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.

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

<table>
<thead>
<tr>
<th>Issue ID</th>
<th>Status</th>
<th>Issue Type</th>
<th>Substantiation</th>
<th>Created</th>
<th>Role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0061aa17</td>
<td>In Review</td>
<td>Billing Practices</td>
<td>Substantiated</td>
<td>6/12/2017</td>
<td>Subject</td>
</tr>
<tr>
<td>0046aa17</td>
<td>Closed</td>
<td>Abuse</td>
<td>Substantiated</td>
<td>5/23/2017</td>
<td>Subject</td>
</tr>
</tbody>
</table>

**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
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.

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.