

Oracle B2C Service July 11, 2025 Release Notes

	<b>Description</b>
	<b>Analytics</b>
	An issue where drill-down or linked reports with more charts than the top-level report failed to render in BUI has been resolved.
	An issue that caused incorrect scaling of graphs in BUI reports in certain cases, ensuring consistent and accurate data visualization has been resolved.
	Admins can now set a custom authorization header prefix for OAuth2 authentication with External Objects and Integrations, supporting APIs that require a prefix other than "Bearer."
	<b>Browser Agent Desktop</b>
	The Staff Account Editor and associated reports such as Staff Account by Profile, Group, or Manager is now supported in the Agent Browser UI.
	<b>Chat</b>
	An enhancement to the Chat Agent Suggestion feature & the Proofread Agent feature is now available, Agents can like or dislike the suggestion provided by the AI service.
	<b>Knowledge Foundation</b>
	An issue in the answer editor where the toolbar overflows to the right has been resolved.
	An issue around answertype container being editable with workspace rules in BUI has been resolved.
	<b>Workspaces/Workflow</b>
	An issue with the new rich text editor in the Incident Threads that caused an error when copying and pasting from a third party editor has been resolved.
	An issue that caused the last survey score to properly function in the Agent Browser UI is now supported.
	An issue that caused the Disposition field to not display any data has been resolved.
	An issue that caused standard text to not display properly in the incident thread when the standard text content contained <> has been resolved
	An issue setting up a mailbox through an extensions has been resolved.
	An enhancement for mentioning staff accounts in a private note where an agent will receive a successful notification even if the notifications are not set by the agent.