

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