






## B2C Service Agent Browser User Interface May 6, 2021 Release

 <b>Description</b>
 <b>Business Rules</b>
An issue that prevented a marketing email from being sent when an incident was updated has been resolved.
 <b>Chat</b>
An issue that prevented the Language field from being set with an incoming chat has been resolved.
 <b>Knowledge Advanced</b>
An issue that prevented a link added from the answer details page from being saved in the case_link table has been resolved.
 <b>Workspaces/Workflow</b>
Several display issues that appeared with the Redwood theme have been resolved.
An issue that prevented the Contact SLA field from populating has been resolved.
An issue that prevented script rules from executing when called more than once has been resolved.
An issue that prevented email addresses entered in CC and BCC fields from being saved in the thread response and retained has been resolved.
An issue that allowed users without view permissions to view reports and dashboards in a workspace has been resolved.