

B2C Service Agent Browser User Interface: February 25, 2021 Release

Description
Business Rules
An issue that prevented using "is modified" operators with custom object business rules on the Agent Browser UI has been resolved.
A detailed Audit Log is now available for business rules on the Agent Browser UI to report details of changes made to each rule group, rule, or variable.
Workspaces and Extensibility
You now have the ability to set profile permissions for an extension from the Extension Manager.
The Open command is now available to view extension details from the Extension Manager.
The IExtensionConnection interface is now available to invoke external object integrations from Agent Browser UI extensions.
Workspaces/Workflow
An issue that prevented the thread command bar from displaying in Internet Explorer 11 or Firefox v68 has been resolved.
An issue that prevented the organization name from displaying on the incident workspace has been resolved.
An issue that prevented Intelligent Advisor interviews from loading in the workspace when there were multiple interviews 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 an error when using Safari with the iOS operating system to create a new thread entry has been resolved.
An issue that caused an error when executing a workflow with a missing connector to a nested workflow has been resolved.