Oracle B2C Service June 20, 2025 Release Notes

Description
Analytics
An issue where the Report Management tile appeared in BUI prior to the CX version in which it was introduced has been resolved.
An issue where Slices in BUI reports were not correctly sorted for certain date formats has been resolved.
An issue that caused incorrect scaling of graphs in BUI reports in certain cases, ensuring consistent and accurate data visualization has been resolved.
Chat
To enhance the Chat Agent Experience, we've introduced the Proofread Agent, allowing agents to have their messages reviewed by an AI service before sending them to customers during live chat sessions.
An enhancement to the Chat Agent Suggestions feature is now available, that provides Agents the ability to anchor the suggestions panel outside of it's regular location within the chat window, so it remains in that location across all new chat sessions
Knowledge Foundation
An issue wherein a 404 error is reported upon clicking answer links has now been resolved.
Service
Admins will now see the initial ingestion limit displayed in the BUI when provisioning Hot Topics.
Service Health Metrics
An enhancement to the Service Health Metrics APIs is now available, that allows administrators to understand metrics for the Agent Console (.Net) service.
Workspaces/Workflow
ASK Agent a new feature to utilize gen AI is now available in the Agent Browser UI. ASK Agent will need to be configured in AI Studios by the administrator.
An issue where Send on Save was not disabled when the response option to select send on save on opening an incident is set to Never has been resolved.
An issue where an image was not loading properly in the attachment viewer when opened from a bookmark URL has been resolved.
An issue that caused the Mailbox field to display multiple interfaces when a specific interface was already specified has been resolved.
An issue that caused an error when a custom object has a field called Thread has been resolved.