May 2015

Release Notes

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Oracle Service Cloud User Guide
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Today's consumers are empowered like no other time in history. Although they've always expected to be listened to, supported, and valued, never before have consumers had the tools at their disposal to ensure those expectations become reality. Oracle Service Cloud, the customer experience suite, delivers comprehensive customer experience applications that drive revenue, increase efficiency, and build loyalty.

For a listing of the hardware and software requirements for all Oracle products, log in to our support site and access Answer ID 31. For information about upgrading from earlier versions, click the link for your specific upgrade path on the Upgrade Guides page.

Major new features

Single sign-on support for external identity providers

You can now use external identity providers (IdP) to log in to Oracle Service Cloud and other service provider (SP) applications such as Oracle Sales Cloud and Oracle Policy Automation Cloud Service. The IdP can be Oracle Identity Management, a third-party product, or an application developed internally. This lets agents log in once to be authenticated across several SP applications. Single logout is also supported, so when agents log out of any SP application, they are also automatically logged out of the IdP and any other SPs they were logged in to.

Note Deployments involving Oracle Service Cloud and Oracle Sales Cloud use Oracle Identity Management since it is bundled with the Sales Cloud application.

When using an external IdP, the IdP's login page is embedded in the Oracle Service Cloud Login window, letting staff members log in without having to directly access a separate login page. After successfully logging in to the IdP, the IdP generates an encrypted SAML token and passes it to Oracle Service Cloud. This method increases security since user IDs and passwords are not sent between the applications.

After being authenticated in Oracle Service Cloud, it then provides authentication services to other SPs, alleviating the need to integrate them and the external IdP.

Connect REST API

In the May 2015 release of Oracle Service Cloud, the new Connect REST API allows customers and partners to integrate with the Oracle Service Cloud platform using representational state transfer (REST) web services. Connect REST API is a public API that leverages the Connect Common Object Model version 1.3. It follows the Oracle REST standard and supports CRUD operations. To use the Connect REST API, contact your Oracle account manager.

Connect Common Object Model version 1.3

The May 2015 release of Oracle Service Cloud introduces version 1.3 of the Connect Common Object Model (CCOM). You can take advantage of this new CCOM version using Connect Web Services for SOAP (Connect Web Services), Connect PHP API, ROQL, and Connect REST API. CCOM version 1.3 provides synchronized metadata among Connect PHP API, ROQL, and Connect Web Services, and provides operation-specific metadata in Connect Web Services.

Also in CCOM version 1.3, ROQL blacklisting behavior has been changed so that candidate blacklist queries are allowed to run by default and are subject to further analysis. Fifteen new operations and properties have also been added to CCOM.

Service collaboration

An enhancement to service collaboration now lets agents get assistance from external users such as subject matter experts (SME) who are not agent desktop users. For example, non-agent users, such as engineers, product experts, and analysts, can be brought together to answer complex questions or contribute to solving an incident.

After you have Collaboration configured on your site and enabled, the External User check box displays on the Other tab of the Profiles editor. Selecting this check box designates that the profile contains only external users. These users can collaborate in conversations with agents, but are not charged to your organization as named users for licensing compliance purposes. External users can log in to the collaboration service directly via a web browser or supported mobile device, but cannot use the Service Console.

Additional new features and other changes

Oracle Service Cloud

- **New content on the Login window**—In the May 2015 release, you will see new content on the banner area of the Login window. The Oracle web page that displays promotes releases, webinars, and events, and lets you click links to perform actions such as signing up for a newsletter or joining a community. The banner area can also be customized to include your organization's own unique content and branding.
- **Oracle Policy Automation for mobile devices**—Customers can deploy their own policy models to the Oracle Policy Automation (OPA) mobile application, available for iOS and Android devices. Once rules and screens are modeled in Oracle Policy Modeling and downloaded by the mobile application, you can perform full, offline interviews using the mobile device application.

Service

Incident thread masking—Additional checks have been added to the 13- and 14-digit masking logic so that it closely matches 13-digit (Visa) and 14-digit (Diners Club) credit card number patterns and reduces the possibilities of false matches.

Customer Portal

Important Be sure to review the changelog for Framework Version 3.2 on the Customer Portal Administration site at https://<your_site>/ci/admin/versions/manage/#tab=1&framework=3.2 to see framework changes beyond those listed here.

Widget changes

- **Nano changes**—The utils/CobrowsePremium widget has had a nano change in this version of the Customer Portal. A nano change is fully backward compatible and is applied automatically to your widget files with no impact to your customer portal. To review the changes, go to the widget documentation page on the Customer Portal Administration site and read the changelog entry for the most recent version.

- **Minor changes**—The following widgets have had a minor change in this version of the Customer Portal. You can update your widgets to the latest version if you choose, but the change is not automatically applied. To review the changes, go to the widget documentation page on the Customer Portal Administration site and read the changelog entries for the most recent version.
  - ▷ input/BasicProductCategoryInput
  - ▷ knowledgebase/GuidedAssistant
  - ▷ notifications/ProdCatNotificationManager
  - ▷ output/FileListDisplay
- **Major changes**—The following widgets have had a major change in this version of the Customer Portal. These changes are not backward compatible. To review the changes to decide if you want to incorporate one of the new widgets, go to the widget documentation page on the Customer Portal Administration site and read the changelog entries for the most recent version.
  - ▷ input/ProductCategoryInput
  - ▷ input/SmartAssistantDialog
  - ▷ search/ProductCategorySearchFilter

Social Experience

- **New Social Monitor cloud results report column**—A new hidden column, Appended Incidents, has been added to the Social Monitor by Search, Conversations by Channel, and Private Messages by Channel Account cloud results reports. When this column is displayed, use Click to View to drill down to a report listing all incidents that cloud result have been manually or automatically appended to, and then click an incident to open it.
- **New Social Monitor configuration setting**— The SOCIAL_MONITOR_CONVERSATION_TRACKING_DEADLINE configuration setting specifies the number of days the system will track a conversation after an agent responds to a Social Monitor incident. Once the time period is exceeded, the incident will be removed from the conversation tracking, and any subsequent posts in the conversation will not be auto-appended as threads in the incident.

Release notes for previous versions

Click any of the following links to access release notes for a previous version.

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