Salesforce Release Notes 2023.05.17

Release Date: 5/17/2023

Close Disposition field added to Pricing Dispute and Scheduling Dispute case types

Close Disposition drop-down options updated across all applicable case types (the 2 above, plus Damaged Container, Property Damage, and Content Damage) to the following values:

- Customer Unresponsive
- Denied
- Case Opened in Error
- Paid – No Error Found (Goodwill)
- Paid – Error Confirmed
- Duplicate/Merged
- Escalated to Legal
- Insurance claim filed
- Resolved without payment
- Billing Adjustment