



Informatica® MDM - Customer 360  
10.5

# What's New and Changed

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# Preface

Refer to the *Informatica® MDM - Customer 360 What's New and Changed Guide* to learn about new features and enhancements, behavior changes between versions, and support changes. The What's New and Changed Guide also includes information about tasks that you might need to complete after you upgrade from a previous version.

## Informatica Resources

Informatica provides you with a range of product resources through the Informatica Network and other online portals. Use the resources to get the most from your Informatica products and solutions and to learn from other Informatica users and subject matter experts.

### Informatica Network

The Informatica Network is the gateway to many resources, including the Informatica Knowledge Base and Informatica Global Customer Support. To enter the Informatica Network, visit <https://network.informatica.com>.

As an Informatica Network member, you have the following options:

- Search the Knowledge Base for product resources.
- View product availability information.
- Create and review your support cases.
- Find your local Informatica User Group Network and collaborate with your peers.

### Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

To search the Knowledge Base, visit <https://search.informatica.com>. If you have questions, comments, or ideas about the Knowledge Base, contact the Informatica Knowledge Base team at [KB\\_Feedback@informatica.com](mailto:KB_Feedback@informatica.com).

### Informatica Documentation

Use the Informatica Documentation Portal to explore an extensive library of documentation for current and recent product releases. To explore the Documentation Portal, visit <https://docs.informatica.com>.

If you have questions, comments, or ideas about the product documentation, contact the Informatica Documentation team at [infa\\_documentation@informatica.com](mailto:infa_documentation@informatica.com).

## Informatica Product Availability Matrices

Product Availability Matrices (PAMs) indicate the versions of the operating systems, databases, and types of data sources and targets that a product release supports. You can browse the Informatica PAMs at <https://network.informatica.com/community/informatica-network/product-availability-matrices>.

## Informatica Velocity

Informatica Velocity is a collection of tips and best practices developed by Informatica Professional Services and based on real-world experiences from hundreds of data management projects. Informatica Velocity represents the collective knowledge of Informatica consultants who work with organizations around the world to plan, develop, deploy, and maintain successful data management solutions.

You can find Informatica Velocity resources at <http://velocity.informatica.com>. If you have questions, comments, or ideas about Informatica Velocity, contact Informatica Professional Services at [ips@informatica.com](mailto:ips@informatica.com).

## Informatica Marketplace

The Informatica Marketplace is a forum where you can find solutions that extend and enhance your Informatica implementations. Leverage any of the hundreds of solutions from Informatica developers and partners on the Marketplace to improve your productivity and speed up time to implementation on your projects. You can find the Informatica Marketplace at <https://marketplace.informatica.com>.

## Informatica Global Customer Support

You can contact a Global Support Center by telephone or through the Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:

<https://www.informatica.com/services-and-training/customer-success-services/contact-us.html>.

To find online support resources on the Informatica Network, visit <https://network.informatica.com> and select the eSupport option.

# Part I: Version 10.5

This part contains the following chapters:

- [10.5 What's New, 9](#)
- [10.5 What's Changed, 12](#)



# CHAPTER 1

## 10.5 What's New

This chapter includes the following topics:

- [New Extensions for Customer 360, 9](#)
- [Enhanced Address verification, 9](#)
- [Accessibility and Section 508 Compliance, 10](#)
- [Portal Configuration Tool, 10](#)

### New Extensions for Customer 360

The Customer 360 application includes the following new extensions:

- Insurance 360. The Insurance 360 extension serves the needs of enterprises in the insurance domain. You can use the Insurance 360 extension to manage and master data related to the insurance domain, such as insurance policies, contracts, and agreements.
- Healthcare 360. The Healthcare 360 extension caters to the needs of the healthcare industry. You can use the Healthcare 360 extension to manage and master healthcare data, such as patient records, healthcare organizations, health plans, and healthcare professionals.

For more information about Insurance 360 and Healthcare 360 extensions, see the *Informatica MDM - Customer 360 10.5 Installation and Configuration Guide*.

### Enhanced Address verification

To validate and verify postal addresses, Informatica Data as a Service (DaaS) cleanse functions use the Address Verification 6.0 capabilities. You can now choose to standardize complete addresses or elements within the addresses. Also, use the enrichment parameters to enrich addresses with additional information.

You can continue to use the existing Address Verification 5.0 to validate your addresses.

For more information about the address validation capabilities, see the *Informatica Customer 360 Installation and Configuration Guide*.

# Accessibility and Section 508 Compliance

The Customer 360 user interface is on the way to being compliant with Section 508 of the Rehabilitation Act. The user interface includes several enhancements to improve accessibility for people with disabilities.

## Portal Configuration Tool

This section lists the new features in the Informatica® MDM - Customer 360 Portal Configuration Tool.

### Additional Languages

Based on your business needs and geographical region, you can configure the language in which you want your portal to appear.

For more information about configuring additional languages, see the *Informatica MDM - Customer 360 10.5 Portal Configuration Tool Guide*.

### Configuring Dynamic URLs

You can configure dynamic URLs for external pages that you want to display on the portal. When you configure dynamic URLs for external pages, the portal resolves the attributes present in the dynamic URLs in real time.

For more information about configuring dynamic URLs for external pages, see the *Informatica MDM - Customer 360 10.5 Portal Configuration Tool Guide*.

### Hyperlink Content

You can add hyperlinks to the content in the text fields of the portal pages. Hyperlinks help the portal users navigate to external pages with ease.

Before you publish the pages that you create for a portal, you can preview the text and hyperlinks that you add to the text fields. A preview helps verify the validity of the texts and hyperlinks that appear on the pages.

For more information about adding hyperlinks to the content in text fields, previewing texts, and hyperlinks added to the text fields, see the *Informatica MDM - Customer 360 10.5 Portal Configuration Tool Guide*.

### Terms and Conditions on the Registration Page

You can add descriptive texts to define the terms and conditions for the portal users on the **Registration** page. The portal users can view the terms and conditions on the **Registration** page of the portal when they sign up.

For more information about configuring terms and conditions text on the **Registration** page, see the *Informatica MDM - Customer 360 10.5 Portal Configuration Tool Guide*.

## Text Area in the Product-Related Questions

You can configure text areas for portal users to enter lengthy answers on the product-related questions page.

For more information about configuring text areas for product-related questions, see the *Informatica MDM - Customer 360 10.5 Portal Configuration Tool Guide*.

## CHAPTER 2

# 10.5 What's Changed

This chapter includes the following topic:

- [Portal Configuration Tool, 12](#)

## Portal Configuration Tool

This section lists the enhancements in the Informatica® MDM - Customer 360 Portal Configuration Tool.

### Enhanced Design Layout for Custom Pages

Effective in version 10.5, when you create a custom page in the Portal Configuration tool, you can drag the components within a section and from one section to the another. Also, you can set the sort, filter, and highlight properties for the one-to-many fields in the card and grid view.

Previously, when you created a custom page, you couldn't move the components within a section or between sections.

For more information about configuring components in a custom page, see the *Informatica MDM - Customer 360 Portal Configuration Tool Guide*.

# Part II: Version 10.4 - 10.4 HotFix 3

This part contains the following chapters:

- [Version 10.4 HotFix 3, 14](#)
- [Version 10.4 HotFix 2, 15](#)
- [Version 10.4 HotFix 1, 16](#)
- [10.4 What's New, 18](#)
- [10.4 What's Changed, 19](#)

## CHAPTER 3

# Version 10.4 HotFix 3

This chapter includes the following topics:

- [What's New, 14](#)
- [What's Changed, 14](#)

## What's New

### External Authentication

You can use external authentication system to control access to the Customer Portal.

Use the Portal Configuration tool to enable external authentication for the Customer Portal.

You can configure the Customer Portal to use single sign-on for user authentication as a part of the external authentication system.

For more information about enabling external authentication and configuring single sign-on for the Customer Portal, see the *Informatica MDM - Customer 360 10.4 HotFix 3 Portal Configuration Tool Guide*.

## What's Changed

### Deprecating the Legacy Draft Creation Capability

Effective in version 10.4 HotFix 3, Customer 360 deprecates its legacy draft creation capability and uses the draft creation capability from Multidomain MDM. Before you upgrade to Multidomain MDM 10.4 HotFix 3, ensure that the Customer 360 users submit their drafts. During upgrade, you can select to permanently delete all drafts.

For more information about working with drafts, see the *Informatica MDM - Customer 360 Version 10.4 HotFix 3 User Guide*.

## CHAPTER 4

# Version 10.4 HotFix 2

This chapter includes the following topics:

- [What's New, 15](#)
- [What's Changed, 15](#)

## What's New

### Portal Sign Up Page

You can enable or disable the sign up page of a portal.

When you disable the sign up page of a portal, the users cannot sign up through the portal. Use the Portal Configuration tool to disable or enable the sign up page.

For more information about how to disable the sign up page of a portal, see the *Informatica MDM - Customer 360 10.4 HotFix 2 Portal Configuration Tool Guide*.

## What's Changed

### Data Mart Database Connection Type

Effective in version 10.4 HotFix 2, when you run the `populate_datamart.jar` utility to configure the database connection, you get the option to choose one of the following connection types:

- Service
- SID

Previously, you could not select the connection type.

For more information about configuring the data mart database connection type, see the *Informatica MDM - Customer 360 10.4 HotFix 2 Installation and Configuration Guide*.

# CHAPTER 5

## Version 10.4 HotFix 1

This chapter includes the following topics:

- [What's New, 16](#)
- [What's Changed, 17](#)

### What's New

#### Customer Portal for Organization Records

Use the Customer Portal to onboard customer organizations through the online portal.

A customer organization can fill out and submit an application form to enroll as a customer of your business on the Customer Portal. After you review and approve the application form, the customer can use the Customer Portal to update the profile related information, upload documents, and communicate with your organization directly.

For more information about how to use the Customer Portal, see the *Informatica MDM - Customer 360 10.4 HotFix 1 User Guide*.

#### Portal Configuration Tool

Use the Portal Configuration tool to import and customize the preconfigured Customer Portal. You can also create custom portals based on your requirement. You can use the Customer Portal to create organization records.

For more details about importing, customizing, or creating a portal, see the *Informatica MDM - Customer 360 10.4 HotFix 1 Portal Configuration Tool Guide*.

#### Approval Process for Hierarchical Change

Customer 360 triggers a one-step approval process when a business user makes any changes to the hierarchy of a customer.

The one-step approval process involves a review from a manager before approval or rejection of the requested changes in the hierarchy.

For more information about the approval process of the hierarchy, see the *Informatica MDM - Customer 360 10.4 HotFix 1 Installation and Configuration Guide*.



## Associating a Portal with an Organization Record

When you add an organization in Customer 360, you can associate the user to a specific portal.

For more information about associating an organization user to a specific portal, see the *Informatica MDM - Customer 360 10.4 HotFix 1 User Guide*.

## What's Changed

### Hierarchies Panel

Effective in version 10.4 HotFix 1, the Hierarchies panel uses Hierarchy Widget component to display the hierarchies on the customer dashboard.

Previously, the Hierarchies panel on the dashboard used HierarchyComponent.

For more information about configuring the Hierarchy Widget component, see the *Informatica MDM - Customer 360 10.4 HotFix 1 Installation and Configuration Guide*.

## CHAPTER 6

# 10.4 What's New

This chapter includes the following topics:

- [Silent Installation, 18](#)
- [Support for Consent Management, 18](#)

## Silent Installation

You can install or upgrade Customer 360 in silent mode.

Before you install or upgrade Customer 360 without any user interaction, ensure that you configure the installation or upgrade properties in a properties file.

For more information about installing or upgrading Customer 360 in silent mode, see the *Informatica MDM - Customer 360 Version 10.4 Installation and Configuration Guide*.

## Support for Consent Management

If you use the data model based on the Party table, you can manage the consents of the customers to comply with customer data protection laws and regulations. To manage the data related to the consents of the customers, install the consent management extension in Customer 360.

You can use the consent management extension to create business entities related to consent management, such as Policies, Purposes, Processors, and so on.

For more information about the consent management extension, see the *Informatica MDM - Customer 360 Version 10.4 Installation and Configuration Guide*.

## CHAPTER 7

# 10.4 What's Changed

This chapter includes the following topics:

- [Charts, 19](#)
- [Customer 360 URL, 19](#)
- [File Names, 20](#)
- [Provisioning Tool, 20](#)

## Charts

Effective in version 10.4, the charts are available as chart components in the Provisioning tool.

Previously, the charts were available as external link components in the Provisioning tool.

If you upgrade to Customer 360 10.4, you can customize the Home page layout to use the external link components for charts.

For more information about creating and customizing the charts, see the *Informatica Multidomain MDM Version 10.4 Provisioning Tool Guide*.

## Customer 360 URL

Effective in version 10.4, use the following URL format to log in to Customer 360:

```
http://<MDM Server host name>:<MDM Server port number>/mdmapps/  
com.informatica.tools.mdm.web.auth/login
```

Previously, you used the following URL format to log in to Customer 360:

```
http://<MDM Server host name>:<MDM Server port number>/c360/  
com.informatica.tools.mdm.web.auth/login
```

# File Names

Effective in version 10.4, the name of the following files are changed:

Old File Name	New File Name
C360view.ear	mdmappview.ear
Customer360.war	MDMAppsServices.war
c360-config.properties	mdmapps-config.properties
c360-log4j.properties	mdmapps-log4j.properties

# Provisioning Tool

Effective in version 10.4, the name of the following widgets and components are changed in the Provisioning tool:

Old Name	New Name	Access Path
C360 Application Configuration	MDMApps Application Configuration	<b>Configuration &gt; Application Editor</b>
C360WidgetConfiguration	MDMAppsWidgetConfiguration	<b>Configuration &gt; Application Editor</b>
layoutProductComponent	Product Component	<b>Configuration &gt; Component Editor</b>

# Part III: Version 10.3 - 10.3 HotFix 1

This part contains the following chapters:

- [Version 10.3 HotFix 1, 22](#)
- [10.3 What's New, 23](#)
- [10.3 What's Changed, 26](#)

## CHAPTER 8

# Version 10.3 HotFix 1

This chapter includes the following topic:

- [What's New, 22](#)

## What's New

### Support for Highmaps

Highmaps are schematic maps that display information linked to geography. You can create an external component for Highmaps and add it to the Customer 360 Home page layout.

For more information about Highmaps, see the Highmaps documentation.

### Customizing the Product 360 Component

You can add or remove the Product 360 fields in the product details page. The product details page opens when you click a product in the Product 360 panel of the dashboard view.

For more information about customizing the Product 360 component, see the *Informatica MDM - Customer 360 Version 10.3 HotFix 1 Installation and Configuration Guide*.

### Localizing Customer 360

You can localize the user interface, metadata, labels, error messages, and lookup tables of Customer 360 in a language other than the supported languages.

For more information about localizing Customer 360, see the *Informatica MDM - Customer 360 Version 10.3 HotFix 1 Installation and Configuration Guide*.

## CHAPTER 9

# 10.3 What's New

This chapter includes the following topics:

- [Attach Documents to a Record, 23](#)
- [Database Schema Validation, 23](#)
- [Hierarchies Panel, 24](#)
- [Additional Charts, 24](#)
- [Ad Hoc Match, 24](#)
- [Data Model Migration, 24](#)
- [Customizing Charts, 25](#)
- [Localization Support, 25](#)

## Attach Documents to a Record

When you create or edit a record, you can attach documents to a record and set the validity period for the documents.

For more information about attaching documents to a record, see the *Informatica MDM - Customer 360 Version 10.3 User Guide*.

## Database Schema Validation

Before you upgrade Customer 360, you can validate the database schema to check for any errors. If you find any errors in the validation report, fix them before you upgrade Customer 360.

For more information about validating the database schema, see the *Informatica MDM - Customer 360 Version 10.3 Installation and Configuration Guide*.

## Hierarchies Panel

In the customer dashboard, the Hierarchies panel displays how a record is related to other records in a hierarchical format.

You can define a default hierarchy in the Provisioning tool for the Hierarchies panel.

For more information about configuring the default hierarchy, see the *Informatica MDM - Customer 360 Version 10.3 Installation and Configuration Guide*.

## Additional Charts

Customer 360 includes the following charts that you can add to a Home page:

- Assigned Tasks By Users
- Closed Tasks By Users
- Open Tasks By Task Type
- Assigned Tasks By User Roles

For more information about these charts, see the *Informatica MDM - Customer 360 10.3 User Guide*.

## Ad Hoc Match

Before you import records into Customer 360, you can match the records with the existing records in the Customer 360 database. The match process identifies the matched and unmatched records in the input file. You can then select to import all the records or the unmatched records.

For more information about the ad hoc match, see the *Informatica MDM - Customer 360 Version 10.3 User Guide*.

## Data Model Migration

Customer 360 version 10.2 HotFix 2 or later uses the data model based on the Party table. If you upgraded to 10.2 HotFix 2 or use an earlier version of Customer 360, then Customer 360 uses the data model based on the Party Role table.

You can now migrate to the data model based on the Party table from the data model based on the Party Role table. If you do not want to migrate to the data model based on the Party table, you can continue to use the data model based on the Party Role table.

For more information about migrating to the data model based on the Party table, see the *Informatica MDM - Customer 360 Version 10.3 Installation and Configuration Guide*.



# Customizing Charts

You can customize a chart to change its characteristics or the information that the chart shows in the Home page. You can also create charts and add them to the Home page.

Use the Highcharts editor to customize or create a chart. The Highcharts editor generates code for the chart that you customize or create. Use the generated code in the Provisioning tool when you create an external link component for the chart.

For more information about customizing a chart, see the *Informatica MDM - Customer 360 Version 10.3 Installation and Configuration Guide*.

# Localization Support

The user interface labels, the error messages, the business entity metadata, and the lookup data of Customer 360 are localized in the following languages:

- Chinese
- English
- French
- German
- Japanese
- Korean
- Portugese
- Russian
- Spanish

The business entity metadata refers to the resources related to the predefined data model, such as business entity names, menu names, field names, and tasks. The lookup data refers to the predefined list values, such as gender, state, and country values.

## CHAPTER 10

# 10.3 What's Changed

This chapter includes the following topics:

- [Upgrade Script, 26](#)
- [Task Manager Configuration, 26](#)
- [Dun and Bradstreet Integration, 26](#)

## Upgrade Script

Effective in version 10.3, when you run the upgrade script, the script validates the database schema that you specify and upgrades it. You can validate and upgrade multiple database schemas.

After you upgrade all the required database schemas, you can upgrade Customer 360.

Previously, before upgrading Customer 360, the upgrade script did not validate or upgrade the database schema.

## Task Manager Configuration

Effective in version 10.3, to configure the Task Manager in the Provisioning tool, click **Configuration > General Settings**, and then select **Task Manager Configuration**.

Previously, to configure the Task Manager, you clicked **Application Editor**, and then selected **c360ApplicationConfiguration > C360WidgetConfiguration**. The `C360WidgetConfiguration.xml` file contained the Task Manager configuration details.

## Dun and Bradstreet Integration

Effective in version 10.3, the support to the out-of-the-box Dun and Bradstreet (D&B) integration is dropped.

# Part IV: Version 10.2 - 10.2 HotFix 2

This part contains the following chapters:

- [Version 10.2 HotFix 2, 28](#)
- [Version 10.2 HotFix 1, 29](#)

# CHAPTER 11

## Version 10.2 HotFix 2

This chapter includes the following topics:

- [What's New, 28](#)
- [What's Changed, 28](#)

### What's New

#### Performance Optimization

The time taken to load the tasks in the **Home** page and the records in the **My Records** page is reduced.

### What's Changed

#### Data Model

Effective in version 10.2 HotFix 2, the Customer 360 data model for a new installation is based on the Party table. The Party table stores information about a party. A party can be about people or organizations.

Previously, the Customer 360 data model was based on the Party Role table.

**Note:** Customer 360 supports the Party Role table-based data model, so the existing installations can continue to use the Party Role table-based data model.

For more information about the Customer 360 data model, see the *Informatica MDM - Customer 360 Data Dictionary*.

#### Workflow Process

Effective in version 10.2 HotFix 2, Customer 360 includes a single workflow process named `Customer360Process.bpel`. The workflow process supports the predefined and custom business entities.

Previously, Customer 360 included two workflow processes named `CustomerOrgProcess.bpel` and `CustomerPersonProcess.bpel`. The workflow processes did not support the custom business entities, so you had to customize the workflow processes to support the custom business entities.

# CHAPTER 12

## Version 10.2 HotFix 1

This chapter includes the following topic:

- [What's Changed, 29](#)

### What's Changed

#### Relationship Types of the CustomerOrg Business Entity Type

Effective in version 10.2 HotFix 1, the CustomerOrg business entity type supports the following relationship types:

- CustomerContact. Specifies the person as a customer and a contact of the organization.
- CustomerEmployee. Specifies the person as a customer and an employee of the organization.
- ContactContact. Specifies the person as a contact of the organization.
- ContactEmployee. Specifies the person as an employee of the organization.

Previously, the CustomerOrg business entity type supported `employee` as its relationship type.

For more information about getting the new relationship types into the repository, see the *Informatica MDM - Customer 360 Installation and Configuration Guide*.