Oracle B2C Service
24B Roadmap

Customer

Web Chat for Service
- ❑ Page Peek and Visitor Browser History support
- ❑ Custom icon support for avatars and system messages
- ❑ Agent name customization for privacy
- ❑ Allowed file types can now be customized for file sharing[Demo]
- ❑ No inline CSS

Knowledge Advanced
- • View attachment from recommendation

Agent

Agent Chat
- ➢ Suggestions for agents in the engagement panel
- ➢ Language translation for Chat Agents
- o Report on Agent Preferences
- o Report on *Not in Focus* Chat Time
- o Create custom *Action Buttons* for the chat panel

Workspace
- o Agent Insights ODA Integration for Response Suggestions
- o Mentions support for private notes
- o Disable parent node in menu fields if not selectable
- o Attachment Image Viewer
- o Custom Config to make all attachments private by default

Analytics
- o Honoring of chart data label formatting in BUI

Knowledge Advanced
- ❖ Filter search results for accounts by content type privileges in BUI
- ❖ Get to more facets in BUI

Administrator

Enhanced Business Rules
- ❖ Deployment time reduction
- o Execute Task Object Events
- o Export usage statistics to CSV file

Admin UI
- o New Enhancement Alert
- o Config Assistant Card

Element Manager
- o Limit maximum package size
- o Modify config verbs and msg base values at import
- o Import progression indicato
- o Elem type in dependencies view
- o Notify of Export Completion
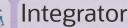
Data Lifecycle Policy
- o Enforce range filters in a DLP
- o Purge chat transcripts Custom policy[Demo]

SPM/CPM Framework
- ❖ Support Async CPMs for Tasks

Service Usage Metrics
- o Relative threshold based alerting for sessions usage

Knowledge Advanced
- ❖ Report on access type in more tables

Integrator

External Objects & Integrations
- o Custom Parameters for authentication

Service Health Metrics
- o API for returning health metrics

Event Delivery Service
- o Microsoft Azure Event Hub support

Accelerators
- o Share Your Feedback about Accelerators

Documentation

[QR code: 24B Documentation]

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