

Oracle B2C Service October 03, 2025 Release Notes

	Description
	Analytics
	An issue that caused the sliders to cluster at the minimum value when adjusting the threshold for large range filters in the BUI report slicing option has been resolved.
	An issue that caused the "Slice by bucket" option in BUI reports to return incorrect bucket counts when a range filter was applied has been resolved.
	An issue that caused an error when exporting data to the clipboard from BUI reports has now been resolved.
	Browser Agent Desktop
	The Staff Account Editor in the Browser UI now supports Custom Fields.
	An issue that caused some Japanese characters copied from the Standard Text Editor in the Browser UI do not display properly when pasted in the SAKUTA Editor has been resolved.
	Chat
	The Chat Engagement Panel now offers agents a compact viewing option, alongside the classic legacy view.
	Summarization for Chat leverages AI to automatically generate concise conversation summaries during chat transfers, wrap-up & termination stages, helping agents quickly review key details and ensure seamless customer support transitions.
	Previously, when navigating between chat and other objects like incidents or answers, the Standard Text Search drop-down would reset or fail to display results correctly. This release introduces a fix that preserves Standard Text Search results and ensures drop-down options display as expected when switching between chat and other objects. To enable this fix, set the feature flag features/StandardTextSearchFilterReset/enabled to false.
	Admins can now set the default state for Chat Language Translation, giving agents control to enable translation as needed during live chats.
	Data Import
	The import of Reports via Element Manager resulted in warning messages because of overwrite of Reports not clearing the orphaned links has been resolved.
	The Custom Business Event used by a Business Rule will be included as a dependent element, when the Business Rule is exported using Element Manager.
	Knowledge Foundation
	An issue with new rich text editor where the editor modified HTML and broke existing accordions has been resolved.
	An issue where an unknown application error is seen with table inside conditional section has been resolved.
	Workspaces/Workflow
	Notes can now be filtered by Staff Account.
	Incident Thread Summarization is now supported in the Incident threads.
	An issue that caused the first name to be returned twice in a contact search if a the last name column is not present has been resolved.
	Agents can now select text in an incident thread and translate only the text that is selected.