







B2C Service Agent Browser User Interface September 16, 2021 Release

 Description
 Business Rules
An issue that caused a notification related to business rules to be triggered when opening a data lifecycle policies workspace has been resolved.
 Chat
You can now insert standard text in the engagement panel inline by entering \$ followed by the keyboard shortcut.
The Stagger Incoming Chats option is now supported in the Chat Preferences section on the Agent Browser UI.
The chat sound setting now persists when a chat agent logs out and back in to the Agent Browser UI.
 Data Import
An issue that prevented users from loading more custom objects and workspaces in the left panel of the Search and Confirm Elements page in Element Manager is resolved.
 Knowledge Advanced
A print icon has been added to the answer detail page.
 Workspaces/Workflow
Workspace icons with the Redwood theme have been updated to align with icons in Oracle's CX application suite. This includes the Quick Access toolbar for all record types, the report toolbar, and the report runtime option menu. There are no functionality changes.
The OK icon has been removed from the insert answer hotkey window and now matches the appearance and functionality of the Standard Text window.
An issue that caused an error upon saving a record by users without permissions to edit certain custom objects, that are represented as foreign keys on a related object, has been resolved.