

eCASE

Investigations

Release Notes

v5.22.0

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Product Enhancement

Hotline Portal Complaint Portal ID

ID# 102497

A searchable Portal Case Number is now auto generated for complaints received via the Portal. The *Portal Case Number* field can be displayed in Investigations on the Complaint case folder, as shown below.

Home / Search Case / Folders Search Result / Complaint C25HQQ00041 [In Progress]

Complaint Index Import COTS NIBRS Case Activities Assistance Chron Log

Related Cases Staff Techniques Close Significant Items Approvals NIBRS

Focus Areas*1:

Complaint Source: Anonymous

Allegation Types:

Initiating Office: Investigation Services (IS) >> Headc

Status: PENDING

Portal Case Number C000013

Administrators can customize field appearance in Configuration. Navigate to the *Field Configuration* section of the Complaint Configuration tab to show/hide the field. Set a custom label on the *Terminology* tab.

Portal Case Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<button>Close Fields</button>					

