

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.

The screenshot displays the Resolver Incident Management interface. On the left, a sidebar contains filters for 'Intel Sources' (Observation), 'Intel Summary' (WHO, WHERE, WHEN, WHAT), and 'WHAT (Keywords)'. The main content area shows an 'Observation' for incident 28, dated 2021-04-27, under the 'Health & Safety' category. The text describes an incident involving Tristan Alves, a worker from another building, who entered the EEEL at 123 Main with a person tagged as 'Person'. The person was an employee of Worston Public Works. It was at 9 am that Lucas Sparting was involved. She said that she had met him a few weeks ago in the ER2 lobby, but he was wearing a uniform. At the time, he was playing with the access control systems. Tristan Alves went to the back of the mechanical room, and he propped open the rear door. He was approached by Ainsley M to see what the issue was, and there was lots of yelling. She said this was around 0920 hours. They each grabbed a high end camera and then ran for the loading bay. They both piled into a rusty bolts van outside the Towers and left at 9:35. It looked like they hit a garbage bin across the street at McDonalds while they were leaving. They headed down Plaza Place St. They were seen outside the central campus building. Someone called the SPD, because they showed up about 20 minutes after the altercation. Officer Peterson (#4453) took some statements. Mary from the main office got a copy of the police report.

On the right, a 'PERSON' panel shows details for Tristan Alves. The panel includes a photo, first name (Tristan), last name (Alves), person type (Employee), gender (Female), date of birth (February 9, 6...), and email address (talves0@w3.org). Below this, there is a 'Person Involvement Type' section with a radio button for 'Suspect' and an 'Involvement Flags' section. A 'Description' section at the bottom states: 'Incident: 28 | 2021-04-27 | Health & Safety'.

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.

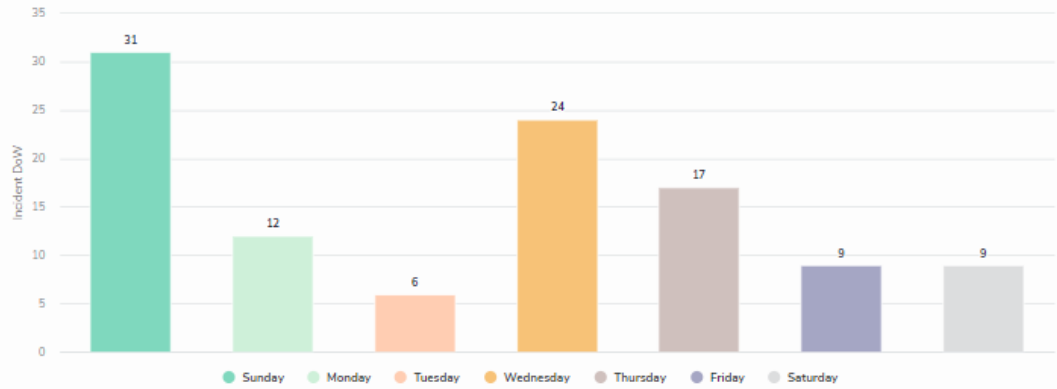
IM - Incidents by Time Period

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Last Updated: Apr 23, 2021 11:42 AM

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Day of Week



Time of Day

