



## eICS™ Release Notes

These notes describe highlights of the eICS 4.3.5 release scheduled for Wednesday, September 18, 2019. For more information, please contact your Client Success Manager (CSM) or Juvare Support at 877-771-0911 or [support@juvare.com](mailto:support@juvare.com).

### Improved Text Message Notifications

For more successful delivery of text message notifications, eICS text messages will now originate from our messaging phone number (SMS short code 588273, which spells JUVARE) or our voice notification phone number (470-260-9760).

Using these designated numbers improves message identification and prevents spam filters from blocking messages. We recommend sharing this information with your contacts and asking them to enter or update their phone number and pager address ([3334441234@provider-address.com](mailto:3334441234@provider-address.com)) on their eICS profile.

### Improved Voice Notifications

Enabled upon request, the new voice notification features enhance message delivery and clarity. For more information or to request this notification service, please contact your Client Success Manager (CSM).

Notifications from the new automated voice service (470-260-9760) will attempt to reach you one time at the phone number specified on your profile, and the new service does not leave a voicemail message. Our other notification service attempts to contact you repeatedly.

The new service also allows you to choose a response option without waiting for the message to be completed, and if you update your status in eICS, notifications will cease.

### Updated the Create Log Entry Process

During an incident, when you manually create a log entry on the event log, the entry type now defaults to *Situational Update*, or the last type of entry you selected, to streamline the process of making multiple entries.