



Oracle B2C Service Cloud Agent Browser UI

June 11, 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
11 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.

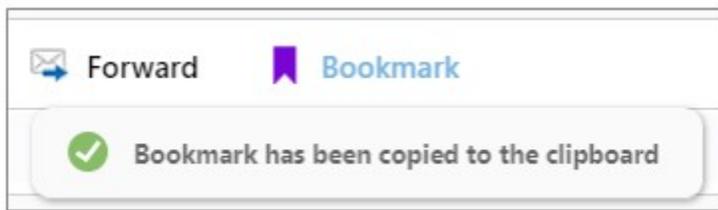
Customer Action Required = You MUST take action before these features can be used. These features are delivered disabled and you choose if and when to enable them. For example, a) new or expanded BI subject areas need to first be incorporated into reports, b) Integration is required to utilize new web 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				
Single-Click Bookmarks		✓		
Console				
Enable/Disable Chat System Notifications				✓

WORKSPACES

SINGLE-CLICK BOOKMARKS

Bookmarks are now copied to the operating system clipboard with a single click. A message that the "Bookmark has been copied to the clipboard" will appear for a few seconds after the bookmark button is clicked. Incident bookmarks will now include the incident reference number rather than the incident id.



STEPS TO ENABLE

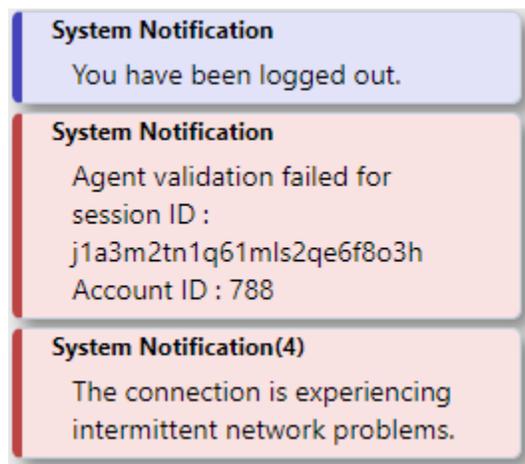
No steps are required to enable this feature.

CONSOLE

ENABLE/DISABLE CHAT SYSTEM NOTIFICATIONS

Administrators can set custom configs to enable, disable, set the time and how many notifications will display.

The system notifications display in the Agent Browser UI client when there is an event on chat; such as logging in. It also includes system error notifications.



Chat System Notifications

STEPS TO ENABLE

To enable, disable or set the time of the chat system notifications in Browser UI requires an administrator to create and deploy a custom text type configuration setting with a specific name (key). Once deployed, the configuration can be set.

1. Create and deploy a custom configuration setting. Instructions on creating and deploying custom configuration settings can be found [here](#).
2. Key names and descriptions:
 - CUSTOM_CFG_CHAT_INFO_MSG_ENABLED
 - Enable/Disable the Informational Chat Messaging
 - Type Yes/No
 - Yes to enable
 - No to disable
 - CUSTOM_CFG_CHAT_ERR_MSG_ENABLED
 - Enable/Disable the Error Chat Messaging
 - Type Yes/No
 - Yes to enable
 - No to disable
 - CUSTOM_CFG_CHAT_HIDE_TIMER_SECONDS
 - Amount of time each message will display for, in seconds
 - Type Integer in seconds
 - CUSTOM_CFG_MAX_DISPLAY_COUNT
 - How many notifications will display at one time
 - Type integer
3. Once the configuration setting(s) has been created and deployed, the chat system notifications settings will be supported Agent Browser UI for the associated interface(s).

TIPS AND CONSIDERATIONS

Configuration settings can be associated with one or more site interfaces.



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