

B2C Service Agent Browser User Interface March 21, 2024 Release

	Description
	Analytics
	An issue that hid the expand arrow for the parent category preventing seeing the children categories for the report filter values on the custom report has been resolved.
	Browser Agent Desktop
	An issue that stopped the unsaved validation message to display has been resolved.
	Data Import
	An issue that caused the Analytics Administrator profile permission not to be enabled on the reports imported via Element Manager has been resolved.
	An issue that cause fetching wrong item during backup creation in an overwrite scenario of an image in the import process has been resolved.
	No Value
	Admins will be able to provide feedback for the accelerators listed in Admin UI Accelerators page
	Workspaces/Workflow
	An issue where the email address in the Alt 1 field would not update to an existing email with email sharing enabled has been resolved.
	An issue that caused the organization address to update when the contact on the incident is updated has been resolved.
	An issue that caused the incident source id instead of the label in browser UI has been resolved.
	A new Workspace Preference option has been added to the Preference page for agents wanting to use the new Image Viewer for attachments.
	A new custom config is supported to make the Add New button in a report control on a workspace to be read-only.