



Oracle Service Cloud Agent Browser UI

March 19, 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
20 MAR 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 November 2019 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				
Expand Variables		✓		
Organization Hierarchy is Supported in Agent Browser UI				✓

WORKSPACES

EXPAND VARIABLES

Agent Browser UI users can now expand variables in the thread before saving. This allows users to see the variable content that will be saved or sent in the response before committing the thread which increases agent accuracy and efficiency.

The screenshot displays the Agent Browser UI interface for composing an email response. The 'Subject' field contains 'Demo'. Below the subject field are buttons for 'Compose Response' and 'Email'. The 'To', 'Cc', and 'Bcc' fields are empty. A rich text editor toolbar is visible, including options for font, size, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, and unlink. The main text area contains 'Thanks for using \$ProdName1 1'. A red box highlights the '\$ProdName1' variable. Below the text area is a numbered list: 1. Insert variable into thread, 2. Select 'variable preview' button, 3. View expanded variable. At the bottom, there is a '+ Add New' button, a 'Filter' dropdown, and a 'Newest first' dropdown. A green bar at the bottom indicates 'Draft Mode' with a '2' and a 'variable preview' button highlighted by a red box. Below the green bar, the text 'Thanks for using Oracle Service Cloud 3' is shown, with 'Oracle Service Cloud' highlighted by a red box, indicating the expanded variable content.

Variable Preview in Incident Thread

STEPS TO ENABLE

No steps are required to enable this feature.

TIPS AND CONSIDERATIONS

When composing a thread entry, a preview icon will appear. Selecting the icon will expand any variables in thread and replace them with the corresponding variable content. Selecting the icon once again will return the content to it's variable form.

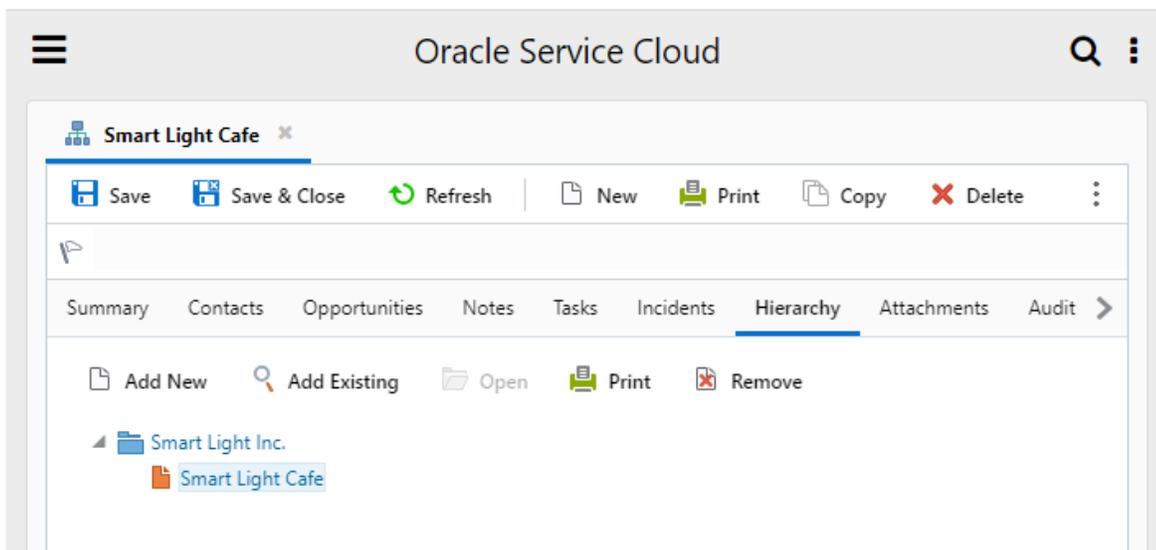
Users are not required to expand or retract the variable before committing the thread entry.

This feature is enabled by default and is not configurable.

ORGANIZATION HIERARCHY IS SUPPORTED IN AGENT BROWSER UI

The Organization Hierarchy feature in Oracle Service Cloud enables you to create a hierarchy for any organization that has subordinate organizations.

For example, if an organization in your has several subsidiaries or regional or international offices, each having an organization record, you can add secondary organizations to the parent organization, thereby creating an organization hierarchy.



Organization Hierarchy

STEPS TO ENABLE

1. From the Workspace Explorer in .NET open the Organization Workspace defined for Agent Browser UI
2. Add a new tab to the tab set.
3. From the Insert Control tab on the Workspace Designer Ribbon, drag and drop the Organization Hierarchy control to the new tab in the tab set

NOTE: the Standard Organization Workspace does have the Organization Hierarchy on the workspace by default

TIPS AND CONSIDERATIONS

- The organization hierarchy can not be edited if the organization is a new workspace. The workspace must be saved first and then the Add New and Add Existing functionality will be enabled.
- A new or an existing organization that is added to the hierarchy will become the secondary organization to the organization that is highlighted during the time of adding.
- An organization can have an unlimited number of subordinates, organized into a maximum of twelve levels per parent organization.
- Changing an organization's hierarchy can impact the incidents and opportunities associated with all organizations in the hierarchy. Therefore, make sure you understand the consequences of changing the structure of an organization's hierarchy.
- Drag and drop to edit the organization hierarchy is not yet supported with this release.

ROLE INFORMATION

An admin can add the Organization Hierarchy to the Organization Workspace. The agent will have access in Agent Browser UI runtime if all the proper permissions are selected.



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Integrated Cloud Applications & Platform Services