## Platform Release 1.21 Stories Notes

| Number | Enhancement | Process Owner(s) | Story Owner | Product | Theme | Short description | Description | Business benefit |
|---|---|---|---|---|---|---|---|---|
| ▨ | ▨ | | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ |
| ▨ | ▨ | ▨ | Chau Nguyen | ▨ | ▨ | To hide 'Closed' from the options under INC state | ▨ | Avoids any chance of accidental manual closure of INC. Ensures Incident Management Process adherence by user. |
| ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ |
| ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ |
| ▨ | ▨ | ▨ | Chau Nguyen | ▨ | ▨ | Add Request Help Phone numbers on the CSM portal for internal staff | ▨ | Provides easy access to the support numbers for use by customer success or to give to clients for priority cases. |
| ▨ | ▨ | ▨ | Chau Nguyen | ▨ | ▨ | Creating internal visibility to see user's access to their team's tickets | ▨ | Allows the CS team to have customer ticket visibility and be better prepared for customer calls. |
| ▨ | ▨ | ▨ | Chau Nguyen | ▨ | ▨ | Remove Ability to Add External Email Domains to Watchlist on Internal Records | ▨ | Removes access to internal record communications for external clients by restricting the internal record watchlist to only softchoice.com domain. Removes noisy and duplicate customer communication regarding the same case/parent record. Increases customer satisfaction both internally (customer success) and externally (customers) by mitigating confusion on receiving comments on a case and a record. |
| ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ |

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| ▓ | ▓ | ▓ | Chau Nguyen | ▓ | ▓ | To remove INC resolution codes which can be replaced with other existing codes and to rename resolution code – 'Temporary Workaround Applied' | ▓ | Optimizes the use of INC resolution codes and to remove duplicate codes. Ensure the resolution code names are aligned with ITIL standards. |
| ▓ | ▓ | ▓ | ▓ | ▓ | ▓ | ▓ | ▓ | |