



Update to Spanish Contact and Case Portals

Updates have been made to the Spanish contact and case portals. The wording used in the two Spanish portals now matches that of the English portals. Minor updates were also made to wording in the English portals as well as the treatment text.

NOTE: Refer to the [Samples of Digital Outreach](#) job aid on the CD Manual for examples of all communication sent via text or e-mail as well as of the contact and case portals pages.

Updates to Phone Calls and Tasks

Unique Identifier Added

Phone calls and tasks now each have a unique identifier that will enable users to search using a Ph# (phone call) or a T# (task).

1. When you create a phone call, you will now see an additional field for “Ph#”. This field is locked and will auto populate after you have created a phone call entry.
2. If you return to open a phone call record after it has been created, you will see the Ph# field has been populated.
3. Similar to phone calls, a task will appear to have a locked T# field until after the task is saved. At this point, the T# will have been populated.

Note: The Ph# and T# will not be visible from the timeline, but if you open the record (phone call or task), you will see it there.

The image contains three screenshots of the system interface, each with a red circle and number indicating a step:

- 1 New Phone Call - Unsaved:** Shows the 'Phone Call' form with fields for Subject, Call From (Sonja Escamilla), Call To (Burger King), Phone Number, Type (Initial Outreach), and Call Status (Answered). A red box highlights the 'Ph#' field, which is currently empty.
- 2 Phone Call - Related:** Shows the 'Phone Call' record after it has been saved. The 'Ph#' field is now populated with the value 'Ph-000001008'. A red box highlights this populated field.
- 3 Test Task - Unsaved:** Shows the 'Test Task' form with fields for Subject (Test Task), Description (Text), and T# (Task Identifier). A red box highlights the 'T#' field, which is currently empty.