








B2C Service Agent Browser User Interface September 23, 2021 Release

 Description
 Analytics
An issue that prevented decimal field calculations from calculating correctly has been resolved.
An issue that caused a report with an exception configured, and tabular display disabled, to display the record in italics instead of the default font has been resolved.
 Business Rules
Rather than having to select each custom object rule base one at a time to update, all existing custom object rules can now be updated with a single click when opening the Rules landing page. This update must be completed prior to the 21D update.
An issue that caused repeated notifications to be triggered with custom object rule updates has been resolved.
An issue that caused custom object rule update notifications to be triggered even for sites with no custom object rules has been resolved.
 Configuration
An issue that caused an error when clicking any field on the Field Audit Configuration editor has been resolved.
 Data Import
Changes have been made to Element Manager to accommodate implementation of auto-increments of navigation set elements.
An issue that prevented the export and import of a scheduled report or dashboard with custom filter values is resolved.
 Knowledge Advanced
An issue that prevented navigation to the correct link when the custom display URL had a hashtag was resolved.
 Workspaces/Workflow
The Phone Number field masking now supports formatting characters such as hyphens and parentheses, and masked custom fields now allow only defined values to be entered. For example, if the field is defined with integer values, users can't enter non-numeric characters.
An issue that prevented workspace rules with logic on integer fields from working has been resolved.
An issue that prevented workspace rules from executing in cases where required fields were made optional within the workspace rule execution has been resolved.
An issue that caused an error while saving an incident when the workspace default value for an integer field was set to null has been resolved.
An issue that caused a typing lag in the thread editor while using the Chrome browser has been resolved.