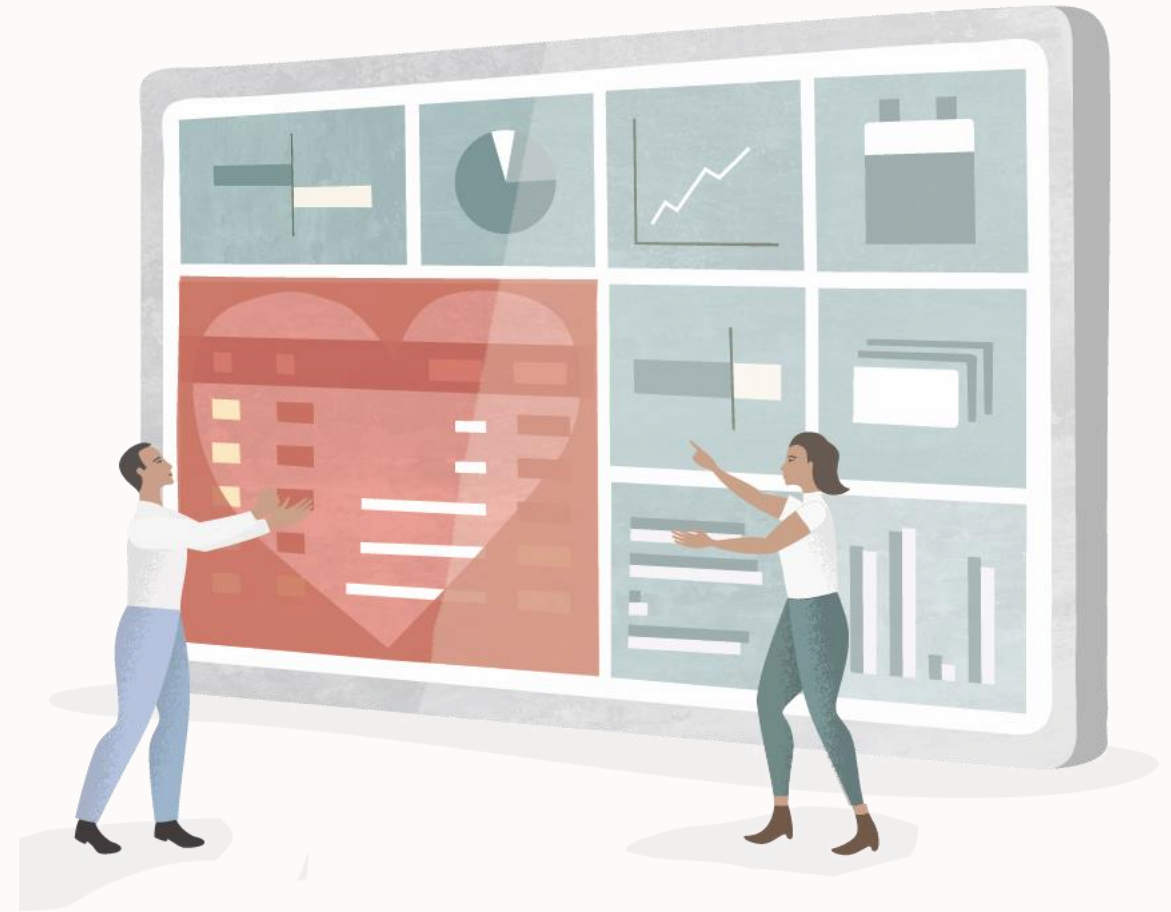


ORACLE

Oracle B2C Service

24C Release Material

August 2024



Oracle B2C Service

24C Roadmap



Customer



- **Web Chat for Service**
 - ❑ Upgrade & Copy WCFS Component
 - ❑ Support multiple interfaces
 - ❑ Proactive chat invitation and support for multiple bots
 - ❑ Fully or partly mask sensitive information
 - ❑ Header and footer in pre-launch form
 - ❑ Display and customize bot name
 - ❑ Draggable chat window and dynamic widget position
 - ❑ End conversation improvements
 - ❑ Configure post conversation message buttons
- **Service Emails**
 - ❖ Emoji support for Message Templates
- **Knowledge Advanced**
 - ❖ View filtering of user groups in CP

Agent



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

Administrator



- **Enhanced Business Rules**
 - ❖ Exit Function
- **Element Manager**
 - Count of nested dependent elements
- **Data Lifecycle Management**
 - ❖ Custom reports on DLP table
- **Process Framework**
 - ❖ Support multiple PHP versions
- **Search Service**
 - ❖ Identify persona of a keyword search
- **Knowledge Advanced**
 - ❖ Bulk Update User Groups
 - ❖ Update to rich text area
 - ❖ Delete specific article versions
- **Service Usage Metrics**
 - ❖ API for Service Usage Metric reports

Developer



- **Event Delivery Service**
 - Support for Oracle Integration Cloud
 - Choose objects for EDS events
- **RightNow OIC Adapter**
 - Enable private end points
 - Support Event Delivery Service
- **Service Health Metrics**
 - Latency Identification
 - Monitor Chat Service

Legend

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



Oracle B2C Service

Customer Experience



Web Chat for Service

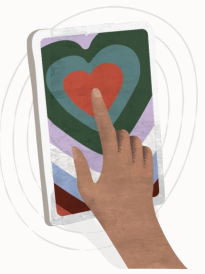
- Upgrade & Copy WCFS Component
- Support multiple interfaces
- Proactive chat invitation & support for multiple bots
- Fully or partly mask sensitive information
- Header and footer in pre-launch form
- Display and customize bot name
- Draggable chat window and dynamic widget position
- End conversation improvements
- Configure post conversation message buttons

Service Emails

- Emoji support for Message Templates

Customer Portal

- View filtering of user groups in CP



Administration of WCFS Component

24C: Web Chat for Service 24.07.0

Dashboard Sites Rules A/B Testing Settings Help Logout

Settings > Web Chat > Create New Component

General Operating Hours Inlays Intelligent Advisor Web Chat

Name *

Test

Web Chat Version *

23.08.1 23.08.1 23.06.0 23.02.0 22.12.0

Show Attributes

wcfs_23_12_1
Copy
Delete
Publish
May 2024 14:30

wcfs_24_04
Last Modified: 22 April 2024 18:01

wcfs_24_04
May 2024 17:10
Delete
Publish
Upgrade
April 2024

Copying Component...

wcfs_copy_1
Last Modified: 22 April 2024 18:01

Upgrade is successful. Please find the details below:

- A new component with name 'OldCompName_Upgrade1' has been created.
- The old component 'nameOfOldComponent' is still available for your reference.

Your component will be upgraded to latest version 24.07.

View Upgraded Component Close

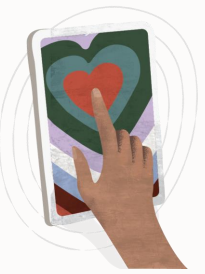
Continue Cancel

Capability Highlights

- **Upgrade component:** Ability to change a component to the newest release.
- **Copy component:** Ability to copy a WCFS component and make changes to the new version.

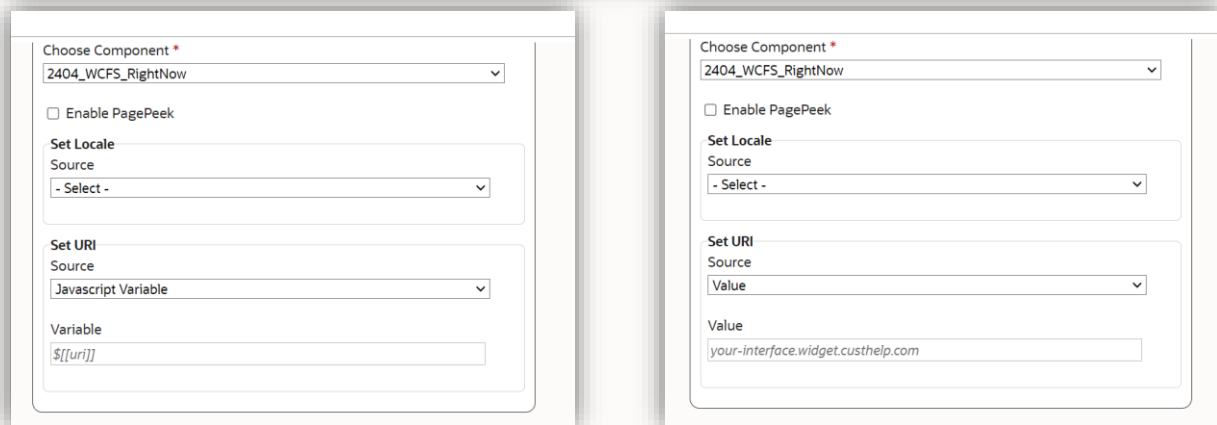
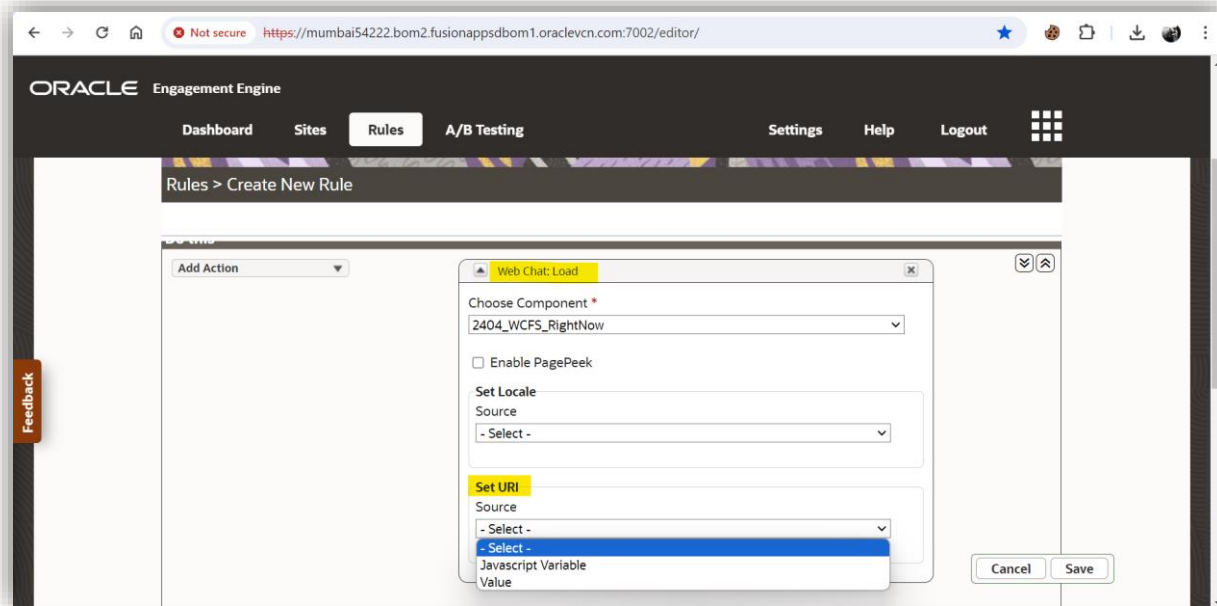
Key Benefits

- **Easier administration:** Save time upgrading your Web Chat components to a newer version to uptake new enhancements or use a master component that can be cloned.
- **Component management:** Indicate which components are a copy or an upgrade.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine



Administration Enhancement – Support Multiple Interfaces

24C: Web Chat for Service 24.07.0

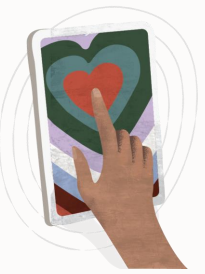


Capability Highlights

- **Support multiple RightNow interfaces via a single rule for WCFS load:** Ability to reuse WCFS component across interfaces.
- **New URI property in WCFS load rule:** Override the initial component URI with a value or a variable.
- **Dynamically set the URI:** Using the host page JS variable.

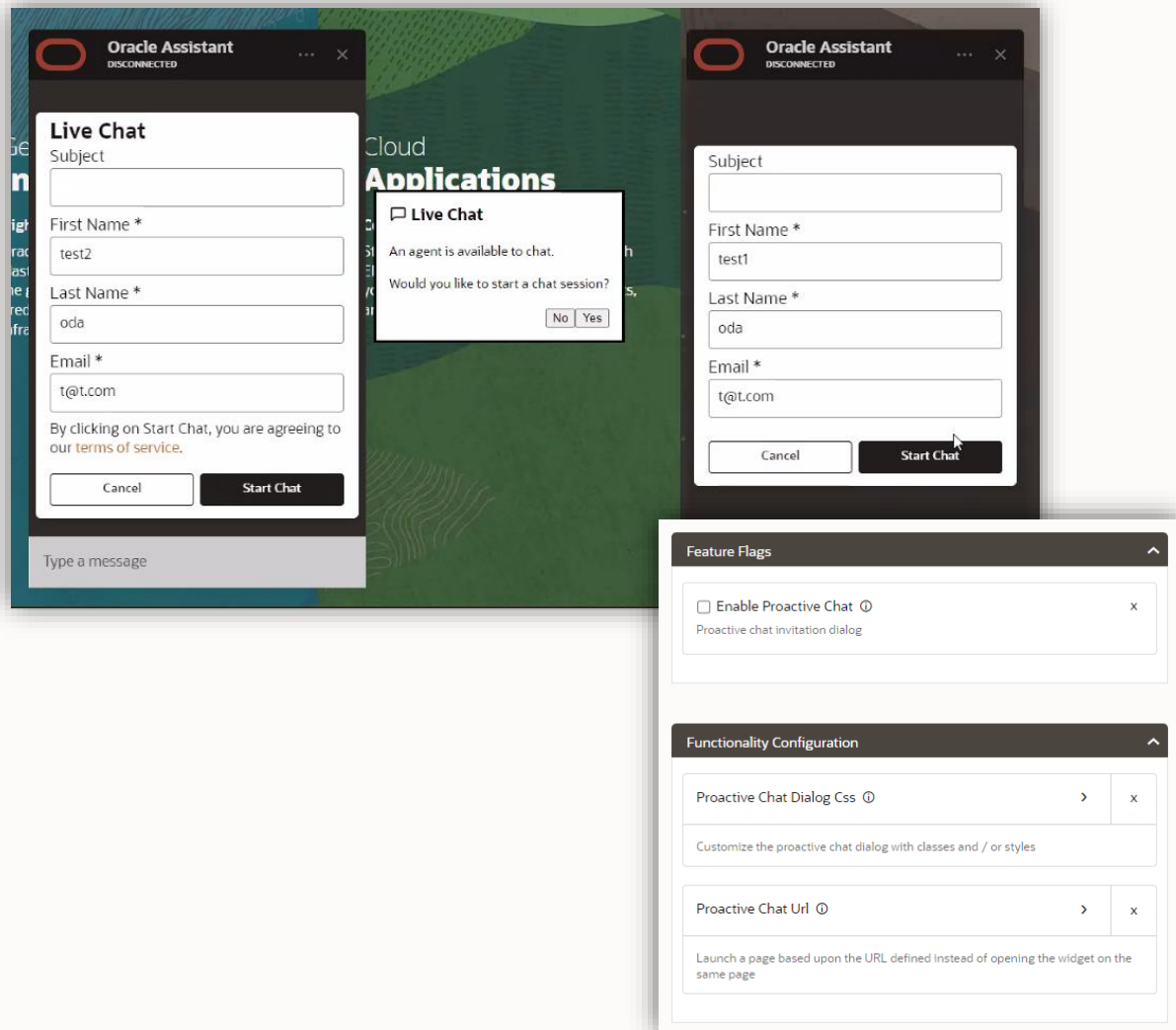
Key Benefits

- **Easier administration:** Save time setting up Web Chat on multiple interfaces.
- **Component management:** No need to create a component per interface to initiate chat from the right interface.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.



Proactive Chat Invitation & Support for Multiple Bots

24C: Web Chat for Service 24.07.0

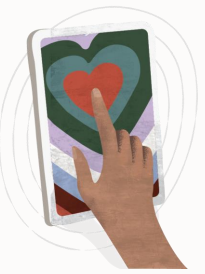


Capability Highlights

- **Proactive Chat:** When defined conditions are met show a chat invitation dialog.
- **Consistent branding:** Style the default proactive chat invitation CSS to match look & feel of your brand.
- **Combine WCFS widgets:** Support for multiple bots on the same page to design the desired experience.

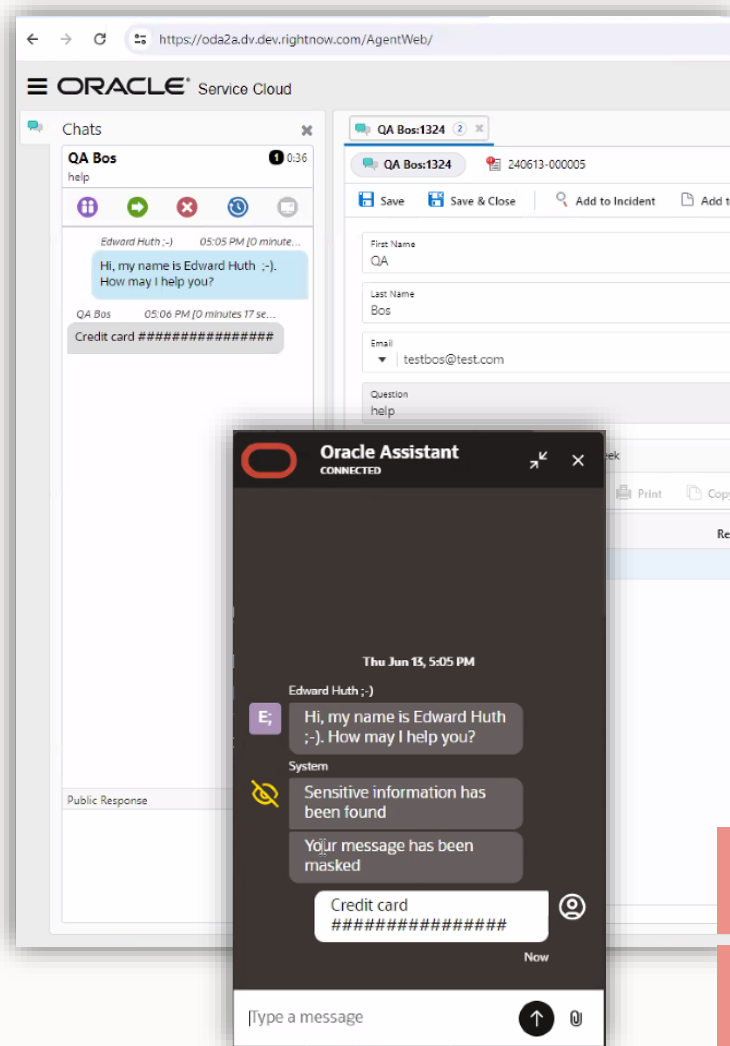
Key Benefits

- **Design user experiences:** You can have a basic chat widget routing to a bot on every page and offer a proactive invitation to chat with a human agent on a checkout page.
- **Decrease abandonment:** Offer an invitation to chat with an agent on cart checkout page after idle time
- **Increase conversion:** Offer an invitation to chat when not proceeding to next step when completing a form.
- **Business agility:** Easily meet personalized business requirements with Engagement Engine.



Fully or Partly Mask Sensitive Information

24C: Web Chat for Service 24.07.0



Capability Highlights

- **Sensitive information masking** : Besides sending sensitive information off the record it is now possible to either fully or partially mask it.
- **Custom regular expression**: Next to the built-in regular expressions you can now define your own ones.

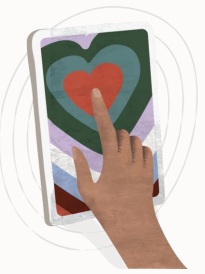
Key Benefits

- **End-user security compliance**: By not storing personal information to the transcript
- **Agent efficiency**: By giving agents visibility on data that is needed to resolve the ticket but not storing it as part of the transcript or completely hiding it from the agent's view.

```
offTheRecordPatterns: [ 'creditCard', 'socialSecurity', '[0-9]{4}[a-z]{2}' ]
```

```
maskingPatterns: [ 'creditCard', '[0-9]{4}[a-z]{2}' ],
maskingCharacter: '*', // default is '#'
maskingMode: 'partial', // default is 'full'
```





Header and Footer in Pre-Launch Form

24C: Web Chat for Service 24.07.0

plfHeaderHtml

plfFooterHtml

```
i18n: {
  en: {
    plfHeaderHtml: '<span style="font-size: x-large; font-weight:bold;">Live Chat</span>',
    plfFooterHtml: 'By clicking on Start Chat, you are agreeing to our <a href="https://www.oracle.com/legal/terms.html" target="_blank"> terms of service</a>.'
  }
}
```

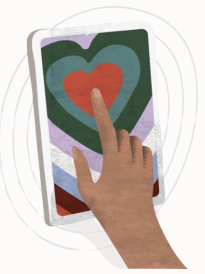
Capability Highlights

- **Launch form enhancement:** A header and a footer have been added to the pre-launch form.
- **Custom text keys:** Easily change header & footer with new custom strings that are blank by default
 - plfHeaderHtml
 - plfFooterHtml
- **Fully customize with HTML:** Ability to change the font and colors to comply with your corporate UX standards.

Key Benefits

- **Add disclaimer text:** Directly add a custom footnote with e.g. a link to your Terms and Conditions or other policies.
- **Business agility:** Easily meet personalized business requirements with Engagement Engine.





Display and Customize Bot Name

24C: Web Chat for Service 24.07.0

Functionality Configuration

Bot Name Mode ⓘ

How to display the name of the bot in the conversation

noName

fullName

firstName

lastName

defaultName

noName

How to display the name of the live agent in the conversation

fullName

Custom Strings ⓘ

```
{
  "en": {
    "agent": "Agent",
    "avatarAgent": "Agent icon",
    "avatarBot": "Bot icon",
    "avatarUser": "User icon",
    "bot": "Bot",
    "card": "Card {0}",
    "cardImagePlaceholder": "Card image",
    "cardNavNext": "Next card",
    "cardNavPrevious": "Previous card"
  }
}
```

Oracle Assistant
CONNECTED

Fri Jun 7, 4:00 PM

Chatbot Oda

Hello, I'm chatbot Chatbot Oda, how can I help you?

Now

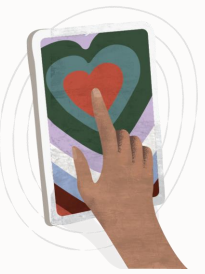
Type a message

Capability Highlights

- **New Bot Name Mode attribute in Engagement Engine:** The name of the bot agent can be customized in the conversation.
- **Display bot name:** Show the name of the bot above each message.
- **Personalize according to desired support experience:** Ability to change the chatbot name for branding purposes.

Key Benefits

- **Bot branding:** Options to show a custom bot name in the chat conversation.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.



Draggable Chat Window and Dynamic Widget Position

24C: Web Chat for Service 24.07.0

Functionality Configuration

- Enable Draggable Button ⓘ
A flag to make the ODA Chat button draggable
- Enable Draggable Widget ⓘ
A flag to make the ODA Chat widget draggable

```
position: {
  top: '',
  bottom: '20px',
  left: '',
  right: '20px'
}

The following will move the widget 80 pixels to the left.

Bots.updatePosition({
  right: '100px'
});
```

Oracle Assistant CONNECTED

Fri Jun 7, 4:10 PM

Edward Huth :-)
Hi, my name is Edward Huth :-). How may I help you?
4min ago

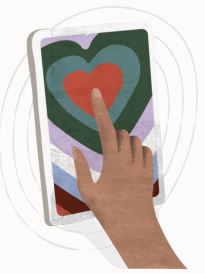
Type a message

Capability Highlights

- **Draggable chat window:** The end-user can drag the chat across the window while chatting.
- **Change position of widget:** It is now possible to dynamically update the widget position based on a page element via a method.

Key Benefits

- **Improved user experience:** position of the widget can be different based on the page content to eg. avoid overlaying buttons or shopping carts.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.



End Conversation Improvements

24C: Web Chat for Service 24.07.0

Functionality Configuration

- Enable End Conversation Button To Close ⓘ
Enable the end conversation button to also close the widget when there is no active connection
- Clear Conversation On Close ⓘ
Whether to clear or keep the conversation when the widget is closed

Oracle Assistant
DISCONNECTED

Edward Huth :-)

E: Hi, my name is Edward Huth :-). How may I help you?

System

Sensitive information has been found
Your message has been masked

Credit card
#####

System

The agent has concluded this conversation.

Now

Do you want to start a new conversation?
Start New Conversation

Type a message

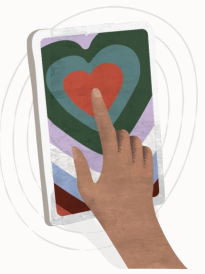
Capability Highlights

- **End conversation button:** When there is no active connection the X button can now also close the widget.
- **Keep or clear an ended conversation:** New setting to keep or clear an ended conversation when closing the widget

Key Benefits

- **More intuitive user experience:** An end-user would click the X to close a widget.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.





Configure Post Conversation Message Buttons

24C: Web Chat for Service 24.07.0

Functionality Configuration

- Show System Message Minimize Button ⓘ
Show the minimize widget button when a conversation is ended
- Show System Message Start Button ⓘ
Show the start new conversation button when a conversation is ended

Post Conversation Message Options

Post conversation message options

Feature Flags

- Enable Post Conversation Message ⓘ
Show a message after ending the conversation such as a survey

Chat

DISCONNECTED

Is your order number SF20194321?

Yes

No

A few seconds ago

Please take this survey to help us improve.

Print Conversation

Start New Conversation

Minimize Widget

How would you rate the chat conversation?

- ***** (excellent)
- **** (good)
- *** (average)
- ** (bad)
- * (very bad)

Post Conversation Message

Enable Print Button

Iframe Location

bubble

Iframe Styles

Type

message

Url

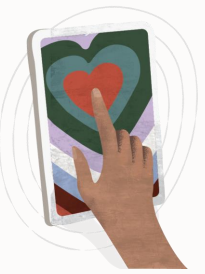
Capability Highlights

- **Configure minimize widget button:** Ability to hide or show the button when the conversation is ended.
- **Configure start new conversation button:** Ability to hide or show the button when the conversation is ended.

Key Benefits

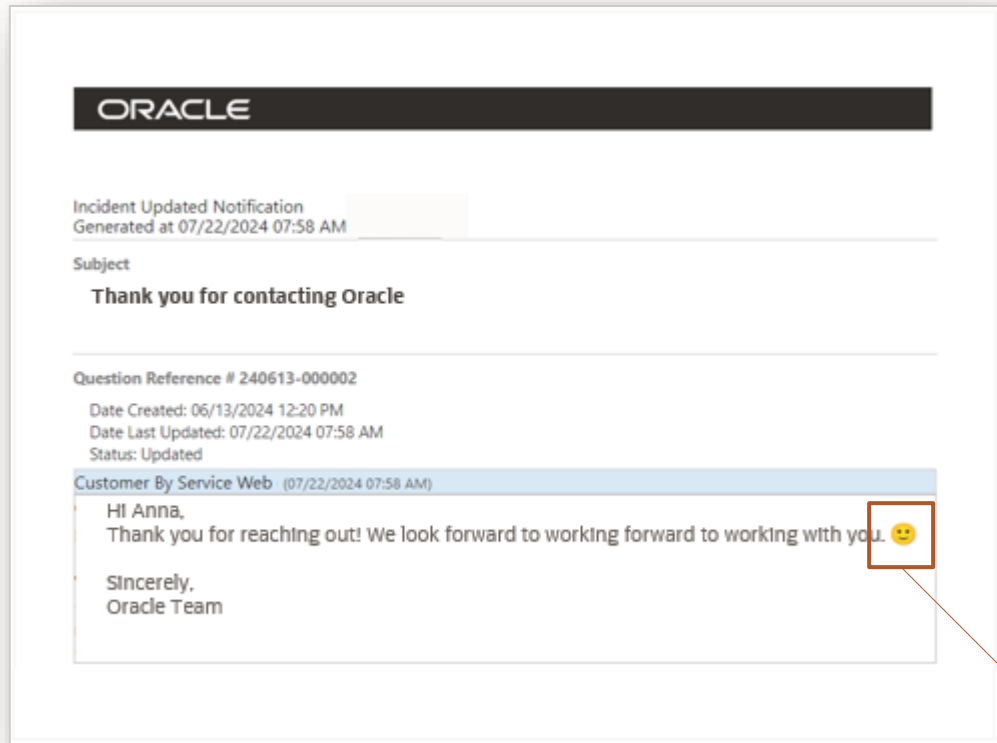
- **More intuitive user experience:** An end-user would click the X to close a widget.
- **Business agility:** Easily meet changing business requirements while enabling highly personalized user experiences with Engagement Engine.





Emoji Support in Message Templates

24C: Email Message Templates



Capability Highlights

- **Emojis** are not supported on message templates

Key Benefits

- **Clarifying the meaning:** By displaying expressions, tone of voice, and human gestures in digital communication

Emoji





View Filtering of User Groups in Customer Portal

24C: Knowledge Advanced in Customer Portal

Add FAQ

Content Entry Fields

Question *

Filtering UG by View in CP

Answer

Source [Icons: Undo, Redo, Bold, Italic, Bulleted List, Numbered List, Link, Unlink]

Everyone can see this

Access_Level_1

This is only visible in View1

Access_Level_2

This is only visible in View2

Remove styles definitions

Repository View Selection *

Demo

- Test
- view1
- view2
- view3

Capability Highlights

- Cross trained users accessing multiple Customer Portals viewing articles available in all those portals see only the sections relevant to the portal they are currently in

Key Benefits

- More focused content when shared across multiple views

Oracle B2C Service

Agent Experience



Agent Chat

- Color-code chat header for wrap-up
- Transfer list determined by profile
- Bring your own translation service

Incidents and Agent Insights

- Support images in Agent Insights

Analytics

- User experience enhancements for Infolet dashboards
- Auto-filter on column headers





Chat Header can be Color Coded for Wrap-up

24C: Agent Chat

Save Save & Close Refresh

Chat Display Options

Font Style: Default

Header: Font Color: [Black]

Header Wrapup Mode: Background Color: [Red]

Transcript: Background Color: [White]

Agents can configure the color of the chat when in “wrap-up”

Subrato Das 0:32
Issue with Printer 38

besoin ?

Subrato Das 11:39 AM
oui, l'identifiant du travail est AU1422024

Current Chat

LoadUser20 01:14 PM [0 minute...
Hi, my name is LoadUser20. How may I help you?

Subrato Das 01:15 PM [0 minutes 8 sec...
Hi

Subrato Das 01:15 PM [0 minutes 23 se...
I am facing an issue with my printer which was recently bought

Concluded by Agent

Example of a chat in “wrap-up” after the agent configures the color

Capability Highlights

- **Personalize the display of the chat header** so it's easy to see when chats are in wrap-up mode
- **Selections are configured by the agent** to fit their personal needs

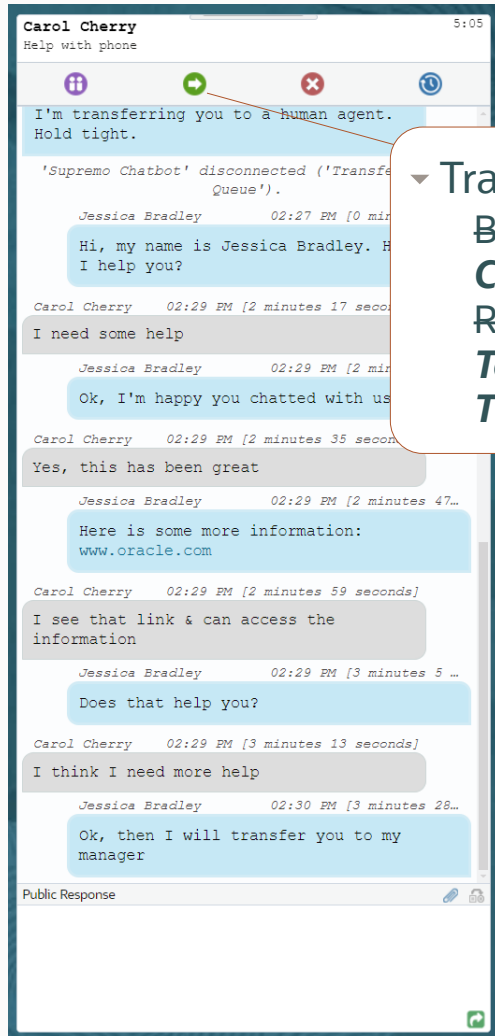
Key Benefits

- **Employee Optimization:** Enhance usability efficiency and personalization for agents handling chats in the browser user interface



Transfer Queue List is Configured by Profile

24C: Agent Chat



Transfer to Queue

- Billing Inquiries
- Customer Service
- Refund Department
- Technical Support
- Tier 1 Escalation

Instead of seeing all chat queues within the transfer list, a limited set of queues will appear

Capability Highlights

- **Transfer Queues are configured per profile** to fit the needs of the business
- **Agents have a tailored list of transfer queues** so sending chats to the intended queue is easier & faster

Key Benefits

- **Agent Efficiency:** Enhance efficiency for agents transferring chats by reducing the number of queues to choose from
- **Administrator Efficiency:** Admins can reduce the number of chats that are routed incorrectly



Language Translation – Powered by Third-Party Services

24C: Agent Chat

The new third-party configuration menu for the Chat Language Translation feature

Endpoint Name	Language Detection Connection	Language Translation Connection
Google	GoogleDetec	GooglTransl
LangIO	LangIO	TranLangIO
OCI	OCIDetect	OCITransl

Capability Highlights

- **Language translation by a third-party service** is now available during live chat sessions
- **Agents receive messages** in the language set on the interface
- **Customers receive messages** in their preferred language

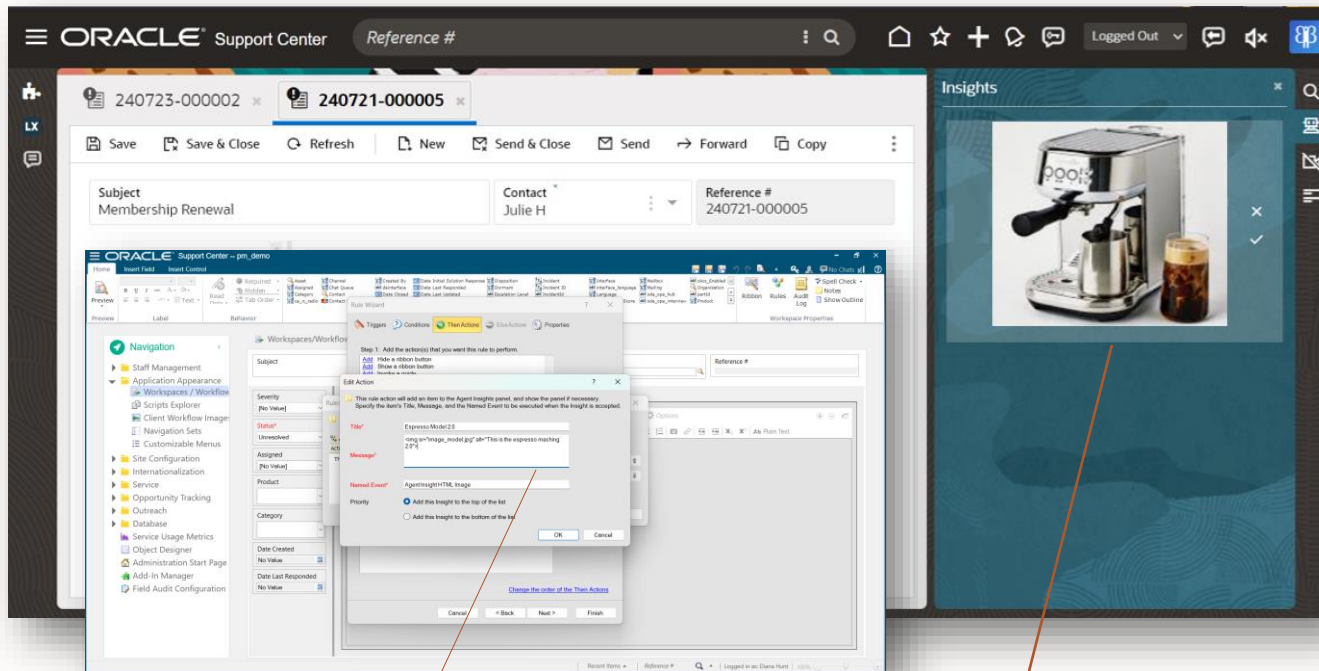
Key Benefits

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



Images Display in Agent Insights

24C: Agent Insights



Workspace Rule Action with HTML for Image

HTML Image in Agent Insight Cards

Capability Highlights

- **Agent insights** can be configured to show images uses html

Key Benefits

- **Employee Optimization:** Provides clarity making it easier for agents to understand

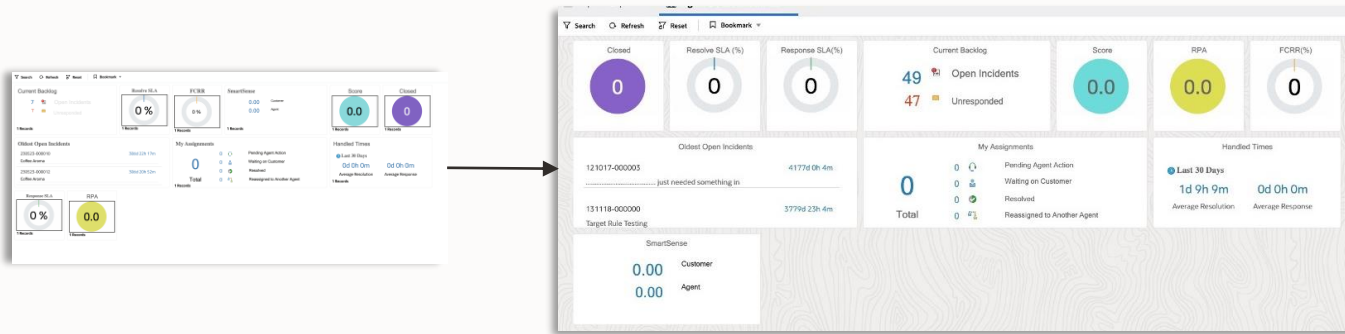




User Experience Enhancements for Seeded Infolet Dashboards

24C: Incident Response Threads

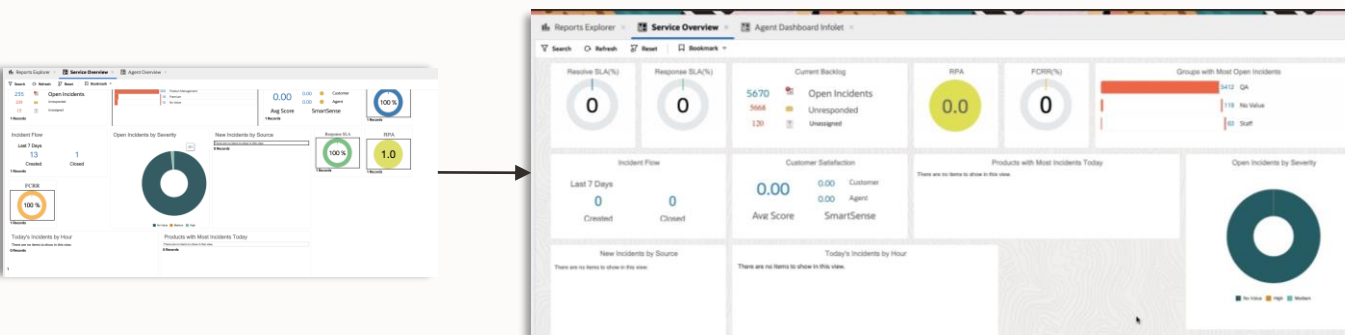
Agent Overview Dashboard



Capability Highlights

- **Infolet:** Promote essential, easily consumable information
- **Agent Overview Dashboard:** to monitor agent performance
- **Service Overview Dashboard:** to monitor contact-center status

Service Overview Dashboard



Key Benefits

- **Easy to consume Data:** Provide a visually rich means of displaying essential or summary information with a modern look and feel





Auto-Filter on Column Header

24C: Analytics

Opportunity Name	Assigned	Sti	er Forecast	p Forecast
just needed something here for CPObject4	admin admin			0
Assign To Me opportunity1	admin admin			0
Assign To Me opportunity2	admin admin			0
Assign To Me opportunity3	admin admin			0
Assign To Me opportunity4	admin admin			0
Assign To Me opportunity5	admin admin			0
Used Opportunity Permission Test	Bryon Postma			0
etFileData	Rance Harmon			0
TOM Opportunity Add	Rance Harmon			0
TOM Opportunity Remove	Rance Harmon			0
on Native Opportunity	Brian Crumrine			\$ 500,000.00
pp associated with Oliver2 OppCustomFields2	andychat borgmanchat			0
ppportunity Copy Break Test 1	Penney Lane			0

Auto Filter ×

Assigned In List ▼ [Clear](#)

- All
- No Value
- 12 Level 12 Level
- admin admin
- admin2 admin2
- andychat borgmanchat

Capability Highlights

- **Auto-filter columns:** Filter rendered data through column filters
- **Preference:** Agents can choose between side panel auto filter and Column Header Auto Filter.

Key Benefits

- **User Experience:** Enhanced user experience with auto filter available on column headers
- **Visibility:** Users can filter out the relevant data from the rendered report for quick analysis
- **Performance:** Filters rendered data without making another server call.

Oracle B2C Service

Administrator Experience



Element Manager

- Count of nested dependent elements

Business Rules

- Exit Function

Data Lifecycle Management

- Custom reports on DLP table

Service Usage Metrics

- API for Service Usage Metric reports

Search Service

- Identify persona of a keyword search

Process Framework

- Support multiple PHP versions

Knowledge Advanced

- Bulk Update User Groups
- Update to rich text area
- Delete specific article versions



Exit Function

24C: Enhanced Business Rules

The screenshot shows the Oracle Business Rules Editor interface for a rule named 'Test rule'. The rule is enabled and has a description 'A test rule to demo Exit function'. The rule is configured with an 'IF' clause: 'Incidents > Severity equals Unspecified'. The 'THEN' clause contains an 'Exit Function' action, which is highlighted with a red arrow and a note: 'Exit function in the THEN clause of a rule defined in a function'. The 'ELSE' clause is currently empty. A 'Summary' panel on the right shows the rule structure: 'IF Incidents > Severity equals Unspecified', 'THEN 1. Stop Processing', and 'ELSE'.

Capability Highlights

- **New Action:** A new action called 'Exit Function' is available to exit the function without executing the subsequent rules in the Function.

Key Benefits

- **Flexibility:** Admins can easily avoid executing the subsequent rules in the function.
- **Performance:** Improves the run time efficiency by avoiding unwanted rules in the flow.



Count of Nested Dependent Elements

24C: Element Manager

Administration x Element Manager Export x

Create Package Search and Confirm Elements Review Package

Package Name * Test

Package Notes * Test package

Summary Dependencies View

Address (4)

- StreetType
- StreetName
- Unit_Apt_Suite

Count of dependent elements listed in paranthesis for the parent element

Dashboard-Versioning (3)

- ReportVersioning2
- ReportVersioning1
- EmReport for Dashboard

Export

Capability Highlights

- **Count of dependent elements:** Provides the count of dependent elements of the parent element in the dependencies view.

Key Benefits

- **Efficiency:** Identify the element with most dependent elements and remove them from export/import if any errors.



Custom Reports on Data Lifecycle Policy Table

24C: Data Lifecycle Management

The screenshot displays the Reports Explorer interface. At the top, there are tabs for 'Reports Explorer' and 'New Report'. Below the tabs, the 'Level' is set to 'Grid Report' with an 'Add Drilldown Level' link. A 'Docked Filters' section contains the instruction 'Drop Fields from the Data Dictionary or Columns from the Design Surface'. Below this is a horizontal timeline with numbers 1 through 9. The main 'Data Area' contains the instruction 'Drop Fields from the Data Dictionary Window.' and a '(CurrentDate)' placeholder. At the bottom right of the Data Area, it says 'Page {PageNumber} of {NumberOfPages}'. Below the Data Area is the 'Data Dictionary' pane, which lists various tables. The 'Data Lifecycle Policy (data_lifecycle_policies)' table is highlighted in blue, and a red arrow points to it with the text 'Data Lifecycle Policy table available for custom reports via Report Explorer'. Other tables listed include Customer Portal Polling Stats, Customer Portal User Agent Mapping, Customer Portal Widget Statistics, Data Import Folders, Deleted Records, Desktop Navigation List Item Folders, Desktop Navigation List Items, and Desktop Navigation Sets.

Capability Highlights

- **Custom Reports:** Ability to create custom reports on the Data Lifecycle Policies via Report Explorer.

Key Benefits

- **Reporting:** The admins get the details like policy that deleted the record, the status of the previous run etc... using a custom report.



Support Multiple PHP Versions

24C: SPM/CPM Framework

The screenshot displays the configuration interface for a Server Process Object Event Handler. The main window shows the 'incident_update' handler with a 'PHP Version' dropdown menu. A red box highlights the dropdown, and a tooltip indicates that a new tab lists the supported PHP versions: 8.3, 5.6, 8.1, and 8.3. Below this, a dialog box titled 'Update PHP Version' is shown, with a tooltip indicating that a new tab lists the supported PHP versions: 8.1 and 8.3. The dialog box also shows the current PHP version as 5.6 and the current PHP version as 8.3.

Capability Highlights

- **Multiple PHP Versions:** Oracle Service Cloud will support multiple PHP versions

Key Benefits

- **Flexibility:** Customers can choose to upgrade their base PHP version on their timeline and control.
- **Reporting:** Various canned reports and portals are provided to know the PHP versions used by customizations in the Analytics, Custom Scripts, CPMs, Customer Portal areas.



Identify Persona of a Key Search

24C: Search Service

ORACLE Service Cloud

Reports Explorer * Keyword Searches By Us... *

Search Refresh Reset Open New Delete Print Copy Assign Bookmark

Keyword Searches By Users

Phrase Stem

Phrase Stem	# Results	Searched Staff Account	Searched Contact
zero	0	Agent2 Agent	No Value
TABBI	1	Agent2 Agent	No Value
FISH	1	Agent2 Agent	No Value
response	1	Agent2 Agent	No Value
test	3	Agent1 GR	No Value

Record Count: 5

5 Records

A new canned report showing the Phrases and the Staff Account and End user details

Capability Highlights

- **Canned Report:** A new canned report will provide the details of the Phrase searched, the Agent or end user who searched.

Key Benefits

- **Effectiveness:** Provide information about the frequently searched phrase and the associated answer. The admins can optimize the answer to include accurate information.



Bulk Upgrade User Groups

24C: Knowledge Advanced Authoring

Change User Groups

Important: This action may affect a large number of documents and can not be undone.

User Groups to Remove

Top Level

Available User Groups

- UG1
- UG3
- UG4

Selected User Groups

-- No records selected at this time --

Add

Add All

Remove

Remove All

User Groups to Add

Top Level

Available User Groups

- UG1
- UG3
- UG4

Selected User Groups

-- No records selected at this time --

Add

Add All

Remove

Remove All

Capability Highlights

- **Add** user groups to articles in bulk
- **Remove** user groups from articles in bulk

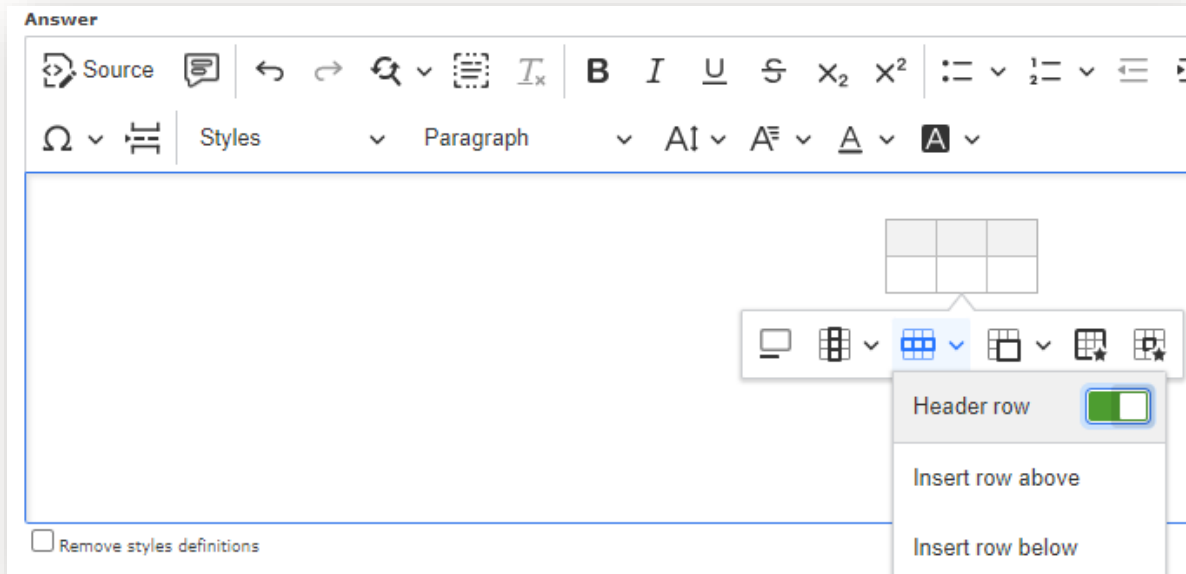
Key Benefits

- **Simplify authoring** by getting rid of user groups that are no longer in use
- Quickly **onboard new teams** that are going to use existing content



Update Rich Text Area

24C: Knowledge Advanced Authoring



Capability Highlights

- **More secure**, Oracle-owned rich text area
- Streamlined user experience
- Article links can now:
 - Target a new tab
 - Point to an anchor



Delete Specific Article Versions

24C: Knowledge Advanced Authoring

User	Ver	Action	Workflow
Administrator -	2.1	Edited	
Administrator -	2.0	Published	
Administrator -	1.2	Edited	
Administrator -	1.1	Edited	
Administrator -	1.0	Published	
Administrator -	0.3	Approved	Author review
Administrator -	0.3	Edited	Author review
Administrator -	0.2	Edited	Author review

Capability Highlights

- **Purge** old article versions



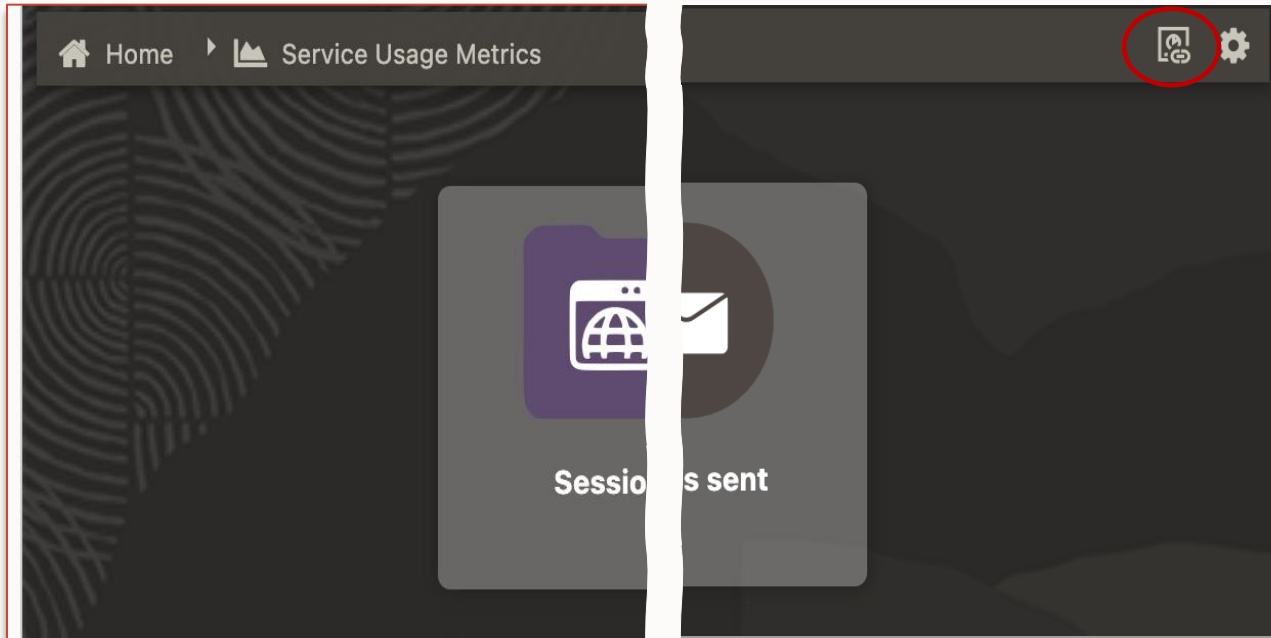
DELETE <https://<your domain>/km/api/latest/content/versions/.versionId>





API for Service Usage Metrics Reports

24C: Service Usage Metrics



Capability Highlights

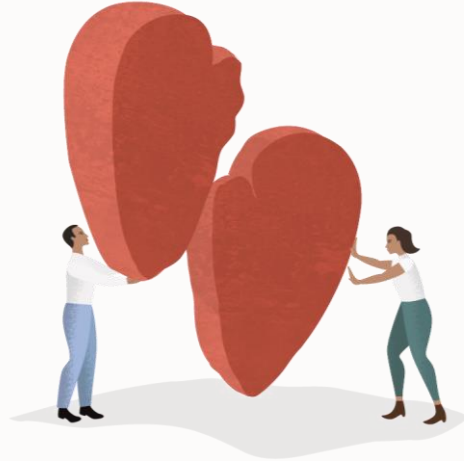
- **SUM Report APIs:** Admins will be able to use Service Usage Metrics Reports APIs to write customizations for scheduling/exporting the reports.
- **Authentication APIs:** To ensure only authorized accounts has access to the SUM Report APIs

Key Benefits

- **Ease of Monitoring:** Admins can schedule monthly usage reports to monitor metrics usage effectively and regularly without logging into the interface

Oracle B2C Service

Administrator Experience



Event Delivery Service

- Support for Oracle Integration Cloud (OIC)
- Choose object for EDS events

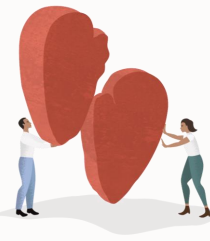
OIC Adapter

- Enable OIC private endpoints strategy
- Support Event Delivery Service

Service Health Metrics

- Latency identification
- Monitor Chat Service





Support Oracle Integration Cloud as a Destination

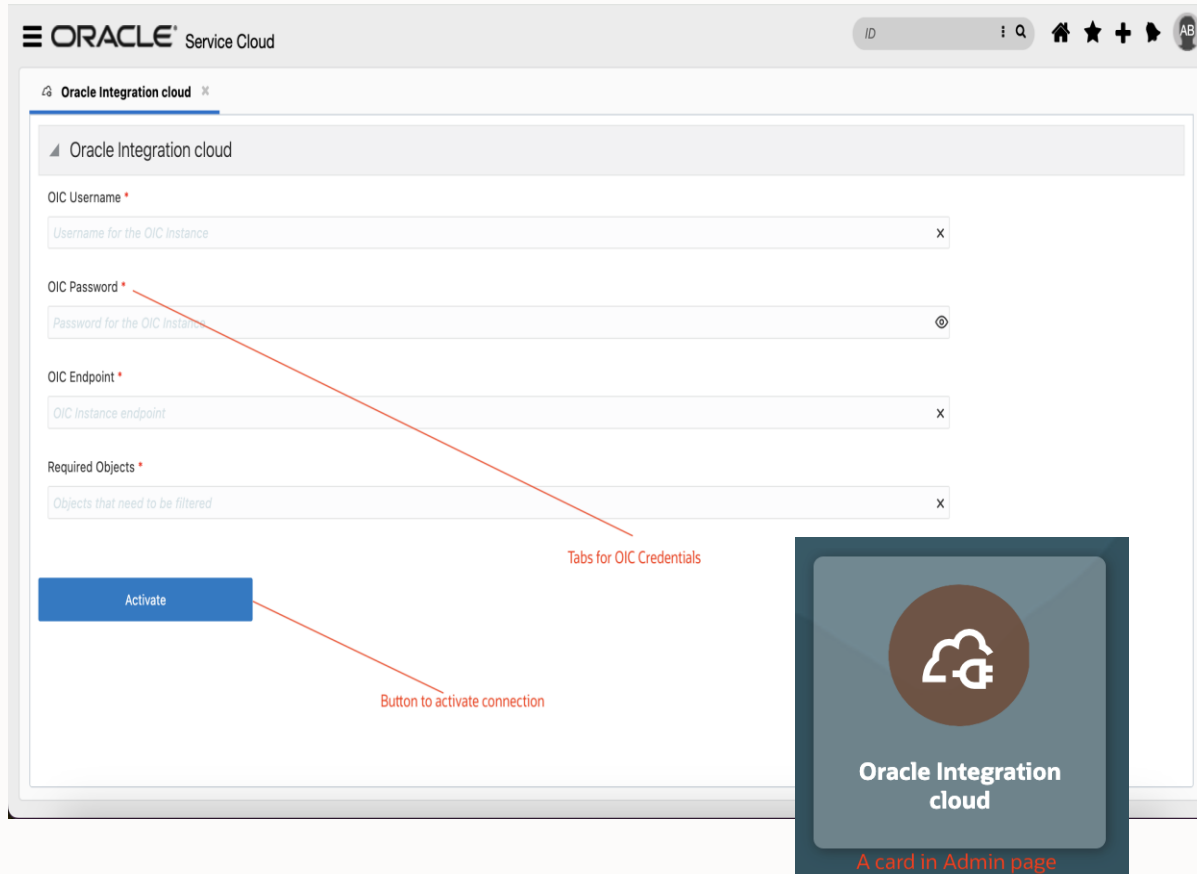
24C: Event Delivery Service

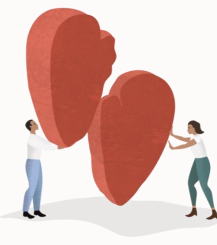
Capability Highlights

- **Additional destination:** Deliver OSvC events in Oracle Integration Cloud.
- **UI for configuration:** Provides a UI to configure the OIC credentials.

Key Benefits

- **Extensibility:** The customers can utilize the functionality of Oracle Integration Cloud to process the OSvC events.





Choose Required Objects

24C: Event Delivery Service

The screenshot shows the Azure Event Hub configuration page. The 'Required Objects' dropdown menu is expanded, showing a list of objects with checkboxes. The 'Standard Objects' section is selected, and the 'Incident' and 'Contact' objects are checked. A red box highlights the dropdown menu, and a red arrow points to it with the text 'A drop down showing the objects in the Required Objects tab'.

Administration x Azure Event Hub x

Azure Event Hub

Event Hub Name *
Azure Event Hub Name x

Event Hub Namespace Name *
Azure Event Hub Namespace Name x

Client ID *
Application Client ID in Azure x

Client Secret (Client Secret Value) *
Application Client Secret Value in Azure

Tenant ID *
Tenant ID of Azure x

Required Objects *

Standard Objects [All] x

(Select All)

Standard Objects

Incident

Contact

Custom Objects

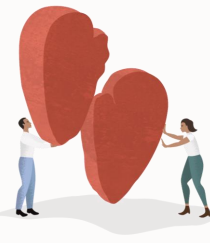
A drop down showing the objects in the Required Objects tab

Capability Highlights

- **Choose Object(s):** Ability to choose the object(s) for which the events should be delivered to the destination.

Key Benefits

- **Ease of use:** The admins can choose the objects from the dropdown without needing to mention the object names.



Enable Private End Points

24C: RightNow Oracle Integration Cloud Adapter

The screenshot shows the configuration page for an integration named 'rest_zippo_pe'. At the top, there is a 'Configured' status badge and a table with columns: Role (Trigger and invoke), Identifier (REST_ZIPPO_PE), Updated on (Sep 12, 2023, 04:07:37 PM IST), and Used in (1 integrations). Below this, the 'Properties' section includes a dropdown for 'Connection Type' (REST API Base URL) and a text field for 'Connection URL' (https://api.zippopotam.us/us/). An 'Optional properties' section is collapsed. The 'Security' section has a dropdown for 'Security policy' (No Security Policy). The 'Access type' section has three radio button options: 'Public gateway' (Connect to endpoints using the internet.), 'Private endpoint' (Connect to endpoints using your private network.), and 'Connectivity agent' (Connect to on-premises endpoints through the agent.). The 'Private endpoint' option is selected and circled in red. A red arrow points from the text 'Private endpoint as a new Access type' to the selected radio button.

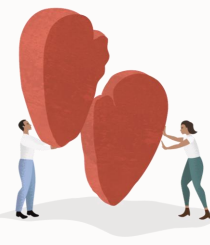
Capability Highlights

- **New Access type:** A private endpoint is now supported as an access type for data transmission.

Key Benefits

- **Security:** The data can be sent over private network and avoid the security risks associated with sending over a public internet.





Support Event Delivery Service in OIC Adapter

24C: RightNow Oracle Integration Cloud Adapter

Edit Request

Oracle Service Cloud (RightNow) trigger

Configure

Business Object Event Subscription Event Delivery Service

Select Event

CUD Event

A new configuration type for RightNow events

A new event type for RightNow events

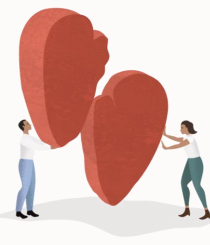
Cancel Go back Continue

Capability Highlights

- **New Configuration Type:** A new configuration type called OSvC Events will be added to the RightNow adapter.
- **Authentication Type:** The Oauth authentication type will be supported for the new configuration type.

Key Benefits

- **Extensibility:** The OSvC events can be delivered to OIC using the new configuration type and via REST APIs.



Support for Chat Service and Latency Data

24C: Service Health Metrics



Additional tracking for the Chat Service

```
{ "Browser_UI": {
  "totalRequests": 20659,
  "averageLatency": 27,
  "totalPercentage": 67.1,
  "successRequests": {
    "totalRequests": 20659,
    "averageLatency": 27,
    "totalPercentage": 100,
    "metricData": [
      { "200": {
        "totalRequests": 18822,
        "averageLatency": 25,
        "totalPercentage": 91.11
      }},
      { "302": {
        "totalRequests": 984,
        "averageLatency": 91,
        "totalPercentage": 4.76
      }},
      { "204": {
        "totalRequests": 853,
        "averageLatency": 13,
        "totalPercentage": 4.13
      }}
    ]
  }
}
```

Average latency is added

Capability Highlights

- **Chat service data** is available via REST APIs
- **Latency data** is available via REST APIs

Key Benefits

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

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discover insights, unlock endless possibilities.