

B2C Service Agent Browser User Interface August 22, 2024 Release

Description
Analytics
Permission to access External Objects & Integrations configuration is changed from Object Designer to Administration.
Auto Filter on Column Header: Users will be able to filter the rendered report via the Column Header Auto-Filter option or traditional Side Panel Auto-Filter, which can be enabled through Agent Preferences.
An issue where the exceptions legend was excluded from the scrollable area has now been resolved.
An issue that was causing console errors while running a cross tab reports with calculations defined on decimal columns has now been resolved.
Admins will now be able to copy API end points of Service Usage Metrics from BUI.
Chat
An issue that caused HTML tags to display in the Browser UI Chat report has been resolved.
Data Import
The Element Manager will display the count of dependent and nested dependent elements of a parent element in parenthesis in the Dependencies view tab during the Export.
An issue that caused the assign to staff group to not work during the import has been resolved.
Knowledge Foundation
An issue with existing empty anchor tags being removed has now been resolved.
Workspaces/Workflow
An issue that caused JavaScript error in Merge fields has been resolved.