


Convercent Case Management Enhancements


July/August 2017

Involved Parties – View HR Data with Employee Cases

Employees listed as involved parties in an incident report now display their Location and Department, in addition to their Name and Employee ID.

 Anthony Rapchick (V00805101) Audit and Compliance Services	⋮	Roles No Roles Found	EDIT
ADD OUTCOME ADD SANCTIONS			

Additional information about an employee is available on their Employee Scorecard, which opens on a separate page when clicking the employee name.



Anthony Rapchick
(V00805101)
atrapchick@vcu.edu

Location
Audit and Compliance Services

Time Zone
(UTC-05:00) Eastern Time (US & Canada)

Department
Audit and Compliance Services

BusinessTitle
Sr Comp & Policy Analyst

EmploymentClass
Classified FT E

HireDate
5/4/2016 12:00:00 AM

IsExempt
True

JobTitle
Policy & Planning Spec II

ManagesPeople
False

SupervisorIdentifier
Jacqueline Kniska (V70303535)

On the Employee Scorecard page, you will also see a list of all reports you have access to that the employee is/was an Involved Party. Each issue contains the Issue Id and its status, an allegation (issue type), Involved Party role and substantiation. Each issue listed in this section contains a link to the Issue Details page in the Issue Manager.

Issues						
Issue ID	Status	Issue Type	Substantiation	Created	Role(s)	
0061aa17	In Review	Billing Practices	Substantiated	6/12/2017	Subject	-
					CRN: USA-CO_009324	
0046aa17	Closed	Abuse	Substantiated	5/23/2017	Subject	+

Single-select fields in Issue Intake Surveys (upcoming feature July/Aug)

"Unknown" will now be an option for questions in issue intake surveys and proxy reports.

Did the incident or violation occur more than once?

- Yes
- No
- Unknown


Proxy Intake updates (upcoming feature late July)

For Issue Management users submitting an issue via Proxy intake, we added additional links for navigation to various pages in the application. Previously, there was only a link to the Dashboard. Now, there are links to:

- Report another issue via proxy
- Go to Issue Manager
- Go to Issue Details of the newly created proxy report
- Go to your Dashboard

✓ Choose a category
✓ Tell us what happened
✓ Review your report
4 Done

Confirmation



Reporting party can use this access number and the password you created to check the status of this report, view messages or communicate with the organization. Encourage them to check back regularly for any message updates. Go to www.convercent.com/report, call (800) 461-9330 in the United States or Canada, or call the local phone number provided by your organization.

[Report an Issue via Proxy](#)

[Go to Issue Manager](#)

[Go to Issue Details](#)


[Go to your Dashboard](#)

Time of incident is no longer required (upcoming feature late July)

The reporter submitting an issue now can specify the date of the incident without having to select the time component when it is irrelevant or unknown.

Please indicate when the issue occurred *

I know the specific date and time



I will provide a general timeframe


Clarification on how reporting party email address is used (upcoming feature late July)


A reporting party submitting an issue anonymously now can see a better definition of how the email address that they provide is used when they subscribe to email notifications. Their email address is not shared with the organization or Convercent staff. It does not display on the report and is only used by the email system to distribute emails.


Tell Us About Yourself

Indicate your anonymity preference.

Select one of these options:

Share your name and contact information 

Remain anonymous toward the organization 

Remain completely anonymous 

I would like to receive emails when the issue is updated.

Email Address *

Note: Your email address will not be shared with your organization or Convercent staff, it will only be used by the system to send you emails. We recommend that you do not use your work email address.