






B2C Service Agent Browser User Interface: March 11, 2021 Release

 Description
 Analytics
An issue that prevented a cross tab report from loading has been resolved.
An issue that caused an error when a column used in a slice was deleted has been resolved.
 Chat
You can now add a chat transcript to an incident thread from a chat report using the right-click menu.
 Data Import
Incidents can now be archived with a custom report using the data lifecycle management report-based policy option.
Existing custom objects in a target import site can now be overwritten. This feature is not yet available on certain restricted pods.
 Workspaces and Extensibility
You can now set profile permissions for an extension from the Extension Manager.