



Oracle B2C Service Cloud Agent Browser UI

June 4, 2020 Update

What's New

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REVISION HISTORY

This document will continue to evolve as existing sections change and new information is added. All updates appear in the following table:

Date	Feature	Notes
04 JUN 2020		Created initial document.

OVERVIEW

This guide outlines the information you need to know about new or improved functionality in Oracle Service Cloud Agent Browser UI and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable to begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

For a listing of hardware and software requirements for Oracle products, log in to our support site and access [Answer ID 31](#).

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FEATURE SUMMARY

Column Definitions:

Features Delivered Enabled

Report = New or modified, Oracle-delivered, ready to run reports.

UI or Process-Based: Small Scale = These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.

UI or Process-Based: Larger Scale* = These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.

Customer Action Required = You MUST take action before these features can be used. These features are delivered disabled and you choose if and when to enable them. For example, a) new or expanded BI subject areas need to first be incorporated into reports, b) Integration is required to utilize new web services, or c) features must be assigned to user roles before they can be accessed.

Feature	Ready for Use by End Users (Features Delivered Enabled)			Action is Needed BEFORE Use by End Users (Features Delivered Disabled)
	Report	UI or Process-Based: Small Scale	UI or Process-Based: Larger Scale*	Customer Action Required
Workspaces				
Chat Options in the Interaction Workspace				✓

WORKSPACES

CHAT OPTIONS IN THE INTERACTION WORKSPACE

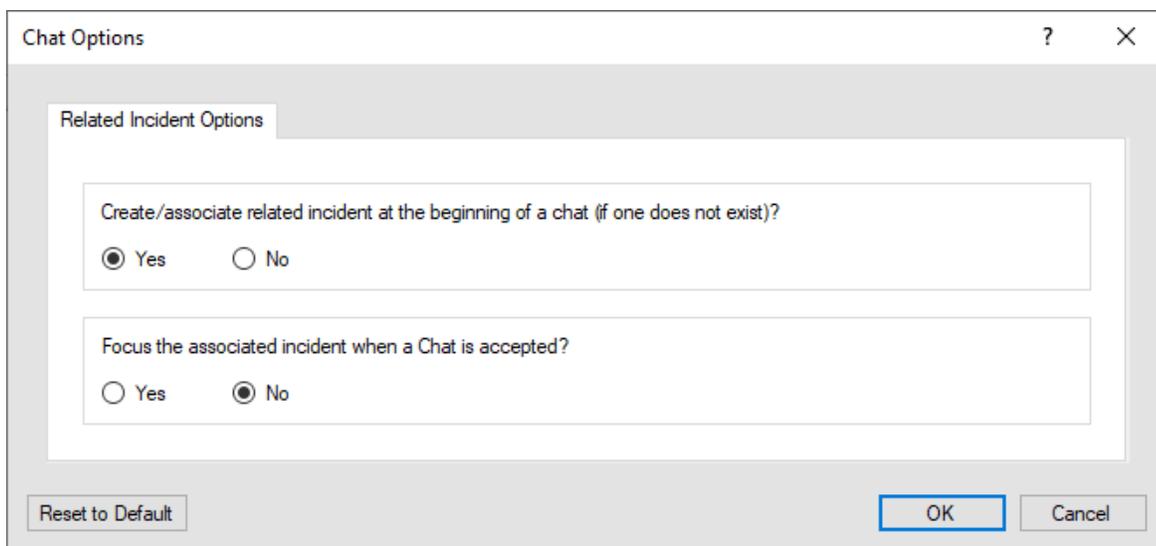
When creating the Interaction WS for Agent Browser UI, should you chose to, you can now select from the following options;

1. Create/Associate an incident at the beginning of a chat. With Yes or No options.

By default this is set to Yes.

2. Focus the incident when a chat is accepted. With Yes or No options

By default this is set to No



Chat Options

Related Incident Options

Create/associate related incident at the beginning of a chat (if one does not exist)?

Yes No

Focus the associated incident when a Chat is accepted?

Yes No

Reset to Default OK Cancel

Chat Options Dialog in Workspace Designer

STEPS TO ENABLE

1. From the CX Agent Desktop Workspace Designer, open or create a new Interaction WS
2. Select Options from the Home tab on the Ribbon
3. Select your options

TIPS AND CONSIDERATIONS

- Requires CX 20B+
- If No is selected for the option to create/associate an incident at the beginning of a chat and an incident is not manually added to the interaction ws, then the transcript will still be saved in the chat_events table. There are two ways to view the chat transcript in this case.
 1. Add the All Chats report to your navigation set. The transcript can be viewed when you drill down.
 2. Create a custom report against the chat_events table



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Integrated Cloud Applications & Platform Services