

Best Practices for Deploying Agent Browser UI

Oracle B2C Service

Get next-generation user experience, performance, and scalability with the Agent Browser UI!

With the Agent Browser UI, your team can access B2C Service functionality on macOS, iOS, Windows, and Android. Your team is no longer restricted to using the desktop Agent Console.

Your teams can now work with B2C Service data using:

- classic Agent Console UI
- new Agent Browser UI

Both the UIs are supported, support all features, and can run in parallel.

While setting up the Agent Browser UI, you can leverage your site's existing data and configuration. Configurations for the Agent console also render in the Agent browser UI automatically and without any additional action.

There are some differences between the two clients that could require business process analysis, configuration, and testing.

For new customers

- Set up the Agent Browser UI. For more information, see [Set Up the Agent Browser UI for Staff Members](#)
- Grant access by profile to the Agent Browser UI. For more information, see [Assign Agent Browser UI Permission in Profiles](#)
- Configure the Agent Browser UI for your team. For information, see the [Administering the Agent Browser UI](#) guide



Target Audience

- Business Administrator
- Application Administrator
- Business Manager
- Project Manager
- Implementer

More Kit Components

- [Video](#)
- [Do You Know About Agent Browser UI](#)

Quick Links to Resources

- [Implementation & Management Series](#)
- [Verify Certification Badges](#)
- [Recommended Training for Customers](#)
- [Oracle B2C Service Support](#)
- [Oracle Help Center](#)

Other Helpful Videos and Links

- [System Requirements](#)
- [Oracle University](#)
- [Oracle Partner Finder](#)

Connect with us

- [Cloud Customer Connect for B2C Service](#)

For existing customers

- Validate the existing configuration in the Browser UI. For information, see [Migrating to Agent Browser UI for B2C Service](#)

Some considerations for the migration process:

I. Test and optimize your browser UI with existing workspaces

- [Enable Browser UI](#) for test profiles on your test environment or production site
- Preview existing workspaces in the Browser UI
- Simplify, adjust, optimize the workspaces

II. Assess add-ins and create extensions as required

- Some existing add-ins may be unused, unnecessary, or out-of-scope for the initial roll out
- Implementation partners may offer their add-ins as extensions. Contact your partners for licensing extensions
- Leverage Javascript extensibility framework to create your own extensions

III. Roll out

- Determine the scope of your roll-out:
 - New user groups
 - Existing user groups (with simpler configurations or lighter usage) or
 - Entire user base
- Continue optimizing the Agent Browser UI for your organization. It is low-risk as both the console and the browser user interfaces run side-by-side making it possible for your team to switch to the Agent Console UI, if required

RESOURCES

- [B2C Service Cloud Agent Browser UI Content Hub](#) post on Cloud Customer Connect
- [Administering the Agent Browser UI](#) guide
- [What to look forward to with Browser User Interface in 2021](#)
- [Unleash your Agents' Potential](#)
- [Unboxing Series](#) (videos)
- [Agent Browser UI for B2C Service](#) (videos)

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