

## B2C Service Agent Browser User Interface: April 8, 2021 Release

 <b>Description</b>
 <b>Analytics</b>
An issue that caused difficulties inline editing text fields has been resolved.
 <b>Chat</b>
Engagement Panel version 11 is now available on the Agent Brower UI.
An issue that caused an error upon chat termination when the Chat agent didn't have incident and contact read permissions has been resolved.
 <b>Data Import</b>
An issue that prevented canceling the import process with Element Manager has been resolved.
 <b>Workspaces/Workflow</b>
The Redwood theme is now available to users in the Preferences menu. The theme has new header and sidebar icons and a dark textured background. There are no functional changes when using the Redwood theme.
Email validation on an email field is now executed when an agent tabs out of the field and before saving.