

B2C Service Agent Browser User Interface June 9, 2022 Release

Description
Workspaces and Extensibility
An issue that prevented the browser control from rendering on a workspace tab has been resolved.
Workspaces/Workflow
The Agent Insights process for accept and dismiss has been enhanced and now captures the agent behavior to refine the suggestions in the Agent Insights panel.
An issue that prevented the incident banner text from displaying multiple lines of text has been resolved.
An issue that prevented phone masking from validating when there were only 10 digits has been resolved.