

## Oracle B2C Service February 27, 2026 Release Notes

Description
<b>Analytics</b>
Users can now view the full text in column headers of Cross Tab reports in BUI.
Users can now see the filter area width for Menu fields as configured in the .NET report designer, and can now view partial values in the BUI report filter area of Menu fields for better visibility when space is insufficient to show the full text.
Users can now print dashboards via BUI with the configured layout honored.
An issue where the Product and Category report filters in BUI showed only two products or categories along with a "Load More" button has been resolved.
An issue where dashboards added to a workspace in BUI displayed inconsistent date filter behavior by showing absolute filters in different time zones instead of maintaining the expected relative date filter has been resolved.
An issue where BUI reports with zero results had the bottom of the report workspace cut off and did not display the message base string (for example, "There are no items to show in this view") has been resolved.
<b>Browser Agent Desktop</b>
Users can now drag and drop standard text content and folders in the Standard Text Editor in BUI.
An issue that caused the Hierarchy in the Standard Text Editor in BUI to display incorrectly has been resolved.
An issue that caused an account without administrative permissions to give another account administrative permissions has been resolved.
A soft delete option is now supported in the Data Sync feature in the BUI administration Data Sync page.
<b>Chat</b>
An issue where opening the Chat Configuration panel automatically added a blank Queue Color entry that blocked all saves is now fixed.
An issue that prevented the engagement panel from honoring the Delay Between Chats setting is now fixed.
An issue that caused the default chat status to be ignored when logging into Browser UI Chat is now fixed.
An issue that caused content created in the Chat Standard Text Editor to display incorrectly has been resolved.
An issue that caused an intermittent "unhandled application error" to appear when chats are terminated within the Browser UI is now fixed.
An issue that altered bullet points and numbered list formatting while using standard text in Browser UI Chat is now fixed.
An enhancement to chat is now available, where Engagement Panel version 19 is the default setting for production & test sites in the Agent Browser UI. And by default, agents handling multiple chat sessions now see chats in the "Compact" viewing option, as documented in Answer ID 13057.
An enhancement is made to the chat agent experience in the Browser UI, so that if there are fields with "no value" presented in the chat toast, then those fields are shown at the bottom of the list.
An enhancement is made to the chat agent experience in the Browser UI, so that agents can now set a "Preferred Chat Translation Language" in their Chat Preferences. This enhancement ensures that all inbound and outbound chat messages display in their selected language when the chat translation feature is enabled.
<b>Data Import</b>
The admins will now be able to view the log of the changes made to Event Delivery Service configurations.
An issue that resulted in the failure of rollback of an overwritten Configuration Base during import due to the missing name field in a target site has been resolved.
An issue that caused the export of a Customizable Menu with the ID 10001 to fail during export from

	source site has been resolved.
	<b>Data Lifecycle and Audit</b>
	The admins will now be able to use multiple range operators when using DATE condition in policies defined to manage SLA Instances.
	The admins will now be able to Expire an SLA Instances associated with a Contact or Organization by enabling canned policies in Data Lifecycle Policies.
	A minimum retention period of 12 months is enforced for expiring SLA Instances using Data Lifecycle Policies.
	<b>Knowledge Foundation</b>
	The issue regarding slowness/lag when editing inside the new rich text answer editor has been resolved.
	An issue where Find and Replace was throwing unknown error with standard HTML content has been resolved.
	An issue in the new rich text editor where the editor removed valid <H2> element after saving answer or toggling between source & normal view, has been resolved.
	<b>Workspaces and Extensibility</b>
	An issue that caused extensions to not sync has been resolved.
	<b>Workspaces/Workflow</b>
	An issue that caused the association of surveys to incidents to behave differently in BUI compared to .NET has been resolved.
	An issue that caused bullets and numbering in the rich text editor in BUI to display incorrectly has been resolved.
	An issue that caused an error on an incident when there is no contact associated to it has been resolved.
	An issue that caused a delay when using Select All to multi-select parent Products with a large number of children has been resolved.
	An issue that caused a contact to be removed from all records when removed from an incident within the same workgroup has been resolved.