

B2C Service Agent Browser User Interface February 22, 2024 Release

	Description
	Analytics
	The report with filters will be persisted after queuing has been initiated for a report from now in the Agent Browser UI.
	Service Usage Metrics Alerting for sessions is now generally available for all customers.
	Data Import
	A new capability that allows the admins to choose multiple profile permissions for Extensions during import is now supported in the Agent Browser UI.
	Workspaces/Workflow
	An issue that caused the mobile phone number to not appear on an incident that is copied has been resolved.
	An issue that caused the child window to fail to open in Knowledge Base has been resolved.
	An issue that caused some of the children in Product/Category/Disposition to not display in the hierarchal menu has been resolved.