

B2C Service Agent Browser User Interface July 25, 2024 Release

	Description
	Chat
	An issue that caused automated chat messages to be sent in the wrong order when WeChat, Oracle Messaging and Oracle Digital Assistant are deployed, has been resolved..
	An enhancement to the Language Translation feature for Chat is now available, where administrators can set-up a third-party service to provide the language translation. To define the third-party language translation service, administrators access the configuration page for "Chat Translations" and specify the third-party language translation service, as well as the profiles that utilize this configuration
	Knowledge Foundation
	An issue wherein empty 'sandbox' attribute was getting added to iframe elements has been resolved.
	An issue that prevented some existing answer links from appearing in design mode of ORTL Answer editor has been resolved.
	An issue regarding <var>, , <div> and comments tags being stripped inside <rn:answer_section> has been resolved.
	Workspaces and Extensibility
	An issue that caused an error when opening reports or a workspace if a schema definition doesn't contain a oplistitems for menu type columns has been resolved.
	Workspaces/Workflow
	An issue that caused the Customer Entry to display last in the question area instead of first when proposing an answer has now been resolved.
	An issue that caused continuous error log entries after deleted a custom object has been resolved.