






B2C Service Agent Browser User Interface July 22, 2021 Release

 Description
 Analytics
An issue that caused incorrect alignment in reports with data exceptions or conditional formatting has been resolved.
 Business Rules
Copy Rule functionality is now available for business rules on the Agent Browser UI, making it easy for administrators to add a new rule with similar properties to an existing rule.
 Chat
An issue that caused a chat transcript to be added twice to the message thread has been resolved.
 Workspaces/Workflow
An issue that caused workspace fields to overlap accordion style tabs with certain workspace layouts has been resolved.