

B2C Service Agent Browser User Interface July 06, 2023 Release

	Description
	Analytics
	An issue which caused throwing of an error "An unknown application error has occurred" while moving to an opened dashboards after resizing the browser window multiple times is now resolved.
	An issue which caused the display of unintended graph legend in BUI charts based reports is now resolved.
	An issue which caused dashboard internal state to not get updated for delay tabbed dashboard during tab switch is now resolved.
	Business Rules
	The rules that are executed but result in no operation can now be viewed in Rule Inspector tab for each object in Business Rules in Agent Browser UI and admins can act on such rules.
	The notifications in Enhanced Business Rule will now contain the Object name for the previous deployment that is still in progress.
	Chat
	An issue where the function "Add to Incident" in the "All Chats Report" was not included in the chat transcript on the incident has been resolved.
	An issue where images in standard text were not sent to end-user or showing for the agent within the Engagement Panel is resolved.
	Data Import
	An issue that caused the menu fields of objects to be duplicated during the overwrite of the object in the target site when imported has been resolved.
	An issue that caused the failure of import of a linked report due to errors in overwrite of elements has been resolved.
	An issue that caused the attributes of Opportunity and Organization object not to be displayed in the System Attributes folder in the Search page of Element Manager has been resolved.
	Workspaces/Workflow
	FATTACH_OPEN_ENABLED config verb now includes the previewing of attachments on response threads.
	Archived meetings details for Zoom can now be added to a Private Note in an incident with one click.
	An issue where the Locale setting was not honored on the OPA control has been resolved.
	An issue that caused the start date (start_dttm) in the user_trans table to be smaller than the end date (end_dttm) has been resolved.
	An issue that caused the Standard Text option \$ character combination not recording on the utilization reports has been resolved.
	An issue that caused the Standard Text folders to display when there is no text in the folder
	An issue that caused the scroll to position at the top of the thread content after closing the standard text hot key dialog has been resolved.
	An issue that caused the error "cannot set properties of null (setting "IsEditorLoadAvailable")"with the incident and task workflow has now been resolved.
	Agents can now resize the Standard Text Panel by grabbing the slider with the mouse and moving it left to right.