





B2C Service Agent Browser User Interface July 15, 2021 Release

 Description
 Custom Fields
Custom field masking now supports formatting characters such as hyphens and parentheses, and masked custom fields now allow only defined values to be entered. For example, if the field is defined with integer values, users can't enter non-numeric characters.
 Knowledge Foundation
An issue that prevented a workspace rule from making the Answer Type Container control read-only on an answer workspace has been resolved.
 Workspaces/Workflow
When you delete a contact or organization, a warning message now displays to inform you that all associated records will also be deleted, and asks you to confirm the deletion.
An issue that caused email addresses in the Cc field to be removed when saving incidents with uncommitted responses has been resolved.