





B2C Service Agent Browser User Interface: October 1, 2020 Release

 Description
 Analytics
You can now manage Saved Default Filter Values and Saved Display and Data Settings in Report Preferences (Username icon>Preferences).
 Workspaces and Extensibility
You can now see your changes to the content pane without needing to upload them with the Add-in Manager when developing content pane extensions with the Extension Developer Assistant.
Extension developers can now get chat interface information from extensions.
 Workspaces/Workflow
The Cc and Bcc fields on the incident workspace thread control are now hidden by default and can be displayed by clicking the Cc/Bcc link adjacent to the To email address field.
An issue that prevented users from changing font styling of content from answers and standard text in the thread editor has been resolved.
An issue that prevented contact fields from displaying on the incident workspace under certain circumstances has been resolved.
An issue that caused extra spacing between workspace radio buttons and their labels when the labels were positioned at the right of the field has been resolved.