Salesforce Release Notes 2023.05.24

Release Date: 5/24/2023

Root Cause ‘Ancillary Item not ordered/not delivered’ removed from **Customer Requested Credit** case type.

Intake Case Notes now a required field for **AR Customer**, **Payment to Account**, and **Customer Price/Charges Adjustment** case types.

Placement Instructions required field added to **Restricted Delivery Request** case type.

Storage Center ‘Visalia’ added for market Fresno.

Request Category ‘Service Execution Issues and Requests’ renamed ‘Service Issues and Requests’.

Root Cause ‘Surface/Driveway/Parking Lot unsuitable or blocked’ removed from **Reschedule or Cancel Service** and **SC Location Change** case types.