

Oracle B2C Service

24C Summary



Customer



- **Web Chat for Service**
 - Upgrade & Copy WCFS Component
 - Fully or partly mask sensitive information
 - Draggable chat window and dynamic widget position
 - Configure post conversation message buttons
- **Service Emails**
 - Emoji support for Message Templates
- **Knowledge Advanced**
 - View filtering of user groups in CP

Agent



- **Agent Chat**
 - Color-code chat header for wrap-up
 - Transfer list determined by profile
 - Bring your own translation service
- **Workspace**
 - Support images in Agent Insights
- **Analytics**
 - User experience enhancements for Infolet dashboards
 - Auto-filter on column headers

Administrator



- **Enhanced Business Rules**
 - Exit Function
- **Element Manager**
 - Count of nested dependent elements
- **Data Lifecycle Management**
 - Custom reports on DLP table
- **Process Framework**
 - Support multiple PHP versions
- **Knowledge Advanced**
 - Delete specific article versions
 - Build update User Groups
- **Service Usage Metrics**
 - API for Service Usage Metric reports

Developer



- **Event Delivery Service**
 - Support for Oracle Integration Cloud
 - Choose objects for EDS events
- **Service Health Metrics**
 - Latency Identification
 - Monitor chat service

