

B2C Service Agent Browser User Interface: January 28, 2021 Release

Description
Analytics
You can now configure the data refresh interval for real-time data reports.
The Agent Browser UI has been upgraded to Oracle JET (JavaScript Extension Toolkit) version 9.
An issue that prevented the URL column format from being applied as specified has been resolved.
An issue that prevented slice tree order from being applied correctly has been resolved.
An issue that caused incorrect results to display for rolled-up counts when a cross tab report was refreshed has been resolved.
An issue that caused an error when closing a report that was in the process of rendering has been resolved.
Data Import
An issue that prevented the import of standard text using a public API has been resolved.
An issue that caused an error during an Element Manager import when an item name contained a front slash character has been resolved.
Knowledge Advanced
An issue that prevented managing and viewing Favorite Answers has been resolved.
An issue that prevented case links from being saved with the incident at chat termination has been resolved.
Knowledge Foundation
An issue that caused the Answer Link sent during a chat session to not reflect the correct interface has been resolved.
An issue that caused manually related and learned links to be improperly populated on a new answer has been resolved.
Workspaces and Extensibility
An issue with the extension API logger has been resolved.
An issue that prevented extensibility Command functions from displaying links correctly for reports with rollups has been resolved.
An issue that caused windows to render incorrect URLs has been resolved.
Workspaces/Workflow
The View link for file attachment controls is only visible when the FATTACH_OPEN_ENABLED configuration setting is set to 1.
The Show Row Count workspace report option is now honored on the Agent Browser UI. Workspace load times are impacted consistent with the number of results returned for each report. The row count is displayed for the report highest in the workspace tab when multiple reports are included on a single tab.
The attachment control now has a View option available to view saved, attached image or PDF files without the need to download them first.

An issue that prevented the workspace foreign keys search menu from resetting to the default display after the search window was previously resized has been resolved.

An issue that prevented hide or show workspace rules from being applied correctly to workspace tabs with the accordion display style has been resolved.

An issue that prevented foreign key field values from populating correctly when creating records with an add new button on the workspace search window has been resolved.

An issue that prevented a workspace rule condition from working when triggered by an integer field with a 0 value 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 the entire tab set to scroll when nested in a splitter control has been resolved.

An issue that caused standard text, copied from the standard text preview pane into an incident thread, to display with altered text when using Firefox has been resolved.

An issue that caused menu field searches to fail when a space character was entered has been resolved.

An issue that caused an incorrect working record to be used when the Set Field element modified the working record has been resolved.

An issue that caused an error when saving an incident with a hidden field that used a default workspace value has been resolved.

An issue that caused an error when saving a thread with an image and an emoji has been resolved.

An issue that caused a Load More link to appear on product, category, and disposition hierarchical menus has been resolved.

An issue that allowed users without contact creation permissions to create contact records using workspace report controls has been resolved.