DISPATCH ADMINISTRATOR'S GUIDE

April 2016

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Introduction

Welcome to Dispatch™, an application designed specifically to provide a wide range of powerful dispatching functions while working tandem with Perspective. Dispatch offers one of the most sophisticated and efficient cost-based dispatching and activity tracking methods by enabling security departments to quickly create activities and dispatch personnel and organizations. Once a dispatch is closed, its record is stored in Perspective as an activity.

As calls come in, you can use Dispatch to complete important tasks, including dispatching officers and organizations, assigning tasks, reviewing standard operating procedures, bringing officers on and off duty, scheduling dispatches, adding involvements, and much more.

Users with administrator privileges can create and configure settings within Dispatch, including:

- How long closed records are kept in Dispatch and when the dispatch numbers are reset;
- Visual alerts;
- Priorities;
- Zones, teams, and users;
- Regulated Time to Act (RTA) alerts and officer alerts;
- Locations and indoor location points; and
- Templates for common dispatches.

Before You Begin

Who Should Use This Guide

This guide is for users operating Dispatch with **Administrator** user access enabled. Administrator rights are enabled by Resolver after installation or by another administrator in Dispatch once your profile is created. If you weren't given administrative rights and you believe this was an error, contact **Resolver Support**.

Notes, Tips & Warnings

Throughout this guide, you'll see the following symbols:

	Indicates a **NOTE**.
	Indicates a **TIP**.
	Indicates a **WARNING**.

Logging In

Your administrator login credentials, including the **Perspective Services** URL, your username and password, **Database**, and **Business ID** information will be provided to you by Resolver after installation or by another administrator once your profile has been created.

If a Perspective administrator selected the **Changed Password On Login** feature on your Perspective profile, before logging into Dispatch, you must first log into Perspective using the login credentials provided by your administrator then change your password. You will then be able to log into Dispatch using your username and updated password.

*The **Perspective** launch screen.*

To log into Dispatch:

1. Ensure Compatibility View is turned off in **Internet Explorer**:

    a. Click the gear icon in the top right of the browser.

    b. Click **Compatibility View Settings.**

    c. Ensure the **Display intranet sites in Compatibility View** checkbox is unchecked.

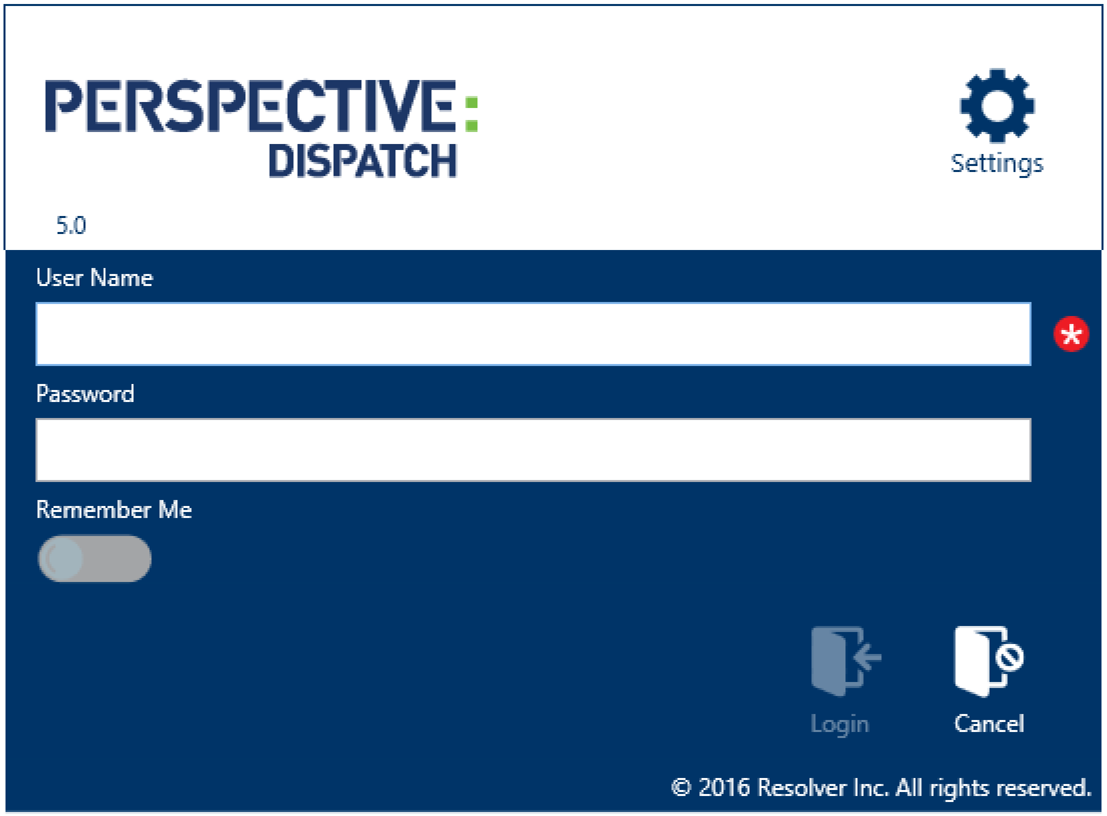
    d. Click **Close**.

2. Use **Internet Explorer** to navigate to the **Perspective Services** URL.

    For On Premise customers: *https://<**servername**>/PerspectiveServices*. **<servername>** refers to the web server installed during the Perspective installation.

    For Hosted customers: *https://<**businessID**>.myincidents.com/Perspective*

3. Click the **Dispatch** icon.



*The **Dispatch** login screen.*

4. If launching Dispatch for the first time:

   a. Click **Run** in the **Security Warning** window.

   b. Click **Settings.**

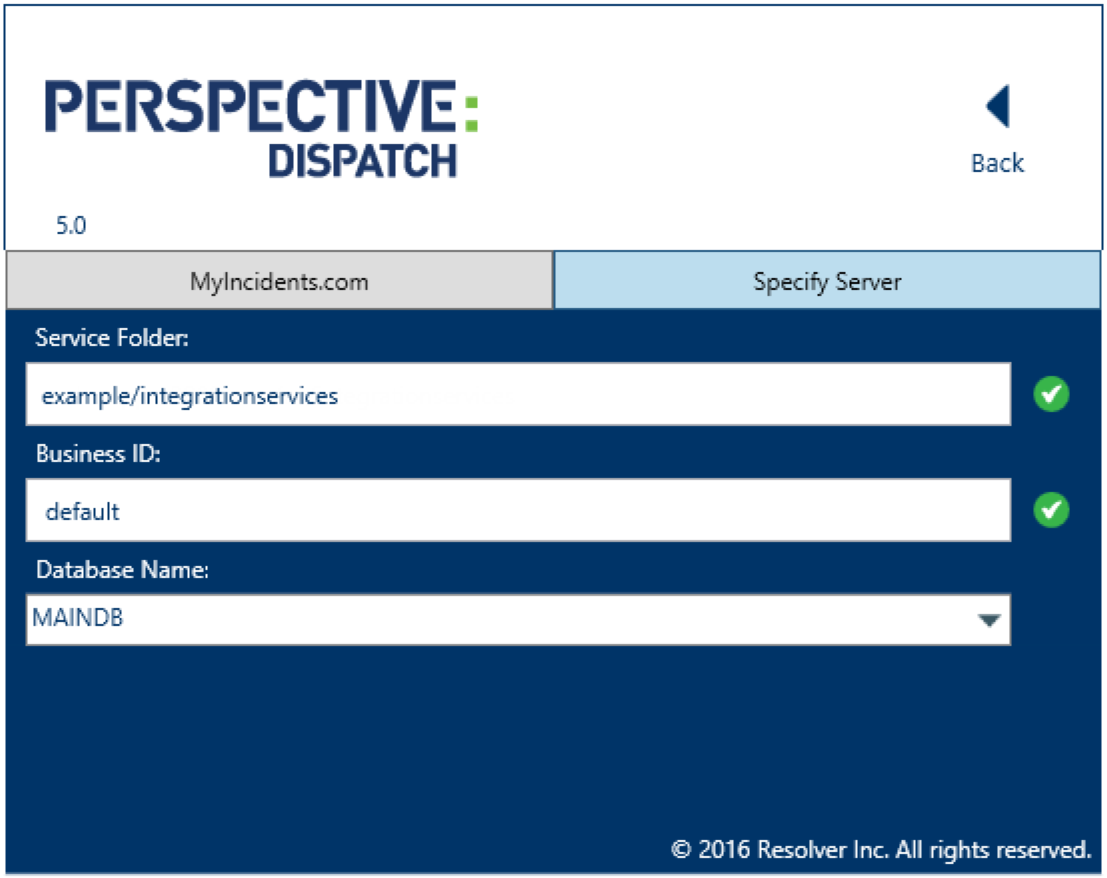
> The icon indicates that valid information has not yet been entered into mandatory fields. When the required information has been validated, the will appear next to the fields.

- **For On Premise customers:**

  i. Click **Specify Server**.

  ii. If needed, enter the Perspective Services URL (e.g. *<servername>/IntegrationServices*) in the **Service Folder** field.

  iii. If your business ID is different from **default**, enter it in the **Business ID** field.



*The **Specify Server** section of the login screen for **On Premise** customers.*

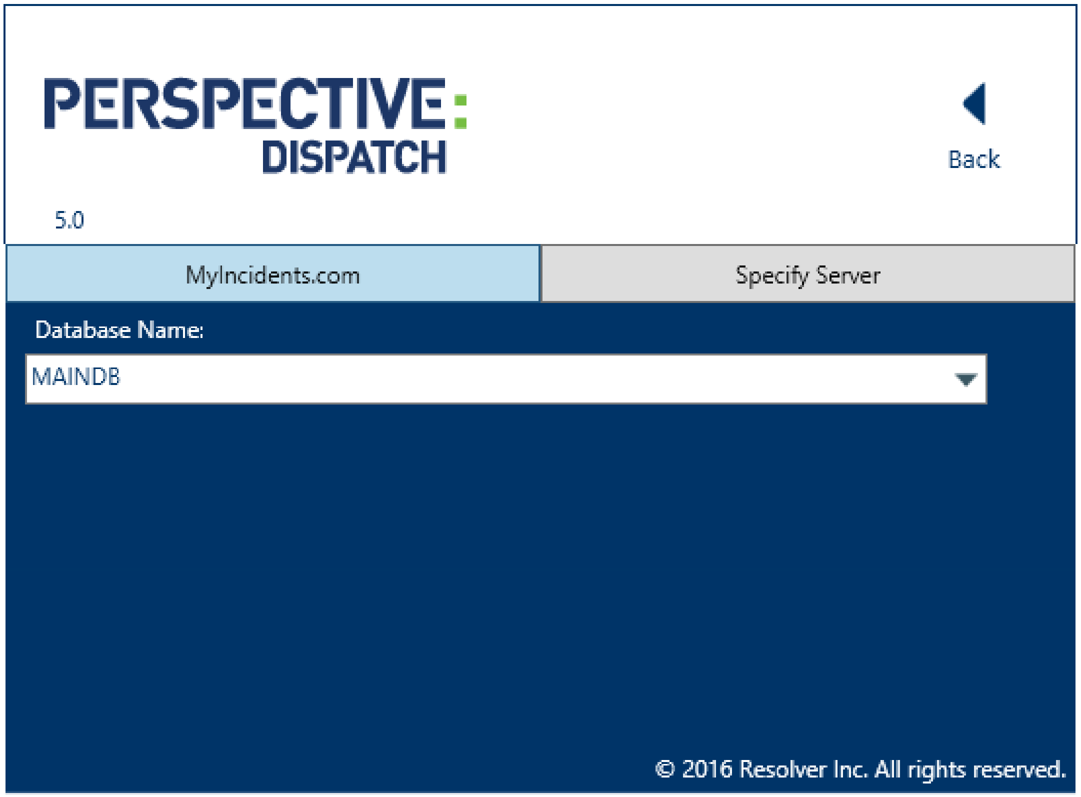
iv. Select the database from the **Database Name** dropdown menu.

v. Click **Back** to return to the previous screen.

- **For Hosted customers:**

i. Click **MyIncidents.com** if it's not already open (it should open automatically after clicking **Settings**).

ii. Confirm the database selected in the **Database Name** dropdown is correct.



*The **MyIncidents.com** section of the login screen for **Hosted** customers.*

iii. Click **Back** to return to the previous screen.

> If the **Database Name** field is missing or login fails, click the **Specify Server** tab to confirm the **Service URL**, **Business ID**, and **Database** fields have populated correctly.

5. Enter your user name and password in the **User Name** and **Password** fields.

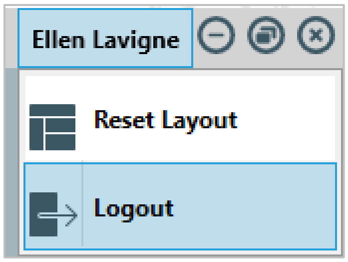
> Windows Authentication is **not** supported.

6. Click the icon under **Remember Me** if you want Dispatch to remember your user name.

7. Click **Login**.

Logging Out

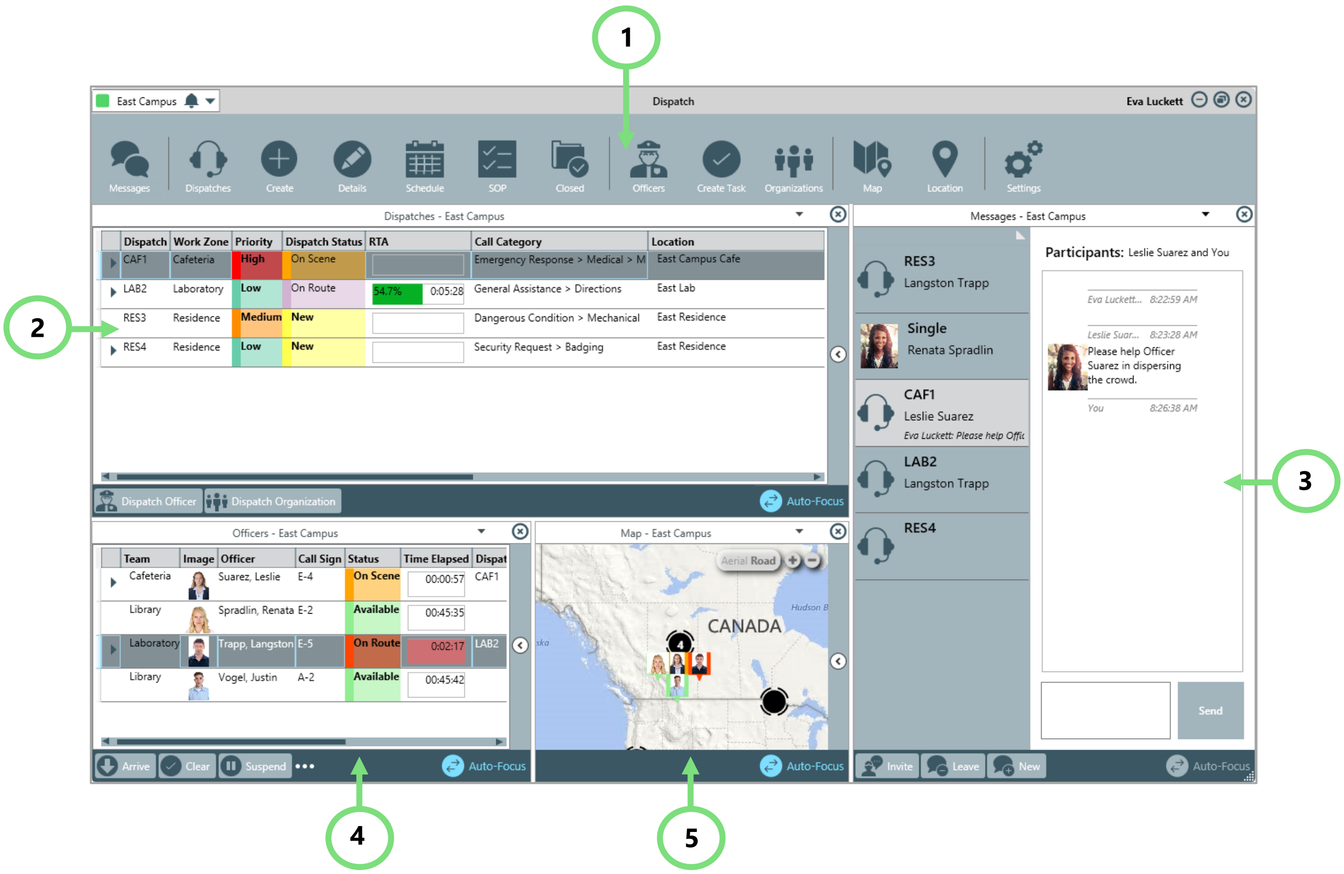
From the Dispatch home screen, click your user name in the top right corner then click **Logout.**



*The **Logout** function at the top right corner of the home screen.*

Dispatch User Interface

Dispatch includes the ribbon with quick access to the most common functions, along with a number of panels, including **Dispatches**, **Officers**, **Maps**, and **Messages**. Below is a basic summary of the default Dispatch user interface from the home screen. For more detailed information on the various functions within Dispatch and the information displayed in the panels, see the **Dispatch User's Guide**.



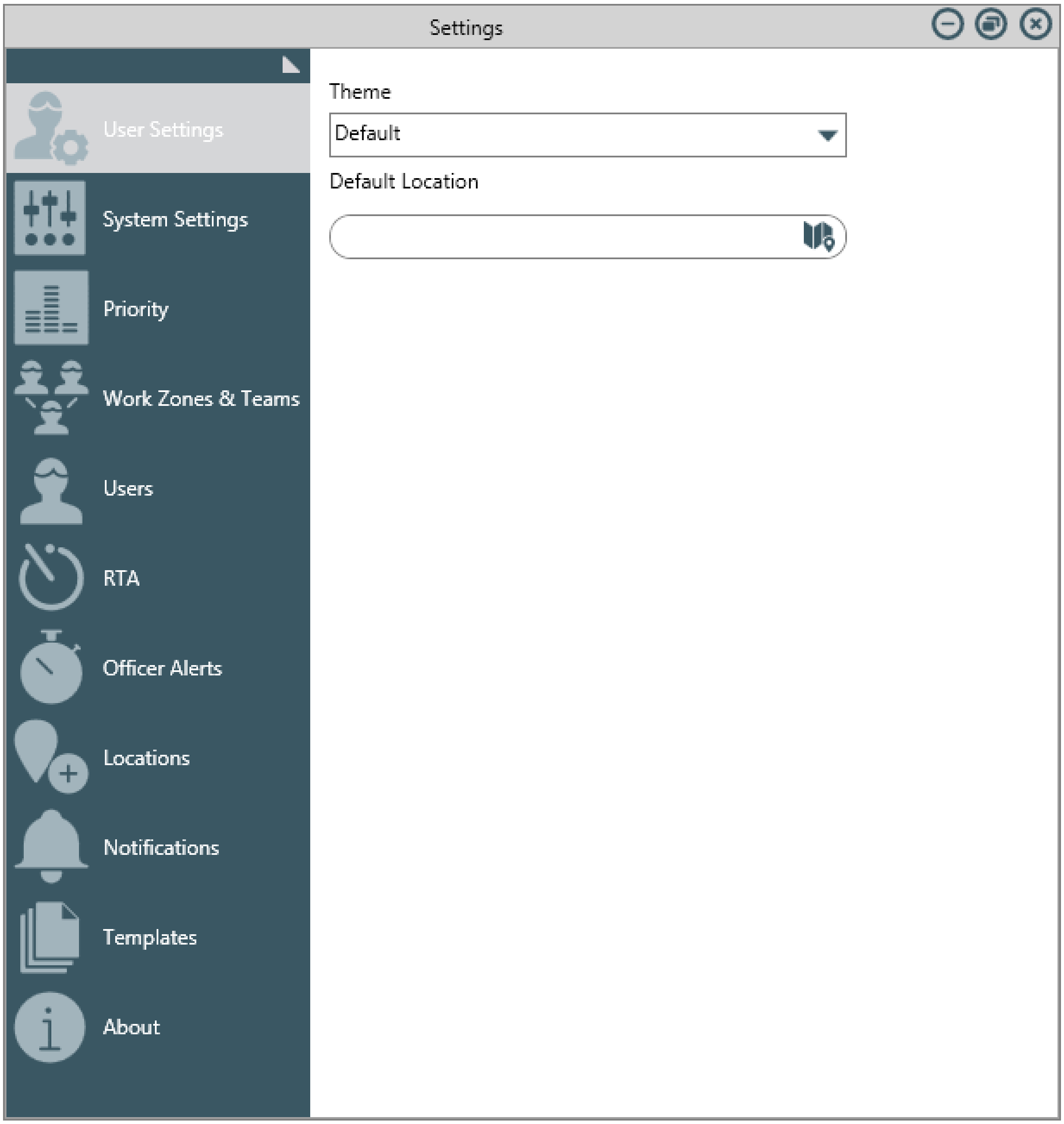
The Dispatch home screen.

1. **The ribbon -** Clicking any of the icons in the ribbon gives you quick and easy access to the most common tasks and functions within Dispatch.
2. **Dispatches panel -** Displays a summary of all the current dispatches, including the call category, dispatch status, priority, location, and tasks. From here, you can also perform various dispatch-related tasks, such as dispatching an officer or organization, creating tasks, or changing the dispatch, organization, or officer status.
3. **Messages panel** - Allows you to send and receive messages from other dispatchers.
4. **Officers panel** – Summarizes important information about the on duty officers, including their name, team, call sign, and status. From here, you can bring officers on or off duty, view a summary of an officer's tasks, set states and locations, and reset alerts.
5. **Map panel** – A visual display of the officers, dispatches, tasks, and created locations.

Administrative Settings Overview

Though Dispatch is designed to work closely with Perspective, most of the settings are configurable in Dispatch, allowing you to create custom settings that makes it easier to track and manage activities.

To access Dispatch settings, click the **Settings** icon in the ribbon. To view the names of each setting available, click the icon in the top left corner of the menu.



*The **Settings** window with the names of the available settings shown.*

Though most of the settings can be configured within Dispatch itself, certain components and settings are still created and managed in Perspective, namely:

- The initial user profile;
- Form label changes;
- Adding or editing lookups (e.g. call categories, call signs, site lists, etc.);
- Creating and editing SOPs;
- Workgroups;
- Busy statuses for officers (e.g. Busy, Break, Lunch, etc.);
- Call signs;
- Perspective priority links.

For information on adjusting these settings, see the **Perspective Administrator's Guide.**

Editing Administrative Settings

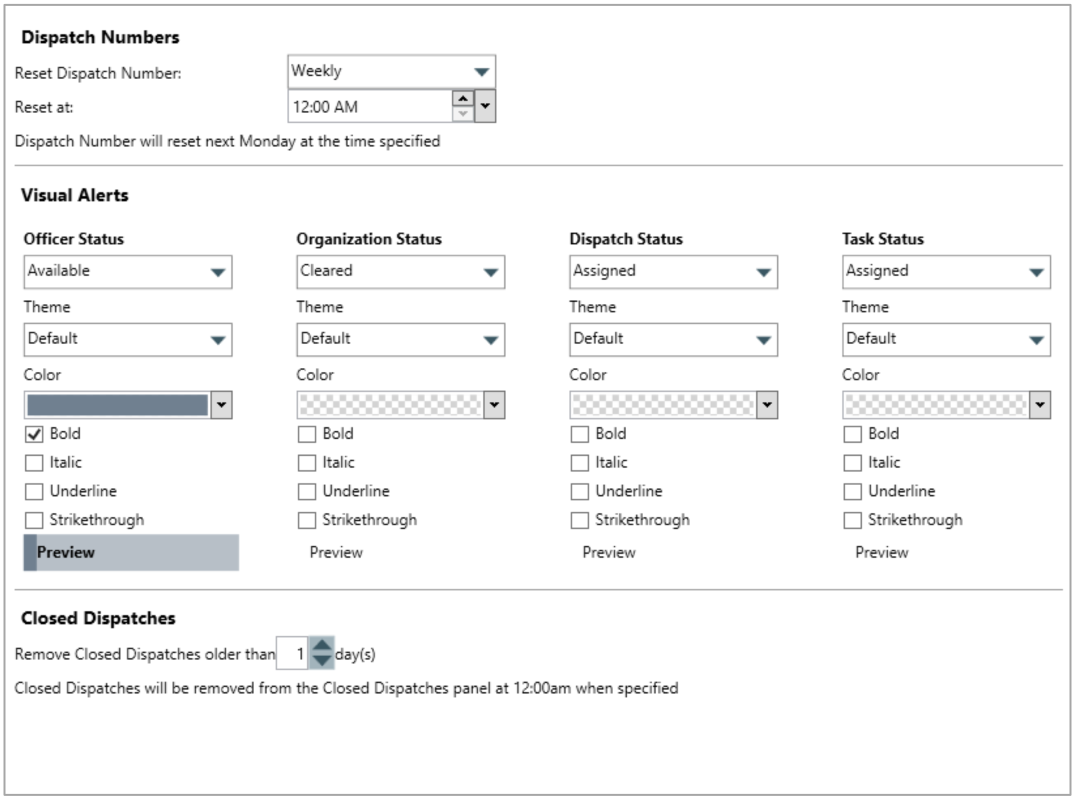
You can make changes to the settings at any time provided the item you wish to edit is not currently linked to a record in Dispatch. To edit the administrative settings, click **Settings** from the ribbon, select the settings you'd like to edit, and make your changes.

Because Dispatch is designed to help you manage dispatches as efficiently as possible, once changes are entered and validated in the settings, they're saved automatically by the application.

The **User Settings**, **Notifications**, and **About** sections are specific to each user and are not administrative. For more information on configuring these settings, see the **Dispatch User's Guide**.

System Settings

System Settings allows you to adjust how often dispatch numbers are reset and how long closed dispatches are retained in the **Closed Dispatches** panel, as well as create visual alerts for officer, organization, dispatch, and task statuses.



System Settings.

Reset the Dispatch Numbers

By default, dispatch numbers (the numbers automatically assigned to each dispatch as they're created) are reset daily. Once reset, the dispatch numbering restarts at 1.

To reset the dispatch numbers:

1. Click **Settings >** **System Settings**.
2. Under **Dispatch Numbers**, select **Daily**, **Weekly**, **Monthly**, or **Yearly** from the **Reset Dispatch Number** dropdown menu.

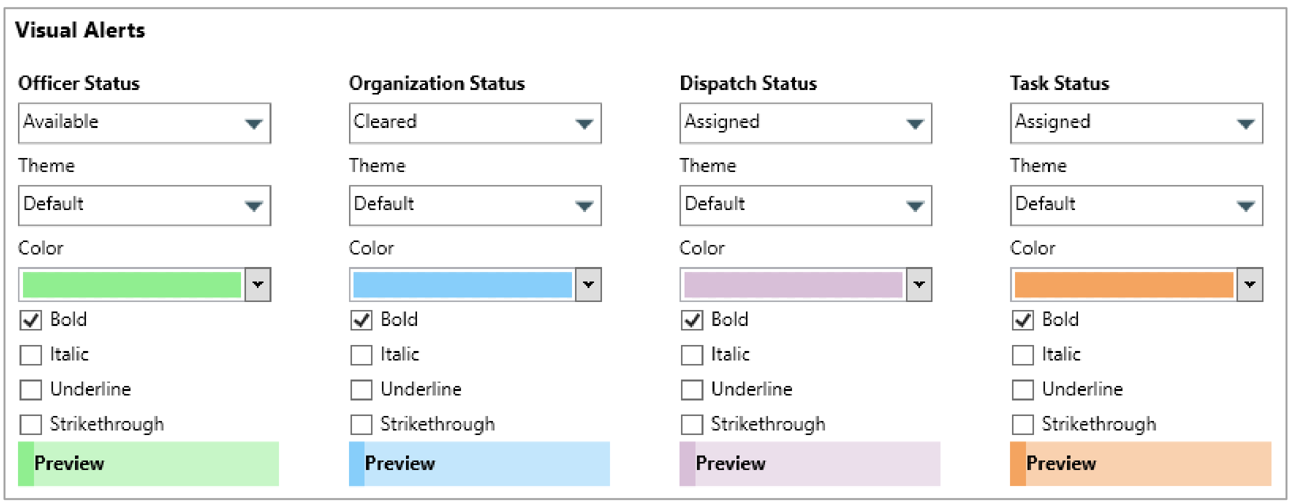
3. Type a time into **Reset at** text field, use the arrows to select a time, or click the icon to select a time from a dropdown menu.

Create a Visual Alert

Visual alerts allow you to highlight important statuses in the **Dispatches** panel by changing the background color, font type, and/or style of statuses, including:

- Officer status (i.e. Available, Assigned, On Route, On Scene, Busy).
- Organization status (i.e. No Response, Cleared, Responding, On Scene);
- Dispatch status (i.e. New, Unassigned, Assigned, On Route, On Scene, Cleared);
- Task status (i.e. Unassigned, Assigned, On Route, On Scene, Cleared).

Visual alerts are also available for **priorities**, **teams**, and **locations**.



*The **Visual Alerts** settings.*

To create a visual alert:

1. Click **Settings** > **System Settings**.
2. Select a status from a dropdown menu under **Officer Status**, **Organization Status**, **Dispatch Status**, or **Task Status.**
3. Select **Default** or **High Contrast** from the dropdown menu under **Theme.**

Ensure the visual alert theme matches the theme selected in **User Settings**, otherwise you won't be able to see your changes.

4. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

5. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes if you want to add more font styles.

To delete a visual alert, select **Transparent** from the color picker in the **Color** dropdown menu and deselect formatting selections made in the **Visual Alerts** section of the **System Settings**.

Configure the Closed Dispatches

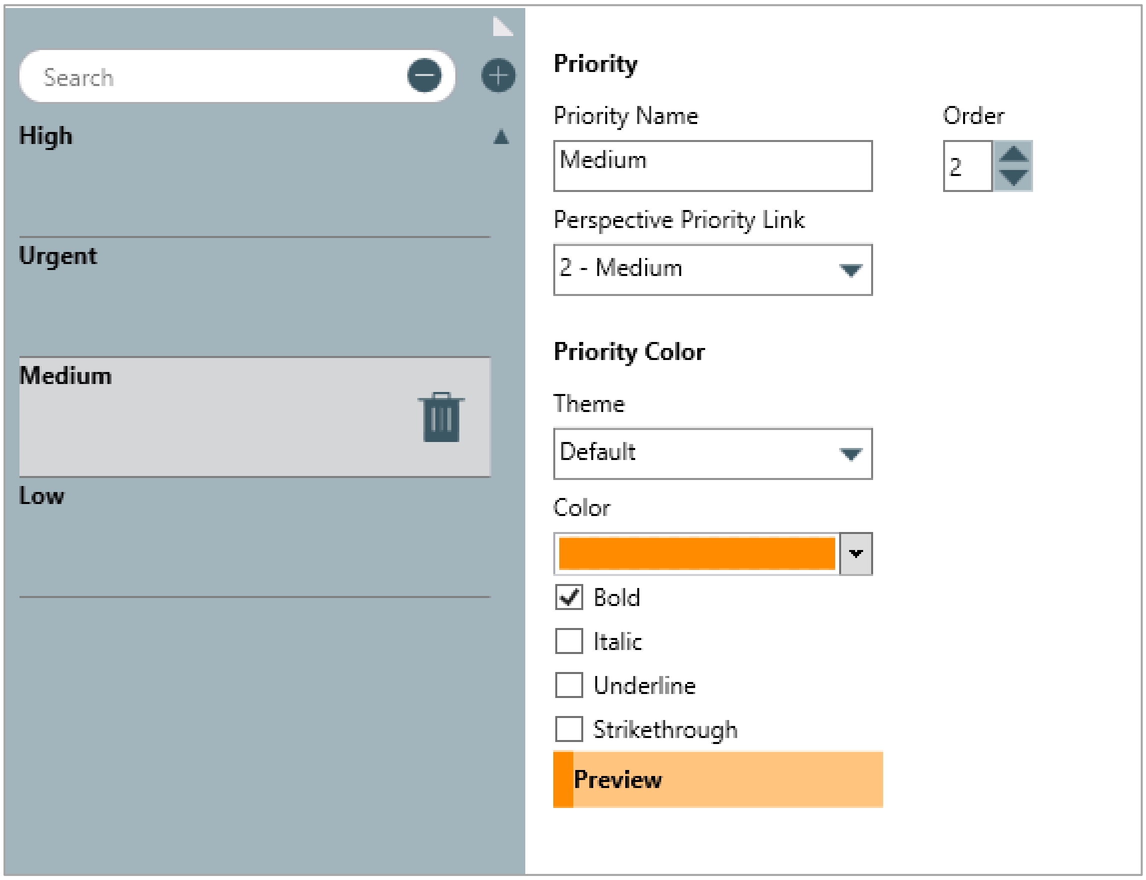
Once a dispatch is closed, the information is transferred to Perspective as an activity record in the Data Forms. Additionally, closed dispatches are kept in the **Closed Dispatches** panel, where they're stored for a pre-set amount of time. The **Closed Dispatches** settings lets you specify how many days the closed dispatches will remain in the panel.

To change the number of days closed dispatches are retained:

1. Click **Settings** > **System Settings**.
2. Under **Closed Dispatches**, type or use the arrows to select the number of days a closed dispatch will be retained in Dispatch.

Priority

Priorities are the level of importance assigned to a dispatch. Though all priorities created in Dispatch must be linked to the priorities in Perspective, you can create unique names for the priorities as they appear in Dispatch, adjust their order, and create visual alerts.



*The **Priority** settings section.*

Create a New Priority

To create a priority:

1. Click **Settings** > **Priority**.
2. Click the **Create** icon in the pane to the left.
3. Enter the name of the priority in the **Priority Name** field.

4. Select a Perspective priority from the **Perspective Priority Link** dropdown menu.

5. **Optional:** Type or use the arrows to adjust the order of the priority. This will determine where the priority will appear in the **Priority** dropdown menu for new dispatches.

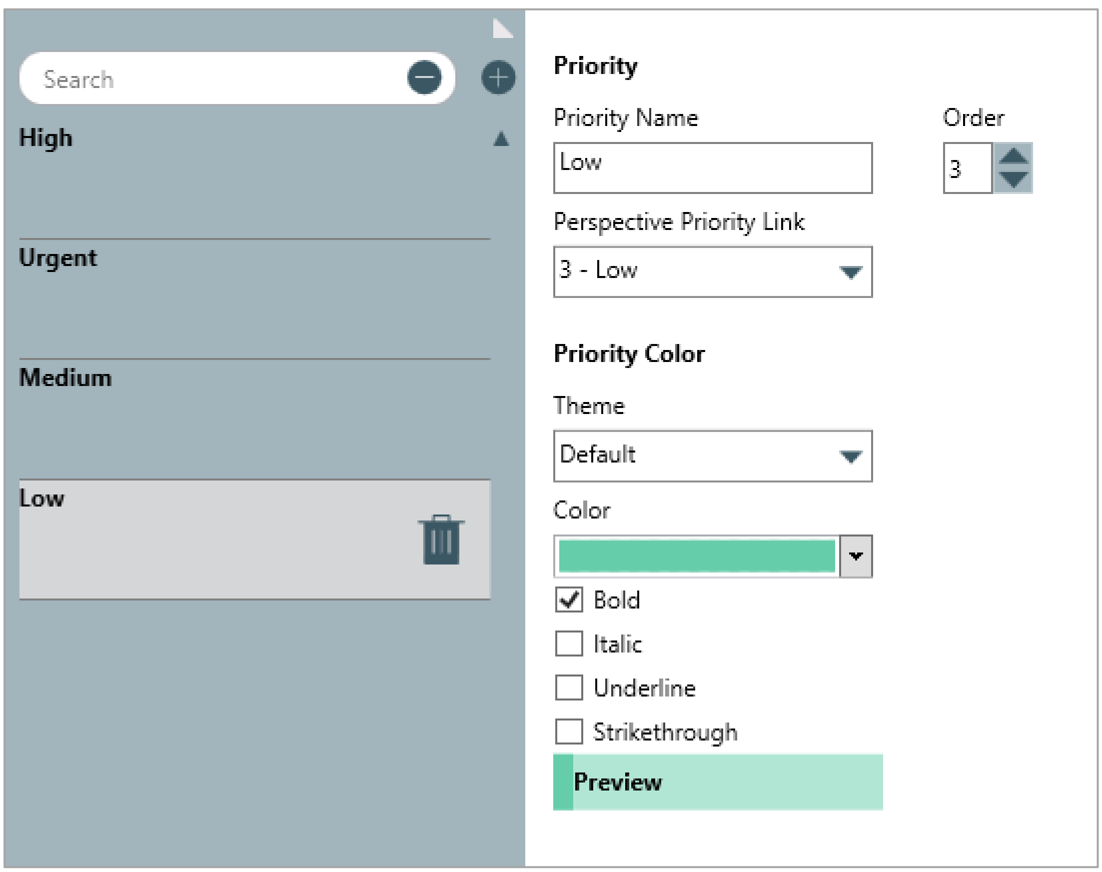
6. **Optional:** If you want to create a visual alert for a priority:

    a. Select **Default** or **High Contrast** from the **Theme** dropdown menu.

> Ensure the new priority theme matches the theme selected in **User Settings**, otherwise you won't be able to see your changes.

    b. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

    c. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes if you want to add more font styles.



A new priority with a visual alert.

Edit or Delete a Priority

To delete or edit a priority:

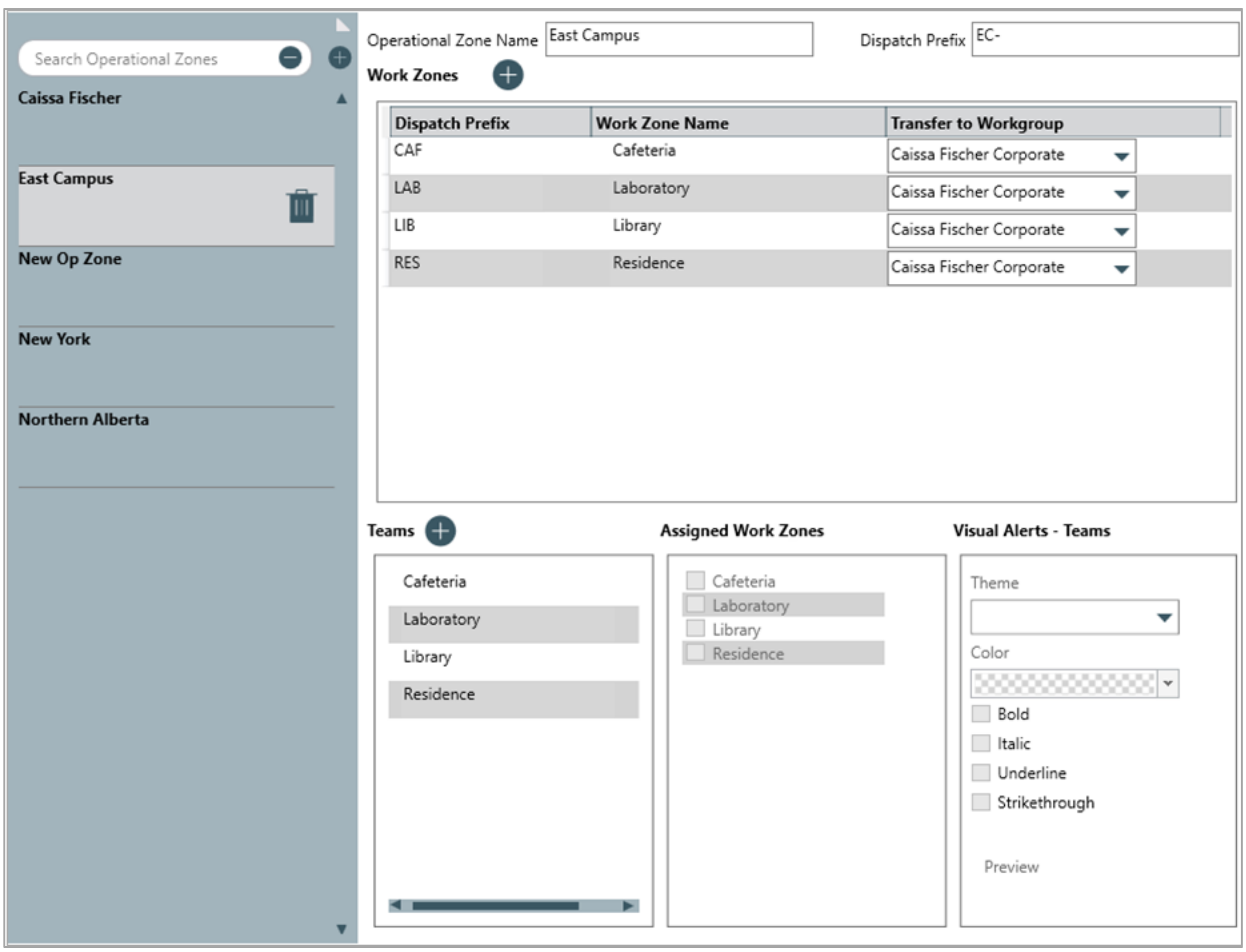
1. Click **Settings** > **Priority**.
2. Click a priority in the pane to the left to select it.
3. To edit the priority, make your changes to any of the fields as needed.
4. To delete the priority, click the icon to delete the priority, then click **Yes** to confirm.

Zones & Teams

The **Work Zones & Teams** setting helps you organize your security resources by segmenting areas in your organization into **operational zones**, **work zones**, and **teams**.

Operational zones are the larger areas within your organization, **work zones** are sections in the operational zones, and **teams** are the groups of officers that are authorized to work in the selected work zones. For example, an operational zone may be the East Campus of a university. The work zones are the cafeteria, laboratory, library, and residence in the university, and the Cafeteria Team, Laboratory Team, Library Team, and Residence Team are the groups of officers who work in each respective zone.

Operational zones, work zones, and teams can be created and organized over larger or smaller areas in your organization. If, for example, security was managed over several countries, the countries could be the operational zones and the cities could be the designated work zones. You could also create operational zones for smaller regions, such as a building, then segment the areas within that building, such as rooms or staircases, into work zones.

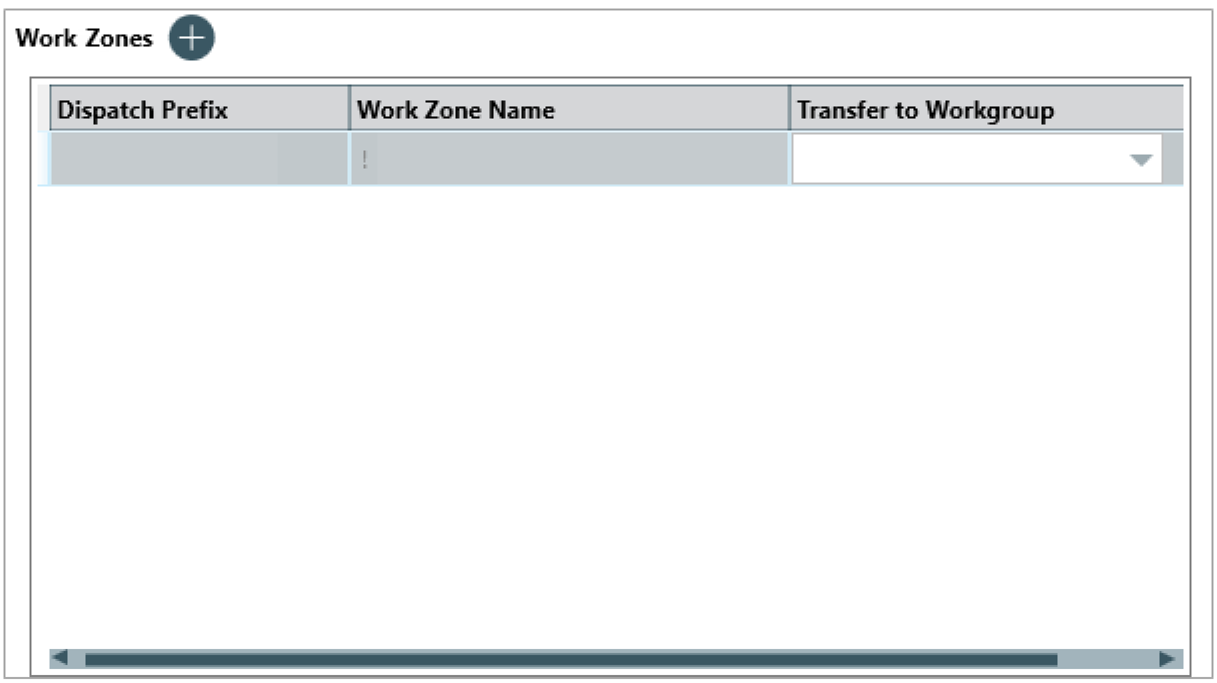


Zones & Teams *settings.*

Create Operational Zones, Work Zones & Teams

To create an operational zone, work zone, and/or teams:

1. Click **Settings** > **Work Zones & Teams**.
2. Click the **Create** icon in the pane to the left.
3. Enter the name of operational zone (e.g. "South Campus") in the **Operational Zone Name** field. By default, this field is pre-populated with **New Op Zone**.
4. **Optional:** Enter a prefix in the **Dispatch Prefix** field (e.g. "SouCam").
5. Click the icon next to **Work Zones**.



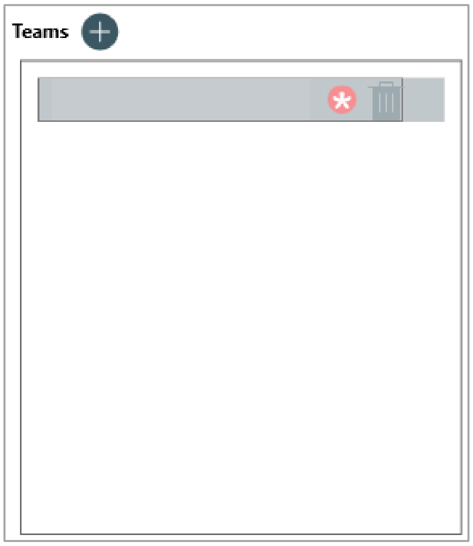
A new work zone.

6. **Optional**: Click the **Dispatch Prefix** field to enter a dispatch prefix for the work zone. This prefix will appear on any dispatches occurring in this work zone. If this field is left blank, all dispatches in the work zone will use the operational zone prefix entered in the **Dispatch Prefix** field. If no operational zone prefix was entered, each dispatch will be assigned a numerical value only.
7. Click the **Work Zone Name** field and enter a name (e.g. "Cafeteria").

8. Select a workgroup from the **Transfer to Workgroup** dropdown. This selection will determine which workgroup has full rights to the record once it's transferred as an activity to Perspective.

9. Repeat steps 6-8 to create additional work zones as needed.

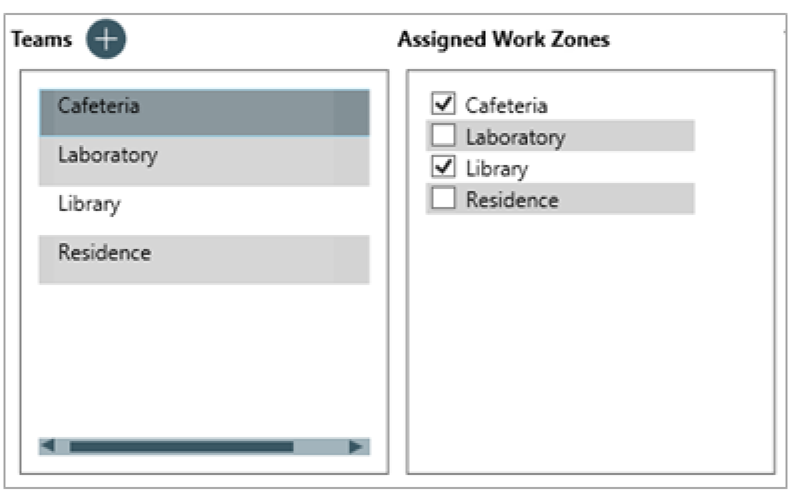
10. Click the icon next to **Teams**.



A new team.

11. Click the field under **Teams** and enter a name (e.g. "CAF Team").

12. Select the zone(s) the new team will have access to by clicking the team to select it under **Teams** then selecting the checkboxes next to the zones under **Assigned Work Zones**. For example, the Cafeteria team will need to have access to the cafeteria, but because officers from this team occasionally work in the library, you would select the Cafeteria and Library checkboxes.



*The **Assigned Work Zones** for a selected team. In this case, the **Cafeteria** team has been assigned the **Cafeteria** and **Library** work zones.*

13. **Optional:** If you want to create a visual alert for a team:

    a. Select **Default** or **High Contrast** from the **Theme** dropdown menu.

> Ensure the visual alert theme matches the theme selected in **User Settings**, otherwise you won't be able to see your changes.

    b. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

    c. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes to add more font styles.

14. Repeat steps 10-13 to assign more teams as needed.

Edit an Operational Zone, Work Zone, and/or Team

To edit an operational zone, work zone, and/or team:

1. Click **Settings > Work Zones & Teams.**
2. Click an operational zone to select it.
3. Make your changes to the operational zone, work zone, or team as needed.

Delete an Operational Zone, Work Zone, or Team

To delete an operational zone

1. Click **Settings > Work Zones & Teams.**
2. Click an operational zone in the pane to the left.
3. Click the icon next to operational zone.
4. Click **Yes** to confirm.

Operational zones **cannot** be deleted if they're associated with an active dispatch.

To delete a work zone:

1. Click **Settings >** **Work Zones & Teams.**
2. Click the operational zone where the work zone is saved in the pane to the left.
3. Click a work zone in the **Work Zones** section.
4. Click the icon next to the zone name.
5. Click **Yes** to confirm.

Work zones **cannot** be deleted if there are any active dispatches or teams assigned to that work zone.

To delete a team:

1. Click **Settings >** **Work Zones & Teams**.
2. Click the operational zone where the team is saved in the pane to the left.
3. Click a team in the **Teams** section.
4. Click the icon next to the team name.
5. Click **Yes** to confirm.

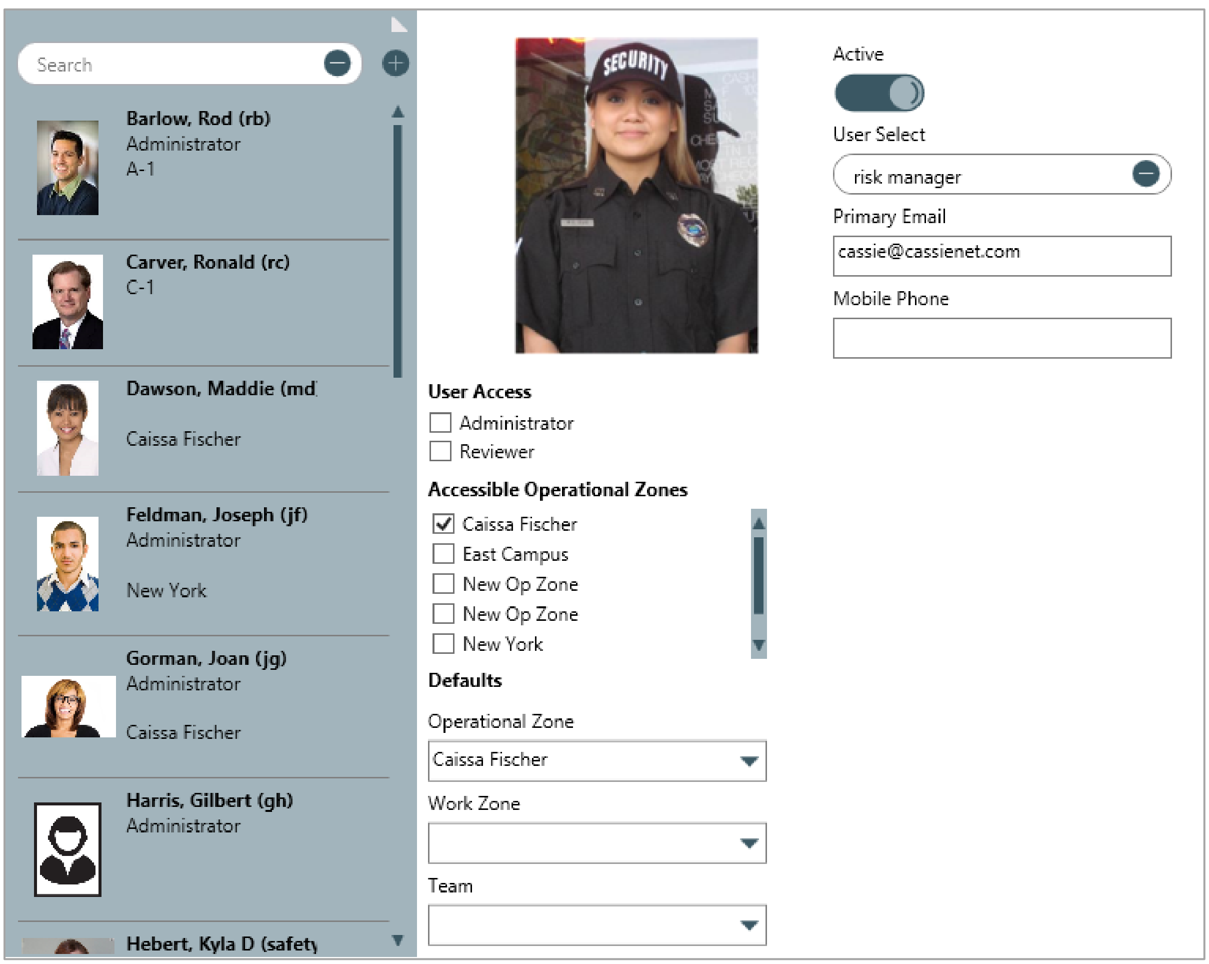
Teams **cannot** be deleted if an on duty officer is on that team.

Users

When creating any users in Dispatch, an account must first be created in Perspective by an administrator. See the **Perspective Administrator's Guide** for more information.

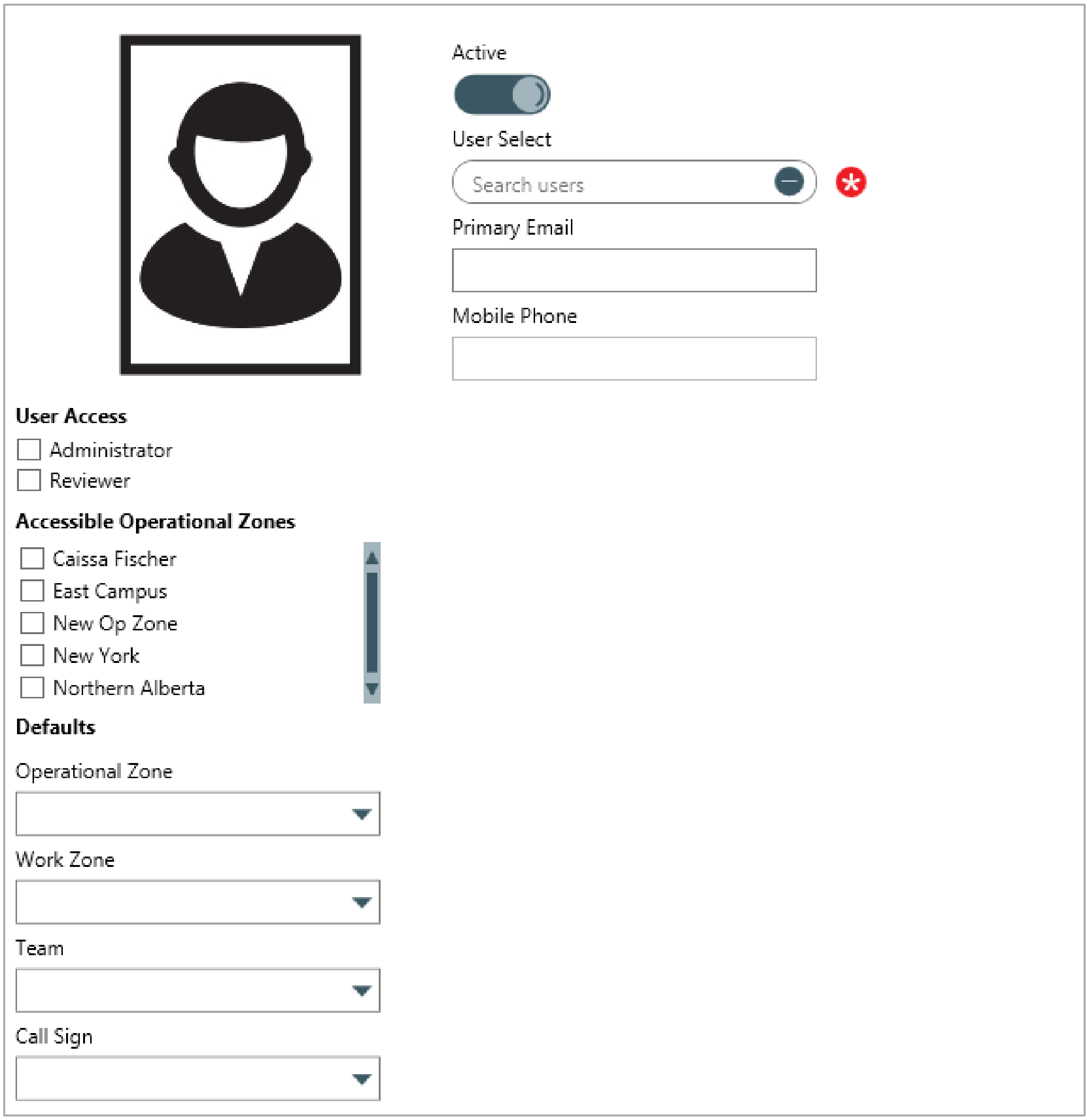
Once the initial profile has been created, the Dispatch profile can be configured in the **User** settings where you can:

- Assign user access types (i.e. Administrator or Reviewer);
- Assign the operational zones the user will have access to;
- Activate or deactivate a user profile;
- Assign default operational zones, work zones, teams, and/or call signs.
- Enter user details, such as email address and phone number.



*The **Users** settings.*

Create a New User



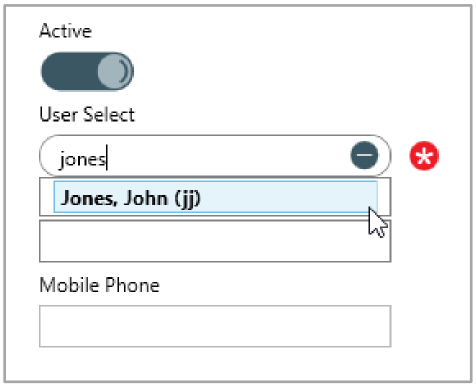
A new blank user profile.

To create a new user:

1. Click **Settings** > **Users**.
2. Click the **Create** icon in the pane to the left.
3. If this profile should be inactive, click the icon under **Active**. Inactive profiles will appear with the icon.

4. Enter the name or Perspective logon ID of the user in the **User Select** field. Only users who aren't already assigned a Dispatch profile will appear in the search results.

5. Click the search results in the **User Select** field to select those results.



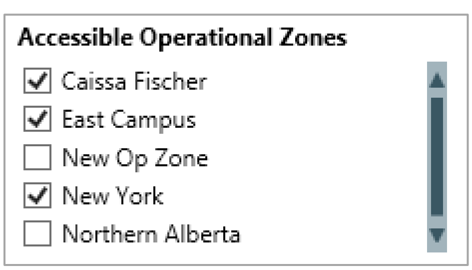
*Selecting the search results appearing in the **User Select** field.*

6. **Optional:** Enter the email address and/or mobile phone number of the user in the **Primary Email** and **Mobile Phone** fields.

7. If the new user should have administrative or reviewer rights, select the **Administrator** or **Reviewer** checkboxes under **User Access.** By default, a new user will have a standard dispatcher/officer profile.

A user with reviewer rights can view the details of the dispatches in his or her assigned operational zone, as well as send and receive messages, but they cannot create a new dispatch or perform any other actions.

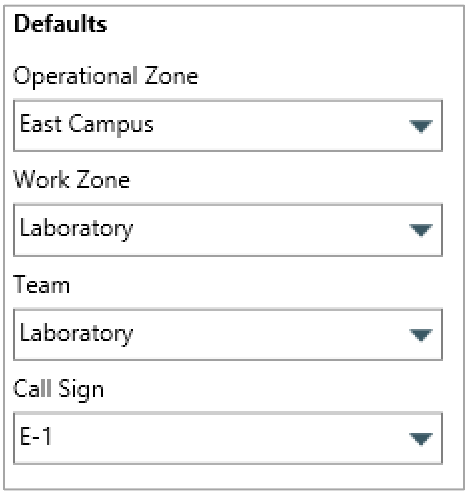
8. Select the checkboxes next to the operational zone(s) the user will have access to under **Accessible Operational Zones**.



*The **Accessible Operational Zones** section in a new user profile.*

9. **Optional**: If the user is a dispatcher, select an operational zone (the operational zone automatically selected when the dispatcher logs in) and work zone (the default work zone when creating a new dispatch) from the **Operational Zone** and **Work Zone** dropdown menus.

   If the user is an officer, select the default work zones, team, and/or call sign of the user under **Defaults**. These selections will appear automatically when bringing an officer on duty, but can be overwritten as needed.



*The **Defaults** section in a new user profile.*

Edit or Delete an Existing User

You can edit or delete a user at any time provided that user is not currently logged in or on duty.

To edit or delete a user:

1. Click **Settings >** **Users**.

2. Click a user from the pane to the left or enter search criteria in the **Search** field then click to select those results.

3. To edit the user profile:

   a. Make your changes to any of the fields in the user profile, including the **User Access**, **Accessible Operational Zones**, phone number, email address, and **Defaults**.

   b. To change the Perspective user account the Dispatch profile is associated with, use the **User Select** field to search for and select an alternate user.

c. To deactivate the account, click the icon under **Active**. Inactive profiles will appear with the icon.

4. To delete a user profile:

   a. Click the user to select it in the pane to the left.

   b. Click the icon.

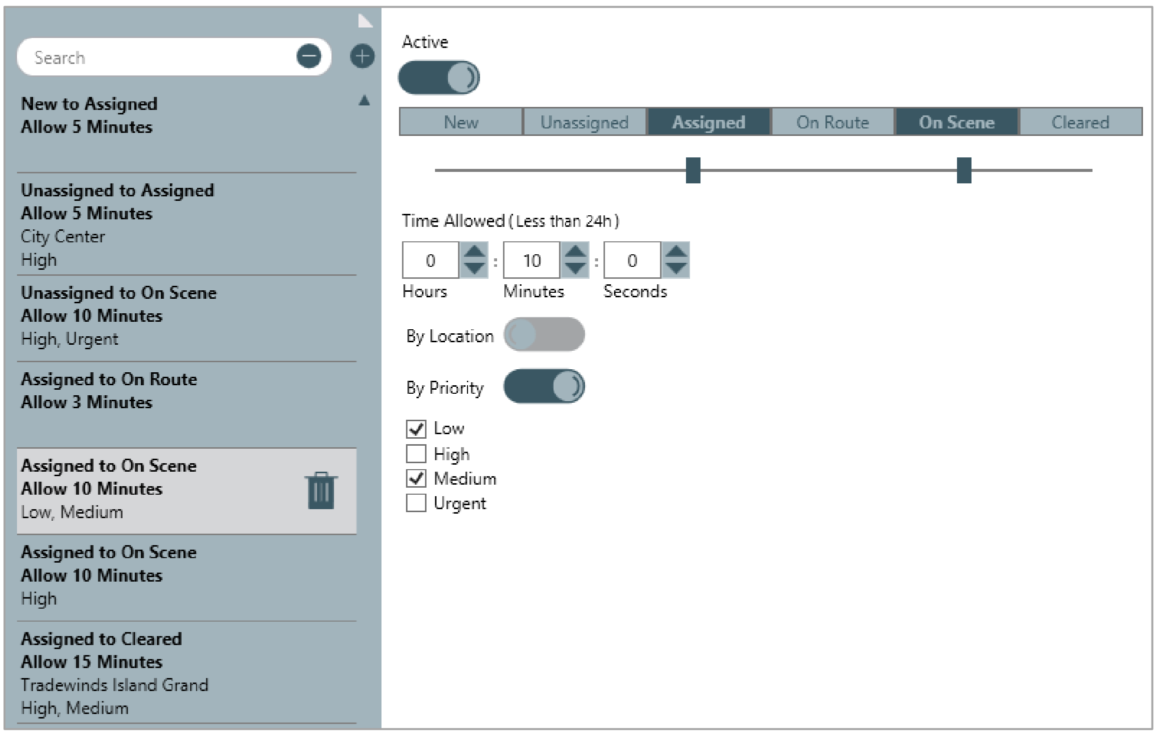
   c. Click **Yes** to confirm.

Editing or deleting a user in Dispatch does **not** edit or delete the user profile in Perspective.

RTA (Regulated Time to Act)

An **RTA (Regulated Time to Act)** is an alert that determines the amount of time a dispatcher has to react to and modify the status of a dispatch when it's reached a certain status (e.g. New, Unassigned, Assigned, On Route, On Scene, Cleared), priority, and/or location.

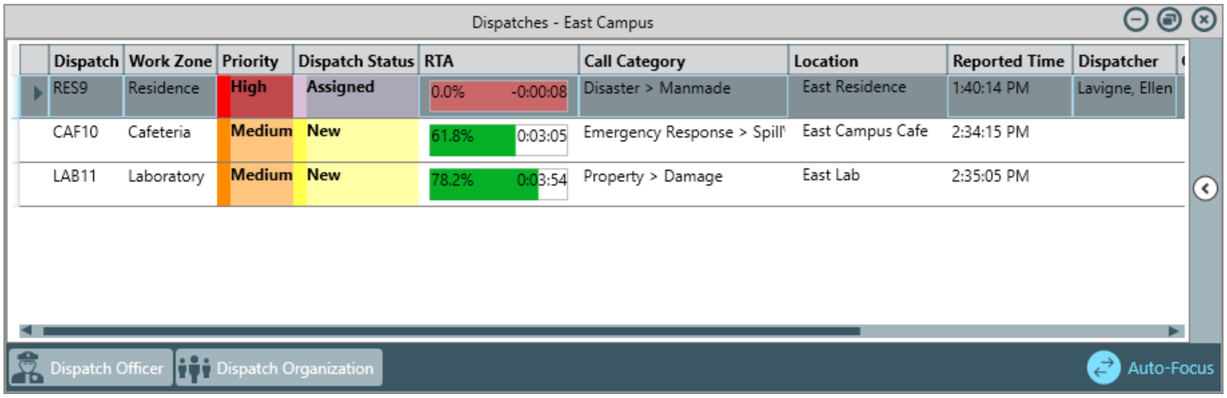
For example, if you created an RTA that requires a dispatcher change the status from New to Assigned within ten minutes for high priority dispatches, once a high priority dispatch has been created, the dispatcher will see a green timer on the **Dispatches** panel that will count down from 0:10:00.



*The **RTA** settings.*

RTAs appear in the following colors:

- A **green** RTA timer indicates there is time left to take the appropriate action and displays the amount of time left to do so.
- A **yellow** RTA timer indicates that there is only a minimal amount of time left to take action and displays the amount of time left to do so.
- A **red** RTA timer indicates time has run out. The timer will start counting the amount of time that has passed since the RTA expired.



*The **Dispatches** panel displaying RTAs at various stages.*

Multiple RTAs

You can create multiple RTAs for the same status, but only one RTA will be displayed based on the order of the criteria below (known as **evaluation rules**).

1. Indoor location.
2. Location.
3. Priority.
4. Shortest duration.

For example, you created four RTAs for New to Assigned with the following criteria:

A. Time Allowed: 10 minutes; Priority: High.
B. Time Allowed: 15 minutes; By Location: Company Office; Priority: Low.
C. Time Allowed: 12 minutes; By Location: Company Office > Back staircase; Priority: Medium.
D. Time Allowed: 8 minutes; Priority: Low.

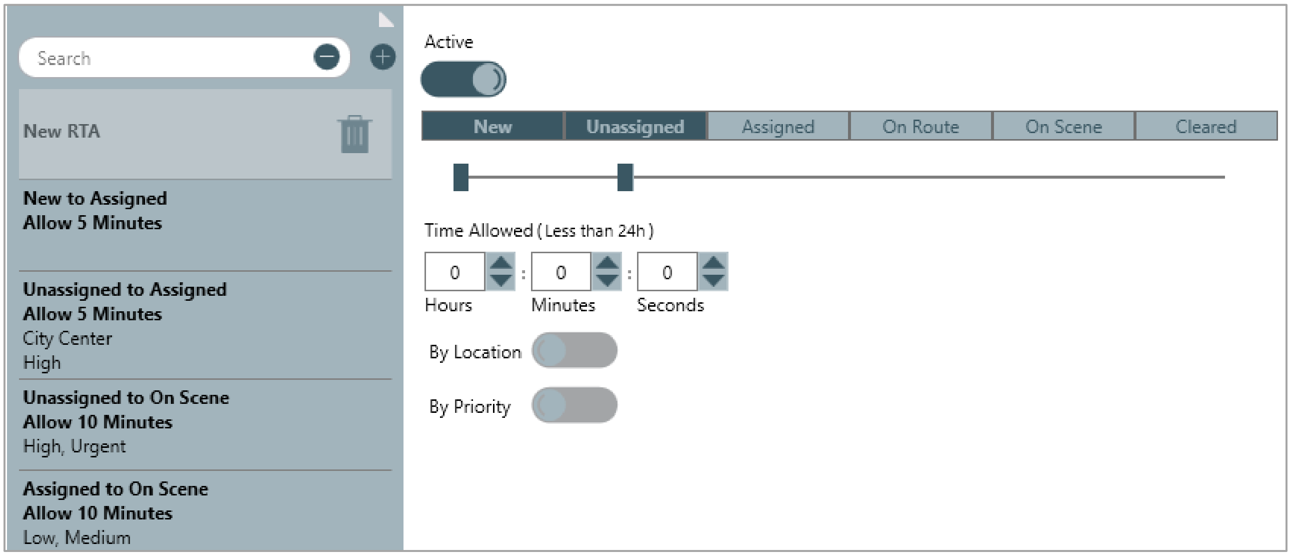
Based on the evaluation rules, the RTAs you created for New to Assigned would take precedence as follows:

- RTA C would take precedence over A, B, and D because it has an indoor location point.
- RTA B would take precedence over A and D because it has a location.
- RTA A would take precedence over D because it has a higher priority.

If there are no criteria added for location or priority, the RTA with the shortest time allowed will take precedence.

In order for an RTA to take precedence over any other alerts (based on the evaluation rules), the priority and/or location information in a dispatch must exactly match the priority and/or location criteria (including any indoor location points) specified in that RTA.

Create a New RTA



A new blank RTA.

To create an RTA:

1. Click **Settings** > **RTA**.
2. Click the **Create** icon in the pane to the left.
3. If this RTA should be inactive, click the icon under **Active**. Inactive RTAs will appear with the icon.
4. Click and drag the first notch in the slider to identify the status that will trigger the RTA.
5. Click and drag the second notch in the slider to identify the dispatch status the dispatcher should achieve within the RTA.

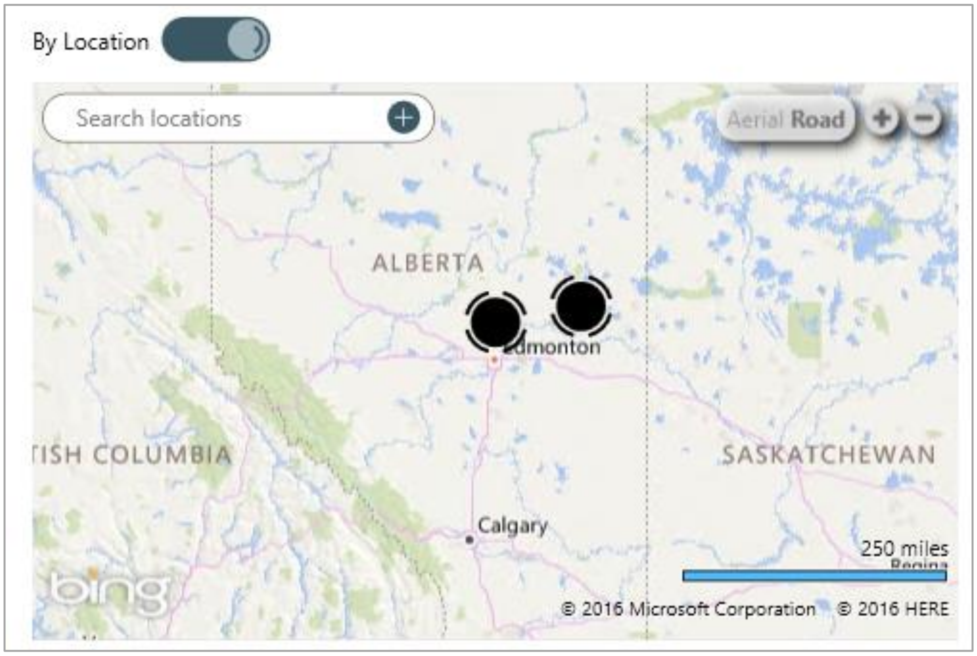
*The sliders in the **RTA** settings that specify a dispatcher has a set amount of time to change a dispatch status from **New** to **On Route**.*

6. Under **Time Allowed**, type or use the arrows in the **Hours**, **Minutes**, and/or **Seconds** fields to specify the amount of time the dispatcher has to modify the dispatch status.

7. To create an RTA for a specific location:

    a. Click the icon next to **By Location**.

    b. Enter the name of a previously saved location in the **Location Name** field. To create a new location, click the icon, click an area on the map, then enter the location name in the **Location Name** field.



*The **By Location** section. The map is revealed after clicking the icon.*

8. To create an RTA for a specific priority or priorities:

    a. Click the icon next to **By Priority.**

    b. Select the checkboxes next to the priority or priorities you want to create the RTA for (e.g. High, Medium, Low).

Edit or Delete an RTA

To edit or delete an RTA:

1. Click **Settings >** **RTA**.

2. Locate the RTA you want to edit or delete from the pane to the left or enter search terms, such as the RTA location or status, into the **Search** field then click to select it.

3. To edit the RTA, make your changes in the **Status**, **Time Allowed**, **Location**, or **Priority** fields as needed.

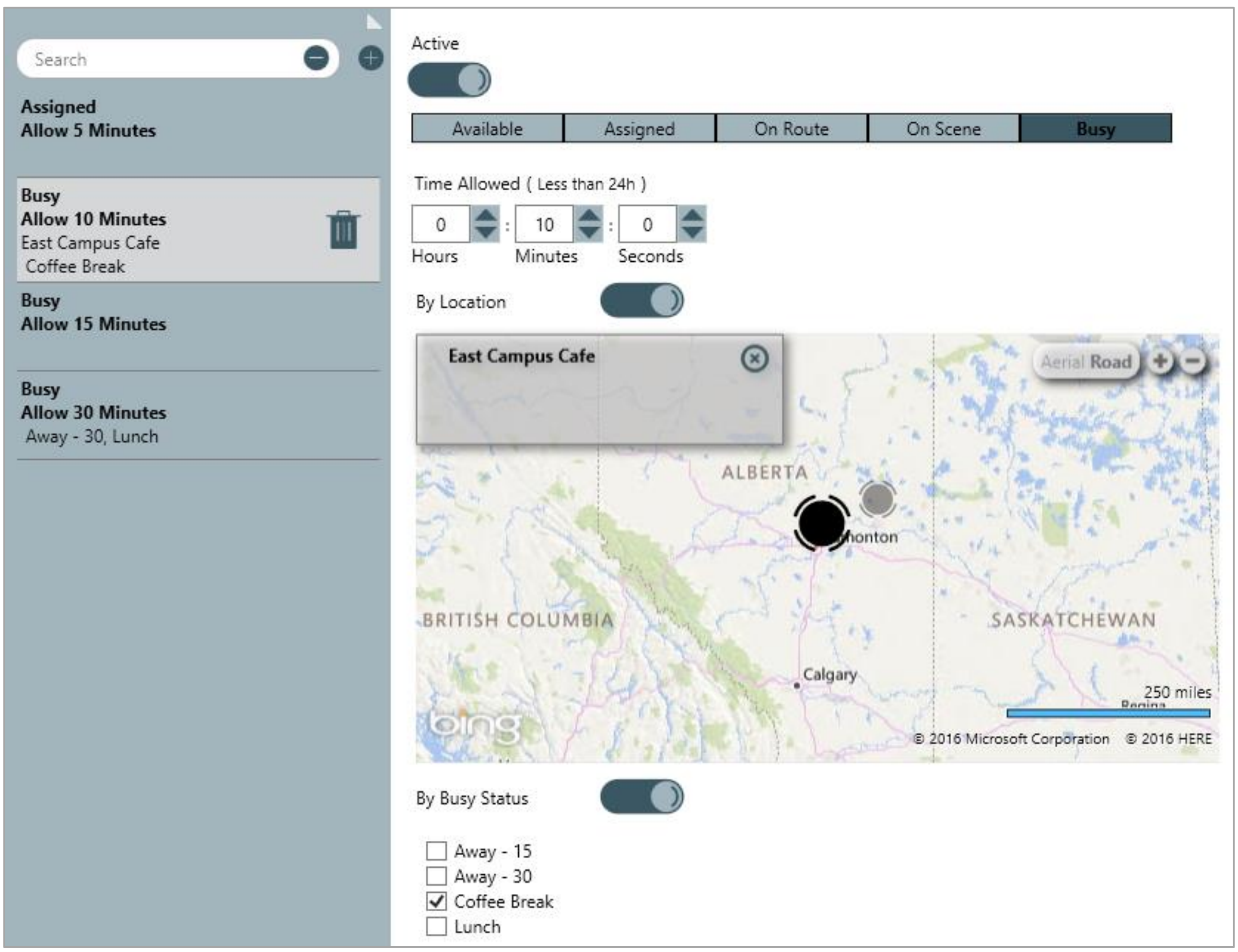
4. To deactivate the RTA, click the icon under **Active**. Inactive RTAs will appear with the icon.

5. To delete RTA, click the icon next to the RTA then click **Yes** to confirm.

Officer Alerts

Similar to RTAs, officer alerts determine the amount of time that is allowed for an officer to be in a certain status (i.e. Available, Assigned, On Route, On Scene, or Busy). Officer alerts can also be created based on the location and busy status of the officer (e.g. Break, Emergency, Lunch).

For example, if you created an officer alert for an On Route status with an allowed time of five minutes, once an on duty officer's status is set to On Route, a timer will appear in the **Time Elapsed** column of the **Officers** panel that will begin counting down from 0:00:00 to 0:05:00, indicating the officer has five minutes to change his or her status.



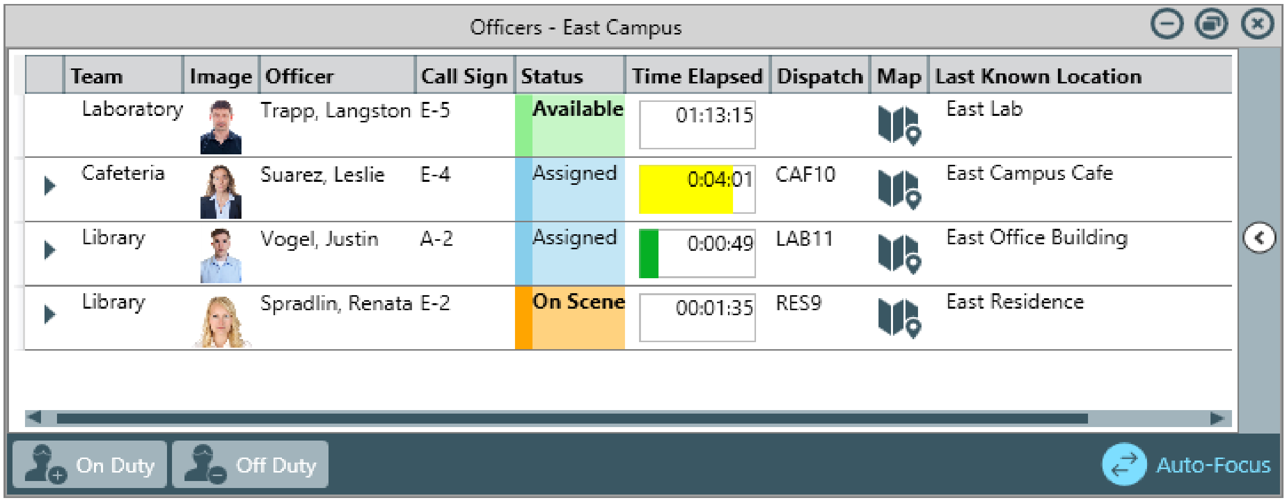
*The **Officer Alerts** settings.*

Officer alerts appear in the following colors:

- A **green** officer alert indicates there is time left for the officer to change his or her status and displays the amount of time left to do so.

- A **yellow** officer alert indicates that there is only a small amount of time to change the officer's status and displays the amount of time left to do so.

- A **red** officer indicates time has run out. The timer will start counting the amount of time that has passed since the officer alert expired.



*The **Officers** panel displaying officer alerts in the **Time Elapsed** column.*

Multiple Officer Alerts

You can create multiple officer alerts for the same status, but only one officer alert will be displayed based on the order of the criteria below (known as **evaluation rules**):

1. Indoor location.
2. Location.
3. Shortest duration.

For example, you created three officer alerts for the On Route status with the following criteria:

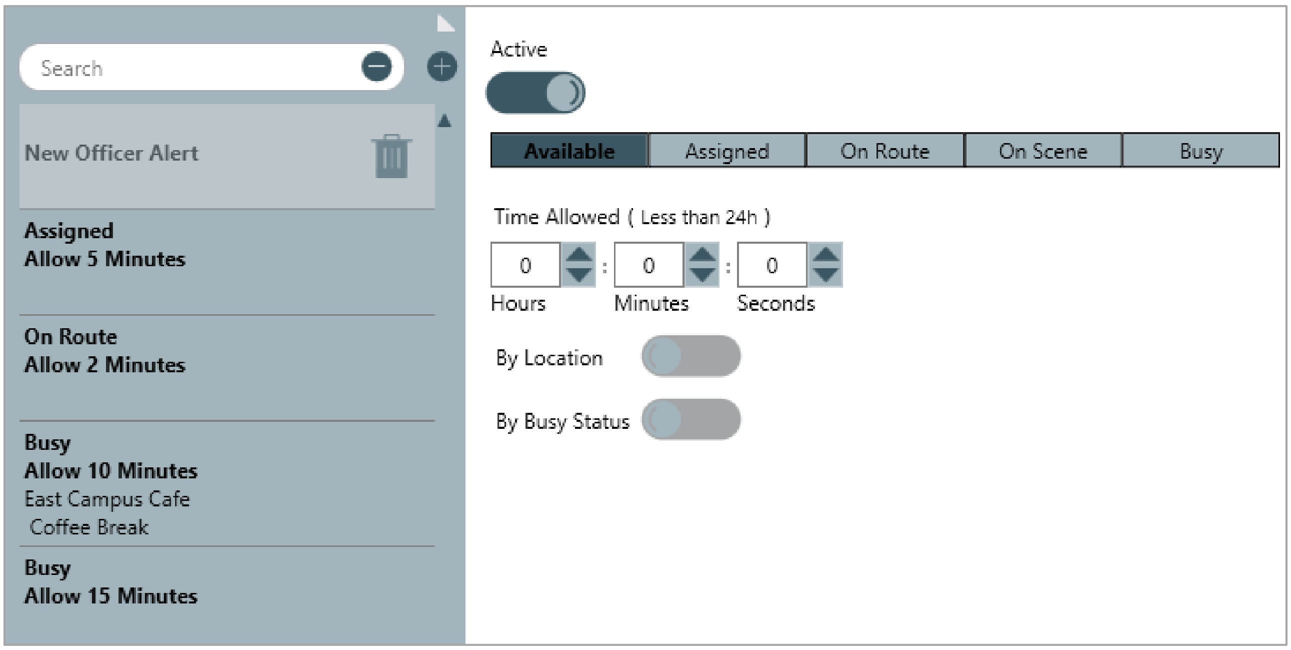
A. Time Allowed: 15 minutes; By Location: Company Office.
B. Time Allowed: 12 minutes; By Location: Company Office > Back staircase.
C. Time Allowed: 8 minutes.

Based on the evaluation rules, officer alert B would take precedence over A and C because it has an indoor location point, but officer alert A would take precedence over C because it has a location.

If there are no criteria added for location or priority, the officer alert with the shortest time allowed will take precedence.

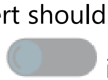
In order for an officer alert to take precedence over any other alerts for the same status (based on the evaluation rules), the location information in a dispatch must exactly match the location criteria (including any indoor location points) specified in that officer alert.

Create a New Officer Alert



A new blank ***Officer Alert****.*

To create a new officer alert:

1. Click **Settings >**  **Officer Alerts**.
2. Click the  **Create** icon in the pane to the left.
3. If this officer alert should be inactive, click the  icon under **Active**. Inactive officer alerts will appear with the  icon.
4. Select the officer status you want to create the alert for.

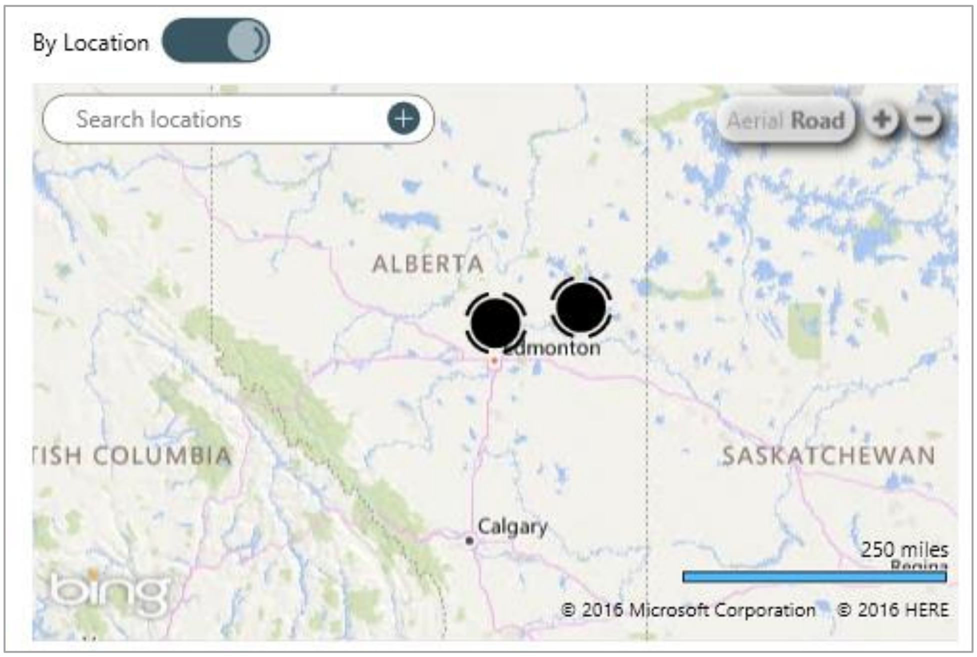
Officer statuses.

5. Under **Time Allowed**, type or use the arrows in the **Hours**, **Minutes**, and/or **Seconds** fields to specify how long the officer can be in that state.

6. To create an officer alert for a specific location:

    a. Click the icon next to **By Location**.

    b. Enter the name of a previously saved location in the **Location Name** field. To create a new location, click the icon, click an area on the map, then enter the location name in the **Location Name** field.



*The **By Location** section. The map is revealed after clicking the icon.*

7. To create an officer alert for a specific busy status:

    a. Ensure **Busy** is the selected status.

    b. Click the icon next to **By Busy Status**.

    c. Select the checkboxes next to the busy statuses you want to create the officer alert for.

Edit or Delete an Officer Alert

To edit or delete an officer alert:

1. Click **Settings >** **Officer Alerts.**

2. Locate the officer alert you want to edit or delete or enter search terms, such as the officer alert location or status, into the **Search** field, then click to select that alert.

3. To edit the alert, make any changes to the **Status**, **Time Allowed**, **By Location**, or **By Busy Status** fields.

4. To deactivate the officer alert, click the icon under **Active**. Inactive officer alerts will appear with the icon.

5. To delete the officer alert, click the icon then click **Yes** to confirm.

Locations

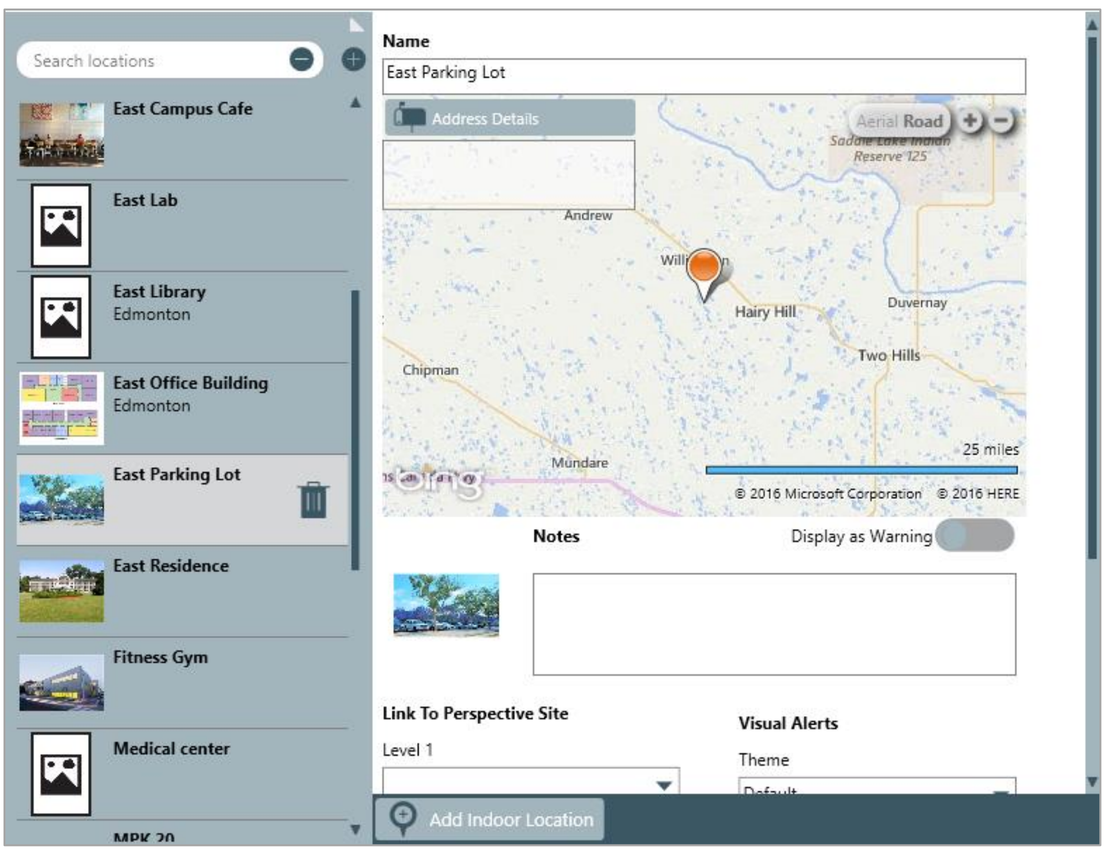
In Dispatch, locations are used primarily to:

- Select the whereabouts of a dispatch.
- Select the whereabouts of a dispatch-related task.
- Set an officer's last known location in the **Officers** panel.

Locations must have unique GPS coordinates in order to be saved in Dispatch. This is because when a location is selected for a dispatch, task, or officer, that location will be shown on the **Map** panel, using the coordinates saved to the location.

When a dispatch is closed and moved to Perspective as an activity, the location's address details will automatically populate in address fields of the activity and the location's name, address, and coordinates will appear in the **Description** field. Dispatch locations can also be **linked to your Perspective site rollups**. Doing so will automatically populate site information on the activity record, making it easier to track and analyze activities by site.

For more information about locations, see the **Dispatch 5.0: What Are Locations?** article on our Resolver Support site.



***Locations** settings.*

Perspective Site Rollups

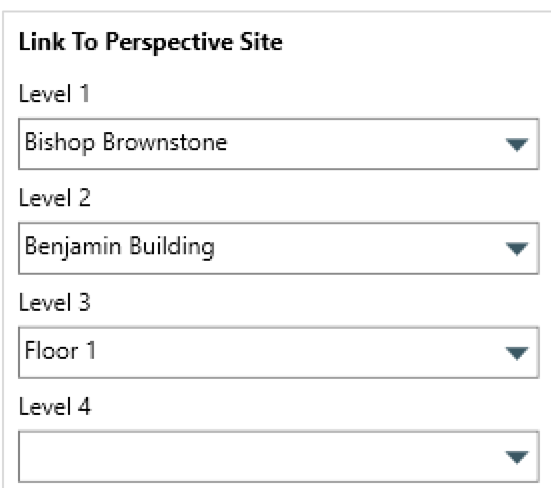
Any new or existing site rollups in Perspective (including parent, sibling, or child sites), will appear in Dispatch as individual search results when entering applicable criteria in the location fields of various panels. However, though these sites will appear in the search results, they are **not** saved locations in Dispatch.

To save your Perspective sites as Dispatch locations, **the sites must have unique latitude and longitude coordinates saved to their records in Perspective and the site must be selected as the location of a new dispatch from the Create Dispatch panel only**. Selecting a site in an alternate panel or selecting a site without unique coordinates will not save the site as a location.

> Though dispatchers can save sites as locations, it's recommended these users avoid creating locations whenever possible, as an administrator will need to review and/or edit locations created by dispatchers.

Sites with no coordinates saved to their records will also appear in the search results. Because Dispatch will automatically assign a 0,0 value to their latitude and longitudes, you may save **one** of these sites as a location, however, this location will not accurately appear in the **Map** panel, nor will you be able to save any subsequent sites that have no saved coordinates, as the 0,0 latitude and longitude will no longer be unique.

Once the site is saved as a location, any address information saved to the site will automatically be saved to the location's **Address Details** and the location will be linked to its original Perspective site. When a dispatch at that location is closed, the linked site is automatically populated in the activity record in Perspective.

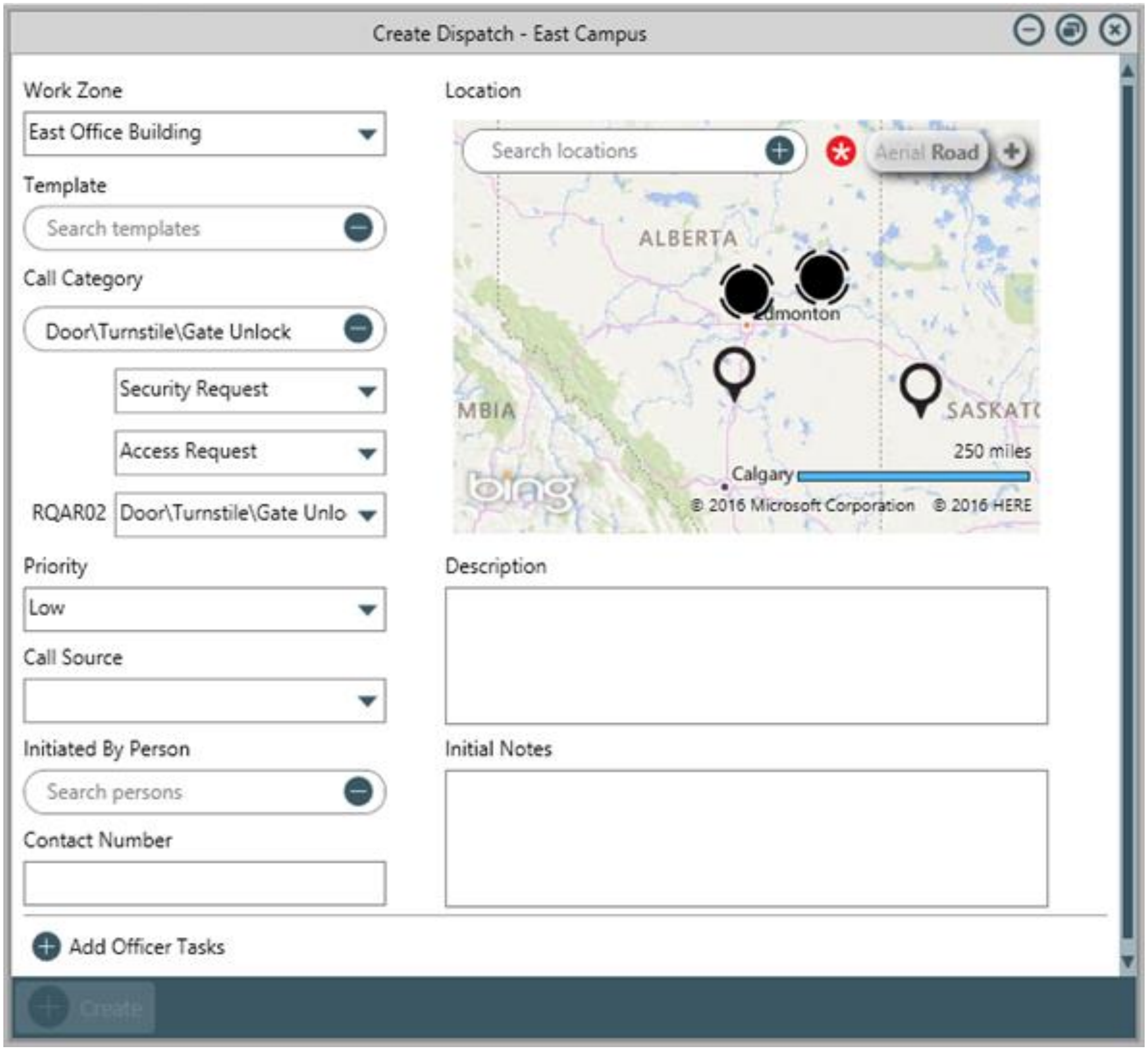


The ***Link To Perspective Site*** *section of a location's settings. The dropdown menus are hierarchical and represent the site rollups in Perspective.*

To save a Perspective site as a Dispatch location:

1. Click **Create** in the ribbon on the home screen.

2. Make the appropriate selections in the **Work Zone**, **Call Category**, and **Priority** dropdown menus. For more information on creating a new dispatch, see the **Dispatch User's Guide**.

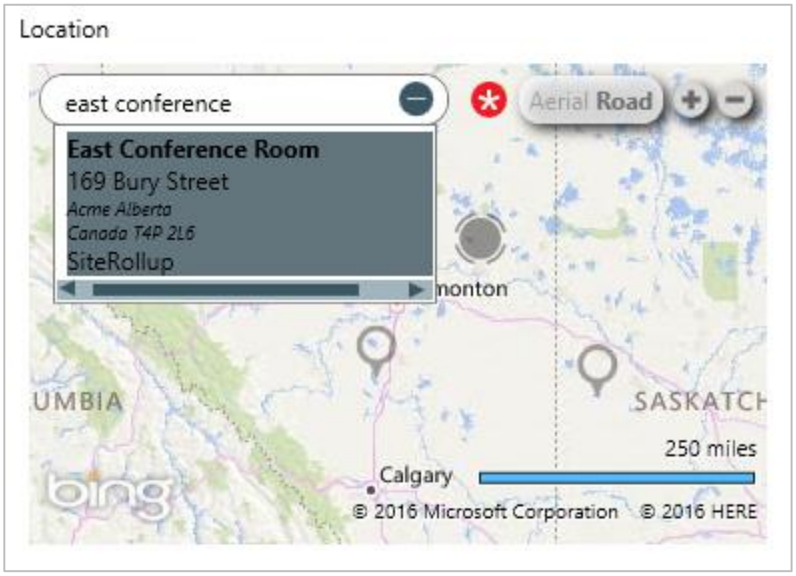


*The **Create Dispatch** panel.*

3. Complete any optional fields as necessary.

4. Enter search criteria in the **Search locations** field. Sites will appear in the search results as a **dark gray color** with a **SiteRollup** label.

You cannot save sites that don't have unique latitude and longitude coordinates saved to their record in Perspective. Sites that **do not** have unique coordinates will still appear in the search results, but you will not be able to select those sites and create a new location.



*The **Location** section of the **Create Dispatch** panel. The search term "east conference" was entered into the **Search locations** field and returned the **East Conference Room** site rollup.*

5. Click the search result to select that location.

6. Click 

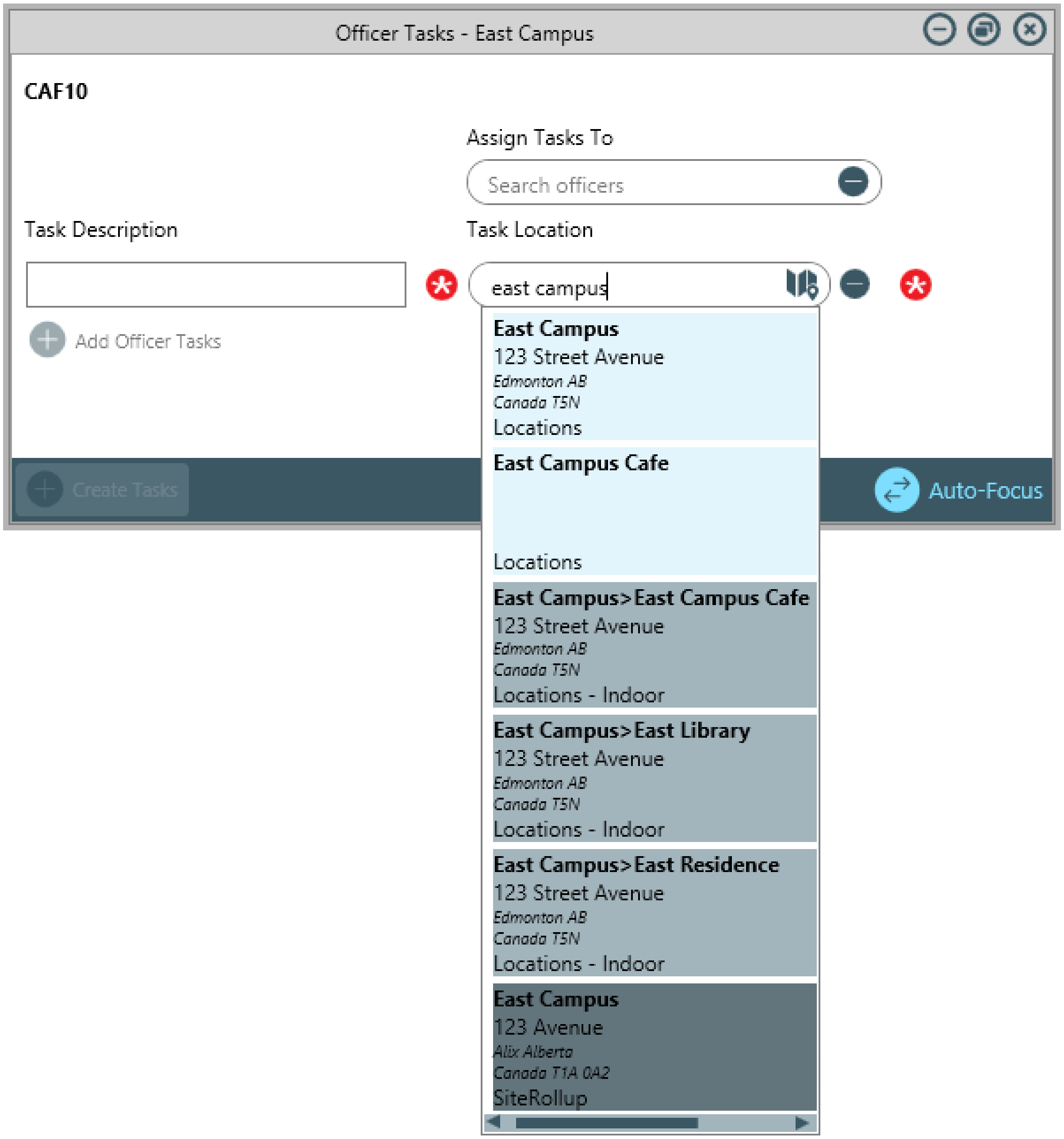
.

After completing the above steps, the dispatch will appear in the **Dispatches** panel and the Perspective site will be saved as a location that can be **edited** as needed.

Location Search Results

When entering search criteria for a location in various panels, each type of location (location, indoor location point, or site rollup) is labelled and color coded:

- **Light blue:** A saved Dispatch location, labelled as **Locations**.
- **Gray:** An indoor location point, labelled as **Locations – Indoor**.
- **Dark gray**: A Perspective site rollup, labelled as **SiteRollup**.



Color coded and labelled search results, displaying locations, indoor location points, and site rollups.

Quick Add Locations

The **Create a New Location** section provides instructions for Dispatch administrators to create new locations through the **Location** settings, however, users with dispatcher rights have the ability to quick add locations through various panels by clicking the icon in the locations field, placing a pin on the map, and entering a name for the location.

When locations are created using this method, only the name, address, and latitude and longitude are saved to the location. Because it's possible to save multiple locations with the same name and because the address and coordinates fields are populated based on the placement of the pin on the map, the data may be inaccurate. Therefore, **it's recommended that users create locations through the panels only when necessary.**

To avoid multiple locations with the same name and/or inaccurate address and coordinate data, it's recommended that any locations created by dispatchers are later reviewed and **edited** by a Dispatch administrator to ensure the data is accurate.

Create a New Location

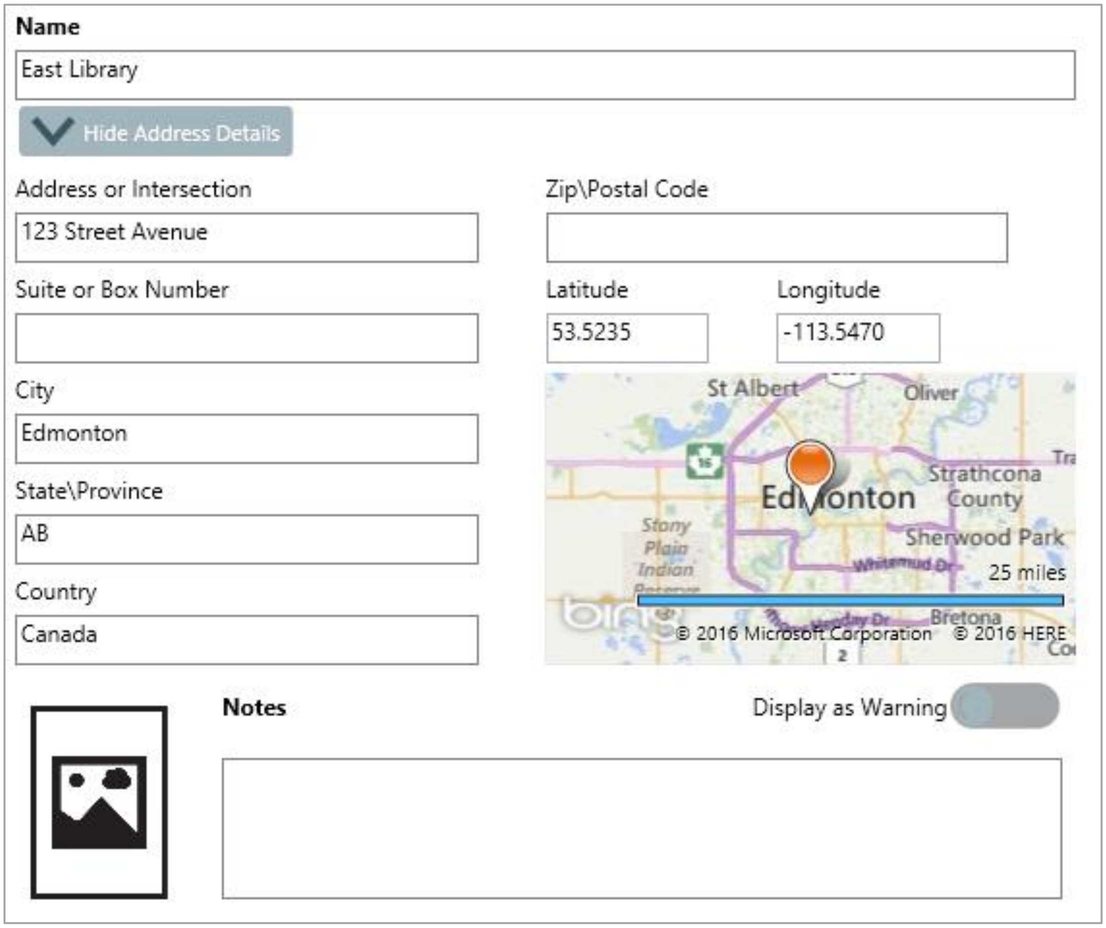
To create a new location:

Method #1:

1. Click **Settings** > **Locations.**
2. Click the **Create** icon in the pane to the left.
3. Enter a name for the location in the **Name** field.
4. Click **Hide Address Details** if **Address Details** is open.
5. Right-click an approximate location on the map to place a pin on that location.

Depending on how focused (zoomed in) the map is when you place the pin, placing a pin will populate some or most of the fields in **Address Details**, including the **Latitude** and **Longitude** fields.

6. Click **Address Details**.



*The **Address Details** of a new location. In this case, some of the fields were automatically populated after placing a pin on the map.*

7. Enter or edit the address fields as needed.

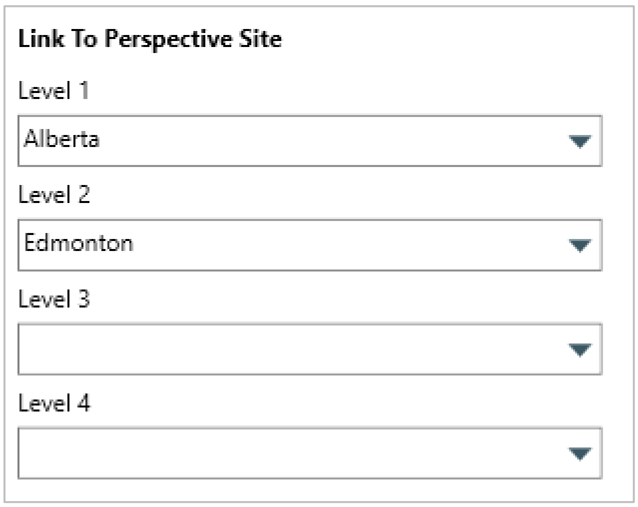
8. Enter the exact **GPS coordinates** in the **Latitude** and **Longitude** field, if not already entered after placing the location pin in step 5. The location will **not** be saved until unique coordinates are entered. When unique coordinates have been entered and validated by the application, the icon will appear next to the **Latitude** and **Longitude** fields.

If you're linking the location to a Perspective site rollup as in step 11 below, it's recommended the coordinates saved in the Dispatch location match the coordinates saved to the Perspective site, wherever possible. Doing so will help ensure data integrity when using the Map in Perspective.

9. **Optional:** Click the icon to add an image of the location.

10. **Optional:** Enter notes about the location in the **Notes** field. If you want these notes to display as a warning when a dispatch is created, click the icon next to **Display as Warning.**

11. **Optional:** To link this location with a site rollup in Perspective, use the hierarchical **Level** dropdown menus to select the site. If a Perspective site is selected, closed dispatches at this location will automatically populate certain fields in the **Location** section of the activity record in Perspective Whether or not you choose to link this location to a Perspective site, location information will still appear in the **Description** section of the activity, along with the location's street address details, which are automatically transferred to the address fields.



*The **Link To Perspective Site** section.*

If your organization tracks or analyzes activity data by site in Perspective, it's recommended that you link your Dispatch locations to a Perspective site.

12. **Optional:** If you want to create a visual alert for a location:

    a. Select **Default** or **High Contrast** from the **Theme** dropdown menu.

Ensure the visual alert theme matches the theme selected in **User Settings**, otherwise you won't be able to see your changes.

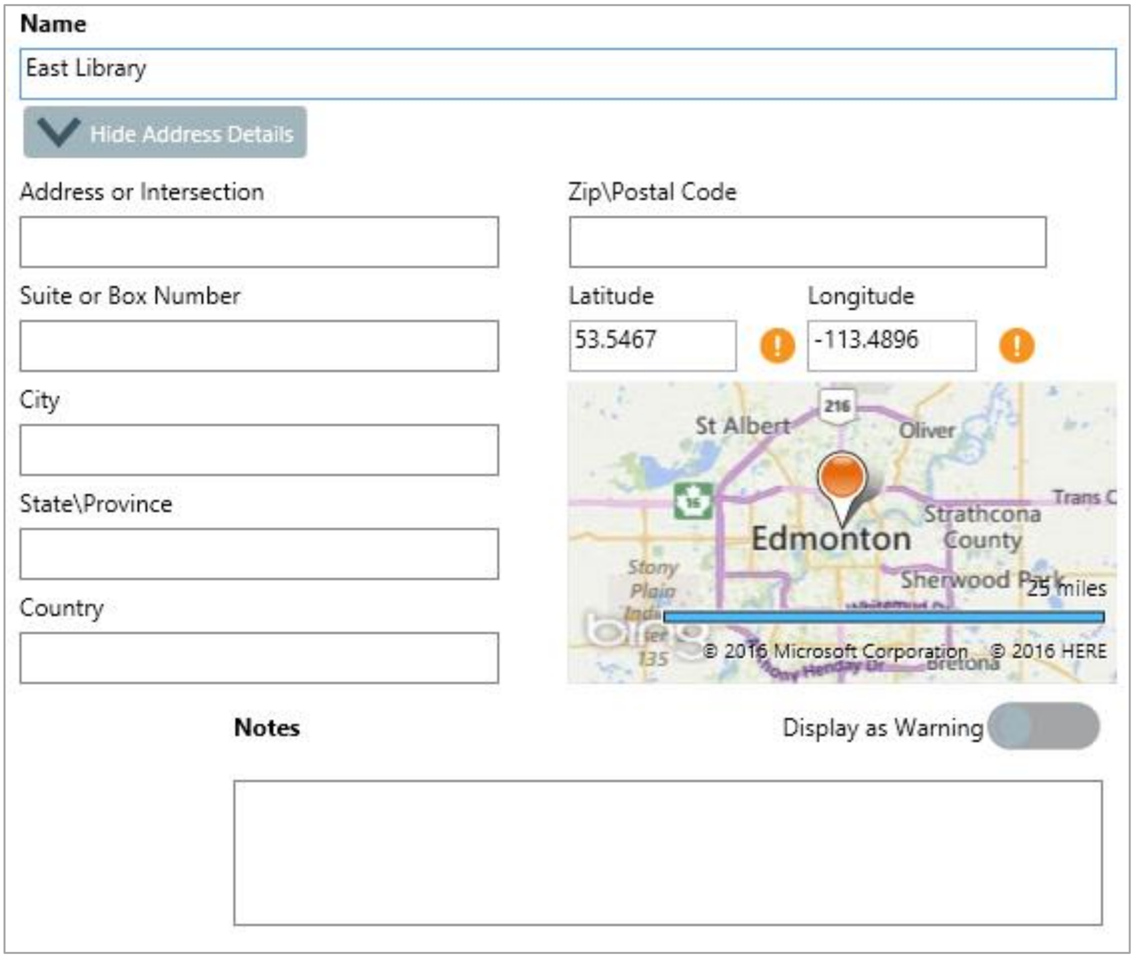
    b. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

c. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes if you want to add more font styles.

Method #2:

1. Click **Settings >** **Locations.**
2. Click the **Create** icon in the pane to the left.
3. Enter a name for the location in the **Name** field.
4. Click **Address Details**.
5. **Optional:** Enter the street address in the **Address or Intersection**, **Suite or Box Number**, **City**, **State/Province**, **Country**, and **Zip/Postal Code** fields.
6. Enter the exact **GPS coordinates** in the **Latitude** and **Longitude** fields. Dispatch will enter default coordinates when a new location is created, but the record will **not** be saved until unique coordinates are entered. When unique coordinates have been entered and validated by the application, the icon will appear next to the **Latitude** and **Longitude** fields.

> If you're linking the location to a Perspective site rollup as in step 11 below, it's recommended the coordinates saved in the Dispatch location match the coordinates saved to the Perspective site, wherever possible. Doing so will help ensure data integrity when using the Map in Perspective.

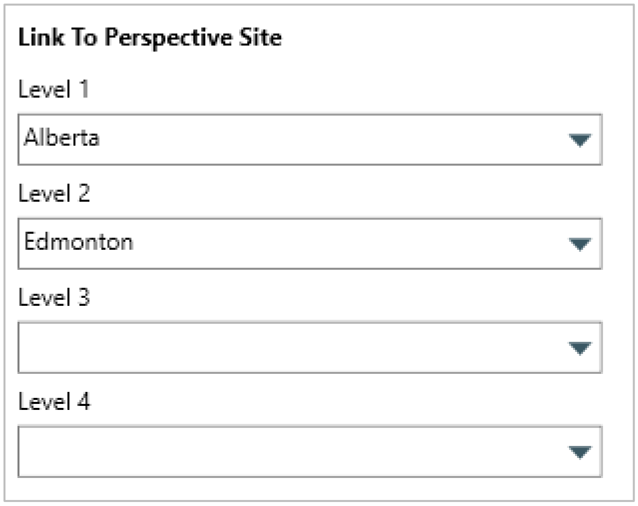


*The **Address Details** screen, indicating in the **Latitude** and **Longitude** fields that unique GPS coordinates have not yet been entered.*

7. **Optional:** Click the icon to add an image of the location.

8. **Optional:** Enter notes about the location in the **Notes** field. If you want these notes to display as a warning when a dispatch is created, click the icon next to **Display as Warning.**

9. **Optional:** To link this location with the Site rollups in Perspective, use the hierarchical **Level** dropdown menus. If a Perspective site is selected, closed dispatches at this location will automatically populate certain fields in the **Location** section of the activity record in Perspective. Whether or not you choose to link this location to a Perspective site, location information will still appear in the **Description** section of the activity along with the location's street address details, which are automatically transferred to the address fields.



*The **Link To Perspective Site** section.*

If your organization tracks or analyzes activity data by site in Perspective, it's recommended that you link your Dispatch locations to a Perspective site.

10. **Optional:** If you want to create a visual alert for a location:

    d. Select **Default** or **High Contrast** from the **Theme** dropdown menu.

Ensure the visual alert theme matches the theme selected in **User Settings**, otherwise you won't be able to see your changes.

    e. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

    f. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes if you want to add more font styles.

Indoor Location Points

Indoor location points allow you to create sites within a larger location (a **master location**) so dispatchers can indicate exactly where an officer should go when dispatched. Generally, the master location is a building while the indoor location point can be as general (e.g. the inside of the building) or as specific (e.g. a particular staircase or room) as you need it to be.

Once indoor locations are created, they appear as clickable pins on the image of the master location or as icons to the left of the image that, once clicked, display the indoor location point.

An indoor location point. Clicking the blue tabs on the top left will display a previous location and clicking an indoor location name to the left or a pin on the image will display the indoor location, where you may continue to create more indoor location points as necessary.

For more information about locations and indoor location points, see the **Dispatch 5.0: What Are Locations?** article on our Resolver Support site.

To create an indoor location point:

1. Click **Settings > Locations.**

2. Create a **new location** or select a previously saved location by clicking to select it from the pane to the left. This will be the master location.

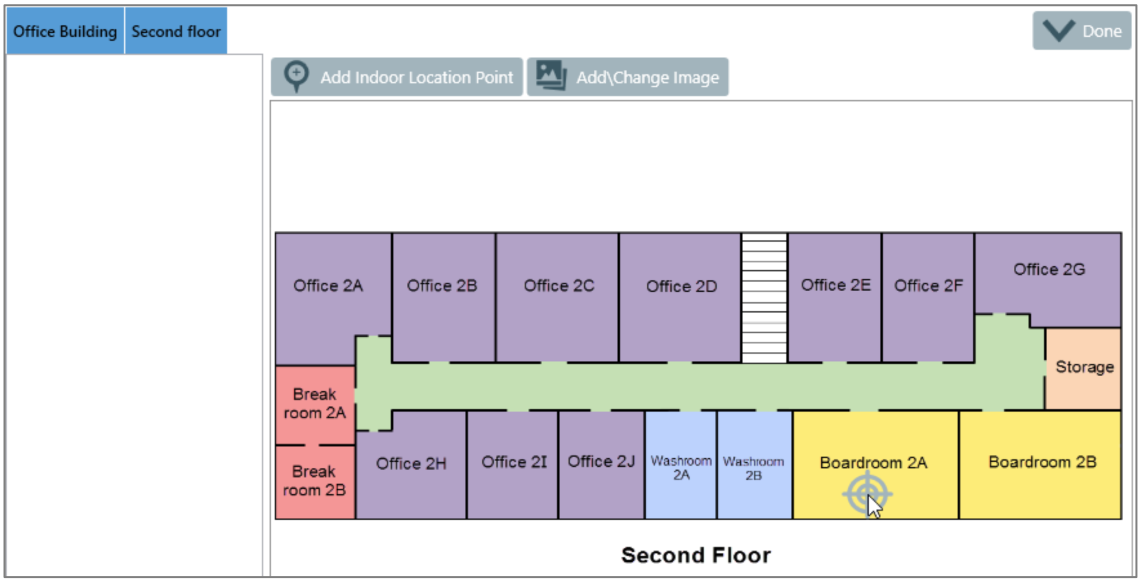
3. Click **Add Indoor Location**.

4. If not already uploaded, locate the image file of the master location (such as a photo of the exterior of the building or a blueprint) and click **Open** to upload it.

You must upload a photo, map, floor plan, or blueprint of each location, including the master location, when creating indoor location points.

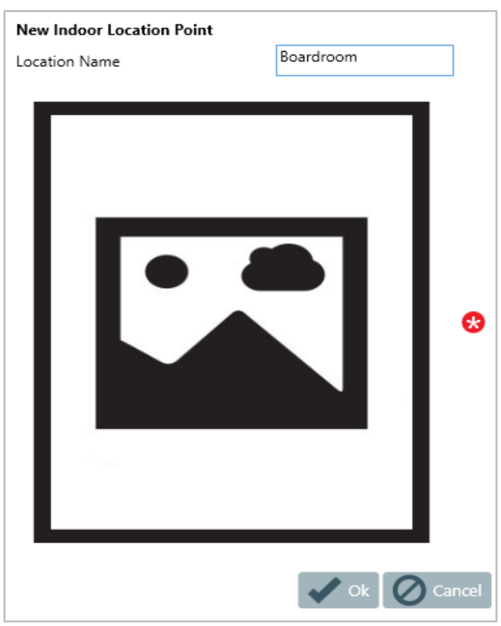
5. Click **Add Indoor Location Point**.

6. Click on an area in the uploaded image to place a pin for the new indoor location.



Using the cursor to select an indoor location point.

7. Enter a name in the **Location Name** field.



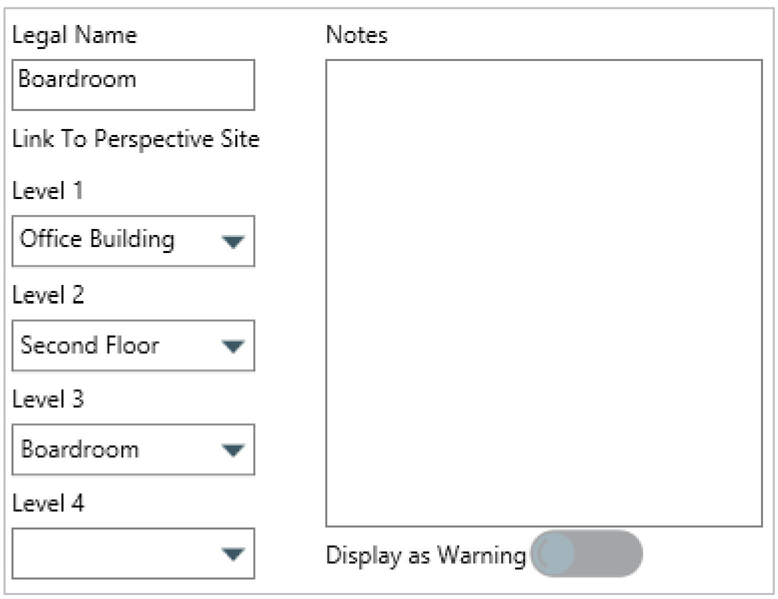
The screen that appears after placing a pin to create a new indoor location point.

8. Click the icon to upload an image of the location.

9. Click **OK**.

10. **Optional:** Enter notes about the location in the **Notes** field. If you want these notes to display as a warning when a dispatch is created, click the icon next to **Display as Warning.**

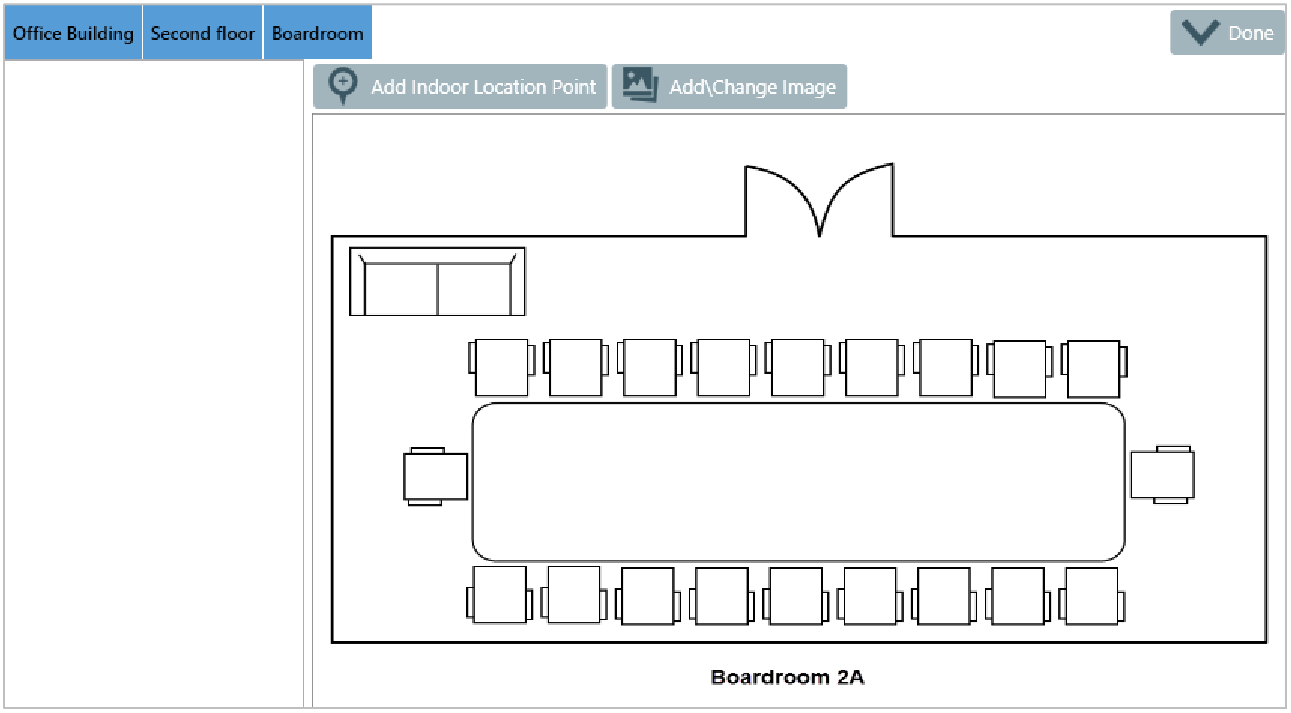
13. **Optional:** To link this indoor location with a site rollup in Perspective, use the hierarchical **Level** dropdown menus to select the site. If a Perspective site is selected, closed dispatches at this location will automatically populate site rollup information in the activity record in Perspective. Whether or not you choose to link this location to a Perspective site, location information will still appear in the **Description** section of the activity along with the location's street address details, which are automatically transferred to the address fields.



*The **Link To Perspective Site** section of a new indoor location point.*

11. Repeat steps 1-11 as needed to continue creating more indoor locations points.

12. Click **Done** when finished.



The new indoor location point.

Edit or Delete a Location

A location's address details cannot be edited nor can a location be deleted if it's associated with an active officer, task, or dispatch.

Additionally, if a location is associated with a closed dispatch (or its task), that location's address can't be edited nor can the location be deleted until the dispatch is no longer displayed on the **Closed** panel. To specify how long closed dispatches will appear on the panel, see **Configure the Closed Dispatches**.

To edit or delete a location:

1. Click **Settings >** **Locations**.
2. Select the location from the pane to the left or enter search terms, such as location's name or address, into the **Search** field, then click to select it.
3. To edit or delete an indoor location point:
    a. Click **Indoor Location Points**.
    b. Select the location point you want to edit by clicking its pin or its name in the pane to the left.

c. Click **Add/Change Image** to upload a new image of the location point.

d. Make any changes to the **Legal Name**, **Levels** (links to a Perspective site), **Notes**, or **Display as Warning** as needed.

e. To delete the indoor location point, click icon then click **Yes** to confirm.

4. To edit or delete a master location:

a. Make any changes to the **Address Details**, **Notes**, **Display as Warning**, **Levels** (**link to a Perspective site**), or **Visual Alerts**, as needed.

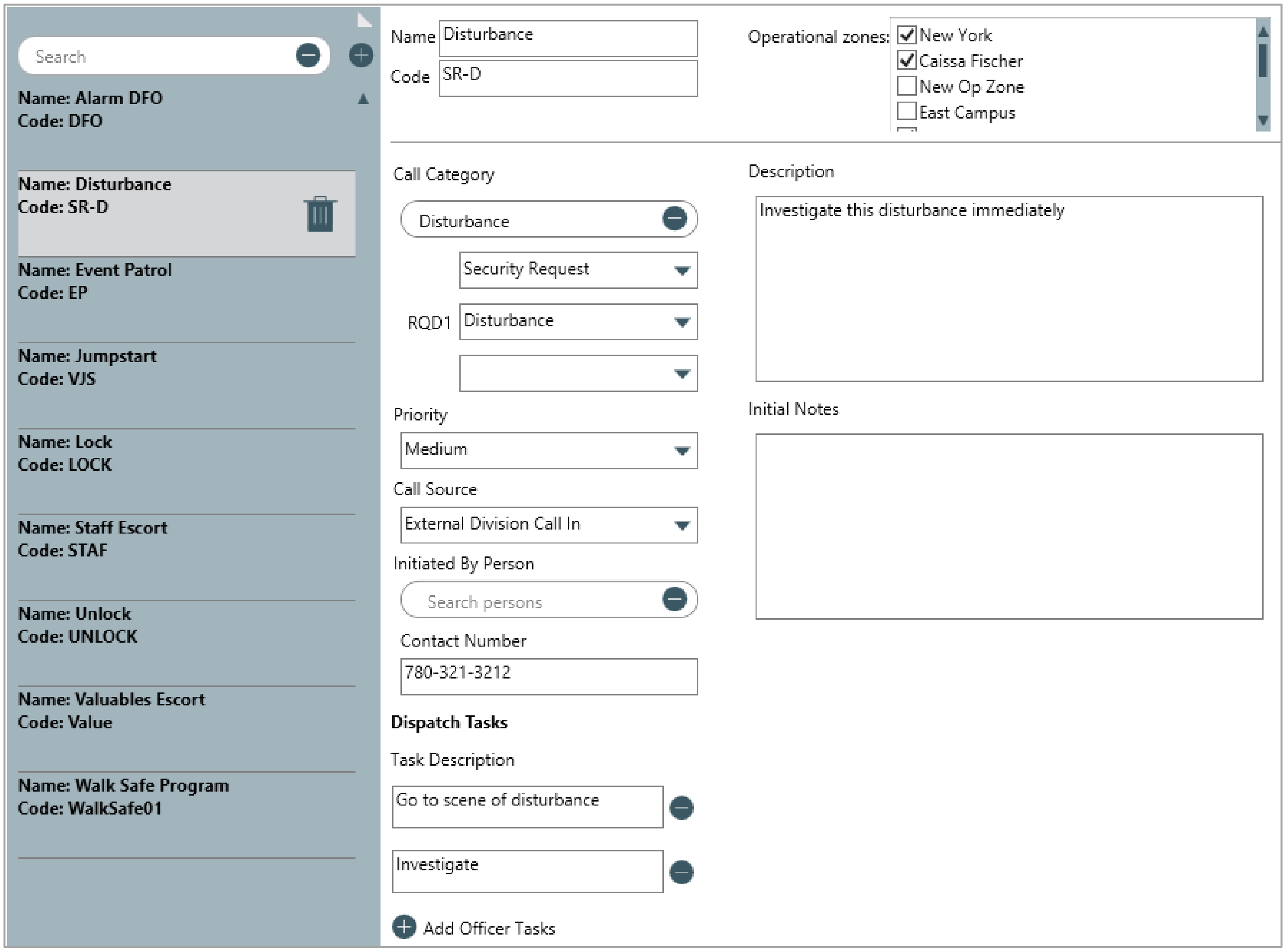
b. To change or upload an image, click the icon.

c. To delete the master location, click icon then click **Yes** to confirm.

Deleting a **master location** will also delete any **indoor location points** saved to that location.

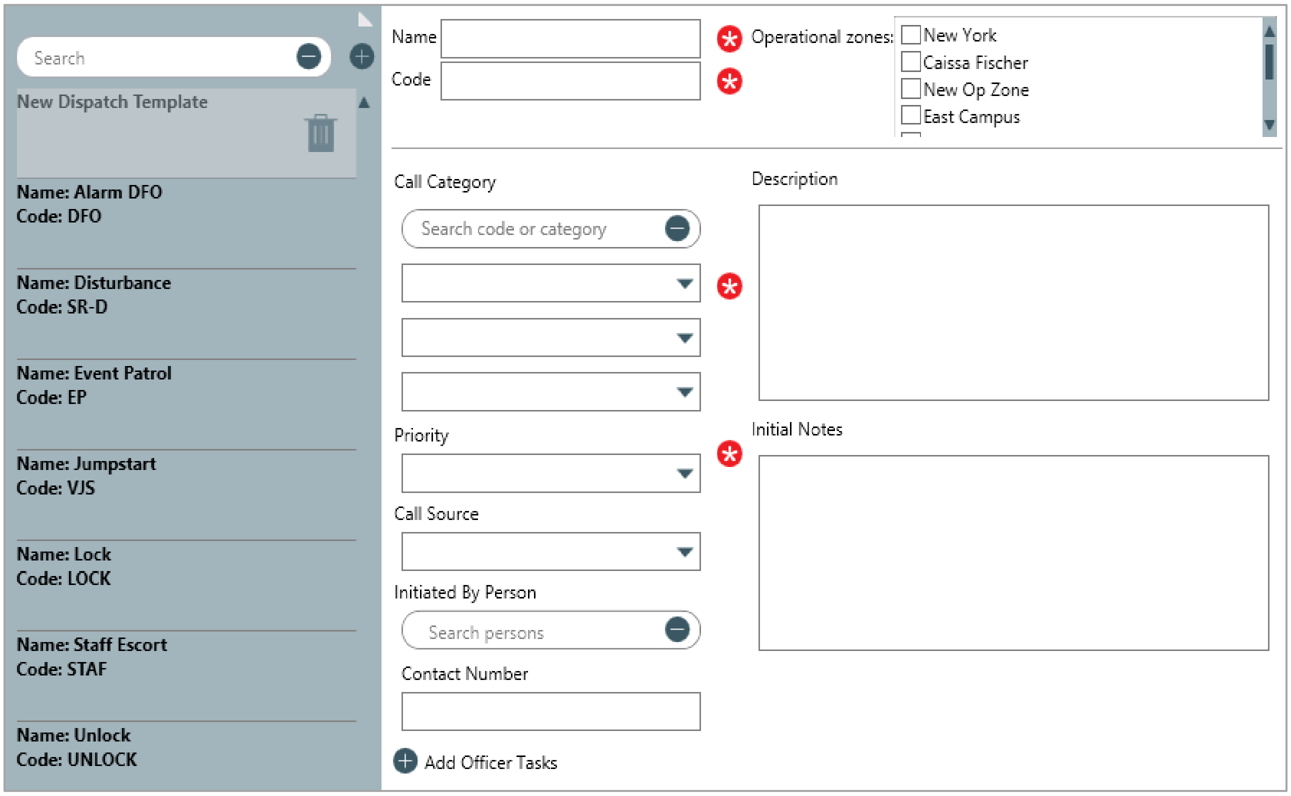
Templates

Templates are designed to save time by auto-completing fields for common or time-sensitive dispatches. Once a template is saved, a dispatcher can search by its name or code and, once selected, the fields from the template are automatically entered into the new dispatch.



*The **Template** settings displaying a previously created template.*

Create a New Template



A new blank template.

To create a new template:

1. Click **Settings >** **Templates**.
2. Click the **Create** icon in the pane to the left.
3. Enter a name for the template (e.g. Alarm) in the **Name** field.
4. Enter a code in the **Code** field. The code may contain letters, numbers, or special characters and can be used to search for the template when creating a new dispatch.
5. Select the operational zone(s) for this template.

If no operational zone is selected, the template will remain inactive.

6. Enter search terms in the **Call Category** field or use the dropdown menus below this field to select the call categories.

7. Select a priority from the **Priority** dropdown menu.

8. **Optional:** Enter a description of the dispatch or any notes in the **Description** field.

9. **Optional:** Enter any notes about the dispatch in **Initial Notes** field to create the first message that will appear in the dispatch-related conversation. Dispatch-related conversations are created automatically for new dispatches and appear in the **Messages** panel.

10. **Optional:** Select a call source in the **Call Source** dropdown menu.

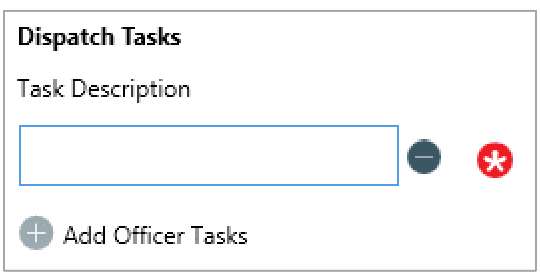
11. **Optional:** Enter search criteria to select the user who will initiate the dispatch in the **Initiated By Person** field and/or enter a phone number for that person in the **Contact Number** field.

12. **Optional:** To create officer tasks:

    a. Click the icon beside **Add Officer Tasks** to show the **Dispatch Tasks** section.

    b. Enter a description in the **Task Description** field.

    c. Click the icon to create more tasks as needed.



*The **Dispatch Tasks** section.*

For greater flexibility when creating a dispatch, any information entered or tasks created in a template may be overwritten by the dispatcher as needed.

Edit or Delete a Template

To edit or delete a template:

1. Click **Settings** > **Templates**.
2. Locate the template from the pane to the left or enter search terms, such as the code or name of the template, into the **Search** field.
3. Click the template to select it.
4. Make your changes to any of the fields as needed.
5. Click the icon next to **Add Officer Tasks** to create new tasks or click the icon next to a task to delete a task.
6. To delete a template, click icon next to the name of the template then click **Yes** to confirm.

> Deleting a template will also delete the information and tasks entered into that template.

Glossary

TERM	*DEFINITION*
Administrator	The Dispatch user who has the rights and privileges to configure the settings for visual alerts, zones and teams, officers, users etc.
Call Category	The type of dispatch (e.g. Emergency, Burglar Alarm, Security Request, etc.).
Call Sign	A pre-determined code assigned to an officer once he or she comes on duty to make the officer easily identifiable to the dispatcher. Call signs are configured in by your Perspective administrator.
Dispatch	An event or series of events with which security personnel may become involved. When a dispatch has been closed, its record is transferred to Perspective's Data Forms as an activity.
Indoor Location Point	A location saved within in a larger location (a **master location**). For example, an indoor location point could be a meeting room inside an office building, while the office building is the master location.
Master Location	A larger location that contains **indoor location points**. For example, an office building may be a master location, while the meeting rooms in the office building are the indoor location points.
Officer	A member of your organization's security team that completes dispatch-related tasks.
Officer Alert	A setting that determines amount of time a dispatched officer has to respond to a dispatch once he or she reaches a certain status (e.g., On Route, On Scene, etc.) or based on location and/or priority. Once activated, the Officer Alert will show a timer in the **Officers** panel that displays the amount of left to respond or the amount of time that has passed since the Officer Alert time expired.
Off Duty	When an officer is no longer working and is unavailable to be dispatched or assigned tasks. Dispatchers can remove officers from duty via the **Officers** panel.
On Duty	When an officer is working and is available to be dispatched or assigned tasks. A dispatcher can bring an officer on duty through the **Officers** panel.

Operational Zone	A large area within your organization assigned to an officer and/or dispatcher (e.g. the East Campus at a university). Once an operational zone is assigned to an officer, a **Work Zone** must then be assigned to further specify where the officer will be working.
Perspective Site Rollups	The hierarchical list in Perspective that contains the sites. New and existing sites will appear in Dispatch as search results when searching for locations in various panels, but sites are not saved as locations unless they are properly configured in Perspective then selected as the location of a new dispatch from the **Create Dispatch** panel.
Priority	The level of importance assigned to a dispatch (e.g. High, Low or Normal). Priorities are created in Dispatch, but linked to the priorities created in Perspective.
Regulated Time to Act	Known as **RTA** for short, a Regulated Time to Act alert determines the amount of time a dispatcher has to react to and modify an activity when the dispatched officer reaches a certain Status (e.g., On Route, On Scene, etc.), location and/or priority. Once activated, the RTA will display a timer in the **RTA** column of the **Dispatches** panel that displays the amount of time left to respond to the dispatch or the amount of time that has passed since the RTA expired.
Reviewer	A user who can view the details of the dispatches in his or her assigned operational zone, as well as send and receive messages, but cannot create a new dispatch or perform any other actions.
Scheduled Activity	A dispatch that will take place sometime in the future. Scheduled activities can be created for a one-time event or can configured to recur daily, weekly, monthly, or yearly.
Standard Operating Procedure (SOP)	A set of rules or procedures that must be followed under specific circumstances. SOPs provide a brief description of the procedures and a checklist for the officer to follow and can be assigned to a dispatch based on Call Category, Location, and/or Status. SOPs are created and configured in Perspective.
State	The current status of an officer, which appears in the **Status** column of the **Officers** panel.
Team	A group of officers assigned to work in specific **work zones.**

Work Zone	A specific area within the **operational zone** where **teams** of officers are assigned to work (e.g., the cafeteria [work zone] of the East Campus [operational zone] of a university).
Zone(s)	The area(s) of responsibility in your organization. Zones are segmented into **operational zones** which are the larger areas in your organization then **work zones**, which are the smaller areas where officers are assigned to work.

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