

eCASE

eComplaint



eComplaint Release Notes

v4.0.0

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eCASE eComplaint 4.0.0 Release Notes

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1 Product Enhancements

1.1 eComplaint – ADR Configuration Tab

ID# 19457, 19465, 23128, 26553, 26558

To support the integration between eComplaint and ADR, we've added a new tab to the eComplaint *Configuration* page, as shown below. This tab allows you to configure field mappings for ADR cases created from eComplaint. It will display if the integration is implemented in your environment and stay hidden if it is not implemented.

eComplaint Field	Data Type	ADR Field	Data Type	Actions
Issues	Custom	Issues	Custom	
Basis	Custom	Basis	Custom	
Aggrieved Person	Contact	Complainant	Contact	
Date of ADR Acceptance/Rejection by Compl.	Date	Referral Date	Date	
ADR Specialist	Lookup Dropdown	Case Manager	Lookup Dropdow	
Elder ID	Text (Single Line)	EEQ Case Number	Text (Single Line)	

Here, you can configure field mapping for core fields in both eComplaint and ADR, including Issues, Basis, Aggrieved Person, Date of ADR Acceptance/Reject, and more.

The new tab also includes an *Email Configuration* section to configure folder creation notifications for ADR cases created from eComplaint. It includes an *Email Template* selection and a *Send To* field to specify who the notification will be emailed to. We've identified the folder creation notification email field as a required field.



Email Configuration

Email Template: eComplaint to ADR Email Notification ▼

Send To: amy.sui@opexustech.com;sean.o'calla-han@opexus-tech.com

Note: To enter multiple recipients use a semi-colon as a separator with NO SPACES between email addresses.
(ex. person1@email.com;person2@email.com)

Save

We've also disabled changes to Initial Contact Date mapping on *eComplaint - ADR Configuration*, as it is a core field required for both eComplaint and ADR cases.

1.2 ADR and eComplaint Integration Enhancements

We've made other various changes for a more seamless integration between eComplaint and ADR.

1.2.1 Create ADR Case from an Accepted ADR Offer in eComplaint

ID# 19648

We added a "Do you want to create ADR?" radio button field to the *ADR Acceptance Details* pop-up. It will remain hidden unless the Complainant has accepted ADR.

If "Yes" is selected, an ADR case will be created from eComplaint. If "No" is selected, you can proceed with ADR through eComplaint, but no ADR case will be created. When an ADR case is created, all pertinent fields specified on the *eComplaint - ADR Configuration* tab will map to the newly created ADR case.

2023-COMP-00088 - Formal ADR Acceptance Details

Submit
Close

Formal Accept/Reject of ADR	
Has Complainant been provided the option to participate in ADR? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Date of ADR Accepted by Complainant: *	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">mm/dd/yyyy</div> <div style="border: 1px solid #ccc; width: 15px; height: 15px; display: inline-block; vertical-align: middle; margin-left: 5px;"></div>
Comments:	<div style="border: 1px solid #ccc; height: 40px;"></div>
Do you want to create ADR?	<input type="checkbox"/> Yes <input type="checkbox"/> No



1.2.2 Shared Environment for eComplaint & ADR

ID# 19936

We installed eComplaint 4.0.0 and ADR 3.0.0 onto the same environment to support the integration.

1.2.3 Default Field Mapping

ID# 23157, 23519

We added default Issues and Basis mapping for ADR cases created from eComplaint.

1.2.4 Case Creation Email Notification

ID# 21449

We also created a default email template for the folder creation notification email and implemented automatic notifications when ADR cases are created from eComplaint.

1.2.5 Case Folder Information

ID# 21053

If an ADR case is initiated from the folder, a new *ADR Case Information* tab appears with details on the case. It will remain until an ADR case is initiated.

1.2.6 Contact

ID# 23941, 26853

Finally, we also updated the contact form for the Complainant contact type to support fields required for ADR integration. This has been set as default contact type for both applications. We also migrated old "Employee" contact information to new "Complainant" contact type to support the fields required in integration.



2 Bug Fixes

We've addressed the following bugs in the latest version of eComplaint:

ID	Description
29024	Fixed a typo in Part IX of the No Fear Report.
33567	Fixed an issue in Part IV of the 462 Report where the number of folders populating did not match the correct count of the section.
33812	Fixed an issue in Claims and Bases where the Age Basis flag was appearing incorrectly.
34592	Updated all tooltips in the 462 Report.
35390	Updated Part III.C.2 of the 462 Report Configuration to conditionally hide the additional section.

