





B2C Service Agent Browser User Interface September 30, 2021 Release

 Description
 Business Rules
An issue that caused the Staff Group field to be mandatory for the Send Escalation Notification action in the task rulebase has been resolved.
 Data Import
In Element Manager, with the exception of business rule elements, you can now search and filter configuration elements for export based on the updated datetime.
 Workspaces/Workflow
You can now drag and drop files smaller than 1MB into the thread editor.