








B2C Service Agent Browser User Interface February 24, 2022 Release

 Description
 Analytics
An issue that prevented opening or downloading file attachments in a report that was configured to include row numbers, and was exported to Excel, has been resolved.
 Chat
An issue that prevented an incident custom field from pre-populating in a new incident that was created from the interaction record has been resolved.
 Knowledge Advanced
An issue that caused an error when saving a workspace after clicking an answer link has been resolved.
 Knowledge Foundation
An issue that caused an error when a workflow was routed to agent scripts while the knowledge base search panel was open has been resolved.
 UI Controls
An issue that caused changes to Japanese language filenames of downloaded attachments has been resolved.
 Workspaces/Workflow
The default billable task in the Time Billed window is now displayed first in the list.
An issue that prevented a dynamic default value of a custom attribute field on a custom object record from populating correctly has been resolved.
An issue that caused empty lines to be removed from pasted text has been resolved.
An issue that caused an exception when integer fields were set to No Value in a workflow has been resolved.