

# RightsLink for Permissions

Release Notes: June 2020

## WHAT'S NEW WITH RIGHTSLINK?

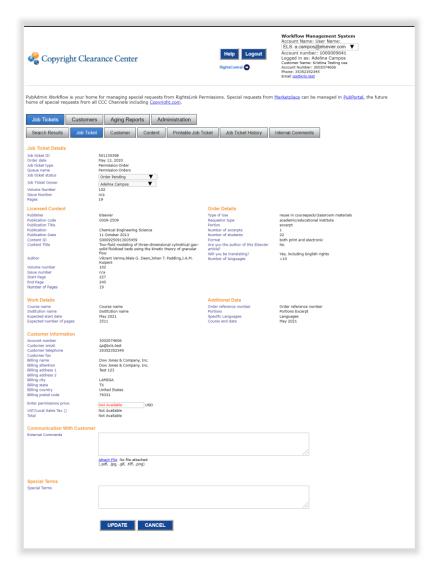
We are pleased to announce the release of RightsLink For Permissions, which released on 17 June 2020.

This release includes enhancements to streamline workflows, enabling publishers to more efficiently manage special requests. The release will also make it easier for RightFind users to license RightsLink rights seamlessly via single signon.

### Consolidated job ticket details page

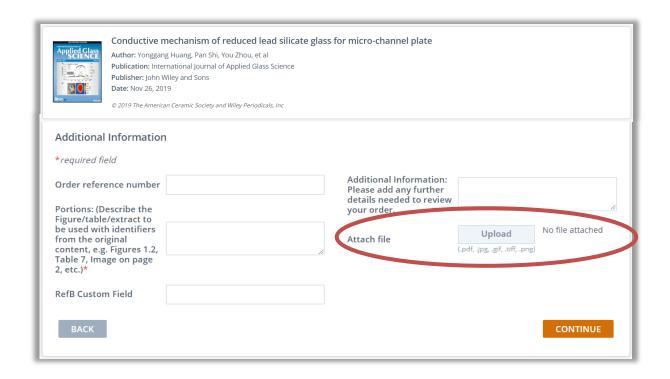
To enable you to more quickly assess special requests, the RightsLink team has consolidated the details for each special request job ticket onto a single page in PubAdmin Workflow.

Now, when you click a job ticket number from your search results, you are taken to a single page featuring the job ticket, customer, and content details organized for at-a-glance viewing. We have also included on this page easy-to-use tabs for communicating with the buyer, reading or entering internal notes, or reviewing the full job ticket history.



#### Attachments to special requests for buyers

Based on demand at the November 2019 Roundtable, the RightsLink team introduced a file attachment feature in the order flow to allow buyers to submit additional information to a permission request. We first introduced this feature in the Medcomms Type of Use, which was greatly appreciated by both buyers and publishers, and now we have extended this capability to all special request/managed redirect permissions workflows. By enabling buyers to add attachments, they can now provide valuable context to their initial request. For example, if a buyer wants to make adaptations to a figure, they can now attach an image of their proposed adaptation in their initial request so that your staff can quickly make an assessment without additional correspondence.



#### Easy access to RightsLink for RightFind users

To streamline access for our customers, we have enabled single sign-on for RightFind users so that they can use same set of credentials when procuring RightsLink permissions.

#### Continued progress toward strategic goals

At the November Roundtable, we shared our vision for the future of CCC Transactional Licensing Services. Included in this vision were the following goals:

- Deliver intuitive, modern workflows, and robust APIs
- Where possible, enable individual publishers to align permissions, reprints and document delivery offerings and pricing capabilities across channels as they deem appropriate
- Enable article-level rights, where available
- Give publishers a single destination for managing special requests
- Give buyers a single destination for managing their orders and special request details

This past November, RightsLink released our re-design of the buyer workflow to streamline workflows. In March, we began capturing from buyers their reasons for declining special request offers, giving us feature parity with Marketplace so that users have a consistent experience across channels. In June, we will complete provisioning of RightsLink users on the new platform, work that will lay the groundwork for providing publishers with a single destination to manage special requests across all channels. Our objective is to surface special requests from the RightsLink Permissions channel in the new Special Order Module in Pub Portal, effectively giving you a single destination for managing special orders across all CCC channels. We'll continue to pursue these shared goals and will keep you updated on our progress.

Questions? Contact Eric Hall at <a href="mailto:ehall@copyright.com">ehall@copyright.com</a> or your Account Manager.