



Oracle B2C Service Cloud Agent Browser UI

October 1, 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	Product	Feature	Notes
01 OCT 2020			Created initial document.

OVERVIEW

This guide outlines the information you need to know about new or improved functionality in Oracle B2C Service 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](#).

GIVE US FEEDBACK

We welcome your comments and suggestions to improve the content. Please send us your [feedback](#)

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.

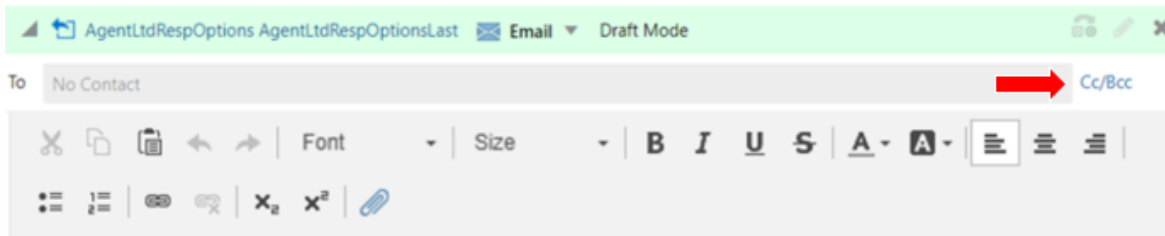
Features Delivered Disabled = Action is needed BEFORE these features can be used by END USERS. These features are delivered disabled and you choose if and when to enable them. For example, a) new or expanded BI subject areas need to first be incorporated into reports, b) Integration is required to utilize 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*	Not disruptive as action is required to make these features ready to use. As you selectively choose to leverage, you set your test and roll out timing.
Workspaces				
Hide/Show Cc/Bcc Fields		✓		
Analytics				
Report Preference Management		✓		
Analytics Mobile Responsiveness		✓		
Analytics Mobile Responsiveness		✓		

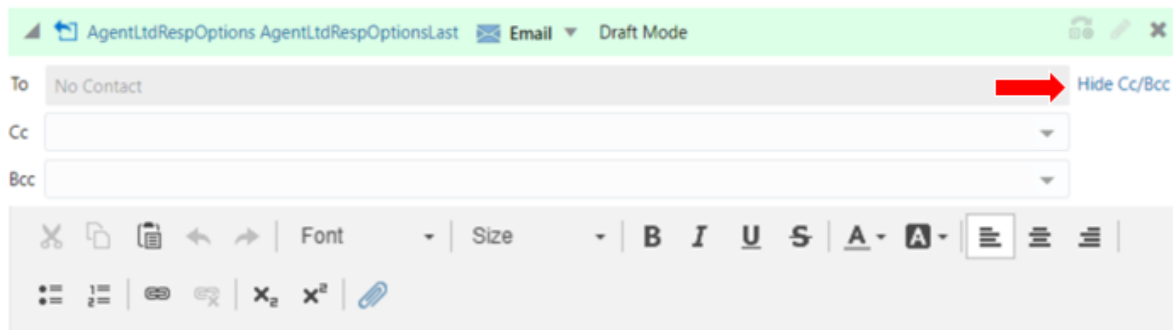
WORKSPACES

HIDE/SHOW CC/BCC FIELDS

The 'cc' and 'bcc' fields on the thread control will be hidden by default and can be revealed by clicking on the new 'Cc/Bcc' link adjacent to the 'To' field. These fields are available when enabled in the incident workspace's Rich Text Thread Control.



Default Thread Control (Cc/Bcc Fields Are Hidden)



Thread Control with Bcc/Cc Fields Visible

The purpose of this change is to save vertical space within the thread control.

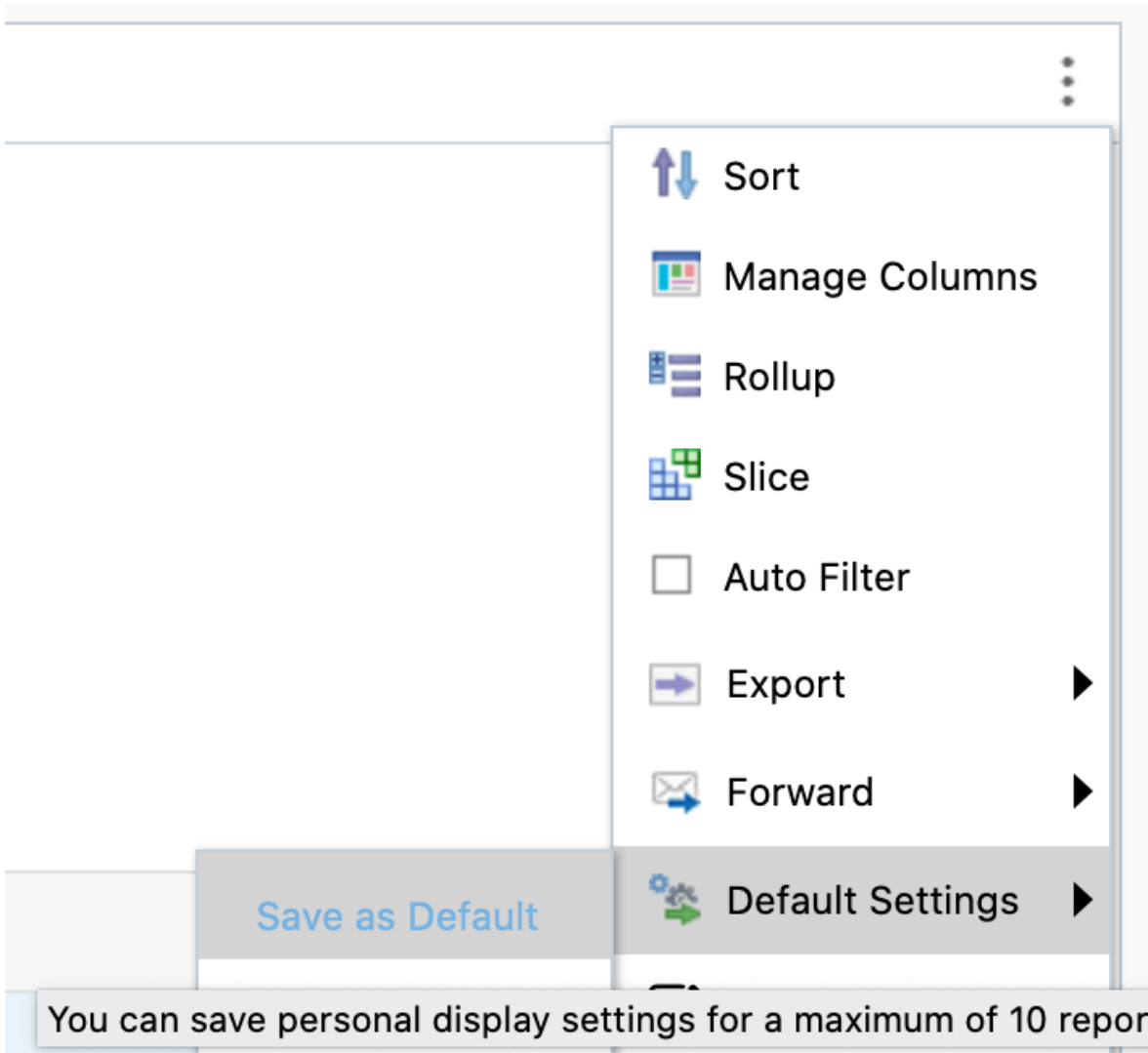
STEPS TO ENABLE

You don't need to do anything to enable this feature.

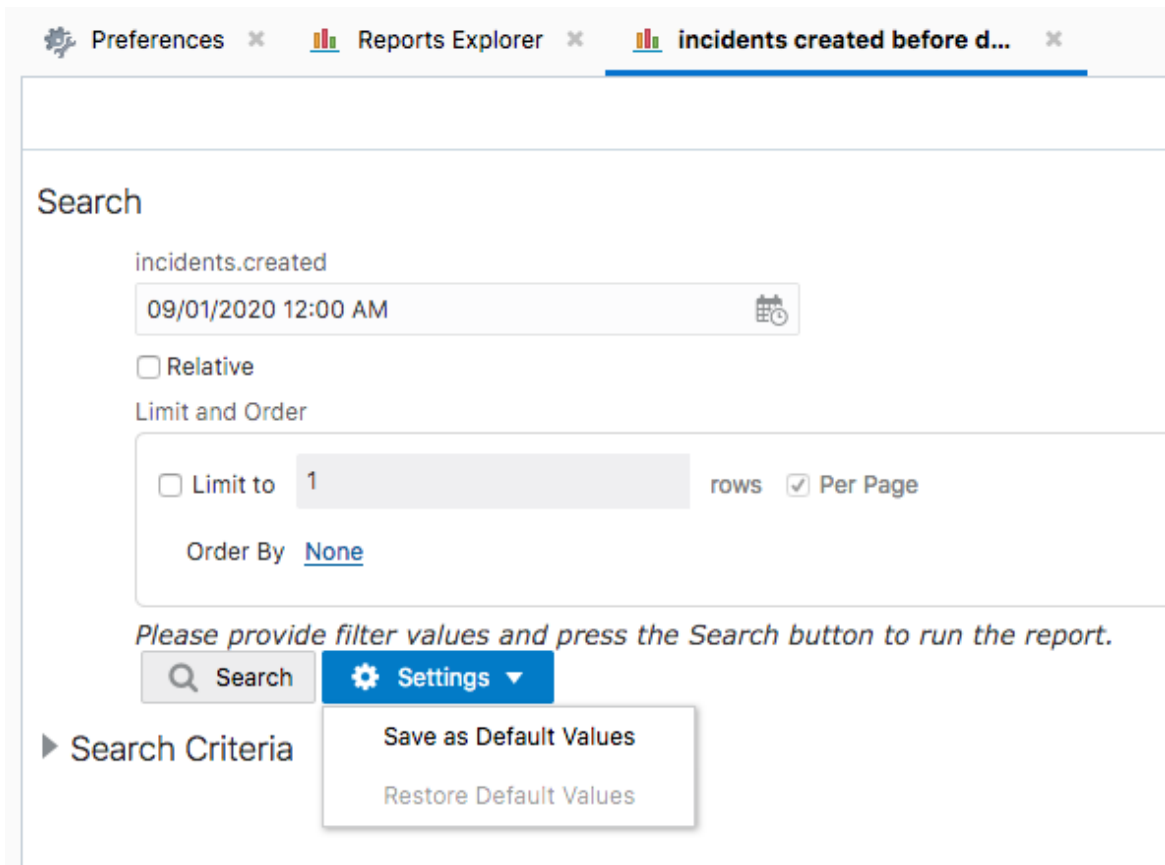
ANALYTICS

REPORT PREFERENCE MANAGEMENT

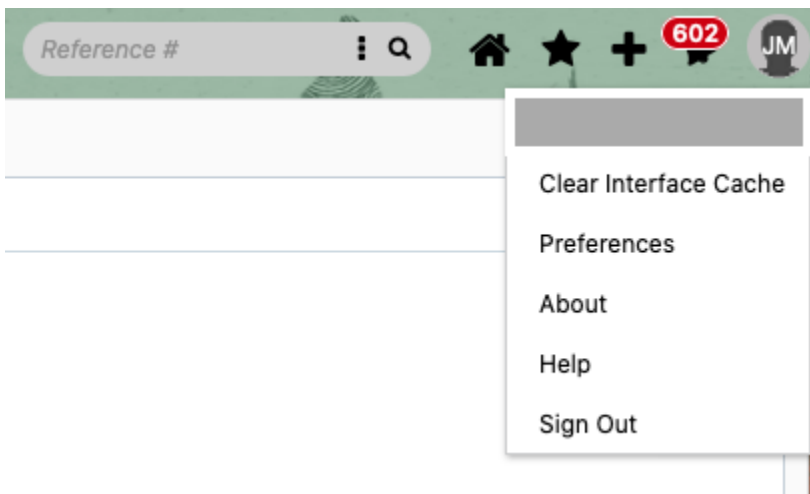
Agent Browser UI provides the ability for users to store Saved Default Filter Values and Saved Display and Data Settings. Each option offers the capability to store up to 10 personal configurations. These are a reminder of how those settings are stored.



Saved Display and Data Settings

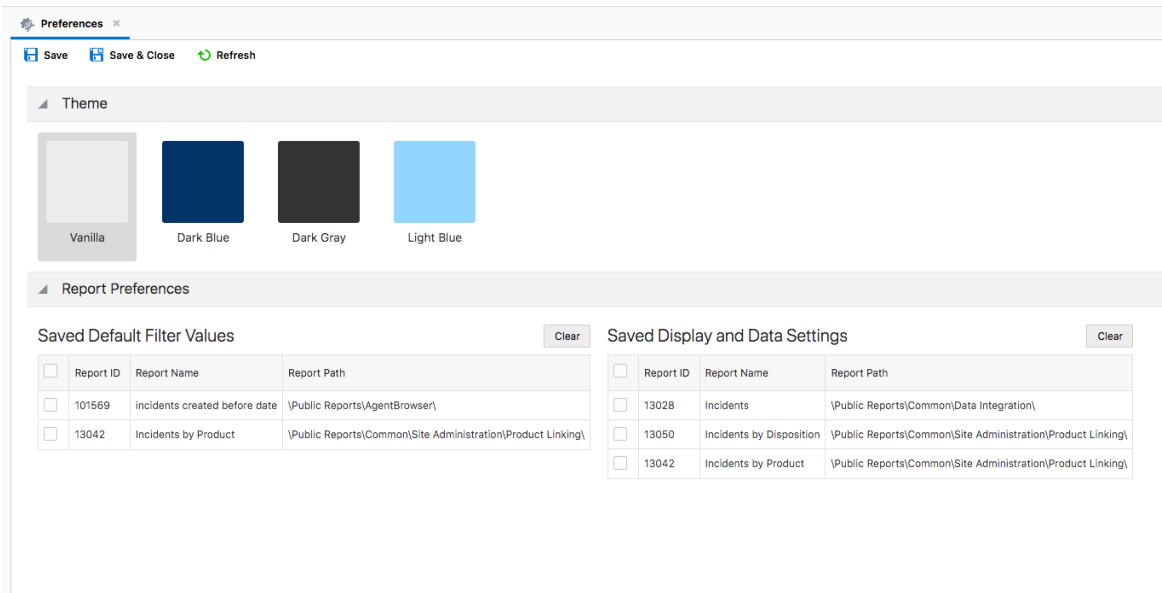


The Preference area can be accessed by going to your user icon in the upper right hand corner of Agent Browser UI.



Preference Access

This will open Preferences and allow users to manage their personalizations by viewing and clearing a single, multiple or all report preferences.



Report Preference View

This feature allows users to easily manage their saved personal settings for reports.

STEPS TO ENABLE

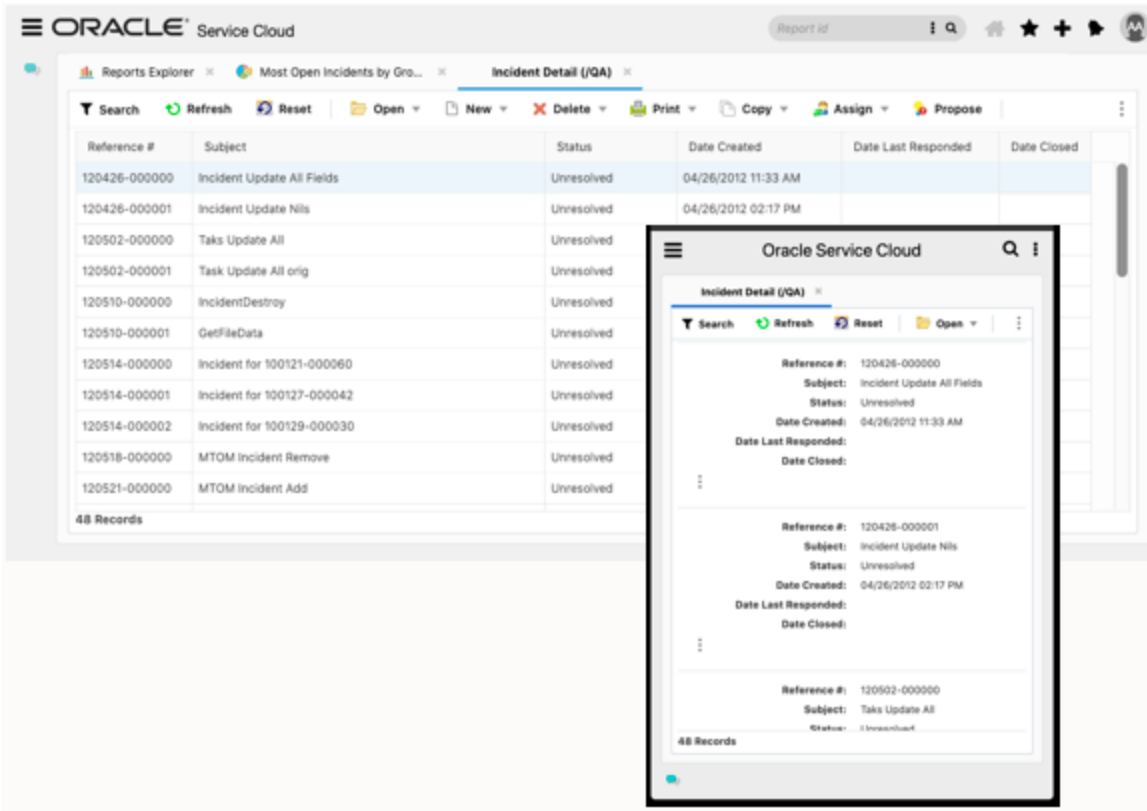
You don't need to do anything to enable this feature.

ROLE INFORMATION

- Report Preferences users

ANALYTICS MOBILE RESPONSIVENESS

Users can display Agent BUI through web devices that have a screen smaller than anticipated by administrators that may create reports with lots of data displayed. This feature will automatically adjust the report display to stack vertically in both reports and within workspaces to help the user visualize the data and scroll through records more efficiently.



Report Views in Large and Small Screens

Automatically adjusts users view to help users view data in an easily scrollable view and help reduce administrative time to optimize reports and dashboards for small screens.

STEPS TO ENABLE

You don't need to do anything to enable this feature.

TIPS AND CONSIDERATIONS

- Graphing is supported.
- Slicing is supported but converted to links and represented at the top of the page.



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