Care Release Notes

Release Note: 2/3/2026

Backend updates:

| FOX News International Cases migration

The *Fox News International* support site (currently on CCP) will now route cases through the FOX One Salesforce instance. Design and functionality remain exactly the same. When a customer submits a case through the Fox International webform, it will now automatically route to the **Fox News International** queue in FOX One.

There is no impact to agents.

Fixes:

| DSAR looks up customers in FOX One and CCP

Fixed issues regarding incomplete data records in DSAR file exports from CCP and missing permissions preventing user access to the DSAR tab in FOX One.

Release Note: 1/27/2026

Backend updates:

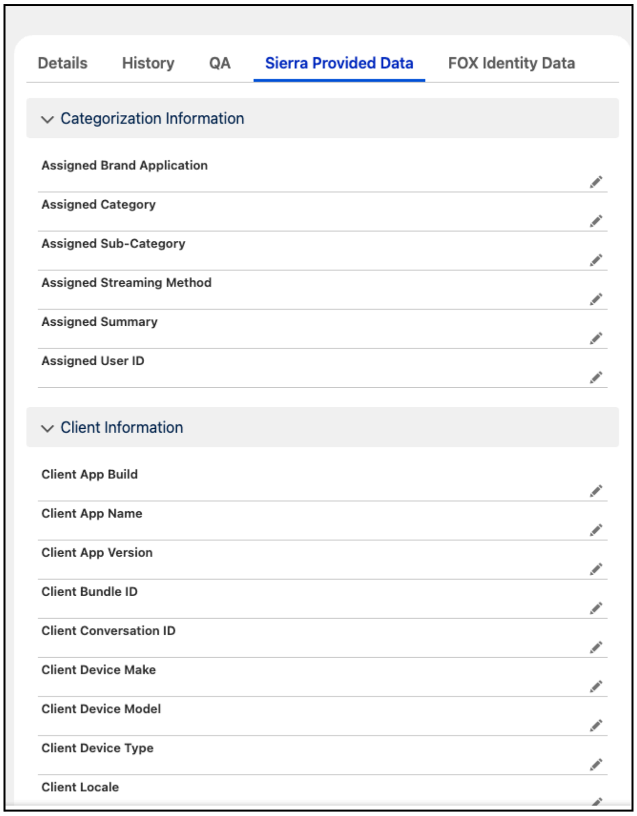
| Uninstall Venu app

Venu app will be removed from FOX One Salesforce instance. This allows for DSAR and FOX News site migration to proceed.

There is no impact to agents.

Release Note: 1/12/2026

<u>New fields</u>:

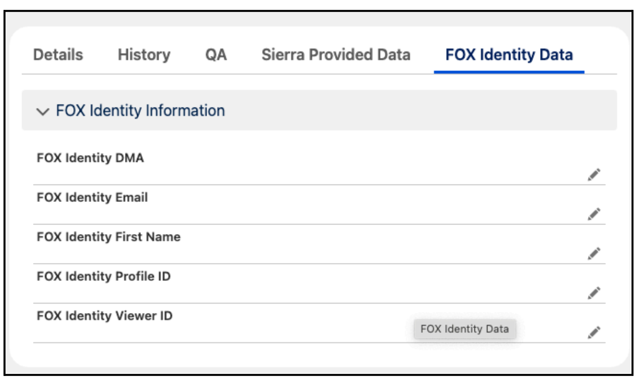


Sierra Segmented Fields

Key attributes are captured and presented to agents for full visibility before they can begin working on a case. The details are recorded in various sections such as Categorization Information, Client Information, User-Provided Information and Troubleshooting Information.

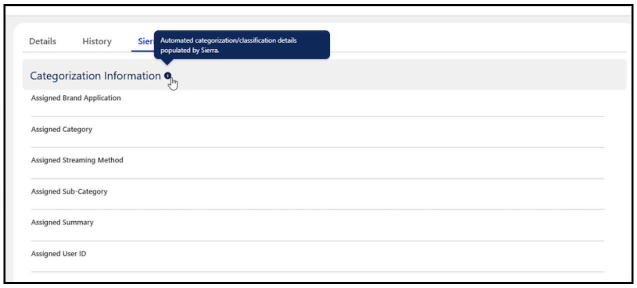
<u>Note</u>:
On web, Sierra fields will start populating after the release is complete on 12/16/25. However, Sierra fields will not populate from the FOX One mobile app until the app versions are released. The expected schedule is:

- 12/16/25 for iOS v1.8.0 (Apple)
- 12/17/25 for Android v1.7.0 (Samsung, Google, etc.)



FOX Identity Integration

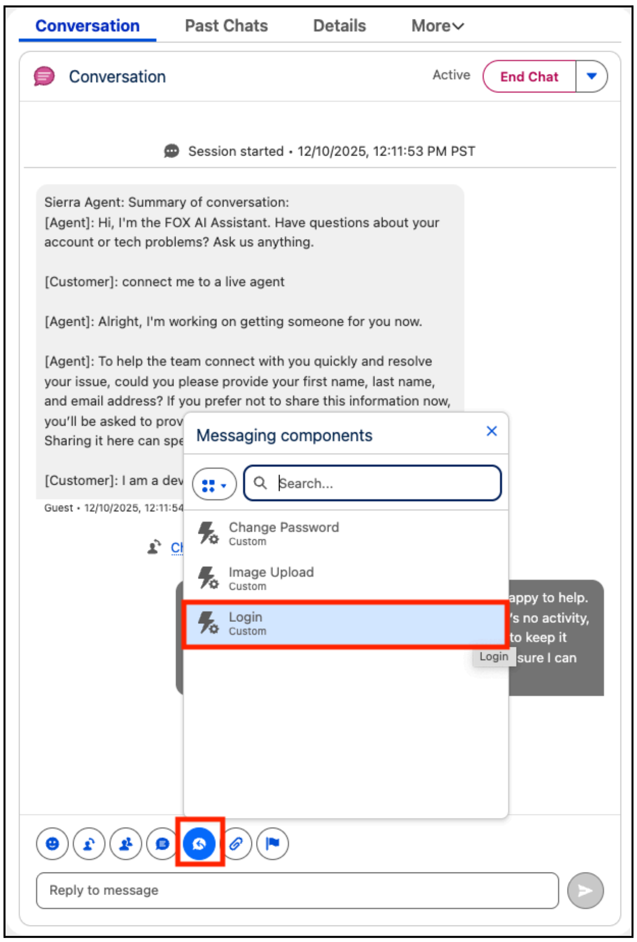
Customer identity information (like email, profile, region, and viewer ID) is now automatically pulled from FOX systems when a case is created. This gives agents more context up front and helps cases route faster to the right teams.



Tooltips for new Sierra and FOX ID fields

Added informational tooltips to the Sierra segmented and FOX identity fields. Agents can now hover over these fields to view key details about their purpose and usage, improving clarity during data entry.

Chat updates:

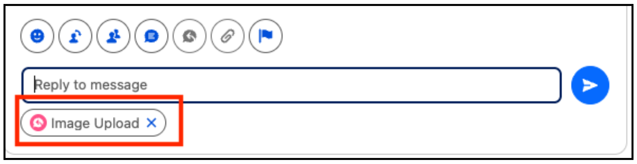


Login action to allow customers to log in through chat window

This is not a new feature as the Login button was already available, but this update is to get the FOX ID once the customer logs in.

How to Use: If the FOX ID email is missing, ask the customer to log in manually, then click the **Login** button in the Messaging Component to prompt the customer for verification; the Case will automatically update with their confirmed identity once complete.

Once selected:



White Glove: Transfer Customers to Back Office Queue (White Glove Support)

We have introduced a "White Glove" journey to handle high-priority escalations and social media inquiries. Customers who enter a chat session referencing a specific Salesforce Case Number are now automatically prioritized. These customers will bypass standard bot workflows and route directly to a live agent in the Back Office, ensuring immediate assistance with full context.

Key Points to Know

- **Instant Routing by Case Number:** The system now listens for case number patterns (e.g., "Case 1234") at the start of a chat.
- **Bypassing the Virtual Agent:** Valid case numbers trigger an immediate transfer to the **"Back Office – App Reviews"** queue, skipping standard triage questions.
- **Contextual Linking:** The current Messaging Session is automatically linked to the referenced Salesforce Case, giving the agent instant visibility into the customer's history.

How It Works

1. **Trigger:** A customer initiates a chat and provides a specific Case Number.

2. **Salesforce Lookup:** The system queries Salesforce to validate the Case record.
3. **Routing Outcome:**
4. **Open Cases:** The customer is immediately transferred to a live agent in the "Back Office – App Reviews" queue with the session linked to the case.
5. **Closed Cases:** These customers are **also transferred** to the "Back Office – App Reviews" queue to ensure no high-priority inquiry is missed.*

Why This Matters

This feature supports the "one-off immediate escalation" workflow. Agents handling inquiries on other platforms (e.g., social media) can now instruct customers to "Chat in with Case [Number]" to receive instant, white-glove service without waiting in standard queues.

Fixes:

| Invalid Email Address breaks case creation

When an email is entered through the web form and it is malformed, it does not create a case in Salesforce. This fix is to always create cases by fixing the email address if it is malformed.

| Email Routing for Back Office Escalation

Emails sent to escalations@fox.com are routed to Back Office - Escalations queue even if ‘cancel’ is present in the subject/description.

| Chats in UAT blocked due to volume

A new custom brand/skills now allows testers (Willowtree, Sierra) to send/receive chats in UAT.

| FOX ID fields not present in UAT (Android)

FOX ID fields from Android devices were not being sent to Salesforce in UAT. This fix enables the fields to populate in Salesforce.

Release Note: 12/23/2025 [Hotfix]

Fix: Search Customer Subscriptions

We have developed and tested a fix for the Data Cloud error identified during last night's release. This will immediately restore the ability for agents to search subscription records and trigger the necessary data back-flow to the Customer Profile.

Release Note: 12/18/2025

Routing updates:

| Routing of after-hours chat cases

Chat cases created outside of business hours are now automatically routed to a dedicated "After-Hours" queue, separating them from the general workflow to improve organization and reporting.

How It Works: After-Hours Routing

- **New Queue:** A specific queue has been created to capture any chats initiated when agents are offline.
- **Automatic Sorting:** The system detects the time the chat occurred and routes it to the **After-Hours Queue** instead of the General Queue.
- **Simplified Handling:** These cases are kept separate from live support metrics, and even if they contain keywords like "cancel," they stay in this queue for easier review.

| Legal Escalation to Back Office Routing Rule

Cases containing keywords like "legal" or "cancel" are now automatically detected and routed to the correct specialist team to ensure faster response times.

How It Works: Smart Routing

- **Legal Issues:** If a customer mentions words like "legal," "attorney," or "escalate," the system instantly sends the case to the **Back Office** team for review.

- **Cancellations:** If a customer asks to "cancel," the case is automatically sent to the **Cancellation** team.
- **Who Wins?** If a customer mentions *both* (e.g., "I want to cancel due to a legal issue"), the system prioritizes the **Legal** route to ensure it is handled correctly.

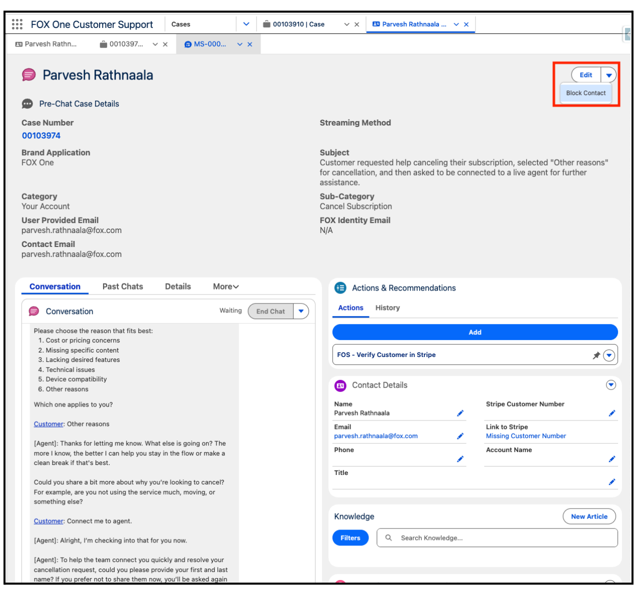
| News.requests@fox.com Routing Rule to FOS - Comp Accounts

Emails from the Customer Care service account sent to the news request inbox are now automatically routed to the "FOS - Comp Accounts" queue, ensuring they are not incorrectly sorted as cancellation requests.

How It Works: Service Account Routing

- **Targeted Routing:** The system now recognizes emails specifically from the svc_CustomerCare service account (via Smartsheet) sent to `news.requests@fox.com`.
- **Correct Destination:** These emails are immediately sent to the FOS - Comp Accounts queue for processing.
- **Priority Over Keywords:** Even if the email contains the word "cancel," the system will ignore the standard cancellation routing and prioritize sending it to the Comp Accounts team.

New abilities:



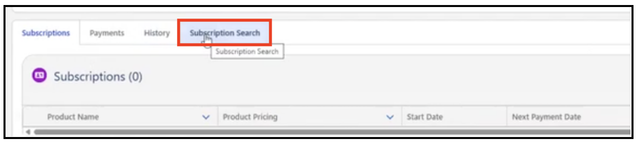
Block customers by origin

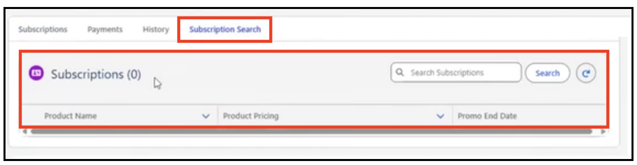
Implemented a Customer Block feature that enables agents to block spam inquiries by email or IP address and automatically prevents blocked contacts from being transferred to live support.

How It Works: Blocking Spam Contacts

- **Blocking a Contact:** To stop a spammer, navigate to their record (Case or Messaging Session), click the **"Block Contact"** button, enter the required details (IP or Email), and save.

- **System Action:** Once blocked, the system will automatically prevent any future live transfers from this contact.
- **Managing Blocks:** You can view or remove blocks by navigating to the **"Blocked Contacts"** related list on the customer's Contact record.





Search Customer Subscriptions

You can now find and review external subscription records directly from the Customer Profile using a new, dedicated Search tab.

How It Works: Subscription Search

- **Access:** Go to any Customer Profile and click the new **"Subscription Search"** tab.
- **Search:** Type in a detail like a Subscription ID, Name, or Email and click **Search**.
- **Review:** The system will instantly pull up a list of matching subscriptions (up to 100 results) so you can review the details without switching to another system.

Backend updates:

| Enable Shared Log In Experience

We are updating the login behavior to ensure consistency across web browser tabs. Previously, a customer could theoretically be logged into two different FOX IDs in two different tabs on the same browser. Now, the system enforces a **single, unified session**.

Background: The Problem

In the previous implementation, session data did not persist or "talk" across different browser tabs.

- **The Scenario:** A customer could log in as "User A" in Tab 1, open a new tab, and log in as "User B" in Tab 2.
- **The Issue:** This created a "split brain" scenario where the system didn't know which user was actually active. This often led to data conflicts, errors when submitting forms, or customers believing they were looking at one account when they were actually acting on another.

How It Works Now

The system now enforces a **Shared Login Experience**. All open tabs and windows in the same browser are now tied to the same active FOX ID.

Release Note: 11/13/2025 [Hotfix]

FIXES

🐞 "After-Hours Chat" Closed Cases Now Reopen Correctly [CCP-809]

- **What was the problem?** Cases originating from "After-Hours Chat" were not reopening automatically. If a customer replied to a "Closed" case, the status remained "Closed" instead of changing to "Working".
- **What is the fix?** We have resolved this issue. Cases from "After-Hours Chat" will now automatically change to "Working" status when a customer replies, just like all other cases.

🐞Customer Profile Fix: Sorting by Payment Columns [CCP-808]

- **What was the problem?** A high-priority bug was discovered in the production environment. When viewing the Customer Profile on a case record, attempting to sort by any payment column would cause an onscreen error message.
- **What is the fix?** We have resolved this error. You can now correctly sort all payment columns in the Customer Profile without issues.

🐞Closed Web Cases Now Reopen Correctly [CCP-810]

- **What was the problem?** Due to old logic, cases originating from "Web Form" were not reopening automatically. If a customer replied to a "Closed" case, the status remained "Closed" instead of changing to "Working".

- **What is the fix?** We have resolved this issue. Cases from "Web Form" will now automatically change to "Working" status when a customer replies, just like all other cases.

Release Note: 11/11/2025

FEATURES

🪶Automatic Re-opening of Cases on Customer Reply [CCP-788]

What's Changing?

- Previously, case statuses were not always updated automatically. For example, when a customer replied to a "Closed" case, the case status remained "Closed."
- With this new update, the following workflow is now automatic:
- WHEN: A customer replies to an email on a Closed case. THEN:
    - The case status automatically updates to "Working."
    - The case is placed back into the queue it was originally assigned to.

⚠️Note on multiple queues: In the event a case was assigned to multiple queues, when re-opened, it will go back to the originating queue (not the last assigned queue).

Why We're Making This Change

- This adjustment ensures that all active cases are properly tracked, have the correct status, and are visible to the team. It will help us provide faster follow-up responses and prevent customer messages from being missed.

What This Means for You

- No More Manual Status Updates: You no longer need to manually update the Status or Sub-Status when sending or receiving emails.
    - The system now automatically sets the Status to "Working" and updates the Sub-Status to "Waiting On Agent" (for incoming) or "Waiting On Customer" (for outgoing) on all email activity.
- Actionable Queue: You will see these re-opened cases appear in their original queue, ready for action.

FIXES

🐞IAP subscriptions NOT appearing in Salesforce's Customer Profile [CCP-764]

An issue was resolved where some In-App Purchase (IAP) data was not showing in Salesforce. The update ensures that all user records now display their IAP data correctly.

Result:
IAP data is now visible in Salesforce for all relevant users.

🐞Fix Field Length Error in "FOS: Help Site: Sierra2Cases V2: Omni-Channel Routing" Flow [CCP-786]

We fixed an issue where some Help Site cases failed to create due to a field length limit.
The User ID field was expanded to prevent **STRING_TOO_LONG** errors, and the flow now runs correctly.

Result: Case creation and routing now work reliably without errors.

🐞Customer Profile throws error on sort [CCP-797]

A **high-priority** issue was identified in **Production** where sorting columns in the **Customer Profile** section caused an error.
This has been fixed — users can now sort Customer Profile columns without issue.

🐞 Missing Payments [CCP-800]

During live testing in **Production**, some user accounts (e.g., Lacy's) showed **no payment records** under the **Payments** tab, despite being logged in through Commerce.

The issue was identified and resolved — payment data now appears correctly for logged-in users on the Help Site.

🐞Duplicate Subscriptions [CCP-801]

During testing in **Production**, the care team found that the **Subscription table** displayed **duplicate records** for some users.

The issue has been fixed — subscriptions now display correctly without duplicates.

BACKEND UPDATES

⚙️Automatic Connection Updates (aka Dynamic Endpoints) [CCP-738]

Salesforce now automatically connects to the correct systems based on the environment.

- **Production orgs** connect to live (production) systems.
- **Sandbox orgs** connect to test (staging) systems.

This change means that after a sandbox refresh, all integrations continue working without any manual updates to connection settings or credentials. It reduces downtime and removes the need for admin fixes.