

## Product/Service Feature Guidance – Oracle B2C Service (Cloud)

MAY 2024

### Disclaimer

The purpose of this document is to outline some of the available product features for the Oracle service offering referenced above, with a focus on privacy and security related controls. Customers should refer to the available on-line product documentation for a more complete list of product features and functionality.

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Privacy Features	Description	Oracle Documentation
<p><b>Data Minimization</b></p>	<p>Profiles are used to define role-based access privileges.</p> <p>Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete) on standard and custom objects.</p> <p>Access to specific data elements can be controlled via workspace rules and/or custom workspaces, objects, fields, and rules.</p> <p>Personal information can be prevented from being captured in chat transcripts, including those saved into incident threads, by using the "Off the Record" chat feature.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update, and delete.</p> <p>Changes to contact records are configurable for which field(s) to capture in the audit log details.</p> <p>Customers control the number of days for archiving and purging incidents as well as purging session information, statistics, analytic logs, and rule logs.</p> <p>Data Lifecycle Policies can be defined and enabled for automated purging of contacts, incidents</p>	<p>Staff Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p> <p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Configure Chat off the Record:</p>

	<p>(including archived incidents), chat transcripts, transaction logs, deleted records or custom objects containing personal information.</p> <p>For staff accounts or standard objects containing personal information, customer would write custom processing to run when executing a custom report.</p> <p>Test instances can be created without incident and contact data by using 'Discreet Clone' feature in Configuration Assistant.</p>	<p><a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1130981">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1130981</a></p> <p>Audit Logs: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005</a></p> <p>Select Contact Fields for Auditing: <a href="http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html">http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html</a></p> <p>Managing Incidents: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1131869">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1131869</a>Data Lifecycle Management (in Administering Agent BUI): <a href="http://documentation.custhelp.com/euf/assets/devdocs/buiadmin/topicrefs/c_bui_Data_lifecycle_management.html">http://documentation.custhelp.com/euf/assets/devdocs/buiadmin/topicrefs/c_bui_Data_lifecycle_management.html</a></p> <p>Create a Custom Script: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1137760">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1137760</a></p>
<p><b>Data Deletion at Contract Term or Termination</b></p>	<p>Data is deleted 60 days after B2C Service contract termination per Cloud Hosting and Delivery Policies.</p>	<p>Cloud Hosting &amp; Delivery Policy: <a href="https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf">https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</a></p>
<p><b>Data Portability</b></p>	<p>Customers can create reports that could be provided to their end users electronically via a custom request process or custom API.</p>	<p>Creating Basic Custom Reports: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=</a></p>

	<p>Files can be exported in HTML, PDF, Excel, XML, Image/JPG and Delimited/CSV format.</p>	<p><a href="#">crm_analytics_creating_a_basic_report</a></p> <p>Custom Reports:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_custom_reports">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_custom_reports</a></p> <p>Report Management (on .net Agent Console):  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_report_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_report_management</a></p> <p>Working with Reports (on BUI Agent Console):  <a href="http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/c_bui_using_reports.html">http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/c_bui_using_reports.html</a></p> <p>See Developer Overview and Customer Portal Widgets in Customer Portal:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal</a></p> <p>REST API for B2C Service:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=CXSVC">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=CXSVC</a></p>
<p><b>End-user Access and Other Requests</b></p>	<p>Customers can configure to allow their end users (contacts) to maintain their records when designing their customer portal pages.</p>	<p>Staff Accounts Editor:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ar1134194">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= ar1134194</a></p>

	<p>End user can submit a request to the customer to get their data deleted.</p> <p>The data deletion request can be a function built into the portal.</p>	<p>Deleting Contacts:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= bz1130112">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= bz1130112</a></p> <p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_business_rules_management</a></p>
<p><b>Right to Erasure and/or Right to be Forgotten</b></p>	<p>Customer can remove their staff records and their end user contacts including related incidents through standard product usage.</p> <p>For any personal information captured in long narrative and text fields (excluding incident thread), customer would write custom processing to run when executing a custom report.</p> <p>Incidents that have been archived are able to be selectively deleted.</p> <p>Incidents that may have personal information included in incident threads can have data redacted.</p> <p>Customers can control what data is captured in chat transcripts via business processes using the “Off the Record” feature.</p> <p>Additionally, a privileged user can edit or delete chat data using a customer created report and available in-line edit or delete reporting features.</p>	<p>Staff Accounts Editor:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= ar1134194">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= ar1134194</a></p> <p>Deleting Contacts:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= bz1130112">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= bz1130112</a></p> <p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_business_rules_management</a></p> <p>Custom Fields:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_custom_fields</a></p> <p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id= crm_admin_custom_objects</a></p>

		<p>Custom Processes: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p> <p>Create a Custom Script: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1137760">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1137760</a></p> <p>Delete an Archived Incident: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id&gt;DeleteAnArchivedIncident-8055C7DC">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id&gt;DeleteAnArchivedIncident-8055C7DC</a></p> <p>Edit or Convert a Response Thread: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1382933">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1382933</a></p> <p>Chat Reporting: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ChatReporting-F9CE8A8A">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ChatReporting-F9CE8A8A</a></p> <p>Configure Chat off the Record: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1130981">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1130981</a></p>
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<p><b>Notice and Consent</b></p>	<p>Customers can obtain consent for mailings or survey invitations via global opt-in and out control for each end user.</p> <p>Customers can create custom code for obtaining consent on their customer portal by using Widget Builder or customer portal framework or custom APIs.</p>	<p>Managing Contact Opt-ins:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1309208">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=ah1309208</a></p> <p>See Developer Overview and Customer Portal Widgets in Customer Portal:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal</a></p> <p>REST API for B2C Service:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=CXSVC">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=CXSVC</a></p> <p>Technical Documentation and Sample Code, KB Article #5169:  <a href="https://cx.rightnow.com/app/answers/detail/a_id/5169">https://cx.rightnow.com/app/answers/detail/a_id/5169</a> (Note: A valid <a href="http://cx.rightnow.com/">http://cx.rightnow.com/</a> account is required to access this document.)</p>
<p><b>Availability</b></p>	<p>B2C Service provides Disaster Recovery (DR) for all environments with Recovery Point Objective (RPO) of 1 hour and Recovery Time Objective (RTO) of 12 hours.</p> <p>Full backups are done daily, weekly backups are retained for 52 weeks.</p> <p>Customer has ability to request export data on demand for a fee and a full data dump at termination.</p>	<p>Oracle SaaS Public Cloud Services Pillar Document:  <a href="https://www.oracle.com/assets/saa-s-public-cloud-services-pillar-3610529.pdf">https://www.oracle.com/assets/saa-s-public-cloud-services-pillar-3610529.pdf</a></p> <p>The Oracle B2C Service Platform White Paper:  <a href="https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf">https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf</a></p>

<p><b>Tracking Technologies</b></p>	<p>Cookies are stored on the local workstation in the default location as defined by the end user's browser.</p> <p>The customer can set a configuration on B2C Service for when to expire those cookies.</p> <p>IP addresses are collected as part of session management in session history tables. These are used by Oracle personnel if any security analysis is needed. Session data is well protected and has several configuration settings for customers to manage.</p> <p>Any other device ID's would be captured via custom fields and therefore would be the responsibility of the customer to request consent &amp; opt-out capabilities through custom workspaces, objects, fields, rules, and processing.</p>	<p>Customer Portal Configuration Setting in Configuring B2C Service for the Customer Portal at :  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c-Customer-portal</a></p> <p>Session Data Security:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=af1211025">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=af1211025</a></p> <p>Cookie Information, KB Article #4526:  <a href="https://cx.rightnow.com/app/answers/detail/a_id/4526">https://cx.rightnow.com/app/answers/detail/a_id/4526</a> (Note: A valid <a href="http://cx.rightnow.com/">http://cx.rightnow.com/</a> account is required to access this document.)</p>
<p><b>Security Features</b></p>	<p><b>Description</b></p>	<p><b>Oracle Documentation</b></p>
<p><b>Multi-Factor Authentication</b></p>	<p>B2C Service supports multi-factor using SAML 2.0 or other Partner (3rd party) solutions.</p>	<p>SAML 2.0 Open Login:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_saml_sso">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_saml_sso</a></p>
<p><b>IP Allowlist</b></p>	<p>Customers can define &amp; manage their IP Allowlist directly in B2C Service for their instances.</p>	<p>Site Protection:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=af1210864">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=af1210864</a></p>
<p><b>Separation of Duties</b></p>	<p>Profiles are used to define access privileges. Customers can define multiple profiles with separate tasks as well as differing actions (e.g.,</p>	<p>Staff Management:</p>



	<p>read, edit, delete, etc.) on standard and custom objects.</p> <p>Enforcing multi-task and multi-approval can be enabled via custom objects, fields, rules, and processing.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update and delete.</p>	<p><a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management</a></p> <p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_managements">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_managements</a></p> <p>Custom Fields:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p> <p>Audit Logs:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005</a></p>
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<p><b>Flagging Special Categories of Data</b></p>	<p>Access to specific data elements can be controlled via workspace rules and custom workspaces, objects, fields, and rules.</p> <p>There are no specific sensitive designators; however, customer can establish their own via custom workspaces, objects, fields, rules, and processing.</p>	<p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>
<p><b>Separate Auditing and “Detective Control” Privileges</b></p>	<p>All application transactions are logged with who and when, and some with more specific details, for each create, update and delete.</p> <p>Audit log visibility can be controlled via custom workspaces.</p> <p>Profiles are used to define access privileges.</p>	<p>Audit Logs:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>

	<p>Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete, etc.) on standard and custom objects.</p> <p>Application transaction logs are read only via the application.</p> <p>Reports can be written to export data for customer storage.</p>	<p>Staff Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management</a></p> <p>Transaction Database Table:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=apx_transaction_codes">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=apx_transaction_codes</a></p>
<p><b>Features Limiting Oracle’s Access to Customer Data</b></p>	<p>Technical Operations and Support access is based on business need to know.</p> <p>All access to application and associated data is controlled by Role Based Access Controls.</p> <p>All security related functions are logged to Write Once Read Many (WORM) storage.</p> <p>All access to database, Host Management System (HMS) and file system is tracked.</p> <p>Access to environment controlled through Bastion hosts and YubiKey authentication.</p>	<p>Cloud Hosting &amp; Delivery Policy:  <a href="https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf">https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</a></p> <p>Oracle SaaS Public Cloud Services Pillar Document:  <a href="https://www.oracle.com/assets/saas-public-cloud-services-pillar-3610529.pdf">https://www.oracle.com/assets/saas-public-cloud-services-pillar-3610529.pdf</a></p> <p>The Oracle B2C Service Platform White Paper:  <a href="https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf">https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf</a></p>
<p><b>Encryption</b></p>	<p>Data entered into a custom defined field can be encrypted when stored and decryption of this data can be limited by profile permission.</p> <p>All file systems are encrypted based on National Institute of Standards and Technology (NIST);</p>	<p>Add a Field to a Custom Object:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bf1194075">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bf1194075</a></p> <p>The Oracle B2C Service Platform White Paper:</p>

	<p>Oracle manages the keys.</p> <p>All data into and out of environment can be encrypted in transit. Customer has option of turning HTTPS on or off by various configuration settings.</p>	<p><a href="https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf">https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf</a></p> <p>Securing B2C Service: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=FASEC">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=FASEC</a></p>
<p><b>Anonymization</b></p>	<p>For specific fields, customer can systematically control what is stored via custom workspaces, objects, fields, rules, and processing.</p> <p>Permanent redaction within incident thread is available for up to 8 definable patterns.</p> <p>For non-definable patterns, customers would need to control via business process.</p>	<p>Business Rules Management: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>
<p><b>Pseudonymization</b></p>	<p>For specific fields, customer can systematically control what is stored via custom workspaces,</p>	<p>Business Rules Management:</p>

	<p>objects, fields, rules, and processing.</p>	<p><a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>
<p><b>Data Masking</b></p>	<p>Visibility of specific data elements can be controlled via workspace rules and custom workspaces, objects, fields, and rules.</p> <p>For custom fields, customer can systematically control what is visible via custom workspaces, objects, fields, rules, and processing.</p>	<p>Business Rules Management: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields: <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p>

		<p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p> <p>Custom Processes:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>
<p><b>Truncation</b></p>	<p>Permanent truncation within incident thread is available for up to 8 definable patterns. For non-definable patterns, customers would need to control via business process.</p> <p>For custom fields, customer can define input masks and systematically control what is stored via custom workspaces, objects, fields, rules, and processing.</p>	<p>Incident Thread Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1358732">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=aa1358732</a></p> <p>Business Rules Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_business_rules_management</a></p> <p>Custom Fields:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_fields</a></p> <p>Custom Objects:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_custom_objects</a></p>

		<p>Custom Processes:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=bs1142110</a></p> <p>Workspace and Script Elements:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=dad_workspace_script_properties</a></p>
<b>Tokenization</b>	No specific functionality provided by the product/service.	
<b>Logging</b>	<p>Access and page views by end users are stored for a customer defined duration. (0 means never purge, 60 days is default)</p> <p>Profiles are used to define access privileges. Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete, etc.) on standard and custom objects.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update, and delete.</p> <p>Read logging is available for incident threads and chat transcripts as well as contacts, if configured.</p> <p>Any changes to contact records are configurable for which field(s) to capture in the audit log details.</p>	<p>End-user session can be found under KB Article #499:  <a href="https://cx.rightnow.com/app/answers/detail/a_id/499">https://cx.rightnow.com/app/answers/detail/a_id/499</a> (Note: A valid <a href="http://cx.rightnow.com/">http://cx.rightnow.com/</a> account is required to access this document.)</p> <p>Staff Management:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_admin_staff_management</a></p> <p>Transaction Database Table:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=apx_transaction_codes">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=apx_transaction_codes</a></p> <p>Audit logs:  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=co1321005</a></p> <p>Select Contact Fields for Auditing:</p>

		<p><a href="http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html">http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html</a></p> <p>Monitoring Report Usage <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_report_management_module">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=crm_analytics_report_management_module</a></p>
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