



Summary

The Communication tab has been removed as there are many new ways to communication in ECM. This new update will take place in Patch 154.



Communication in ECM

- Communication can on ECM can be accessed in multiple ways
 - Start a Post on Account Summary page
 - Target audience of post such as the Client, Internal or Group
 - Create Notification on Document Link page for Client on the:
 - Link Application Document tab
 - Correspondence tab
 - ECM Messaging
 - ECM Call Center
 - Referrals
 - External
 - Internal
 - Case Notes - Internal
 - Case Assessments – Internal
 - Ticketing System