

# B2C Service Agent Browser User Interface August 17, 2023 Release

	Description
	<b>Analytics</b>
	The issue which caused the sessions report in the Service Usage Metrics dashboard to not to return data beyond March 2023 has been resolved.
	The issue of Conditional format in report column being case sensitive in BUI has been resolved.
	BUI will support the drill down on the dates formatted with variables now.
	BUI reports will support the rendering of Gantt charts if its present now.
	An issue which caused the report record count not getting updated when returning to top level in BUI has been resolved.
	<b>Business Rules</b>
	This enhancement reduces the time taken for rule actions likes open, save, close, copy, and delete on rules with maximum number of CASES in a rule using SWITCH clause.
	<b>Chat</b>
	An issue where chat messages unexpectedly included HTML tags, has been resolved.
	Administrators can hide the Rich Text menu from the engagement panel in order to simplify the chat agent experience.
	For more information & helpful set-up examples, go to <a href="https://cx.rightnow.com">cx.rightnow.com</a> and search for "Requirements to configure the Rich Text menu for Chat in the Browser User Interface".
	<b>Data Import</b>
	This enhancement enables import of individual custom scripts from version control system using Element Manager import APIs.
	<b>Knowledge Advanced</b>
	This fix resolves an issue in which users would see an error message after attempting to add a knowledge article link into a response going to a contact that cannot see the article being linked to.
	Prior to this fix the mouseover text for thumbs ratings was backwards (thumbs up said No).
	<b>UI Controls</b>
	The ability to pin in the recent items menu is now supported.
	A new warning message has been added to notifications when the notification inbox is near capacity.
	<b>Workspaces/Workflow</b>
	The Links control is now supported in the browser UI.
	An issue that caused the cursor to jump in the Banner Flag control has been resolved.
	Agents can now drag and drop the workspace tabs in all object types; Assets, Contacts, Custom Objects, Incident, Organizations, Opportunities, and Tasks.