

Oracle B2C Service October 17, 2025 Release Notes

Description
Analytics
Fixed an issue in BUI where report hyperlink URLs were missing the protocol prefix.
Fixed an issue in BUI where report export failed when reports contained both charts and noninteger exceptions.
Fixed an issue in BUI where double-clicking failed to open incidents from drill-down reports when the main report lacked a primary record.
Fixed an issue in BUI where dashboard PDF exports were cut off and did not include the full dataset.
Agents now see an enhanced Filter area UI in reports, with the redundant search header removed, excess whitespace reduced, the Lock Search Area button moved next to Settings, and collapse/expand controls added for the Limit and Order sections to improve usability and screen real estate.
Agents can now use type-ahead in the search_nl filter on Answer reports for an enhanced search experience, available once the site is enabled for OpenSearch-based Answer Search features.
Admins can now access the Global Audit Log from the BUI Administration UI to view a consolidated report of changes to selected objects, including key insights with both grid and timeline views.
Browser Agent Desktop
An issue that caused an error when uploading a mailbox certificate has been resolved.
Chat
Previously, some incidents created from chats in the Browser UI were capturing duplicate transcript entries. To address this issue, a new feature flag "ChatAvoidAddingDuplicateTranscript" (default: false) is now available. When enabled on affected sites, this feature flag ensures that duplicate chat transcripts are not added to incident threads. To access the new feature flag, (1) Ensure your site uses Engagement Panel v19+. If your organization requires this fix, please contact Jessica Bradley <jessica.bradley@oracle.com> to have EPv19 applied to your sites. (2) Enable the "ChatAvoidAddingDuplicateTranscript" feature flag on relevant sites, to prevent duplicate chat transcript entries in incidents.
An issue where importing a faulty Interaction Workspace could cause corruption, preventing the Category field from being populated as expected, is now resolved. Category values now display correctly in the Interaction Workspace after import, regardless of field placement.
An issue where hyperlinks sent during chat sessions were converted to non-functional "JavaScript(void);" links in the saved incident transcript, is now resolved. The fix is available in Engagement Panel v18+. If your organization requires this fix, please contact Jessica Bradley <jessica.bradley@oracle.com> to have EPv18 applied to your sites.
An issue that caused the Chat Engagement Panel to incorrectly combine the First Names and Last Names of a new and existing contact when either name is missing, is resolved in Engagement Panel v18+. If your organization requires this fix, please contact Jessica Bradley <jessica.bradley@oracle.com> to have EPv18 applied to your sites.
Data Import
An issue that resulted in not providing the reason for failure because of size discrepancies between the file size and FATTACH size during Export using Element Manager has been resolved.
An issue that caused the Read only profile permissions on Workspace element not to be retained after import in the target site has been resolved.
An issue that caused the download of an extension to fail due the overwrite of the extension during import using Element Manager has been resolved.
An issue that caused the cancellation of an import to fail after initiating deployment of the elements has been resolved.
An issue that caused omission of other products within the hierarchy, when products have the same name within the hierarchy, during import of Business Rules has been resolved.
Knowledge Foundation
An issue with updating label for Knowledge Search has been resolved.
An issue with new rich text editor where a second inside was getting stripped has been resolved.
An issue where in answer links appear twice on end user pages has been resolved.
Agents now see an enhanced Knowledge Search side panel in BUI with the redundant search header removed, a familiar control bar with buttons to toggle the search area, refresh and reset the Knowledge Search report, and new collapse/expand controls for the Limit and Order section to improve usability and screen real estate.
Workspaces/Workflow
An issue when moving a label to the right side of a menu field that caused spacing issues for other text fields has been resolved.
An issue that caused the tasks report withing an incident workspace to not update information when the completed button is clicked has been resolved.
An issue that caused the Paperclip tooltip to not include "Added to Incident but not Sent" when it should display has been resolved.
An issue that caused the Load More to not work in Standard Texts has been resolved.