

B2C Service Agent Browser User Interface April 04, 2024 Release

	Description
	Analytics
	The y-axis value formatting to seconds, minutes, hours and days will be honored in browser UI.
	An issue which caused the Incident quick search returning "Access Denied" for all users has been resolved
	An issue where the hyperlink gets broken while exporting a report containing hyperlinks that had values fetched from other cells to Excel has been resolved.
	Chat
	Administrators can view an Agent's current setting for "Max Chats" and "Stagger Incoming Chats Time" within the Browser UI.
	Data Import
	An issue that prevented the import of Configuration Settings that have mandatory attributes has been resolved.
	An issue that made Custom Scripts invisible in Element Manager for export for certain combinations of IP addresses has been resolved.
	An issue that caused a workflow execution error in the Workspace element when opening an archived incident as been resolved.
	Workspaces/Workflow
	An issue that caused a the incident to still be assigned to the disabled account has been resolved.