

B2C Service Agent Browser User Interface August 03, 2023 Release

	Description
	Analytics
	The issue which caused the "In List" report filter not to work properly when there are many values in the filter has been resolved.
	An issue which caused the Reset Filters in dashboard to bring wrong count data set although same filters are in use has been resolved.
	An issue cause caused unexpected error when resizing browser with Dashboard open has been resolved.
	Chat
	An issue that prevented agents from sending multiple lines of plain text into the chat session, has been resolved.
	Data Import
	An issue that prevented the completion of rollback of an import resulting in long running event in Element Manager has been resolved.
	Admins will now be able to configure External Objects & Integrations connection without authentication details by selecting "No Auth" Authentication type.
	Workspaces/Workflow
	An issue that caused the standard text to be added in an incorrect order from workspace rule condition has been resolved.
	An issue that caused extra whitespace when copying an incident has been resolved.
	Agents can now bookmark their favorite standard text to a new Favorites list.