

# Oracle B2C Service

## 25B Roadmap

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*May 2025*



# Safe Harbor

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# Role Based Segmentation of Roadmap

## Customer Experience



## Agent Experience



## Administrator Experience



## Developer Experience



# Customer Driven Enhancements

## 25B Roadmap

### Legend

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



## Customer

### Customer Portal

- ❖ New Search Widgets For OpenSearch
- ❖ SSO Support For CP Admin login
- ❖ Stage And Promote APIs
- ❖ KF: CP Grid View for top answers widget

### Web Chat and Engagement Engine

- ❑ Size of action buttons coming from ODA
- ❑ Support linkHandler and webViewConfig settings from ODA Web SDK
- ❑ Support custom label styling in form
- ❑ Visibility of "Try again" button
- ❑ Conditional surveys for chatbot and/or live agent
- ❖ Source of chat shows WCFS in reports
- ❑ EE Eventing
- ❑ Preview WCFS component in EE editor

## Agent

### Agent Chat

- Chat Includes Queue Label & Color Coding
- Agent System Message, Feedback & Off The Record Config & Confidence Score Config for Language Translation

### Incidents and Agent Insights

- AI Studios
- ASK Agent
- Prepend Reference Number
- Standard Text Editor added to the Navigation Set

### Analytics

- BUI Report UI Enhancements
- ❖ Async Report Execution in BUI

### Knowledge Advanced

- ❖ Knowledge Articles in New Tabs

## Administrator

### Enhanced Business Rules

- ❖ Trigger Custom Business Events

### Data Lifecycle Policies

- ❖ Purge policies for Orgs, and Answers Transactions

### Job Scheduler

- ❖ Audit log

### Outbound SMS

- SMS Usage Statistics in Service Cloud

### Unity Integration

- Choose IA of Unity to display in Service Cloud

### Element Manager

- ❖ Manage dependency and configuration of Products, Categories, and Disposition

### Search Service

- ❖ Open Search Configuration in BUI

### Knowledge Advanced

- ❖ Additional Reports on KA infolet Dashboard
- ❖ Content type limitation removed

### Hot Topic

- Data Source UI – view data source details used for Hot Topics
- Hot Topics – Stream to Custom attribute or Custom Object for customizations

### Service Usage Metrics

- Hourly Drilldown & Granular Details for Sessions Reports

## Developer

### External Objects and Integrations

- Persist XOJ connections during site upgrade

### Service Health Metrics

- Dashboard UI

### Event Delivery Service

- Custom Business Events

### RightNow OIC Adapter

- Support OAuth authentication

### Extensibility Framework & APIs

- Support MS Azure JWT token in OAuth authentication

### Data Management and Database

- Data Sync: Updated Admin UI including Realtime Status and History Details



# Role Based Segmentation of Roadmap

## Customer Experience



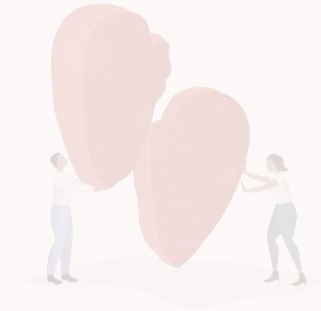
## Agent Experience



## Administrator Experience



## Developer Experience







# New Search Widgets for OpenSearch

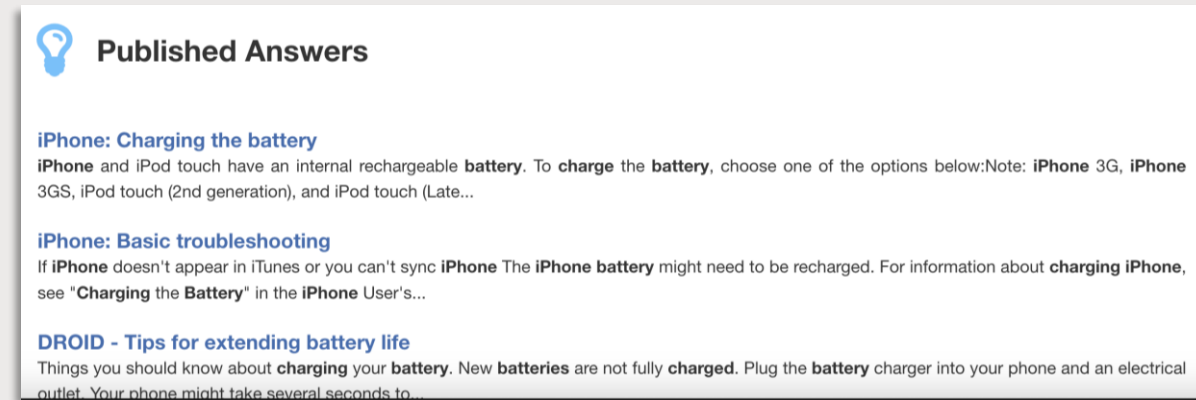
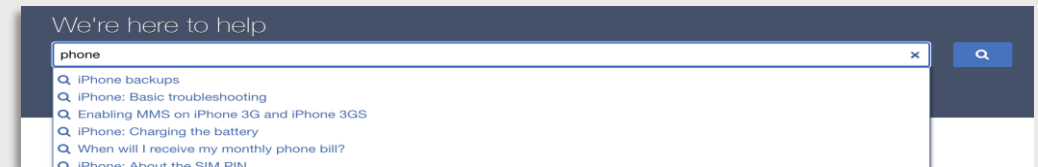
## 25B: Customer Portal

### Capability Highlights

- **New Search Widget** to perform contextual search
  - **Predictive Search:** Dynamically suggests relevant answers as users types
  - **Fuzzy Matching:** Automatically handles typos and spelling errors to deliver the most relevant results.
- **New Answer Search and List Widget:** Provides enhanced and modern search experiences for the end-users

### Key Benefits

- **Next Gen Self Service:** Enhances the self-service experience by offering a more intuitive, efficient, and engaging customer portal search





# SSO Support for CP Admin login

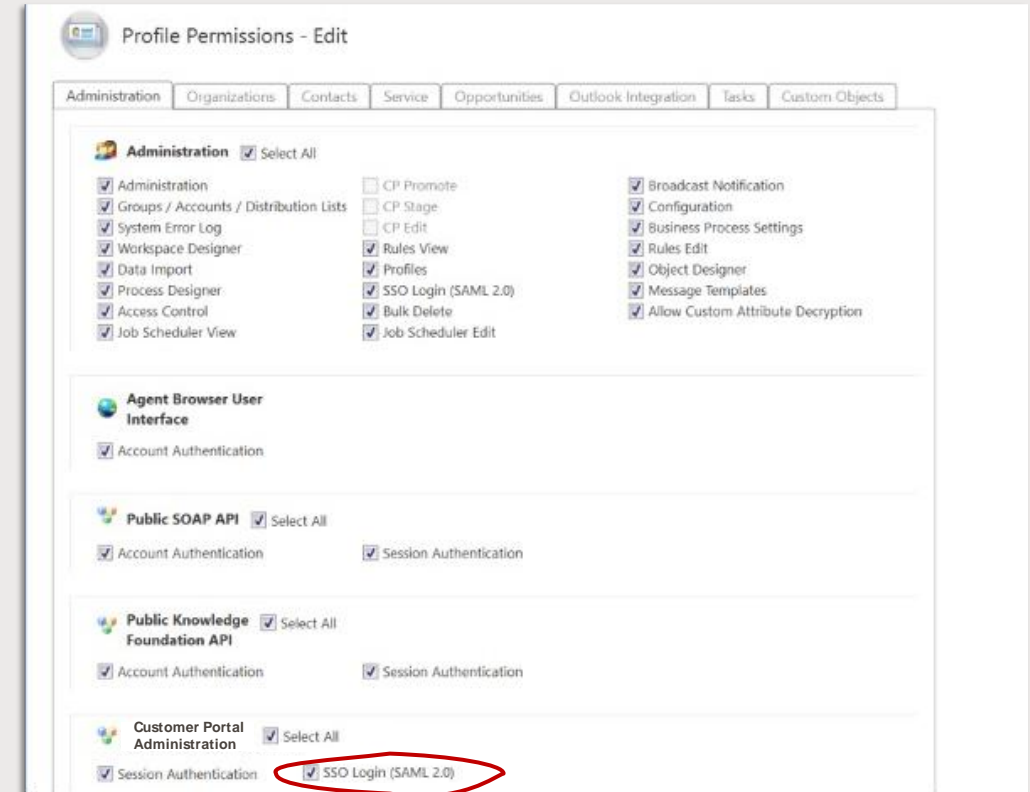
25B: Customer Portal

## Capability Highlights

- **SSO login:** Customers can now use Single Sign-On (SSO) for seamless and secure access to Customer Portal (CP) ci/admin pages.

## Key Benefits

- **Enhanced Security:** SSO login strengthens security and reduces the need for multiple passwords, ensuring safer access to CP admin areas.





# Stage & Promote APIs

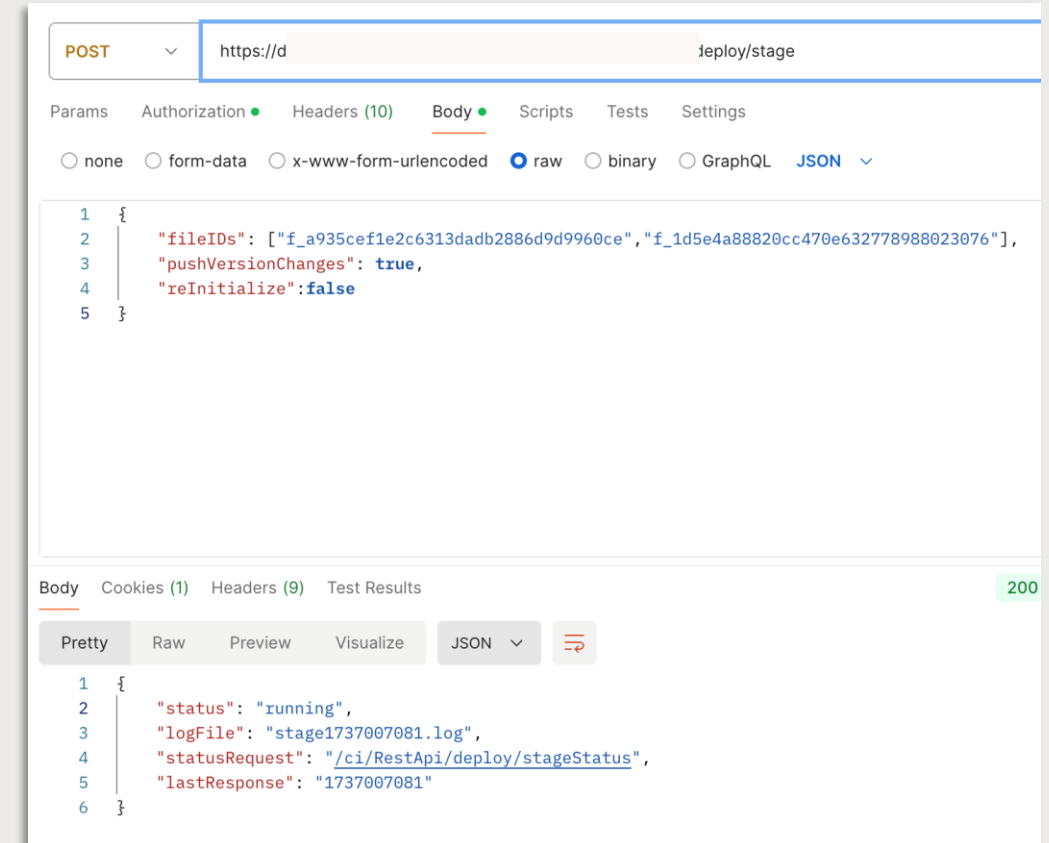
25B: Customer Portal

## Capability Highlights

- **Files/Modified API:** Admins can access the list of modified files through the files/modified API
- **Stage API:** API to deploy file changes from development to staging area
- **Promote API:** API to deploy file changes from Staging to production area

## Key Benefits

- **Automation Opportunity:** Provides the option to automate the deployment of file changes, streamlining the process for customer portal development.







# CP Grid view for Top Answers widget

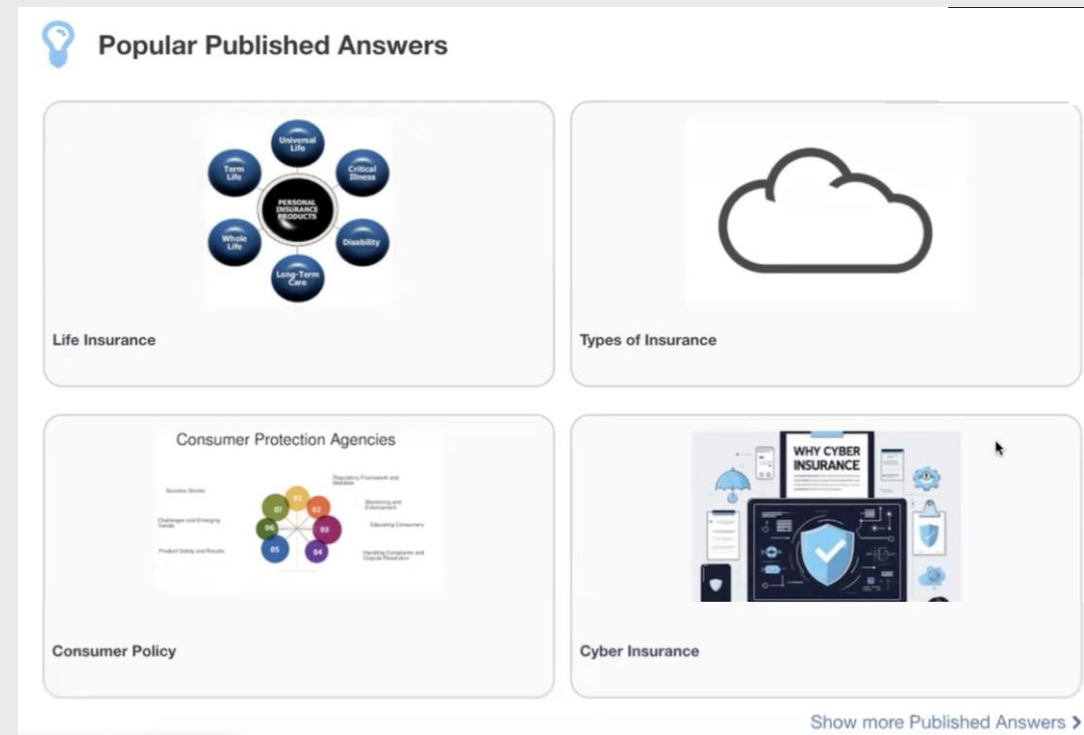
25B: Knowledge Foundation

## Capability Highlights

- Configure Your Top Answers Widget on CP Page in a **grid format**

## Key Benefits

- Enhanced Look and feel:** Making the end-user page more user friendly with image and tiles for better interaction





# Size of action buttons coming from ODA

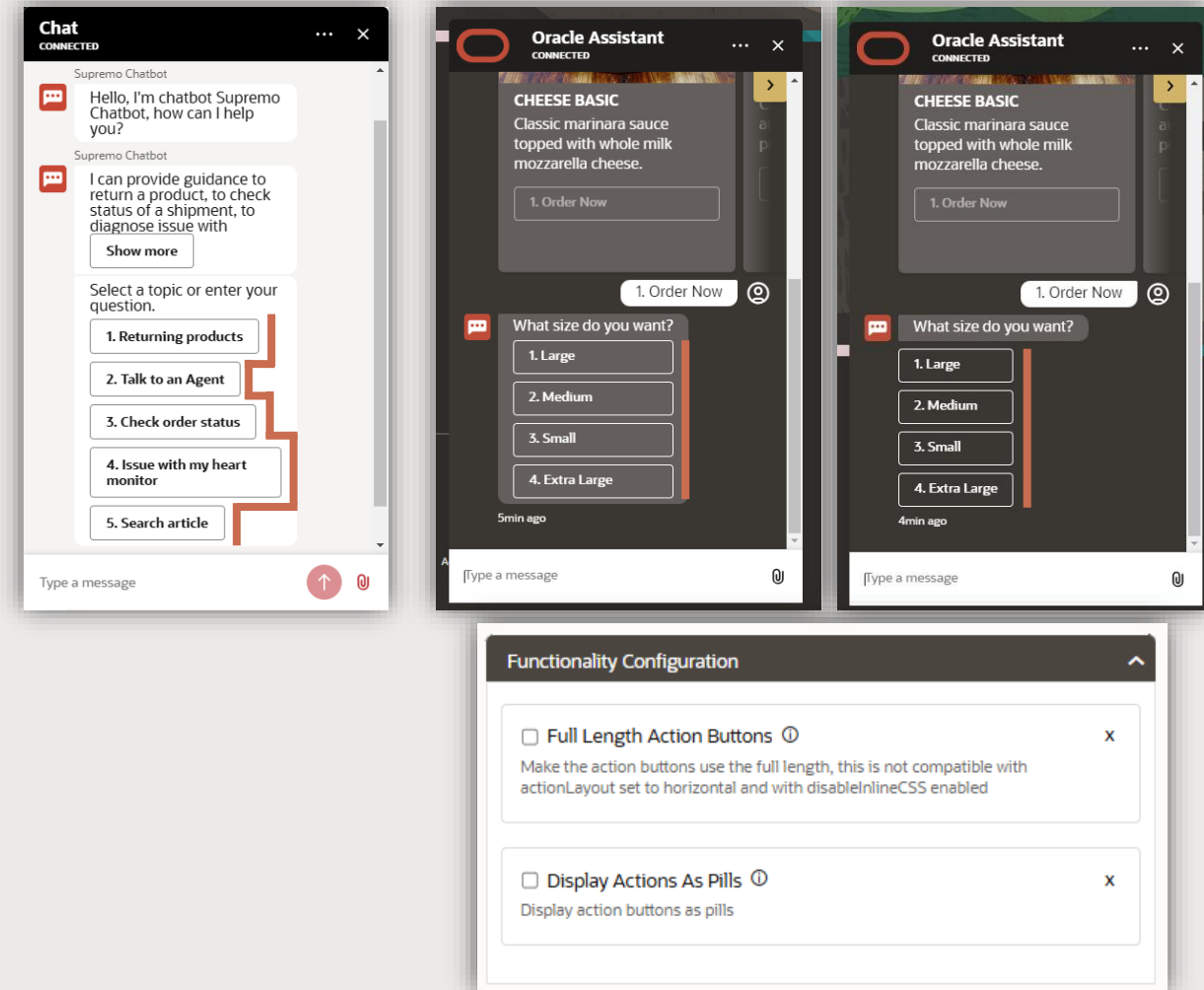
25B: Web Chat for Service 25.04.0

## Capability Highlights

- **Action button size:** The action buttons can now align using the full size or width of the bubble using the `fullLengthActionButtons` setting key.
- **Compatibility:**
  - Together with the existing setting `displayActionsAsPills`, you can change the way actions are displayed inside or outside the message bubble in a straight line.
  - Make the action buttons use the full length is **not** compatible with `actionLayout` set to horizontal and with `disableInlineCSS` enabled.

## Key Benefits

- **Business agility:** Easily meet changing business requirements with Engagement Engine.
- **24/7 support availability with DA as an Agent:** Make your digital assistant a true support agent.





# Support linkHandler and webViewConfig settings from ODA Web SDK

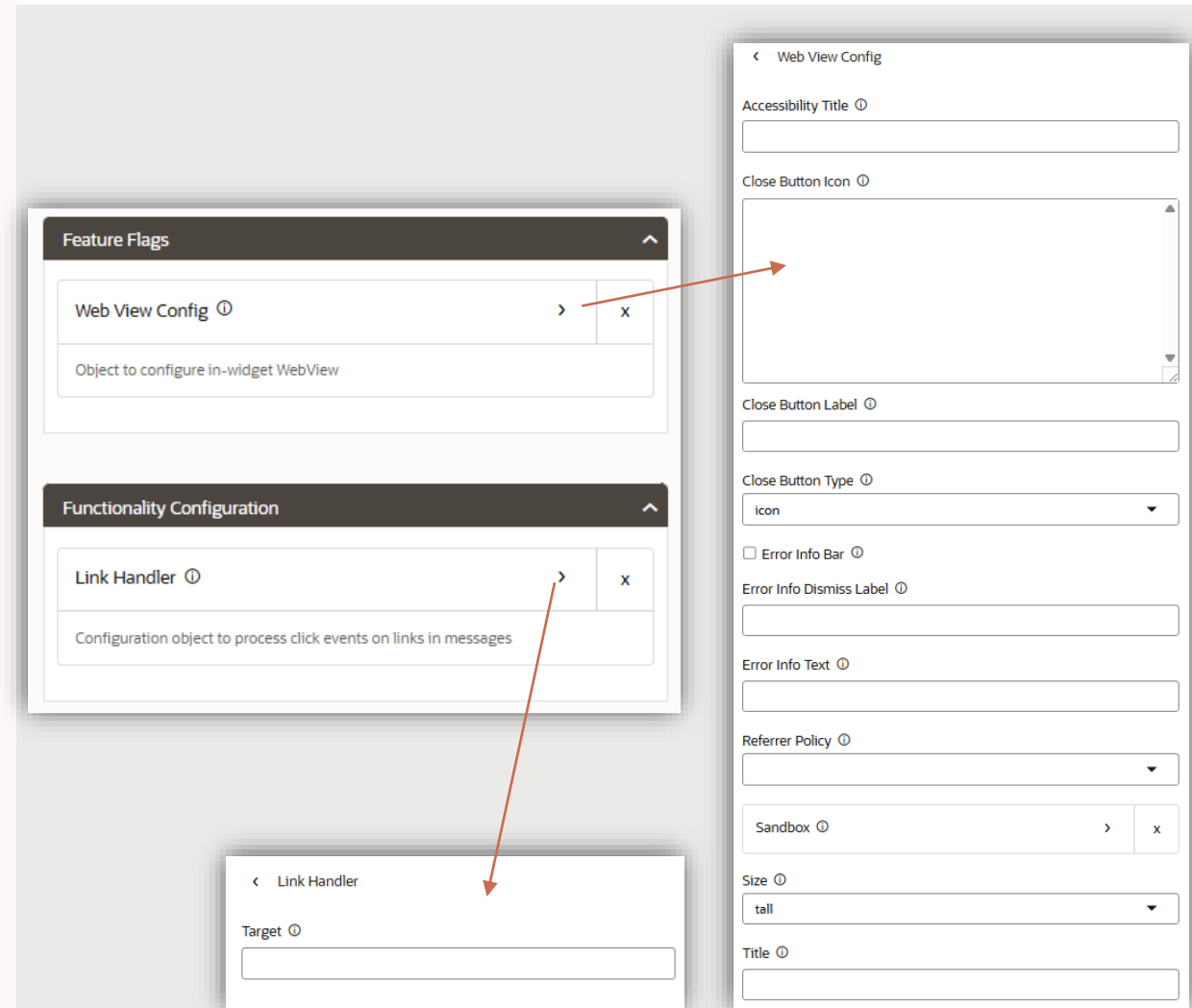
25B: Web Chat for Service 25.04.0

## Capability Highlights

- **Support linkHandler and WebViewConfig:** Support ODA open links on click and **in-widget** webview features in the WCFS widget.
- **More information:**
  - Open links:  
<https://docs.oracle.com/en/cloud/paas/digital-assistant/sdk-js/index.html#open-link>
  - In-widget Webview:  
<https://docs.oracle.com/en/cloud/paas/digital-assistant/sdk-js/index.html#in-widget-webview>

## Key Benefits

- **Improve usability:** Users can interact with links in the bot conversation without taking them away from the widget to a new tab or window.
- **24/7 support availability with DA as an Agent:** Make your digital assistant a true support agent.





# Support custom label styling in form

25B: Web Chat for Service 25.04.0

## Capability Highlights

- **Positioning of field labels:** Form labels can now be outside or inside the field.
- **Apply CSS to pre-launch form:** Custom styling options for changing the way fields are shown in the WCFS pre-launch form can be achieved with the **preLaunchFormCss** setting in the Engagement Engine WCFS component.

## Key Benefits

- **Business agility:** Easily meet changing business requirements with Engagement Engine.
- **Design your desired UX:** Configure your desired chat experience for end-users by changing the styling of the pre-launch form fields.

Chat  
DISCONNECTED

Subject  
Issue treadmill

First Name \*  
Cindy

Last Name \*  
Able

Email  
cindy.able\_btcc@oraclepdemos.com

Product  
▼

Product Category  
▼

Cancel Start Chat

Type a message

Oracle Assistant  
DISCONNECTED

Subject

First Name \*

Last Name \*

Email \*

Cancel Start Chat

Type a message

Functionality Configuration

Pre Launch Form Css ⓘ

Customize the CSS of the prelaunch form

Pre Launch Form Css

Input Styles ⓘ  
Common CSS rules for all input elements on the preLaunchForm

background-color: white;

Label Styles ⓘ  
Common CSS rules for all labels on the preLaunchForm

background-color: white;  
color: rgb(102, 102, 102);  
cursor: text;  
font-size: 0.85rem;  
left: 7px;  
padding: 0 3px;  
pointer-events: none;  
position: relative;  
top: 30px;  
transition: 300ms ease top;

Label With Value Styles ⓘ  
Specific CSS rules for labels where the corresponding field has focus and/or a value. This can be used for effects such as moving or otherwise styling the label differently when fields have focus and/or a value. Use the labelStyles setting for common styles for all labels and this setting for overrides only.

color: black;  
top: 10px;



# Visibility of "Try again" button

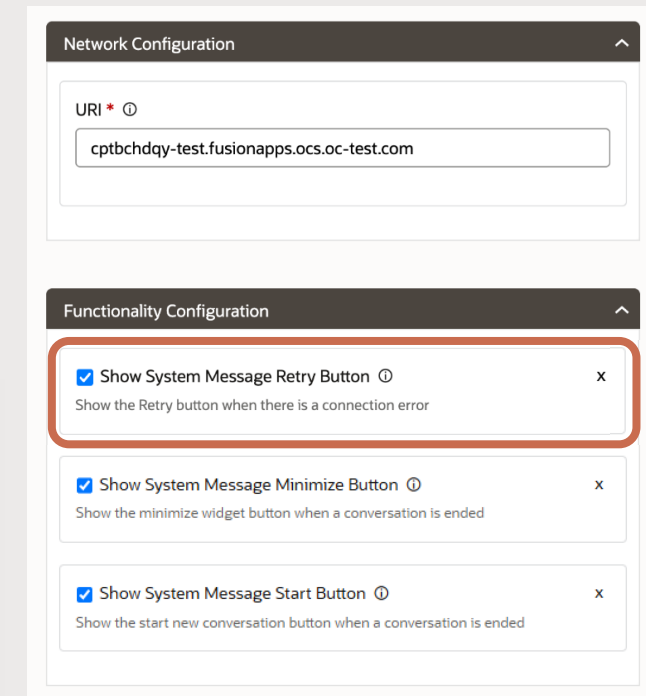
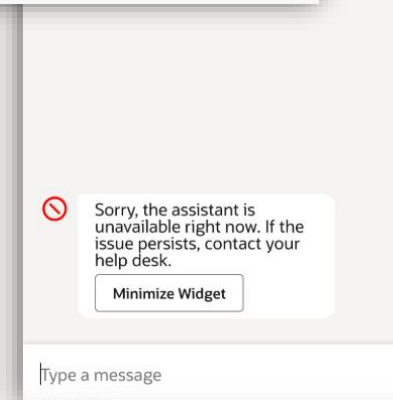
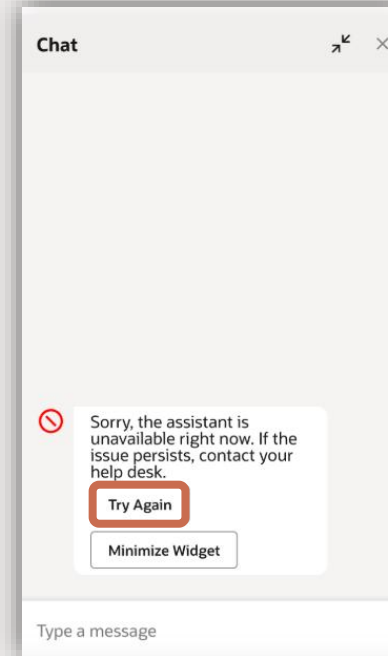
25B: Web Chat for Service 25.04.0

## Capability Highlights

- **Try again button:** Show or hide the 'Try again' button when there is a connection error.
- **New attribute in EE:** Configure whether you want to show or hide the 'Try again' button with the *Show System Message Retry Button* attribute (true or false) in Functionality Configuration.
  - Similar to the other system message buttons (Start New Conversation & Minimize Widget) which are already configurable in EE.

## Key Benefits

- **Business agility:** Easily meet changing business requirements with Engagement Engine.
- **Design your desired UX:** Configure your desired chat experience for end-users by showing or hiding the system message buttons.





# Conditional surveys for chatbot and/or live agent

25B: Web Chat for Service 25.04.0

## Capability Highlights

- **Different surveys:** Configure the post conversation message independently for live agent and bot conversations.
- **Enhanced attributes in EE:**
  - *Enable Post Conversation Message* attribute enables or disables the feature entirely based on agent type.
  - *Post Conversation Message Options Bot* setting can optionally provide different options for bots when chats with live agents and bots should end with different post conversation messages.

## Key Benefits

- **Business agility:** Easily meet changing business requirements with Engagement Engine.
- **Measure CSAT by agent type:** Possibility to rate the experience with a chatbot differently from a human agent.

Feature Flags

Enable Post Conversation Message ⓘ

Show a message after ending the conversation, which can include a survey. Options include: off (default), on, botOnly and liveAgentOnly. See the "Post Conversation Message Options" setting to configure it and optionally "Post Conversation Message Options Bot" to have different behavior after chatting with a bot.

off

botOnly

liveAgentOnly

off

on

Functionality Configuration

Post Conversation Message Options ⓘ

Options to configure the post conversation message depending on the "Enable Post Conversation Message" setting. See "Post Conversation Message Options Bot" to optionally configure different behavior for bot conversations.

Post Conversation Message Options Bot ⓘ

Configure different post conversation message behavior for bots, which will take effect if "Enable Post Conversation Message" is set to "on" or "botOnly". If unspecified, bot and live agent conversations will both use the "Post Conversation Message Options" setting.

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# Source of chat shows WCFS in reports

25B: Web Chat for Service 25.04.0

## Capability Highlights

- **New source of a chat:** Measure how many chats originated from the WCFS widget.
- **Chat sources table:** A new ID has been added for WCFS in the Chats Table, column chats.request\_src.
- **Configuration:**
  - Add the chat source field to your interaction workspace and chat reports.
  - Upgrade your WCFS component to version 25.04.0.

## Key Benefits

- **Measure chat adoption:** Investigate how many chat engagements are being handled coming from Web Chat for Service.

The screenshot displays the Oracle Reports interface. On the left, a list of tables is shown, with 'Chats (chats)' highlighted. On the right, the 'Column Description' pane for the 'Chats' table is visible. It lists various columns including 'Session ID (session\_id)', 'Source of Chat Request (request\_src)', 'State (state)', 'Termination Event (termination\_event)', and 'User Number of Messages (user\_num\_msgs)'. The 'request\_src' column is highlighted with a red box. Below this, the 'Indexes' section lists 'chat\_id', 'acct\_id', 'first\_engaged', 'requested', 'first\_engaged', 'i\_id', and 'agent\_client\_id'. The 'Column Description' section provides details for 'request\_src', including its type (Menu Field), data type (Small integer), and a list of menu items. The 'Menu Items' list includes '1 - Unknown', '2 - Standard', '3 - Custom', '4 - Proactive Chat', '5 - Syndicated Proactive Chat', '6 - Web Service API', '7 - Conditional Link', '8 - Syndicated Conditional Link', '9 - REST API', '10 - Inlays: Conditional Chat', '11 - Inlays: Embedded Chat', '12 - Inlays: Proactive Chat', '13 - Messaging: Apple Business Chat', '14 - Messaging: Facebook Messenger', '15 - Messaging: Google Business Messages', '16 - Messaging: Instagram Direct', '17 - Messaging: SMS', '18 - Messaging: Twitter Direct', '19 - Messaging: WeChat', '20 - Messaging: WhatsApp', '21 - REST API: Unknown', and '22 - Web Chat for Service (WCFS)', which is highlighted with a red box.

The screenshot displays the Oracle Reports interface, specifically the 'Insert Field' pane. It shows a list of fields available for insertion into a report. The 'Source' field is highlighted with a red box. Below the list, a tooltip displays the field name 'request\_src' and its description 'Source of this chat'.



# EE Eventing

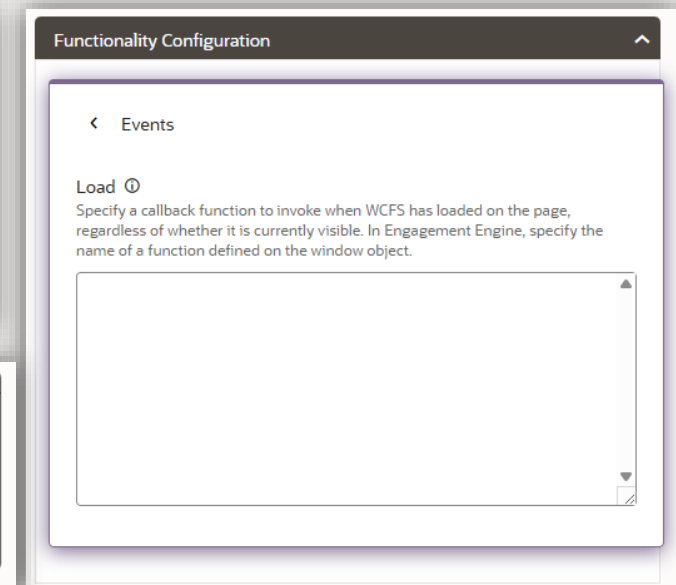
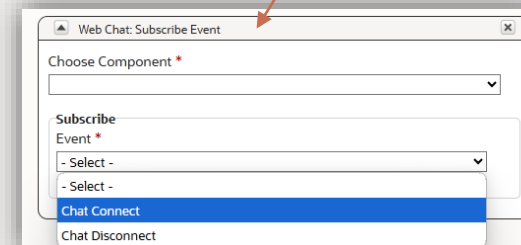
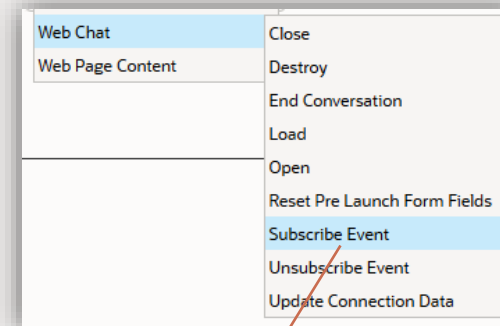
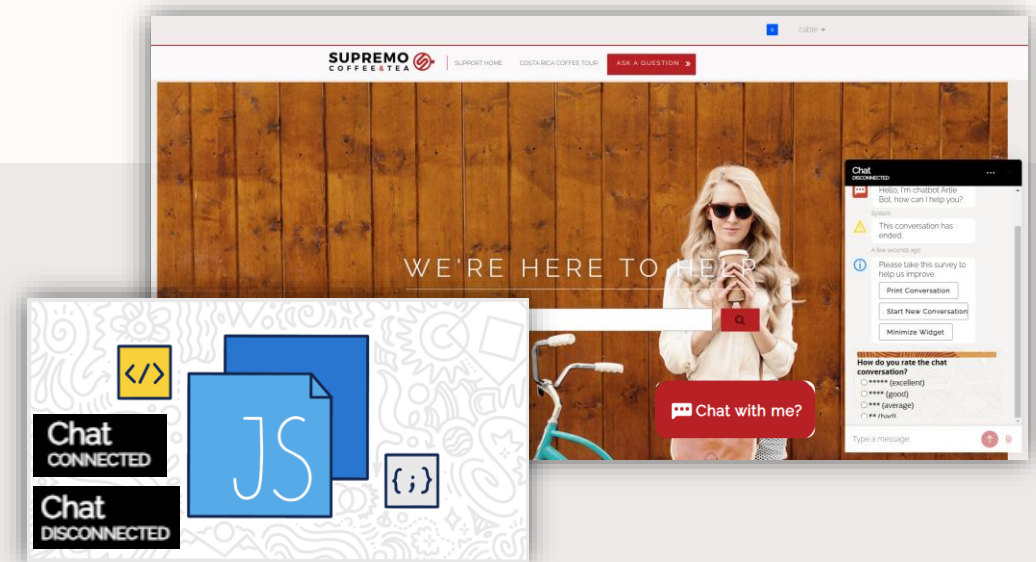
## 25B: Engagement Engine

### Capability Highlights

- **Subscribe custom handlers to the new WCFS events:** New rules actions in EE to subscribe or unsubscribe to the `chatConnect` or `chatDisconnect` events or the `events.load` setting,
- **Custom event handler:** Trigger a custom JavaScript function for what you want to do when the event fires within Web Chat for Service (WCFS).
  - For all but the load event, see [Events](#) in the Web SDK documentation for how to bind custom handlers to these events.
  - For the load event, specify a custom handler in the new `events.load` setting in EE.

### Key Benefits

- **Business agility:** Allows you to use custom code based on events for integration with analytics tools.
- **Understand user behavior:** Deliver top service by analyzing what the user was doing before initiating web chat to design the optimal journey.





# Preview WCFS component in EE editor

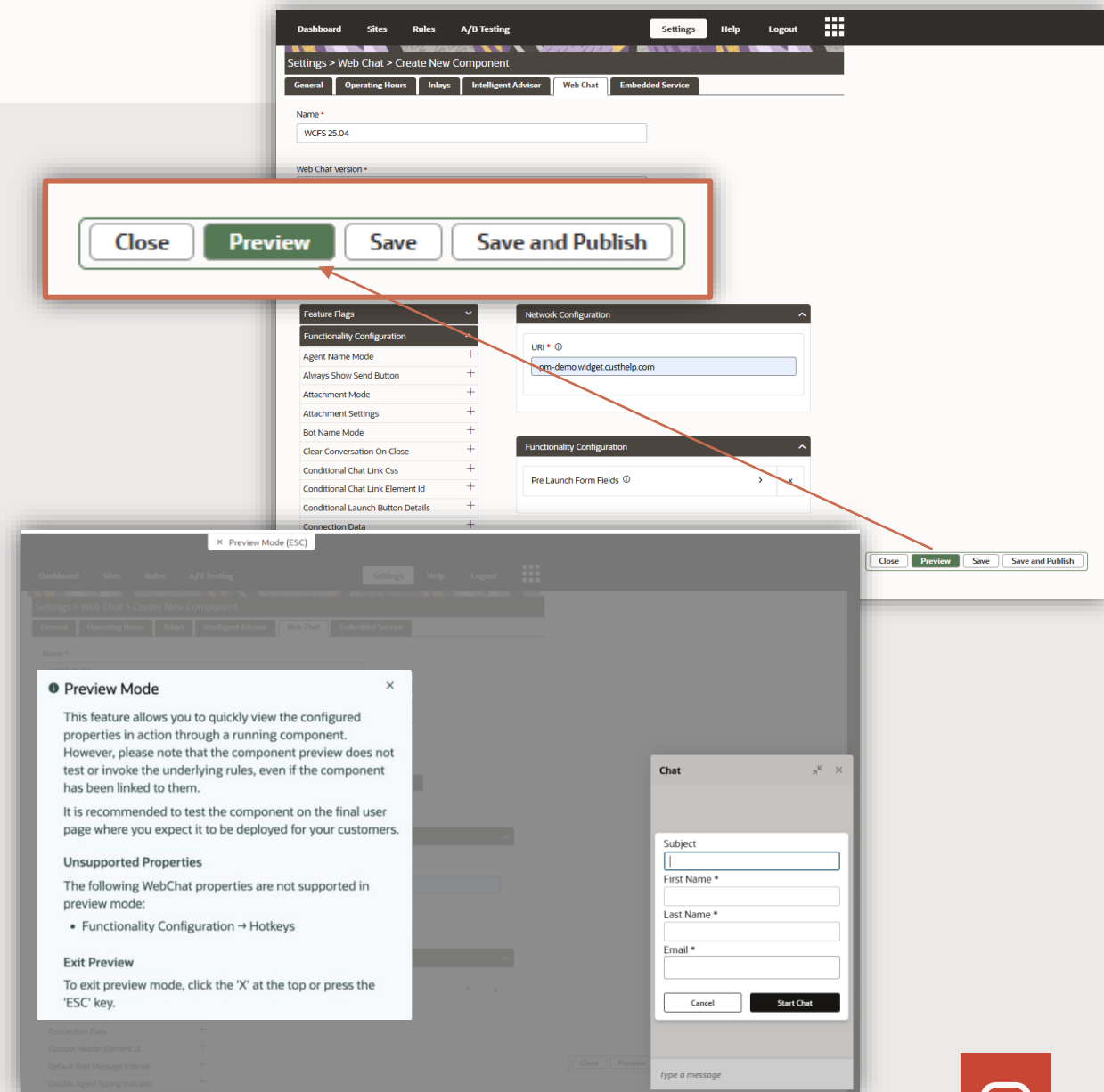
25B: Engagement Engine

## Capability Highlights

- **Preview mode for WCFS component:** New preview button inside the EE component editor will launch the Web Chat widget within the editor screen as from 25.04 (25B) version..
- **Inline editor preview:** The Web Chat component is running inside the editor page to verify the selected properties.

## Key Benefits

- **Business agility:** See changes made to the web chat component on the fly.
- **User-friendly administrator experience:** No need to deploy the widget on a test portal to quickly check layout changes when attributes are being changed in the EE editor.



# Role Based Segmentation of Roadmap

## Customer Experience



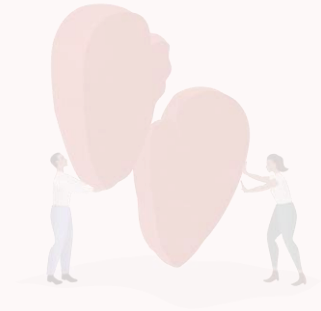
## Agent Experience



## Administrator Experience



## Developer Experience





# Chat Header Includes a Queue Label & Automatic Color Coding

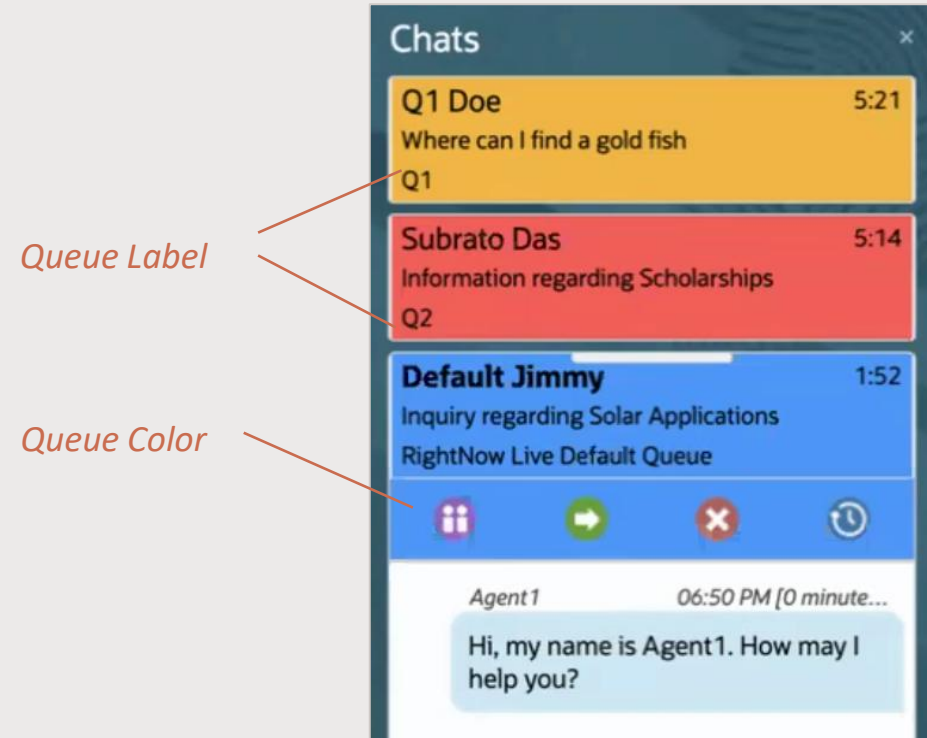
25B: Agent Chat

## Capability Highlights

- **The name of the chat queue** appears within the header of the live chat session
- **The chat header is color coded** based on the chat queue configuration

## Key Benefits

- **Employee Optimization:** Enhances usability of chat within the Browser UI





# Agent is Notified About the Language Translation 🗣️

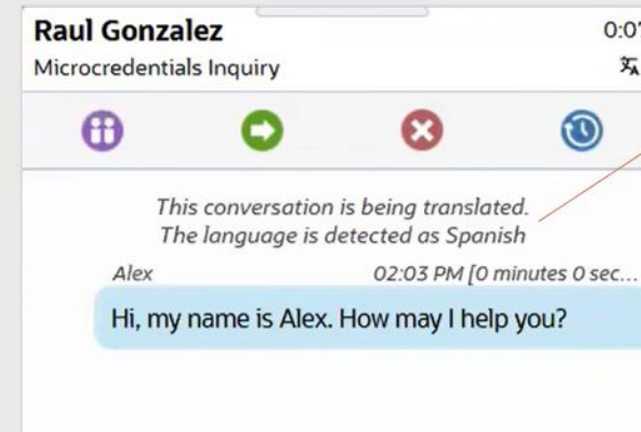
25B: Agent Chat

## Capability Highlights

- **A system message is displayed** in the live chat session
- **The detected language is provided** in the message

## Key Benefits

- **Employee Optimization:** Artificial Intelligence provides chat agents a better language translation experience



*Agents can easily understand when a chat is translated & the customer's preferred language*





# Feedback for Chat Language Translation

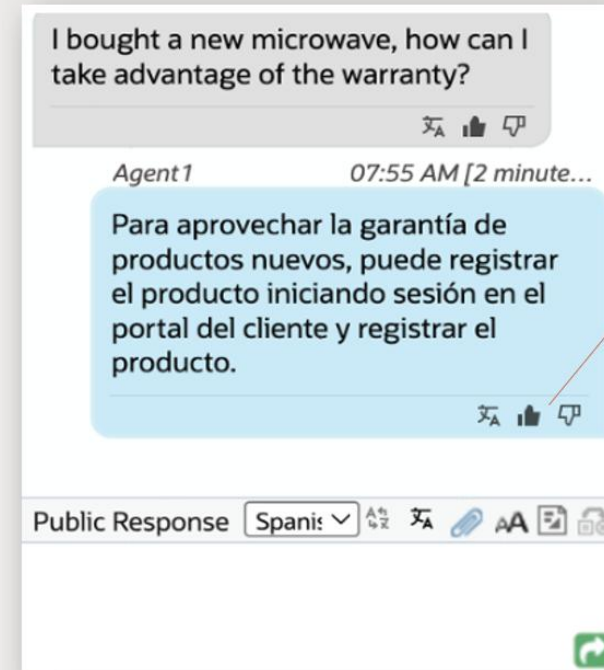
## 25B: Agent Chat

### Capability Highlights

- **Provide feedback** on the quality of the translation during live chat sessions

### Key Benefits

- **Elevated Engagements:** Artificial Intelligence provides agents & customers a better chat experience



*Agents can provide input on the quality of the translation with the like & dislike buttons*



# Off The Record Data can be Configured for Language Translation

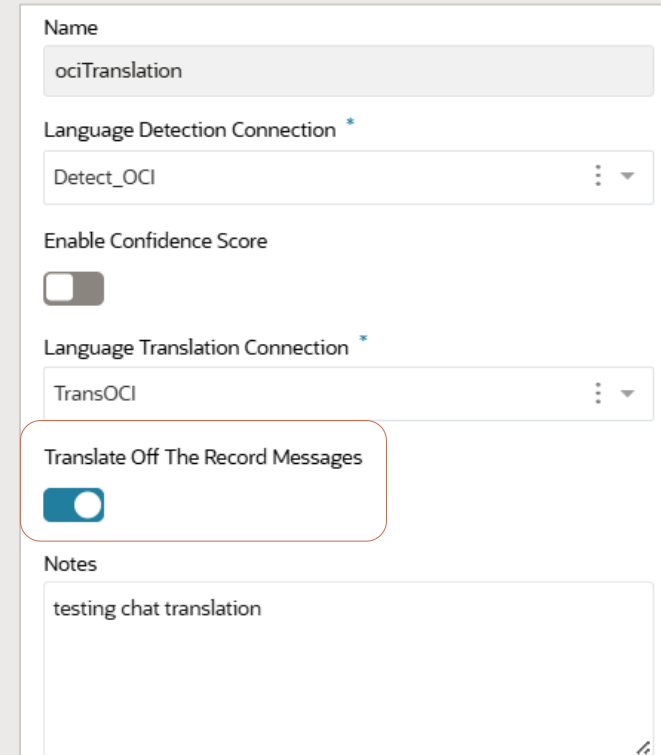
25B: Agent Chat

## Capability Highlights

- **Prevent Off the Record data** from going to the language translation service

## Key Benefits

- **Security:** Ensures private information is not sent outside of B2C Service



The screenshot shows a configuration form for OCI Translation. It includes a 'Name' field with the value 'ociTranslation'. Below it is a 'Language Detection Connection' dropdown menu with 'Detect\_OCI' selected. There is an 'Enable Confidence Score' toggle switch which is currently turned off. Below that is a 'Language Translation Connection' dropdown menu with 'TransOCI' selected. A red rounded rectangle highlights the 'Translate Off The Record Messages' toggle switch, which is currently turned on. At the bottom is a 'Notes' text area containing the text 'testing chat translation'.

Name

ociTranslation

Language Detection Connection \*

Detect\_OCI

Enable Confidence Score

Language Translation Connection \*

TransOCI

Translate Off The Record Messages

Notes

testing chat translation



# Confidence Score can be Configured for Language Translation 🗨️

25B: Agent Chat

## Capability Highlights

- **Configure a confidence score** for the detected language
- **If multiple languages are detected**, then the language with the highest confidence score is used

## Key Benefits

- **Employee Optimization:** Artificial Intelligence provides chat agents a more accurate language translation experience

The screenshot shows a configuration panel for OCI. It includes a 'Name' field with the value 'OCI'. Below it is a 'Language Detection Connection' dropdown menu set to 'OCIDetect'. A red rounded rectangle highlights the 'Enable Confidence Score' toggle, which is currently turned on, and the 'Confidence Score' field below it, which contains the value '0.41'. At the bottom, there is a 'Language Translation Connection' dropdown menu set to 'OCITranslat'.



# AI Studios



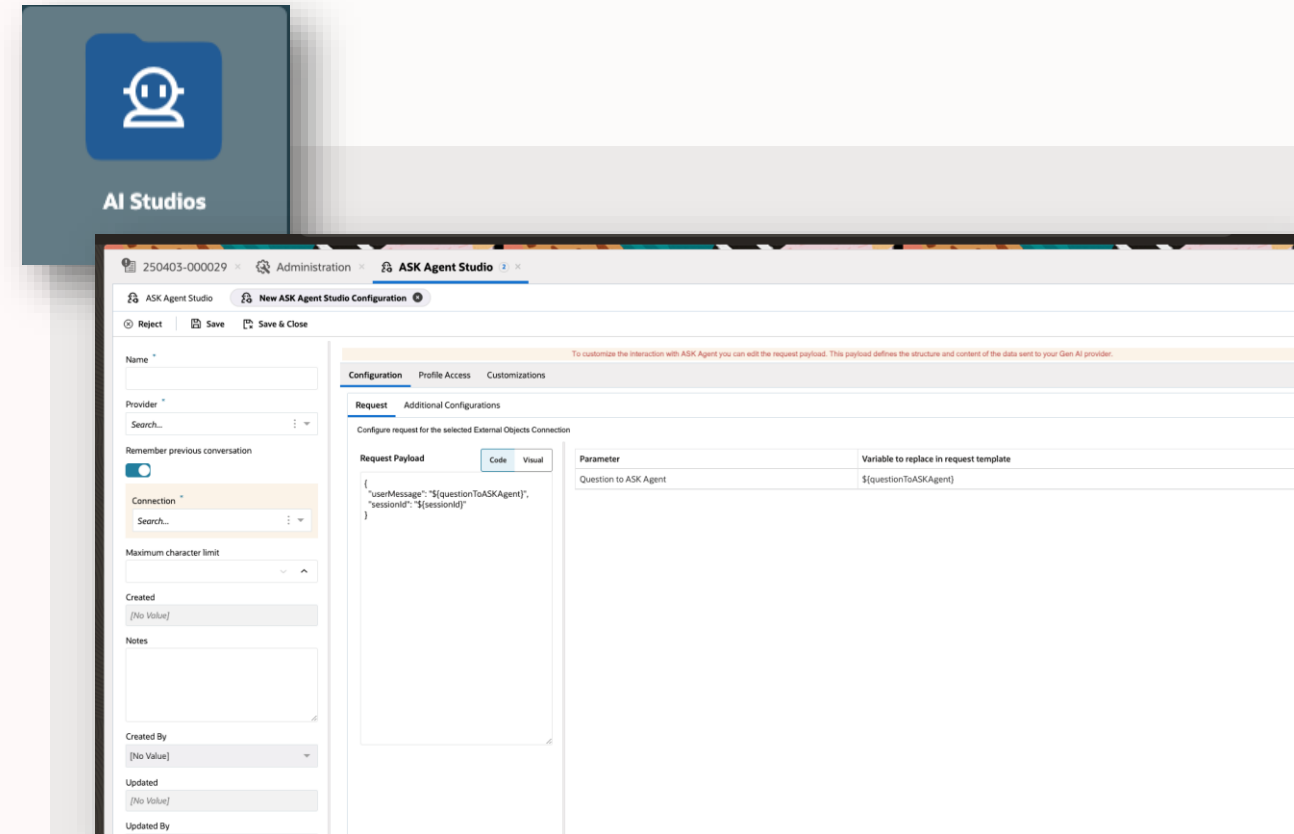
## 25B: Incidents and Agent Insights

### Capability Highlights

- A **Generative AI** connection to OCI or 3<sup>rd</sup> party Open AI can be added to the AI Configuration

### Key Benefits

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





# ASK Agent

## 25B: Incidents and Agent Insights

### Capability Highlights

- ASK Agent is backed by a Large Language Model and will assist the agent by providing answers, suggestions, and know-hows.

### Key Benefits

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

ASK Agent is a new tab on the left panel

The screenshot displays the ASK Agent interface within a browser. On the left, a sidebar shows a list of tabs, with 'ASK Agent' highlighted. The main panel shows a chat conversation. The user's message is: "What types of micro-credential programs does your university offer?". The agent's response is: "Our university offers a diverse range of micro-credential programs spanning various disciplines, including business, technology, education, health sciences, and the arts. These programs are designed to cater to professionals seeking to upskill and students aiming for supplementary qualifications. We offer micro-credentials in specific areas such as data analytics, project management, digital marketing, and sustainable development. Most of our micro-credentials are available across multiple fields to ensure that students from diverse academic backgrounds can benefit." The interface includes a search bar, a filter dropdown, and a 'Send on Save' button. The chat history shows a previous message from the user: "I am particularly interested in learning more about the micro-credential programs offered at your university. I hope this email finds you well. I have heard a great deal about your university's commitment to education, and I would like to learn more about the micro-credential programs you offer. Here are a few questions: What types of micro-credential programs do you offer? How long do these programs take to complete? Are micro-credentials available for part-time or professional learners? I am eager to better understand how they work in the context of Australian higher education. Additional qualifications or courses you could share would be greatly appreciated." The agent's response is: "Hello Clarke. What can I help with?" The interface also includes a 'Type your message...' input field and a 'ASK Agent can make mistakes. Check important info.' disclaimer.

The ASK Agent can provide:

- Answers to the agent's questions



# Prepend Reference Number

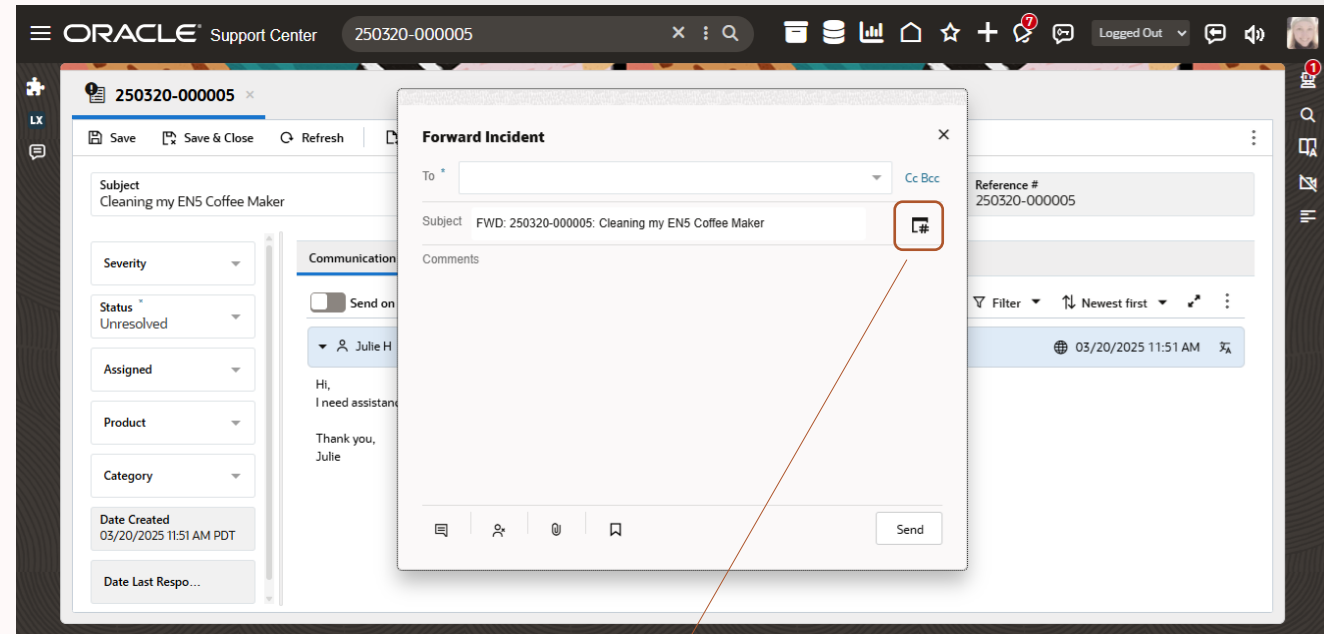
## 25B: Incidents and Agent Insights

### Capability Highlights

- Agents have an option to **prepend the reference number** on the Forward Dialog

### Key Benefits

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



*Icon to prepend the Reference Number to the Subject*





# Standard Text Editor in the Navigation

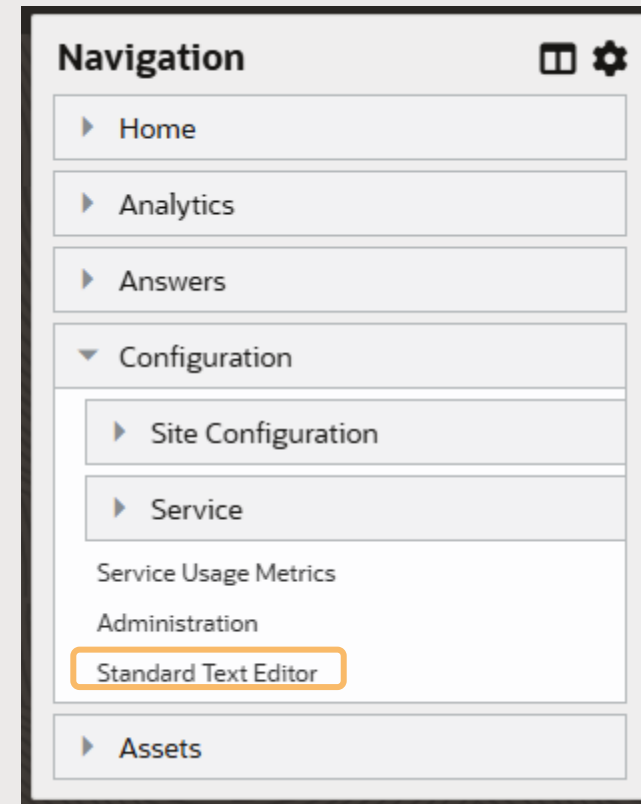
*25B: Incidents and Agent Insights*

## Capability Highlights

- The Standard Text Editor can be added to the Navigation Set in BUI

## Key Benefits

- **Employee Optimization:** Enhance usability efficiency for admins and supervisors in the browser user interface





# BUI Report UI Enhancements

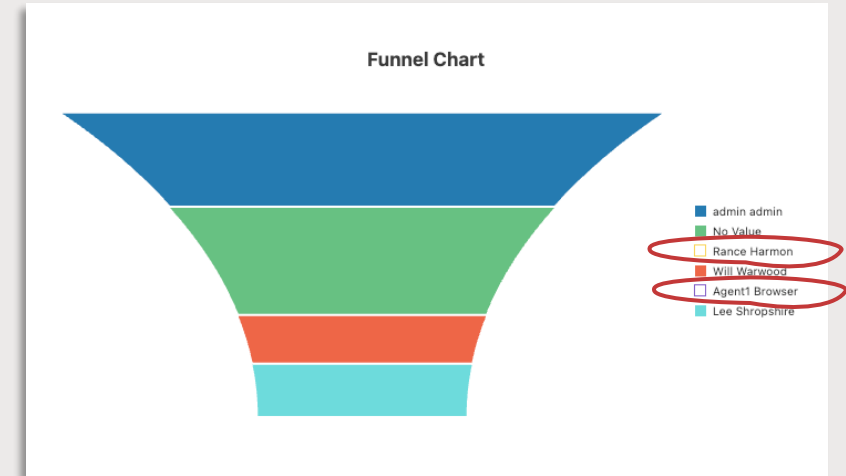
## 25B: Analytics

### Capability Highlights

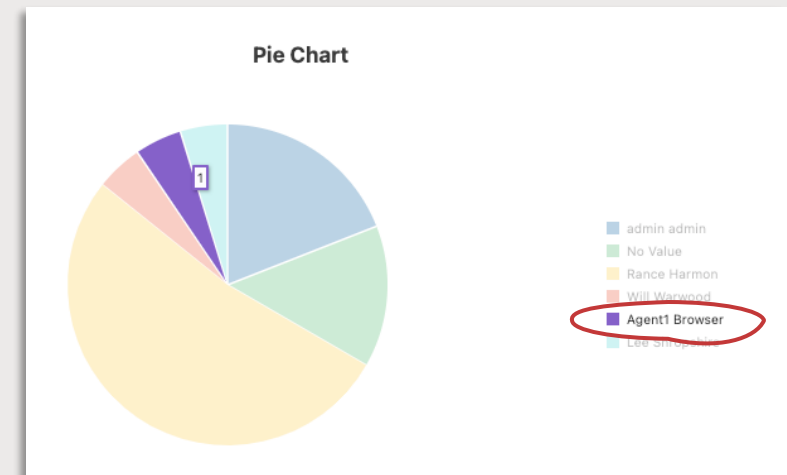
- **Select/Unselect Data Series** by clicking on the legends of charts in BUI
- **Highlight a Data Series** plot by hovering over the element (Line/Bar/Area) or the legend
- **Chart Animations** to make the chart UI live and engaging
- **Honor Chart Layout** from Report Designer
- **Honor Header Line Limit** from the Report Designer

### Key Benefits

- **Modern Look & Feel:** Provides a dynamic, engaging chart experience with enhanced user interaction.
- **Effective Space Management:** Optimizes chart layouts/grid header areas as designed in the report designer for better data visualization.



Select/Unselect chart legends



Highlight chat legends on hover



# Async Report Execution in BUI

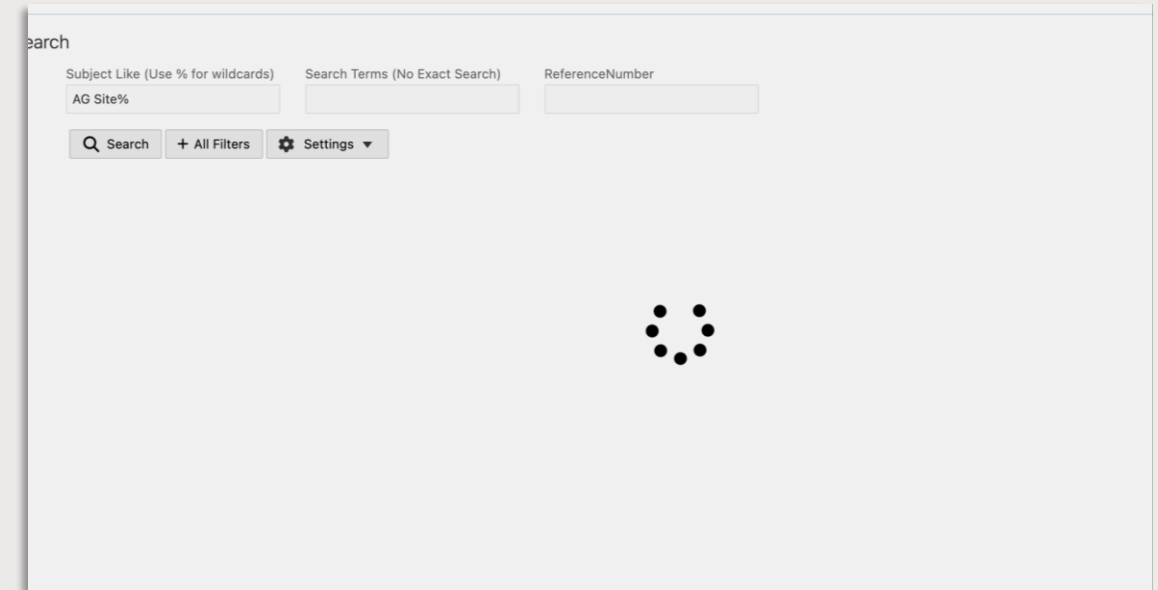
25B: Analytics

## Capability Highlights

- **Async Report Execution:** Execute reports asynchronously without moving to queued reports in BUI and with an extended BUI timeout.
- **Auto-enabling of Async execution setting at report level** based on their previous execution performance.

## Key Benefits

- **Usability:** Render larger reports in the same UI without affecting the performance of other day-to-day operations or hitting BUI timeout limitations..





# Knowledge Articles in new tabs

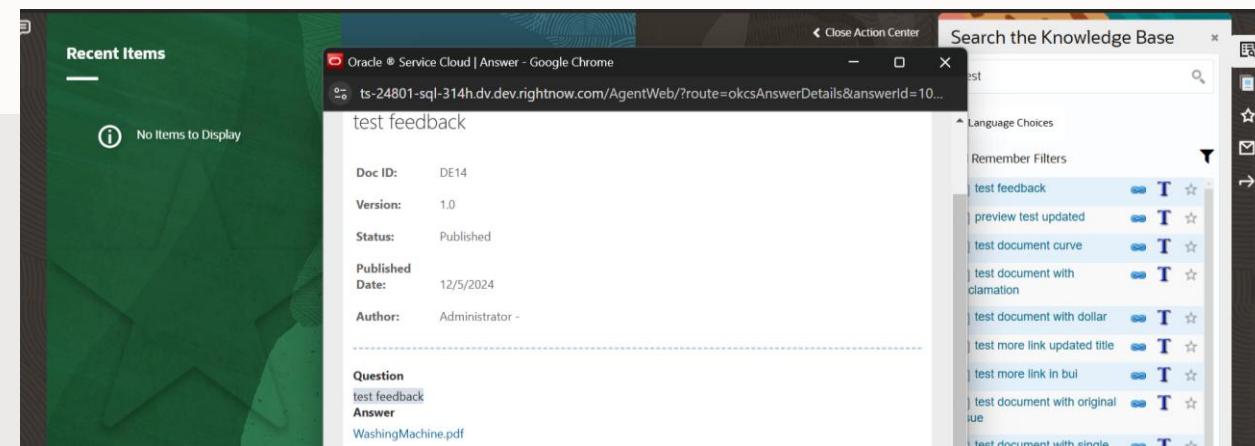
25B: Knowledge Advanced

## Capability Highlights

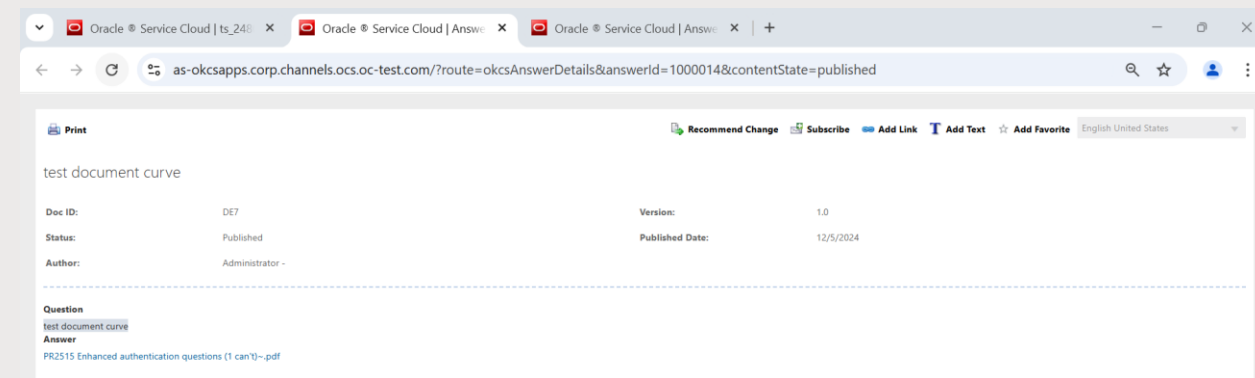
- Allows Agents to open Knowledge Articles in **new tabs** from Knowledge Search panel (as opposed to new windows) by setting a configuration

## Key Benefits

- Enhances experience and increases **Agent Efficiency**



*Present Default Behavior of opening in new window*



*Articles open in new tab in same window*



# Role Based Segmentation of Roadmap

## Customer Experience



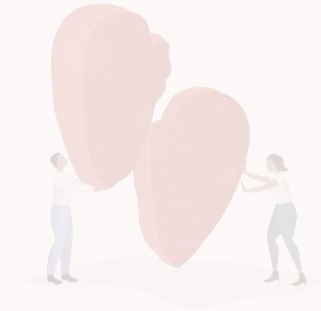
## Agent Experience



## Administrator Experience



## Developer Experience





# Admin UI with Deployment History Details


## 25B: Data Management

### Capability Highlights

- Updated Admin UI for Data Sync. Including **real-time status updates** and **deployment history**.

### Key Benefits

- Provides administrators with clear visibility into data sync status and progress.

Real-time Sync Status 

EditRollback

Deployment History

Date Time	User	Deployment Version	Status
Fri Apr 04 2025 15:47:13 GMT-0600 (Mountain Daylight Time)	admin admin	64	Deployment Completed
Thu Apr 03 2025 15:55:55 GMT-0600 (Mountain Daylight Time)	admin admin	63	Rollback Completed
Thu Apr 03 2025 13:31:46 GMT-0600 (Mountain Daylight Time)	admin admin	62	Rollback Completed
Thu Apr 03 2025 13:23:30 GMT-0600 (Mountain Daylight Time)	admin admin	61	Deployment Completed
Thu Apr 03 2025 10:56:04 GMT-0600 (Mountain Daylight Time)	admin admin	60	Rollback Completed
Thu Apr 03 2025 09:45:22 GMT-0600 (Mountain Daylight Time)	admin admin	59	Deployment Completed
Thu Apr 03 2025 09:43:59 GMT-0600 (Mountain Daylight Time)	admin admin	58	Rollback Completed
Wed Apr 02 2025 14:26:17 GMT-0600 (Mountain Daylight Time)	admin admin	57	Deployment Completed
Wed Apr 02 2025 14:28:30 GMT-0600 (Mountain Daylight Time)	admin admin	56	Rollback Completed
Wed Apr 02 2025 14:27:36 GMT-0600 (Mountain Daylight Time)	admin admin	55	Deployment Completed







# Trigger Custom Business Events

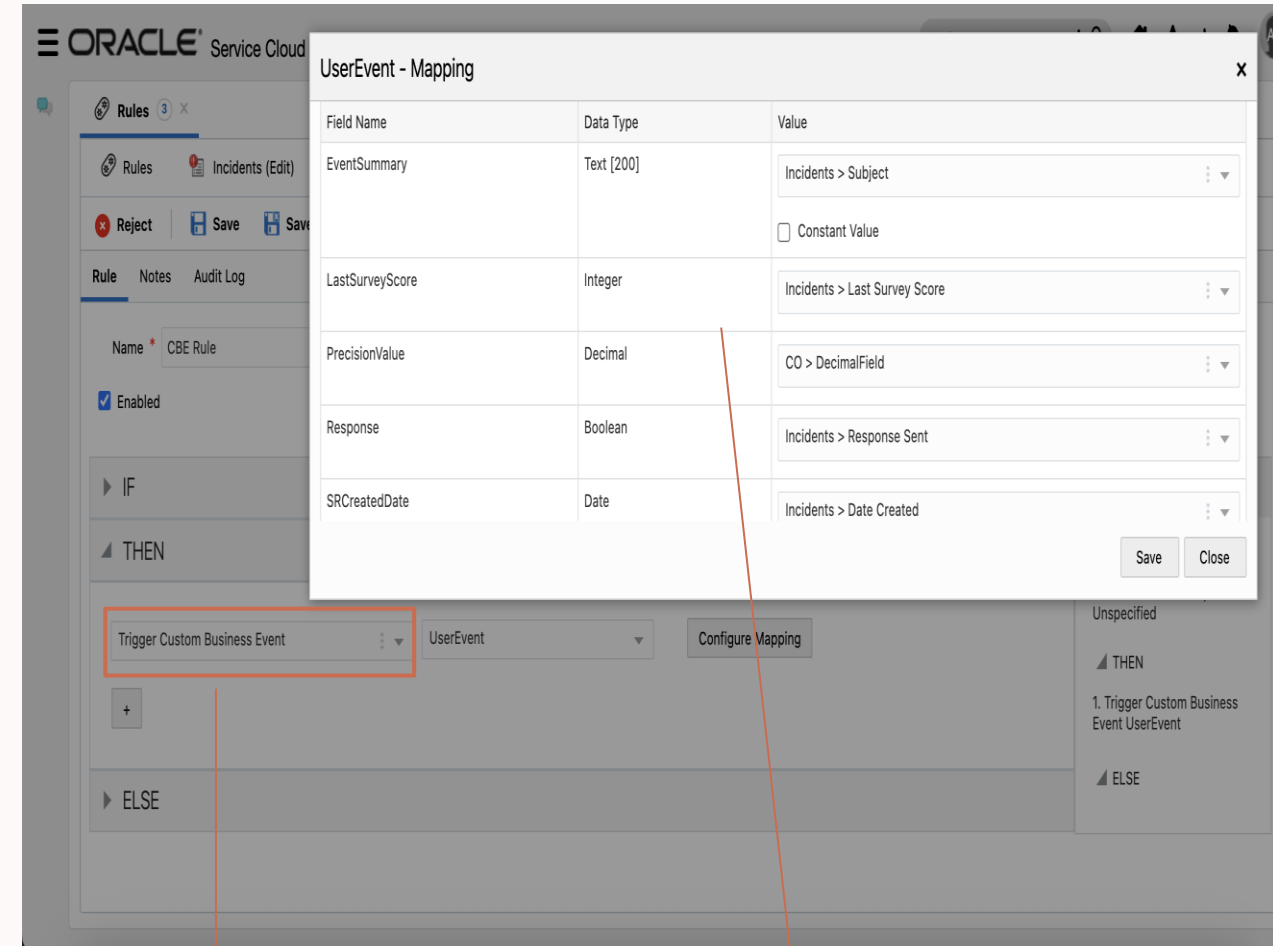
## 25B: Business Rules

### Capability Highlights

- Ability to trigger an event upon satisfying the specified business scenario.
- Ability to map the service data to the fields of the payload and create a custom event.

### Key Benefits

- **Filtering:** The admins can now filter the events by defining the scenario in business rules.
- **Custom Payload:** The admins can map the desired fields from the Standard and Custom Object to the event and create the custom payload.



A new action in EBR to trigger the Custom Business Event

A popup dialog to map the event fields with fields of Standard and Custom Object



# Purge policies for Orgs, and Answers Transactions

## 25B: Data Lifecycle Policies

### Capability Highlights

- **Canned Purge policies for Organization and Answer transactions.**
- Ability to increase the **retention period beyond the default retention period** for the transactions.

### Key Benefits

- **Lean Database:** The admins can now enable the canned purge policies, purge the transactions and ensure a lean database for the site.

The screenshot displays the Oracle Data Lifecycle Policies interface. The top navigation bar shows 'Administration' and 'Data Lifecycle Policies'. A 'Bookmark' section is visible. The main content area features a 'Select an object' dialog box with a search filter and four categories: Incident Transactions, Contact Transactions, Organization Transactions, and Answer Transactions. A red arrow points from the 'Answer Transactions' category to the 'Answer Transactions' section below. The 'Answer Transactions' section includes a 'Refresh' button and a 'Summary' tab. Below the summary, there is a table of canned purge policies for Answer Transactions.

Enabled	Data Lifecycle Policy Name	Report	Status	Last Run
No	Purge Answer.Transactions.TransEdit Older Than 6 Months			
No	Purge Answer.Transactions.TransAssigned Older Than 6 Months			
No	Purge Answer.Transactions.TransAccess Older Than 6 Months			
No	Purge Answer.Transactions.TransStatus Older Than 6 Months			
No	Purge Answer.Transactions.TransVersionDraft Older Than 6 Months			
No	Purge Answer.Transactions.TransVersionUnpublish Older Than 6 Months			

*The dialog box containing the Org and Answer Transactions*

*Canned purge policies for Answer Transactions*





# Job Scheduler Audit Log

## 25B: Job Scheduler

### Capability Highlights

- **Log of changes** made to a job are captured and stored as Audit log. The details such as
  - Who
  - When
  - Action
  - Field Name
  - Old value and
  - New value

of the change are captured as part of the log

### Key Benefits

- **Accountability:** The audit log tracks admin action and ensures accountability
- **Traceability:** The audit log provides historical information that can be used to reconstruct the changes and ensures traceability

ORACLE<sup>®</sup> Service Cloud

Reference #

Job Scheduler x Reports Explorer x Top 1000 Engaged Contacts x IVFJFirst IVFJLast x

Bookmark

Job Details Job Execution Details Audit Log

Search

Search

Job Name

All

Search + All Filters

Job Name	When	First Name	Last Name	Action	Field Name	Old Value	New Value
When: 09/12/2024 04:45 AM							
audit test	09/12/2024 04:45 AM	Jon	Snow	Rollback	description	old	new
When: 09/12/2014 04:45 AM							
test	09/12/2014 04:45 AM	Jon	Snow	Rollback	description	old	new

Record Count: 2

A new tab to provide the log of changes made to the Jobs

When, First Name, Last Name, Action, Field Name, Old Value, and New Value are provided as part of the Log





# SMS Usage Statistics in Service Cloud

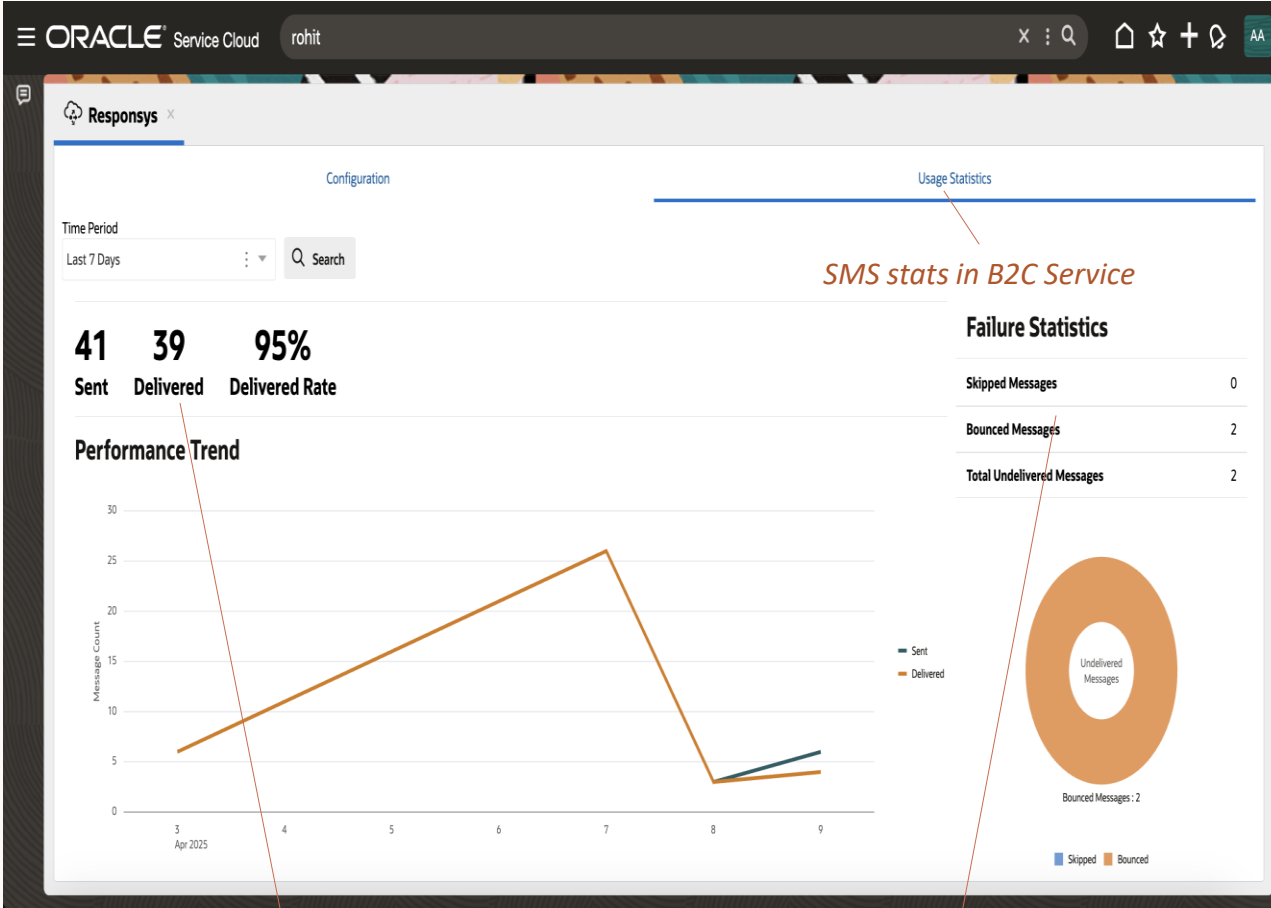
## 25B: Outbound SMS

### Capability Highlights

- The **Key Performance Metrics of SMS** from Oracle Responsys will be displayed in a new tab.
- The **failure statistics of SMS** will also be displayed in the new tab.
- Ability to choose the duration to view the Usage Statistics

### Key Benefits

- **Operational Insights:** The admins now can view the KPMs of SMS such as number of sent SMS, delivered, and delivered rate.
- **Ease of Use:** The admins can now view the failure statistics such as number of skipped and bounced SMS enabling them to reach out to Responsys admin.



KPMs of SMS – Sent, Delivered, and Delivered Rate

Failure Statistics – Skipped and Bounced





# Choose Intelligent Attributes (IA) of Unity to display in Service Cloud

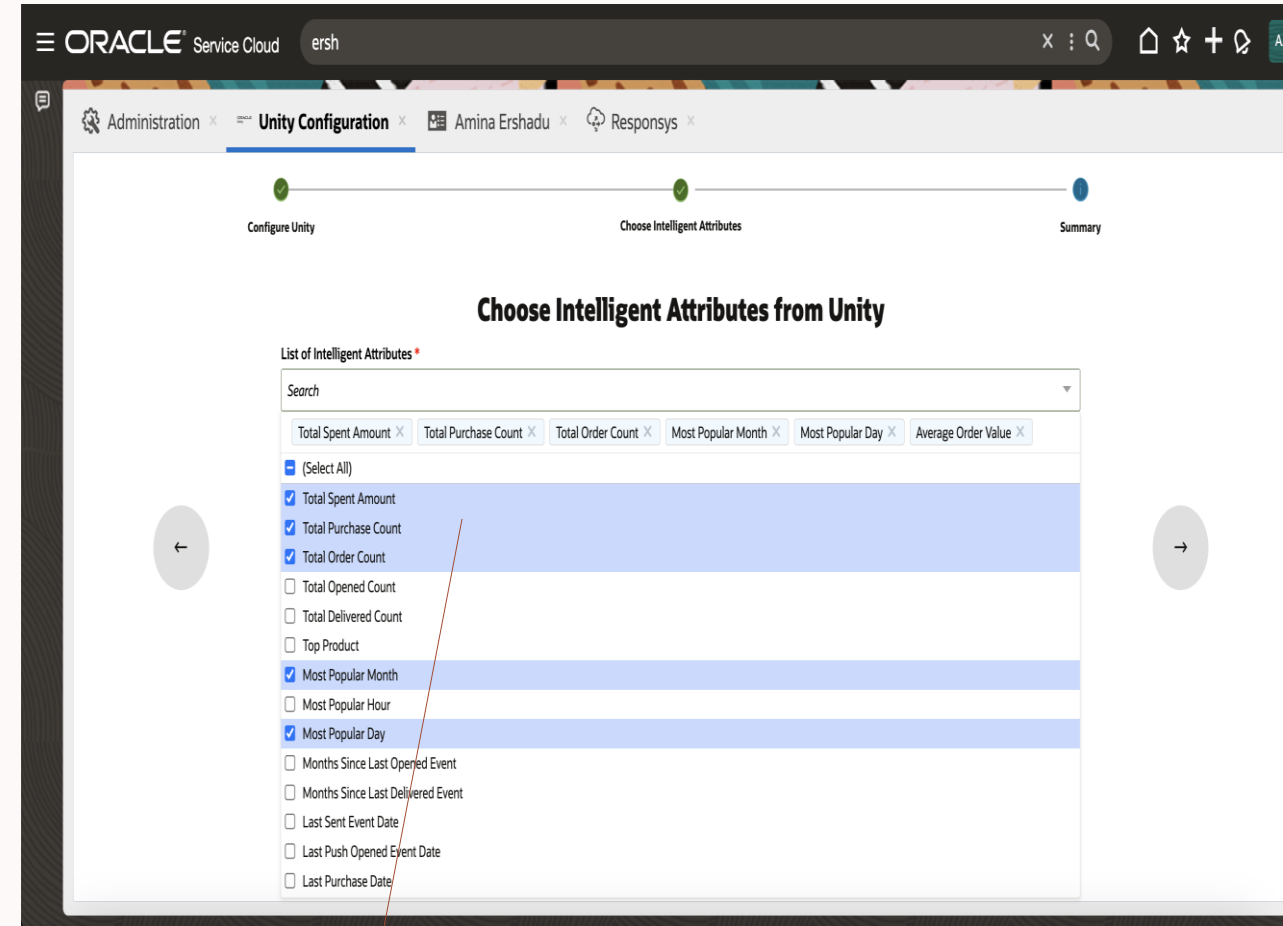
## 25B: Unity Integration

### Capability Highlights

- Admins will have the ability to choose the **IAs of Unity** to be displayed in Service Cloud.
- The IAs of Unity will be displayed in the **Unity Insights panel**.

### Key Benefits

- **Improved Customer Satisfaction:** Agents now equipped with IAs from Unity can provide a better service to contacts.



*The list of Intelligent Attributes displayed for selection in Unity Configurator page*



# Dependency and Configuration Management of Product, Category & Disposition

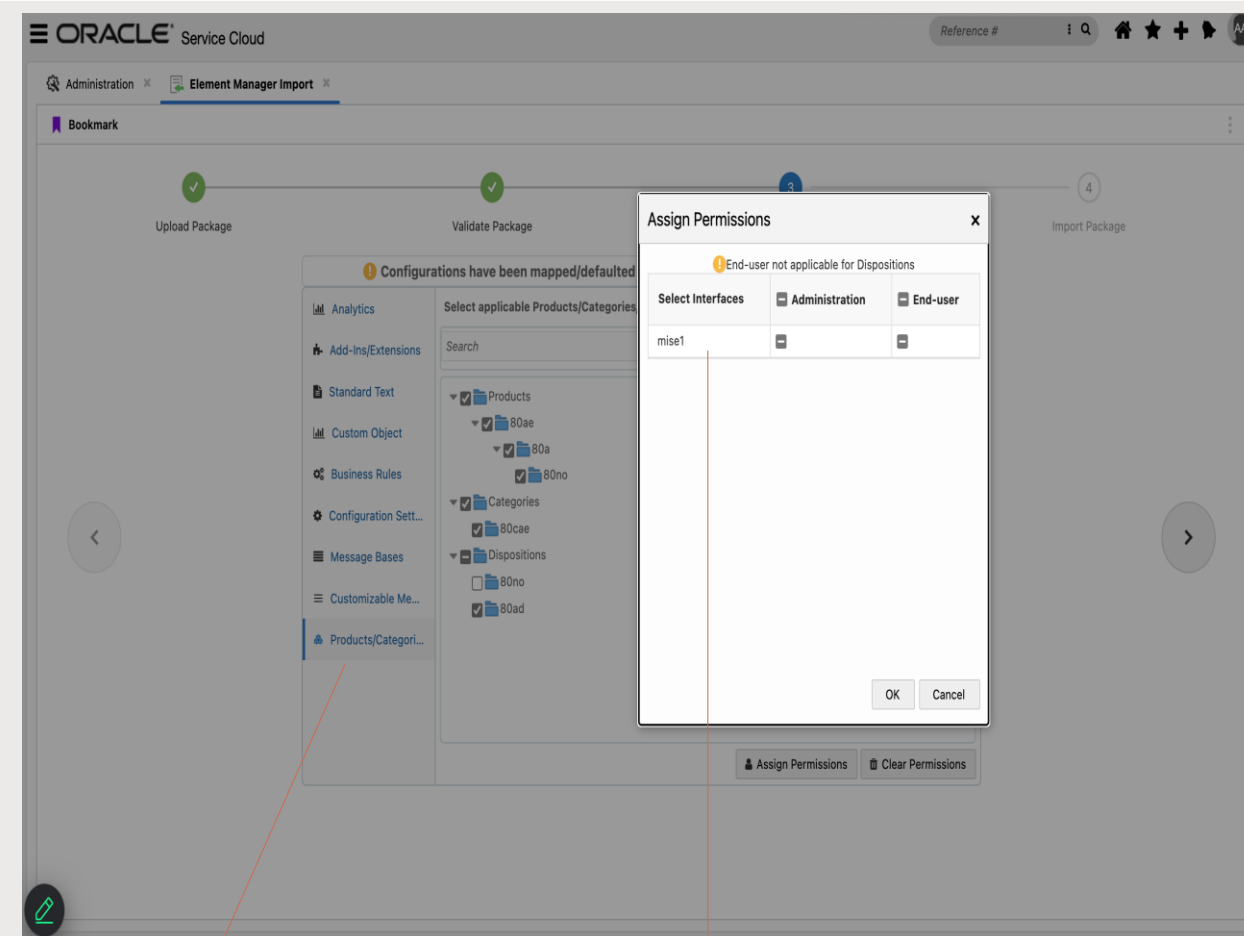
## 25B: Element Manager

### Capability Highlights

- **Dependency management** allows administrators to choose to include the dependent elements during export
- **Choose interface** of elements in 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 permissions of elements post deployment



*A new tab for Product, Categories, & Disposition in Manage Configurations page*

*Ability to choose interfaces while deploying Product, Categories, & Disposition*





# Open Search Configuration in BUI

## 25B: Search Service

### Capability Highlights

- Ability to provide **Search Configuration** for the search results for Open **Search engine**.
- Search Configurations can be provided for **Agent searches (Agent Console)**, and **End-user searches (Customer Portal)**.

### Key Benefits

- **Refined results:** The Search Configuration allows to provide field level configuration, Weights for each application area.

Configurations can be provided for each applications and fields.

Search Configuration Admin Card in Admin page







# Additional Reports on Knowledge Overview Dashboard

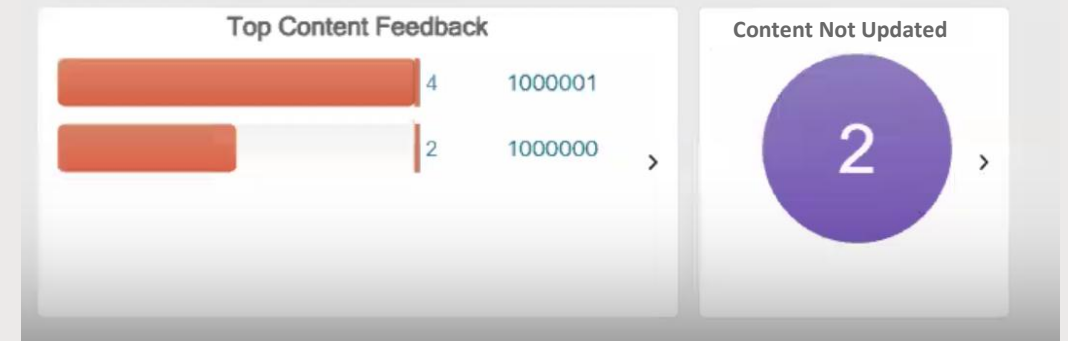
25B: Knowledge Advanced

## Capability Highlights

- **Two new metrics** on the Knowledge Overview Dashboard for authors that are
  - Content Not Updated
  - Top 5 Content Feedback

## Key Benefits

- **Easier Monitoring and Content Updating** based on recommendations and aging



*New Reports on KA Dashboard*



# Content type limitation removed

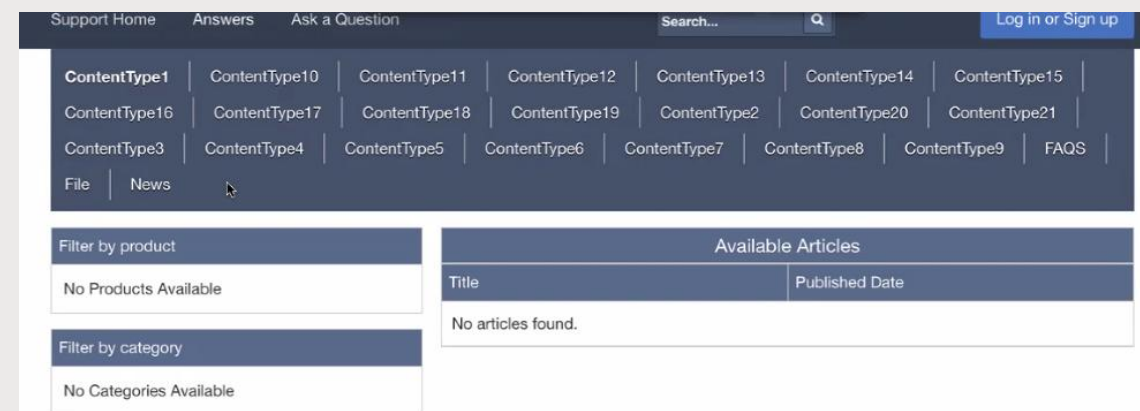
25B: Knowledge Advanced

## Capability Highlights

- A limitation in the OKCS CP system, restricting the number of content types to 20 has been removed.

## Key Benefits

- Better customization of the end-user page** allowing for a more elaborate and detailed content with more number of content types.



*More than 20 content types are allowed now*



# Data Source UI – view data source details used for Hot Topics

25B: Hot Topics & AI Services

## Capability Highlights

- **Data Source Listing UI:** Review incident data (Data Source) used for generating hot topics.

## Key Benefits

- **Visibility:** Enhanced transparency with easy access to data source configurations.

ORACLE Service Cloud Reference #				
Administration Datasource				
Refresh	Open			
Name	Type	Description	Status	Created
incident_ds	Incident	Incident Datasource	Completed	02/1

Nameincident\_ds

DescriptionIncident Datasource

DataSource Typeincident

Criteria for Data Tagging

Initial (One Time)

Created Date between6 Aug 2024to5 Sept 2024

AND

Status Type equalsSolved

Incremental (Continuous)

Status Type equalsAll





# Stream Hot Topics Data to Custom Attribute or Custom Object

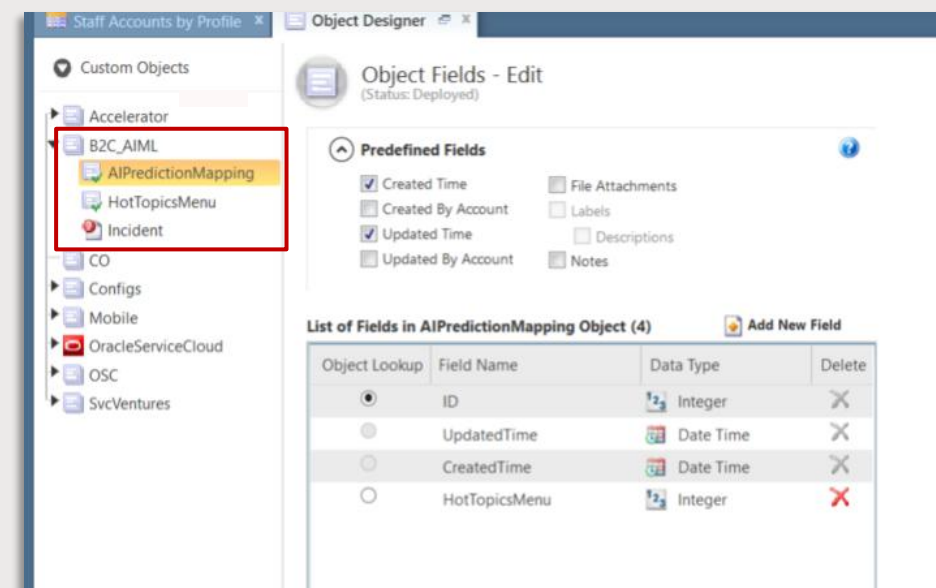
## 25B: Hot Topics & AI Services

### Capability Highlights

- **Stream to Custom Attribute:** Deploy custom attributes to map the hot topics data and enable streaming of topic name, topic ID, and incident ID in near real-time.
- **Stream to Custom Object:** Deploy custom objects to map the hot topics data and enable streaming of topic name, topic ID, and incident ID in near real-time.

### Key Benefits

- **Customization:** Enables the creation of custom reports by combining Hot Topics data with incident data.
- **Automations:** Facilitates the creation of business rules to support downstream automation based on near real-time Hot Topics mapping.



\*Controlled Availability





# Hourly Drilldown and Granular Details for Sessions Reports

25B: Service Usage Metrics (SUM)

## Capability Highlights

- **Hourly Drilldown:** Drill down and view hourly data of SUM sessions reports.
- **Granular Details:** Drill down to view individual session data for each hour of the day.

## Key Benefits

- **Visibility:** Admins can view granular session usage details.

Administration Tier 1 Sessions

Top Level > Oct, 2024 > 2024-10-24 > 2024-10-24T22

Search Criteria

The session count may vary for the last 7 days as the bot detection logic identifies and removes the bot sessions.

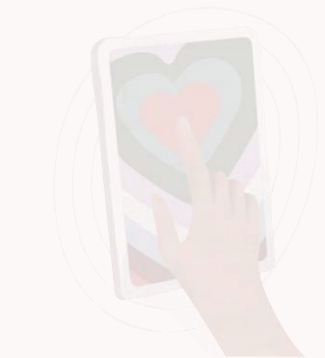
< > Records 1 - 1000 (2108 Total)

Engagement Id	Instance ID	Start Time	End Time	User Agent
l q^	l t	2024-10-24T22:00:00Z	2024-10-24T22:15:00Z	Moz
r l^	l t	2024-10-24T22:00:00Z	2024-10-24T22:15:00Z	Moz
l ^	l t	2024-10-24T22:00:00Z	2024-10-24T22:15:00Z	Moz
f ^	l l	2024-10-24T22:00:01Z	2024-10-24T22:15:01Z	TLS
f q^	l l	2024-10-24T22:00:03Z	2024-10-24T22:15:03Z	TLS
f ^	l l	2024-10-24T22:00:04Z	2024-10-24T22:15:04Z	TLS
q l^	l l	2024-10-24T22:00:06Z	2024-10-24T22:15:06Z	TLS
v l^	l l	2024-10-24T22:00:06Z	2024-10-24T22:15:06Z	Moz
r q^	l	2024-10-24T22:00:07Z	2024-10-24T22:15:07Z	Moz
l ^	l o	2024-10-24T22:00:12Z	2024-10-24T22:15:12Z	TLS



# Role Based Segmentation of Roadmap

**Customer  
Experience**



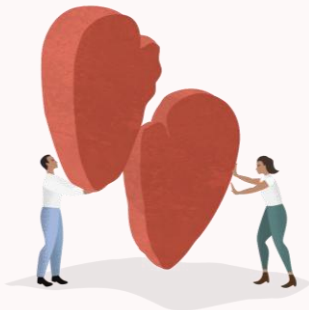
**Agent  
Experience**



**Administrator Experience**



**Developer  
Experience**





# Persist Connections during Site Upgrade

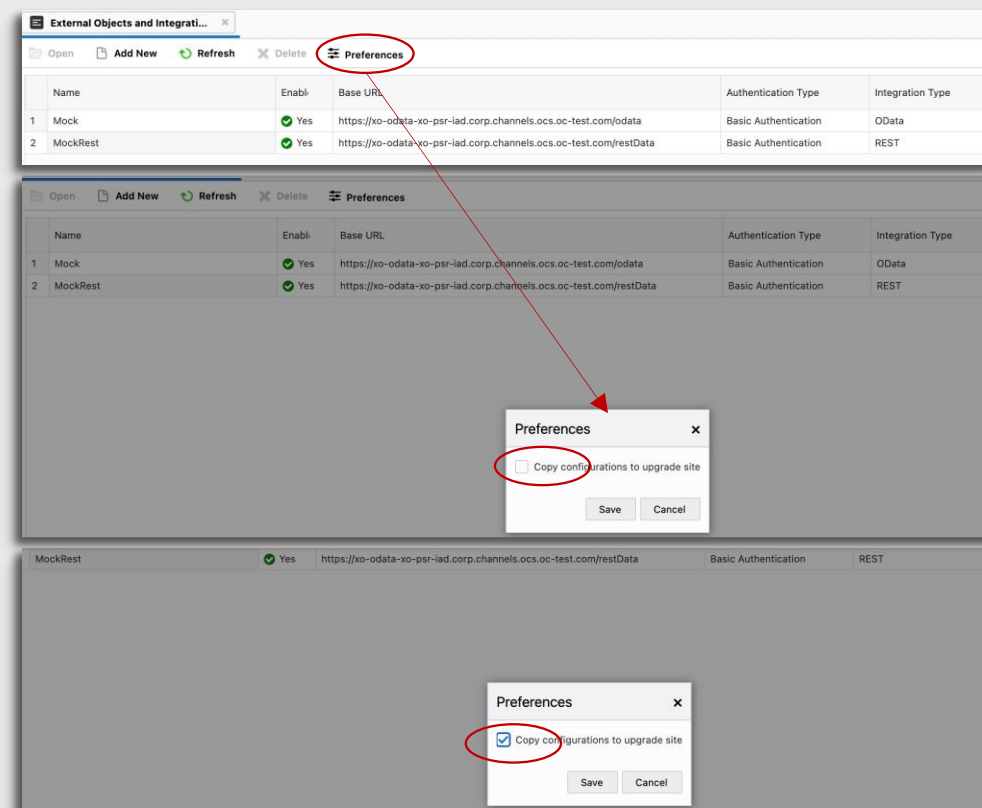
## 25B: External Objects & Integrations

### Capability Highlights

- **Persist connections to Upgrade Sites:** Admins can persist non-sensitive connection details from the production site to the upgrade site.

### Key Benefits

- **Semi-Automation:** Easily test third-party integration by transferring connection details to the upgrade site, reducing manual effort.







# Dashboard in Browser UI

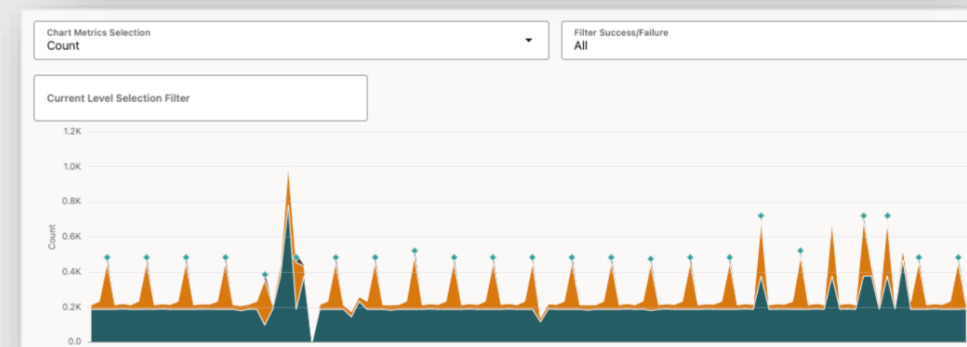
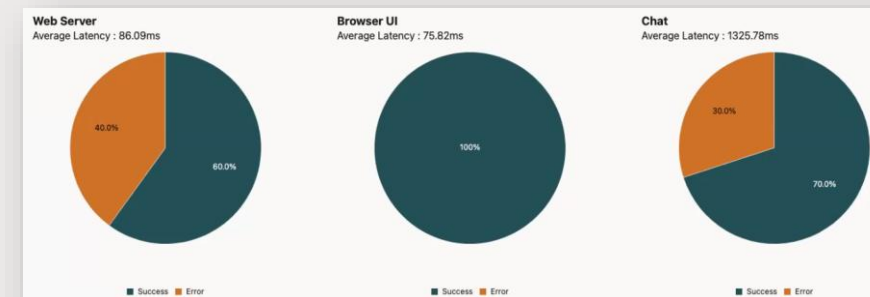
## 25B: Service Health Metrics

### 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 easily consumable data about the overall health of the CX service





# Custom Business Events

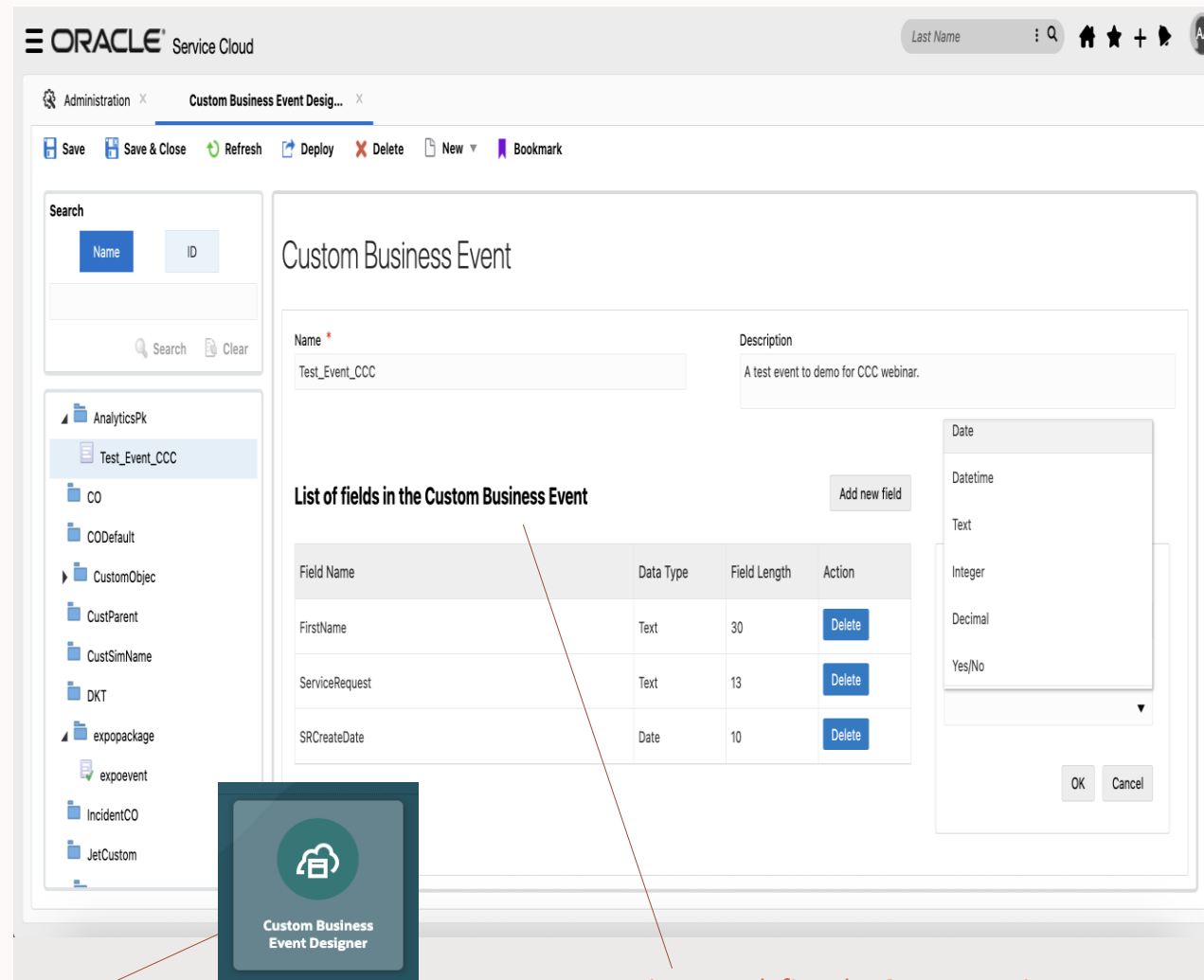
## 25B: Event Delivery Service

### Capability Highlights

- Define a **Custom Business Event** using the event editor.
- Define **the fields** to be included in the event payload.
- Deploy the event and view the deployed events.

### Key Benefits

- **Custom Payload:** Admins can define the event payload by choosing the number and type of fields to be included in the payload.
- **Reusable events:** The custom business event is defined as a separate entity and not associated with any object, so the events can be **reused for multiple business scenarios**.



A new admin card for  
Custom Business Event

Event Designer to define the Custom Business Event





# Support OAuth Authentication

25B: RightNow OIC Adapter

## Capability Highlights

- **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

**Properties**

WSDL URL Required

**Security**

Security policy  
Username Password Token

Username Password Token

OAuth 2.0

Basic Authentication

**Access type**

☒ **Public gateway**  
Connect to endpoints using the internet.

☐ **Private endpoint**  
Connect to endpoints using your private network.

*The OAuth authentication type in the dropdown*



# Support MS Azure JWT token in OAuth authentication

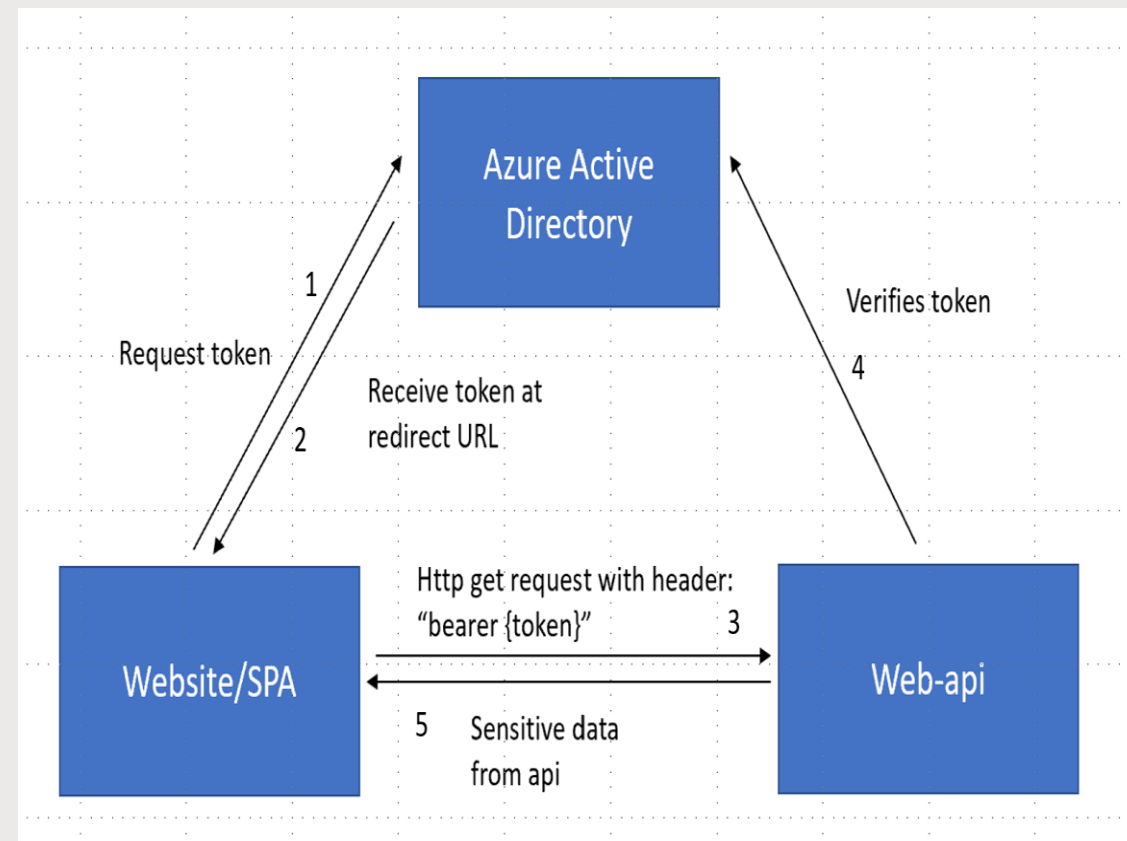
## 25B: Managed APIs

### Capability Highlights

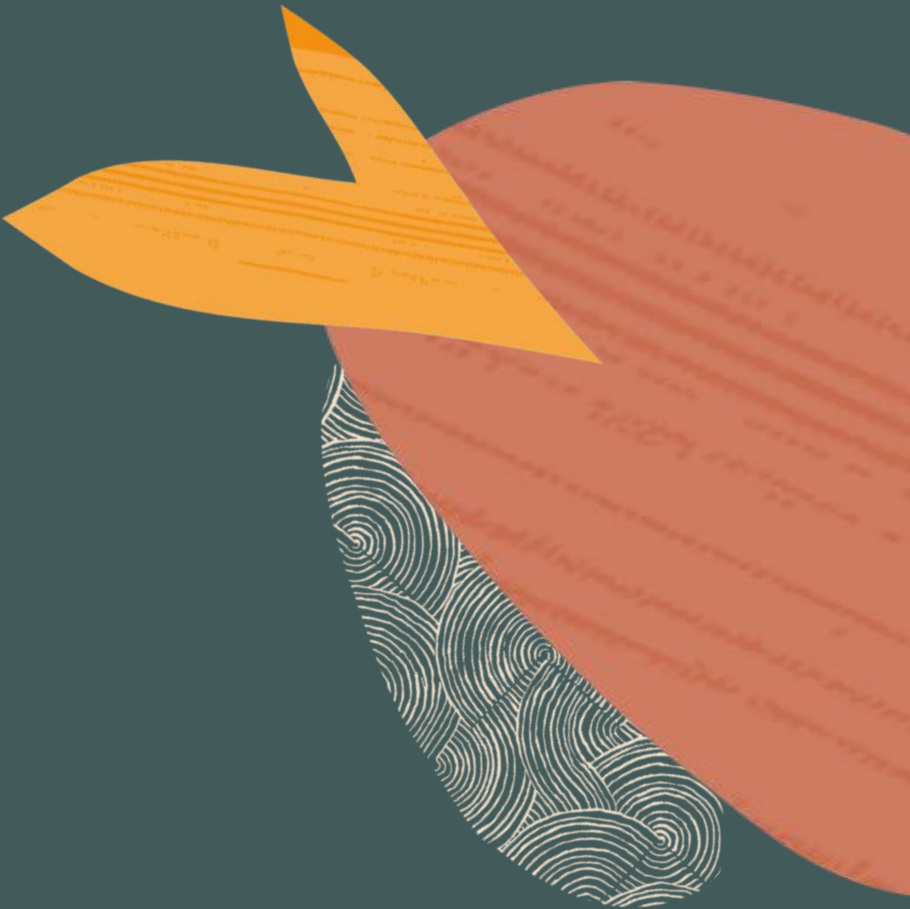
- Customer can now integrate Oracle Service Cloud with Azure through **OAuth authentication using the Azure JWT**.

### Key Benefits

- Flexibility:** Supporting MS Azure JWT in OAuth authentication provides a quick and easy way to integrate Service Cloud and Azure.



Thank You





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