# Version 3.4 Release Notes (Incident Management)

Last Modified on 04/27/2021 7:05 pm EDT

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.
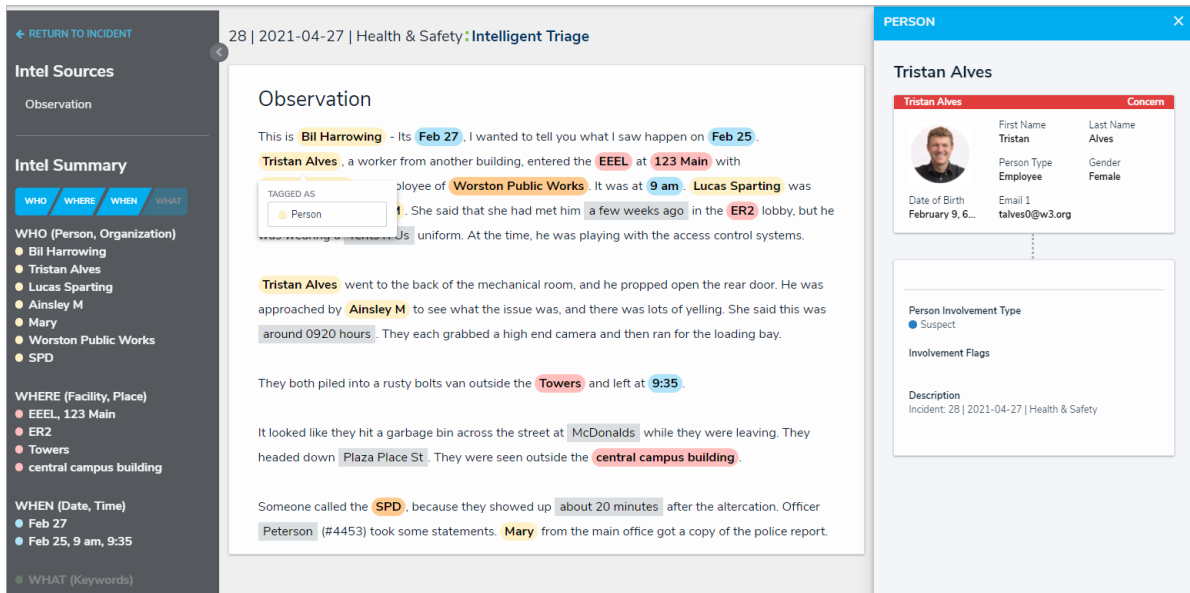
Additional Limited User Support: Officer

- 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.

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

C-1 Riverdale Industries

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

Photo	**Person of Interest Name** UNKNOWN: Aggression towards staff	**Height (in)** 51	**Weight (lbs)** 154
	Alias bucky	**Height (cm)** 0	**Weight (kg)** 0
		Build	**Eye Color** ● Brown
	Hair 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.
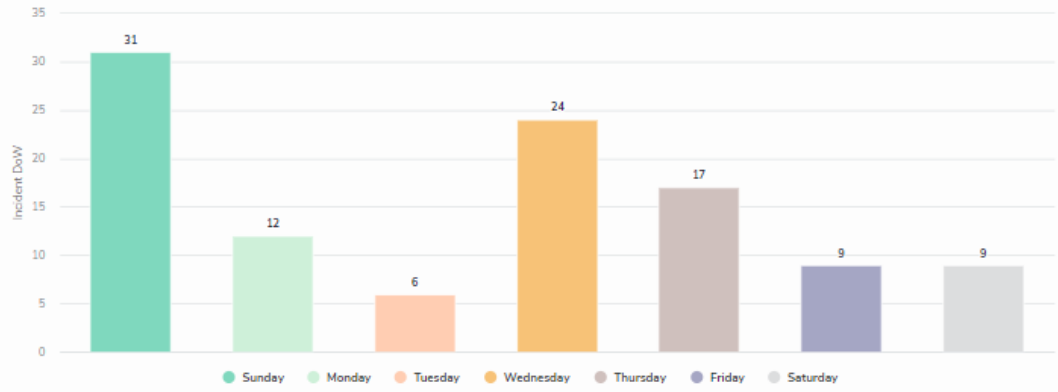
IM - Incidents by Time Period

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Day of Week

Sunday 31, Monday 12, Tuesday 6, Wednesday 24, Thursday 17, Friday 9, Saturday 9

Time of Day

Early Morning 59, Morning 8, Afternoon 9, Late Afternoon 7, Evening 9, Night 16