Oracle B2C Service January 23, 2025 Release

Description
Analytics
An issue that resulted in the rendering of color-coded legend on BUI Report charts in grayscale has been resolved.
An issue that caused the Session usage alert notification for the JP interface to be rendered incorrectly with Japanese characters has been resolved.
An issue that caused the incorrect return of report results when the date filter value is applied from the workspace field has been resolved.
An issue that caused the failure of value required check on date filter in BUI reports when there is an in-between operator and relative option has been resolved.
An issue that caused the failure of CSV export of cross tab report has been resolved.
An issue that caused erroring out of Excel report export without warning in BUI has been resolved.
An issue that caused error in executing bookmarked report with modified filter has been resolved resolved.
An issue that caused an error in returning results on the BUI dashboard after a data set refresh has been resolved.
An issue that caused an error in executing a bookmarked report with a modified filter has been resolved.
An issue that caused a Report Chart Data mismatch between BUI and .NET when there are the same category data in the same series has been resolved.
Browser Agent Desktop
The Standard Text Editor is now available in the Agent Browser UI.
An issue that caused correct values in the decimal custom attribute field to generate errors in the error log has been resolved.
Business Rules
An issue that caused the 'Set Strategy Hierarchy' rule action of Opportunities to incorrectly set the strategy field has been resolved.
Chat
An issue that prevented the IncidentID and the ChatID from being associated to the chat has been resolved.
An issue that caused the SetEngagementProperty to go into an infinite loop for the Question Field has been resolved.
An issue that caused HTML content to be displayed in the chat compose control has been resolved.
An enhancement to chat is now available, where Engagement Panel version 17 is now the default setting for production & test sites in the Agent Browser UI.
Knowledge Foundation
As issue with the new rich text editor in the Answer editor where the editor, in Source mode, was not growing in height based on the editor data, has been resolved.
Workspaces/Workflow
Send On Save is now supported in the Agent Browser UI. A custom config is required for the Send on Save to display. Please see the What's New for additional information.
An issue that caused the warning dialog stating there are invalid email address(es) on the response in BUI has been resolved.
An issue that caused the SLA instance to clear when the incident was saved a second time has been resolved.
An issue that caused the report buttons to be enabled and clickable when they should be disabled has been resolved.
An issue that caused the bullet points to not display properly in Chinese IME has been resolved.
An issue that caused incorrect spacing in the threads with specific entry types and channels has been resolved.