



Getting Started With BUI Webinar: Unanswered Questions Answered

Question	Answer	Asked by:
Does Whitemail add-in work in BUI?	.NET addins will need to be re-written using the Agent Browser UI Extensibility Framework to work in BUI.	Agnieszka Osiadacz
Will there be any more improvement made to the Twilio plugin, especially for ease of use and implementation?	There are no current plans to enhance the Twilio plugin	Alexander Berndt
Is it possible to use IP Whitelisting to limit access to BUI outside the office? Or do you have suggestions on how to go about setting something similar up?	Yes. The security related configuration settings such as SEC_VALID_ADMIN_HOSTS apply to BUI as well	Aleksej Ander
In the draft mode that you showed. Would that update in real time if you have multiple users open the same ticket?	No it wouldn't. If you have multiple agents looking at the same incident, and one agent is performing the update, the real-time draft mode updates are only visible to the agent making the update.	Aleksej Ander
Unable to save any incidents. Receive errors that all phone numbers are invalid, when they aren't. What is the reason for this?	If you are having an issue saving incidents in BUI, please create a service request to the Oracle Service Cloud Tech Support team and we will investigate that.	Amber Ebert
Wanting to use both console and BUI applications simultaneously, due to mac limitations. Need to be able to monitor chat from 1 interface. Previously, had to log in to both and each interface shows only those agents. Is that fixed?	You can be logged into both the .NET console and BUI simultaneously. I wasn't able to demonstrate this during the webinar due to time restrictions, but chat can fully be monitored and used from the Agent Browser UI.	Amber Ebert

Does agent scripting and workspace rules just work in BUI or do I have to do something special in the Admin?	Workflows and Agent Scripting in BUI now has functionality parity with .NET. So the workflow you are using in .NET should work in BUI as well.	Bill Utter
Can I sign into either .Net or BUI interface without concern of something changing in either?	Both the BUI and .NET console are ways to interact with the Oracle Service Cloud. If a configuration change was made in one, it would also be reflected in the other user interface.	Bill Utter
Does admin continue to design in .Net or is all design done in BUI if agents are using BUI?	Currently admins do design work, such as workspace designs, in the .NET console.	Bill Utter
Where can we find the list of Admin Configuration features which are the only one's available at the moment?	The best place to see what is/is not supported is by reviewing this answer: https://cx.rightnow.com/app/answers/detail/a_id/8173/kw/BUI%20supported%20features	Eddieson Mendones
Do reports render the same on BUI with the same functionality as in the console?	We have ported over the features from .Net into BUI. There are a couple of areas where the UX is different, and there are also several design like features that are available in the .Net at runtime that are currently only available in BUI at design time such as slicking, rollups, etc.	Hanna Page
Are they logged out by just closing the browser?	No. The agents session is ended by either the agent logging out manually, or if they are timed out based on configuration settings such as SESSION_HARD_TIMEOUT etc.	Julie Dionne
Does Oracle plan to deprecate .NET desktop?	There are currently no plans to deprecate .Net in the foreseeable future. With all that BUI has to offer, we believe customers would want to make the switch before ever having to be forced off of .NET. BUI is our modern client and provides a lot of advantages that just cannot be realized in the .Net application.	Kim Dante
Can we login into BUI from on premise application like Siebel via SSO?	Yes you can, as long as Siebel can act as an IDP.	Kranthi Gorrela

Is there documentation comparing BUI to the mobile accelerator?	Not that I'm aware of. The mobile accelerator is NOT going to support features such as workspace rules, workflow, etc. out of the box.	Lauren Wiedt
How are the Knowledge Base (Answers) presented to the associates? Can we control public versus private Answers?	When navigating to the 'Search Knowledge Base' icon and finding a specific answer, you can click the printer icon which will view the answer in a pop-up window similar to what is seen in .NET. If the answer is added to a response as a link, by clicking the link a new tab will open up taking you to where that answer is located on the end user pages. Feel free to try this out to get a sense of the look and feel.	Luke Gorman
Why do I need to sign out and sign in for changes to appear? We are in Browser now, simple browser refresh should solve the issue.	You are correct. For demonstration purposes, I was signing out and back in just to make sure that the change was made.	Manpreet Singh
Is BUI responsive? Is it optimized for mobile viewing? Does this support on Android mobile phone? Is there an ios preference?	Yes. The BUI is responsive to Mobile Devices. It is important to note that the UI will have a different look and feel by just being on a smaller screen. If smaller screens need to be used, I would recommend optimizing your workspace by making it as simple as possible. BUI, however, is only officially supported at the full size tablet. It will still work on the small devices, but there are still additional responsive techniques that need to be supported on particular workspace/report controls that are not currently. There is no preference ios preference.	Pavansatishkumar Annavarapu Ravish Jangamkota Ryan Emory
Does BUI support screen share feature?	Cobrowse on the incident workspace is supported. However it is not yet supported on the chat workspace.	Rakesh Das

<p>Are you still going to discuss the gaps and roadmap?</p>	<p>Feature gaps are documented in the Supported BUI Features answer here: https://cx.rightnow.com/app/answers/detail/a_id/8173/kw/BUI%20supported%20features . If there are specific features that you are looking for, feel free to let us know and we will try and let you know where that is located in the roadmap.</p>	<p>Rich Romano</p>
<p>What happens in case of network disconnection in the middle of record edit</p>	<p>The BUI would keep the updated data in the browser. Should the agent timeout, the data may be lost.</p>	<p>Rohit Samaiya</p>
<p>Does OPA work with BUI?</p>	<p>Yes, the OPA control is fully supported in BUI.</p>	<p>Rupal Patel</p>
<p>You develop a custom workspace in a clone/test site, and want to deploy that to the production site or a separate OSvC site? Is there a way to package all those configurations/customization and export via BUI?</p>	<p>The workspace designer is a feature that is currently only supported in .NET, although it is in the roadmap to have it included in BUI at some point in the future. To export a workspace intended for BUI use, you would do so via .NET and have that workspace assigned to the profile as the 'Browser' workspace. We are developing a feature known as the Element Manager. This allows you to select artifacts in one site, create something similar to a zip file, when can then be extracted on a different site. It will take care of all of the relationships that is required. We do not currently support all OSvC artifacts, but workspaces and reports are supported.</p>	<p>Santhosh Xavier</p>
<p>Can we modify the default landing page? Show a dashboard or something? / Can you default the login screen so that say all the reports are already visible? Instead of having to click on navigation/home/ etc..</p>	<p>Yes, BUI introduces the Home report/dashboard. Currently it can only be set by the user themselves, but if you select a report or dashboard in the navigation area and right click it then it will give you the option to "Set as Browser Desktop Default". This means that this report or dashboard will be rendered at login. It also means that it will be</p>	<p>Shashank J Randy Cockrill</p>

	rendered or navigated to when the "Home" global header icon is clicked.	
Can we run real time reports (like Chat supervisor report) in the BUI?	Real-Time Chat Dashboards & Analytics are not yet a supported feature in BUI.	SHRIVATSA NEERKAJE
When will the BUI reach feature parity with the desktop application?	There isn't a specific date when the BUI will have full parity with .NET. However the most used functionality was built first and more and more features are added all the time. Most functionality offered by .NET can be found using the BUI. Note this is a tricky question as we are not planning to bring all features that were built in .Net over to BUI. Quotes is one of the features that we have decided not to move over. Office integration is another.	Stephen Gunby
Will BUI share what the Console app has inside process designer (Configuration > site configuration > process designer > object event handlers)	The process designer is executed on the backend, so it is shared by both .Net and BUI. If you have created a process in the process designer, it will be fired off regardless of whether the agent is in BUI or .Net. Same with Business Rules.	William Hahn