

Oracle B2C Service

24B Quick Glimpse Card



Customer

Web Chat for Service

- ❑ Personalization of icons and names
- ❑ Page Peek and Visitor Browser History

Knowledge Advanced

- ❖ View attachment from recommendation



Documentation



Agent

Artificial Intelligence

- Response suggestions for chat and non chat channels
- Automatic language translations for chat

Agent Chat

- Custom *Action Buttons* for engagement panel

Workspaces

- @mentions on private note for notification
- Attachment Image Viewer Enhancements



Administrator

Enhanced Business Rules

- ❖ Task Event Handlers in CPMs and as an action from EBR

Element Manager

- Import and Export Usability enhancements

Data Lifecycle Management

- Enforce single range filter

Service Usage Metrics

- Relative threshold alerting



Integrator

Service Health Metrics

- REST APIs for tactical health metrics

Event Delivery Service

- Azure as a destination

External Integration & Objects

- Custom credentials support



Legend

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