

Oracle B2C Service

25A Roadmap

January 2025



Safe Harbor

The following is intended to outline our general product direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.





Role Based Segmentation of Roadmap

Customer Experience



Agent Experience



Administrator Experience



Developer Experience





Legend

- ◻ Web Chat for Service Upgrade Required
- Pushed in bi-weekly builds
- ❖ Requires 25A Upgrade
- Requires Engagement Panel Update

Customer Driven Enhancements

25A Roadmap

Customer

Customer Portal

- ❖ Session Authentication for Customer Portal APIs

Agent

Agent Chat

- Suggested Responses – Powered by 3rd Party Service
- Agents can Select the Language for Translation
- Toast & Desktop Notifications are configurable
- Trigger workspace rules from engagement panel buttons
- Engagement Panel v17 is generally available

Incidents and Agent Insights

- Send on Save Support in BUI
- New Rich Text Thread Editor
- Standard Text Editor
- Update Font Awesome Version

Analytics

- Add Report Management In BUI Navset
- ❖ BUI Report Management: Deferred Reports Statistics
- ❖ Chat Infolet Dashboard
- ❖ KA Infolet Dashboard
- ❖ KF Infolet Dashboard

Administrator

Enhanced Business Rules

- ❖ Decimal Support
- Rule display improvements (View)

Element Manager

- Configuration Management of Customizable Menu, Product, Category, Disposition

Unity Integration

- Unity Insights - IAs in Service Cloud

Job Scheduler

- ❖ Job Execution Log,
- ❖ Option to pass PHP parameters to scripts
- ❖ Last day of the month scheduling

Outbound SMS

- Automated Campaign creation in Responsys
- KPMs for SMS in Service Cloud

Knowledge Advanced

- ❖ Syntax Highlighting in Source Mode
- ❖ Custom Tags in New Rich Text Editor
- ❖ Author note on article unpublish
- ❖ Article Publish/Unpublished Report
- ❖ User-group and Views filter on Recommendation
- ❖ Replacement token-based list of Articles
- ❖ Record Content View Events

Knowledge Foundation

- ❖ Audit Log on Proposed Answer

Hot Topic

- ❖ Interface Specific Language support for Topic Names

Developer

External Objects and Integrations

- Send Client Authentication In Body For OAuth2 Flow

Service Health Metrics

- Dashboard UI
- Error metrics include additional information

Event Delivery Service

- Error logs for events

RightNow OIC Adapter

- Support OAuth Authentication

Extensibility Framework & APIs

- Execute Rule Runtime Log Reports via APIs
- ROQL blacklist enhancement

Data Management and Database

- Autonomous Data Warehouse Data Sync



Role Based Segmentation of Roadmap

Customer Experience



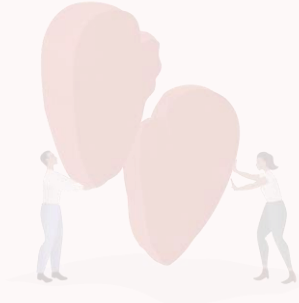
Agent Experience



Administrator Experience



Developer Experience





Session Authentication for Customer Portal APIs

25A: Customer Portal

Capability Highlights

- **Session Authentication:** Admins can use JWT based session authentication to access Customer Portal (WebDAV) API

Key Benefits

- **Security:** Enhances the security while accessing CP API for customizations.

The screenshot displays the 'Profile Permissions - Edit' configuration page. It features a navigation bar with tabs for Administration, Organizations, Contacts, Service, Opportunities, Outlook Integration, Tasks, and Custom Objects. The main content area is divided into several sections, each with a 'Select All' checkbox:

- Administration:** Includes checkboxes for Administration, Groups / Accounts / Distribution Lists, System Error Log, Workspace Designer, Data Import, Process Designer, Access Control, Job Scheduler View, CP Promote, CP Stage, CP Edit, Rules View, Profiles, SSO Login (SAML 2.0), Bulk Delete, Job Scheduler Edit, Broadcast Notification, Configuration, Business Process Settings, Rules Edit, Object Designer, Message Templates, and Allow Custom Attribute Decryption.
- Agent Browser User Interface:** Includes Account Authentication.
- Public SOAP API:** Includes Account Authentication and Session Authentication.
- Public Knowledge Foundation API:** Includes Account Authentication and Session Authentication.
- Customer Portal REST API:** Includes Session Authentication. This section is circled in red in the original image.



Role Based Segmentation of Roadmap

Customer Experience



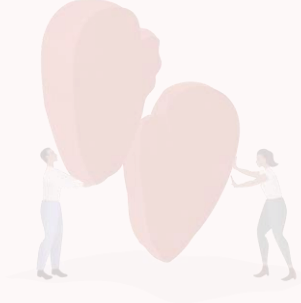
Agent Experience



Administrator Experience



Developer Experience





Suggested Responses – Powered by 3rd Party Service

25A: Agent Chat

Capability Highlights

- Suggestions provided by a third-party service is now available during live chat sessions
- Agents receive suggestions from your bot of choice

Key Benefits

- **Agent Efficiency:** Chat Agents are more efficient when using artificial intelligence

Anna Apple
Help with my coffee machine

Current Chat

Supremo Chatbot 01:27 PM [0 minutes 0 seconds]
Hi, my name is Supremo Chatbot. How may I help you?

Anno Apple 01:27 PM [0 minutes 6 seconds]
I would like to speak with an agent

Supremo Chatbot 01:28 PM [0 minutes 23 seconds]
I can provide guidance to return a product, to check status of a shipment, to diagnose issue with HRM, to find documentation.

Supremo Chatbot 01:28 PM [0 minutes 23 seconds]
Select a topic or enter your question.
1. Returning products
2. Talk to an Agent
3. Check order status
4. Issue with my heart monitor
5. Search article

Supremo Chatbot 01:28 PM [0 minutes 24 seconds]
I'm transferring you to a human agent. Hold tight.

'Supremo Chatbot' disconnected ('Transferred to Queue').

Jessica Bradley 01:28 PM [0 minutes 28 seconds]
Hi, my name is Jessica Bradley. How may I help you?

Anno Apple 01:28 PM [0 minutes 37 seconds]
Is the Ena 5 difficult to clean?

Suggestions

Below you will find step by step instructions on replacing the water temperature sensor in a Supremo Select Inlinea espresso machine.
Tools Needed:
2.5mm AI ✓
17mm Wrench ✗

- Remove the top panel of your machine
- Remove the 2 blue wires from the temperature sensor.

[read less](#)

Not at all! From the pictures the Ena 5 looks very tightly put together, but upon closer inspection you'll discover that it disassembles quickly for easy cleaning. Most pieces are even dishwasher safe, and only a couple of smaller components require hand

Public Response

A non-Oracle bot can now be used to offer automated responses for agents to use during live chat sessions



Agents can Select the Language for Translation

25A: Agent Chat

Capability Highlights

- A language selector is now configurable so that agents can control the language used for translating messages during a live chat session
- Administrators define the language set available to agents within the language selector

Key Benefits

- **Agent Efficiency:** Chat Agents are more efficient when using artificial intelligence

Manage Languages for the Agent Menu

Available Languages

Arabic
Bengali
Chinese
English
Hindi
Japanese
Mandarin

Visible Languages

Spanish
French
Portuguese

The languages in the selector are defined

Agent

Raul Sanchez 03:23 PM

I have not yet received a refund item

LoadUser 10

let me check the order s

Raul Sanchez 03:23 PM

in Spanish please

Public Response

Italian

German
Spanish
English
French
Italian
Japanese
Korean
Simplified Chinese



Toast & Desktop Notifications are Configurable

25A: Agent Chat

Capability Highlights

- Chat toast & desktop notifications are now configurable to include custom data

Key Benefits

- **Agent Efficiency:** Enhance efficiency for agents by sharing more information prior to opening a chat session

Incoming Chat

Customer: Jessica Bradley

Name	Value
Question	I need to renew
First Name	Jessica
Last Name	Bradley
Email	JB@email.net
Membership	Diamond

Decline

Accept

45 seconds



Trigger Workspace Rules from Engagement Panel

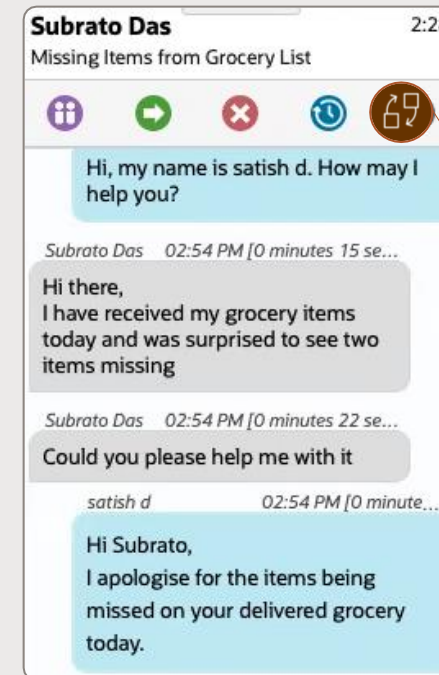
25A: Agent Chat

Capability Highlights

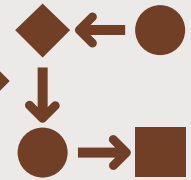
- Chat buttons can invoke a method that fires an action event, such as a workspace rule
- Extensions are required for this enhancement

Key Benefits

- **Agent Efficiency:** Chat Agents are more efficient when automation is in place



Create task for the RMA team



Add a custom button to the chat header that invokes an event



Engagement Panel v17 is Generally Available

25A: Agent Chat

Capability Highlights

- The latest & greatest version of the Engagement Panel is now the default version in production
- This update is seamless for chat agents

Key Benefits

- **Easy Administration:** Administrators now have less steps to complete when implementing chat features

Features included in this update:	Related answer:
Chat Magnification	Answer ID 12452
Queue Color for the Chat Toast	Answer ID 12597
Transfer options for Chat	Answer ID 12597
Automatically Accepting Chats	Answer ID 12742
Terminate Confirmation Dialog	Answer ID 12618
“Not in Focus” Timer	Answer ID 12669
Sound Alerts	Answer ID 12741
Rich Text Menu Is Updated	Answer ID 12711
Agent Suggestions for Chat	Answer ID 12841
Language Translation for Chat	Answer ID 12842
Action Buttons for Chat	Answer ID 12845
“Not in Focus” Timer Reports	Answer ID 12846
Transfer Queue Allow List	Answer ID 12853
Send a Zoom Link from Within a Live Chat	Answer ID 12929
Chat Header can be Color Coded for Wrap-up	Answer ID 12711



Send on Save Support in BUI

25A: Incidents and Agent Insights

Capability Highlights

- Send on Save options will be supported in Agent Browser UI

Key Benefits

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

Send on Save

The screenshot displays the Oracle Support Center interface for a specific incident (Reference # 241118-000003). The interface includes a navigation bar with 'ORACLE Support Center' and a search bar. Below the navigation bar, there are tabs for 'Communication History', 'Contacts', 'Incidents', 'Details', and 'Browser Control'. The 'Communication History' tab is active, showing a list of messages. A red box highlights the 'Send on Save' toggle switch, which is currently turned on. The message content shows a conversation between Diana Hunt and Julie H. The message from Diana Hunt says: 'Hi Julie, Thank you for reaching out. Please follow the instructions in [this link](#). Thank you, Diana'. The message from Julie H. says: 'Hello, I need help with my membership. Did it expire? If so, can you help me renew it?'.





New Rich Text Editor

25A: Incidents and Agent Insights

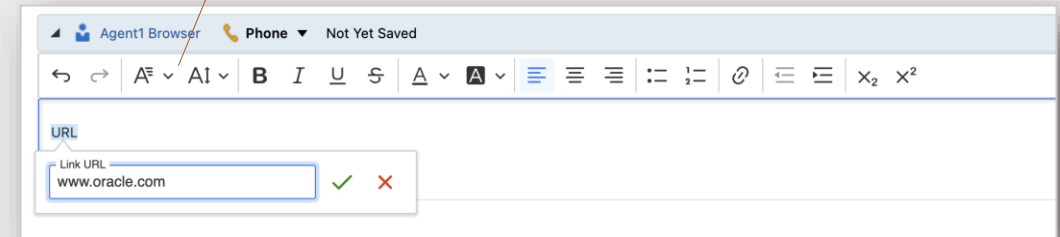
Capability Highlights

- Incident threads will have a new rich text editor
- Font Family and Font Size will have a new icon
- Linking and Unlinking a URL will display a dialog to confirm the link

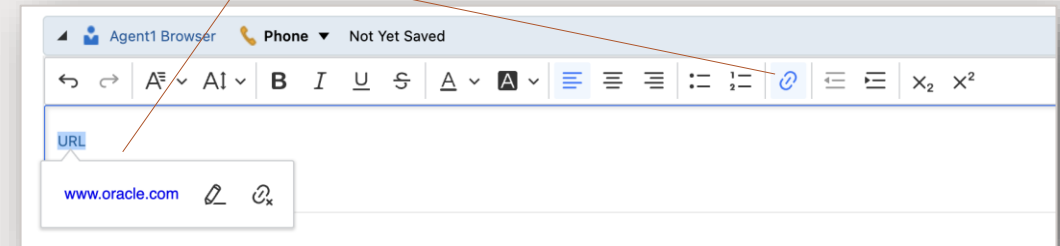
Key Benefits

- **Updated Look and Feel:** Allow agents to format text in various ways making email threads easier to read and enhance the user experience

Font Family & Font Size



Link & Unlink a URL





Standard Text Editor

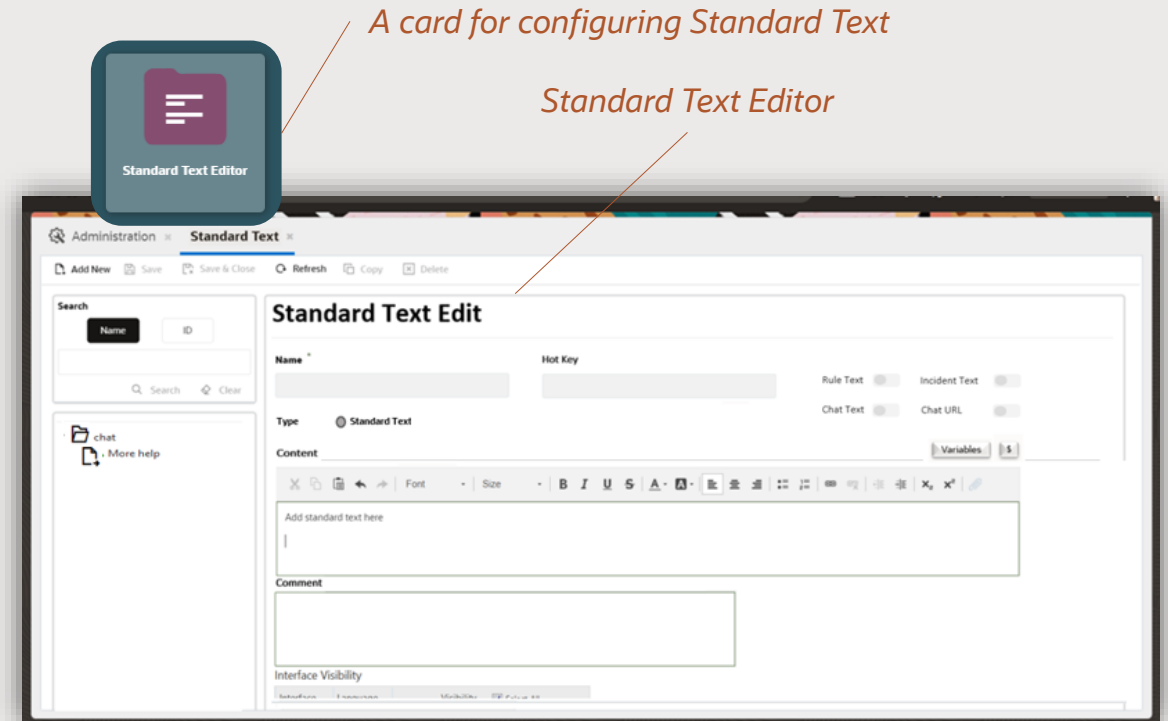
25A: Incidents and Agent Insights

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
- Reduce Swivel Chair:** Reduce the number of use cases that requires an administrator to leverage the legacy console





Update Font Awesome Version

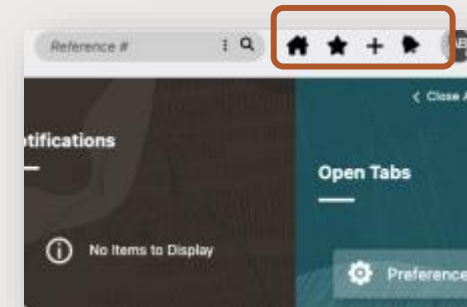
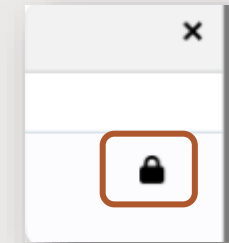
25A: Incidents and Agent Insights

Capability Highlights

- Font Awesome version will be upgraded to 6.5.1

Key Benefits

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





BUI Report Management in Navigation Set

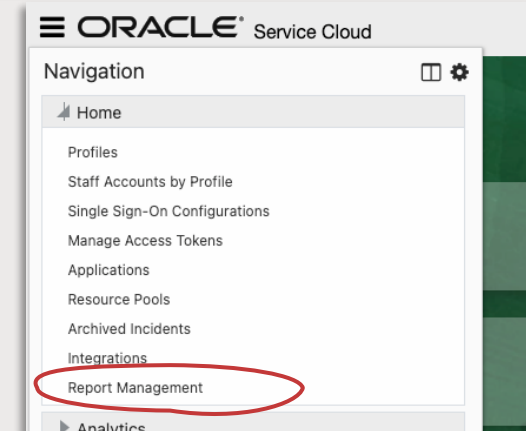
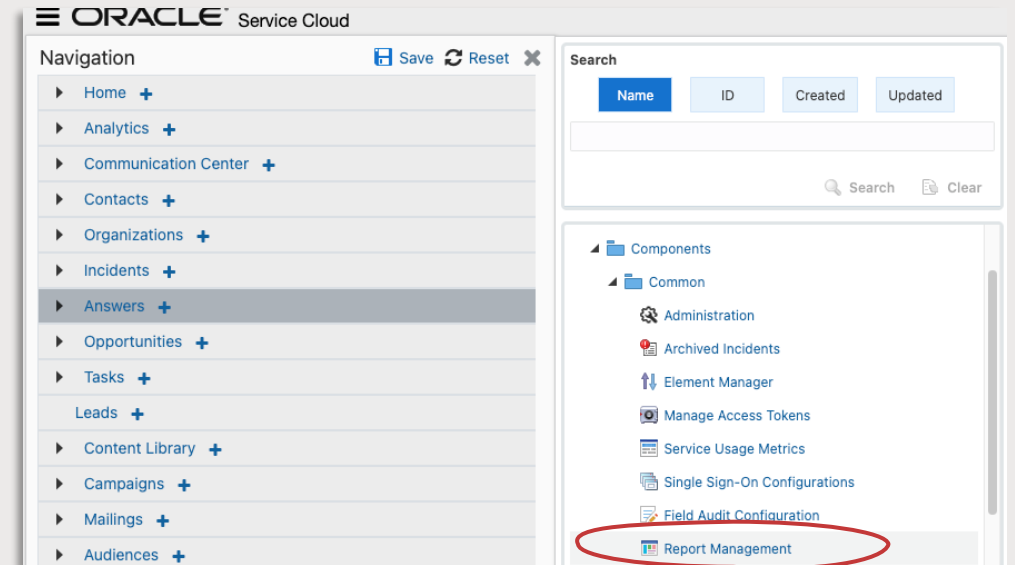
25A: Analytics

Capability Highlights

- Report Management can be added to BUI Navigation set by configuring a profile's or account navigation based on permissions

Key Benefits

- Ease of access:** Analytics admins/admin can easily access the report management features by adding to their BUI navigation set





BUI Report Management: Deferred Report Statistics

25A: Analytics

Capability Highlights

- **Statistics reports** to review the execution and deferred details

Key Benefits

- **Informed Decision making:** Admins can make informed decisions based on statistics to un-defer or improve the report design.

The screenshot displays the 'Deferred Reports' interface. On the left is a table listing various reports, and on the right is a summary dashboard.

Report	Interface	Public/Private	Location	Databases
ReportWithCA1	rm_canned_r	Public	/Public Reports/CXSets - ExportImport	
ReportWithCA2	rm_canned_r	Public	/Public Reports/CXSets - ExportImport	
Incident All Like	rm_canned_r	Public	/Public Reports/MTC	Operatic
Agent Effectiveness	rm_canned_r	Public	/Public Reports/PSR Roles/Admin	
Agent Performance	rm_canned_r	Public	/Public Reports/PSR Roles/Admin	
Rows	rm_canned_r	Public	/Public Reports/PSR Roles/Admin	Operatic
My Open Incidents	rm_canned_r	Public	/Public Reports/PSR Roles/Agent	
My Incidents	rm_canned_r	Public	/Public Reports/PSR Roles/Agent	
IncidentsByAssigned	rm_canned_r	Public	/Public Reports/PSR Roles/Manager	Operatic
Timeout Error	rm_canned_r	Public	/Public Reports/Scripting Reports - AN	
Agent Login Queued	rm_canned_r	Public	/Public Reports/Scripting Reports - AN	
AutoRefreshReport	rm_canned_r	Public	/Public Reports/Scripting Reports - AN	
incidents-queuing	rm_canned_r	Public	/Public Reports/Scripting Reports - AN	

The summary dashboard on the right shows:

- Executions in 30 days: **2**
- Last Executed: **01/15/2025 04:28 AM** by **admin admin**
- Set to Deferred: **0**
- There are no items to show in this view.

An 'Analyze' button is located at the bottom right of the dashboard.



Chat Infolet Dashboard

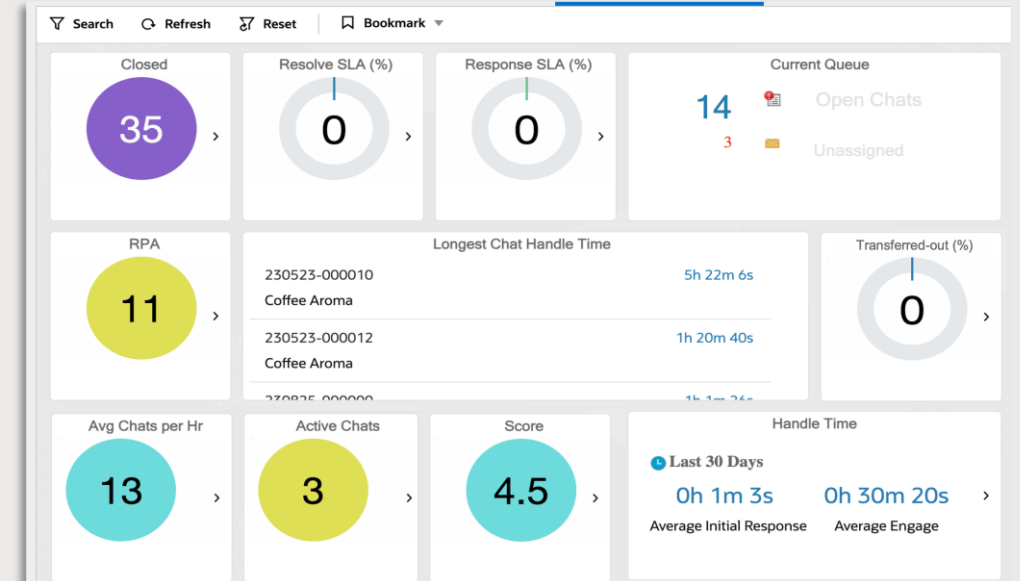
25A: Analytics

Capability Highlights

- Infolet Dashboards promote essential, easily consumable information about chats handled

Key Benefits

- Easy to consume Data:** Provide a visually rich means of displaying essential or summary of chats information with a modern look for chat agents.





Knowledge Infolet Dashboard

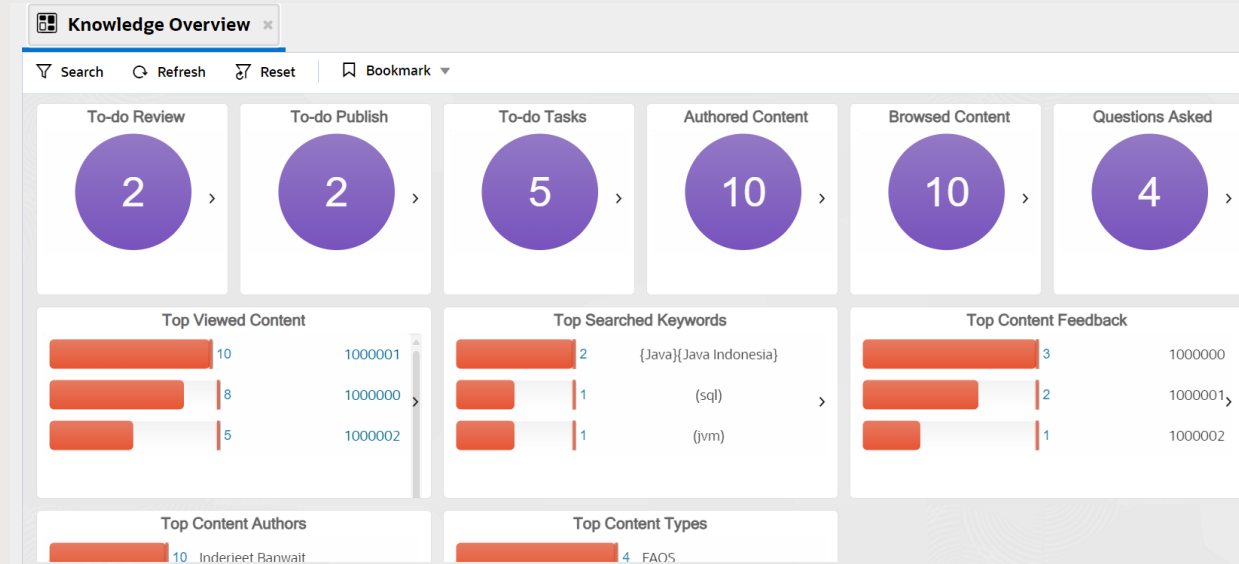
25A: Knowledge Advanced

Capability Highlights

- Author Infolet Dashboard depicting most sought after metrics in a grid layout.

Key Benefits

- Provides an overview of tasks at hand and content trends helping authors monitor content and perform daily tasks efficiently.



Knowledge Infolet Dashboard



Knowledge Infolet Dashboard

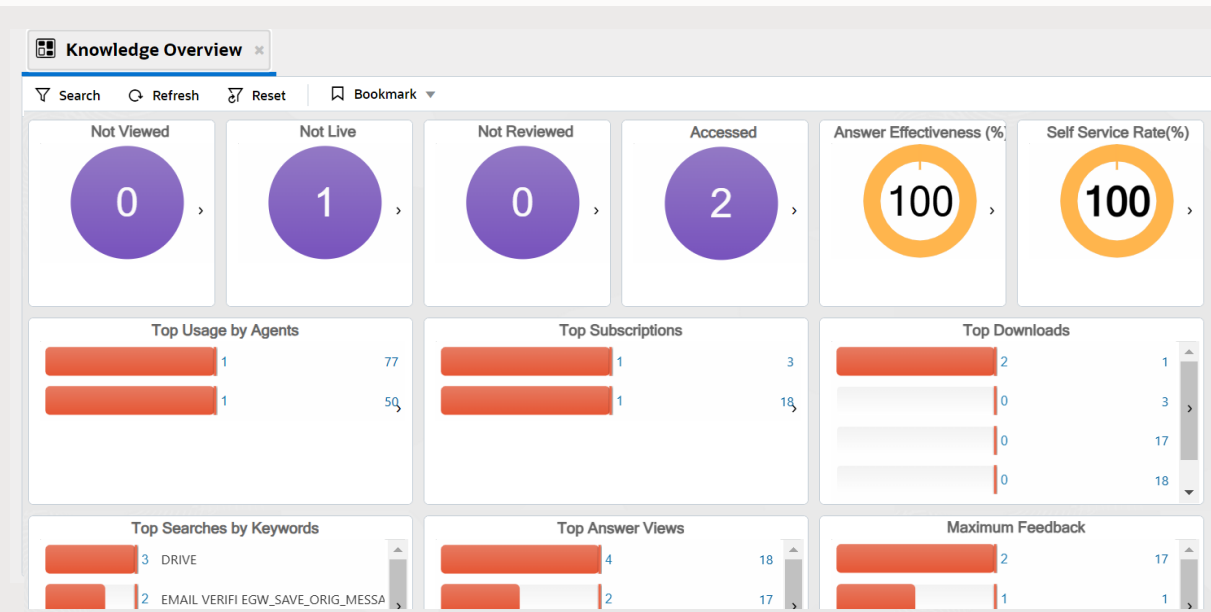
25A: Knowledge Foundation

Capability Highlights

- Author Infolet Dashboard depicting most sought after metrics in a grid layout.

Key Benefits

- Provides an overview of tasks at hands and content trends helping authors monitor content and perform daily tasks efficiently.



Knowledge Infolet Dashboard

Role Based Segmentation of Roadmap

Customer Experience



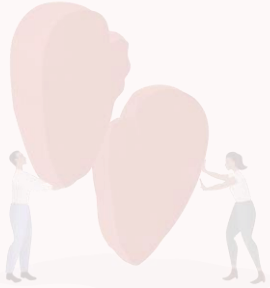
Agent Experience



Administrator Experience



Developer Experience





Decimal Types support

25A: Business Rules

Capability Highlights

- **Decimal field** support provides the ability to use decimal values for customer fields of decimal type

Key Benefits

- **Effectiveness:** The admins can now use the custom fields of all data types in rules and achieve effective automation

The screenshot shows the Oracle Business Rules configuration interface. The top navigation bar includes 'Administration' and 'Rules'. The main area displays a rule configuration for 'Test rule'. The rule is enabled and has a description 'A rule to demo decimal values'. The rule logic is defined as 'IF CO > DiscountPercent equals 12.65'. The value '12.65' is highlighted with a red box, and a red arrow points to it from the caption below.

*Decimal value supported
in custom fields*



Rule display improvements (View)

25A: Business Rules

Capability Highlights

- The **display in view mode** will be enhanced to be like the display in edit mode

Key Benefits

- Readability:** Improves the visibility and readability of complex rules in BUI
- Effectiveness:** Improved readability makes managing of rules easier and saves time for admin

The screenshot displays a Business Rule configuration interface with the following structure:

- < IF**
 - Incidents > Source equals
 - CX Console
 - Incident Editor
 - Incident Multi Update
 - Thin Client
 - Incident Editor
 - End-User Pages
 - Ask A Question
 - AND
 - Incidents > Subject equals Food limit buffer by 10
 - AND
 - Incidents > Product equals
 - Fish
 - Tetra
 - Grill
 - Propane
 - Book
 - New
 - Used
- < THEN**
 - Email Incident Information
 - including administration fields
 - including customer fields
 - Email Address senthil.test@invalid.com to assignee
 - Staff Member/Group
 - Dev
 - workflowkto workflowkto
 - ExtensionAPIUser_Clone ExtensionAPIUser_Clone
 - Staff
 - rowCountUser rowCountUser
 - redwood_user redwood_user
 - Distribution List Testers
 - with Subject Line SR assigned to agent
 - Call Function Test Function 1
 - Set Field Custom Field > EstCompleteDate equal to the value of Incidents > Date Last Responded
 - < ELSE**
 - Transition State And Continue Common Escalation



Configuration Management of Customizable Menus, Product, Category & Disposition

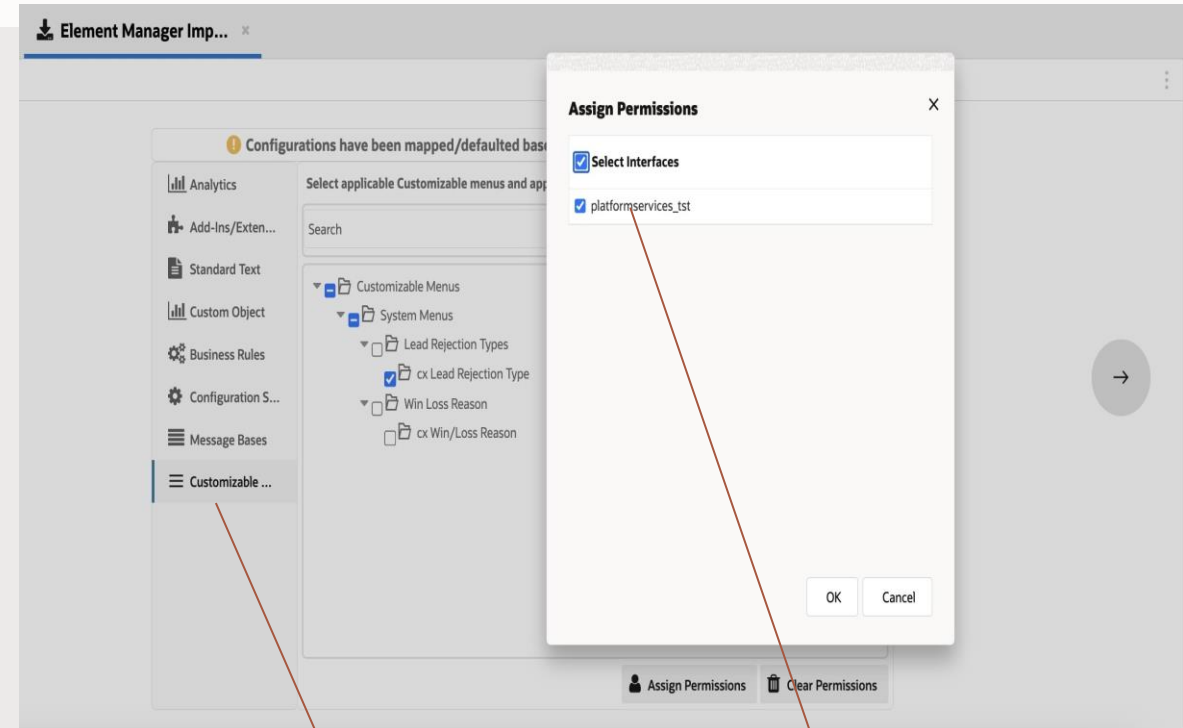
25A: Element Manager

Capability Highlights

- **Dependency management** allows administrators to choose to include the dependent elements during export
- **Modify values** of elements view Manage Configuration page during import

Key Benefits

- **User Efficiency:** Administrators can include dependent elements and ensure the deployment is always successful during import
- **User Productivity:** Eliminates the need to change the values of elements post deployment



A new tab for customizable menus in Manage Configurations page

Ability to choose interfaces while deploying Customizable Menu



Unity Insights - IAs in Service Cloud

25A: Unity Integration

Capability Highlights

- Automatic creation of Intelligent Attributes (service) in Unity upon activation of propagation of service data to Unity.
- Intelligent Attributes (service) of the contact is available in Service Cloud in a separate panel in BUI.

Key Benefits

- **Improved Customer Satisfaction:** Agents now equipped with IAs from Unity can provide a better service to contacts.
- **360° profile:** The IAs provides a 360° profile of the contact aiding in better understanding the individual choices and preferences.

A new tab for Unity Insights in Contact workspace

Unity IAs as a Separate Panel in Agent BUI



Job Execution Log

25A: Job Scheduler

Capability Highlights

- The **Execution Log** including the error log, if any, will be provided in the Job Execution Details page

Key Benefits

- Debugging:** Admins can easily debug and find the cause of a failed job, along with the error log provided for the particular execution of the job

The screenshot displays the 'Job Scheduler' interface. At the top, there are search filters for Job Name, Status, Start Time, and Scheduled Time. Below the filters is a table with the following columns: Job Name, Job Execution ID, Scheduled Time, Start Time, Duration(seconds), Execution Status, and Log. The table contains four rows of job execution records, all with an 'Error' status. A 'Record Count: 4' is shown at the bottom of the table. A 'Log' popup window is open, displaying the following text:

```
Total Records Found: 5<br>Array
(
  [Date_Created] => 10/02/2024
  [PAY_REQUEST_ID] => C784744-AEC2-7A47-7731-2A4ED958F376
  [payment_ref] =>
  HPCSA_20240604093813_506179
  [paygateID] => 1028635100012
  [Payment_Status] => Approved
  [Invoices] => 1729281%%180500
  [etastamanfir1] => ?R7757
)
```

A new column to provide the job execution log

A popup provide the complete log when 'More' link is pressed



Option to pass PHP parameters to scripts

25A: Job Scheduler

Capability Highlights

- Ability to pass the GET request parameters to the PHP script from the Job Scheduler page

Key Benefits

- Reusability:** Administrators can reuse the same PHP script for different jobs by passing the GET parameters for each job from the BUI page

The screenshot shows the Job Scheduler interface with a 'Test' job. The 'Query String' field contains a long parameter string: 'query1=this_also_works&big=HYYW85LtgM0kbot6MMDoH4cVD FeyyT6zOOBcaleEWgsiEw'. A red error message at the top states: 'Test: Script name and query string length should not exceed 255 characters. Reduce the length of the script name or query string.' A red box highlights the 'Query String' field, and a red line points from this box to the text 'Validation of the query string' below. Another red line points from the error message to the text 'A new tab to pass the GET request parameters to scripts' below.

A new tab to pass the GET request parameters to scripts

Validation of the query string



Last Day of Month Scheduling

25A: Job Scheduler

Capability Highlights

- ‘Last day of the month’ will be an **Additional Frequency** supported for Monthly and Yearly scheduling

Key Benefits

- **Flexibility:** Administrators can now schedule jobs to be run only on the last day of the month for Monthly and Yearly schedules

The screenshot shows the Oracle Service Cloud Job Scheduler interface. The 'New Job' form is displayed with the following fields and options:

- Job Name:** [Empty text field]
- Job Description:** [Empty text area]
- Script:** [No Value]
- Enabled:** [Toggle switch]
- Frequency:** Yearly
- Months:** [Empty dropdown]
- Repeat:** By day / By date
- Date:** Search...
- Start Date:** (Select All)
- End Date:**
 - 22
 - 23
 - 24
 - 25
 - 26
 - 27
 - 28
 - 29
 - 30
 - 31
 - Last day of the month

A red arrow points to the 'Last day of the month' option in the End Date dropdown, with the text 'A new frequency for Monthly and Yearly schedule'.



Automated Campaign creation in Oracle Responsys

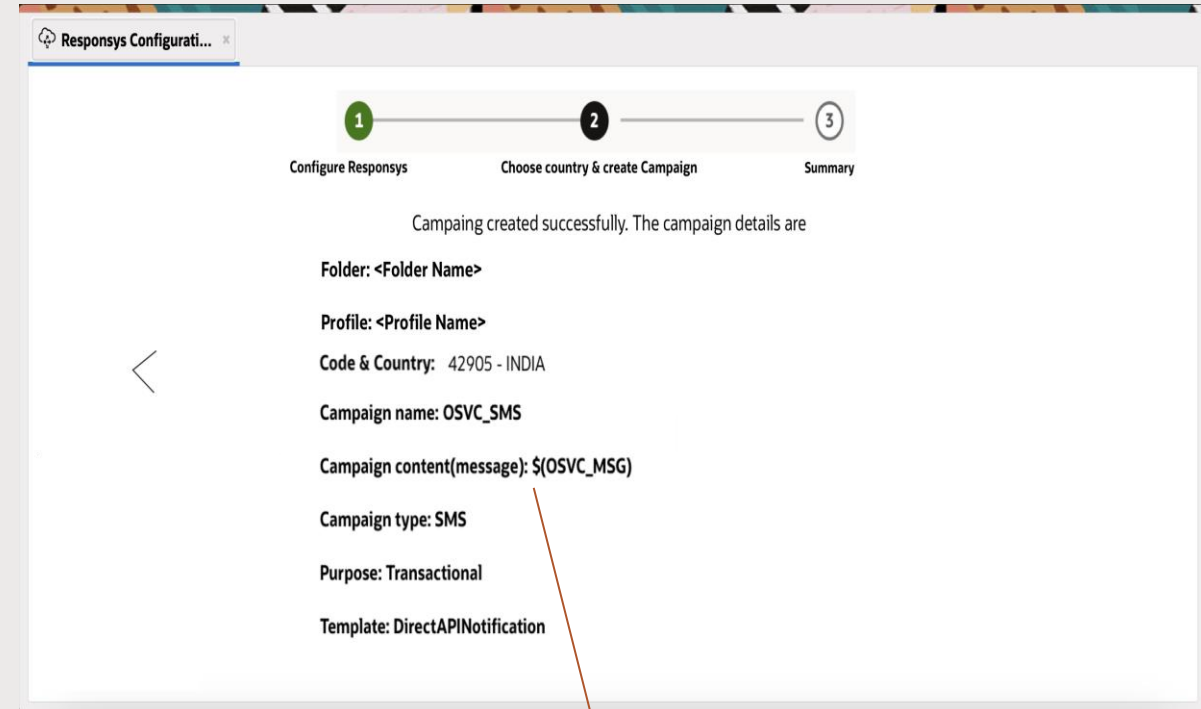
25A: Outbound SMS

Capability Highlights

- The Campaign with the desired properties in Responsys will be created upon activation on the integration from Service Cloud.

Key Benefits

- Efficiency:** Eliminates the need to manually create the Campaign in Responsys by an admin and quickens the process.
- Accuracy:** Eliminates human error in Campaign creation and ensures the integration is successful in the first attempt.



The campaign details displayed in the Configurator screen post the activation.



KPMs of SMS in Service Cloud

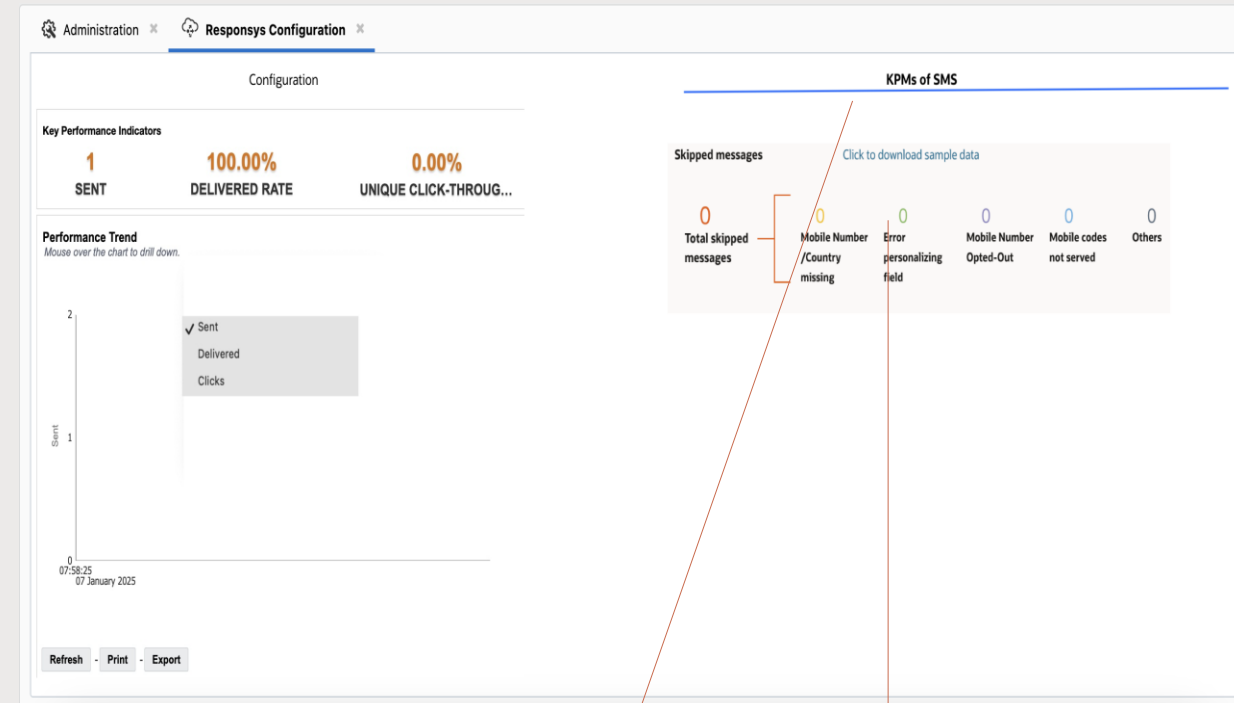
25A: Outbound SMS

Capability Highlights

- The Key Performance Metrics of the SMS will be imported and displayed within the Responsys admin card.

Key Benefits

- Insights:** The KPMs of SMS provides details such as number of SMS Sent, Delivered, and Clicks.
- Ease of use:** Admins can view and consume the metrics of SMS within in Service Cloud console without the need to log into Responsys.



A section will display the failure count of the SMS

A new tab will display the SMS Sent, Delivered and Clicks in number and in trend chart.



Editor Syntax Highlights

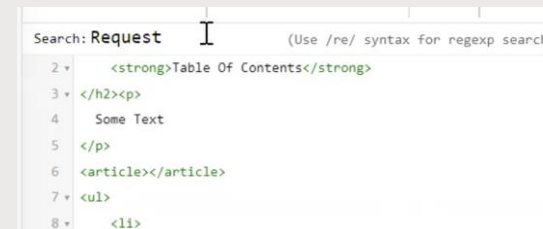
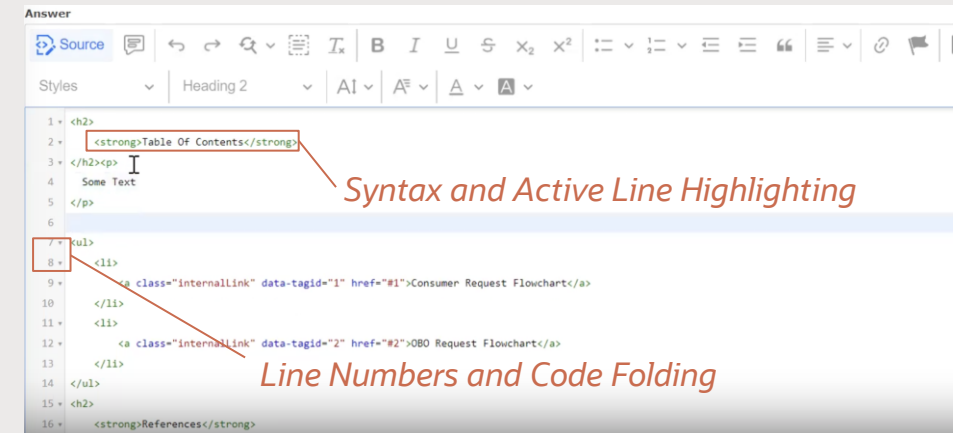
25A: Knowledge Advanced Authoring

Capability Highlights

- Syntax and Active Line Highlighting support in source mode
- Line numbers and Code folding support in source mode
- Search and Replace text while in source mode
- HTML tags are now Auto-closed and Auto-completed
- Auto-support for bracket closing and managing trailing spaces

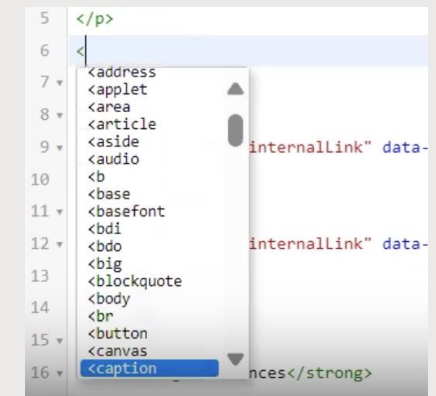
Key Benefits

- **Author Ease of Use:** The authors can easily edit, reference and modify content in source mode



Search and Replace

HTML Auto Complete





Custom Tags in New Rich Text Editor

25A: Knowledge Advanced Authoring

Capability Highlights

- **Custom Tags** can be added to the configuration to be recognized in the editor.

Key Benefits

- **Author Ease of Use:** Provides with more flexibility in authoring and designing HTML content.

ORACLE Knowledge

Richtext Editor Custom Tag Configuration

Richtext Editor custom tag configuration

List of tags configured

Description By default the Richtext editor only considers standard HTML-5 tags as valid tags. Please enter the comma-separated list of custom tags that Richtext editor will consider as valid tags above

List of Custom tags



Author Note on Article Unpublish

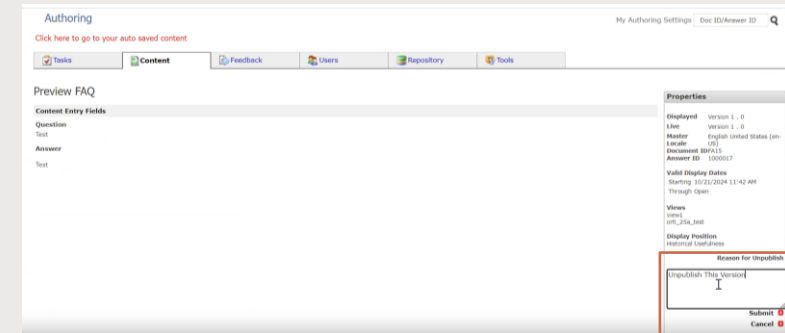
25A: Knowledge Advanced Authoring

Capability Highlights

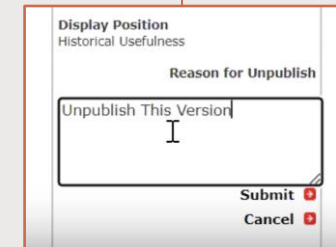
- Authors can add a note while unpublishing
 - A version of the article
 - All versions of the article in that locale
 - All versions of the article in all locales
- These notes are visible on the content history

Key Benefits

- **Monitoring:** The reasons for unpublishing will be clear for future references



Date	User	Ver	Action	Comments
10/21/2024 11:44 AM	Administrator	- 3.0	Unpublished	Unpublish all version in all locales
10/21/2024 11:44 AM	Administrator	- 4.0	Unpublished	Unpublish all version in all locales
10/21/2024 11:43 AM	Administrator	- 3.0	Published	
10/21/2024 11:43 AM	Administrator	- 4.0	Published	
10/21/2024 11:43 AM	Administrator	- 4.0	Unpublished	Unpublish All Versions in this locale
10/21/2024 11:43 AM	Administrator	- 3.0	Unpublished	Unpublish All Versions in this locale
10/21/2024 11:43 AM	Administrator	- 4.0	Published	
10/21/2024 11:43 AM	Administrator	- 4.0	Edited	
10/21/2024 11:43 AM	Administrator	- 3.0	Edited	
10/21/2024 11:43 AM	Administrator	- 3.0	Published	
10/21/2024 11:43 AM	Administrator	- 2.0	Edited	
10/21/2024 11:43 AM	Administrator	- 2.0	Published	
10/21/2024 11:42 AM	Administrator	- 1.0	Published	
10/21/2024 11:42 AM	Administrator	- 1.0	Unpublished	Unpublish This Version
10/21/2024 11:42 AM	Administrator	- 1.0	Created	
10/21/2024 11:42 AM	Administrator	- 1.0	Published	



Unpublish note

Unpublish notes available at Content History



Article Published/Unpublished Report

25A: Knowledge Advanced

Capability Highlights

- OOTB report listing Articles published and unpublished with columns showing answerId, summary, documentId, views & date when published or unpublished.

Key Benefits

- **Monitoring:** Helps authors/admins to get an overall view of Articles going live or getting unpublished.

▲	Answer ID	Summary	Document ID	Date
Action: Published (4 items)				
	1000006	Reports for Demo	FA7	10/17/2024 01:47 AM
	1000004	check in Reports	FA5	10/16/2024 09:50 PM
	1000001	What is Java?	FA2	10/16/2024 05:11 AM
	1000000	What is PHP?	FA1	10/13/2024 08:14 AM
Action: Unpublished (2 items)				
	1000002	What is Kotlin?	FA3	10/16/2024 05:30 AM
	1000003	What is SQL?	FA4	10/16/2024 05:30 AM

Published/Unpublished Report



User Groups and Views Filter for Recommendation List

25A: Knowledge Advanced Authoring

Capability Highlights

- **Filter Content Recommendations** based on content views/interface and also by user groups

Key Benefits

- **Ease of Filtering:** Administrators can easily assess content based on views and user groups filters and take actions based on recommendations

Content Views

- kasearch24d
 - View1
 - View2
 - View3

Content User Groups

Top Level

Available User Groups

- Author
- Support

Selected User Groups

-- No records selected at this time --

Add

Add All

Remove

Remove All

Option to filter by User Groups



Replacement Token based List of Articles

25A: Knowledge Advanced Authoring

Capability Highlights

- **List of Documents** that use a specific replacement token can be retrieved

Key Benefits

- **Ease of Retrieval:** Administrators can better monitor and edit documents that use a specific token

Replacement Token

Content Entry Fields

Replacement Token
BANANA

Replacement Text
Amazing Fruits which brings so many nutrition.

Properties

Locale
English United States (en-US)

Token Type
Rich Text

Last Modified
10/23/2024 03:09 AM

Last Modified By
Administrator

Translate

Localization
español España (es-ES)

List Of Documents

Done

Translate

Translate

Documents

Total Documents Found (3) for token (BANANA)

ID	Answer ID	Master Identifier	Ver	Locale
FA16	1000019	I contain multitudes	1.0	en_US
FA17	1000020	Docs for Benefits	1.0	en_US
FA18	1000021	An Amazing fruits	1.0	en_US

Done

Export List to Excel

List of documents



Record Content View Events

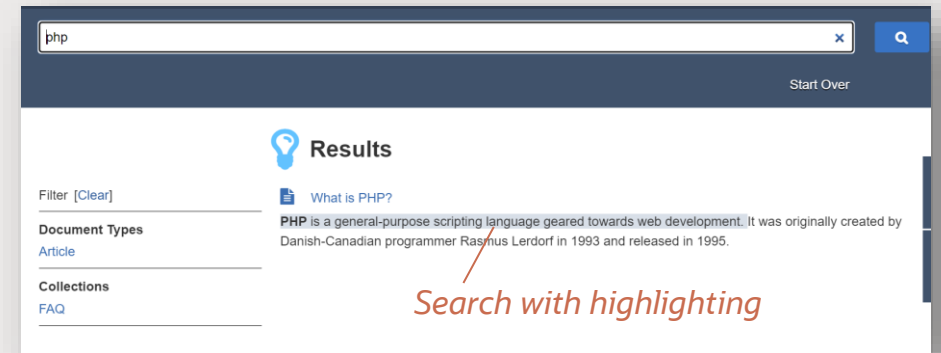
25A: Knowledge Advanced Authoring

Capability Highlights

- Recording of content view events is made available when search highlighting is enabled

Key Benefits

- Improved Monitoring:** Reports can now have content view events recorded for better monitoring and search statistics



Query: SELECT * FROM okcs_stg_content_view order by created desc

Rows: 42 (0.0 sec)

okcs_stg_content_view_id	a_id	access_type	content_ref	content_version_ref	created	created_str	interface
53	1000011	answer	0002250336a33bb019136004d05007f37	0002250336a33bb019136004d05007ef6	2024-10-23 23:18:37	20241024	1

Event recorded and available in reports for better monitoring



Audit Log on Proposed Answer

25A: Knowledge Foundation

Capability Highlights

- **Answers proposed** from incidents now have incident numbers associated in the audit log

Key Benefits

- **Improved Tracing:** Proposed answers can be traced to understand which incident led to their creation, understand the root question and update content if needed.

The screenshot shows a web interface with a navigation bar at the top containing tabs: Summary, Content, Products/Categories, Tasks, Details, Attachments, **Audit Log**, Relationships, Notes, Analytics, CA, Custom Fields, and Answer. Below the navigation bar, there are two main sections:

Transactions for this answer

When	Who	What	Description
01/13/2025 02:04 AM	Agent1 Browser	Changed Status	Proposed
01/13/2025 02:04 AM	Agent1 Browser	Created	From Answer Propose from Incident Editor

Transactions that affect this answer and all sibling answers

When	Who	What	Description
01/13/2025 02:04 AM	Agent1 Browser	Created	From Web Console Answer Editor (Incident 250113-000001)

A red box highlights the text "(Incident 250113-000001)" in the description of the second transaction in the second table. A red line points from this box to the text "Incident Number on Audit Log of Proposed Answer" below the screenshot.

Incident Number on Audit Log of Proposed Answer





Interface Specific Language support for Topic Names

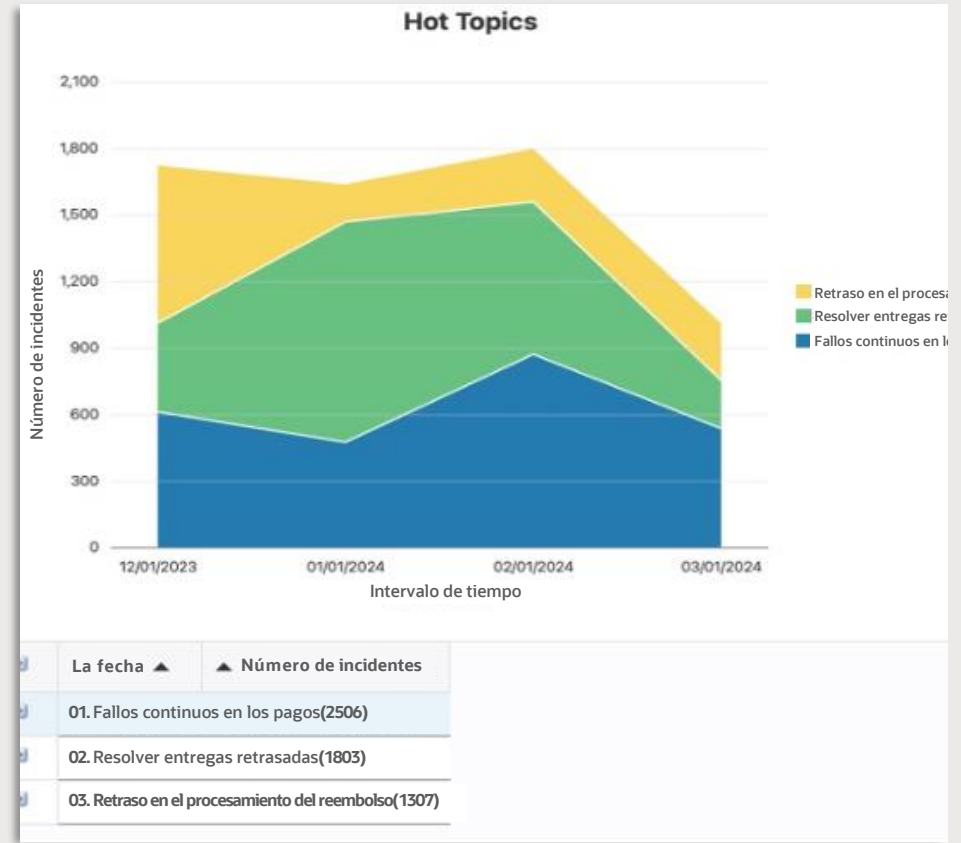
25A: Hot Topics

Capability Highlights

- More Language support for topic names in addition to English as supported by OCI based on logged-in interface.

Key Benefits

- Easy to understand: Provides the topic names in the language of the logged-in interface making it easier to understand for a wider range of admins.



Role Based Segmentation of Roadmap

Customer Experience



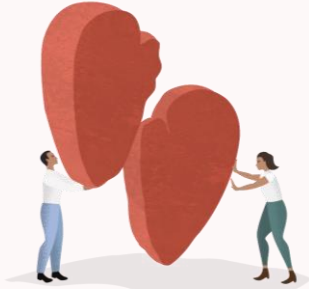
Agent Experience



Administrator Experience



Developer Experience





Send client authentication in body for OAuth2 flow

25A: External Objects & Integrations

Capability Highlights

- Send Client Credentials as Body for the authentication of OAuth2 flow

Key Benefits

- **Scope expansion:** Provide options to integrate with more services where the service expects the client credentials in body of the request.

The screenshot shows the configuration interface for an OAuth2 flow. The 'Client Authentication' dropdown menu is open, showing three options: 'In Header as Basic Auth', 'In Body', and 'In Body'. The 'In Body' option is selected. The configuration includes the following fields:

- Base URL: http://oracle.com
- Integration Type: REST
- Authentication Type: OAuth2
- Grant Type: Client Credentials
- Client ID: Id-2309810-oadoinkmxc-3892839
- Client Secret:
- Token Endpoint: http://oracletokenendpoint.com
- Scope: (empty)
- Client Authentication: In Body
- Send Custom Parameters: No

Below the configuration fields, there are expandable sections for 'Headers' and 'Query Parameters'.



Dashboard in Browser UI

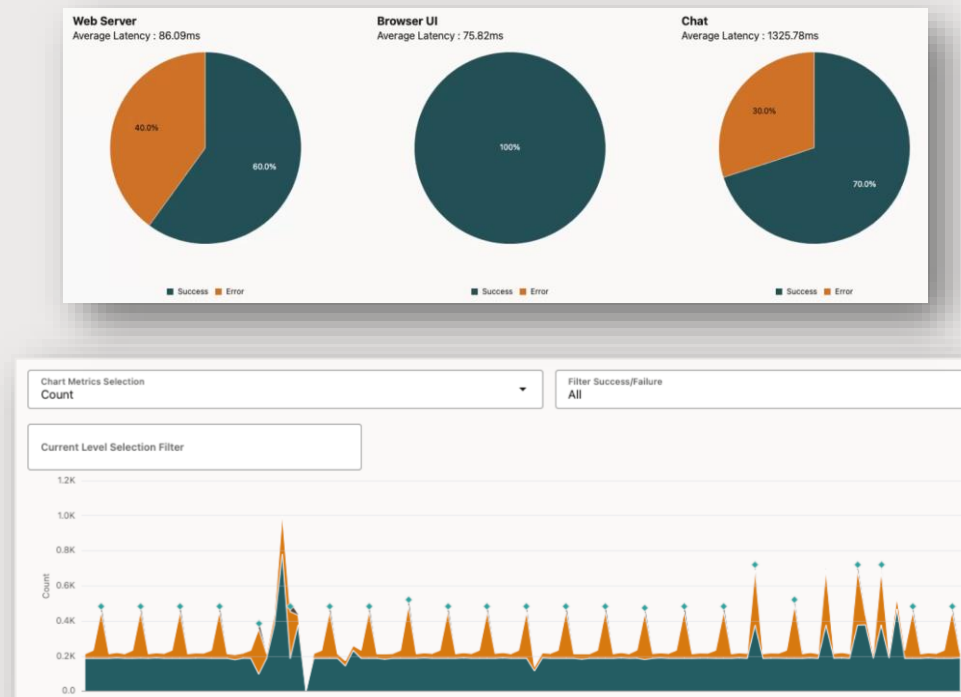
25A: Service Health Metrics

Capability Highlights

- Easily view service health data from within the Browser UI
- No development resources are required for Administrators to utilize this dashboard

Key Benefits

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





Error Metrics & URL Data

25A: Service Health Metrics

Capability Highlights

- Error metrics are available by site, so Administrators can understand the errors received by service, over time
- Top 10 URLs show their respective error counts for a status code

Key Benefits

- **Observability:** Provides data for the overall health of the CX service in an easily understandable format

The screenshot shows a Postman interface for a GET request to `https://monitoring.custhelp.com/v1/sitemetrics`. The Headers tab is active, showing two headers: Authorization (Bearer ey,3raWQlOliqIwYWxnIjolUMyNTYfG.eyJ0YXV1IjoiQ3Vz...) and Postman-Token (<calculated when request is sent>). The Body tab is also active, displaying a JSON response in the Pretty view:

```
1 {
2   "serviceMetrics": [
3     {
4       "Browser_UI": {
5         "totalRequests": 786,
6         "totalPercentage": 92.15,
7         "successRequests": {
8           "totalRequests": 786,
9           "totalPercentage": 100.0,
10          "metricData": [
11            {
12              "200": {
```





Error Log for Events

25A: Event Delivery Service

Capability Highlights

- **Error log** providing the error messages encountered in delivery the event to a destination
 - Cloud Event ID
 - HTTP error code (OIC)
 - Error Description
 - Start Time
 - Rectified Tie
 - Status

Key Benefits

- **Debugging:** Admins can easily identify the cause of failure of delivery of events to the destination and act upon it
- **Retrievability:** Admins can access the most recent 200 error messages or error message from the past 7 days

Administration x Azure Event Hub x

Configuration Events Error Log

Events flow status : Events are flowing successfully

Cloud Event ID	Error Description	Start Time	Rectified Time	Status
0c79a6d4-19c9-5222-834f-80ab45d0a25c	AADSTS7000215: Invalid client secret provided. Ensure the secret being sent in the request is the client secret value, not the client secret ID, for a secret added to app '2804a9dd-04d4-4d78-b484-258212c70c69'. Trace ID: c3b583dd-31a7-4229-acdd-254cd90d1d00 Correlation ID: 660af2ba-da64-4870-a490-d52f1c041709 Timestamp: 2025-01-16 06:03:58Z	16-01-2025 11:33:58	16-01-2025 13:52:53	Resolved

Detailed error description in the execution log

A new tab provides the error log of event delivery





Support OAuth Authentication

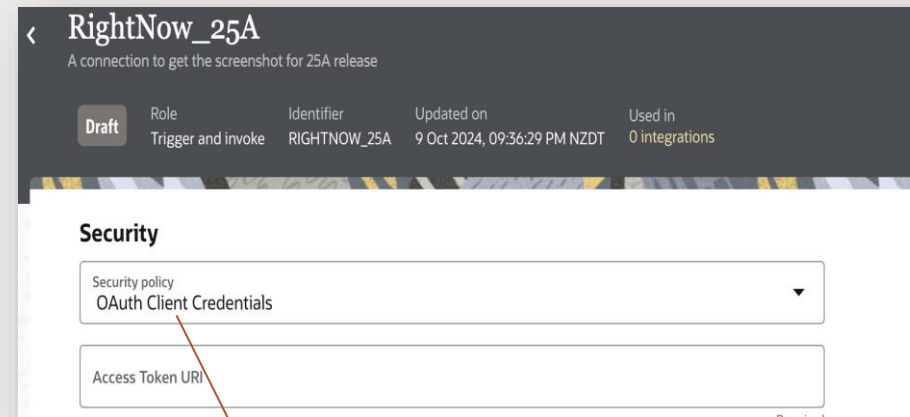
25A: RightNow OIC Adapter

Capability Highlights

- **Additional OAuth authentication type** is supported by the Oracle B2C Service OIC adapter in addition to the existing SOAP authentication

Key Benefits

- **Enhanced Security:** The connection between Oracle Service Cloud and Oracle Integration Cloud will be more secure and ensure data is not intercepted in between



The OAuth authentication type in the dropdown





Execute Rule Runtime Log Reports via APIs

25A: Managed APIs

Capability Highlights

- Ability to execute the custom report created on Rule Run Time log table via REST APIs

Key Benefits

- Extensibility:** The external systems can now get the data be executing the REST APIs

The screenshot displays the Oracle BI Publisher interface. In the foreground, the 'Add Filter' dialog is open, with the 'Edit Expression' dialog nested on top. The 'Edit Expression' dialog shows the expression 'rule_runtime_log.matched' in the 'Expression' field. The 'Available Columns/Functions' list includes 'rule_runtime_log (Rule Run Time Log)' and 'Matched (matched)'. The background shows a report table with the following data:

Rule State Name	Rule Name	Matched
Rule State Name1	Rule Name1	01/28/202
Rule State Name2	Rule Name2	10/20/202
Rule State Name3	Rule Name3	07/12/202
Rule State Name4	Rule Name4	04/03/202





ROQL Blacklist enhancements

25A: Managed APIs

Capability Highlights

- The blacklisted ROQL queries will have the **Connect Source**, the line number of the ROQL, and the path of the particular file that invokes the ROQL query in the Service Request.

Key Benefits

- Debugging:** The developers can easily identify the issue with the ROQL query with the additional details provided in the Service Request and fix the issue quickly.

```

roql_blacklist_add_55198.log

The following ROQL query has been blacklisted:

SITE_NAME : bushra_roql_e2e
INTERFACE_NAME : bushra_roql_e2e
UPDATED : '2024-12-04 02:21:28'
CREATED : '2024-12-04 02:21:28'
QUERY_TEXT : 'SELECT Incident FROM Incident WHERE ID = 1 # manually added SRC:Public API:Connect PHP: /cgi-bin/bushra_roql_e2e.cfg/scripts/custom/roql_test_file.php:19'
ACCT_ID : 0
MAX_JOIN_SIZE : 2000000
EXPLAIN_HASH : ''
SQL_TEXT : "SELECT t1.i_id AS 'ID' FROM incidents t1 WHERE (t1.i_id = 1) LIMIT 20001 # ROQL Hash [x3kAjouSB+2E3BFDBdR48D/htc0wFzVRYTRGkawTN2I=]"
FINGERPRINT : 'x3kAjouSB+2E3BFDBdR48D/htc0wFzVRYTRGkawTN2I='
IP_ADDRESS : '209.17.43.241'
APPLICATION_CONTEXT : 'cxu custom script'
OPTS : {
  'analysis_required': False,
  'eval_pending': False,
  'force_max_join_size': False,
  'force_reporting_database': False,
  'is_acceptable_query': False,
  'is_marginal_query': True,
  'is_simple_query': False,
  'is_unacceptable_query': False,
  'whitelist': True}

```

The log file showing the Connect Source, the line number of the ROQL, and the path of the particular file that invokes the ROQL query



ADW Data Sync

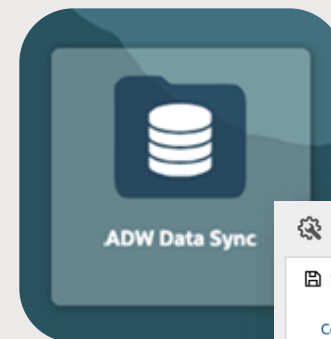
25A: Data Management

Capability Highlights

- Data Sync services will provide the initial sync of historical data from B2C Service Cloud database to customer's ADW instance

Key Benefits

- Provide Customer with their own data warehouse



A card for configuring ADW Data Sync

Table and Column selection to sync

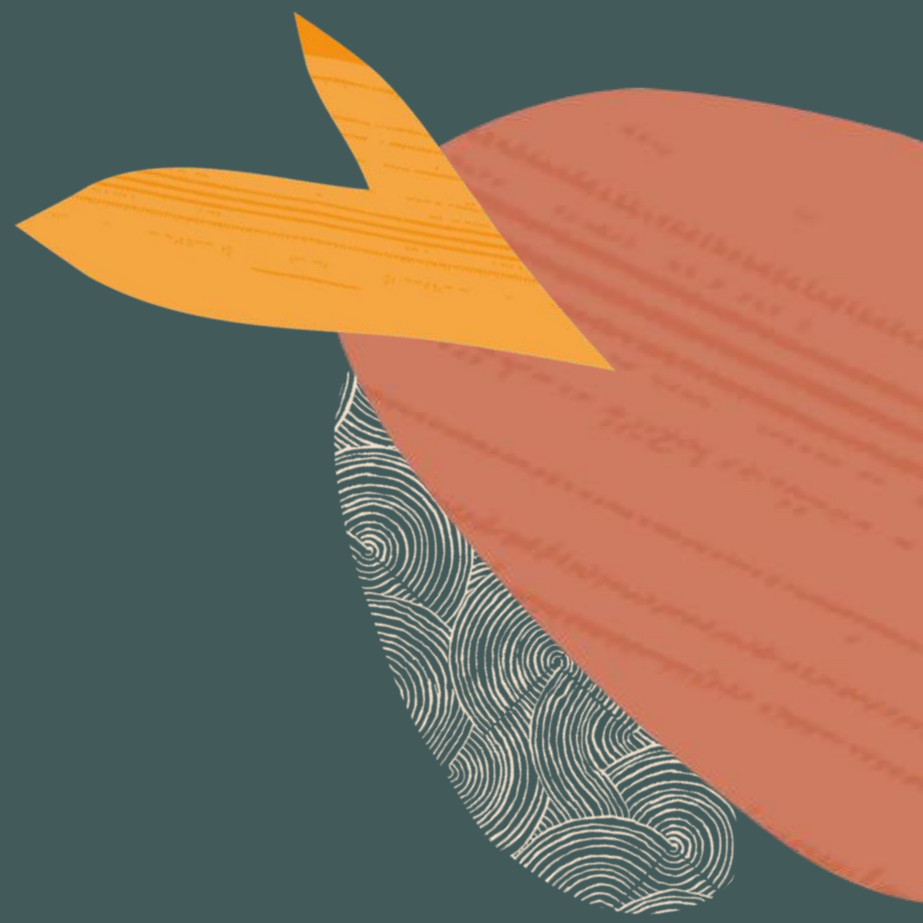
The screenshot displays the 'Data Sync' configuration window. It includes a navigation bar with 'Administration' and 'Data Sync' tabs. Below the navigation bar are buttons for 'Save', 'Save & Close', 'Deploy', 'Rollback', and 'Export'. The main content area is divided into 'Connection Details', 'Data Selection' (active), 'Deployment Status', and 'Audit Log'. A instruction reads: 'Select tables to sync from the source database to the target database. Then select columns for each selected table to sync.'

The 'Data Selection' section contains two panels: 'Tables' and 'Columns'. Both panels have a 'Filter' input and a table of items with checkboxes for selection.

Tables		Columns	
Name	Label	Name	Label
<input checked="" type="checkbox"/> accounts	Accounts	<input checked="" type="checkbox"/> asset_id	Asset ID
<input checked="" type="checkbox"/> categories	Categories	<input checked="" type="checkbox"/> assign_acct_id	Assigned Account
<input checked="" type="checkbox"/> contacts	Contacts	<input checked="" type="checkbox"/> attr	Attributes
<input type="checkbox"/> CUSTOM\$RMA	Return Merchandise Au	<input checked="" type="checkbox"/> banner_acct_id	Banner Account
<input checked="" type="checkbox"/> dispositions	Dispositions	<input checked="" type="checkbox"/> banner_flag	Banner Flag
<input checked="" type="checkbox"/> file_attachments	File Attachments	<input checked="" type="checkbox"/> banner_txt	Banner Text
<input checked="" type="checkbox"/> incidents	Incidents	<input checked="" type="checkbox"/> cat_id	Category ID
<input checked="" type="checkbox"/> products	Products	<input checked="" type="checkbox"/> chan_id	Channel ID



Thank You





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