

Oracle B2C Service

24B Roadmap



Customer



Web Chat for Service

- ❑ Page Peek and Visitor Browser History support
- ❑ Custom icon support for avatars and system messages
- ❑ Agent name customization for privacy
- ❑ Allowed file types can now be customized for file sharing
- ❑ No inline CSS

Knowledge Advanced

- View attachment from recommendation

Documentation



Agent



Agent Chat

- Suggestions for agents in the engagement panel
 - Report on Agent Preferences
 - Report on *Not in Focus* Chat Time
 - Create custom *Action Buttons* for the chat panel
- Language translation for Chat Agents

Workspace

- Agent Insights ODA Integration for Response Suggestions
- Mentions support for private notes
- Disable parent node in menu fields if not selectable
- Attachment Image Viewer
- Custom Config to make all attachments private by default

Analytics

- Honoring of chart data label formatting in BUI

Knowledge Advanced

- ❖ Filter search results for accounts by content type privileges in BUI
- ❖ Get to more facets in BUI

Administrator



Enhanced Business Rules

- ❖ Deployment time reduction
- Execute Task Object Events
- Export usage statistics to CSV file

Admin UI

- New Enhancement Alert
- Config Assistant Card

Element Manager

- Limit maximum package size
- Modify config verbs and msg base values at import
- Import progression indicator
- Elem type in dependencies view
- Notify of Export Completion

Data Lifecycle Policy

- Enforce range filters in a DLP
 - ❖ Purge chat transcripts Custom policy

SPM/CPM Framework

- ❖ Support Async CPMs for Tasks

Service Usage Metrics

- Relative threshold based alerting for sessions usage

Knowledge Advanced

- ❖ Report on access type in more tables

Integrator



External Objects & Integrations

- Custom Parameters for authentication
- Service Health Metrics**
 - API for returning health metrics

Event Delivery Service

- Microsoft Azure Event Hub support

Accelerators

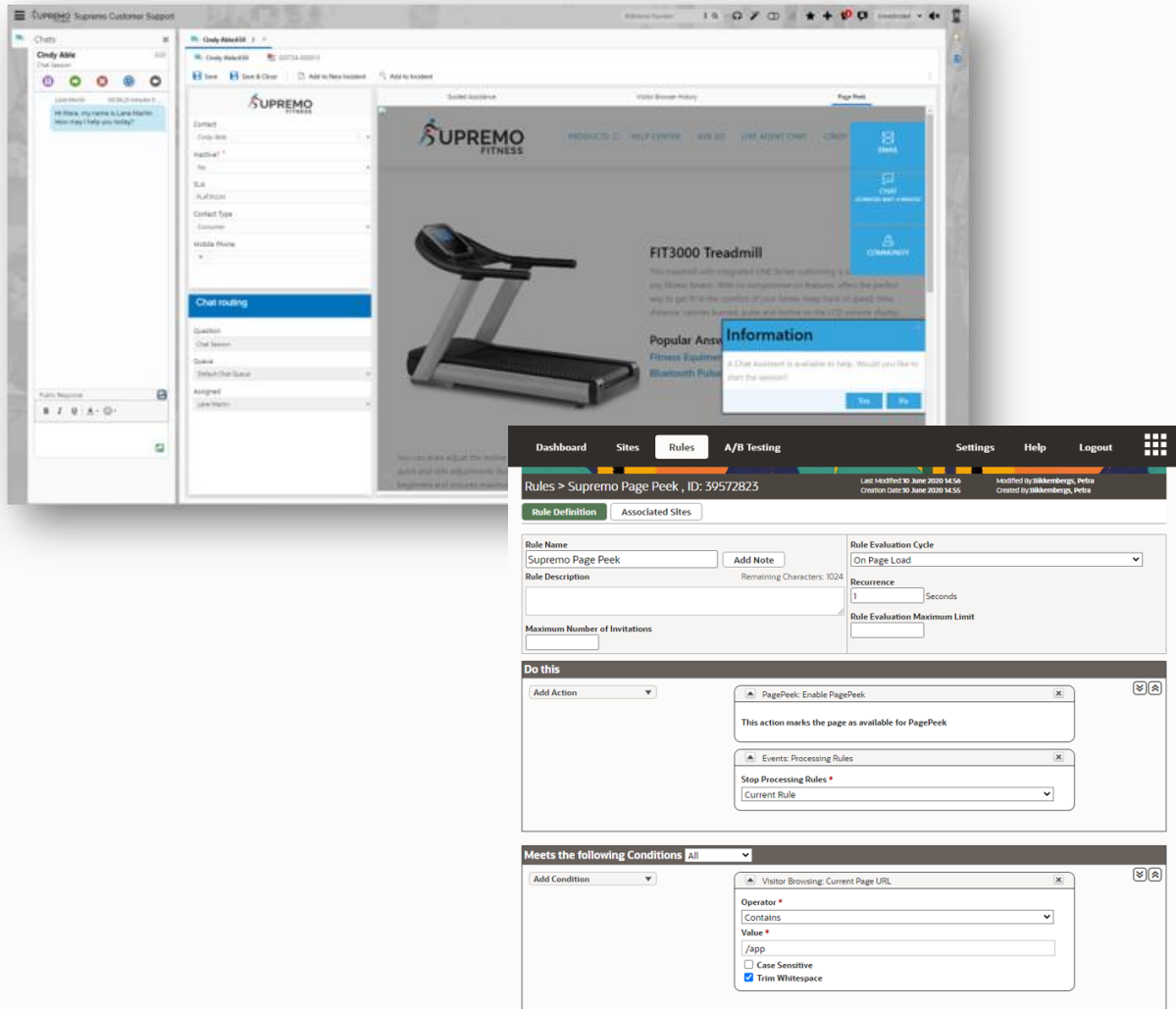
- Share Your Feedback about Accelerators

Legend

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

Visitor Browser History and Page Peek

Web Chat for Service



Capability Highlights

- **Visitor Browser History:** Allows a Chat Agent to see which URLs the end-user has visited, prior to chatting with the agent, within a current browser session.
- **Page Peek:** Allows agents to see the page the end-user was viewing when they requested a chat.

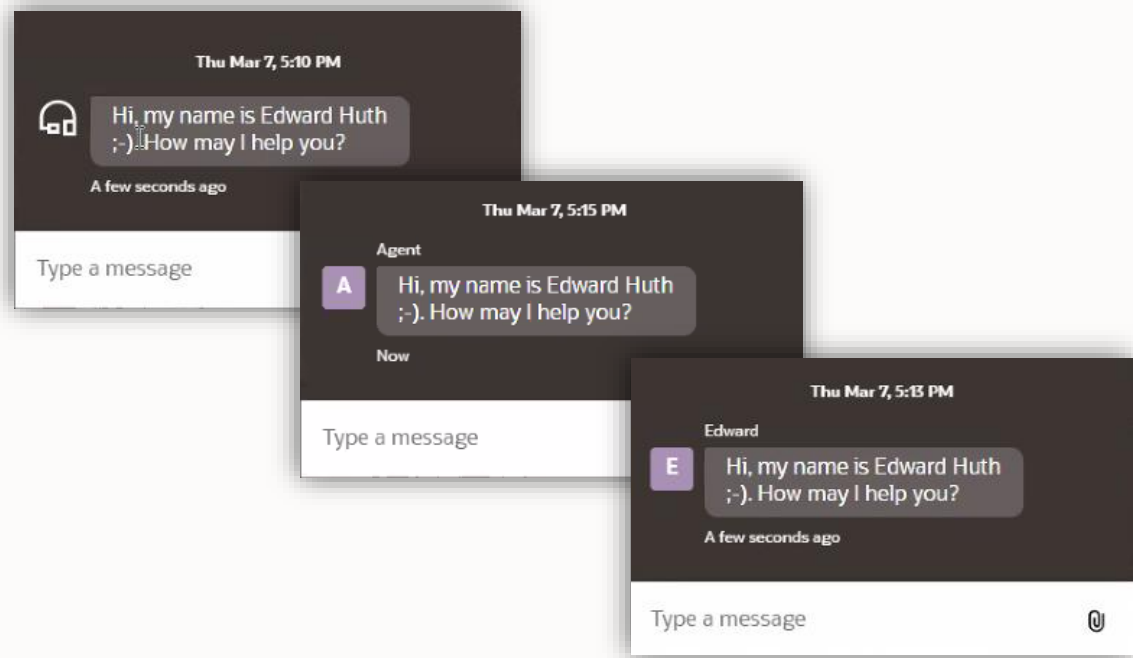
Key Benefits

- **Agent context:** Give the agent a wider context in his desktop during the chat interaction to give a quicker and more accurate response.
- **Improve customer experience:** Better agent insight leads to reduced chat handle times.
- **Business Agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine rules.



Agent Name Customization

Web Chat for Service



- **noName** The name of the agent is not shown
- **fullName** The name received from the chat server (default value)
- **firstName** First 'word' of the name received from the chat server
- **lastName** Last 'word' of the name received from the chat server
- **defaultName** Value from the custom text key **agent** (See ODA Native Client SDK for Web)

Capability Highlights

- **New agentNameMode attribute:** The name of the agent can be removed or customized in the conversation.
- **Personalize according to desired service process:** Ability to copy an Embedded Service component and make changes to the new version.

Key Benefits

- **Agent privacy:** Options to show a custom agent name in the chat conversation.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.





Default Icon Values

Web Chat for Service

The screenshot shows a configuration page titled "Icons" with three sections: "Avatar Agent", "Avatar Bot", and "Avatar User". Each section contains an SVG code snippet. A purple circle highlights a headset icon in a chat interface, with a line pointing to the "Avatar User" code snippet.

```
<svg xmlns="http://www.w3.org/2000/svg" version="1.0" width=
```

```
<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 36 36
```

```
<svg xmlns="http://www.w3.org/2000/svg" view
```

- `avatarAgent`
- `avatarBot`
- `avatarUser`

- `infoMessage` icon shown when the system user posts an information message
- `warningMessage` icon shown when the system user posts a warning message
- `errorMessage` icon shown when the system user posts an error message
- `downloadMessage` icon shown when the system user is downloading an attachment
- `offTheRecordOff` menu icon that indicates that off the record is disabled
- `offTheRecordOn` menu icon that indicates that off the record is enabled

Capability Highlights

- **Default icon links:** Default values for the existing icons such as avatars and system messages
- **Personalize according to desired service process:** Ability to customize the icons according to your company brand identity.

Key Benefits

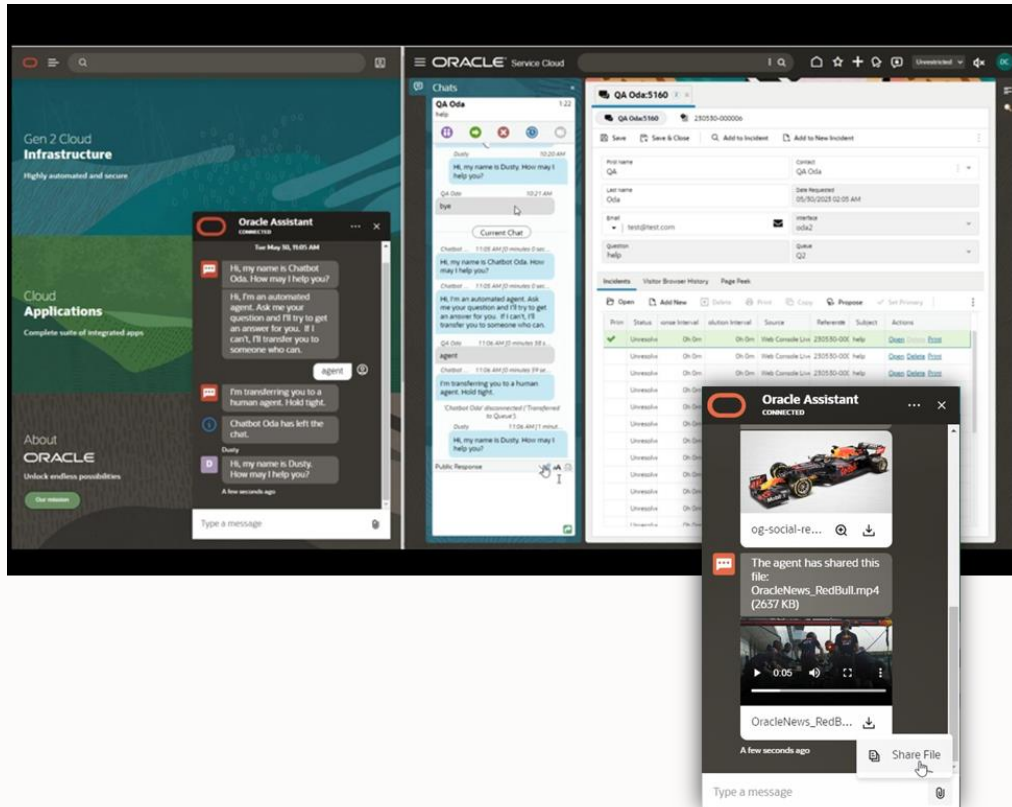
- **Flexible branding:** Option to use the default values or your own icon strings.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.





Allowed File Types Can Now be Customized for File Sharing

Web Chat for Service



Capability Highlights

- **New attachmentSettings attribute in Engagement Engine:** To set file upload and download settings depending on your service. To avoid server side validation when uploading invalid file types, make sure that WCFS is configured with those that the server will accept or with a subset of them.
- **Define supportedFileTypes to allow or restrict file types:** The B2C default files types for WCFS 24B and higher are: png jpg txt gif pdf docx bmp doc csv xlsx xls jpeg odt odm ods odp odf msg eml rtf ppt pptx htm html zip wav mov mp4 mp3

Key Benefits

- **Optimized Engagement:** An end-user or agent can exchange files during a chat conversation to resolve the issue.
- **Share context in allowed file formats:** Avoid uploading invalid file types in Web Chat for Service.



No Inline CSS

Web Chat for Service



Capability Highlights

- **No inline CSS:** WCFS now has a setting to turn off the inline CSS insertion.

Key Benefits

- **Security:** This allows you to have a tighter content-security-policy.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.

View Attachments on Recommendation in CP

Knowledge Advanced



Account Overview

RE: What is Globalization Testing?

Status	New
Date Added	01/24/2024
Requested By	Joe Bloggs

Recommendation
Could you add screenshots of the steps, see attachment for examples.

Attachment
[ScreenShots.docx](#)

My Favorites

Capability Highlights

- **View** the fact that your recommendation has an attachment
- **Download** the attachment from your recommendation

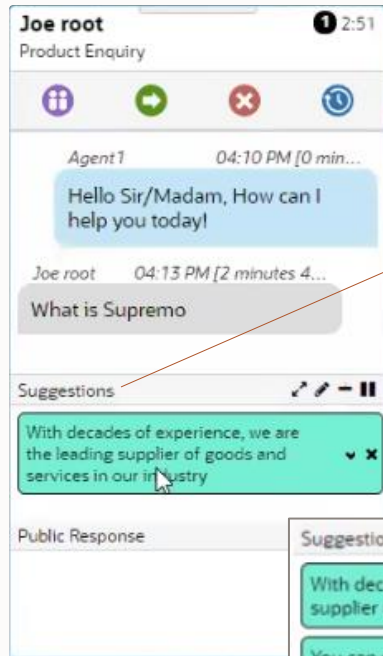
Key Benefits

- Reassurance that your attachment is intact on your recommendation



Suggested Chat Responses*

Agent Chat



The new "Suggestions" component is available within the chat panel, offering automated responses for use during live chat sessions



Capability Highlights

- **Oracle Digital Assistant automatically suggests chat responses** to agents during live chat sessions

Key Benefits

- **Employee Optimization:** Enhance usability efficiency and personalization for agents handling chats in the browser user interface

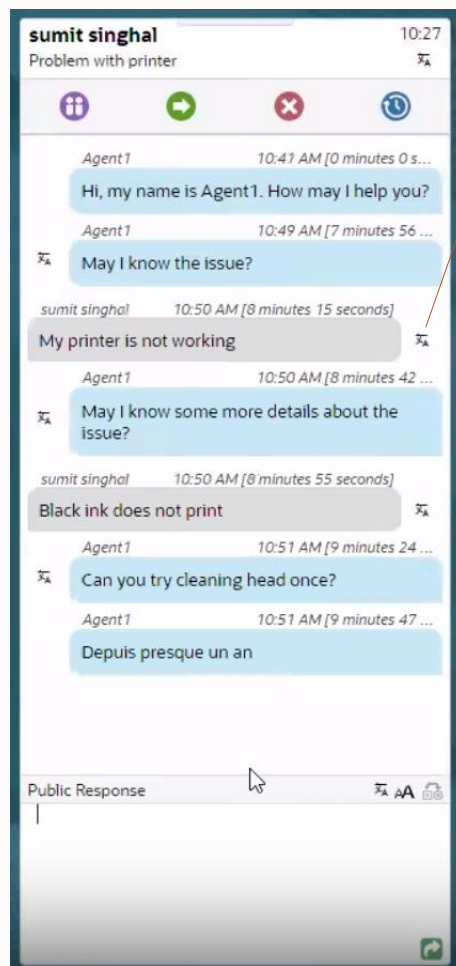
***Early Adopter phase** - If you are interested in being an early adopter of this feature, please contact jessica.bradley@oracle.com to learn more





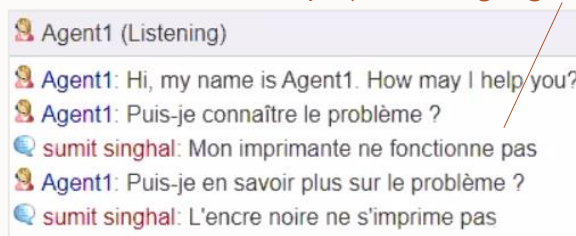
Automatic Translation*

Agent Chat

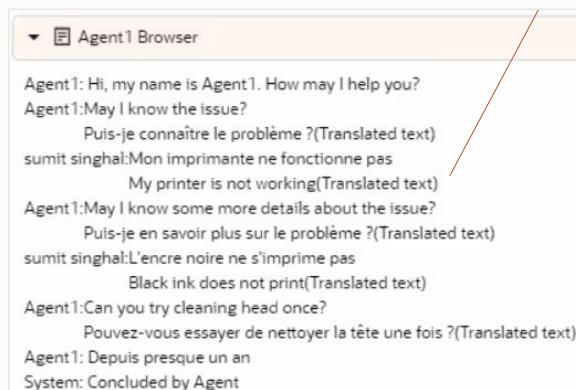


Agents can easily enable & disable translations within live chat

Customers chat in their preferred language



Translated text is shown on the incident



Capability Highlights

- **OCI Language Translation** is now available during live chat sessions
- **Agents receive messages** in the language set on the interface, also enable/disable the feature within a new Preferences option
- **Customers receive messages** in their preferred language

Key Benefits

- **Employee Optimization:** Enhance usability efficiency for agents handling chats in the browser user interface

***Early Adopter phase** - If you are interested in being an early adopter of this feature, please contact jessica.bradley@oracle.com to learn more





Report on Chat Agent Personalization Settings

Agent Chat

Chat Agent Personal Profile Settings

Staff Accounts

Staff Account Name	Staff Account Display Name	Maximum Active Chats	Stagger Incoming Chats Time(seconds)
Bruce Parker	Bruce Parker	3	10
Luke Edwards	LukeEdwards	2	5
David Navara	David	2	10
Ryan Reed	Ryan Reed	2	20
Charles Robson	Charles Robson	2	10
Simon Hayes	Simon Hayes	2	7

Capability Highlights

- **Understand personal agent settings** for the max chats & stagger chat settings

Key Benefits

- **Efficiency:** Admins can easily understand agent settings when troubleshooting frequently asked questions



Report on “Not in Focus” Chat Time

Agent Chat

Total Chat Duration(s)	Total Not In Focus Duration(s)	Not In Focus Interval(s)
244	56	46,10
285	63	27,36
77	34	23,11
82	42	12,22,8
39	13	13
38	22	12,10

This sample report was created using custom reports, to illustrate how the new chat data can be used

Capability Highlights

- **Understand “not in focus” details** for chat sessions handled within the Browser UI

Key Benefits

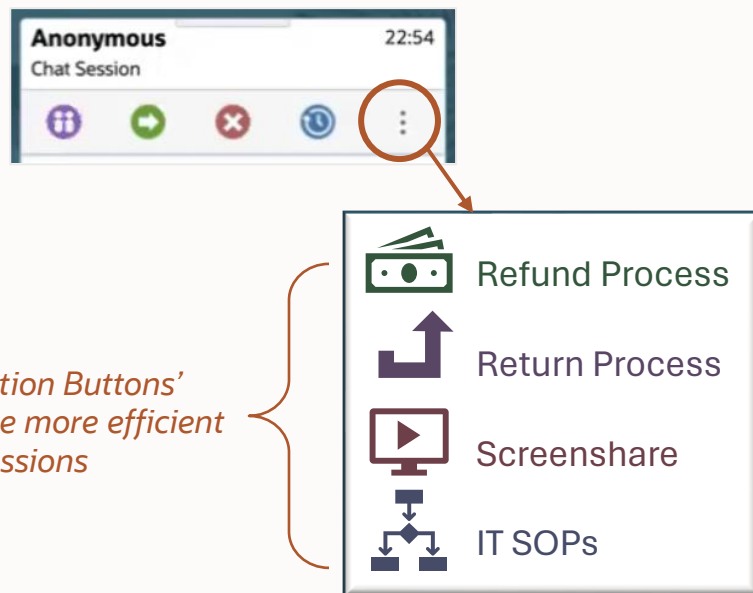
- **New Chat Metrics:** Admins have more data related to active chat sessions, for improved reporting on when a chat is not in focus





Crate custom 'Action Buttons' for the Chat Panel

Agent Chat



Define custom 'Action Buttons' that help agents be more efficient during live chat sessions

Capability Highlights

- **Implement custom buttons** within the chat panel for agents to utilize during active chats

Key Benefits

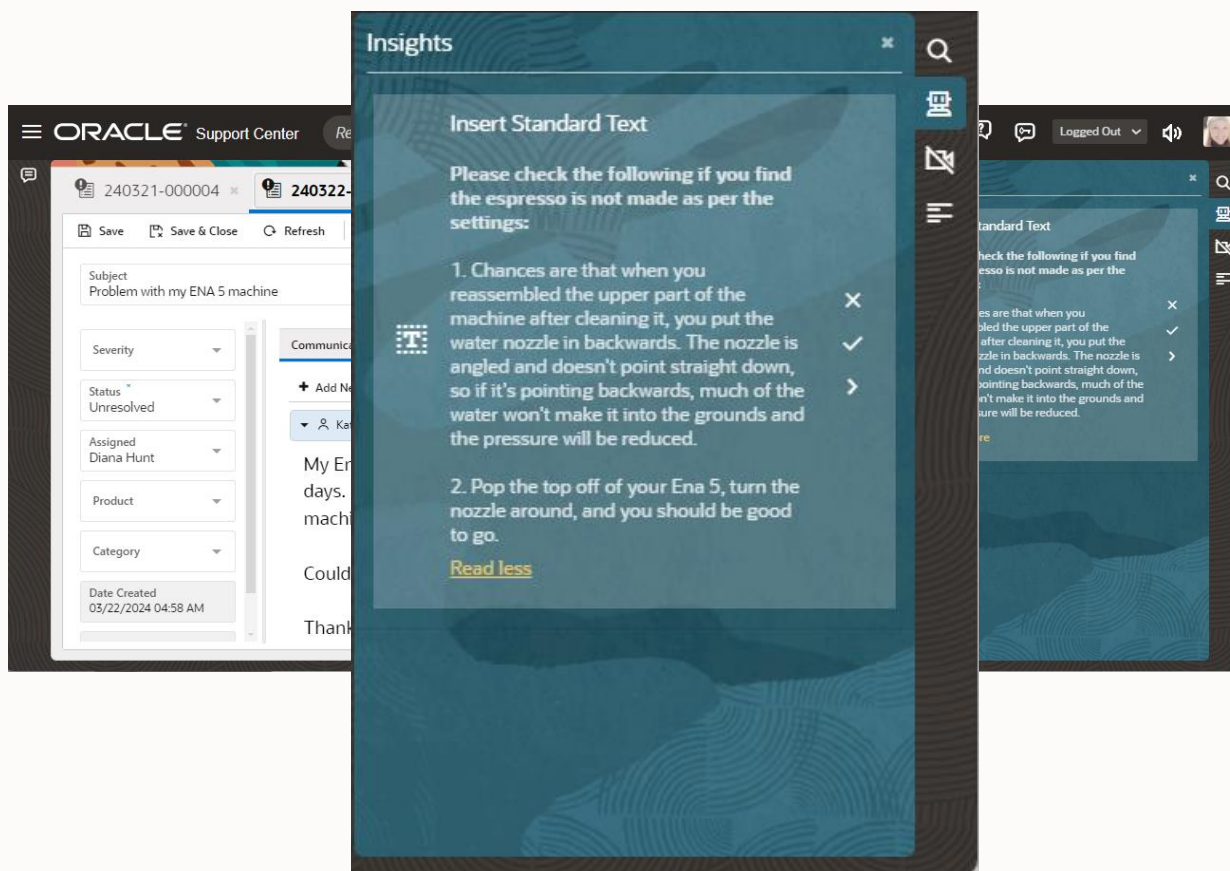
- **Employee Optimization:** Enhance usability & efficiency for agents handling chats in the browser user interface





Realtime Response Suggestions*

Agent Insights



Capability Highlights

- **Oracle Digital Assistance integrated** with Agent Insights will auto suggest Standard Text Responses

Key Benefits

- **Employee Optimization:** ODA will improve efficiency and help agents get operational tasks done faster using the Agent Insights Panel

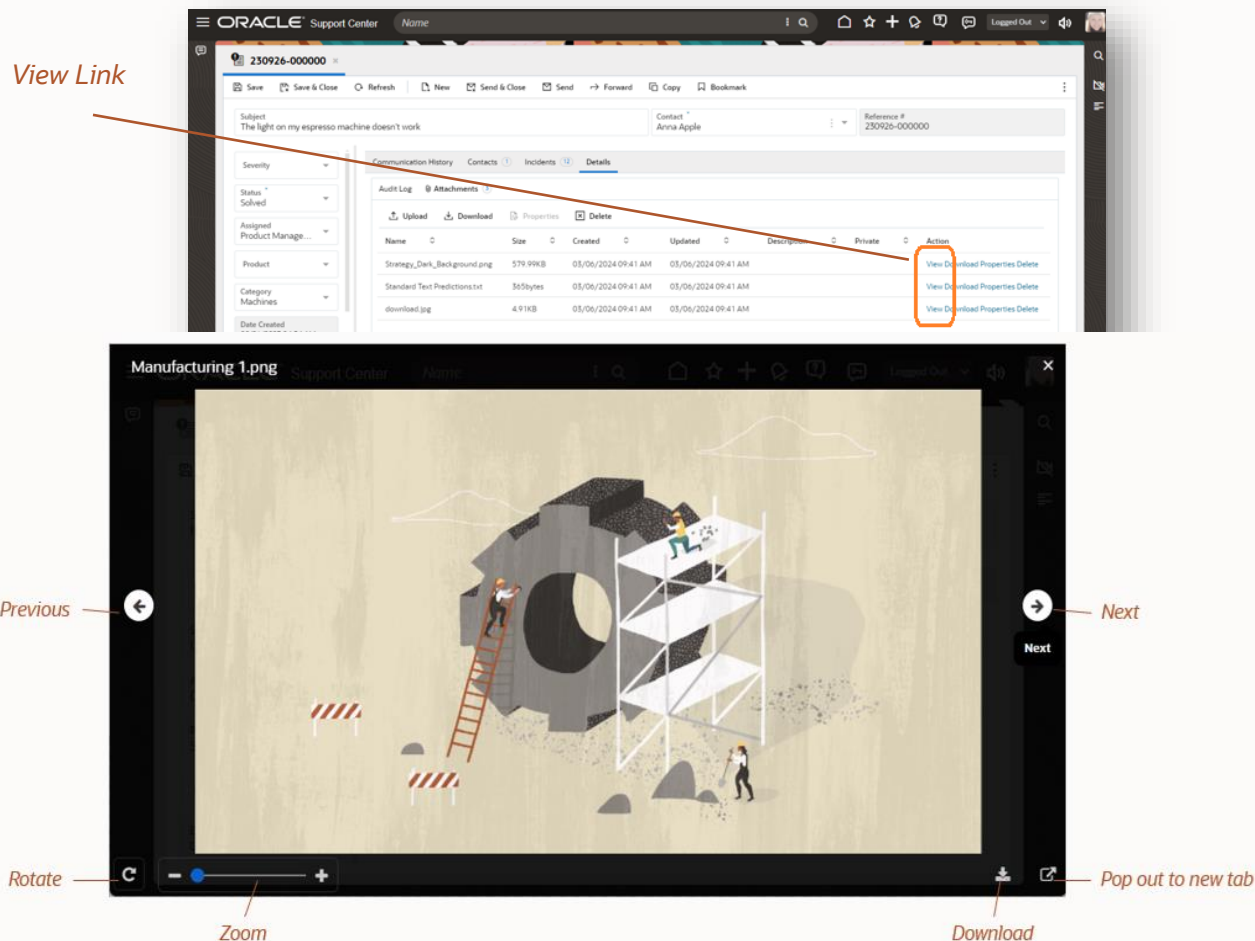
***Early Adopter phase** - If you are interested in being an early adopter of this feature, please contact diana.hunt@oracle.com to learn more





Attachment Image Viewer

Workspaces



Capability Highlights

- **Preview all attachment files** with Next and Previous arrows

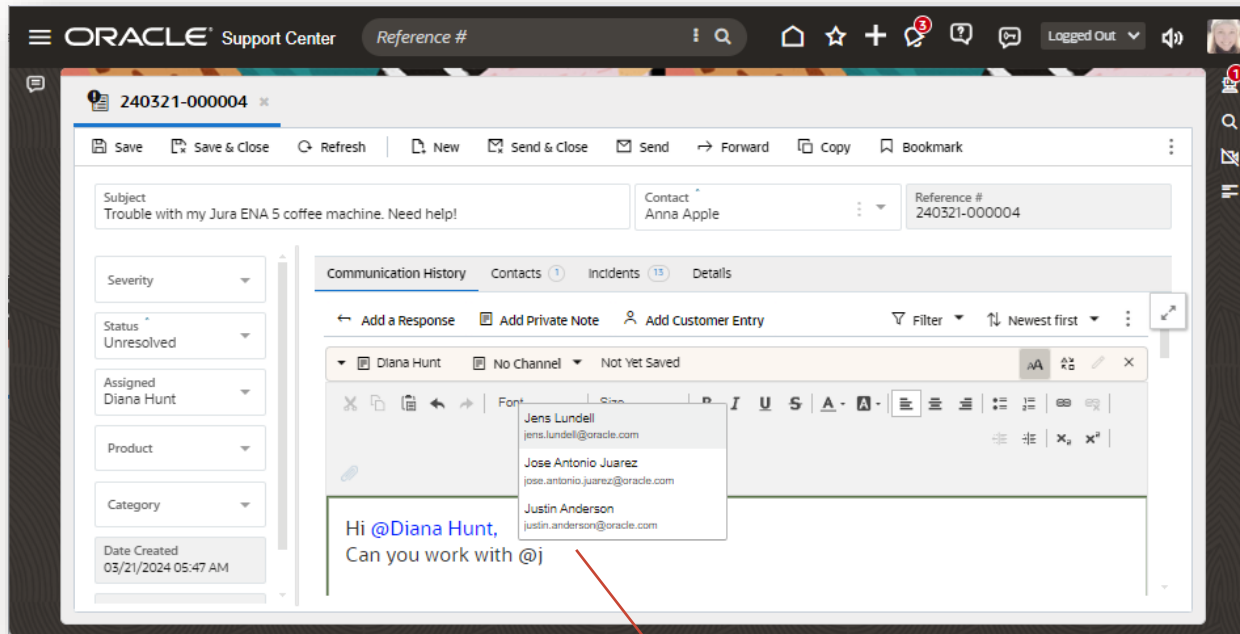
Key Benefits

- **Employee Optimization:** Enhance usability efficiency and personalization for agents handling chats in the browser user interface



@Mentions

Workspaces



@mentions here, when saved an email notification will be sent to the tagged account

Capability Highlights

- Agents can @mention staff accounts to incident response threads and the mentioned agent will receive an email notification.

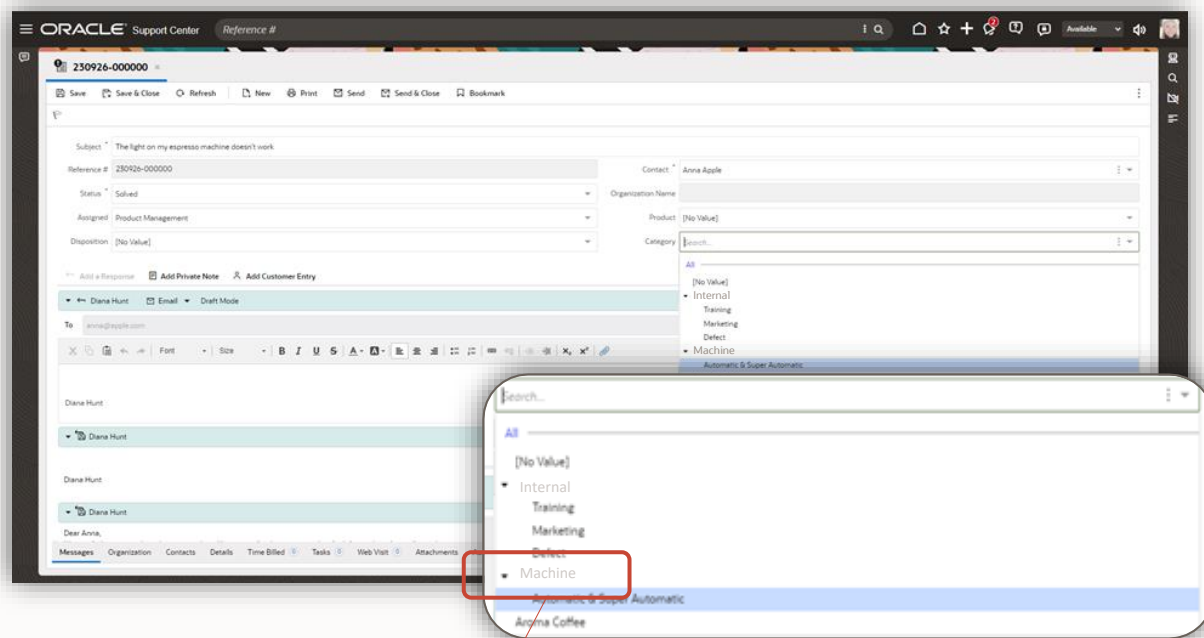
Key Benefits

- Employee Optimization:** Enhance usability efficiency and personalization for chat agents working in the browser user interface



Disable Parent Node

Workspaces



Parent node is disabled

Capability Highlights

- **Parent Node** in menu hierarchy fields will be disabled when it is not a valid value

Key Benefits

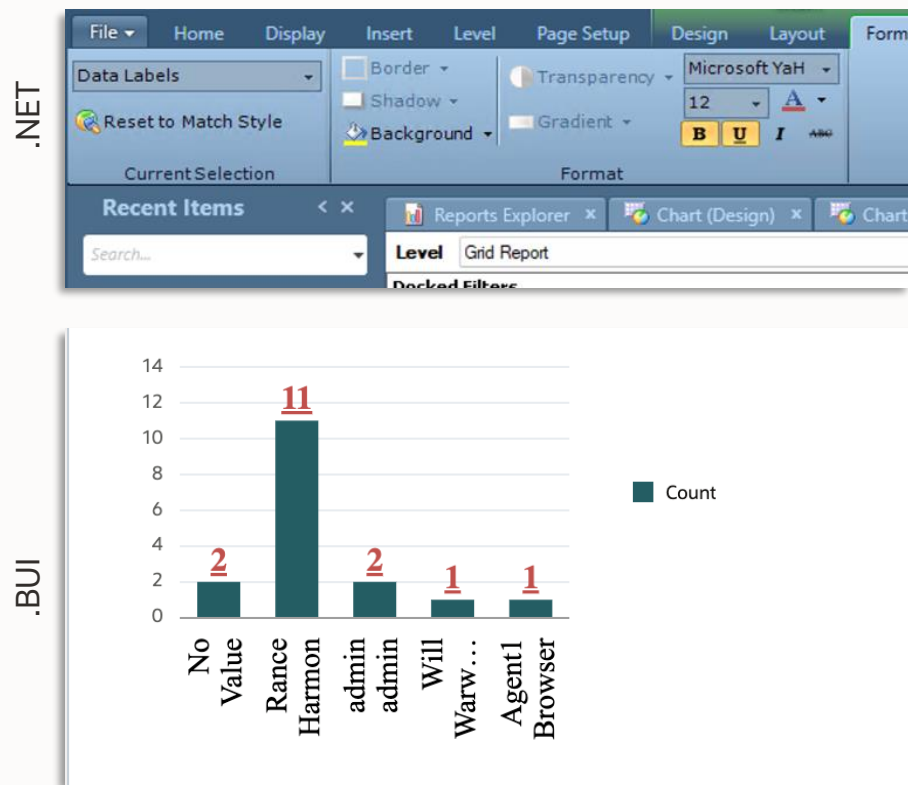
- **Employee Optimization:** Enhance usability efficiency for agents working in the browser user interface





Honoring Chat Label Formatting and Hiding Grid Lines

Analytics



Capability Highlights

- **Data Label:** Honors chart data label formatting in BUI
 - Exception Text Box Outline & BG color.
- **Hide Grid Lines:** Honors hide chart grid lines in BUI
- **Secondary Axis:** Displays secondary axis except for sync scale formatting

Key Benefits

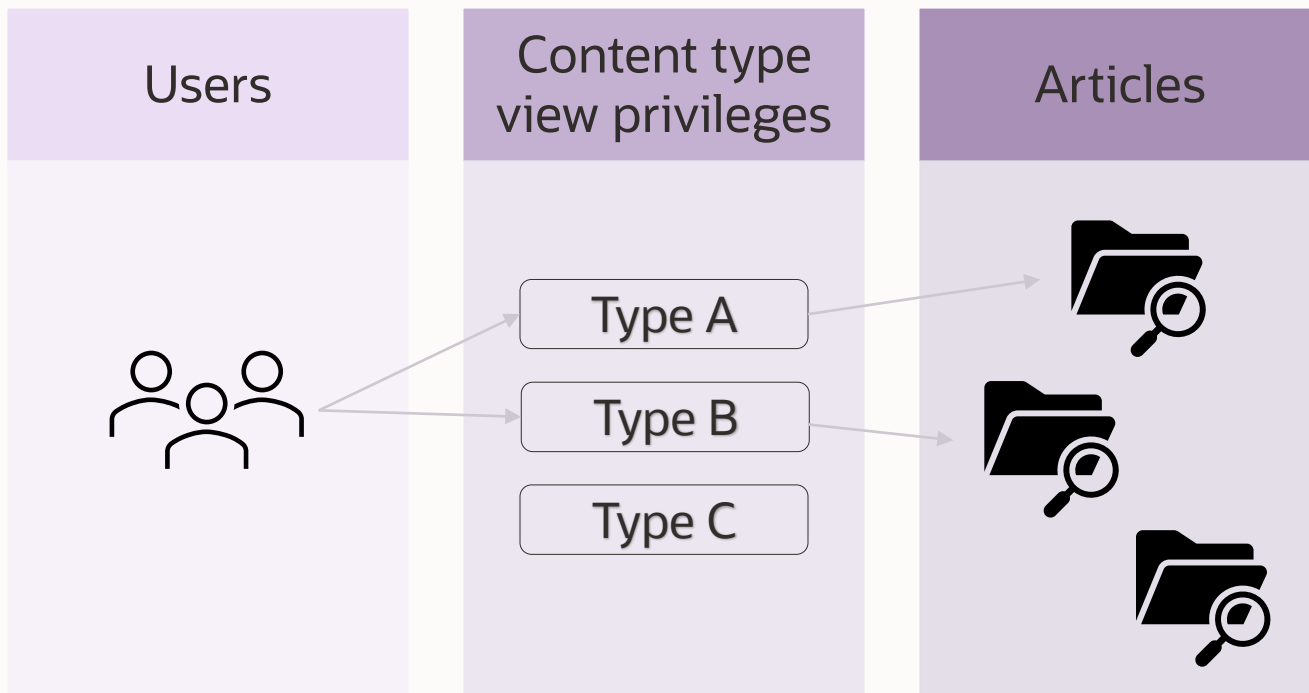
- **Visibility:** This enhancement provides better visibility as the report admins design a report with formatting to make the data more visible, which will be honored in BUI to make it more visible in BUI as well





Filter Search Results for Accounts by Content Type

Knowledge Advanced



Capability Highlights

- **Control** which content types users get search results from in Browser UI

Key Benefits

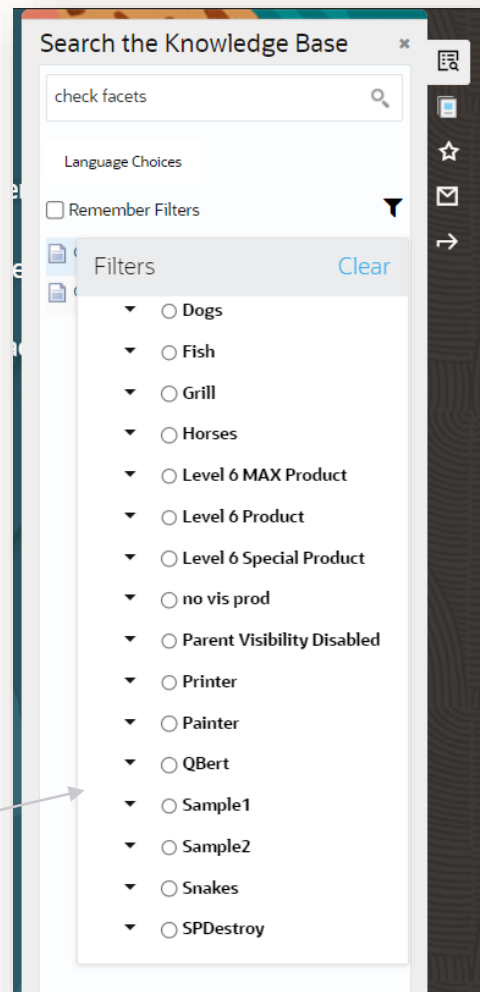
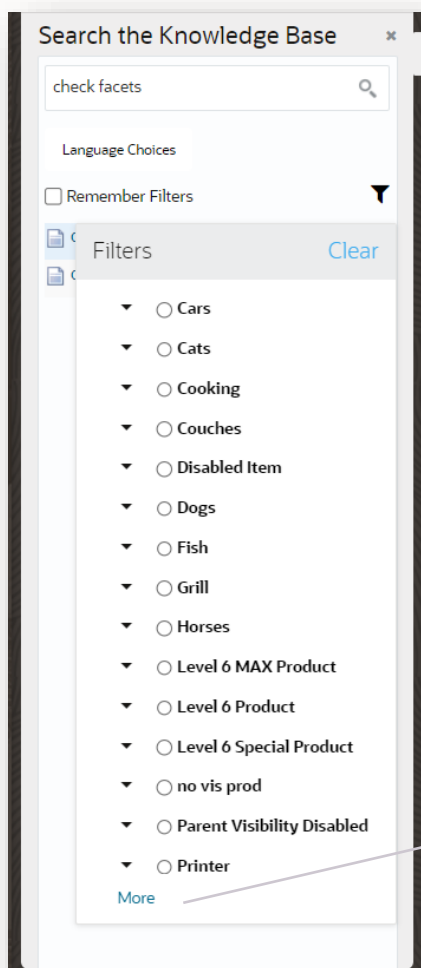
- Consistent filtering behavior between the various Knowledge panels in Browser UI





Get More Facets in BUI

Knowledge Advanced



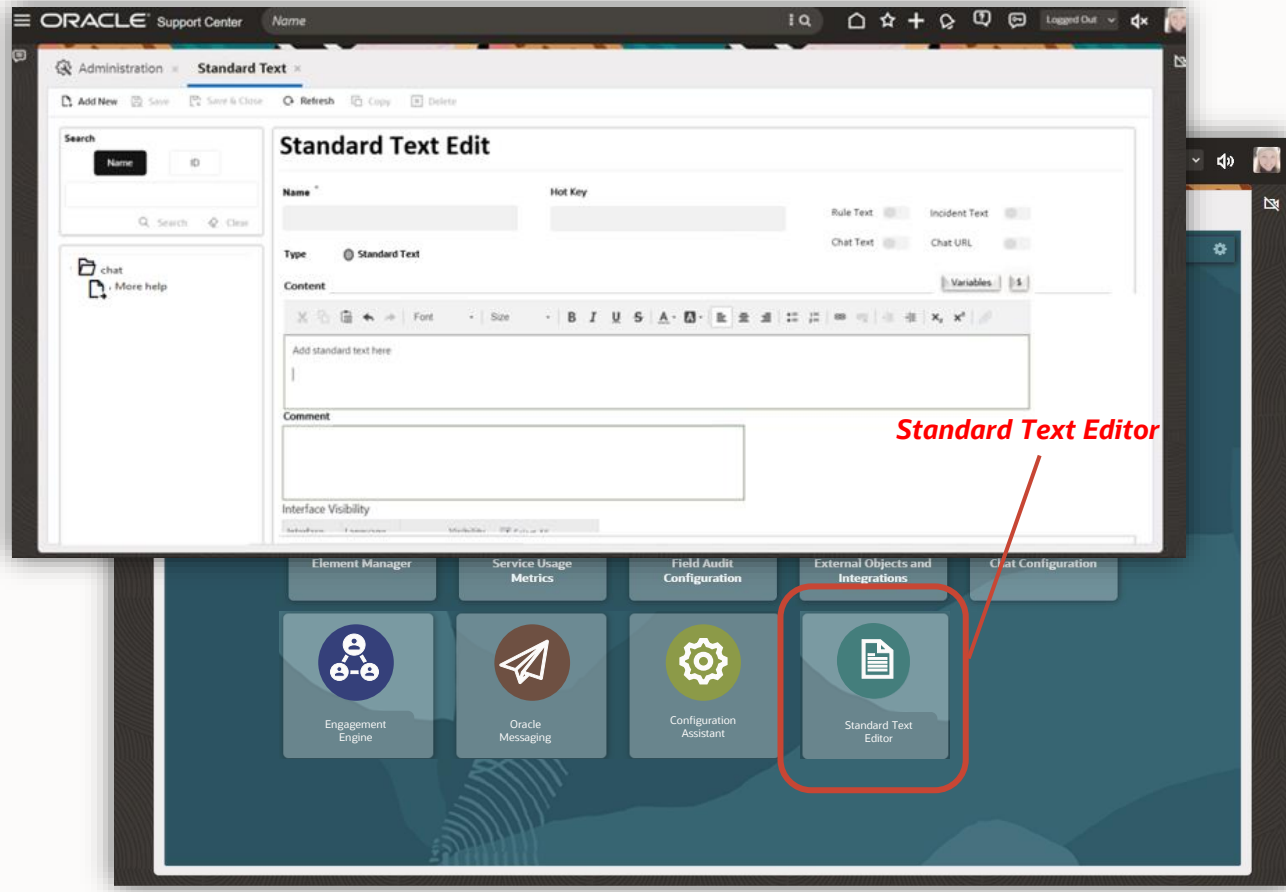
Capability Highlights

- **Navigate** to your full list of sibling filters for result sets in which more than 20 are present



Standard Text Editor

Administration UIs in BUI



Capability Highlights

- **Standard Texts** can be created in the browser UI

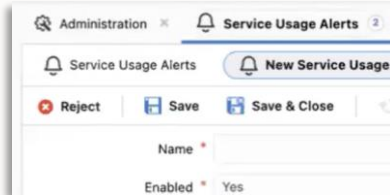
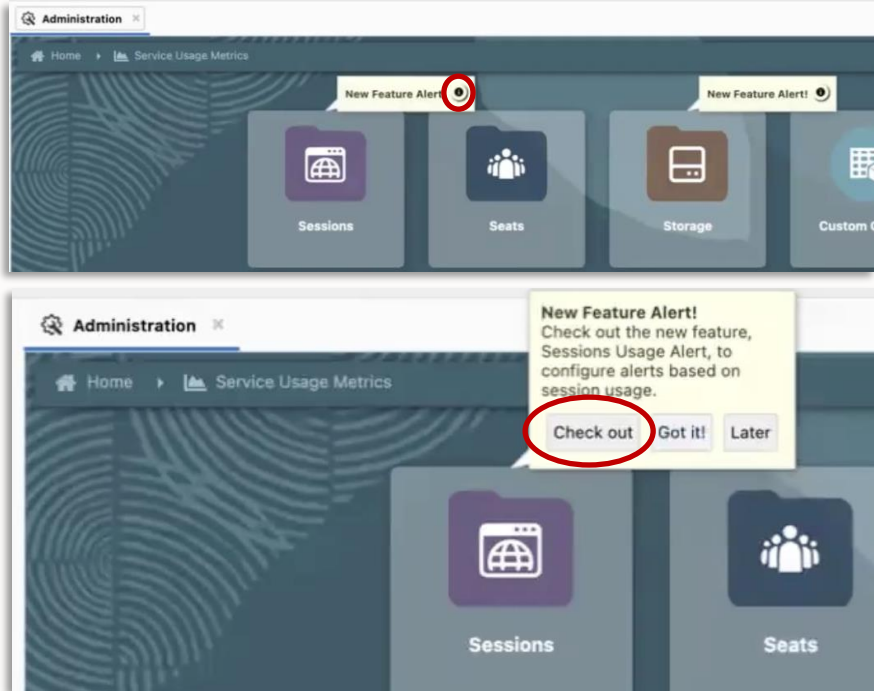
Key Benefits

- **Supervisor Optimization:** creating content that is used multiple times to maximize agent efficiency



New Enhancement Alert

Administration UIs in BUI



Capability Highlights

- **New Feature Alerts:** Alerts about new enhancements under Admin tiles
- **Check Out:** Option to directly check out the feature
- **Later:** Option to review the feature later
- **Got It:** Option to hide the feature alert from future

Key Benefits

- **Awareness:** Helps admin to improve the awareness about the availability of new valuable features in Admin UI



Modify Config Verbs and Message Base Values during Import

Element Manager



The screenshot displays the Element Manager interface. On the left, a sidebar contains navigation options: Analytics, Add-Ins/Exten..., Standard Text, Custom Object, Business Rules, Configuration S..., and Message Bases. The 'Configuration S...' option is highlighted. The main area shows a search bar and a tree view of configuration settings under 'Custom'. A red circle highlights the 'CUSTOM_CFG_RR_TEXT' folder, with a callout stating 'Config verbs from the package listed for modifying the values.' Below this, a 'Message Base Entry Information' dialog is open, showing details for 'CUSTOM_MSG_RR_HTML'. The 'Attributes' section lists 'Entry Type' as HTML and 'Maximum Length' as 1000. A red circle highlights the 'Values' section, which contains a table with columns 'Message Base' and 'Value'. The table lists 'pm_demo' and 'pm_insights' under 'Message Base', with corresponding empty input fields under 'Value'. A callout points to the 'Values' section with the text 'Tab to provide new value for the Message bases'. Another callout points to the 'Attributes' section with the text 'Attributes of the Message bases are listed for reference to provide the new value'. The dialog has 'OK' and 'Cancel' buttons at the bottom.

Capability Highlights

- **Modify values:** The ability to modify value for Configuration Setting and Message Base elements during import.
- **Support for Site and interface:** The admins can modify the values for site level and interface level configuration settings.

Key Benefits

- **Agent productivity:** Eliminates the need to change the values of configuration settings and message bases post deployment.



Import Progression Indicator During Import Element Manager



Deployment progression: 100% completed

Importing Element Set : Test-3.zip
Deployment has completed successfully.

Type	Imported Folder	ID	Name	Status
BrowserExtension	Agent Browser UI Extensions	29	ExternalReport-Resources	✓ Deployed
BrowserExtension	Agent Browser UI Extensions	25	ExtensionSample-Workspace	X Failed
BrowserExtension	Agent Browser UI Extensions	28	ConsoleAddingForAppendDefect	X Failed

Deployment progression: 2 elements failed deployment

Importing Element Set : Test-3.zip
Deployment has completed successfully.

Package Name	Status	Action
Test-3.zip	Import Complete	Rollback

Capability Highlights

- **Progression Status:** A deployment progression bar indicates the progress of import. A green bar indicates successful import and a red bar indicates deployment errors.

Key Benefits

- **Intermediate Information:** Provides information about number of elements deployed out of the total elements in the package, and import status.

*Deployment status bar indicating the progress of import.
A green bar indicating success and a red bar indicating deployment errors*



Limit Package Size to Prevent Out of Memory Issues

Element Manager



Administration x Element Manager Export x

1 Create Package 2 Search and Confirm Elements 3 Review Package

Package Name * BrowserExt_Reports

Package Notes * test

Summary Dependencies View

Package size has crossed the allowed limit of 20.97152 MB. Please proceed by removing some elements by navigating to the previous page.

Selection	ID	Type	Folder	Name	Status	Message	Size (MB)
<input checked="" type="checkbox"/>	102097	Report	/CXSets - ExportImport	ReportVersioning2	Success	Success	0.009254
<input checked="" type="checkbox"/>	102096	Report	/CXSets - ExportImport	ReportVersioning1	Success	Success	0.010534
<input checked="" type="checkbox"/>	2	DesktopAddIn	/Agent Desktop Add-Ins	AddInTest.dll	Success	Success	0.005632
<input checked="" type="checkbox"/>	102098	Dashboard	/CXSets - ExportImport	Dashboard-Versioning	Success	Success	0.044068
<input checked="" type="checkbox"/>	198	BrowserExtension	/Agent Browser UI Extensions	EMmaxsizeTest1	Error	Total file size has crossed the allowed limit of 20.97152 MB.	21.664476

Apply Changes

Page 1 of 1 (1-5 of 5 items) < 1 >

Error message thrown when the size of the element exceeds the allowed size limit during export

Capability Highlights

- **Package Size:** The size of the package and individual elements are displayed in 'Review' and 'Import Package' page.

Key Benefits

- **Efficiency:**
 - **Export Error message:** Alerts admins of the size of the elements and package and avoids creating oversized packages that will result in error during import.
 - **Import Error message:** A proper error message about the size of the package is provided and enables admins to retry the import with a package lesser in size.



Display Element Type in Dependencies View

Element Manager



Administration x Element Manager Exp... x

Package Name * 24B CDE Package

Package Notes * A test package to demo 24B CDEs

Summary Dependencies View

- ReportVersioning2
- ReportVersioning1
- Dashboard-Versioning
 - ReportVersioning2
 - ReportVersioning1
 - Report
 - Bubble
- CUSTOM_CFG_TEXT
- CUSTOM_CFG_MENU
- CUSTOM_CFG_INTEGER

Export

Tool tip showing the element type in the Dependencies Hierarchy view

Capability Highlights

- **Element Type:** Displays element types in the Dependencies hierarchy view during export.

Key Benefits

- **Dependent Elements:** The admins can know the type of the dependent element from the dependencies hierarchy view.

Notify of Export Completion

Element Manager



Notifications Create Refresh Delete All Settings

- Agent1 Browser - Message Yesterday at 9:58 PM** •
The package test.zip downloaded successfully
- Agent1 Browser - Message Yesterday at 9:58 PM** •
The download of the package test.zip is in progress. You will be notified onc...

Notifications for the in progress and successful download of package

Capability Highlights

- **Notifications:** Notification for in progress and successful download of package during export.

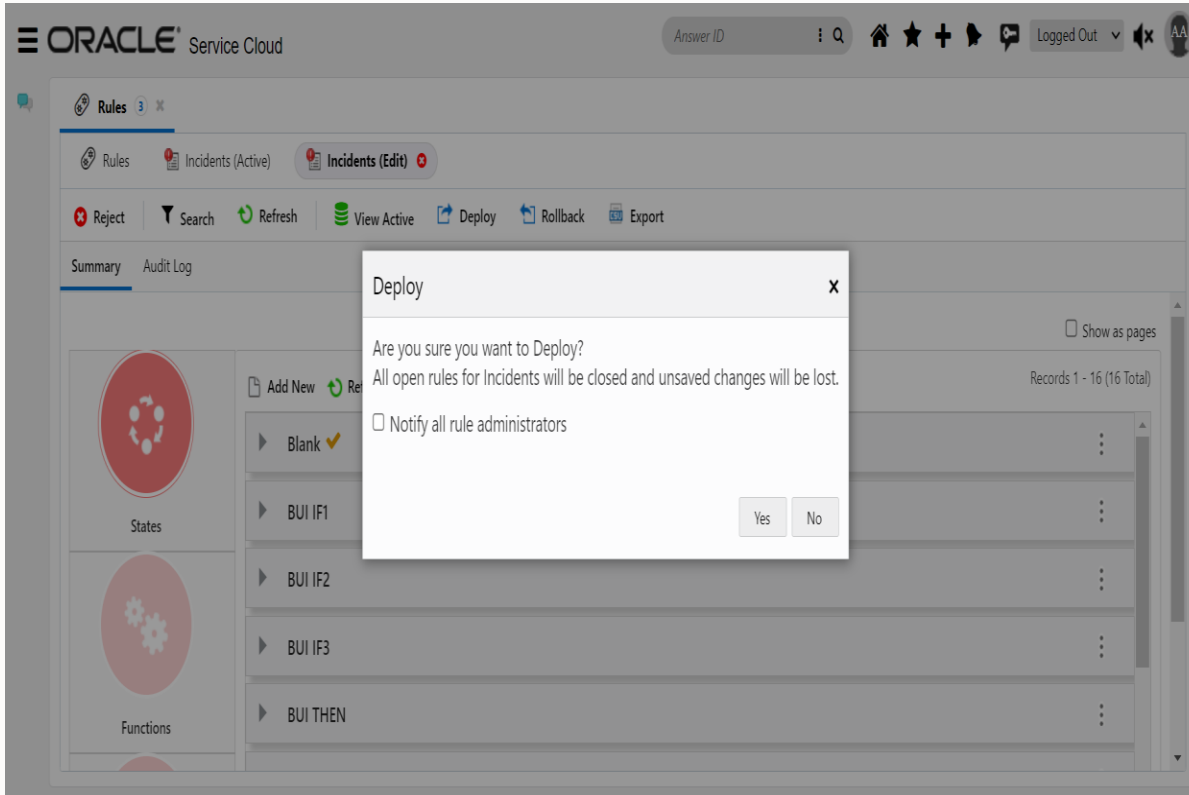
Key Benefits

- **Information:** The admins will become aware of the status of the download of a package with these notifications.



Rule Deployment Time Reduction

Enhanced Business Rules



Capability Highlights

- **Delta Deployment:** The Rules service will deploy only the changes made to the rule base instead of the entire rule base.

Key Benefits

- **Performance:** The time taken to complete the deployment is drastically reduced and allows admin to continue editing rule base.



Export Usage Statistics to CSV

Enhanced Business Rules



ORACLE Service Cloud

Reference #

Rules 2 x Reports Explorer x Rule Runtime Log x

Rules Incidents (Active)

Reject Search Refresh View Migration Status Edit Rules Export

Summary Audit Log Usage Statistics Rule Inspector

Time Period: Last 3 months Limit: 10

5% (7 Rules)

95% (138 Rules)

95% of rules were not executed in the last 3 months

View recommended actions

Most Executed Rules

7 / 7 Rules

Rule	Last Executed	Execution Count	Last Updated	Updated By
Transition to Migration EndToEnd	01/25/2024 04:35 AM	1	01/25/2024 04:31 AM	admin admin

Summary

Rules	145
Enabled Rules	145
Disabled Rules	0
States	16
Functions	74
Variables	16

Usage Statistics with Limit

Complete Usage Statistics

A new tab under Export for exporting usage statistics

Capability Highlights

- **Export stats with limits:** Ability to export the business rules execution stats of a specific time period and limit.
- **Export complete Stats:** Ability to export the business rules execution stats of the last year.

Key Benefits

- **Better Insights:** Provides the ability to filter rules within a state, Last executed date, Execution count etc....
- **Offline Storage:** Enables customers to keep a store of the execution information offline for extended period and perform further analysis.



Execute Object Event Handlers for Tasks

Enhanced Business Rules



The screenshot displays the Oracle Business Rules Editor interface. At the top, there are tabs for 'Rules', 'Tasks (Active)', 'Tasks (Edit)', and 'Execute object Event handler'. Below the tabs are action buttons: 'Reject', 'Save', 'Save & Close', 'Refresh', 'Delete', and 'Copy'. The main area shows a rule configuration for 'Execute object Event handler'. The 'Name' field is 'Execute object Event handler' and the 'Description' field is empty. The 'Enabled' checkbox is checked. The rule is configured with an 'IF' clause: 'Tasks > Status equals Not Started'. The 'THEN' clause contains an action: 'Execute Object Event Handler'. A dropdown menu is open, showing available CPMs: '[No Value]', 'Task_1_Update', 'Task_1_Create1', 'Task_1_Delete', and 'Task_2_Update'. A search bar is visible at the bottom of the dropdown. A red box highlights the 'Execute Object Event Handler' action in the THEN clause, with a red arrow pointing to it and the text 'Execute Object Event Handler action in the THEN clause'. Another red box highlights the dropdown menu, with a red arrow pointing to it and the text 'Available CPMs listed in the dropdown'. A 'Summary' panel on the right shows the rule configuration: 'IF Tasks > Status equals Not Started', 'THEN 1. Execute Object Event Handler Task_2_Update', and 'ELSE'.

Capability Highlights

- **CPMs for Tasks:** Trigger async CPMs on Tasks via Rules.

Key Benefits

- **Automation:** Enables customers to automate business actions on tasks using async CPMs via Rules.



Enforce Range Filters in a Policy

Data Lifecycle Management



Only one range filter and placed as the last filter in the template.

Capability Highlights

- **Limit on range filters:** Limit the number of range filters in a DLP to one.
- **Position of range filters:** A single range filter will be allowed as the last filter of the template.

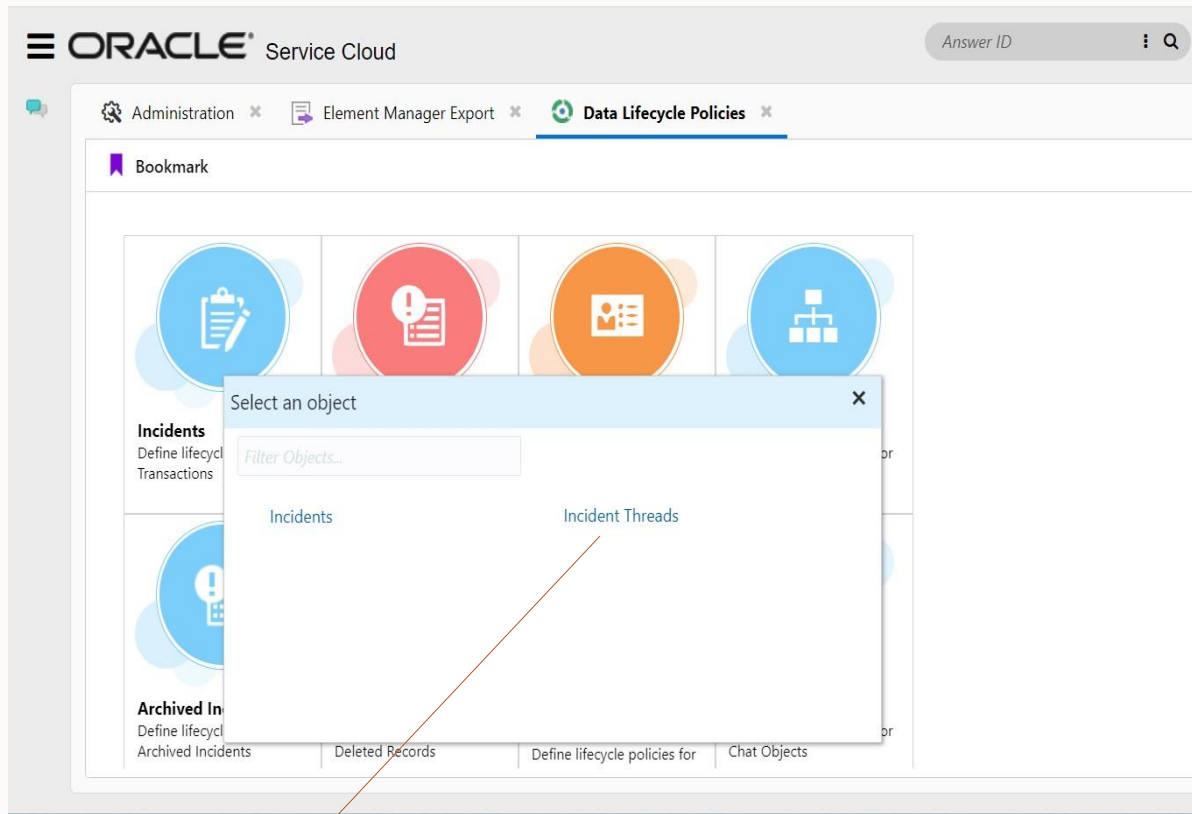
Key Benefits

- **Performance:** Improves the performance of the policies by limiting the number of rows to be queried for the policies.



Custom Policy to Purge Chat Transcripts

Data Lifecycle Management



Incident Threads supported in Data Lifecycle Policies

Capability Highlights

- **Custom Policy:** Ability to define a custom policy to purge Incident Threads of type Chat transcripts.

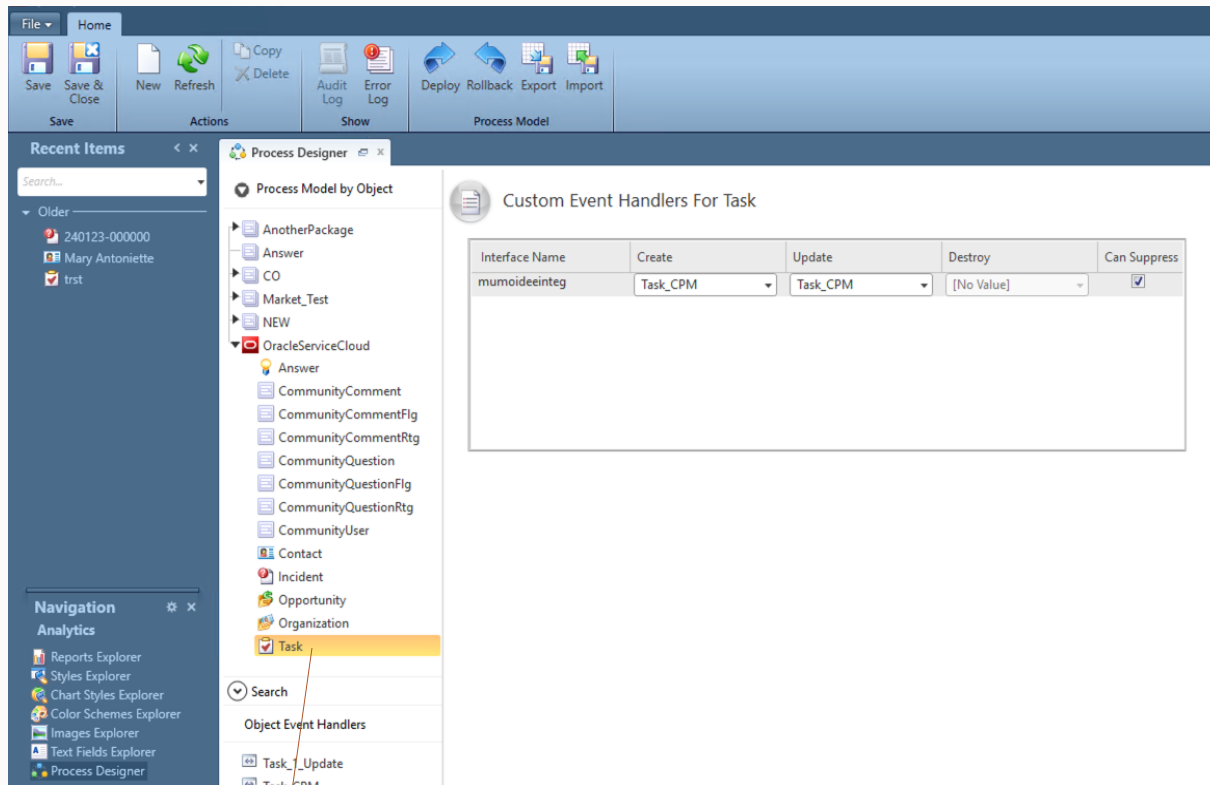
Key Benefits

- **Lean Active DB:** Allows customers to maintain a lean active database by defining purge policies on Chat transcripts.



Support Async CPMs for Task Object

SPM/CPM Framework



Tasks supported in Process Designer

Capability Highlights

- **Async CPM:** Ability to create a async CPM on Task object using Process Designer.

Key Benefits

- **Automation:** Enables customers to automate business actions on tasks using async CPMs.



Relative Threshold Based Alerting of Session Usage

Service Usage Metrics



Reject | Save | Save & Close | Refresh

Name *

Enabled *
Yes

Metric *
Tier 1 Sessions

Frequency *
Monthly

Contract Start Date *
1

Send alerts relative to the usage of last month / day.

Relative Threshold *
0

Capability Highlights

- **Relative Threshold:** Configure alerts based on relative threshold which compares the current usage in relation to the previous usage

Key Benefits

- **Surge-based alerting:** This enhancement provides an option to receive alerts based on a sudden surge or dip

Report on Access Type in More Tables

Knowledge Advanced



Access Type	Clickthru Rate	Question Count
TeamA	81%	48523
TeamB	0	2
TeamC	75%	598
TeamD	0	2
TeamE	0	1
Record Count: 5		

Capability Highlights

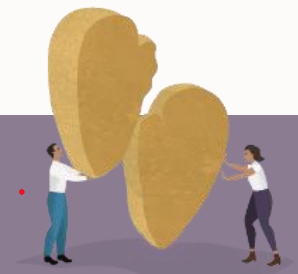
- **Control** the access type values stored in your reporting data
- **Segment** your knowledge usage by access type

Key Benefits

- Add a dimension to your knowledge usage data that is specific to your company

Custom Parameters for Authentication

External Objects & Integrations

A screenshot of a web application interface for configuring external integrations. The page title is 'External Objects and Integrations' and the specific integration is 'Resto'. The interface includes a top navigation bar with 'Reject', 'Save', 'Save & Close', and 'Refresh' buttons. Below this is a 'Summary' tab, with 'Audit Log' and 'Error Log' also visible. The configuration fields include: 'Integration Type' set to 'REST', 'Authentication Type' set to 'No Authentication', and 'Send Custom Parameters' set to 'No'. A section titled 'Headers' is expanded, showing a form to add new parameters with fields for 'Param Name', 'Param Value', and 'Confidential?' (with a toggle switch). Below the form is a table of existing headers:

Param Name	Param Value	Delete
headername	headervalue	

At the bottom, there is a section for 'Query Parameters'.

Capability Highlights

- **Custom Parameters:** Custom parameters, like headers & query parameters, can be added to authenticate with more third-party services
- **Save as Secret:** Custom Parameters can be saved as secret to prevent exposure in UI, and also saves the value securely.

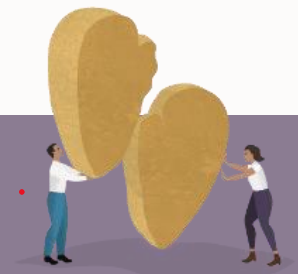
Key Benefits

- **Easier Integration to 3rd Party Services:** Connections can be made to third-party external services that have unique or custom authentication parameters
- **Security:** Secrets will be saved securely in vaults



Support Microsoft Azure as a Destination

Event Delivery Service

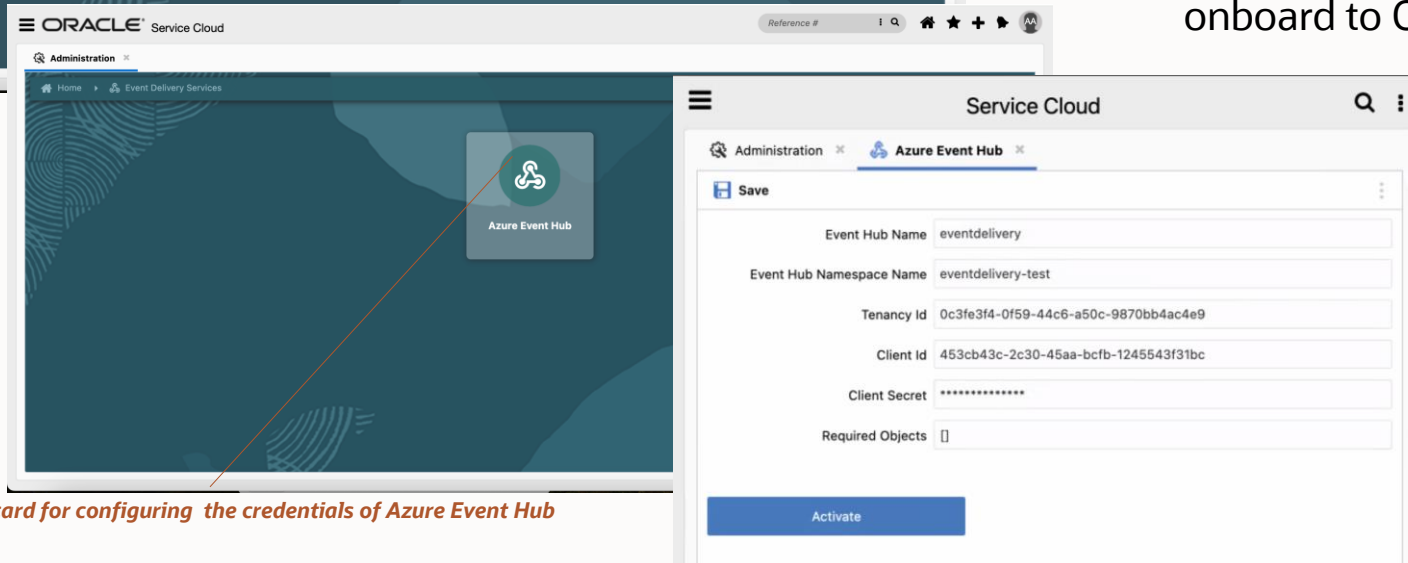
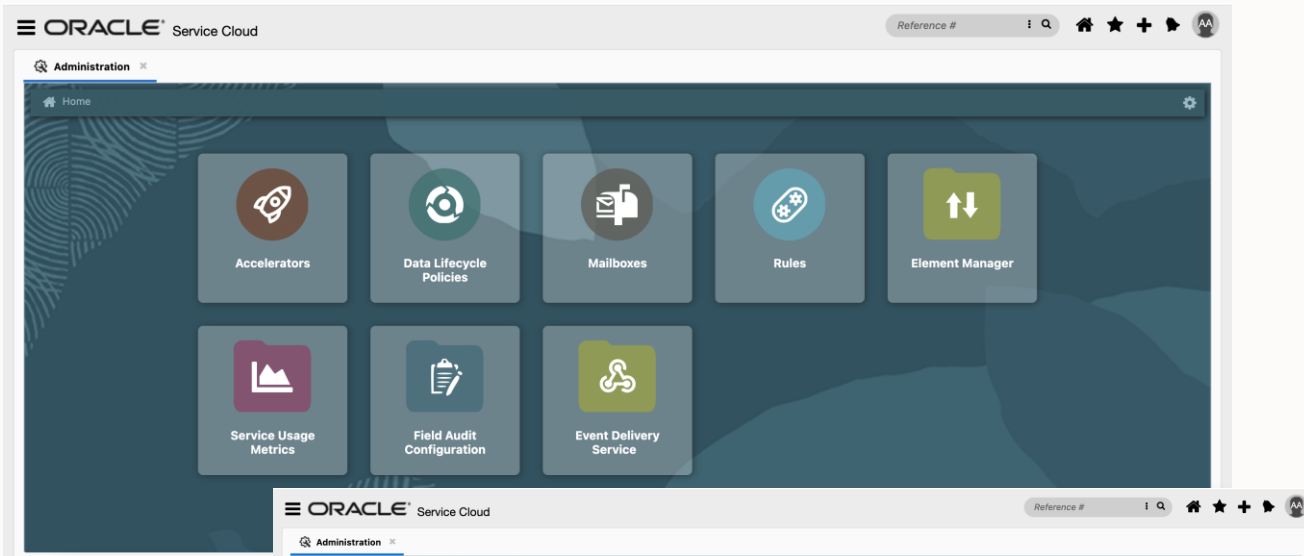


Capability Highlights

- **Additional destination:** Deliver OSvC events in Microsoft Azure Event Hub.
- **UI for configuration:** Provides a UI to configure the Azure Event Hub credentials.

Key Benefits

- **Extensibility:** The customers can process the OSvC events in MS Azure cloud platform without the need to onboard to Oracle Cloud platform.

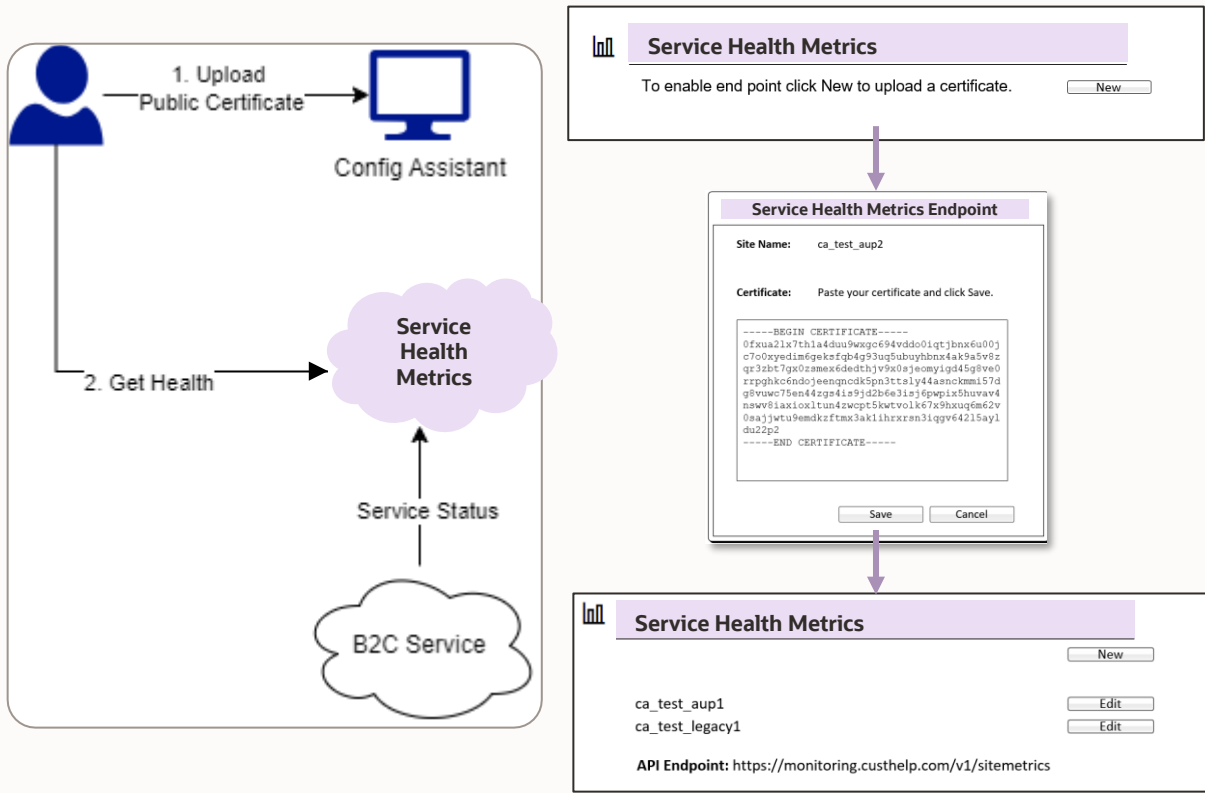
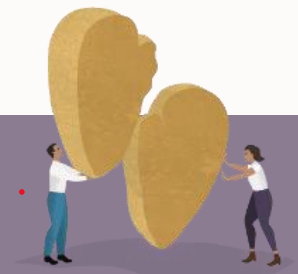


A card for configuring the credentials of Azure Event Hub



APIs for Returning B2C Service Health Information

Service Health Metrics



Capability Highlights

- REST APIs can be included in existing dashboards so that operations teams can observe the status of the CX service

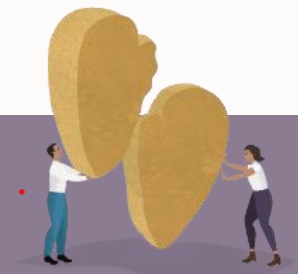
Key Benefits

- Observability:** Provides data for the overall health of the CX service, where such data was not previously available



Share Your Feedback About Accelerators

Accelerators



Accelerators	Description	Actions
Accelerator for Browser UI (Twilio)	The Telephony and SMS Accelerator for Browser UI demonstrates how to implement telephony and SMS solutions using Oracle B2C Service's Browser UI extensibility platform. This integration leverages Twilio's services that complement UI controls to place and receive calls, manage an IVR, and send SMS messages.	GitHub Download Configuration Guide Share your Feedback
Accelerator for Oracle B2C Service	The Incident Classifier Accelerator for B2C Service provides example source code and documentation for building integration with OCI Data Science platform and leverage the AI/ML capability to predict product/category/disposition field for incident classification and routing.	GitHub Download Configuration Guide Share your Feedback
Live Chat Sentiment Analysis Accelerator for Oracle B2C Service	The Live Chat Sentiment Analysis Accelerator for B2C Service provides an example sample code and documentation for building integration with OCI Services and leverages the language service classification capability to predict sentiment of customer responses on a live chat in real-time, and flag chats for deteriorating sentiment and direct supervisor ask. The accelerator uses a third-party model to label the sentiments of past data for initial training.	GitHub Download Configuration Guide Share your Feedback

Capability Highlights

- **Feedback Collection:** Admins can now provide feedback on accelerators which can be used to improve the accelerators
- **Suggestion:** Admins can use the feedback for suggestions to develop related accelerators

Key Benefits

- **Direct Feedback:** Admin can give direct feedback on accelerators making the process quicker and easier

Share your Feedback

What do you think about our Telephony and SMS Accelerator for Browser UI (Twilio)?

 I like it!  Need to improve

For any technical issues please submit a [service request](#) instead of feedback.

Share your Feedback

كنت انتظر هذا

I confirm that I haven't included any personally identifiable information.

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