

B2C Service Agent Browser User Interface June 8, 2023 Release

	Description
	Analytics
	Filtering Tier session report in Service Usage Metrics Dashboard based on License/Contract and Start/End Date is now available for Admins in BUI.
	An issue that prevents the ability to scroll the tabs section of a tabbed dashboard has been resolved.
	Chat
	Engagement Panel version 14 is now the default setting for production & test sites in the Agent Browser UI (unless otherwise requested).
	Chat Terminate Confirmation Dialog: Administrators can now enable a termination confirmation dialog that prevents agents from accidentally closing an active chat.
	An issue that caused Intra Chat to not launch with anonymous emails has now been resolved.
	A new option for Administrators to select a queue color for the Chat Toast is now supported.
	Knowledge Advanced
	When printing an article from the knowledge panel in Agent Browser UI the entire article will be printed.
	Workspaces and Extensibility
	Through extension APIs, agents can have the option to send feedback when accepting and dismissing an Agent Insight card.
	Workspaces/Workflow
	An issue that caused the children values of Product to display in the Recent Items when a rule is create to not display has been resolved.
	Agents will now receive a warning dialog if they attempt to send a response that mentions attachment but there is nothing attached.