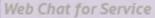
# **Oracle B2C Service**

# 24B Roadmap

### Customer



- 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
- o 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
- o 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

- o 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
- o 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