

B2C Service Agent Browser User Interface March 24, 2022 Release

 Description
 Analytics
An issue that caused report exporting and forwarding to fail when reports had a field without a label or text has been resolved.
An issue that caused report execution to fail when non-UTF8 characters were present in a thread note has been resolved.
An issue that caused a one-hour time difference between the sla_rsln_delta column in an Agent Browser UI report and the same report on the Service Console has been resolved.
 Chat
An issue that prevented the incident ID from being written to the chat table has been resolved.
An issue that prevented a workspace rule from executing properly on the incident Subject field for a chat flow has been resolved.
 Co-Browse
An issue that caused the calendar to briefly display the wrong date in Instant Co-browse mode when the calendar was launched has been resolved.
 Knowledge Foundation
Knowledge base authors can upload files such as images and PDFs to an Oracle Content Management repository. These files can then be embedded in or linked to knowledge foundation answers.
 Workspaces and Extensibility
An issue that caused an error when updating a child entity within a workgroup has been resolved.
 Workspaces/Workflow
The thread editor toolbar now remains in place and visible when the incident thread is scrolled.
An issue that prevented a workflow from working when the return element included an ampersand (&) has now been resolved.
An issue that caused time billed records to be copied in a workflow has been resolved.
Alternate emails from custom email address fields now display in the CC field of incident responses.