

Oracle B2C Service July 24, 2026 Release Notes

	Description
	Browser Agent Desktop
	An issue where address information was truncated when viewed in the BUI Address View pop-up has been addressed.
	An issue that caused inconsistent time zone labeling for date and time fields across the console has been addressed.
	Business Rules
	An issue that prevented business rules from triggering when a condition was configured with all available values selected has been addressed.
	Chat
	An issue where chat translations incorrectly detected or failed to detect the customer's language has been addressed.
	An issue that prevented the concluded event from firing when a transferred chat was terminated in certain scenarios has been addressed.
	An issue that caused Standard Text folders to close when a new chat request notification was received during an active chat session has been addressed.
	Data Import
	An issue where Element Manager package imports failed when the package contained add-ins has been addressed.
	Knowledge Foundation
	An issue wherein accordions were broken due to the automatic insertion of <p> tags has been resolved.
	An issue where the default value configured for the Notify Subscribers field was not applied when opening an existing answer in BUI has been addressed.
	Workspaces/Workflow
	An issue where answer links and text inserted using the F9 or F10 hotkeys were added to the top of an incident thread instead of the cursor location has been addressed.
	An issue that prevented the [No Value] option from appearing in BUI dropdown menu search results has been fixed.
	An issue that prevented images from being resized in an incident thread when not selected has been addressed.