

B2C Service Agent Browser User Interface July 29, 2021 Release

Description
Analytics
An issue that prevented exported reports from displaying percentage labels in charts has been resolved.
Data Import
An issue that caused a deploy error for a package containing custom objects has been resolved.
Workspaces/Workflow
You now have the option to hide or show the thread editor formatting toolbar on the incident workspace. If the toolbar is hidden, it remains hidden until you click the Show icon.
Postal code masking now supports formatting characters such as hyphens and parentheses, and masked postal code fields now only allow defined values to be entered. For example, if the field is defined with integer values, users can't enter non-numeric characters.
An issue that prevented workspace fields hidden or shown by workspace rules from displaying as expected under some circumstances has been resolved.
An issue that prevented Guided Assistance from closing when triggering a workflow event has been resolved.
An issue that prevented bullet points in threads from being saved with the expected font has been resolved.
An issue that prevented answer content from being formatted properly when added to an incident thread has been resolved.
An issue that prevented a menu item, excluded by a workspace rule and then set by a business rule, from displaying when refreshing the record has been resolved.
An issue that caused extra space to display in workspace menus containing a small number of items has been resolved.
An issue that caused buttons within Guided Assistance to be reduced in size instead of wrapped when their collective width exceeded the browser's width has been resolved.
An issue that caused attachments sorted by Created or Updated on the attachments workspace control to sort alphabetically instead of by date has been resolved.
An issue that caused an error when saving an answer with a product selected when the product was the only child in the product tree has been resolved.
An issue that caused a workspace rule, triggered upon the editor loading, to be incorrectly triggered when saving a record has been resolved.