

Version 3.4 Release Notes (Incident Management)

Last Modified on 04/27/2021 2:58 pm MDT

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

Intelligent Triage

- Users can make use of intelligent triage to automatically identify entities when triaging incidents. This helps to improve an organization's understanding of the incident, the accuracy and completeness of the documentation, and the efficiency of the triage process. This feature must be enabled on the org and relies on specific fields, forms, relationships, and objects. Customers on v3.4 of the base app can use Intelligent Triage out-of-the-box. Other customers' environments can be modified in Swagger.

The screenshot displays the Resolver Incident Management interface. The main content area shows an incident report titled "Observation" for incident 28 | 2021-04-27 | Health & Safety. The text of the report is populated with intelligent triage tags, such as "Bil Harrowing", "Feb 27", "Feb 25", "Tristan Alves", "EEL", "123 Main", "Worston Public Works", "9 am", "Lucas Sparting", "ER2", "Ainsley M", "Towers", "McDonalds", "Plaza Place St", "central campus building", "SPD", and "Peterson". A sidebar on the left, titled "Intel Sources", provides filters for "WHO (Person, Organization)", "WHERE (Facility, Place)", and "WHEN (Date, Time)". A sidebar on the right, titled "PERSON", displays the profile for Tristan Alves, including his photo, first and last name, person type (Employee), gender (Female), date of birth (February 9, 6...), and email address (talves0@w3.org). Below the profile, there are sections for "Person Involvement Type" (Suspect) and "Involvement Flags".

Additional Limited User Support: Officer

- An Officer (Limited User) User Group has been added to the app. Users in this group are able to create, monitor, and update incidents, but will not be able to route or close them. They can also monitor Activities from Command Center and promote them to Incidents if needed.

Access

Specify record security. Choose the primary Owner and any subsequent access users if they are known at this stage of triage.

Incident Owner

Incident Owner x

Incident Supervisor

Incident Supervisor x

Additional Access

Incident Read Only (Limited User) x

Investigator

Incident Investigator x

Security Officer

Officer (Limited User) x

New Reports

- The following reports have been added to Incident Management:
 - Persons of Concern: Displays bad actors and persons of interest that should be flagged in external visitor management systems such as Envoy Integration. A future iteration will include history obtained from the integration such as their visits to a certain location.

IM - Persons of Concern

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Ainsley Martinet



Person Type Employee	First Name Ainsley	Last Name Martinet
Email 1 amartinet1@seattletimes.com	Gender Female	Date of Birth February 9, 63788

Bil Harrowing



Person Type Employee	First Name Bil	Last Name Harrowing
Email 1 bharrowing2@chicagotribune.com	Gender Male	Date of Birth

Tristan Alves



Person Type Employee	First Name Tristan	Last Name Alves
Email 1 talves0@w3.org	Gender Male	Date of Birth

UNKNOWN: Aggression towards staff



Person of Interest Name UNKNOWN: Aggression towards staff	Height (in) 51	Weight (lbs) 154
Alias bucky	Height (cm) 0	Weight (kg) 0
Hair Color ● Brown	Build	Eye Color ● Brown

- Incidents by Time Period: Displays the number of incidents broken down by the day of the week and the time of day they were reported on.

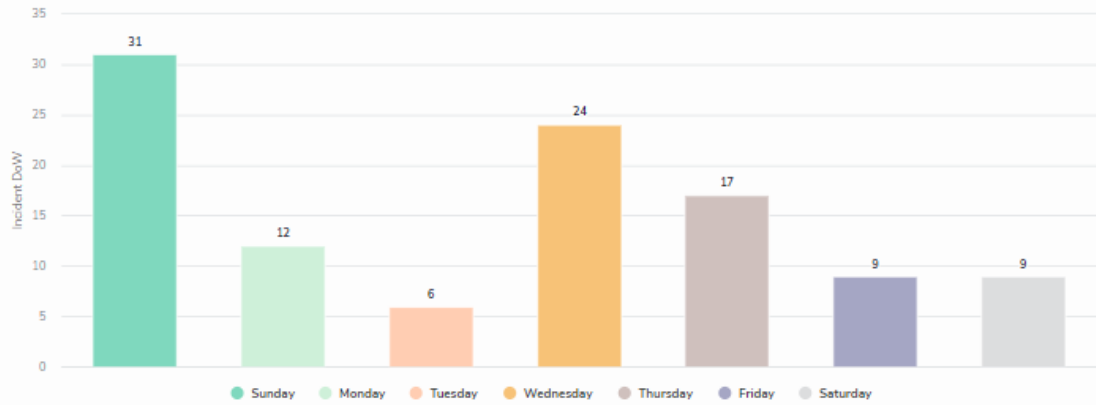
IM - Incidents by Time Period

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Last Updated: Apr 23, 2021 11:42 AM

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Day of Week



Time of Day

