

Oracle B2C Service May 15, 2025 Release Notes

	Description
	Browser Agent Desktop
	An issue that caused the report to display differently in the Browser UI compared to the .NET client after a drilldown has been resolved.
	Business Rules
	An enhancement to Responsys integration will provide the Key Performance Metrics and failure statistics of SMS sent to contacts, under the Usage Statistics tab in the Responsys Configurator.
	An enhancement in Unity Integration will allow admins to choose the desired Intelligent Attributes from Unity and display it in Unity Insights panel in Agent BUI.
	An enhancement in Job Scheduler will allow admins to configure email notification to receive emails about the status of the job.
	An enhancement in Business Rules in Agent BUI will allow to trigger a cloud event with custom payload to the desired destination using Event Delivery Service.
	Chat
	The Chat Agent Suggestions feature is now generally available for use on all sites.
	An enhancement to the Chat Language Translation feature is now available, Developers can access the chatID from within a translation request/response action.
	Data Import
	An enhancement to Element Manager will allow administrators to export and import Product, Categories, and Disposition from the Agent BUI.
	Knowledge Advanced
	A new Knowledge Advance Dashboard is now available.
	Knowledge Foundation
	An issue in which sometimes the AnswerTypeContainer within the ORTL Answer workspace was not becoming read only based on the workspace rule has been resolved.
	Service
	Admins will now be able to see the list of data sources created for Hot Topics under Embedded AI Services
	Workspaces/Workflow
	An issue that caused an image in the email body to replace the image in the staff member's email signature is now resolved.
	An issue that caused a click to be required before the agent could continue typing after pasting an image in the incident thread rich text editor has been resolved.