

## B2C Service Agent Browser User Interface July 1, 2021 Release

Description
<b>Business Rules</b>
An issue that caused some field values to disappear when Email actions were triggered has been resolved.
<b>Data Import</b>
An issue that caused the Element Manager custom object deployment validation to fail has been resolved.
<b>Workspaces/Workflow</b>
When you send a response using the default font in the thread editor, the response now displays with the same font on the Customer Portal.
An issue that prevented the Enter key from working in the time billed Notes field has been resolved.
An issue that prevented the Backspace key from functioning properly after pasting content into the thread editor has been resolved.
An issue that prevented a URL pasted into a thread with square brackets from working properly has been resolved.
An issue that caused fields to be truncated when the browser window was resized has been resolved.
Agents handling chats on the Agent Browser UI who select the Redwood Theme will now see updated icons for the Chat Login, Chat Logout, Agent Status, Request a Chat, and Enable Sound icons.