







## B2C Service Agent Browser User Interface: October 29, 2020 Release

 <b>Description</b>
 <b>Analytics</b>
Your saved personalized display and data settings for a dashboard are now supported.
 <b>Data Import</b>
The import page of Element Manager now displays the status "Rollback in Progress" with an active link to the staging page where you can view the current rollback status of items.
Element Manager now supports the export and import of workflows with scripts.
Element Manager now supports the export and import of custom object-specific business rules.
Element Manager now supports the export and import of Chat-specific business rules.
 <b>UI Controls</b>
An issue that prevented some standard texts from being filtered correctly has been resolved.
 <b>Workspaces and Extensibility</b>
You can now set the width for a sidepane extension.
You can now download extension files from the Extension Developer Assistant.
 <b>Workspaces/Workflow</b>
When you add an existing record on a workspace report, you now have the option to create a new record.
The vertical thread orientation option for the Rich Text Incident Thread is now supported.
The default font setting for the Rich Text Incident Thread in the workspace designer is now supported.
An issue that sometimes prevented the selected tab from being in focus when toggling between workspace tabs has been resolved.
An issue that prevented the forward extension command from working on incident objects has been resolved.
An issue that prevented required fields in agent scripts from being designated with an asterisk has been resolved.
An issue that prevented read-only integer fields from having a field container border on workspaces has been resolved.
An issue that caused incorrect characters to display in the Print window for non-English interfaces has been resolved.
Administrators can now use a custom configuration setting to display an image to represent the logged in user. See the What's New document for details.