Oracle B2C Service June 06, 2025 Release Notes

Description
Analytics
Resolved an issue where the exception color did not extend to cover the entire cell when reports were rendered in BUI
Resolved an issue that caused to fail to apply filter to report when using Bookmarks with filters.
Resolved an issue in BUI Report where column header alignment was disrupted by the sort icon taking up excessive space.
Analytics Admins can now analyze reports directly within BUI Report Management.
Chat
An enhancement to the chat panel is now available, that allows Administrators to configure whether the chat header contains the name of the chat queue.
An enhancement to the Chat Language Translation feature is now available, Agents can now like or dislike the translation provided by the language translation service.
Data Import
An enhancement in Search Service allows admins to provide the common, agent specific, and customer specific search configurations for Open Search.
An enhancement in Event Delivery Service will allow admins to choose Custom Business Events as a Event Type from the Configurator in BUI.
Service Health Metrics
An enhancement to Service Health Metrics is now available, Administrators can easily monitor the health of the B2C Service in an operational dashboard; this out-of-the-box dashboard is accessible from within the Browser UI.
Workspaces/Workflow
An issue with word wrapping when pasting in text has been resolved.
An issue with Save or Send when Standard Text has a bad image in it has been resolved.
An issue when pasting from Excel into the new rich text editor has been resolved.