

## B2C Service Agent Browser User Interface September 05, 2024 Release

<b>Description</b>
<b>Analytics</b>
An issue that caused the Sessions report to show data of the logged-in interface regardless of the selected interface filter has been resolved. An issue that caused the failure to apply the saved bookmark filters has been resolved.
<b>Data Import</b>
An issue that caused the Filter operator on Custom Scripts via API to fail during export has been resolved. An issue that caused a report not to be listed in the Export Summary page due to a report folder existing in the same id of the report has been resolved.
<b>Knowledge Foundation</b>
An issue in the new rich text Answer editor that caused the anchors in the table of contents in a KB article to now work has been resolved. For any existing content with anchors, users are requested to save the affected articles after switching once between the source and the design mode.
<b>Workspaces/Workflow</b>
Images are now supported on the Insight Cards for Agent Insights.