

B2C Service Agent Browser User Interface: March 18, 2021 Release

Description
Business Rules
An issue that caused rule migration and deployment to fail when the Process Designer was open has been resolved. Administrators now acquire a lock to migrate and deploy rules when the Process Designer is open.
Chat
You now have the option to open a chat from a Chat record using the right-click menu.
Existing Engagement Panel objects and events are now publicly available to allow the chat agent experience to better fit business requirements.
Workspaces/Workflow
An issue that caused some read-only fields to have lower text to background contrast, and were more difficult to read, has been resolved.
An issue that caused field value changes in a workspace to trigger workspace rules in a different workspace within the same workgroup has been resolved.
An issue that caused a third scrollbar to appear adjacent to the Rich Text Incident Thread control when screen height was reduced below 90% has been resolved.
A tooltip displays for the View hyperlink on the attachment control to describe when attachments are available for viewing.
A confirmation message displays when a nested workflow is executed and a workspace ID is not configured.