

B2C Service Agent Browser User Interface September 19, 2024 Release

Description
Analytics
An issue that restricted exporting of a report that has a report link but a null cell value with "Unable to open/download attachments." error in browser UI has now been resolved.
An issue that prevented the pagination of the tabs other than the first one of a dashboard with the "Delay non-focused tab report execution" option enabled in browser UI has now been resolved..
An issue that caused error in displaying the reports in browser UI with a color scheme that has been removed, has now been resolved.
Workspaces/Workflow
The text color for the labels on workspace tabs is now supported.
The maximize and minimize thread control icon is now in the thread control instead of being a floating icon.
The Browser Control can now be maximized to easily view the information.
Oracle Digital Assistant can now be connected to Agent Insights for Real Time Suggestions.
Incident Thread Language Translation for Customer Entry and Response Threads is now supported in Incidents.
An issue that caused the horizontal scrollbar to disappear when the incident thread zoom was greater than 100% has now been resolved.