

Product overview

HxGN OnCall® Records from Hexagon's Safety & Infrastructure division provides an enterprise-level records management solution to centrally store and manage extensive volumes of information across a law enforcement agency's operational environment. It features an easy-to-use application accessed via a standard web browser that delivers efficient data collection from the field, as well as the ability to access and evaluate records data anywhere. OnCall Records offers flexible and highly customizable records management that meets unique single- and multi-agency requirements, provides complete data governance, and is cost-effective to deploy.

HxGN OnCall® Records | Mobile fills that need by extending Hexagon's industry-leading OnCall Records solution to smartphones and tablets. These applications help public safety agencies improve safety and productivity.

OnCall Records | Mobile provides access to OnCall Records and other third-party record management systems, enabling field personnel to create incident reports, field interviews, accident diagrams, query OnCall Records, and more. Available as a native app for iPhones, iPads, and Android devices, it incorporates native device capabilities, such as push notifications, GPS, and camera imagery.

Version overview

HxGN OnCall Records

As we continue to focus on improving the OnCall Records user experience, the following is a snapshot of some of the exciting functionality delivered in November and December 2019.

As a reminder, OnCall Records will move to a quarterly release cycle beginning March 2020. This move better aligns OnCall Records with the larger portfolio and addresses customer requests to move to a more manageable release cycle.

November:

- Continued efforts to streamline workflows. The Permit / License / Registration module includes the following enhancements:
 - Permit approval process, which applies a status to each permit record
 - Approval process checklist
 - Ability to revoke previously approved permits
 - Ability to issue permit status letters to applicants
 - Ability to generate permit cards
- For agencies who want to retain NCIC query messages, they can use this new global setting: **ncic.auto.delete.query.messages**. When this setting is set to false, automatic deletion is disabled.

- It is now possible to customize the fields on the Create Lineup and View Lineup screens in the Lineup module, allowing users more flexibility when defining data capture elements.
- If a suspect has multiple mugshots related to a Master Name record, users can select which mugshot is used in a lineup.
- When a property item from an incident record is rejected for evidence intake, the submitting officer now receives an email and internal mail notification. The officer can then choose to resubmit the property item to evidence using the link provided in the notification.

December:

- OnCall Records inbox:
 - Ability to sort messages in any folder by sender, subject, or date / time received
 - Ability to sort tasks in Available Tasks and My Tasks tabs by report type, report number, author, author zone, approval task, process ID, received, and priority.
- Continued efforts to improve OnCall Records' search capabilities. Users can now perform searches for certain text elements across multiple modules. *The Full Text Search feature works with an Elasticsearch database which must be configured separately. Installation and configuration instructions are provided in the **OnCallRecordsFullTextSearch** archive delivered with the product. The Text Search includes:
 - Fuzzy Search – returns records where a string closely matches the entered value (e.g., the word “robbery” may return robberies, robbery, or robert).
 - Exact Match – returns records only when a string matching the entered value is found.
 - Phrase Search – returns records when a string matching the entered phrase (e.g., “red sedan”) is found.
- Ability to better track time spent completing activities is now available with Officer Activity Tracking functionality.
- As we continue to enhance our Jail modules, the Inmate Tracking record now lists all Jail Incident records associated with the inmate in Records Linked>Jail Incident. This functionality makes it easier to identify all Jail Incidents for an inmate.
- Users now have the ability to preview attachments on the Available Attachments and Attachments Search results screen.
- The following enhancements are now available for Group Tracking:
 - Approval capabilities added to Group Tracking and Use of Force
 - Ability to link the following record types to/from Group Tracking: master location, master vehicle, arrest, incident, juvenile contact, group tracking (Allies/Rivals tab)

For more information, see the [Release Notes](#).

OnCall Records | Mobile

We continue to focus on improving the user experience throughout the OnCall Records | Mobile products, which include HxGN OnCall Records | Mobile Bookings, HxGN OnCall Records | Mobile Patrols, HxGN OnCall Records | Mobile Accident Diagrams.

December:

The December release features usability enhancements that enable users to:

- Create arrest reports
- Create incident and incident supplement reports
- View CJIS and GDPR warnings upon login
- Leverage online help
- Leverage the Accident Diagrams add-on

Hexagon also supports enterprise mobility management (EMM) or mobile device management (MDM) through the use of AppConfig, an open standard for app configuration supported by IBM, VMWare AirWatch, MobileIron, Cisco Mareki, Citrix, SAP, and others.

OnCall Records | Mobile requires a backend server component called HxGN OnCall Mobile Administrator to function. In this release, OnCall Mobile Administrator is now available to be deployed on-premises, or as a cloud-based managed service from Hexagon.

Learn more about the December 2019 release in the [Release Notes](#).

Licensing & distribution

OnCall Records modules require a Reprise license, which is licensed per number of concurrent users. Premium maintenance is available.

OnCall Records | Mobile require a Reprise license, which is licensed per number of concurrent users.

For more information, visit [Licensing Resources](#).

Dependencies

OnCall Records

Reporting features for jail management require SQL Server Reporting Services.

OnCall Records | Mobile

On-premises deployments of OnCall Records | Mobile requires OnCall Mobile Administrator.

Additional information & resources

Learn more about this release by visiting the support site for [HxGN OnCall Records](#), or our [external site](#).