

4.11.0 Required comments & quick options

Your browser does not support the video tag.

Adding comments to resolved hits is a great way to keep track of all the included and excluded hits along with the reason for including or excluding them. Now, we added quick options as comments, to make this process even faster.

The screenshot shows a user profile for 'Johnny Loe'. The profile includes fields for Gender (Male), Nationalities (United States of America), and Connections. The Connections section lists five users: Joseph Doe, Justin Doe, John Doe, Doe Joe, and Joey Doe. Each user entry has a 'SEP' or 'Enforce' button and a right arrow. Below the connections list is a 'Show more' link. At the bottom, there is a 'Comment' input field with a speech bubble icon, and a row of buttons: 'Positive', 'False positive', 'Relevant', and 'Not relevant'. To the right of the profile, there is a 'Confidence' slider, a 'Risk' indicator set to 'Very high', and 'Source' and 'Demo Source' labels. At the bottom right, there are 'Modify risk', 'Include', and 'Exclude' buttons.

Because comments are a great way to keep track of the reason for the resolution, a new policy is added to make commenting during resolving mandatory. This policy can be found in the 'Cases' section under 'Policies' in the 'Settings' tab.

The screenshot shows the 'Settings' page with the 'Cases' section selected. The 'Cases' section has two dropdown menus: 'Read rights' and 'Edit rights', both set to 'Organisation'. To the right of these dropdowns is a toggle switch labeled 'Require comments for hits when resolving', which is currently turned on. The top navigation bar includes 'Dashboard', 'Clients', 'Cases', 'Statistics', 'Data Directory', and 'Settings' (which is active). The 'Settings' page has a sub-navigation bar with 'Account', 'Configuration', 'Languages', 'Users', 'Groups', 'Policies', 'Services', 'Billing', 'Integrations', 'Risk Classification', and 'Import'.

When the slider 'Require comments for hits when resolving' is turned on, found hits can only be resolved after a comment is provided. As can be seen in the image below, the include and exclude buttons are now not possible to use until a comment is provided. Additionally, the include and exclude buttons in the top right of the hit is now replaced

with a comment button.

▼

Johnny Loe

Gender

Male

Nationalities

United States of America

Connections

Name

Joseph Doe

SEP

>

Justin Doe

Enforce.

>

John Doe

Enforce.

>

Doe Joe

Enforce.

>

Joey Doe

Enforce.

>

<

1

2

3

...

6

>

Confidence

Risk

Very high

Source

Demo Source

Show more

Comment

Modify risk

Include

Exclude

Positive

False positive

Relevant

Not relevant

Multiple cases can still be included or excluded in one go by selecting the checkboxes and providing a comment for all those cases.

▼

Johnny Doe

Unresolved

Included

Excluded

Sanctions

Enforcements

PEPs

Business Sources

Media Sources

Other Sources

No matches

6 / 12 resolved

2 / 3 resolved

8 / 10 resolved

17 / 119 resolved

0 / 1 resolved

Business Sources

Sort by Implicit Feedback

Replace confidence with Implicit Feedback

Filter

>

Name

Johnny Doe

Company

CARD RUSH INC.

Positions

Agent

Risk

Moderate

Confidence

Resolve

>

Name

Jane Doe

Company

REDMANOR LIMITED

Positions

Director

Risk

Moderate

Confidence

Resolve

Comment

Modify risk

Include

Exclude

Positive

False positive

Relevant

Not relevant

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