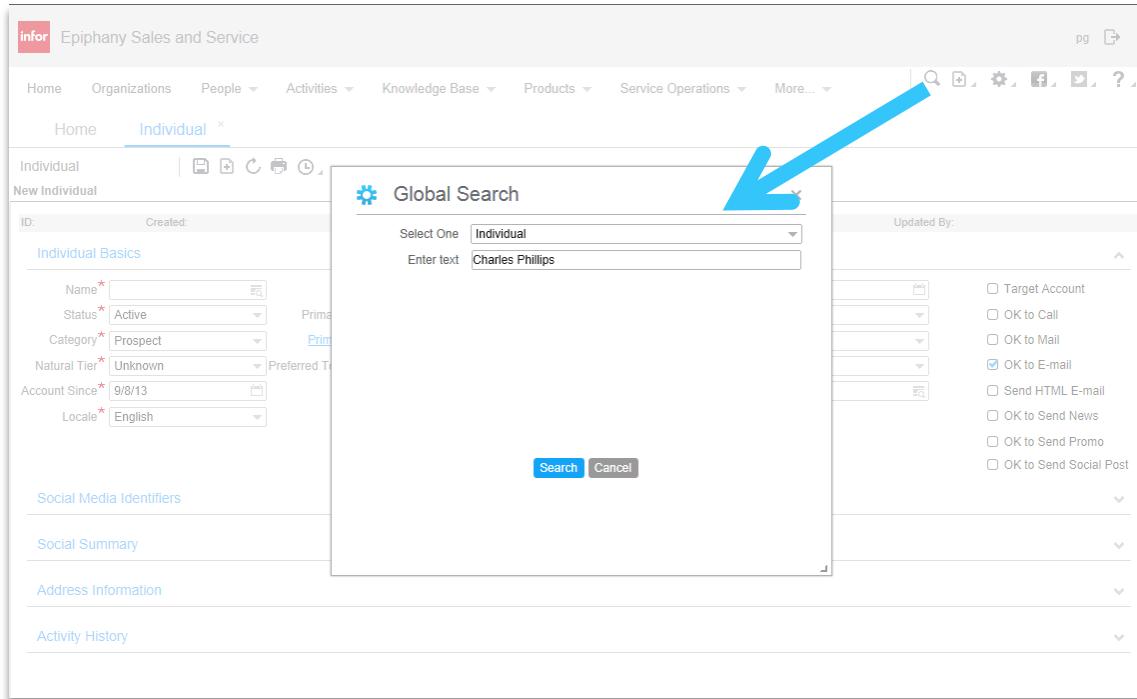
29 30 1 2 3 4 5

Hierarchy Notes Attachments Offers Addresses Tele

New date user interface control

Minimal Use of Popup Windows

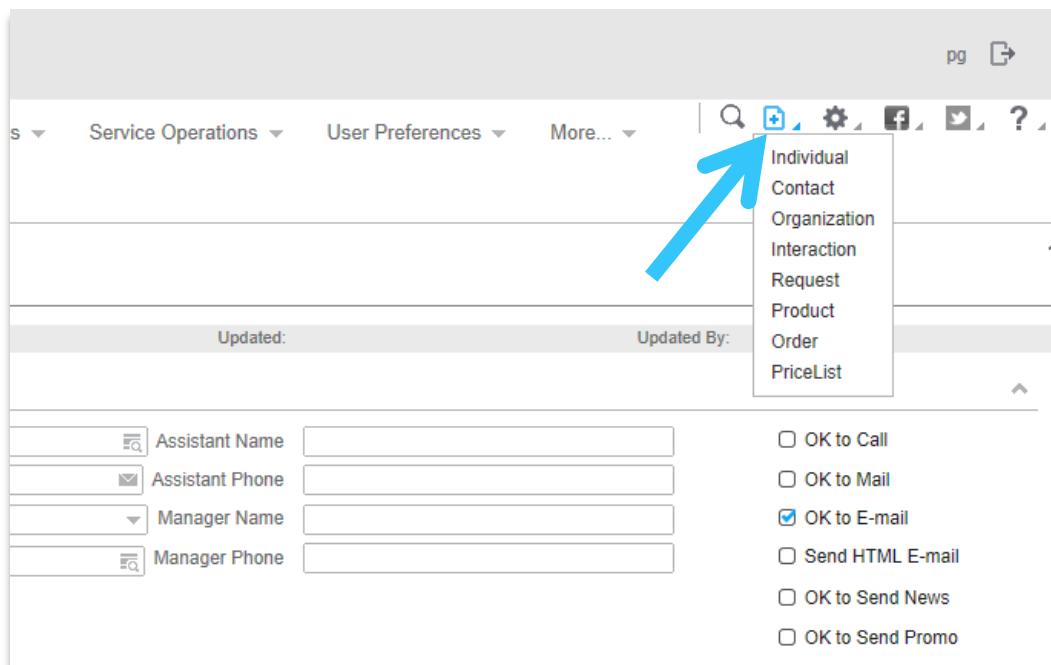
Modal dialogs minimize the need for separate popup windows and reduce potential user confusion. The new Quick Search button offers easy, on-demand access to the search dialog.



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

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Infor Corporate Headquarters
641 Avenue of the Americas
New York, NY 10011
USA