

The questions below will help test your knowledge of the **XCM Utilities** capabilities and functionality.

Manage Users

1. **How do I create a User?**

The new user can be created under the Manage Users utility.

Please follow the below steps to create a new user:

- Go to Utilities and click on the Manage Users
- Click on "Add New User" on the top left hand
- Enter the mandatory information like First Name, Last Name etc. that are marked is red color asterisk
- Select the required User Rights
- Click on the Add User button to add the User

2. **Does changing a title/level in XCM under manage users reset user rights?** (E.g. we had a change invarious user rights for our staff. Many of them lost rights to reports, looking up clients etc.)

No, changing the Title/Level under the Manage Users utility will not affect the User Rights

3. **How do I deactivate a user? Can I deactivate users in bulk?**

The user can be deactivated under the Manage User utility. Yes, you can deactivate users in bulk.

Please follow the below steps:

- Go to Utilities and click on the Manage Users
- Mark off the User/Users
- Click on the 'Disable Users' option

This will deactivate the selected Users.

4. **How would we add XCM mobile to someone's iPhone or iPad?** We are using XCMv2

XCM Mobile Application is a free browser-based app with limited functionalities and it is not downloadable. It can be accessed using the below link on your phone browser with the limited functionalities.

<https://mobile.xcmsolutions.com>

However, the Web version is accessible on the mobile as well. To access the XCM application directly on the Phone Browsers, please copy and paste the below link in the web address bar on your phone browser.

<https://login.xcmsolutions.com/xcmv2>

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5. **How do you change someone's Password using Manage Users?**

The password can be changed under the Manage Users utility.

Please follow the below steps:

- Go to Utilities and click on the Manage Users
- Click on the Username
- Change Password under the User Details
- Click on the 'Save Changes'

This will change the User's Password

6. **What is the purpose of Must Change Password?**

The purpose of the Must Change Password is XCM will force to change the Password upon the User's Login.

7. **What are the mandatory fields for creating a user?**

The mandatory fields required to create a user account are:

First Name
Last Name
Email/Login ID
Password
Confirm Password
Primary Location

Manage Staffing Assignments

1. How do you replace a user to blank in Client Database and Active Tasks?

The Manage Staffing Assignments utility will allow to replace a user to blank in both Client Database and Active Tasks.

Please follow the below steps to Replace with blank:

-Go to Manage Staffing Assignments utility

Step 1:

Search by Client/Entity DataBase or Active Tasks using the filters below to narrow search.

- Click on 'Choose' in find person field and select the username from user list to highlight the name in Find person field
- Select the Responsibility
- Select the required Fiscal Year and Click on Search to get the list of tasks associated with the user selected.

Step 2 :

- Select the tasks and leave the "Replace With" field blank
- If you want this changes apply to Client Database then Mark "Apply Change to both Client/Entity Database and Active Tasks" for database change.
- Click on Apply to make changes.

This will replace the users with blank in Client/Entity DataBase and Active tasks.

Please note you cannot leave the Responsible Person field blank.

Please refer the below link for the Manage Staffing Assignment utility Process Guide for General Information.

<https://xcm.force.com/s/article/Managing-Staffing-Assignments-Process-Guide>

2. Is there a way to change the responsible person on clients in bulk, how?

The Manage Staffing Assignments utility will allow to change the staffing assignments in bulk.

Please follow the below steps:

- Go to Manage Staffing Assignments utility
- Select the 'Active Task' radio button on the Find & Replace filter
- Please choose staff in the Find person filter
- Click on the Search button
- Select the tasks and choose the user in "Replace With" filter
- Select the role of Responsibility (E.g., Responsible Person)
- Mark off 'Apply Change to both Client/Entity Database and Active Tasks' or 'Replace Staff Assignment only; ignore "Replace From" search' checkbox based on your requirement
- Click on the 'Apply' button to change the employee

Please refer the below link for the Manage Staffing Assignment utility Process Guide for General Information.

<https://xcm.force.com/s/article/Managing-Staffing-Assignments-Process-Guide>

3. How can I replace an inactive user using Manage Staffing Assignment? (e.g. we have had staff leave and have numerous tasks that need to be edited)

The Manage Staffing Assignments utility allows to change the inactive staffing assignments in bulk.

Please follow the below steps:

- Go to Manage Staffing Assignments utility
- Select the 'Active Task' radio button on the Find & Replace filter
- Please choose inactive staff in the Find person filter
- Click on the Search button
- Select the tasks and choose the user in "Replace With" filter
- Select the role of Responsibility (E.g., Responsible Person)
- Mark off 'Apply Change to both Client/Entity Database and Active Tasks' or 'Replace Staff Assignment only; ignore "Replace From" search' checkbox based on your requirement
- Click on the 'Apply' button to change the employee

Please refer the below link for the Manage Staffing Assignment utility Process Guide for General Information.

<https://xcm.force.com/s/article/Managing-Staffing-Assignments-Process-Guide>

4. How do I choose multiple years while accessing Active Task?

There is currently no option in XCM to choose multiple years in the Fiscal Year field, it will allow you to choose individual year only.

5. How do I apply Staffing changes to the Completed tasks using this Staffing utility?

There is currently no option in XCM to change the staffing for Completed tasks using the Manage

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Staffing Assignments utility and it can be applied only for No Info In and In Process tasks. If you would like to update for completed tasks, it can only be done on an individual task basis by going into Staffing on the Routing sheet.

Change Password

1. **Are there user rights associated to change the password utility?** (I.e. they forget their password)?

No, there is no User Rights associated with the “Change Password” utility. All the Users can access and change the Password.

2. **Is there a function that we can select to force every user to change their password when they login?** (E.g. For security reasons we would like to do this moving forward every few months. If we ask them to do it themselves by selecting change the password we are not guaranteed they will do it.)

Yes, the Must Change Password option under the Manage Users utility will force the user to change the Password. Please select the user and click on ‘Must Change Password’, when the user login to XCM, XCM will promote to change the Password for the user.

3. **How long is the “forgot password” link valid for?**

The ‘Forgot Password’ link is valid for four hours.

4. **What special characters are allowed to create a password in XCM?**

Below are the Special Character that XCM allowed to create Password.

Special Character @#\$%^&*./

Note:

- The password must contain at least 8 characters long
- The password must contain a number and a special character @#\$%^&*./
- No frequencies to change the password and you can change it whenever required
- No limitation to use the old password and it can be used until reset with the new password.

5. **How can I reset my password if I forget it on my own?**

The Password can be reset using the ‘Forgot your password’ option on the Login Page. Enter your mail id and click on the ‘EMAIL LINK’ BUTTON, you will receive an “XCM Password Reset Notification” email. Click on the link and proceed to reset your Password.

Bulk Manage User Groups and User Rights



1. **How do I assign new user rights to all employees?** (e.g. I need to assign new user rights to about 80 employees, and can't figure out how to do it in bulk. Is there a way to do this, or do I need to do it individually?)

The new User Rights can be added to all employees using the 'Bulk Manage User Groups and User Rights'.

Please refer to the below link for the 'Bulk Manage User Groups and User Rights' Process Guide <https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/bulkmanageusergroupsuserrights.htm>



2. **How do you create a group?**

To add a User Group:

- Go to Bulk Manage User Groups and User Rights utility
- Select +Add new record.
- In the Group Name text box, type the group name.
- In the Pick List column, select the user right and click  to include it in the group. To select all the available user rights, click . The selected user right moves to the Selection column.
- Click on the Create button to create a new user group

3. **How do I edit a Group, add new Rights and apply it to the users in bulk?**


Please follow the below steps to Edit the User Group:

- Go to Bulk Manage User Groups and User Rights utility
- Click on the  icon under the 'Edit'
- In the Pick List column, select the user right and click  to include it in the group
- Click on the Update button

This will apply to all the users who have the User Group already applied.

4. **How do I delete a Group in Bulk Manage User Groups and User Rights?**

Please follow the below steps to Edit the User Group:

- Go to Bulk Manage User Groups and User Rights utility
- Click on the  icon under the Delete

This will delete the User Group

Manage Clients/Entities

1. How do you create a client?

The new client can be created under the Manage Clients/Entities utility

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Click on the 'Add Client/Entity' button
- On the Client/Entity page, you can add details of the new client
- The mandatory fields required to create a new client/entity are: **Client/Entity Type, Client/Entity Name, Primary Task Type, Responsible Person and Fiscal Year End.**
- Select the required staff using the 'Choose' option
- Click on the 'Save' button to save the details

2. Can I create a client using same name and number? (E. g. One with upper case and another onewith lower case)

No, XCM will not allow the same name and number since the field is not a case sensitive.

3. What are the mandatory fields to create a client in XCM?

The mandatory fields required to create a new client/entity are: **Client/Entity Type, Client/Entity Name, Primary Task Type, Responsible Person and Fiscal Year End.**

4. What are the ways to deactivate the client?

The client can be deactivated under the Manage Clients/Entities utility.

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Search and mark off the client
- Select "Inactive" in the 'Active/Inactive'
- Click on the 'Apply Changes'

This will deactivate the client.

Or

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Search and click on the Client Name hyperlink
- On the 'Client/Entity Details' page, mark off the Disable Client/Entity
- Click on the Save button

5. How can I deactivate clients in bulk?

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Search and mark off the clients
- Select "Inactive" in the 'Active/Inactive'
- Click on the 'Apply Changes'

This will deactivate the clients in bulk.

6. How do I bulk update groups in clients?

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Search and mark off the clients
- Select Group in the 'Group' field
- Click on the 'Apply Changes'

This will update the groups for the clients.

Manage Groups

1. How do you create a group?

To add a group:

1. From the Utilities menu, go to Manage Groups. This opens the Group Details page.
2. Select the Location or enter a Group Name and Group Number.
3. Click 'Add Group' to add a new group.

2. How do you apply a created group to the client?

The Group can be applied to the Client using the Manage Groups utility and the Manage Clients/Entities utility.

Manage Groups:

- Go to Manage Groups utility
- Search and select the Group
- Click on the Edit button
- Click on the 'Choose Client/Entity' button
- Search and select the clients
- Click on the 'Apply' button

This will apply the Group to the client.

Manage Clients/Entities utility:

Please follow the below steps:

- Go to Manage Clients/Entities utility
- Search and mark off the clients
- Select Group in the 'Group' field
- Click on the 'Apply Changes'

This will update the groups for the clients.

3. **How do you delete a group?**

There is currently no way in XCM to delete the Group and it can only be disabled.

4. **How do you edit a group?**

Please follow the below steps to edit a group:

- Go to Manage Groups utility
- Search and select the Group
- Click on the Edit button

You can see the Group Details like name, number and the client details to edit.

5. **How do you enable or disable a group?**

Please follow the below steps to enable/disable a group:

- Go to Manage Groups utility
- Search and select the Group
- If the Group is Active, then the 'Disable' button will be enabled
- If the Group is Inactive, then the 'Enable' will be enabled
- Click on the Enable/Disable button

This will Enable/Disable the Group

6. **How do you bulk Disable Group?**

There is currently no option to disable the groups in bulk.

Create New Tasks

1. How do you create tasks in bulk using the utility function?

The Create New Task utility allows to create new Tasks with respect to each client/entity record created within the application. XCM also provides the option to create a Task for an individual client/entity as well as for a group of clients/entities with a single action.

Please refer to the below link for the Create New Task Process Guide:

<https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/createanewtask.htm>

2. What is the purpose of Quick Search in Create New Tasks utility?

This will pull the list of clients that do not have the tasks for the selected year based on the Primary Task Type and the Originating location.

3. What is the difference between this utility and the Add Task wizard? How do I add Clients to a newly created group?

The difference is the 'Create New Task' utility allows to create tasks in bulk where the 'Add Task' option will allow to create task on an individual client basis.

To add clients to a newly created group, select the group using the Group filter and click on Create Task.

Rollover Tasks

1. What is the functionality of Quick Search in Rollover utility?

The Quick Search option on the Rollover Tasks utility will pull the list of tasks which are not rolled to the selected year based on the Originating location selection.

2. What are the steps to manually rollover tasks in bulk?

Please follow the below steps to rollover the tasks manually in bulk:

- Go to Rollover Tasks utility
- Search the tasks
- Select All checkbox and click on Rollover Task button
- Select the required options to rollover
- Click on the Apply

Please refer the user guide in the below URL.

<https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/rollovertasks.htm>

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3. How do you find the tasks that are marked as Do Not Rollover?

The 'Budget & Staff' Report under the 'Task Detail Reports' on the Reports tab will show you the tasks that have the 'Do Not Rollover' option marked. Select the required filters on the report filter page and click on the Export button to pull the results into excel and refer the 'dorollover' column in the report (filter the report if required).

'Y' indicates that the 'Do Not Rollover' option is not marked off on the task (the task will rollover) and 'N' indicates that the 'Do Not Rollover' option is marked off on the task (the task will not rollover).

Note: This report will only available for the firms which is using the Scheduler feature.

4. How do I Rollover the prior year Actuals as the Budget for the Current year?

- On the Rollover setup window, select the Budgeting option and then select the 'Actuals to this year budget'
- Click on the Apply button to save the setting

5. How do I unmark the default "Firm Option Fields" from the Rollover setup?

There is currently no option to unmark the default "Firm Option Fields" from the Rollover setup. It can be removed using the Manage Custom Fields utility.

Manage Recurring Tasks

1. How do I assign the recurring task to a person in the setup?

Please follow the below steps to assign the recurring task to a person

- Go Manage Recurring Tasks utility
- Select the Edit Recurring Tasks Radio button
- Enter the client name and search
- Select the Client and click on the "Edit Recurring Task" button
- On the Recurring Set up page, Under the "Default Task Settings"
- You can either select the required user in the "Assign To Responsible Person" or 'Recurring Task pushed to' option
- Click on the "Apply" to save the changes

So that the future will be assigned to the selected user.

2. What does "CT and M" indicate on the Creation Type of the task?

- CT refer to the tasks that are created using the Create New Tasks utility
- M refers to the tasks that are created using the ADD TASK option

3. How do I create a quarterly estimate using recurring tasks?

To create the quarterly recurrence, please use the recurrence pattern “Monthly (Day [31] of Every .[3] month(s))”.

Procedure:

- Go to Manage Recurring Tasks utility
- Select ‘Create Recurring Task’ radio button
- Search for the tasks with the required filters
- Select the task and click on “Create Recurring Task” button this will bring you to the recurrence pattern setup page
- In the Period End Recurrence Pattern setup section, please use recurrence pattern “Monthly (Day [31] of every [3] month(s))”.

Note: If you input 31 days of every X month(s) XCM will identify that you simply want it to be the last day of the month. Therefore, if there are only 28, 29, or 30 days in the month XCM will recognize that as the last day of the month

- Click on the ‘Apply’ button

4. How do I create a Bi-Annual task setup using recurring tasks?

To create the biannual recurrence, please use the recurrence pattern “Monthly (Day [31] of Every [24] month(s))”.

Procedure:

- Go to Manage Recurring Tasks utility
- Select ‘Create Recurring Task’ radio button
- Search for the tasks with the required filters
- Select the task and click on “Create Recurring Task” button this will bring you to the recurrence pattern setup page
- In the Period End Recurrence Pattern setup section, please use recurrence pattern “Monthly (Day [31] of every [24] month(s))”. By choosing this option your task will recur every 24 months

Note: If you input 31 days of every X month(s) XCM will identify that you simply want it to be the last day of the month. Therefore, if there are only 28, 29, or 30 days in the month XCM will recognize that as the last day of the month

- Click on the ‘Apply’ button

5. What is the process for deleting a Recurring Task?

To delete a Recurring Task, the recurrence should be canceled first.

Please follow the below steps to cancel the recurrence and delete a task:

- Go to "Manage Recurring Tasks" utility
- Select the "Edit Recurring Tasks" radio button
- Search for the task to cancel the recurring
- Select the task and click on the "Edit Recurring Task" button
- Select the "Cancel Recurrence" radio button under the Period End Recurrence Pattern section
- Click on the Apply button

After canceling the recurrence using "Delete Task & Purge Data" Utility, please delete the task. To delete the canceled recurring tasks, the task should be in the statuses of No Info In, NLC, No Longer Task/ To Be Deleted, or Recurring.

Please refer to the 'Delete Tasks and Purge Data' User Guide available on the User Guide Section on the top right corner of the My View Page. (User Guide-> Utilities -> Delete Tasks and Purge Data) or view the User Guide directly by clicking on this link
<https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/deletetasksandpurgedata.htm>

6. What is purpose of Special Option under recurring setup?

Special Option allows to setup a recurring task for six specific days that do not follow the sequence.

7. I can't find a recurring task pattern in the recurring utility when I search?

Please make sure to select the Fiscal Year to 'All' and Originating Location as 'All' and Search to pull the initial set up task.

8. How do I edit the recurring pattern?

Please follow the below steps to edit the recurrence:

- Go to "Manage Recurring Tasks" utility
- Select the "Edit Recurring Tasks" radio button
- Enter the Client Details
- Select the Fiscal Year to 'All' and Originating Location as 'All'
- Click on the Search button
- Select the task and click on the "Edit Recurring Task" button

9. How do I bulk edit the recurring setups?

There is currently no option in XCM/ to bulk edit the recurring setup.

10. How do I assign a Recurring task to a specific user by default in the Recurring Setup?

Please follow the below steps to assign the recurring task to a person

- Go Manage Recurring Tasks utility
- Select the Edit Recurring Tasks Radio button
- Enter the client name and search
- Select the Client and click on the “Edit Recurring Task” button
- On the Recurring Set up page, Under the “Default Task Settings”
- Select the specific user in the ‘Recurring Task pushed to’ option using the Choose option
- Click on the “Apply” to save the changes

So that the future will be assigned to the selected user

11. How do I generate the Recurring task before the Period End Date?

The “Generate Task() days before period end date of the new task. If you use this field, put the PE date of the first recurrence in the “Date Recurrence should start”.” option under the ‘Default Task Settings’ will allow to enter the days when the task has to be generated before the Period End.

12. What is the difference between the Task “Description” in the Routing Sheet and Recurring setup “Task Description”?

Description in the Routing Sheet is unique information for the task and it will not recur on the future tasks.

The information updated on the “Task Description” field on the Recurring Setup will recur.

Add/Delete Task Deliverables

1. How do I add Deliverables in bulk using Add/Delete Task Deliverables?

The Deliverables can be added in bulk only for the tasks that are in No Info In status for a Task Type using the Add/Delete Task Deliverables utility.

Please follow the below steps:

- Go to Add/Delete Task Deliverables utility
- Search for the Tasks to which you want to add or delete a Deliverable using the filters available
- From the search results, select a single Task or multiple Tasks to which you want to add a Deliverable
- From the ‘Deliverable to be Added To Tasks in No Info In’ list box, select the Deliverable to be added to a single Task or multiple Tasks that are selected in the search results page
- Click on the Apply to save the changes

Please refer the below URL for instructions to add Deliverables in bulk for the No Info In status tasks.
<https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/addanddeletetaskeliverables.htm>

2. **Can task specific deliverables be deleted in bulk through the Bulk Add/Delete Deliverables utility?**

No, Task Specific Deliverable (TSD) can not be deleted in bulk using the Add/Delete Deliverables utility

3. **How do I delete a Deliverables in bulk using Add/Delete Task Deliverables?**

The Deliverables can be added in bulk only for the tasks that are in No Info In status for a Task Type using the Add/Delete Task Deliverables utility.

Please follow the below steps:

- Go to Add/Delete Task Deliverables utility
- Search for the Tasks to which you want to add or delete a Deliverable using the filters available
- From the search results, select a single Task or multiple Tasks to which you want to add a Deliverable
- From the 'Delete a Deliverable from Tasks in No Info In list box', select the Deliverable to be deleted from a single Task or multiple Tasks that are selected in the search results page.
- Click on the Apply to save the changes

Please refer the below URL for instructions to add Deliverables in bulk for the No Info In status tasks.
<https://login.xcmsolutions.com/xcmv2//xcmhelp/help/index.html#!Documents/addanddeletetaskeliverables.htm>

4. **When I delete a deliverable in this utility it is not removed from the list, what am I doing wrong?**

Once you have deleted the Deliverable in the Add/Delete Task Deliverables utility, it will be soft deleted on the selected task and it wont remove. You must permanently delete is using the Delete & Restore Deliverables utility

Bulk Operations Status

1. **How do I check the manually rolled over task being created or not? There are 3 ways to do this, listout.**

1. Bulk Operations Status, the utility will show you the status of the rolled over task for the logged in user
2. Create Recurring Task option will show you how the task has been created. If the Creation Type shows as RL, then the task has been rolled over.
3. Search the task and check

2. How do I check another user's Bulk Operation Status?

There is no option to check another user's Bulk Operation Status, it will show the status of the logged in user

Delete Tasks & Purge Data

1. How do I delete a task that is in the Preparation Status?

XCM will not allow to delete the task which is in the Preparation status, you have to move the task to either NLC or No Longer Task/ To Be Deleted and then delete it using the Delete Tasks & Purge Data utility.

2. In which statuses do tasks need to be in to be deleted?

The tasks should be in the No Info In, NLC, No Longer Task/To Be Deleted, or Recurring statuses to delete it.

3. What are the steps to delete tasks in bulk?

Please follow the below steps to delete tasks in bulk:

- Go to Delete Tasks and Purge Data utility
- Select the required clients by entering in the Last Name / Entity Name field
- Select other required filters and Click on the Search button
- Select the tasks that you would like to delete
- Click on the Delete Task(s)
- XCM will notify "Only Task With Status 'No Info In' or 'NLC' or 'No Longer Task/To Be Deleted' or 'Recurring' Can Be Deleted. You are about to delete the selected task/s. Do you want to proceed?"
- Click on the OK to delete the tasks

4. I have a few tasks in the No Info In status with data to be purged, how can I do it?

No, only the tasks which are in the Completed status data can be purged.

5. What are the steps to Data Purge in bulk?

Please follow the below steps to delete tasks in bulk:

- Go to Delete Tasks and Purge Data utility
- Select the required clients by entering in the Last Name / Entity Name field
- Select other required filters and Click on the Search button
- Select the tasks that you would like to delete
- Click on the Data Purge
- Select the required fields to be permanently removed from database
- Click on the Apply button
- XCM will notify "Only task with status 'Completed' can be Purged. You are about to delete, do you want to proceed?"
- Click 'OK' to proceed further

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Restore Deleted Tasks

1. How long does a deleted task stay in the Restore Deleted Tasks utility?

XCM will periodically removes them permanently on first week of every month.

2. How do I restore the deleted tasks?

Please follow the below steps to restore the task:

- Go to Restore Deleted Tasks utility
- Search the required tasks
- Select the task and click on the Restore button

This will restore the tasks.

Delete & Restore Deliverables

1. I deleted a deliverable in a task but it is still showing, why?

If the deliverables have been deleted on the task which is deleted at Task level (soft delete), it can be deleted permanently using the "Delete & Restore Deliverables" utility.

Please follow the below steps to restore the Deliverables:

- Go to the 'Delete & Restore Deliverable' utility
- Enter the client name in the "Last Name / Entity Name" field
- Click on the Search
- Now you'll have the deleted Deliverables in the utility
- Select the Deliverables which you want to delete
- Click on the 'Delete button, this will restore the deleted Deliverable on the task.

2. How can I restore a deliverable?

Please follow the below steps to restore the Deliverables:

- Go to the 'Delete & Restore Deliverable' utility
- Enter the client name in the "Last Name / Entity Name" field
- Click on the Search
- Now you'll have the deleted Deliverables in the utility
- Select the Deliverables which you want to restore
- Click on the 'Restore' button, this will restore the deleted Deliverable on the task.

3. Is there a way to search for a specific task/deliverable in the Delete & Restore Deliverables utility?

Yes, the Delete & Restore Deliverables utility will allow to search by the specific task by using the required filter, but there is no option to search using the specific deliverable.