



Oracle Service Cloud Agent Browser UI

March 26, 2020 Update

What's New

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REVISION HISTORY

Date	Feature	Notes
27 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 January 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.

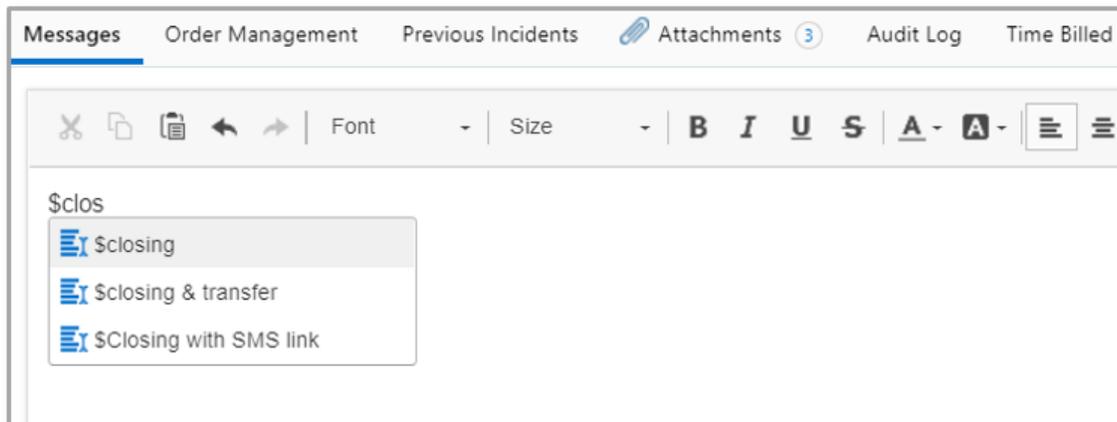
Feature	Ready for Use by End Users (Features Delivered Enabled)			Action is Needed BEFORE Use by End Users (Features Delivered Disabled)
	Report	UI or Process-Based: Small Scale	UI or Process-Based: Larger Scale*	Customer Action Required
Console				
Workspaces				
Inline Standard Text Search and Insert - Agent Browser UI		✓		
Collapsible Workspace Tables for Browser UI				✓

CONSOLE

WORKSPACES

INLINE STANDARD TEXT SEARCH AND INSERT - AGENT BROWSER UI

Typing a '\$' character into an incident thread will trigger a standard text search by title based on the characters following '\$'. The search results will appear in a contextual menu and will be filtered by typing additional characters. Users can insert standard text by using the tab and enter keys or the mouse to select the desired standard text from the inline search results.



STEPS TO ENABLE

No steps are required to enable this feature.

TIPS AND CONSIDERATIONS

This feature is automatically available to users working within incident workspaces that have permissions on the rich text thread editor to access standard text.

COLLAPSIBLE WORKSPACE TABLES FOR BROWSER UI

Workspace tables have a design option available in the .NET workspace designer called 'enable expand /collapse'. When this configuration is enabled for a table, that table can be collapsed by Agent Browser UI users.

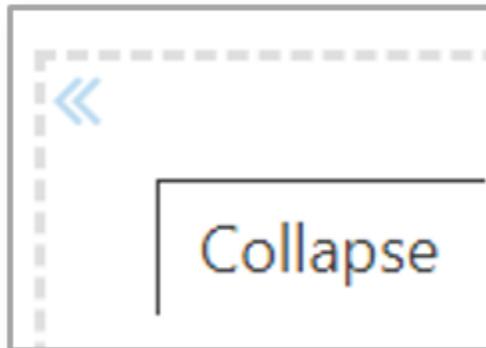
This allows users to hide the fields and controls contained in a table in order to make more room for adjacent content. When a user hovers on a table configured with this property, a chevron affordance will appear on the upper left hand corner of the table along with a dotted outline of the table. When the chevron is clicked, the table is collapsed and is represented with a dotted outline. The size and location of the collapsed table will depend on the size and shape of the table and the adjacent content. The collapsed table will be represented with a dotted outline of the table and can be expanded to its original size by clicking on the chevron affordance once again.

STEPS TO ENABLE

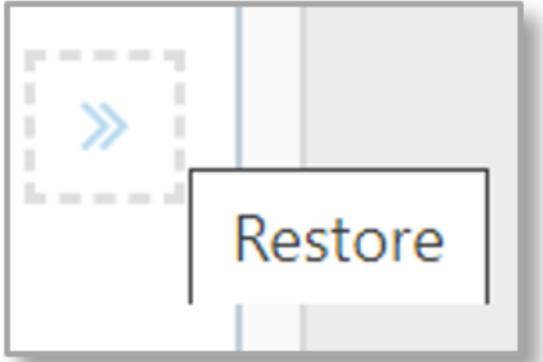
1. Select a table in the .NET workspace designer.
2. In the 'design' tab on the ribbon, under the 'options' section, select the 'enable expand/collapse' checkbox
3. Save the workspace and open in a browser
4. When hovering over the table, a chevron affordance will appear in the upper left hand corner of the table.
5. Clicking on the chevron will collapse the table. Clicking on the chevron again will expand the table to it's original size.



Workspace Designer Options for Table Control



Click on the Chevron to Collapse the Outlined Table



Click on the Chevron to Restore a Collapsed Table to its Original Size



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