


B2C Service Agent Browser User Interface: April 1, 2021 Release

 Description
 Analytics
You can now filter sessions by interface in Service Usage Metrics reports.
 Business Rules
An issue that caused rule runtime log reports to time out has been resolved.
 Knowledge Foundation
An issue that prevented editing <div> tags in the answer editor has been resolved.
An issue that caused conditional sections to be visible in incident threads has been resolved.
An issue that caused answers to contain <div> tags when the "Use Paragraph Break" option was selected has been resolved.
 UI Controls
An issue that caused notification wording to display incorrectly has been resolved.
 Workspaces/Workflow
The Inside field label position is now supported for Agent Browser UI workspaces.
An issue that prevented content pasted from outside sources from being formatted within the thread editor has been resolved.
An issue that caused the first line of standard text to be removed when saving a thread has been resolved.
An issue that caused a workflow from executing when it included setting a field to "Logged in Account" has been resolved.
A performance enhancement to improve workspace report execution times on workspace load has been implemented.