B2C Service Agent Browser User Interface January 25, 2024 Release

Description
Analytics
An issue which prevented report header to honor bold font in BUI has been resolved.
An issue which prevented BUI Search knowledgebase report using full pane in chat session has been resolved.
An issue which caused the merging of columns in exported report via BUI has been resolved.
An issue where the Stacked Chart categories are not getting stacked when the category/values are unequal in the report rendered in BUI has been resolved.
An issue where Row selection on workspace report is resetting on tab switch has been resolved.
An issue where Report with hyperlink when exported from BUI does not contain the hyperlink has been resolved.
An issue where different chat events retrieved from real time reports in BUI intermittently has been resolved.
Browser Agent Desktop
Oracle Messaging Admin Card has been added to the Administration Home page for those sites that have Oracle Messaging enabled.
Engagement Engine Admin Card has been added to the Administration Home page for those sites that have Engagement Engine enabled.
Agents of browser UI can now easily clear the Quick Search field with a click of a button.
Chat
An enhancement was made to the Chat Queue Color feature, that allows Administrators to configure the queue color for up to 20 queues. Prior to this update, Administrators were able to configure the queue color for up to 5 queues.
An enhancement was made to Chat Reports in the BUI, that allows Administrators with proper permissions to inline edit selected fields within standalone reports.
Data Import
An issue that prevent importing a maximum of 200 custom objects via Element Manager has been resolved.
Knowledge Advanced
New content recommendations can now be created from browser UI.
Knowledge search filters in browser UI no longer auto-collapse, decreasing the clicks required to interact with them.
Added ability to override the icons used for favorite knowledge in browser UI.
Knowledge Foundation
An issue that caused the <div> tag getting added in the Conditional Section in browser UI when the source is switched to Design, has been resolved.
An issue that caused Answers to still display in the Navigation Set when it should not be visible has been resolved.
Workspaces/Workflow
An new option has been created in the Preference page from the Avatar menu, Agents can now show or hide the Insights panel when an incident opens.
An issue that caused the Workflow Return element to not load a standard workspace in the browser UI client has been resolved.
An issue that caused the Guided Assistance to not proceed to the next node when the Guided Assistance control is loaded inside a dialog has been resolved.
An issue that caused an incorrect color and position of the Genesys icon has now been resolved.
An issue that caused an duplicate email address when saving has been resolved.