

Oracle B2C Service April 17, 2025 Release Notes

Description
Analytics
The issue with Report Column Header in BUI has been resolved.
An issue that caused the format of the columns is not stretched within the width of the page on initial load of a report in BUI has been fixed.
An issue that caused the BUI chart color change with every run has been resolved.
An issue that caused incorrect results when using the bookmark for drill-down reports in BUI has been resolved.
Browser Agent Desktop
The Standard Text Editor can now be added to the Navigation Set in BUI for those users with the Business Process Setting profile permission.
Data Import
An issue that caused the report search to be case sensitive for fields involving Products and Categories due to changes to support Product, Categories, and Disposition in Element Manager has been resolved.
Knowledge Foundation
An issue wherein the ORTL editor toolbar dropdown menu items in Answer workspace were not accessible and went out of visible area, when editor is maximised, has been fixed.
Service
Admins will now be able to limit the topics listed in the Hot Topics report by 10,20, 25 & 50 to increase the ease of visibility.
Workspaces/Workflow
An issue that caused the pop up window to close when adding a new incident from a contact has been resolved.
An issue that caused an agent to receive a notification when mentioned in a private note even with the notifications disabled has been resolved.
An issue that caused a customer experience issue with the fourth level in the Product