





## B2C Service Agent Browser User Interface May 13, 2021 Release

 Description
 Analytics
An issue that prevented the report customization profile permission from being honored has been resolved.
An issue that prevented report slices from displaying in the correct order has been resolved.
An issue that prevented linked reports from working correctly has been resolved.
An issue that caused search criteria to display when set to not display has been resolved.
 Chat
An issue that prevented the chat transcript from being added to the incident upon wrap-up has been resolved.
 Workspaces/Workflow
An issue that prevented the organization name from populating on incident workspaces has been resolved.
An issue that prevented the backspace and arrow keys from working as expected when editing thread entries has been resolved.
An issue that caused the Add New option to be unavailable on the contact workspace under certain scenarios has been resolved.
An issue that caused read-only status fields on task records to display with the incorrect status has been resolved.