Oracle B2C Service
24B Quick Glimpse Card

Customer

Web Chat for Service

- ❑ Personalization of icons and names
- ❑ Page Peek and Visitor Browser History

Knowledge Advanced

- ❖ View attachment from recommendation

Documentation

Agent

Artificial Intelligence

- ➢ Response suggestions for chat and non chat channels
- ➢ Automatic translations for chat

Workspaces

- • @mentions on private note for notification

Administrator

BUI Admin User Interfaces

- • Standard Text Editor

Enhanced Business Rules

- ❖ Task Event Handlers in CPMs and as an action from Enhanced Business Rules

Element Manager

- • Import and Export Usability enhancements

Integrator

Service Health Metrics

- • REST APIs for tactical health metrics

Event Delivery Service

- • Azure as a destination

External Integration & Objects

- • Custom credentials support

Legend

- ❑ Web Chat for Service Upgrade
- ○ Pushed in bi-weekly builds
- ❖ Requires 24B Upgrade
- ➢ Requires Engagement Panel Update

[Date]