

B2C Service Agent Browser User Interface May 25, 2023 Release

	Description
	Analytics
	An issue that prevents TextArea columns from being sorted properly has been resolved.
	Data Import
	ORDS (Oracle Rest Data Service) Integration type is now available for External Objects and Integrations configuration.
	OCI signature V1.0 authentication type is now available for External Objects and Integrations configuration.
	An issue that prevented the archived incidents with threads from displaying in the Archived Incident console in Agent Web has been resolved.
	Workspaces and Extensibility
	An issue with the ContentPane created using extensibility not rendering the entire height available has now been resolved.
	Workspaces/Workflow
	The Agent Insights panel will now render insight cards when the Interaction workspace opens when a chat is accepted.