






## B2C Service Agent Browser User Interface March 31, 2022 Release

 <b>Description</b>
 <b>Chat</b>
When the REQUEST_FOCUS_ENABLED configuration setting is enabled, an accepted incoming chat will now be the focused chat for the agent.
An issue that caused a new workgroup to become the focus when a new chat was accepted, and the interaction workspace option was set to make the incident the focus, has been resolved.
 <b>Knowledge Foundation</b>
An issue that caused errors after updating to the latest release has been resolved.
An issue that caused an error when adding a link using the link icon in the answer editor has been resolved.
 <b>UI Controls</b>
An issue that caused incorrect messages to display when clicking on hyperlinks has been resolved.
 <b>Workspaces/Workflow</b>
An issue that prevented file attachments to sort in workspaces using the true time has been resolved.
An issue that prevented content from pasting correctly when copied from plain text that contained the '<>' special characters has been resolved.
An issue that caused an application error after clicking an icon when the thread was zoomed to 140 has been resolved.