











## B2C Service Agent Browser User Interface June 10, 2021 Release

 <b>Description</b>
 <b>Analytics</b>
An issue that prevented URL variables from being updated at runtime has been resolved.
An issue that prevented the CurrentDate field from displaying has been resolved.
An issue that prevented drill-downs from working in report graphs has been resolved.
An issue that caused time zones to display incorrectly has been resolved.
An issue that caused sort order to display incorrectly has been resolved.
An issue that caused runtime filters to include default filters has been resolved.
An issue that caused incorrect default filters has been resolved.
 <b>Browser Agent Desktop</b>
An issue that caused an error when the Agent Browser UI loaded has been resolved.
 <b>Chat</b>
An issue that caused a chat transfer to fail when the incident workspace had no thread control has been resolved.
 <b>Data Import</b>
An issue that prevented the ability to cancel the import of certain packages has been resolved.
 <b>Feedback</b>
An issue that prevented a non-contact email address from being included in the Reply All function has been resolved.
 <b>Knowledge Advanced</b>
An issue that prevented a link added from the answer details page from being saved in the case_link table has been resolved.
 <b>Knowledge Foundation</b>
Answer authors can now forward answer versions in addition to answers. For example, an author can forward a draft answer version to a legal or marketing approver before publishing.
 <b>Workspaces and Extensibility</b>
An issue that prevented the browser control from opening because an allow attribute on a custom configuration setting was not supported has been resolved.
An issue that prevented custom entries in extensions from functioning has been resolved.
An issue that prevented a modal from loading correctly has been resolved.
 <b>Workspaces/Workflow</b>

When saving a workgroup where a record has a required field that's not filled, a message now appears prompting the user to populate the field in order to save.

The Redwood theme is updated. Some icons are updated, and icons on record tabs, Quick Create, and Recent Items are grayscale. A Redwood color strip displays above the record tabs and sidebars, unless a custom background image has been added.

An issue that prevented the Add to Incident icon from being available on the Standard Text panel in certain scenarios has been resolved.

An issue that prevented guided assistance from loading by workspace rules when the Guided Assistance control on the workspace hides the Guide Selection button, has been resolved.

An issue that prevented file attachments with display names that had been manually modified to remove the file extension from displaying the View link in the workspace attachment control, has been resolved.

An issue that prevented correct URLs from being opened from hyperlinks to external content in threads created by standard text has been resolved.

An issue that permitted opening of incident references from threads when the workspace permission to follow incident reference numbers was not granted has been resolved.

An issue that caused toast notifications to overlap when multiple notifications were triggered at once has been resolved. Notifications will now stack vertically rather than overlap.

An issue that caused Japanese characters to sometimes be removed after being entered in the Notes control has been resolved.

An issue that caused fields to be cut off when the browser window was resized has been resolved.

An issue that caused an error when sending a response in a multi-edit incident workspace has been resolved.

An issue that caused a Yes or No custom object toggle field to display the word Off and be uneditable has been resolved.

An issue that caused a non-required custom field to be required when a required standard field with the same name is on the workspace has been resolved.

An issue that caused a merge field with a date control to use the time zone conversion when the date control was not using the time zone has been resolved.

An issue that caused a guide on a workspace tab that is not in focus, invoked by a workspace rule, to open in an inaccessible new window has been resolved.