

# OSvC TECHNICAL SUPPORT WEBINARS:

## Handling Incident Thread Issues

*our experts are your guides*

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**ORACLE®**

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# Today's Agenda

- 1 Who can use the Incident Thread Correction feature?
- 2 What can/cannot be done with the Thread Correction feature?
- 3 Troubleshooting incident thread errors - Examples
- 4 How to enable Large Thread Support ?
- 5 Questions

# 1

## How can we use the Incident Thread Correction feature?

- **Administration** permissions set in your profile.
- Grant the **Edit/Delete Committed Thread Content** permission set in your profile to edit incident thread content and delete images.

### Profile Permissions - Edit

Administration Organizations Contacts Service

**Administration**  Select All

<input checked="" type="checkbox"/> Administration	<input checked="" type="checkbox"/> Broadcast N
<input checked="" type="checkbox"/> Configuration	<input checked="" type="checkbox"/> System Error
<input checked="" type="checkbox"/> Workspace Designer	<input checked="" type="checkbox"/> Rules View
<input checked="" type="checkbox"/> Data Import	<input checked="" type="checkbox"/> Profiles
<input checked="" type="checkbox"/> Process Designer	<input checked="" type="checkbox"/> Message Ter
<input checked="" type="checkbox"/> Bulk Delete	

### Profile Permissions - Edit

Administration Organizations Contacts **Service** Tasks

**Incidents**  Select All

<input checked="" type="checkbox"/> Read
<input checked="" type="checkbox"/> Add / Edit
<input checked="" type="checkbox"/> Send Response
<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/> Propose

**Incident Thread Administration**


<input checked="" type="checkbox"/> Edit / Delete Committed Thread Content
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## 2

## What can be done with the Thread Correction feature?

- Edit thread content
- Remove the actual inline images that are stored in the database
- Convert Response into Private Note

What **cannot** be done:

- Remove the thread entries
- Automatically remove the `<img>` tag from the Thread; this needs to be done manually, otherwise the image is replaced by a black X icon: 

Incident Thread Correction

Reference #

Threads

<input type="checkbox"/> Make Note	Thread Type	<input type="checkbox"/> Remove Thread Images	From	Date	Thread
	Note	<input type="checkbox"/>	Mihai Toma	07/17/2019 08:48 PM	<code>&lt;div&gt; &lt;div&gt;&lt;span&gt;this is a modified note&lt;/span&gt;&lt;/div&gt; &lt;/div&gt;</code>
<input type="checkbox"/>	Response	<input type="checkbox"/>	Mihai Toma	07/17/2019 08:48 PM	<code>&lt;div&gt; &lt;div&gt;&lt;span&gt;modified response&lt;/span&gt;&lt;/div&gt; &lt;/div&gt;</code>
	Customer	<input type="checkbox"/>		07/15/2019 10:17 PM	removed content or edited

## 3 Troubleshooting incident thread errors - Examples

- Let's see an example caused by the thread content

The image displays three overlapping Oracle Service Cloud Error dialog boxes. Each dialog box has a title bar, a red 'X' icon, and a message. The top dialog box contains the error: "Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index". The middle dialog box contains the error: "Empty token encountered at position 10 while parsing '1,1,1 .....1'". The bottom dialog box contains the error: "'0' is not a valid value for property 'FontSize'". Each dialog box also includes a link to Oracle Service Cloud's policy for information submission and buttons for "Send" and "Don't Send".

Oracle Service Cloud Error

Index was out of range. Must be non-negative and less than the size of the collection.  
Parameter name: index

Oracle Service Cloud uses information collected from users to investigate and fix application errors. Would you like to submit information related to this error to Oracle Service Cloud?

[Click here to read Oracle Service Cloud's policy for information submission](#)

Send Don't Send

Oracle Service Cloud Error

Empty token encountered at position 10 while parsing '1,1,1 .....1'.

Oracle Service Cloud uses information collected from users to investigate and fix application errors. Would you like to submit information related to this error to Oracle Service Cloud?

[Click here to read Oracle Service Cloud's policy for information submission](#)

Oracle Service Cloud Error

'0' is not a valid value for property 'FontSize'.

Oracle Service Cloud uses information collected from users to investigate and fix application errors. Would you like to submit information related to this error to Oracle Service Cloud?

[Click here to read Oracle Service Cloud's policy for information submission](#)

Send Don't Send

## Tips for handling incident thread errors:

- Use the Standard incident workspace
- Always take **backups** of the content
- Try BUI
- Copy without threads
- Print

# 4

## How to enable Large Thread Support ?

The screenshot displays the Oracle Service Cloud interface. At the top, the 'Rules' tab is active in the design toolbar. The 'Large Threads' option is selected, and the 'Show Thumbnails' checkbox is checked. The 'Thumbnail Threshold' is set to 10. Below the toolbar, the incident details form is visible, including fields for Subject, Reference #, Status (Unresolved), Assigned ([No Value]), Disposition, Contact, Organization Name, Product, and Category. At the bottom, the 'Messages' tab is selected, showing a rich text editor with various formatting options and a 'Plain Text' button.

## Questions & Answers



## Availability:

### Incident Thread Correction

– introduced in the 18.C release.

Release notes: <https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18C-service-wn.htm#F4964>

Documentation Link:

[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)

Answer ID 1332: [Editing the discussion thread of an incident](#)

Answer ID 10611: [Notable points in Incident Thread Redaction](#)

### Large Thread Incident Support

- introduced in 18.D release.

Release Notes: <https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/service/18D-service-wn.htm#F6094>

Documentation Link:

[http://documentation.custhelp.com/euf/assets/devdocs/cloud18d/olh/DynamicAgentDesktop/topicrefs/c\\_Options\\_properties\\_a\\_w1130395.html?hl=thread%2Cthumbnails](http://documentation.custhelp.com/euf/assets/devdocs/cloud18d/olh/DynamicAgentDesktop/topicrefs/c_Options_properties_a_w1130395.html?hl=thread%2Cthumbnails)