



24D Roadmap

Customer



Customer Chat

- ❑ Conditional Chat Link to prompt in line of page context
- ❑ B2C Chat Offer Effectiveness
- ❑ Conditional Launch Button Details to allow polling on multiple queues
- ❑ Field pattern validation on chat form
- ❑ Dynamic fields on chat form
- ❑ Control attachments on agent side
- ❑ Sensitive Information detection in the subject
- ❑ Improved cross site scripting prevention and form security
- ❑ Post conversation message link
- ❑ Longer text field for icons

Customer Portal

- ❖ Calendar Date Picker Widget
- ❖ KA - multi-facet support for OR
- ✓ KA - content grid support
- ✓ KA - link to search results from suggestions widget

Agent



Agent Chat

- Additional reporting on Chat Agent Preferences
- Option to Send a Zoom Link During a Live Chat

Incidents and Agent Insights

- Incident Thread Translation
- Execute Agent Insights by Default
- Workspace Control Enhancements

Analytics

- Scheduling reports as XLSX Excel attachment
- Column header Auto-filter criteria
- Move reports out of deferred execution from BUI

Administrator



Enhanced Business Rules

- ❖ Outbound SMS via Responsys

Element Manager

- ❖ Customizable menus support
- ❖ Product, category, and disposition support

Data Lifecycle Management

- ❖ Customer defined retention period for transactions

Job Scheduler

- ❖ Job Scheduler

Administrative User Interfaces

- Hot Topics*

Knowledge Foundation

- ❖ Editor anchor support
- ❖ Editor color coding support

Knowledge Advanced

- ✓ Require remove after date

Developer



Event Delivery Service

- Admin UI for OSS credentials

External Objects & Integrations

- Allowed API Methods

Service Health Metrics

- Chat Service Support

Legend

- ❑ Web Chat for Service Upgrade Required
- Pushed in bi-weekly builds
- ❖ Requires 24D Upgrade
- Requires Engagement Panel Update

