

# Enabling the Auto-Delete Function Using a Scheduled Trigger

Last Modified on 08/06/2024 11:06 am EDT

**Note:** If you want to take advantage of the Data Retention feature, Administrators must first contact Support to enable the feature.

## **Overview**

Workflow Deletion allows users to automate the deletion of an object, complying with their organization's data retention policy (e.g., an object is deleted after being held for x number of years). The Data Retention Auto-Delete function auto-deletes objects when a given condition is met. Auto-Delete uses scheduled triggers or consumed orchestration events to transition an object to be deleted. Deleting an object does not delete any relationship data.

When an object is deleted, the audit trail is updated to ensure that only records identified being retained for analytics remain and all other audit events are deleted.



#### Warning:

When an object is deleted, it no longer exists and cannot be reverted. Specific object data can be retained for analytical purposes and must be setup on the object type.

## **User Account Requirements**

The user account used to log into Resolver must have Administrator permission to access the **Object Types** section.

### **Related Information/Setup**

Please refer to the Disabling the Auto-Delete Function article, for more information on disabling the auto-delete function.

Please refer to the Enabling Data Retention Analytic Settings article, for more information on configuring data retention settings.

Please refer to the Add Fields to an Object Type article, for more information on adding a field to an object type.



## Navigation

1. From the *Home* screen, click on the **Administration** icon.

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Home	~	My Tasks			

#### Administration Icon

2. From the **Administration Settings** dropdown menu, click the **Admin Overview** link.

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Home ~	My Tasks	Admin Overview			
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Admin Overview Link

3. From the *Admin Overview* screen, click the **Object Type** tile under the **Data Model** section.

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Data Model		Views	
Object Types	Object Type Groups	Configurable Forms	Data Visualizations
Fields	Data Definitions	Dashboard Data Sets Dashboard	d Builder

Object Type Tile



4. From the *Admin: Object Type* screen, enter an object type name in the **Search** field to narrow the search results.

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Data Mod	el ~	Object Types	Object Type Groups	Fields	Assessments	Data Definition	
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Q Activ	vity						0
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AT	<mark>Activity</mark> Type						
F	Finding Results or evidence from a	a specific audit <mark>acti</mark>	vity				
L	Log Single entry of related <mark>act</mark>	<mark>ivity</mark> to an Investiga	tion or Case, used for evid	dentiary purpo	ses, including times	and costs.	
Т	Task Actionable record for key	data objects (Incide	nt, Case, <mark>Activity</mark> ) with us	er assignment	t, date tracking and	email notifications.	
							BJECT TYPE UNIVERSE

Search Field

5. Click on an **Object Type** link.

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Admir	n:Object 1	ype	5				C	+ CREATE OBJECT TYPE
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Act	Activity							
AT	<mark>Activity</mark> Type							
F	Finding Results or evidence	e from a	specific audit <mark>activ</mark>	ity				
L	Log Single entry of rela	ated <mark>activ</mark>	<mark>vity</mark> to an Investiga	tion or Case, used for evi	dentiary purpo	ses, including times	and costs.	
Т	Task Actionable record	for key d	ata objects (Incide	nt, Case, <mark>Activity</mark> ) with u	ser assignment	, date tracking and	email notifications.	
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Object Type Link

6. From the *Admin: Edit Object Type* screen, click on the **Configure Workflow** button under the **Workflow** section.



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Workflow	Data Retention (10/	10) Concate	enations						
	URE WORKFLOW								

Configure Workflow Button

## Enabling the Auto-Delete Function Using a Scheduled Trigger

 From the *Admin: Edit Workflow* screen, click the + Add Trigger link under the workflow state where the data retention trigger will be added.

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Data Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition		
OPEN - I f TRIGG	FOLLOW UP RI ERS + ADD TRIG Capture Geolocation	EQUIRED GER n for Involved Locat	ion ≓ Transitions to <b>Op</b>	en - Follow Up Re	quired	0 REQU	IRED COMPONENTS	,
	Create Incident							
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CLOSED	- COMPLETE	GER				0 REQU	IRED COMPONENTS	
	Archive	ions to Archived						
ARCHIV	ED	GER						
This State	has no Triggers					0 REQU	IRED COMPONENTS	
							✓ DON	

+ Add Trigger Link

2. From the *Add Trigger* pop-up, select **Timed** from the **Type** dropdown menu.



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Data Model 🗸 🗸	Object Types	Object Type Groups	Fields	Assessments	Data Definition	
OPEN - FOLLOW UP	REQUIRED	ADD TRIGGER				×
7 TRIGGERS + ADD T	RIGGER	Type Select the trigger ty	/pe			~
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Create Incident	Consume Orchestra	tion Event				
SHOW MORE	_					
CLOSED - COMPLETE						
7 TRIGGERS + ADD T	RIGGER	Color				~
Archive ≓ ⊤ra	nsitions to Archived	lcon				~
ARCHIVED					CANCEL	✓ CREATE
7 IRIGGERS + ADD TI This State has no Triggers	RIGGER					
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Type Dropdown Menu

3. Enter a trigger name in the **Name** field. The **Name** will appear under the selected workflow state and outlines the trigger's function (e.g., Object Expiration).

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Data Model v Object Types	Object Type Groups	Fields	Assessments	Data Definition	
OPEN - FOLLOW UP REQUIRED	ADD TRIGGER				×
TRIGGERS + ADD TRIGGER	Type				
Capture Geolocation for Involved Lo	Name				
Create Incident 🛛 🛱 Transitions to Esc	Description				
SHOW MORE					
CLOSED - COMPLETE					
TRIGGERS + ADD TRIGGER	Color				~
Archive	lcon				
ARCHIVED	Frequency 😧				
TRIGGERS + ADD TRIGGER	Select one				~
This State has no Triggers				CANCEL	✓ CREATE

Name Field

4. Enter a brief description in the **Description** field. The **Description** should outline the trigger's function in further detail.



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Data Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition				
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7 TRIGGER	S + ADD TR	IGGER	Туре							
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Cre	ate Incident		Description						1	
SHOW MOR	E									
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	)		Frequency 😧							
7 TRIGGER	S + ADD TR	IGGER	Select one						~	
This State ha	TRIGGERS + ADD TRIGGER  This State has no Triggers					CANCEL	<ul><li>✓ 0</li></ul>			

#### Description Field

(Optional) Select a color from the dropdown Color palette by clicking on a Color Swatch.
 A colored dot will appear next to the name of the trigger under the selected workflow state.

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Data Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition				
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		_	Timed						~	
OPEN - FO	LLOW UP F	REQUIRED	Name							
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,			Description							
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Cr	eate Incident	≓ Transitions to Esca								
SHOW MOR	RE		Color						11	
	COMPLETE	_								
CLOSED		_	CURRENT COLOR						×	
4 TRIGGER	RS + ADD TRI	IGGER								
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		_	PALETTE							
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ARCHIVE		_								
F TRIGGER	RS + ADD TR	IGGER								
This State h	as no Triggers									
		_	- no color							
			te no color sa							

Color Palette



6. **(Optional)** Select an icon from the **Icon** dropdown menu. The **Icon** will appear next to the name of the trigger under the selected workflow state.

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Data Model	~	Object Types	Object Ty	pe Groups		Fields	Ass	essments	[	Data Defi	nition							
Archive	e ≓ Trans	sitions to Archived	ADD TR	IGGER											×			
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						Timed ~												
OPEN - FOLL	OPEN - FOLLOW UP REQUIRED     TRIGGERS + ADD TRIGGER				Name													
* TRIGGERS					Object Expiration													
Captur	o Coolocati	on for Involved Loc	Descript	ion			,											
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* TRIGGERS	+ ADD TRI	GGER	*			~	×	₿	Û	¢	¢		X	4				
This State has n	o Triggers		90	۶	۹	0	1	۵	0	U	0	G	۵	-	,			
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Icon Dropdown Menu

7. Select **Scheduled** from the **Frequency** dropdown menu.



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Data Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition		
Arch	nive ≓ Tran	sitions to Archived	ADD TRIGGER				×	<
Crea	ate Incident	≓ Transitions to Esca	Туре					
		_	Timed				~	
OPEN - FOL	LOW UP I	REQUIRED	Name					
F TRIGGERS	+ ADD TR	IGGER	Object Expiration					
		_	Description					
Capi	ture Geolocati	ion for Involved Loc	Delete an Object aff	er x number o	of years.			
Crea	ate Incident	≓ Transitions to Esca						
SHOW MORE.			Color				ĥ	
			#8c0a0a				~	
CLOSED - C	OMPLETE		lcon					
TRIGGERS	+ ADD TR	IGGER					~	
		_	Frequency 🚱					
Arch	nive ≓ Tran	sitions to Archived	Scheduled				~	
		_	Nightly					
ARCHIVED		_	Scheduled					
7 TRIGGERS	+ ADD TR	IGGER				CANCEL	✓ CREATE	
This State has	s no Triggers							
		_						
								-

Frequency Dropdown Menu

8. Select a date field or formula from the **Date Field/Formula** dropdown menu (e.g., Expiry Date).

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Data Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition			
Archive	≓ Trar	nsitions to Archived	ADD TRIGGER						×
Create Inci	dent	≓ Transitions to Esca	Туре						
			Timed					~	
		REQUIRED	Name						
		ILLQUILLD	Object Expiration						
7 TRIGGERS +	ADD TR	RIGGER	Description						
Capture Ge	eolocat	ion for Involved Loc:	Delete an Object af	ter x number (	of years.				
Create Inci	dent	≓ Transitions to Esca							
SHOW MORE			Color						10
		_	#8c0a0a					~	
			lcon						
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7 TRIGGERS +	ADD TR	RIGGER	Frequency 📀						
Archive	≓ Trar	sitions to Archived	Scheduled					~	
			Date Field / Formula	0					
			Select one					~	
ARCHIVED			Expiry Date						ĩ.
7 TRIGGERS +	ADD TR	RIGGER	ACTCOUNT						L
This State has no Tri	iqqers		Count						L
			Linked Incident Cou	int					
			Priority						



9. Click the **Create** button to add the trigger.



Create Button

10. From the *Edit Trigger* pop-up, click the + Add Transition link.

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Data Model	~	Object Types	Object Type G	iroups	Fields	Assessments	Data Definition				
OPEN - FOI	LOW UP R	EQUIRED	EDIT TRIGO	GER						×	
7 TRIGGERS	+ ADD TRI	GGER	•	<b>Object</b>	Expiration	<b>1</b> x number of years	5		Can <sup>1</sup>		
Cap	ture Geolocatio	on for Involved Loca				,					
Crea	ate Incident	≓ Transitions to Esca	TRANSITIONS								
SHOW MORE	**		+ ADD TRANS	ITION							
CLOSED - C	OMPLETE										
7 TRIGGERS	+ ADD TRI	3GER									1
Arch	nive ≓ Trans	itions to Archived									
ARCHIVED											
5 TRIGGERS	+ ADD TRI	GGER									1
•	Object Expir	ation This Trigger									
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+ Add Transition Link



11. Enter a transition name in the **Name** field.

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ata Model	~	Object Types	Object Type	Groups	Fields	Assessments	Data Definition		
OPEN - FO	LLOW UP F	REQUIRED	EDIT TRIG	GER					×
7 TRIGGER	S + ADD TR	GGER	0	Object	Expiratio	'n		ø	
Cap	oture Geolocati	on for Involved Loca		Delete ar	l Object arte	r x number of years			
Cre	ate Incident	≓ Transitions to Esca	TRANSITION	s					
SHOW MORE			Name						٦
CLOSED -	COMPLETE		Destination	State					ך ר
7 TRIGGER	S + ADD TR	GGER	Select the	e desunation	i st			· · ·	
Arc	hive ≓ Trans	sitions to Archived	Continue w	orking with	object once	transition is comp	lete?		
ARCHIVED	)		🔵 Yes 🕝	1					
f trigger	S + ADD TRI	GGER ration This Trigger	-				CANCEL	✓ CREATE	
1 -		_							

Name Field

12. Select an **Archived** state from the **Destination State** dropdown menu.

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Data Model ~ Object Types	Object Type Groups Fields Assessments	Data Definition	
OPEN - FOLLOW UP REQUIRED  TRIGGERS + ADD TRIGGER Capture Geolocation for Involved Le	EDIT TRIGGER  Object Expiration Delete an Object after x number of years		×
Create Incident	TRANSITIONS		
SHOW MORE	Name Object Expiration		
CLOSED - COMPLETE  TRIGGERS + ADD TRIGGER	Destination State Select the destination stat Escalated to Incident		~
Archive	Closed     Open - Follow Up Required		
ARCHIVED	Closed - Complete     Archived		
TRIGGERS + ADD TRIGGER      Object Expiration This Trigg	н н	CANCEL	✓ CREATE

Destination State Dropdown Menu

13. The Auto-Delete toggle switch will appear when an Archived state is selected from the



#### Destination State dropdown menu.

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ata Model	~	Object Types	Object Type Groups	Fields	Assessments	Data Definition		
OPEN - FOI	LOW UP F	REQUIRED	EDIT TRIGGER					×
7 TRIGGERS	+ ADD TR	GGER		ject Expiratio	on		dit .	
Сар	ture Geolocati	on for Involved Loca	Dele	ete an Object atte	er x number of years			
Crea	ate Incident	≓ Transitions to Esca	TRANSITIONS	_				
SHOW MORE			Auto-Dele	ete				
CLOSED - C	OMPLETE		This functionality e recovered. Name	nables objects to	be deleted through	i workflow. Once deleted ti	hey cannot be	
F TRIGGERS	+ ADD TR	GGER	Object Expiration	١				
Arci	nive ≓ Tran	sitions to Archived	Archived				~	
ARCHIVED			Bypass Re	equired Fields. 宿	)			
F TRIGGERS	+ ADD TR	GGER	Continue working	with object onc	e transition is comp	lete?		
• 🔒	Object Expi	ration This Trigger	🔵 Yes 🥹					
			•			CANCEL	✓ CREATE	

Auto-Delete Toggle Switch

14. Select the **Auto-Delete** toggle switch to enable the auto-delete function through workflows.



#### Warning:

When an object is deleted, it no longer exists and cannot be reverted. Specific object data can be retained for analytical purposes and must be setup on the object type.

15. A *Confirmation* screen will appear, read through the warnings on the *Confirmation* screen and click the **Yes** button to enable the auto-delete function.



	⊕ Q Se	earch 😶 🕸 🕐 🖸
Data Model 🗸 🗸	Object Types	Object Type Groups Fields Assessments Data Definition EDIT TRIGGER
OPEN - FOLLOW UP     TRIGGERS + ADD T     Capture Geoloca	REQUIRED RIGGER tion for Involved Loc-	Object Expiration     Delete an Object after x number of years.
Create Incident	≓ Transitions to Esca	a TRANSITIONS
SHOW MORE		X Auto-Delete
CLOSED - COMPLET 9 TRIGGERS + ADD 1	E Rigger	Please Confirm     x     flow. Once deleted they cannot be       With Auto-Delete enabled, objects will be permanently     deleted when this transition is triggered. Once deleted, they cannot be recovered.
Archive = Tri	Insitions to Archived	
ARCHIVED     TRIGGERS + ADD 1     Object Ex	RIGGER Diration This Trigger	Bypass Required Fields. Continue working with object once transition is complete? Yes  Ko
1		CANCEL CREATE

Confirmation Screen

16. The **Auto-Delete** toggle switch will switch to an active state (blue).

	⊕ ( <b>Q</b> Se	arch			•••	\$ \$	2
Data Model 🗸 🗸	Object Types	Object Type Groups	Fields	Assessments	Data Definition		
OPEN - FOLLOW UP R TRIGGERS + ADD TRIC Capture Geolocatio	EQUIRED GGER	EDIT TRIGGER Object Delete	<b>et Expiratic</b> an Object afte	<b>n</b> r x number of years.			) d
Create Incident	≓ Transitions to Esca	TRANSITIONS					
CLOSED - COMPLETE f TRIGGERS + ADD TRK	GGER	This functionality enab recovered. Name Object Expiration	a oles objects to	be deleted through	workflow. Once deleted t	hey cannot be	
Archive	itions to Archived	Destination State     Archived					~
ARCHIVED     TRIGGERS + ADD TRK     O     Object Expire	SGER ation This Trigger	✔ Bypass Requ	iired Fields. 🕑		CANCEL	✓ CRE4	ATE

Auto-Delete Toggle Switch - Active

17. The **Bypass Required Fields** toggle switch will automatically switch to active (blue), to allow objects with missing field to still be deleted as part of the scheduled trigger.



ta Model	✓ Object Types	Object Type Groups	Fields	Assessments	Data Definition		
OPEN - FOLLOW U	IP REQUIRED		ct Expiratio	on			en a
Capture Geol	ocation for Involved Loo	Delete	an Object afte	r x number of years.			
Create Incide	nt ≓ Transitions to Esc	a TRANSITIONS					
SHOW MORE		Auto-Delete					
CLOSED - COMPLE	ETE ID TRIGGER	This functionality ena recovered. Name Object Expiration	bles objects to	be deleted through	workflow. Once deleted	they cannot be	*
Archive ≓	Transitions to Archived	Destination State <ul> <li>Archived</li> </ul>					~
ARCHIVED		Bypass Requ	uired Fields. <table-cell></table-cell>	]			
🕈 TRIGGERS 🕂 AD	DTRIGGER				CANCEL	✓ CRE	ATE
Object	Expiration This Trigge	r					

Bypass Required Fields Toggle Switch - Active

18. Click the **Create** button to add the transition to the scheduled trigger.

		⊕ ( <b>Q</b> Se	arch				•••	ŝ	?	Ω	-
Data Model	~	Object Types	Object Type Gr	oups	Fields	Assessments	Data Definition				
OPEN - FOLLO † TRIGGERS Capture	DW UP R + ADD TRM	EQUIRED		ER Object E Delete an (	Expiration	<b>n</b> x number of years	L		ø	×	
Create SHOW MORE	Incident	≓ Transitions to Esca	TRANSITIONS	-Delete							
CLOSED - COL f TRIGGERS Archive	HPLETE + ADD TRK	GGER	This functional recovered. Name Object Expir Destination St	lity enables ration <b>tate</b>	objects to	be deleted through	workflow. Once deleted th	ey cannot	be		
ARCHIVED     TRIGGERS	+ ADD TRK Dbject Expir	SGER ation This Trigger	Archived     Bypa	ass Required	d Fields.		CANCEL	<b>~</b> a	REATE	~	

Create Button

19. The *Edit Trigger* pop-up will refresh listing the newly added transition.



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Data Model 🗸 🗸	Object Types	Object Type Groups	Fields	Assessments	Data Definition	
OPEN - FOLLOW UP F	REQUIRED	EDIT TRIGGER				×
TRIGGERS + ADD TR	GGER	Objec	t Expiratio	n		ø
Capture Geolocati	on for Involved Loca	Delete	an Object afte	r x number of years.		
Create Incident	≓ Transitions to Esca	TRANSITIONS				
SHOW MORE		Object Expiration	≓ Transitions to	○ Archived 🛱 Auto-Dele	te	¢° ×
CLOSED - COMPLETE	GGER	+ ADD TRANSITION				
Archive = Tran	sitions to Archived					
<ul> <li>ARCHIVED</li> <li>TRIGGERS + ADD TRI</li> </ul>	GGER					
Object Expir	ation ≓ Transition					
						-

#### Transition

- 20. When an object is deleted, the audit trail is updated to ensure that only records identified as retainable for analytics remain and all other audit events are deleted.
- 21. The following occurs in the Audit Trail when an object is deleted:
  - All records are removed except for Create Object records.
  - The deleted object name is redacted.
  - A final Delete Object entry is made with the object name redacted.

			⊕ ( <b>Q</b>	Search					\$	2	C Training Org
Tools	~	Swagger Docs	Data I	mport Data	Management Au	udit Trail	User Management Audit Trail	Data Audit Archive Export			
Q SEARCH	🛓 EXPORT	Only the first 1,0	00,000 records	s (starting from the m	iost recent record)	OBJ	ECT[ID-4566-DELETED]				×
Time	Performed By	,	Object Unique ID	Object Name	Object Typ Name	July Per Obj Obj Obj	27, 2024 5:00 AM formed By Resolver Workflow w ect Unique ID IP-21 ect Name Object[id-4566-delete ect Type Name Involved Person	orkflow@resolver.com d]			
July 27, 2024 5:00 AM			Act-38	ACT038: Patrol Security Respon	- Activity	Acti Eve Less	ion Delete Object nt Delete Object s Details				
July 27, 2024 5:00 AM			IP-21	Object[id-4566- deleted]	Involved P	Obj Obj Obj	ect ID 4566 ect External Reference ID 23e15 ect Type ID 19836	c90-bd60-453b-bd33-eee1ab6ab	d44		
July 26, 2024 4:17 PM			Req-48	Corporations an entities	d Requireme	Obj Valu Res	ect Type External Reference ID	nvolvedPerson rer.com)	Ju	ly 27, 20	24 5:00 AM
July 26, 2024 4:17 PM			Req-46	Large cash transactions	Requireme	Ob	ject[id-4566-deleted] (IP-21) dele	ted.			

Audit Trail Delete Object Entry

- 22. The following cannot be retained even when using the retain data for analytics function:
  - Description Field
  - Text Fields
  - Multi-Select List Fields
  - URL Attachment Fields



- Image Fields
- Comment Fields