

## B2C Service Agent Browser User Interface October 7, 2021 Release

Description
<b>Analytics</b>
An issue that caused report preferences to return no data for some accounts has been resolved.
An issue that caused report links in columns with conditional formatting configured with images to no longer work has been resolved.
<b>Business Rules</b>
An issue that caused incident fields to display when selecting the Relative option in the Escalate action in task rules has been resolved.
<b>Chat</b>
Engagement Panel version 12 is now supported in the Agent Browser UI. This supports Auto Scroll, Historical Chat Stitching, and Chat Desktop Notifications. Please see the What's New document for more information. Note: Historical Chat Stitching requires CX 21A.
An issue that prevented chat agent interval end time statuses from working correctly has been resolved.
<b>Data Import</b>
An issue that prevented an error from displaying when validating more than 200 imported custom objects at the same time in Element Manager has been resolved.
<b>Workspaces/Workflow</b>
The Flip button on the workspace Suggestion card is no longer displayed when the Rationale, Confidence, Notes, and Rule Source fields are empty.
The Add Existing dialog is now automatically maximized when opened for improved usability.
Multiple items, including images, can now be dragged and dropped on the incident response editor.
An issue that prevented the Enter key on the number pad from working on dialogs opened from the F9 and F10 keyboard shortcuts has been resolved.