# **ECASE** Investigations

## **Release Notes**

**v5.22.0** April 2025



## CASE Investigations v5.22.0 Release Notes

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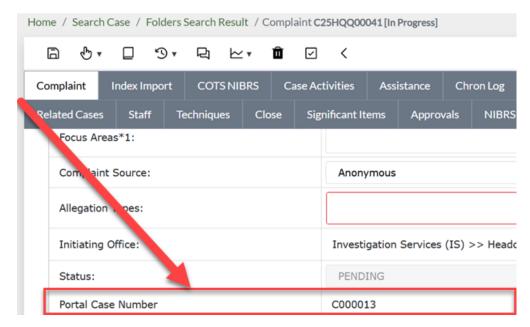
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## **Product Enhancement**

### 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.



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			
Close Fields			