

Oracle B2C Service April 03, 2025 Release Notes

	Description
	Analytics
	The initial run date range of the Service Usage Metrics' session reports has been reduced to 1 year from 3 years to enhance the performance of the initial load.
	An issue that caused the splitting of thread notes into two or more columns in Excel export when the incident thread has a line separator character has been resolved.
	Chat
	An issue with chat, that prevented the \$-shortcut from displaying HTML content within the chat session has been resolved.
	An enhancement to the Chat Language Translation feature is now available, Administrators can now determine whether Off The Record data is transferred to the defined Language Translation service, so that it is translated.
	Data Import
	An issue that caused failure in loading values for category menu in rule condition has been resolved.
	Workspaces/Workflow
	An issue when copying and pasting text from a clipboard is not shown in the ptag.
	An issue that caused usability issues when copying and pasting HTML from external sites has been resolved.
	An issue that caused the workspace rule to include instead of excluding an item in the mailbox menu has now been resolved.
	An issue that caused the menus in the rich text editor to not display all the options has been resolved.
	An issue that caused the HTML content in an email signature to display incorrectly in an incident workspace has been resolved.
	An issue that caused extra space on email signatures in an incident workspace has been resolved.
	An issue that caused email signatures to be shown in the center position on an incident workspace when in draft mode has been resolved.
	An issue that caused an error when saving after pasting images in the incident thread has been resolved.
	An issue that caused an error when pasting reference numbers in an incident thread has been resolved.
	A reference number can be easily prepended to the subject on a forward dialog.