

B2C Service Agent Browser User Interface June 24, 2021 Release

Description
Analytics
An issue that caused an error when running reports with variables using user-defined date expressions has been resolved.
Chat
An issue that caused an error when adding a chat transcript to an incident from the All Chats report has been resolved.
Data Import
An issue that caused export files to have incorrect custom object file names has been resolved.
An issue that caused an export to fail when files took more than 30 seconds to download has been resolved.
Workspaces and Extensibility
You can now delete extensions using the Extension Manager.
Workspaces/Workflow
An issue that prevented data exceptions from displaying in a report when the report was on the interaction workspace has been resolved.
An issue that caused misalignment of the To, Cc, and Bcc labels on the thread response for some non-English languages has been resolved.
An issue that caused full color images within reports to display in greyscale has been resolved.
An issue that caused an error when the % symbol was included in a standard text Hotkey search has been resolved.
An issue that caused an error when opening an incident that contained a thread with invalid HTML has been resolved.
An issue that caused a workspace to freeze when a ribbon button was hidden by a workspace rule has been resolved.