

B2C Service Agent Browser User Interface April 18, 2024 Release

Description
Analytics
An issue while rendering reports with comparison value column in BUI that caused execution failure has been resolved.
Business Rules
An issue that caused 'Save & Close' action to be non-operational while creating a new rule or editing an existing rule has been resolved.
Data Import
An issue that prevented the display of 'Custom Scripts' in the Search page of the Export in Element Manager has been resolved.
Knowledge Advanced
The comment left by a user updating the status of a recommendation can now be seen in Recommendation Properties when viewing the recommendation in the Authoring UI.
Workspaces/Workflow
An issue with the target for HTML content not working in the Agent Insight cards has been resolved.
Agents can now mention or tag another staff account in a Private Note on an Incident. If the staff account has an email address, they will receive an email notification. This requires CX 24A or higher.