B2C Service Agent Browser User Interface October 30, 2024 Release

Description
Knowledge Foundation
An issue within conditional sections in the new rich text editor for the Knowledge Foundation Answer Workspace where <div> tags were added instead of <p> tags has been resolved.
Service
An enhancement to the Service Health Metrics APIs is now available, that allows administrators to define the "fromDate" and "toDate" range within the HTTP request headers, to filter the data by time.
Workspaces/Workflow
An issue that caused the Workspace Preference not displaying in the Preferences menu has been resolved.
An issue that caused the scrollbar to fail when zooming out of the thread has been resolved.
An issue that caused the Guided Assistance in browser UI to not display the interface language on specific questions and buttons has been resolved.
An issue that caused the Cc list to duplicate the names when Reply All is selected has been resolved.
An issue that caused masking on custom fields to fail when using a workspace rule has been resolved.