B2C Service Agent Browser User Interface October 12, 2023 Release

Description
Analytics
Agent will now see an Export in Progress message when a report export is initiated, and will prevent the same agent from further exporting while the previous export is still in progress in BUI
Business Rules
The admins now has the ability to notify, all admins with rule edit permissions, for deploy, rollback, initial migration and turning off enhanced business rule actions performed by them.
Chat
An issue that prevented Chat Agents from seeing the Queue Color in the Chat Toast is now fixed.
An enhancement was made for Chat Administrators, they can now configure whether the chat sound plays by queue for Agents that handle chats in the Browser UI.
An enhancement was made for Agents, they can now view documentation related to the Engagement Panel version within the About menu of the Browser UI.
Data Import
This enhancement enables import of individual reports from already created package using Element Manager import APIs.
This enhancement avoids overwrites of existing unchanged dependent elements during imports in Element Manager.
Integrations
Admins will be able to access the configuration guide and sample code of Live Chat Sentiment Analysis accelerator from Accelerators page of Administration UI in BUI
Workspaces and Extensibility
Agent Insights now supports HTML content that can be added through a workspace rule or an extension.
Workspaces/Workflow
The Workspace Tab Alignment option in the Workspace Designer is now supported in the Browser UI.
An issue that caused the standard text to be added below the signature when applied in a script has been resolved.
An issue that caused the attachment default sort order to not sort in updated to descending order has been resolved.
An issue that caused an extra white space to display in the workspace design