

BUI Extensions Q&A

Question	Answer
I also could have done with a simple example from first principles as the docs are poor in this area	Many simple extensions can be found here in the Agent Browser UI Extensibility Framework Developer Guide.
can the browser controls be elaborated please? on how to use them	Browser controls can be added to a tab in a workspace. These will generate an iframe in BUI. Each browser control can be used for browser pages or custom scripts with javascript to create an extension. See also https://documentation.custhelp.com/euf/assets/dev_docs/unversioned/BUI_Extensibility/topicrefs/Adding_Browser_control.html
while using IPOPUPWINDOW, no two ipopup windows are able to use in the same body. the windows are getting overlapped with the contents	Please submit a Service Request so we can investigate this as a potential defect.
Can you please share what standard BUI methods used for extension ? I mean what are standard method and code which we need to include in every extension Something similar to <code>ORACLE_SERVICE_CLOUD.extension_loader.load("CUSTOM_APP_ID", "1")</code> <code>.then(function</code>	That is correct, this is required in all extensions. "CUSTOM_APP_ID" is the add-in name that you specify in the add-in manager and it must match what is in the code. The "1" is the version of the add-in.
Would you mind sharing Contact Workspace extension code ?	This is attached to the blog entry: https://cx.rightnow.com/app/blog/detail/a_id/11625
How does the extension work in conjunction with workspace rules. For example if you have your extension filter workspace menu items is this done before, after or at the same time as the workspace rules?	The add-in loads first and then the workspace rules run. Workspace rules can also be triggered from the add-in. They can work in conjunction.
Any example for the Analytics Extension in BUI?	Some Analytics Extensions can be found here in the Agent Browser UI Extensibility Framework Developer Guide.
Can we use CURL in extension?	Technically yes but it's not recommended. Javascript is recommended.

<p>is there a replacement to the Screenpop functionality of the .Net console where, after calling an URL a Contact or an Incident will open automatically on the current session of the agent?</p>	<p>Screenpop is a .Net only functionality. In BUI, you can trigger the workspace to load programmatically. A ROQL query with the returned phone number or ANI will programmatically open up the workspace based on the record type (contact, incident, object).</p>
<p>thank you for the answer about ipopupwindow. even when an imodalwindowcontext and ipopupwindowcontext is used at the same time, on opening one after the other the previously opened window is replaced with the current window's content</p>	<p>I believe the BUI extension is reusing an existing container rather than creating a new container. Confirmation to come.</p>
<p>Are the Console Log Debug/Network Tab available in BUI!</p>	<p>These are the browser tools. You can find them in Chrome, Firefox, etc. Also, Edge Developer Tools. BUI also has debug tools. In menu bar under user icon</p>
<p>After uploading the BUI extensions, does it usually take hours get it working compared to regular Add-ins which takes few minutes.</p>	<p>No. Delays might be due to stale coherence cache. Logging out and in should retrieve the fresh .js file.</p>
<p>The record count on the tabs of contact workspace aren't available like the one in AD. is the update haven't arrived yet?</p>	<p>We'll need to check on this.</p>
<p>in .Net addins we can create and configure properties at profile or workspace level, will this be supported for browser ui addins?</p>	<p>Yes, this was added in 20B. I think this is here: https://documentation.custhelp.com/euf/assets/devdocs/buiadmin/topicrefs/c_ext_config_prop.html</p>
<p>Is drag and drop and inline edit on reports supported in the BUI?</p>	<p>There is an option for drag and drop with attachments. To stay informed of all current features of BUI, please subscribe to Answer ID 8173.</p>

<p>Is there a way to store BUI addins locally on machine? (Just Curious)</p>	<p>No, in order for a BUI add-in to load, it must be in the console.</p>
<p>With addins currently we can currently get info from the workstation, is this still possible to do this using the BUI extensions as this is contained within the browser itself?</p>	<p>This is decided by the browser. For example, Chrome in particular locks down certain information to prevent this type of access.</p>
<p>Does there is integration between genesys and the BUI?</p>	<p>Not from the Oracle side although our partners have implemented it. Additional feedback from customers:</p> <ul style="list-style-type: none"> • Genesys= phone system • Please use Open method i.e. Harmony Open Methods • Haven't seen genesys BUT five9 actually does. It does sync contact information and incident pop as well • OpenMethods provides Genesys Integration and all other major Telephony Integration.
<p>We have an integration in Oracle Service Cloud with Genesys. when a new call is offered, we have Screen Pop of new contacts records with a new Incident, or existing contact record if there's an ANI match. Are these features available if agents are logged into BUI?</p>	<p>Yes but keep in mind that because .Net uses c# and BUI uses javascript or typescript, they cannot use the same add-in.</p>
<p>using config settings in bui code is possible?</p>	<p>This is possible; you can use the REST API with Agent Session authentication within your Extension to easily query Custom Config Settings</p>
<p>Is there any way to debug/test BUI extensions without deploying them (something like Dev Mode for .NET add-ins)? I guess that the answer is "NO", but I just want to be sure... Thanks!</p>	<p>BUI Extensions should be tested in the test site. What about the Extension Development Assistant? https://documentation.custhelp.com/euf/assets/dev_docs/buiadmin/topicrefs/c_ext_dev_assistant_overview.html</p>

	This is possible using Chrome - look in to the Extension Development Assistant feature
does the business rules 2.0 needs to be activated by oracle or available by default	This is not generally available yet. It is available in test sites on 20A and 20B but only by request. Please create a Service Request if you'd like to add the feature to a test site.
What is the best way to get answers for simple questions when developing an add-in?	The Community Forums .