







B2C Service Agent Browser User Interface September 2, 2021 Release

 Description
 Business Rules
Administrators can now view usage statistics for business rules to provide insights into rule execution and better understand rule usage.
Administrators can now use business rules to perform string concatenation and can set the value of a field based on that outcome.
Administrators can now use business rules to perform basic mathematical operations on two different fields and can set the value of a field based on that outcome.
 Feedback
The Quick Access toolbar Forward icon now supports internal response options.
 Knowledge Foundation
An issue that prevented the content in the Answer Preview window from using the entire display area has been resolved.
 UI Controls
An issue that caused an intermittent application error has been resolved.
 Workspaces/Workflow
Users that have email signature customization permissions can now edit their email signatures in the Preferences section on the Agent Browser UI.
An issue that caused an execution error when workflows used decision elements, answer versioning, and answer workspace elements has been resolved.
An issue that caused a tooltip to display for the Date/Time field when a valid date and time was entered has been resolved. The Date/Time field tooltip now displays only when the field is empty.