







B2C Service Agent Browser User Interface August 26, 2021 Release

 Description
 Analytics
An issue that prevented dashboard reports from displaying items has been resolved.
 Browser Agent Desktop
An issue that caused some Quick Search reports to display incompletely has been resolved.
An issue that caused an error when searching incidents or contacts using Quick Search has been resolved.
Administrators can now use an Administration page which contains navigation cards for Element Manager, Rules, Data Lifecycle Policies, Mailboxes, Field Audit Configuration, and Service Usage Metrics. See the Release Readiness for more details.
 Data Import
You can now filter workspace scripts by update date for exporting with Element Manager. This feature enables you to export only the modified workspace scripts.
You can now export and import business rules related to assets and accounts with Element Manager.
An issue that prevented the export and import with Element Manager of custom objects that contained fields of decimal data type has been resolved.
An issue that caused the overwrite of an element when importing a package with Element Manager to fail and cancel the package import, and to delete the original element, has been resolved.
 Workspaces and Extensibility
An issue that prevented right side panes created using extensibility from displaying has been resolved.
 Workspaces/Workflow
You can now insert answers into threads by using the F9 key on your keyboard for answer content and F10 for answer links.
The thread formatting toolbar now contains icons to increase or decrease indents.
An issue that prevented panel controls in scripts from scrolling separately from the script itself has been resolved.
An issue that prevented disabling the Enable Save workspace attribute in a workflow from working correctly, and allowed a record to be saved, has been resolved.
An issue that prevented agents from accessing answer attachments from the Answer Display control on an incident workspace has been resolved.
An issue that caused an error when saving or sending customer responses with attachments that had more than 100 characters in the file name has been resolved.