

# B2C Service Agent Browser User Interface August 31, 2023 Release

	Description
	<b>Analytics</b>
	An issue that caused the sort order to not update in order by popup after the report is reset has been resolved.
	An issue that caused the report chart scale to be off by 100 when using the percent format and a custom scale has been resolved.
	An issue that caused the export to fail if the column width is a negative value has been resolved.
	An issue that caused the Answer report to execute with incorrect filters has been resolved.
	<b>Business Rules</b>
	An issue that prevented the rules using Previous Status field from displaying in the search results in EBR has been resolved.
	<b>Data Import</b>
	Administrators will now see an icon when the test connection request is processing.
	<b>Knowledge Advanced</b>
	An issue that tied the subject and case fields together when creating a Recommendation via BUI has been resolved.
	An issue that caused an error when selecting the Recommend Change link in BUI after performing a search has been resolved.
	<b>Outreach</b>
	An issue that caused a mailbox from not saving if the interface isn't valid has been resolved.
	<b>Workspaces/Workflow</b>
	The notes control is now expand and collapsible.
	An issue that caused the line break to be ignored in a standard text for incident response email has been resolved.
	An issue that caused the incorrect selected items on a hierarchical menu after searching has been resolved.
	An issue that caused an error on a required field located on a flip tile has been resolved.