



## Handling Incident Thread Issues: Unanswered Questions Answered

Question	Answer	Asked by:
<p>Will it be possible to make other threads into a private note in the future?</p>	<p>Hi Wendy,</p> <p>The conversion to Private Note was only intended for Responses, not Customer Entries. The purpose was to allow administrators to convert accidental Responses sent by agents, accidents that typically happen for new agents. My understanding is that the possibility of agents accidentally adding Customer Entries is much lower compared to Responses, although there could be cases where agents do need to add customer entries, for example when taking a customer call. I believe in the case where an agent mistakenly adds a Customer Entry, the Thread Correction Feature can still be very useful for replacing the content of the Customer Entry. The feature to edit the thread contents has been added after the conversion feature.</p> <p>Nonetheless, if you believe this to be a useful feature, please take a moment to post your idea in the Idea Lab where other customers can vote on your idea and Product Management can review your idea.</p> <p>If you aren't familiar with the Idea Lab, this is a collaboration forum where Oracle Service Cloud customers can submit and collaborate on ideas and see which are being implemented by Oracle Service Cloud. Learn how the Idea Lab works, including idea submission guidelines, status definitions and more:</p> <p>If you are familiar with the Idea Lab, please take a moment to learn about our efforts to re-invest in the Idea Lab and make it a more effective feedback channel for you: <a href="https://cloudcustomerconnect.oracle.com/resources/6857461d40">https://cloudcustomerconnect.oracle.com/resources/6857461d40</a></p>	<p>Wendy Stutzman</p>
<p>What release did this feature become available in? I don't see it in 17D.</p>	<p>Hi Bill,</p> <p>18.C for Thread Correction and 18.D for Large threads.</p> <p>I have included an additional slide at the end of the webinar slide deck with this information, please find it below as well:</p> <p>Incident Thread Correction – introduced in the 18.C release. Release notes: <a href="https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18C-service-wn.htm#F4964">https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18C-service-wn.htm#F4964</a> Documentation Link: <a href="http://documentation.custhelp.com/euf/assets/devdocs/cloud18c/olh/Service/topicrefs/t_Convert_a_response_thread_aa1382933.html">http://documentation.custhelp.com/euf/assets/devdocs/cloud18c/olh/Service/topicrefs/t_Convert_a_response_thread_aa1382933.html</a> Answer ID 1332: Editing the discussion thread of an incident Answer ID 10611: Notable points in Incident Thread Redaction</p> <p>Large Thread Incident Support - introduced in 18.D release. Release Notes: <a href="https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18D-service-wn.htm#F6094">https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18D-service-wn.htm#F6094</a> Documentation Link: <a href="http://documentation.custhelp.com/euf/assets/devdocs/cloud18d/olh/DynamicAgentDesktop/topicrefs/c_Options_properties_aw1130395.html?hl=thread%2Cthumbnails">http://documentation.custhelp.com/euf/assets/devdocs/cloud18d/olh/DynamicAgentDesktop/topicrefs/c_Options_properties_aw1130395.html?hl=thread%2Cthumbnails</a></p>	<p>Bill</p>
<p>Is there a possibility to have a private note automatically added for each response, with information to whom the user have sent that email, as it happens to the customer entry?</p>	<p>Hi Sorina,</p> <p>Business Rules should help you achieve this - please see <a href="https://cx.rightnow.com/app/answers/detail/a_id/1842">https://cx.rightnow.com/app/answers/detail/a_id/1842</a></p> <p>Or I can suggest a different approach, by using a custom report based on a copy of the Audit Log for incidents (report ID 9041) and you can filter by transaction type ID 8 (Response Sent) - please see <a href="https://cx.rightnow.com/app/answers/detail/a_id/2509">https://cx.rightnow.com/app/answers/detail/a_id/2509</a></p>	<p>Sorina Zanfir</p>
<p>Our agents run into an issue when trying to copy incidents created by techmail.</p> <p>'0,1pt,1pt' value is not valid. It must contain one, two, or four delimited Lengths</p> <p>Is this something with the way the sender is formatting the incoming message or the system? Yes, it was 18C</p>	<p>Hi Michael,</p> <p>The sender is formatting the incoming message. This is a good example where the Thread Correction Feature could be useful in correcting the html format.</p> <p>You can submit a service request with the thread content attached as a text file and we can investigate it further to provide a quick fix for the thread.</p>	<p>Michael A Burke</p> <p>Laurie Buxton</p>

<p>Have you, by any chance, found cases of multiplied threads? If so, have you succeeded to see a pattern, why is this happening?</p>	<p>Hi Sorina,</p> <p>This sounds like an email loop - please see <a href="https://cx.rightnow.com/app/answers/detail/a_id/5476">https://cx.rightnow.com/app/answers/detail/a_id/5476</a> for useful details on how to break email loops.</p> <p>If you need further assistance, please do not hesitate to submit a service request with the necessary details and we can look into it.</p>	<p>Sorina Zanfir</p>
<p>Is there a feature in the backlog to have these edits be done in-line in the future?</p>	<p>We do not have visibility into the plans for future releases, but I personally think there is a low probability to perform the thread edits in-line in the future. However, I would encourage you to monitor the release notes for future versions.</p>	<p>K Middleton</p>
<p>Is the thread editing available in BUI or through API calls, or just in the .NET console?</p>	<p>Hi Simon,</p> <p>The Thread Correction is only available in the .NET console.</p> <p>We do not have visibility into the plans for future releases, but I would suggest monitoring the release notes for future versions. Personally I would not expect the functionality to be exposed through the API. For BUI, I would suggest subscribing to receive notifications for Answer ID 8173: <a href="https://cx.rightnow.com/app/answers/detail/a_id/8173">https://cx.rightnow.com/app/answers/detail/a_id/8173</a> so that you will receive updates by email when additional information becomes available. To be notified, click the Notify Me button on the right side section of the answer.</p>	<p>Simon Stryjak</p>