






B2C Service Agent Browser User Interface June 17, 2021 Release

 Description
 Analytics
You can now hide columns in reports within workspaces.
An issue that prevented reports with user-defined variables and inline filters from returning data has been resolved.
An issue that caused incorrect dates in reports with cross tabs has been resolved.
 Business Rules
An issue that prevented adding Answer ID>1000 to the rule action of Append Existing Solution (by Answer ID) to Response has been resolved.
 Chat
Agents can now use a setting in Chat Preferences to set their maximum number of active chats.
 Workspaces/Workflow
An issue that prevented pasted text in an incident thread from being removed without clicking Ctrl+Z twice has been resolved.
An issue that caused an error when committed incident threads had improperly formatted HTML has been resolved.
A performance improvement for incident workspace load times has been implemented for cases where the thread contains large bounced messages.