RDN Enhancements Removal of Closed-Positive Resolution

RDN Enhancement: Removal of Closed-Positive Resolution
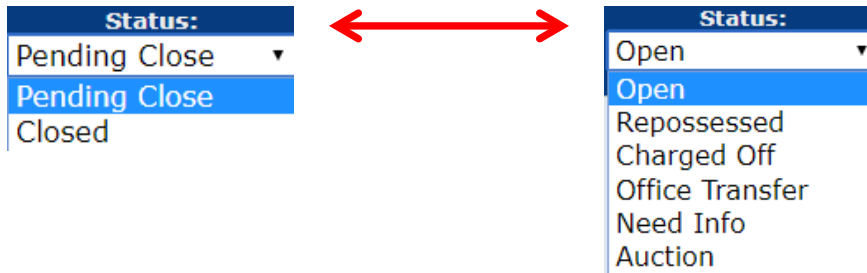
Dear Customers,

The Status of Closed-Positive Resolution has been removed from RDN. To assist with tracking, a NEW Closed-Positive Resolution Flag has been added to the case page. Cases that were previously marked as "Closed-Positive Resolution" Status will still be available for searching via MultiSearch. Additionally, RDN has added a NEW Closed-Positive Resolution column to MultiSearch. The new column will be sortable and the report can be exported.
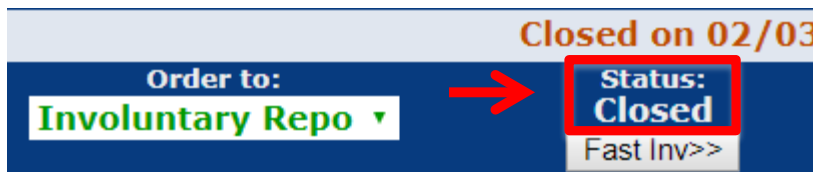
Closed-Positive Resolution Status Removal

Closed-Positive Resolution is no longer available when selecting a Status or Acknowledging a Close.

Case Status will now only display as Closed.

NEW Closed-Positive Resolution Case Page Flag

A NEW Closed-Positive Resolution Flag has been added to the case page. This Flag will **only** display when a case has been placed in a Closed status. Once toggled, the case will be Flagged as a Closed-Positive Resolution case. The status of the case will remain as Closed. Click Closed-Positive Resolution to Enable or Disable.

Case is now Flagged as Closed-Positive Resolution with a status of Closed.

Closed-Positive Resolution MultiSearch

Case(s) previously marked as Close-Positive Resolution are still searchable via MultiSearch. Each case previously marked as Close-Positive Resolution can be searched via the Closed status option.

Status Criteria

Order To	Any
Status	Closed

Date Range Criteria

Where	Closed
During Dates	2020-2-18 To 2020-2-18

Row		Case Number	Status	Close-Positive Resolution
1	☐	2076579539	Closed	No
2	☐	2076579485	Closed	No
3	☐	2076579481	Closed-Positive Resolution	Yes

Closed-Positive Resolution MultiSearch

A NEW Column has been added to MultiSearch results, Close-Positive Resolution. This column can be added to MultiSearch results to assist in determining which case has been flagged as Close-Positive Resolution. From within the MultiSearch results page, click Configure Results. Scroll down to Case Specific and select Close-Positive Resolution. Click the >> arrows to move the Available Column to Columns to Display.

Close-Positive Resolution has been added to Columns to Display. Click Return to Results>>.

Legal Hold Flag Management MultiSearch

Results are returned and the NEW Close-Positive Resolution column has been added and will display the Close-Positive Resolution status. Headers rows may be sorted by clicking on the Header Name.

Row		Case Number	Status	Account Number	Close-Positive Resolution
1	☐	2070185438	Closed	14571775	No
2	☐	2070185731	Closed	14572304	No
3	☐	2070186454	Closed	14574204	No
4	☐	2070185063	Closed-Positive Resolution	80000501	Yes
5	☐	2070185064	Closed-Positive Resolution	80000501	Yes

Questions?

If you have any questions regarding this new release, please contact RDN Support.

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