



## Benchmark Analytics®

Organization Profile enhancements as well as usability improvements for printing, audit, and analytics.

**FEATURE UPDATE**

### What's New

#### Organization Profile: Points of Contact & Comments

Enable staff to find common information quickly by adding designated Points of Contact and Comments on Organization Profiles.

#### Delete Employment History Records

Ensure records are accurate by deleting mistaken Employment History records for most types of changes. Our Support team is available to help correct Separations & Hires.

#### Usability Improvements

Printed body diagrams are downsized for more professional printing, users can export audit logs for ongoing reference, and updated First Sign navigation allows users to drill down to reports.

# Organization Profile: Points of Contact

## About this Feature

It can be confusing to find the right person to contact in your organization, so now you can designate Users as Points of Contact in the Organization Profile. In addition to retrieving primary contact details from the User's Profile, you can add contextual details. This can be especially helpful if someone acts as a Point of Contact in multiple agencies or for multiple reasons.

The screenshot displays the 'Organization Profile' page. The left sidebar contains navigation options: New Report, New File, Home, People, My Profile, Organizations, Analytics, My Organization (highlighted), Reports, Files, Internal Affairs, Admin, Settings, and Log Out. The main content area is titled 'Organization Profile' and includes a 'Save' button and a timestamp 'Last updated: 08/03/2022, 15:04:39'. The profile is divided into several sections: 'Organization Information' with fields for Organization Name (External Agency), Phone Number ((888) 555-1234), and Website; 'Address' with a right-pointing arrow; 'Points of Contact' with an 'Add Point of Contact' button and a table listing Jericho Watson and Carmen Lopez; 'Active Employees' with a right-pointing arrow; and 'Documents' with an 'Add Document' button. A 'Help' button is located at the bottom right.

Name	Title	Contact Type	Phone	Email	Notes	
Jericho Watson	Engineer	Tech Support	(888) 555-5204	techsupport@externalpd.gov	Email first, will respond within 24 hrs. Call for emergencies only.	<a href="#">Edit</a>
Carmen Lopez	Officer	First Responders Run	(888) 555-9876 (888) 941-9113	carmen.lopez@externalpd.gov	Officer Lopez is organizing our team for this year's First Responders Run.	<a href="#">Edit</a>

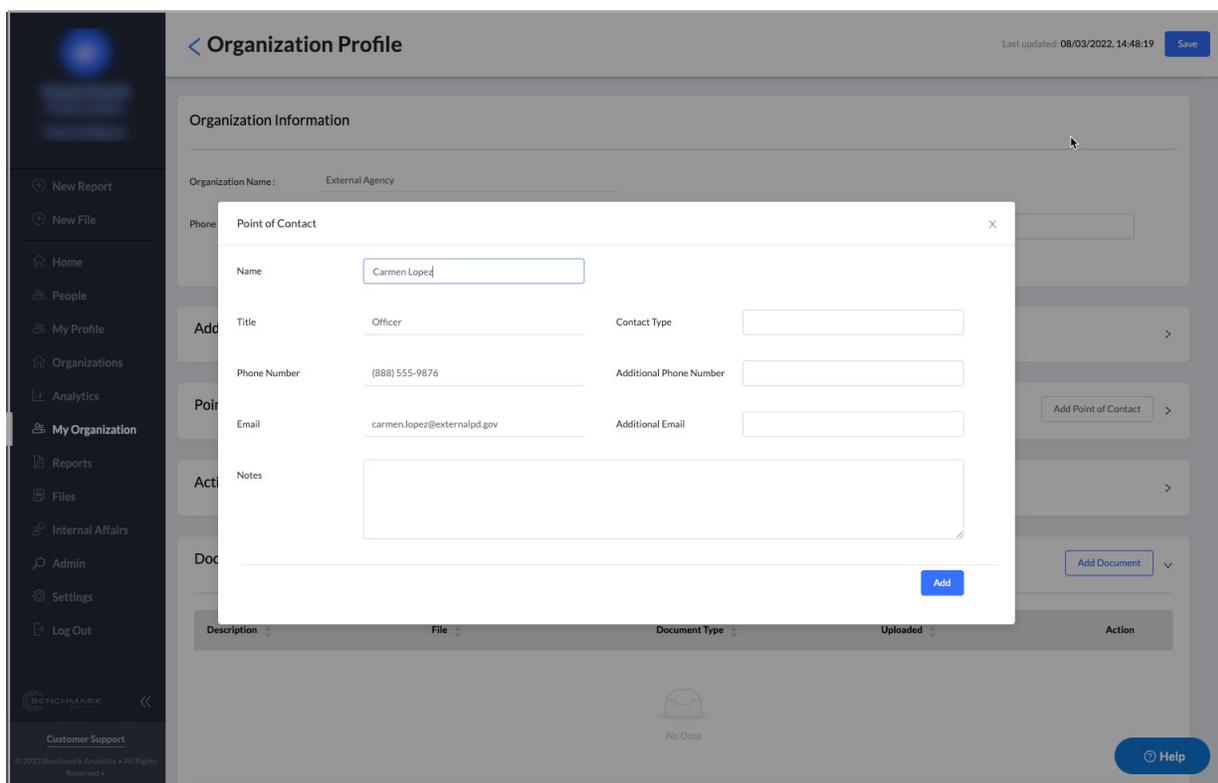
# Organization Profile: Points of Contact

## How to Use Points of Contact

On the Organization Profile, expand the Points of Contact section to view or manage Contacts.

Click 'Add Point of Contact' and start typing to search among Users in your Organization or Sub-Agencies to find the correct person.

Once you have selected someone, the Point of Contact retrieves their official title, primary phone number, and primary email address for their User Profile.



# Organization Profile: Points of Contact

## How to Use Points of Contact (continued)

Add context by filling in details about the type of contact, an additional phone number, additional email, and even detailed notes. These details are specific to this Point of Contact record, and do not save back to the User Profile.

The screenshot shows the 'Point of Contact' form in the Organization Profile interface. The form is titled 'Point of Contact' and has a close button (X) in the top right corner. The form fields are as follows:

- Name: Carmen Lopez
- Title: Officer
- Contact Type: (empty)
- Phone Number: (888) 555-9876
- Additional Phone Number: (empty)
- Email: carmen.lopez@externalopd.gov
- Additional Email: (empty)
- Notes: (empty text area)

At the bottom of the form, there is an 'Add' button. The background shows the 'Organization Profile' page with a 'Save' button in the top right corner and a 'Help' button in the bottom right corner.

To edit or remove a Point of Contact, click the 'Edit' link. Removing a Point of Contact will not remove them from the User List.

The screenshot shows the 'Point of Contact' form in the Organization Profile interface, now with updated information and edit/remove options. The form is titled 'Point of Contact' and has a close button (X) in the top right corner. The form fields are as follows:

- Name: Carmen Lopez
- Title: Officer
- Contact Type: First Responders Run
- Phone Number: (888) 555-9876
- Additional Phone Number: (888) 941-9113
- Email: carmen.lopez@externalopd.gov
- Additional Email: (empty)
- Notes: Officer Lopez is organizing our team for this year's First Responders Run.

At the bottom of the form, there is a 'Remove as Contact' button and an 'Apply Changes' button. The background shows the 'Organization Profile' page with a 'Save' button in the top right corner and a 'Help' button in the bottom right corner.

# Organization Profile: Comments

## About This Feature

Organization Profile Comments give you the flexibility to manage general information that will be helpful to your staff. For example, you can use this area to provide temporary resources, answer frequently asked questions, and more.

**Organization Profile** Last updated: 08/09/2022, 16:55:57 [Save](#)

**Organization Information**

Organization Name:

Phone Number:  Website:

**Address** [>](#)

**Points of Contact** [Add Point of Contact >](#)

**Active Employees** [>](#)

**Documents** [Add Document >](#)

**Comments** [Add Comment v](#)

Comment	Created	Updated	Actions
External Agency PD will be moving to the new City Government Complex between September 1st and 15th. Please expect a delay in response during this time.	07/05/2022, 20:51:44 by [redacted]		<a href="#">Details</a>
External PD operations will be moving into the new city government complex on Walter Boulevard in September.	06/24/2022, 18:50:03 by [redacted]		<a href="#">Details</a>

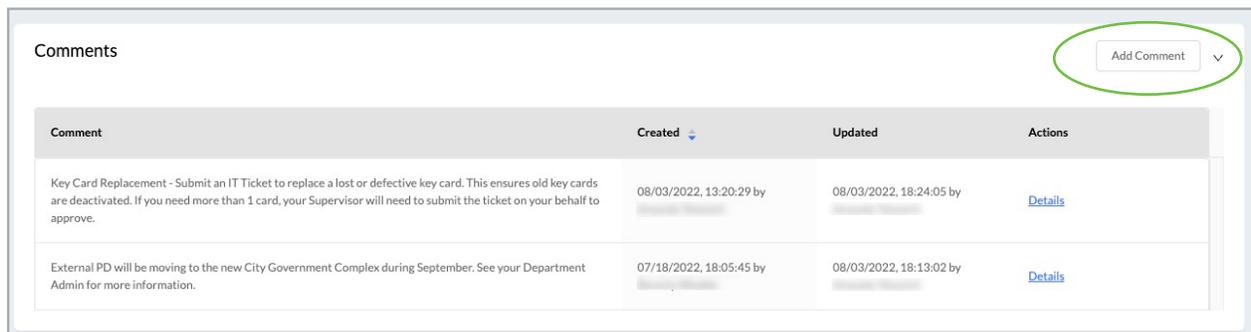
[Help](#)

# Organization Profile: Comments

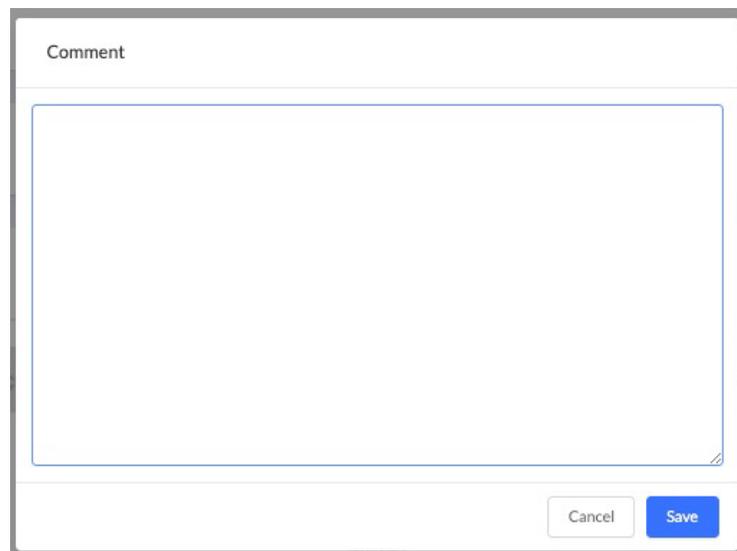
## How to Use Comments

On the Organization Profile, expand the Comments section to view or manage Comments.

Click 'Add Comment' to enter a note, then Save or Cancel. To edit an existing Comment, click 'Details'.



Comment	Created	Updated	Actions
Key Card Replacement - Submit an IT Ticket to replace a lost or defective key card. This ensures old key cards are deactivated. If you need more than 1 card, your Supervisor will need to submit the ticket on your behalf to approve.	08/03/2022, 13:20:29 by [redacted]	08/03/2022, 18:24:05 by [redacted]	<a href="#">Details</a>
External PD will be moving to the new City Government Complex during September. See your Department Admin for more information.	07/18/2022, 18:05:45 by [redacted]	08/03/2022, 18:13:02 by [redacted]	<a href="#">Details</a>



Comment

[Large text area for entering the comment]

Cancel Save

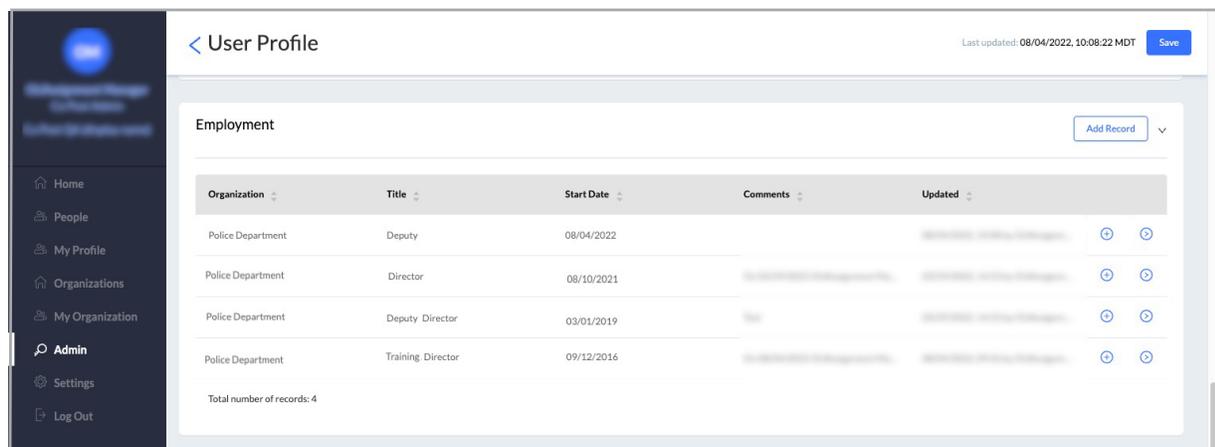
# Delete Employment History Records

## About This Feature

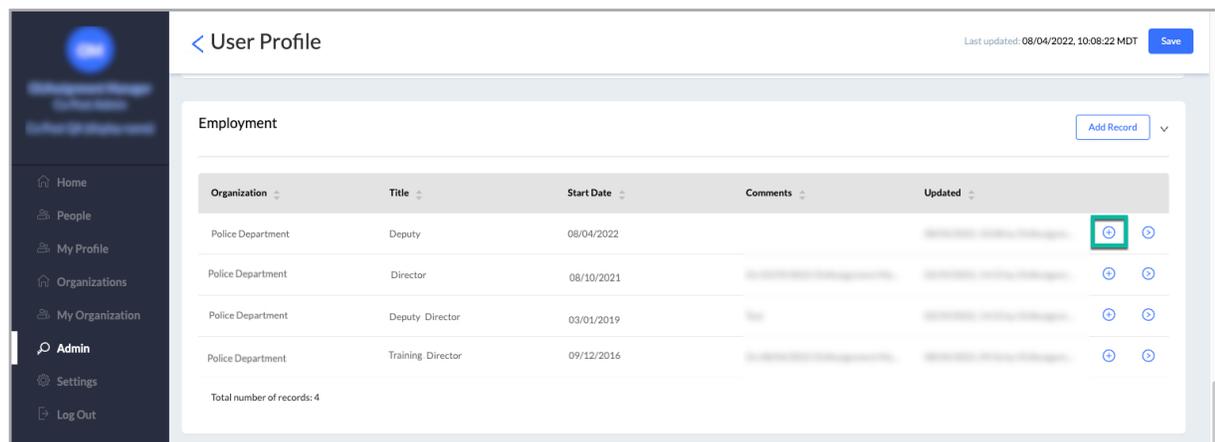
When it comes to Employment History, it's important to show an accurate recording of an employee's career movement. Now, you have more control over deleting incorrect Employment History records.

## How to Delete Employment History Records

On the User Profile, expand Employment History.



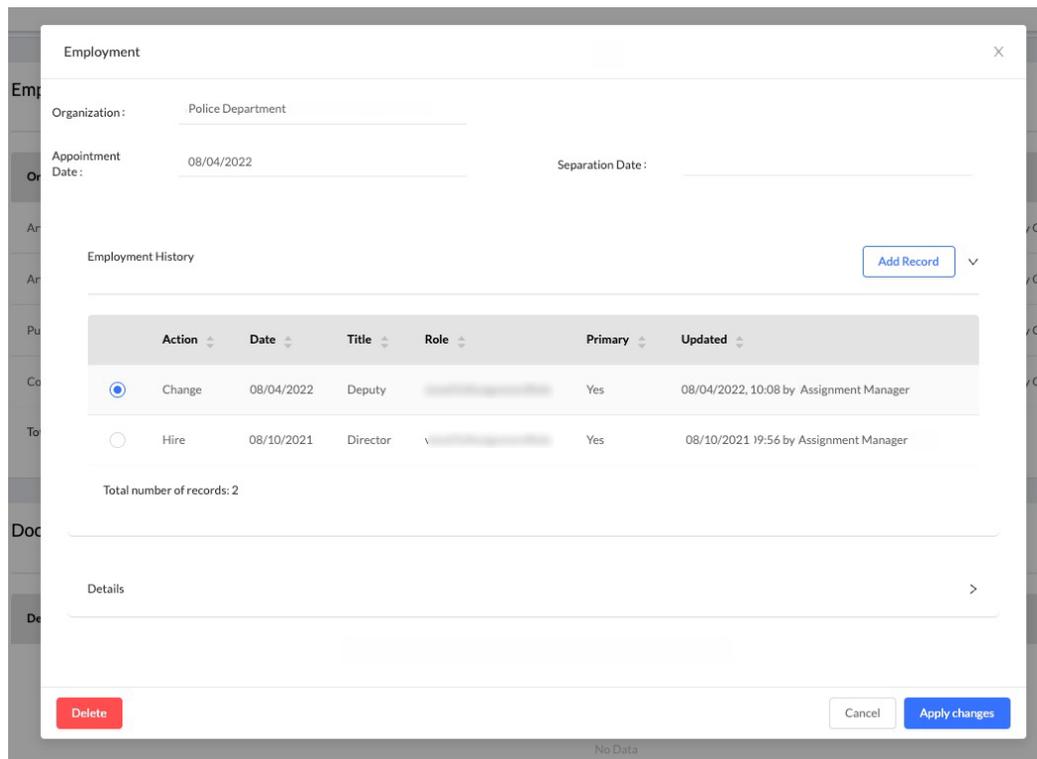
Click the '+' to expand the details of that Employment History record.



## Delete Employment History Records

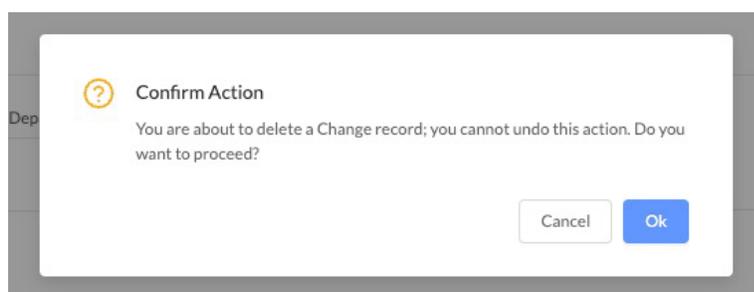
*In the example below, we mistakenly transferred the Director to a Deputy position.*

Select the line item, click Delete, and then OK to confirm the deletion.



The screenshot shows a dialog box titled "Employment" with a close button (X) in the top right corner. The "Organization" field is set to "Police Department". The "Appointment Date" is "08/04/2022" and the "Separation Date" is empty. Below this is the "Employment History" section, which includes an "Add Record" button and a table. The table has columns for Action, Date, Title, Role, Primary, and Updated. Two records are listed: a "Change" record from 08/04/2022 and a "Hire" record from 08/10/2021. The "Change" record is selected with a radio button. Below the table, it says "Total number of records: 2". At the bottom of the dialog, there are three buttons: "Delete" (red), "Cancel", and "Apply changes" (blue).

Action	Date	Title	Role	Primary	Updated
<input checked="" type="radio"/> Change	08/04/2022	Deputy	[REDACTED]	Yes	08/04/2022, 10:08 by Assignment Manager
<input type="radio"/> Hire	08/10/2021	Director	[REDACTED]	Yes	08/10/2021 19:56 by Assignment Manager



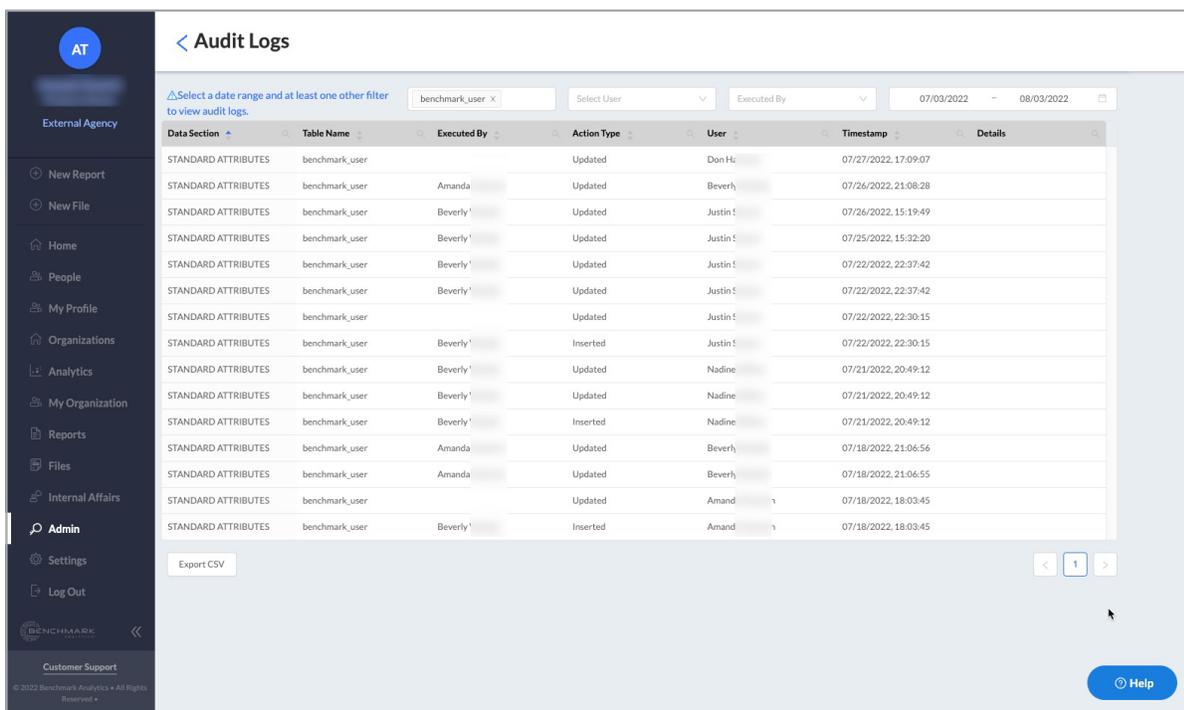
The screenshot shows a "Confirm Action" dialog box with a question mark icon. The text reads: "You are about to delete a Change record; you cannot undo this action. Do you want to proceed?". At the bottom, there are two buttons: "Cancel" and "Ok".

**Note:** To remove "Hire" or "Separation" records, contact a Benchmark Support representative.

# Usability Improvements

## Export Audit Log

Audit logs provide a timestamp of changes, creations and deletions made to records in Benchmark Analytics. Now, you can Export a CSV file containing a given audit's results – for distribution, analysis, storage, and more.



	A	B	C	D	E	F	G	H
1	userid	userRecordName	dataSection	tableName	executedBy	executedByName	actionType	timestamp
2	1e9db3e6-0d3c-4df8-b25c-7a80565535ed	Don H	STANDARD ATTRIBUTES	benchmark_user			Update	2022-07-27T17:09:07.305776
3	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	STANDARD ATTRIBUTES	benchmark_user	21b30fec-619d-4d67-93a4-1bd01f544ab1	Amanda	Update	2022-07-26T21:08:28.396407
4	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-26T15:19:49.873289
5	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-25T15:32:20.811079
6	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-22T22:37:42.694591
7	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-22T22:37:42.327687
8	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user			Update	2022-07-22T22:30:15.950787
9	b19ccf3e-a81e-4780-a054-b24845fa8cfd	Justin	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Insert	2022-07-22T22:30:15.950787
10	8e720f4b-c009-4288-b9b2-aaf3af75d5b9	Nadir	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-21T20:49:12.319170
11	8e720f4b-c009-4288-b9b2-aaf3af75d5b9	Nadir	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Update	2022-07-21T20:49:12.319170
12	8e720f4b-c009-4288-b9b2-aaf3af75d5b9	Nadir	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Insert	2022-07-21T20:49:12.048607
13	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	STANDARD ATTRIBUTES	benchmark_user	21b30fec-619d-4d67-93a4-1bd01f544ab1	Amanda	Update	2022-07-18T21:06:56.212462
14	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	STANDARD ATTRIBUTES	benchmark_user	21b30fec-619d-4d67-93a4-1bd01f544ab1	Amanda	Update	2022-07-18T21:06:55.872252
15	21b30fec-619d-4d67-93a4-1bd01f544ab1	Amar	STANDARD ATTRIBUTES	benchmark_user			Update	2022-07-18T18:03:45.879108
16	21b30fec-619d-4d67-93a4-1bd01f544ab1	Amar	STANDARD ATTRIBUTES	benchmark_user	565bb6a8-1ff6-462f-bb32-cee4b3756173	Beverly	Insert	2022-07-18T18:03:45.879108
17								
18								

# Usability Improvements

## Resized Printed Body Diagram

The body diagram has been reduced to 25% in printed Use of Force reports, for a user-friendly printout.

## First Sign® Navigation to Reports and Organizations

Users can drill down to the next level of charts in our "at risk" chart by clicking on a bar in the bar graph.

