

Version 3.1 Release Notes (Incident Management)

Note: The following features are not added to Incident Management by default. For information on adding these features to your version of the app, contact your CSM.

New Features

Improved Incident Searching

- Incident Management's [search function](#) will now allow users to search for text within Word, Excel, Text, Email and PDF attachments.
- Users can now search for the components of a geolocation address across all incidents.

Limited User Cleanup

- We have made the following adjustments to user groups:
 - The Limited: Incident Read Only user group has been renamed to Incident Read Only (Limited User).
 - The Incident Management Portal Access user group has been renamed to Incident Management Portal Access (Limited User).

Incident Management Improvements

- Various improvements have been made to Incident Management based on user feedback. These improvements include:
 - UI tweaks that de-emphasize the color and improve the design of the triage and incident submission forms.

The screenshot displays the 'Incident Status Triage' interface for incident 'INC-950: 2019 - Internal Fraud'. The interface is divided into two main columns. The left column contains 'Observation Details' with a text area for the observation, 'Observed By' and 'Observed Contact Info' fields, 'Observed Date/Time' (May 9, 2020 6:00 pm), and 'Location' (2110 Park Meadow Pass, Minneapolis, MN '55436, USA) with a map showing the location. The right column contains several dropdown menus: 'Primary Incident Type' (Internal Fraud), 'Title' (INC-950: 2019 - Internal Fraud), 'Business Unit' (Shared Services), 'Additional Incident Types' (Search), 'Incident Reported DateTime' (May 9, 2020 6:00 pm), 'Incident Start DateTime' (May 8, 2020 6:00 pm), and 'Incident End DateTime' (May 13, 2020 6:00 pm).

- Users can now view filterable reports for active incidents, closed incidents, and investigations.

IM - Active Incident List

Last Updated: Jul 13, 2020 2:43 PM

C-1 Riverdale Industries

All Incidents that are in Triage, Open, or Review State. You can sort or filter the list of Incidents below. Click on an incident to preview it, then maximize the incident to see the full page view. Also, search the text in the entire table in the search box below.

Incidents Unique ID	Incidents Name	Incident Reported DateTime	Primary Incident Type	Incidents Description	Incident state
INC-14	INC-817: 2019 - Fire	June 13, 2020 6:00 pm	Fire	Eirmod laoreet phaedrum quo te. Eu duo liber utroque delicata. Dico ceteros in vel, tale scaevola at mei. Qui ut eros nonumy intellegat, et iriure adipiscing nec. Eam ex oratio doctus, sit laoreet dolorem gloriatur ea. Quo saperet maluisset definiebas cu. Eos mutat antiopam signiferumque at.	Review
INC-22	INC-635: 2019 - Slip and Fall	June 5, 2020 6:00 pm	Slip and Fall	Congue labore gloriatur mel id, nam melius accusamus vituperata cu. Tollit meliore dissentias no vel, ut ius nonumy detracto periculis. An vel scaevola iudicabit. Sed eu velit everti dissentias.	Triage
INC-31	INC-577: 2019 - Written \ Verbal Threat	May 27, 2020 6:00 pm	Pre-Employment Screening	Facer nobis iudicabit eu eam. At latine adipiscing ius, discere voluptaria ea vim. Tale tota invenire duo no, eos veri iusto reprimique no, at duo unum tamquam disputando. No natum cetero est, possim suavitate usu in, probatus instructor eos ne. Sed ei prima mollis, soleat fastidii reprimique sea in. Appetere disputando reformidans no est, munere partiendo nam te. Reque copiosae pro ea.	Review

- o The map on the [Triage form](#) is now read-only.
- o Colored cells in all report tables are now displayed as ovals.

IM - Incident List Report

Last Updated: Jul 13, 2020 2:53 PM

C-1 Riverdale Industries

This report has been restricted to the last 180 days of reported/created Incidents. Please contact your administrator for reporting needs beyond these parameters.

Incident Severity	Incident Name	Primary Incident Type	Incident Reported DateTime	Narratives	Persons	Other Involvements	Net Loss	Currency	Incident state
Critical	INC-917: 2019 - Unrouteable Traffic	Conflict of Interest	March 8, 2020 6:00 pm	0	0	0	1,035,928	USD (\$)	Open
High	INC-841: 2019 - Visible Smoke	Fire	June 11, 2020 6:00 pm	0	0	0	28.00	USD (\$)	Closed
High	INC-660: 2019 - Wearing Offensive Clothing	Pre-Employment Screening	May 1, 2020 6:00 pm	0	0	0	102,297.00	USD (\$)	Closed
High	INC-559: 2019 - Water Leak	Health and Disease	June 15, 2020 6:00 pm	0	0	0	94.00	USD (\$)	Closed
High	INC-942: 2019 - Defective Security Equipment	Defective Security Equipment	March 23, 2020 6:00 pm	0	0	0	117,453.00	USD (\$)	Under Investigation
High	INC-687: 2019 - Displaying \ Sharing Offensive Images	To Damage Reputation	May 2, 2020 6:00 pm	0	0	0	126,096.00	USD (\$)	Closed
High	INC-750: 2019 - To Damage Property	Unauthorized Person	March 29, 2020 6:00 pm	0	0	0	99,012.00	USD (\$)	Review
High	INC-948: 2019 - Bomb Threat	Trespassing	May 24, 2020 6:00 pm	0	0	0	6,709.00	USD (\$)	Closed

- o All [anonymous incident submissions](#) will be given a unique ID number for easy reference.

Record an Observation



THANK YOU FOR YOUR SUBMISSION

Please note your unique Incident number below:

INC-112

Your submission has now been provided to the Incident Management team. Depending on settings, you may be contacted to provide more details, in which case you will receive an email soliciting your feedback. At this time, you can submit another incident by pressing Done and then creating a new submissions. Otherwise, you can close your browser session.

- Administrators will now have increased control over [announcements](#), including the ability to force announcements to become active as soon as they're created and the ability to archive.
- Fixed an issue with the [Triage form](#) where the Region or Market field would not appear when the incident's Organization Driver was set to Region or Market respectively.

Extended Support for Perspective Migrations

- Resolver has implemented numerous improvements to help customers who are migrating to Core from Perspective. These improvements include:
 - We have restored the option to use plain text on the following forms:
 - Create a Narrative in the Details section of the [Incident Review](#) form.
 - Narrative Review in the Details section of the [Incident Review](#) form.
 - Create a New Interview in the Interviews section of the [Investigation Review](#) form.
 - Interview Review in the Interviews section of the [Investigation Review](#) form.
 - If a Perspective Person record has its Employee Number field populated, it will be concatenated with the Person's name in Core.
 - The following object types will have a PSV Primary ID field:
 - Incident
 - Involved Person
 - Involved Organization
 - Involved Vehicle
 - Involved Item
 - Narrative
 - Attachment
 - Person
 - Item
 - Organization
 - Vehicle

