

## B2C Service Agent Browser User Interface June 27, 2024 Release

Description
<b>Browser Agent Desktop</b>
When clicking on a notification for Mentions it will open the Incident Workspace the agent was mentioned in. An issue regarding BUI logins that occurred due to mapping profiles to custom workflow settings has been resolved. A preventive action was implemented to avoid cache corruption that prevented seeing any available channels when creating incident threads.
<b>Chat</b>
An issue that caused duplicate network requests to be sent for a single network change has been resolved. An issue that caused Agents to show in Real Time reports after auto-disconnection has been resolved.
<b>Data Import</b>
An issue that prevented searching business rules under States or under a specific State, Functions or under a specific Function via Element Manager REST APIs has been resolved. An issue that prevented Queue field from being displayed in the Archived Incidents view page has been resolved. An issue that prevented overwriting an existing Addin via an interface of language other than interface in which the Addin was created has been resolved. An issue that led to the continuous polling of the status and prevented the display of confirmation dialog of Custom Object deployment has been resolved.
<b>Knowledge Advanced</b>
Resolves issue that arose when adding Knowledge Advanced answers to incidents where the contact was created at the same time as the incident.
<b>Workspaces/Workflow</b>
An issue that caused the incorrect date and time fields in a Custom Object Workspace has been now resolved.