

B2C Service Agent Browser User Interface January 27, 2022 Release

Description
Analytics
You can now configure the data refresh interval for real-time data reports.
You can now bookmark a report with selected filter values.
An issue that prevented the portrait page format configuration from being honored when exporting a report in the Agent Browser UI has been resolved.
An issue that prevented the Answer Overview dashboard filter from working when it was included on a workspace has been resolved.
An issue that prevented a report from exporting when the report had an exception and tabular display disabled has been resolved.
An issue that caused reports configured to render in split windows to truncate text has been resolved.
An issue that caused no data to display in an Agent Browser UI report when filtering by question_sessions.acct_id has been resolved.
An issue that caused drill-down reports to retain scroll position has been resolved.
An issue that caused an error when trying to open or download file attachments in Excel or as HTML in an exported report has been resolved.
An issue that caused an error in a linked report when the report header style string was null has been resolved.
Chat
An issue that prevented the site widget URL from populating correctly for Intra Chat has been resolved.
An issue that caused the chat transcript to be added to a private note that was opened for editing has been resolved.
Agents handling chats within the Agent Browser UI can now receive transfer and conference requests beyond the maximum chat capacity defined on their profile permissions. Agents now see a Max Chats Indicator icon in the transfer and conference menus of the Engagement Panel. Administrators can easily control this capability through a new custom configuration setting.
Knowledge Foundation
Editing the answer section of an answer is now recorded as activity when calculating session inactivity and timeouts.
Outreach
An issue that prevented the correct configuration to display for enabling mailbox attachments has been resolved.
An issue that caused an error for attachment limits has been resolved.
UI Controls
The network connection message is updated to more accurately convey the situation.
Workspaces/Workflow
Selecting multiple rows to multi-edit the records is now supported in a relationship report within a workspace.

New icons have been added when using the Redwood theme.

Improvements on focus visibility and consistent style were made throughout the Agent Browser UI.

Default field names now display on the agent Insights card.

Default descriptions are now added to agent Insights.

An issue that prevented thread entries and attachments from being copied as directed from the copy element has been resolved.

An issue that prevented the cursor from working in the Notes field when using Firefox 88 has been resolved.

An issue that prevented agents from defining the position of the draft thread when the rich text editor was in an Accordion Single Open style tabset has been resolved.

An issue that prevented a workflow from creating an incident from chat has been resolved.

An issue that prevented a read-only multi-line field from stretching in the Redwood theme has been resolved.

An issue that has caused dashboards to return too many rows has been resolved.

An issue that caused the workflow to hang on save has been resolved.

An issue that caused incorrect focus on the file attachment table with BUI accessibility when using Safari on Mac has been resolved.

An issue that caused an error when saving an attachment with an empty name has been resolved.

An issue that caused an error when saving a workspace due to an empty thread when a signature was removed and a workflow transition occurred has been resolved.

An issue that caused an error on the Service Usage Metrics users tile has been resolved.

Administrators can now add and remove supported fields on the Intra Chat inlay.