





B2C Service Agent Browser User Interface: February 11, 2021 Release

 Description
 Analytics
An issue that caused an incorrect tab to close has been resolved.
An issue that caused an incorrect level to be exported has been resolved.
 Feedback
An issue with the email header that prevented some email addresses included in the Cc field from displaying was resolved.
An issue that prevented the Reply All link from displaying as expected has been resolved.
 Workspaces/Workflow
You can now use a zoom control to adjust your view of thread entries from the thread command bar Options menu.
An issue that prevented workspace reports from returning values for columns that included new custom objects until the objects were saved has been resolved.
An issue that prevented URLs from rendering properly in incident threads if there was a new line added within the URL has been resolved.
An issue that prevented the foreign relationship key from populating correctly when a new custom field was added from a relationship report has been resolved.
An issue that caused an error when using Safari with the iOS operating system to create a new thread entry has been resolved.