Number	Enhancement	Process Owner(s)	Entitlement Owner	Story Owner	Product	Theme	Short description	Description	Business benefit
▨▨				Chau Nguyen	▨▨	▨▨	keyConfiguration Mentorship request - session topic to be shown on customer list	▨▨	Allows customer and enigneer to easily see what request was made for configuration mentorship. This will alleviate the engineer asking the customer info about something they had already provided.
▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨
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▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨	▨▨
▨▨	▨▨	▨▨	▨▨	Chau Nguyen	▨▨	▨▨	Softchoice portal and user ability to change ticket status	▨▨	Reduces confusion & communication gaps and prevents unnecessary CSAT issues.
▨▨	▨▨	▨▨	▨▨	Chau Nguyen	▨▨	▨▨	Remove Flagged Reason in INC & RITMs	▨▨	Reduces flagged reason selection options and removes reason from list that is no longer necessary.

Platform Release 1.22 Stories Notes

				Chau Nguyen			Privileged Access Review Service Catalog Item		Creates all of the tickets required for audit when it comes to access management. All tickets and evidence will be tied to one central ticket.
				Chau Nguyen			Manager Workspace: Not Updated in 7 days		Provides Managers visibility to records on their team not updated in the last 7 days.