RESOLVER

DISPATCH USER'S GUIDE

April 2016

Table of Contents

Introduction

Welcome to Dispatch™, an application designed specifically for dispatchers by providing 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, where it can be edited or analyzed further.

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

Before You Begin

Who Should Use This Guide

The **Dispatch User's Guide** is for users performing day-to-day dispatching functions. For more information on configuring the dispatch administrative settings, see the **Dispatch Administrator's Guide**.

Notes, Tips & Warnings

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

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

Login

Logging In

Your administrator can provide you with the **Perspective Services** URL, your username and password, as well as any **Database** and **Business ID** information.

If your 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.

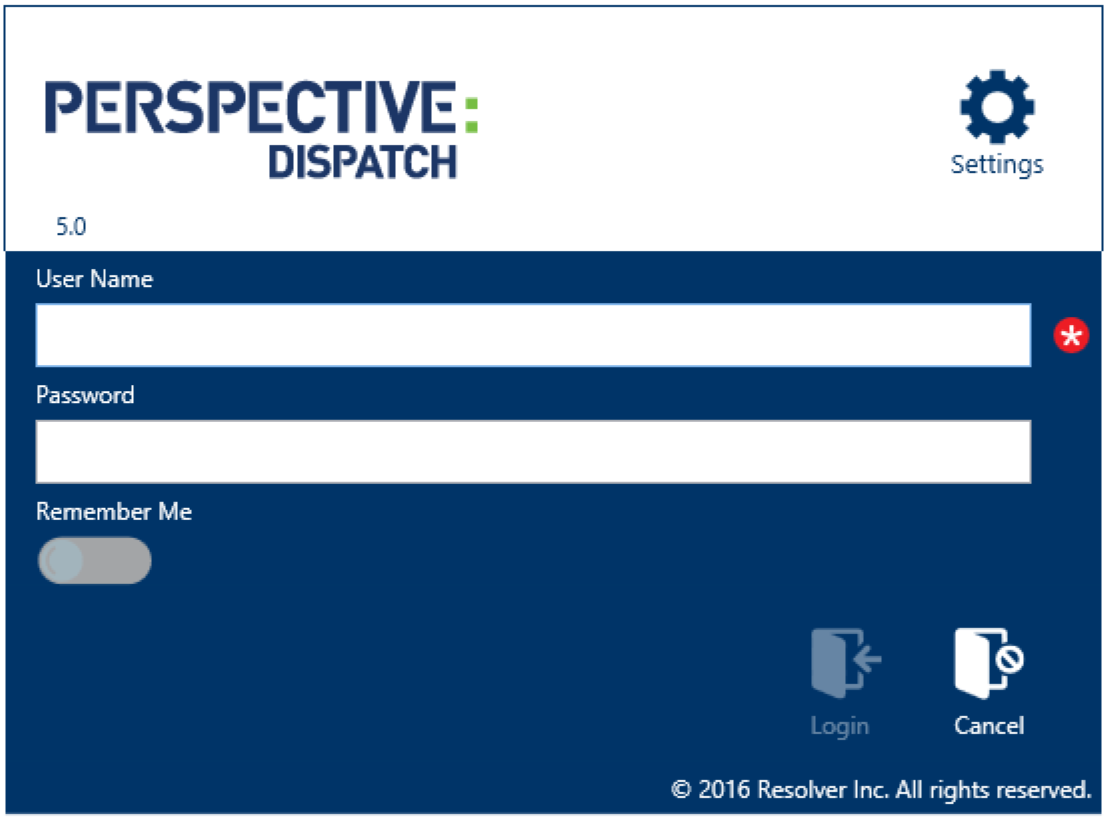
   d. Click **Close**.

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.**

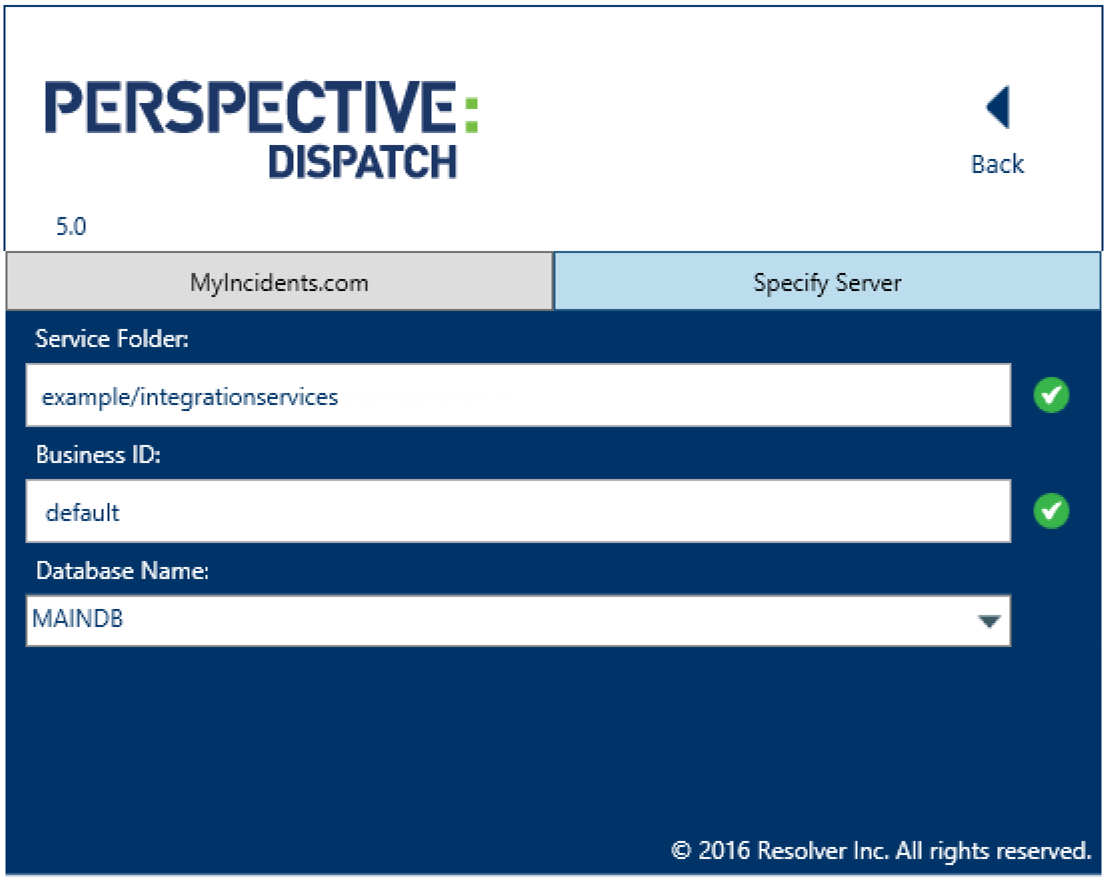
The icon indicates that valid information has not yet been entered into mandatory fields. When the required information has been validated, the will appear next to the fields.

- **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.*

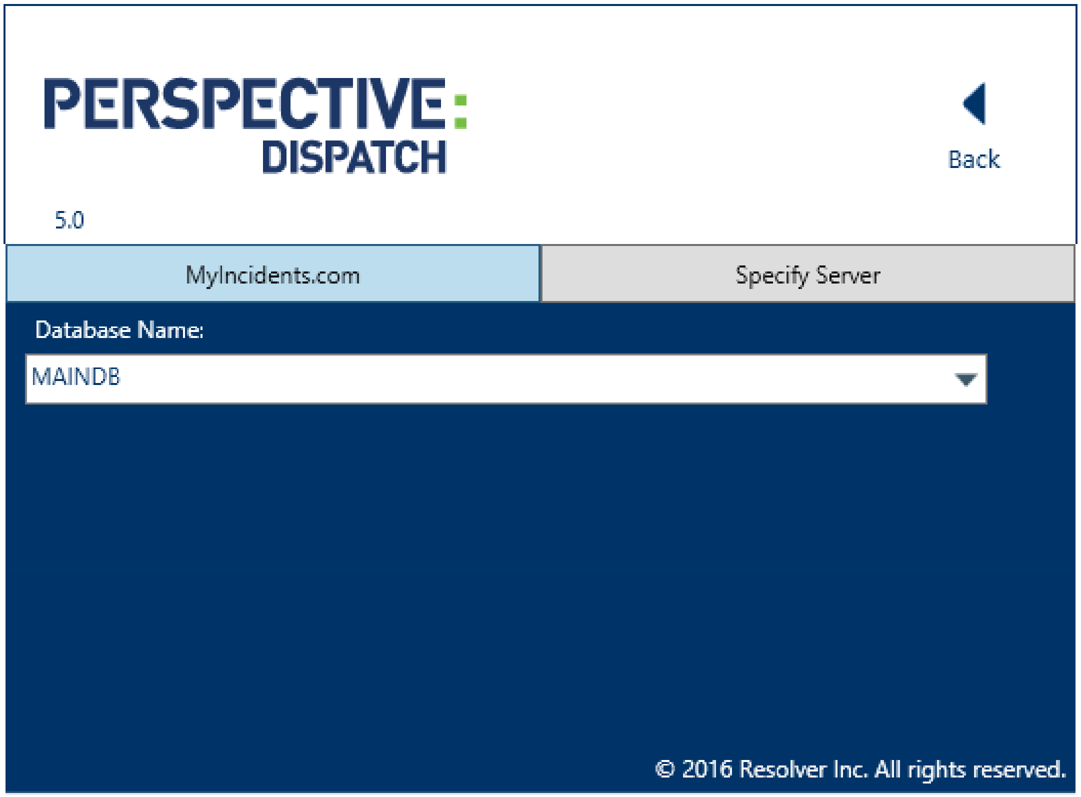
   iv. Select the database from the **Database Name** dropdown menu.

   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.

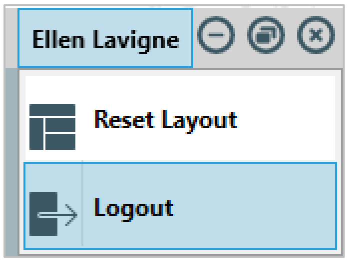
Windows Authentication is **not** supported.

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.**



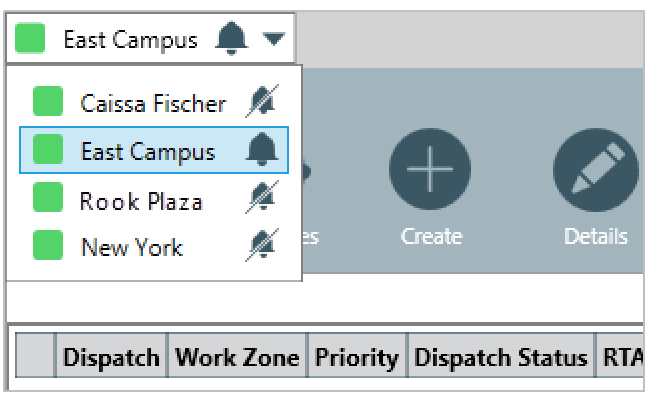
*The **Logout** function at the top right corner of the home screen.*

Switching Operational Zones

If your administrator has given you access to more than one operational zone, you can switch between zones.

To switch between operational zones:

1. Click the operational zone dropdown menu in the top left corner of the home screen.

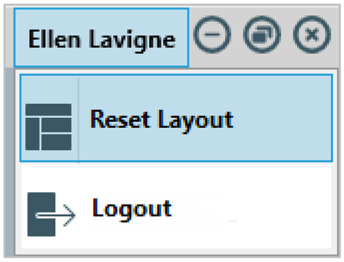


*The **operational zone dropdown** menu.*

2. **Optional:** To turn on notifications for any operational zones you're not currently working in, click the icon next to the operational zone. To turn notifications off, click the icon.

3. Click the name of the operational zone you want to switch to.

4. If you want to refresh the panels on the home screen to display data from the newly selected operational zone, click your user name in the top right corner of the home screen, then click **Reset Layout**.



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

If you don't reset the layout, you can continue to view the prior zone's data on the home screen, but still get data from the newly selected zone by opening the panels in the ribbon. For example, if you were working in the East Campus operational zone, but switched to South Campus without resetting the layout, the home screen would continue to show East Campus data, but you could view the active dispatches for South Campus by opening **Dispatches** from the ribbon.

Arranging the Panels

You can rearrange the panels on the home screen by dragging and dropping the panel in the location of your choosing. You can also select the **Floating**, **Dockable**, **Auto Hide**, or **Hide** option for by clicking the ▼ icon in the top left of the panel.

If needed, you can open all panels in Dispatch (except for **Settings**) and arrange them on your home screen (dockable) or view them separately (floating). To return the home screen to its default layout, click your username in the top right of the window then click **Reset Layout**.

User Types

There are currently four available user types in Dispatch:

- **Administrator:** A user who can create and configure users, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a **dispatcher**.

- **Dispatcher:** A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, **create new locations**, and manage user settings.

- **Officer:** A member of your organization's security team who is assigned tasks and dispatched to activities. If given login credentials, these users can log into the application as a **dispatcher**.

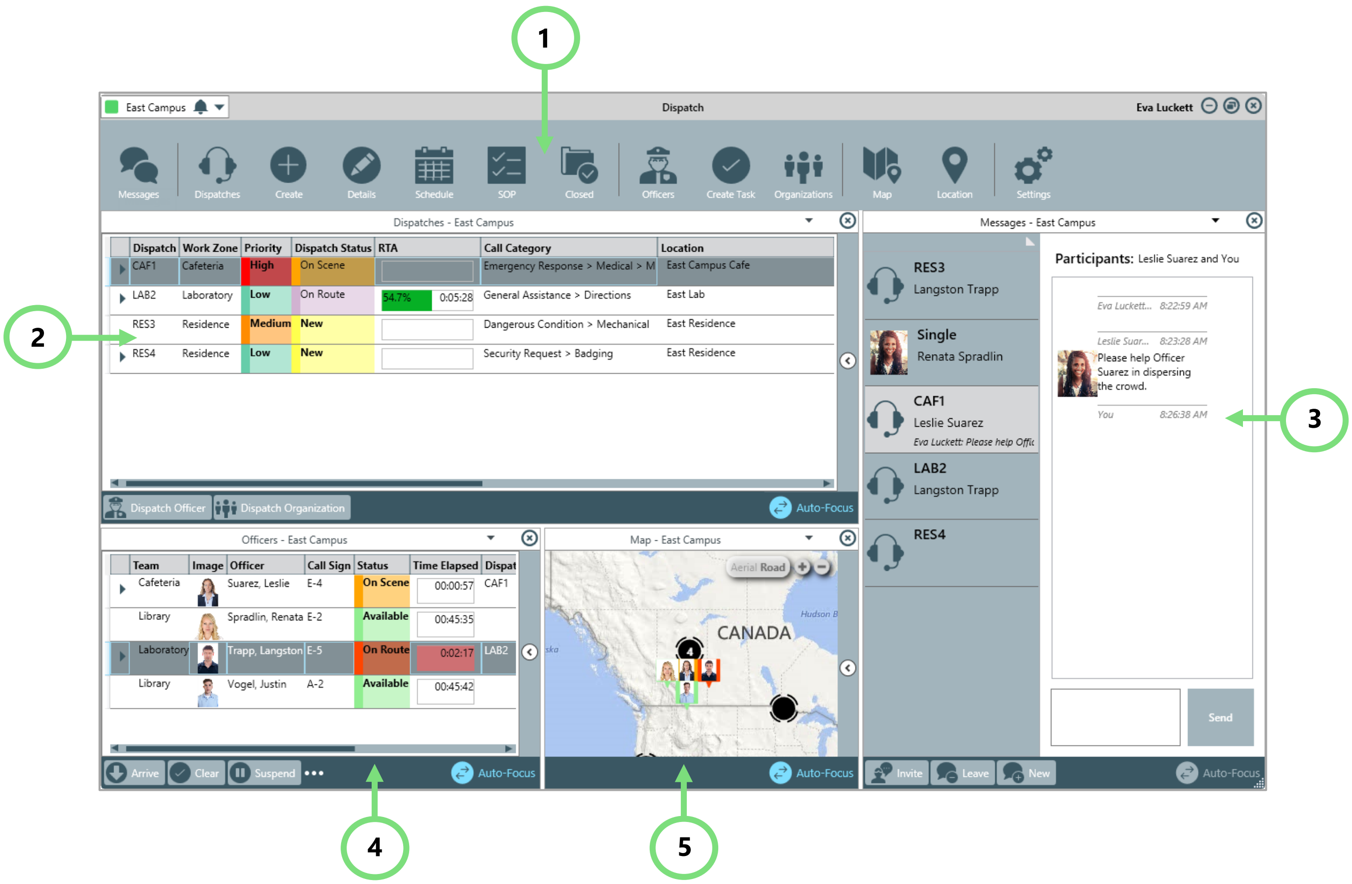
- **Reviewer**: A user who can view all the panels (except for **Create** and **Create Task**), but cannot create or modify any dispatches, tasks, or any information contained in the panels.

Your administrator is responsible for creating and configuring user profiles.

User Interface

Dispatch Home Screen

The Dispatch **home screen** (the main working area within the application) includes a ribbon with quick access to the most common functions, along with a number of panels, including Dispatches, Officers, Maps, and Messages**.**



The Dispatch home screen.

1. The Ribbon

The ribbon provides quick and easy access to all the major functions available in Dispatch, including:

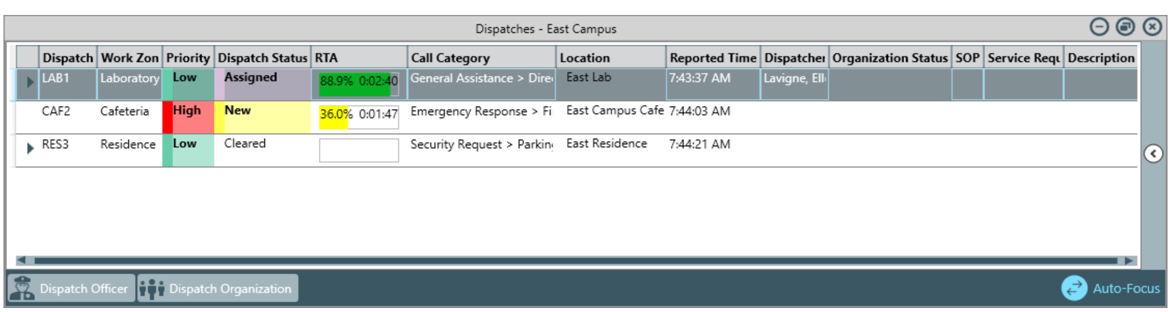
ICON	*FUNCTION*
East Campus	Allows you to select another operational zone to work in and turn notifications on or off for other operational zones. Your administrator is responsible for granting you access to alternate operational zones.
Messages	Opens the **Messages** panel, where you can have dispatch-related or personal conversations with other dispatchers.
Dispatches	Opens the **Dispatches** panel and displays the information for all active dispatches, including the dispatch number, work zone, priority, status, RTA, category, and location.
Create	Opens the **Create** panel where you can create a new dispatch and officer tasks.
Details	Opens the **Details** panel and displays the details of a selected dispatch in the **Dispatches** panel, including the category, location, priority, call source, status, tasks, logs, attachments, and messages.
Schedule	Opens the **Schedule Dispatch** panel to create or edit a scheduled dispatch and displays all previously saved scheduled dispatches in a list or on a daily, weekly, or monthly calendar.
SOP	Opens the **SOP** panel and displays a **standard operating procedure (SOP)** for a selected dispatch and allows you to send dispatch-related emails to others in your organization. If the selected dispatch does not have an SOP associated with it, the panel will not display any SOP or email data.
Closed	Opens the **Closed Dispatch** panel and displays the details of recently closed dispatches, including their Perspective activity numbers. Closed dispatches will remain in this panel for a pre-set amount of time determined by your administrator.
Officers	Opens the **Officers** panel and displays information for all on duty officers, including the team, name, call sign, status, last known location, and any assigned tasks.
Create Task	Creates a new officer task for a selected dispatch in the **Dispatches** panel.

ICON	FUNCTION
Organizations	Opens the **Organizations** panel and displays a list of available organizations that can be quickly dispatched to an activity. You can also view and manage any tasks assigned to those organizations.
Map	Opens the **Map** panel and displays the locations of officers, dispatches, tasks, and previously saved locations.
Location	Opens the **Location** panel that displays a summary of all the current activities at the location of a selected dispatch in the **Dispatches** panel.
Settings	Opens the **Settings** panel where you can select a theme and default location, as well as configure the notification settings.
Ellen Lavigne	The name of the currently logged in user. Clicking your username will show the **Reset Layout** option that refreshes/resets the panels and **Logout** to log out of the Dispatch application.
	Minimizes the application.
	Maximizes the application.
	Closes the application.

2. Dispatches

This panel displays a summary of active dispatches. You can double-click an activity to open the view its details or single-click a dispatch then click certain icons in the ribbon, such as **Details**, **SOP**, **Create Task**, or **Location** to perform additional actions.

To open **Dispatches** in a floating panel, click **Dispatches** in the ribbon.



*The **Dispatches** panel.*

The columns in the **Dispatches** panel display details about the current activities. Clicking on any of these columns (except **Reported Time**) will arrange the dispatches alphabetically by the information contained in those columns. These columns include:

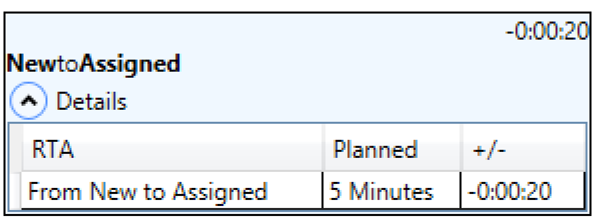
- **Dispatch:** The dispatch's number. This number is automatically assigned to a dispatch once the record has been created.

- **Work Zone:** The area within the **operational zone** where the dispatch is occurring. An **operational zone** is a large area within your organization and work zones are smaller areas within the operational zone where the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the work zones within that campus.

- **Priority:** The level of urgency/importance of a dispatch (e.g. High, Medium, or Low).

- **Dispatch Status:** The status of the dispatch, which can be **New**, **Unassigned**, **Assigned**, **On Route**, **On Scene**, and **Cleared**.

- **RTA:** Short for **Regulated Time to Act,** this column displays a timer that indicates the amount of time a dispatch has change the status on a specific type of dispatch. If the appropriate status change hasn't occurred in the time allowed, the timer will flash red and begin counting the amount of time that's passed since the RTA expired. Hovering your cursor over this column then clicking the icon will reveal the **RTA Details** window. In this window, the **RTA** column displays the RTA criteria, **Planned** indicates the time allowed, and the **+/-** column indicates the time left or how much time has passed since the RTA expired. If no RTA has been created for the dispatch, this column will be blank.



*The **RTA Details** window.*

- **Call Category:** The type of dispatch, (e.g. Burglar Alarm, Theft, Emergency, etc.).

- **Location:** The location of the activity.

- **Reported Time:** The time and date the activity was created. Clicking this column will arrange the dispatches by the date/time the dispatch was created.

- **Dispatcher:** The name of the dispatcher who created the activity and/or officer tasks.
- **Organization Status:** The status of an organization dispatched to the activity, including **Responding**, **On Scene,** or **Cleared**.
- **SOP:** Indicates if a dispatch has a **Standard Operating Procedure (SOP)** associated with it by displaying the icon. Clicking this icon will open the **SOP** panel.
- **Service Requests:** Indicates if a dispatch has received a request from an organization to complete a dispatch-related task by displaying the icon. Clicking this icon will open the service request details.
- **Description:** A description of the dispatch.

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

ICON	*FUNCTION*
Dispatch Officer	Dispatches an officer on the selected dispatch and creates a non-specific task with a **Respond and assist** description. This icon appears after clicking a dispatch to select it.
Dispatch Organization	Dispatches an organization on the selected dispatch. This icon appears after clicking a dispatch to select it.
Assign Officer	Assigns an officer to a specific task. This icon appears after clicking the icon next to a dispatch and selecting an **Unassigned** task.
Close	Closes a selected dispatch. Dispatches with uncleared tasks **cannot** be closed.
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, which include **Work Zone**, **Dispatch Status**, **Priority**, or **Organization Status**. Click the arrow icon again to close the filter options.
	This arrow appears next to a dispatch when there are officer and/or organization tasks for that dispatch. Clicking this icon will reveal the tasks and allow you to change their statuses.

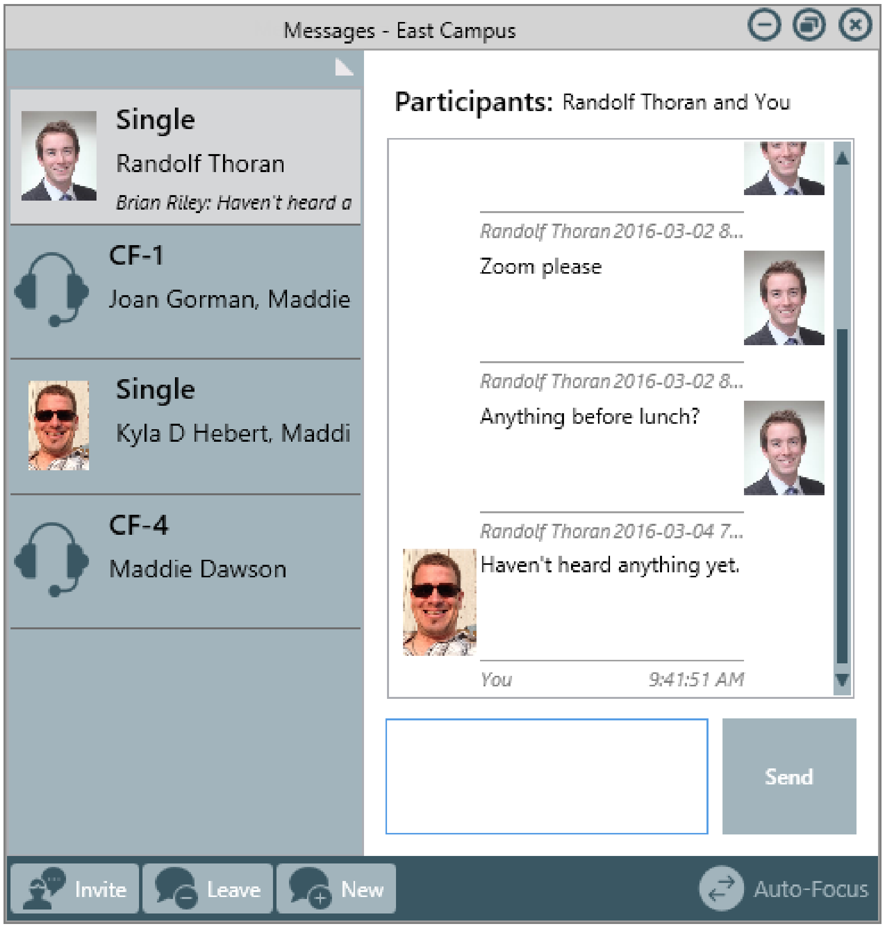
ICON	*FUNCTION*
Clear	Changes the status of **On Scene**, **On Route**, **Assigned**, or **Unassigned** tasks to **Cleared**. This icon appears after clicking the icon and selecting a task.
Start	Changes the status of an **Assigned** task to **On Route**. This icon appears after clicking the icon and selecting an assigned task.
Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the icon and selecting a task with an **On Route** or **On Scene** status.
Arrive	Changes the status of **On Route** tasks to **On Scene**. This icon appears after clicking the icon and selecting a started task.
Auto-Focus	When **auto-focus** is enabled in the **Dispatches** panel, a dispatch will automatically be highlighted when a dispatch or task item is clicked on the **Map** or an officer task is selected in the **Officers** panel. Additionally, if open, the selected dispatch's details will appear in the **Details** window. This icon appears greyed out when auto-focus is disabled.
▾	Allows you to choose if the panel is floating, dockable, or hidden. Selecting **Auto Hide** will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
⊗	Closes the panel.

3. Messages

The **Messages** panel contains all open conversations between you and other dispatches. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number.

Conversations that are not related to a dispatch (personal conversations) may also be created in this panel.

To open **Messages** in a floating panel, click **Messages** in the ribbon.



*The **Messages** panel.*

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

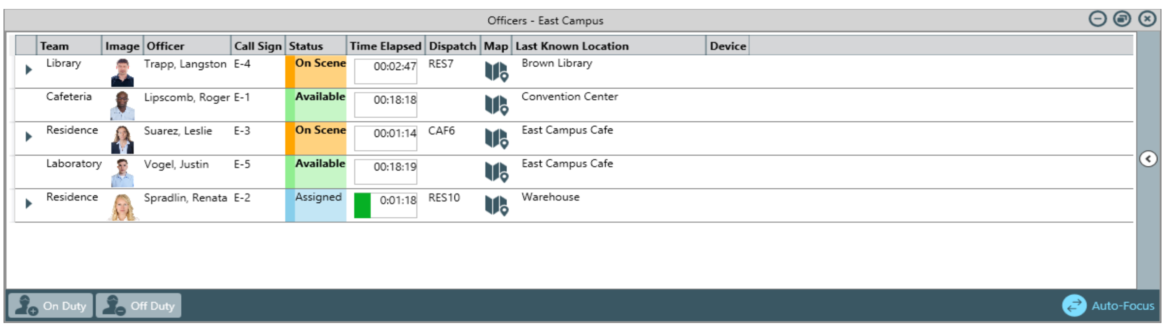
ICON	*FUNCTION*
Invite	Invites another user to an existing conversation. This icon appears when an existing conversation is selected in the panel.
Leave	Removes you from a conversation and deletes the conversation from the panel. This icon appears when a conversation is selected in the panel.
New	Creates a personal conversation (a conversation that hasn't been automatically created with a dispatch).
Auto-Focus	When **auto-focus** is enabled in this panel, a conversation will automatically be highlighted when the associated dispatch is selected in the **Dispatches** or **Map** panel. This icon appears greyed out when auto-focus is disabled.

ICON	*FUNCTION*
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting **Auto Hide** will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

4. Officers

The **Officers** panel lists all on-duty officers and allows you to set their states and locations, reset alerts, and take officers on or off duty.

To open **Officers** in a floating panel, click **Officers** in the ribbon.



*The **Officers** panel.*

The columns in this panel display important details about the officers. Clicking on any of these columns (except **Image**, **Map**, or **Device**) will arrange the officers alphabetically by the information contained in those columns. These columns include:

- **Team**: The officer's assigned team. Officers are assigned to teams when they're brought on duty.
- **Image:** An uploaded image of the officer. If no image has been uploaded to the officer's profile by your administrator, the icon will appear in this column.
- **Officer:** The officer's name.
- **Call Sign:** The code assigned to the officer. Call signs are assigned to officers as they're brought on duty.

- **Status:** The status of the officer (e.g. Available, Assigned, Busy, Break).

- **Time Elapsed:** The amount of time an officer has been in their current status. Hovering your cursor over this column icon will reveal the **Officer Alerts Details** window. In this window, the **Status** column displays the alert criteria, **Planned** indicates the time allowed, **End Time** is when the alert is due to expire or the time it expired, and the **+/-** column indicates the time left or how much time has passed since the alert expired. If no officer alert has been created for the officer's current status, this column will display a timer only.

Officer Alerts Details

Status	Planned	End Time	+/-
OnRoute	15 Minutes	2016-03-30 1:42:28 PM	-0:05:43

*The **Officer Alert Details**.*

- **Dispatch:** The dispatch number of an assigned dispatch. If the officer hasn't been assigned a dispatch, this column will be blank.

- **Map:** If the icon appears in this column, the officer's **last known location** is a location is a saved location in Dispatch. Clicking this icon will open a map that is focused on the officer's location.

- **Last Known Location:** Displays the last known location of the officer.

- **Device:** Refers to a future feature. Please disregard for now.

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

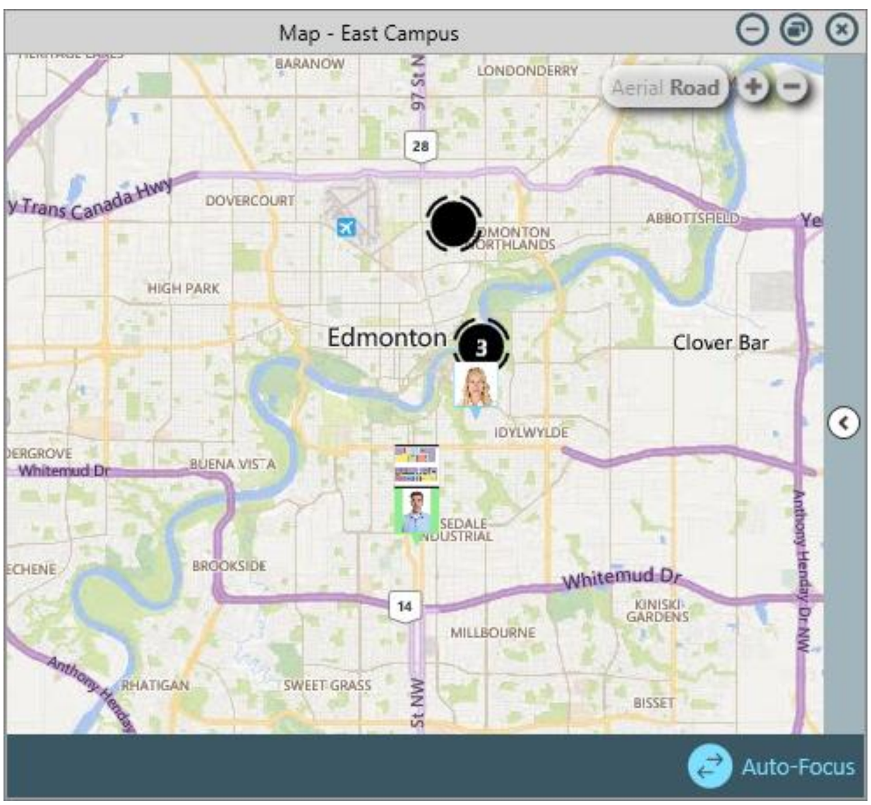
ICON	*FUNCTION*
Set State	Allows you to choose the status of the selected officer (e.g. Available, Break, Busy, etc.).
Set Location	Allows you to select a saved location for an officer by entering a search term or by clicking the icon to select a location from the map. After selecting a location, the map icon will appear in the **Map** column and the selected location will appear in the **Last Known Location** column.
Reset Alert	Resets the timer or officer alert 00:00:00 in the **Time Elapsed** column.

ICON	*FUNCTION*
On Duty	Opens the **Bring On Duty** window where you can select which officers to bring on duty then choose their teams and call signs. You can also take officers off duty from this window.
Off Duty	Takes an officer off duty. If that officer is assigned to a task, the task's status will revert to **Unassigned**.
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, including **Team** and **Officer State**. Click the arrow icon again to close the filter options.
	Appears next to an officer's name to indicate the officer has been assigned to one or more tasks. Clicking this icon will reveal those tasks and allow you to change the task status.
Start	Changes an officer's status on a task from **Assigned** to **On Route**. This icon appears after clicking the icon next to an officer's name then selecting an **Assigned** task.
Arrive	Changes an officer's status on a task from **On Route** to **On Scene**. This icon appears after clicking the icon next to an officer's name then selecting an **On Route** task.
Clear	Changes a task status to **Cleared** on an **Assigned**, **On Route**, or **On Scene** task. This icon appears after clicking the icon next to an officer's name then selecting a task.
Suspend	Suspends a started task and creates a duplicate task to be completed by the same officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the icon next to the officer's name then selecting a task with an **On Route** or **On Scene** status.
Up	Rearranges an officer task by moving a selected task up in the list. This icon appears after clicking the icon next to an officer's name to reveal the tasks then selecting one task in a group of two or more.
Down	Rearranges an officer task by moving a selected task down in the list. This icon appears only after clicking the icon next to an officer's name reveal the tasks then selecting one task in a group of two or more.

ICON	*FUNCTION*
	When **auto-focus** is enabled, clicking an officer task in the **Dispatches** panel, an officer on the **Map**, or a task on the map will automatically select the associated officer in the panel. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting **Auto Hide** will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

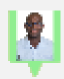
5. Map

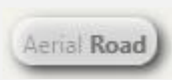
The map provides a visual representation of dispatches, officers, tasks, and saved locations. You can move around the map by clicking and dragging, by clicking the **+** or **–** icons to zoom in or out, or by clicking officer, organization, task, or dispatch pins on the map.



*The **Map** panel.*

You can also perform additional functions by clicking the icons (pins) that appear in the panel. These icons include:

ICON	*FUNCTION*
	Indicates that there are multiple pins in this area that could represent an officer, task, dispatch, and/or location. Zooming in on the map or using the filters to narrow down which pins are displayed will reveal each individual pin.
	A location pin. If a photo is uploaded to that location, a thumbnail will appear in the pin. A number will appear on the pin to indicate the number of dispatches and/or officers currently in this area. Hovering your cursor over this pin will reveal the name of the location, the number of any dispatches and tasks at the location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), and any officers at this location.
	An officer pin. If a photo has been uploaded to that officer's profile, a thumbnail of that image will appear on the pin. Hovering your cursor over this pin will reveal the officer's last known location, the number of dispatches and tasks at that location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), as well as the officer's name and call sign. The color of the pin reflects the visual alert settings created for the officer's current status. In this example, the pin is green, indicating the officer is currently **Available**.
	An **Unassigned** task pin. Hovering your cursor over this pin will display a description of the task.
	An **Assigned** task pin. Hovering your cursor over this pin will display a description of the task.
	An **On Route** task pin. Hovering your cursor over this pin will display a description of the task.
	An **On Scene** task pin. Hovering your cursor over this pin will display a description of the task.
	A **Cleared** task pin. Hovering your cursor over this pin will display a description of the task.
	A **New** dispatch pin. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An **Unassigned** dispatch pin, indicating there are unassigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.

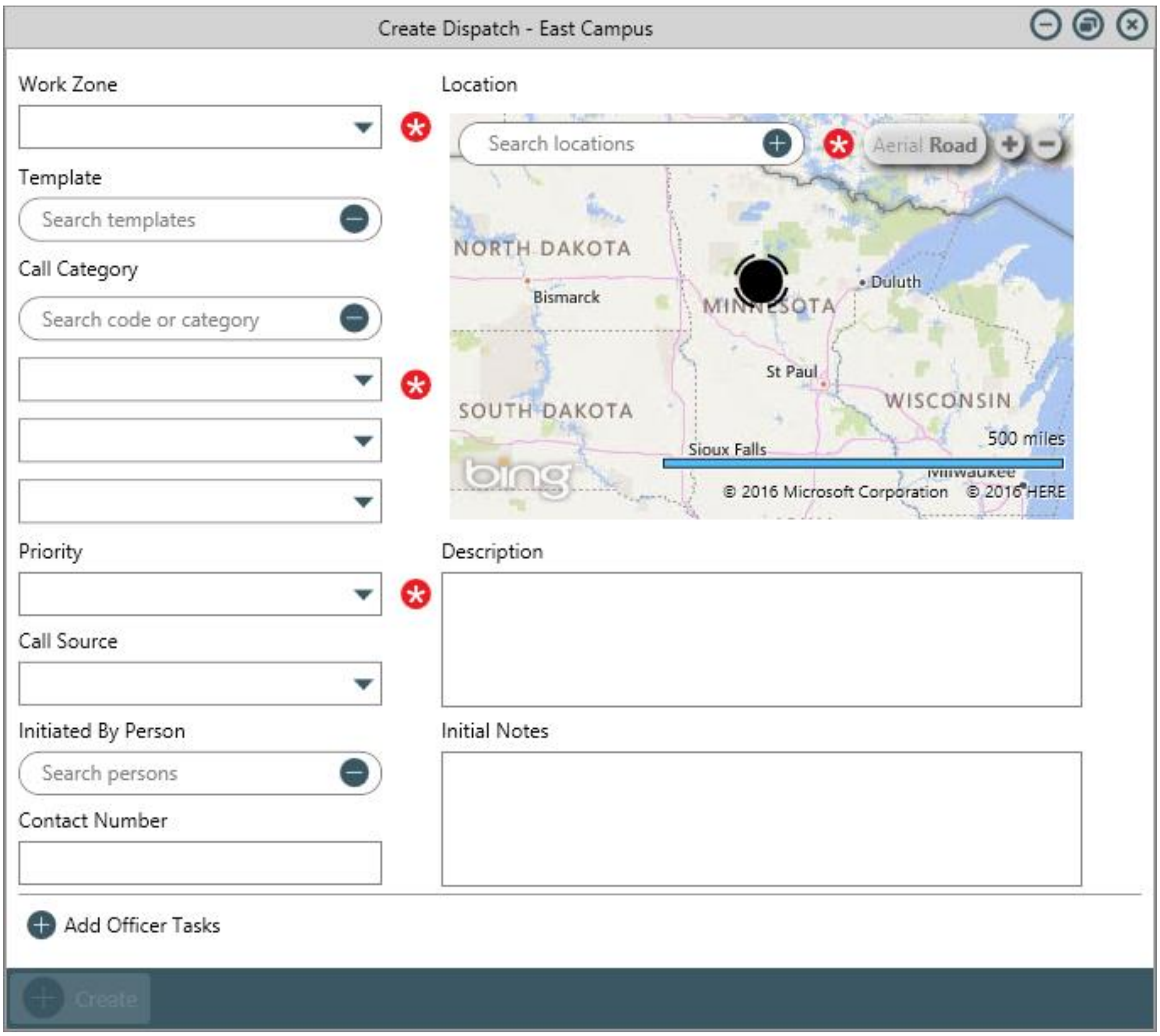
	An **Assigned** dispatch pin, indicating there are assigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An **On Route** dispatch pin, indicating there are tasks with an **On Route** status. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An **On Scene** dispatch pin, indicating there are tasks with an **On Scene** status. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	A **Cleared** dispatch pin, indicating there are cleared tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	Switches the map from **Aerial** to **Road** view and vice versa.
	Zooms the map in or out.
	Appears to the far right of the panel and reveals the panel's filter options. You can filter what appears on the map by **Tasks**, **Officers**, **Dispatches**, and **Location**. Click the arrow icon again to close.
	When **auto-focus** is enabled in the **Map** panel, selecting a dispatch, officer task, organization task, or officer will automatically focus on the location of that dispatch, task, or officer on the map. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting **Auto Hide** will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

Additional Panels

Create Dispatch

The **Create Dispatch** panel allows you to **create new dispatches** and **officer tasks**. Fields marked with the icon are mandatory.

This panel can be accessed by clicking the **Create** icon in the ribbon.



*The **Create Dispatch** panel*

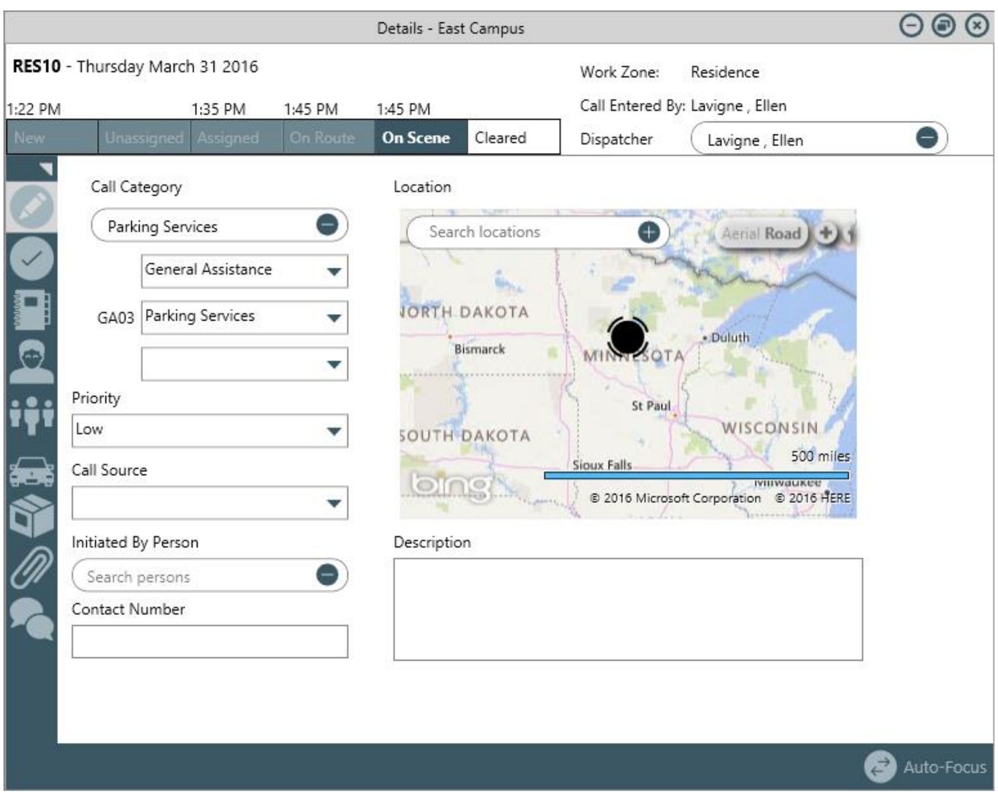
Details

The **Details** panel displays the details of a selected dispatch in the **Dispatches** panel, including the date, time, location, and work zone, status, dispatcher's name, call category, priority, call source, and description.

From this panel, you may also:

- View officer and organization **tasks**;
- Add **service requests;**
- Add **person**, **organization**, **vehicle**, or **item** logs.
- Add **attachments**;
- Send and receive dispatch-related **messages**.

This panel can be accessed by clicking **Details** in the ribbon or by double-clicking a dispatch in the **Dispatches** panel.



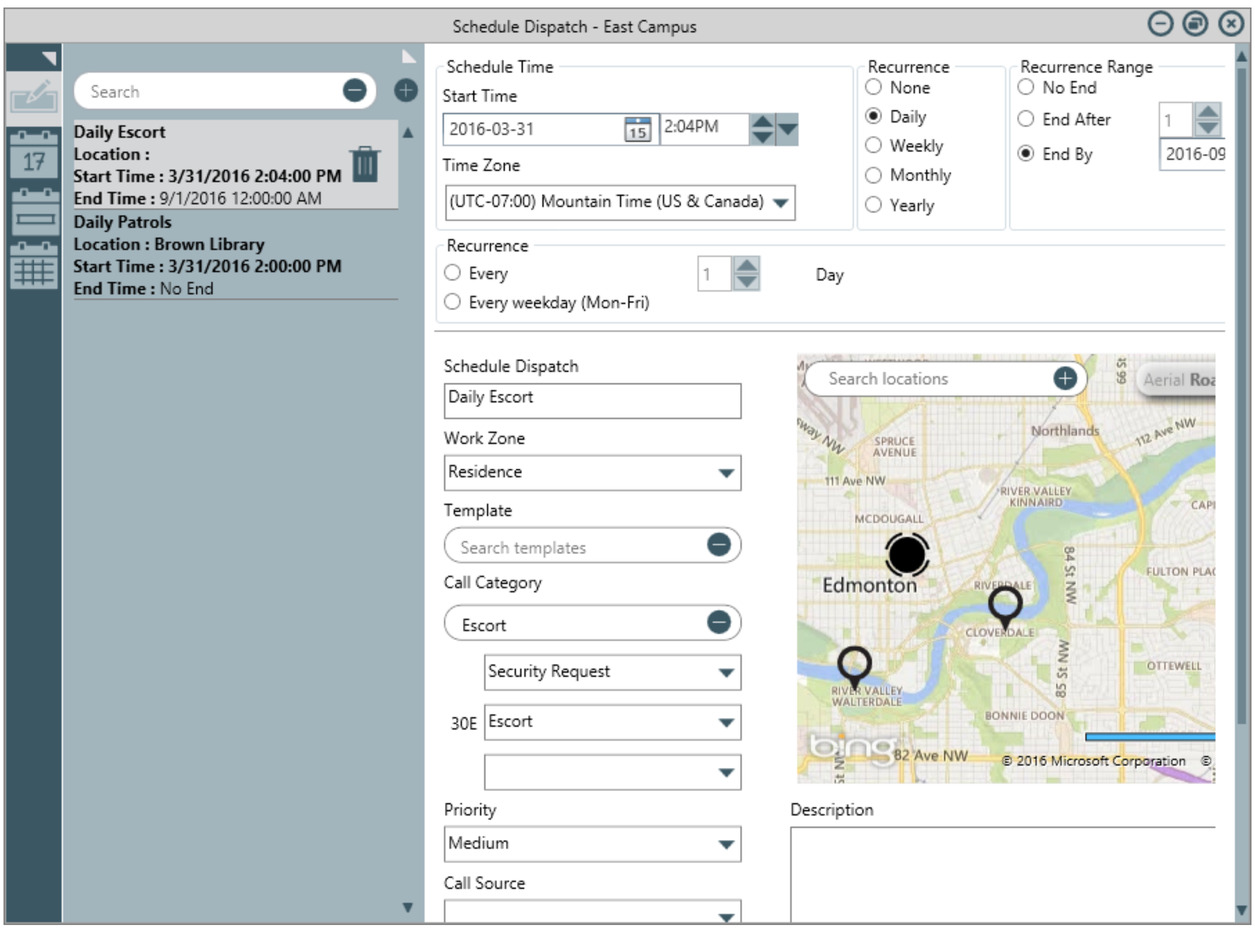
*The **Details** panel.*

Schedule Dispatch

The **Schedule** panel allows you to create a **scheduled dispatch** and provides a list and calendar view of all upcoming dispatches.

> In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact **Resolver Support**.

This panel can be accessed by clicking **Schedule** in the ribbon.

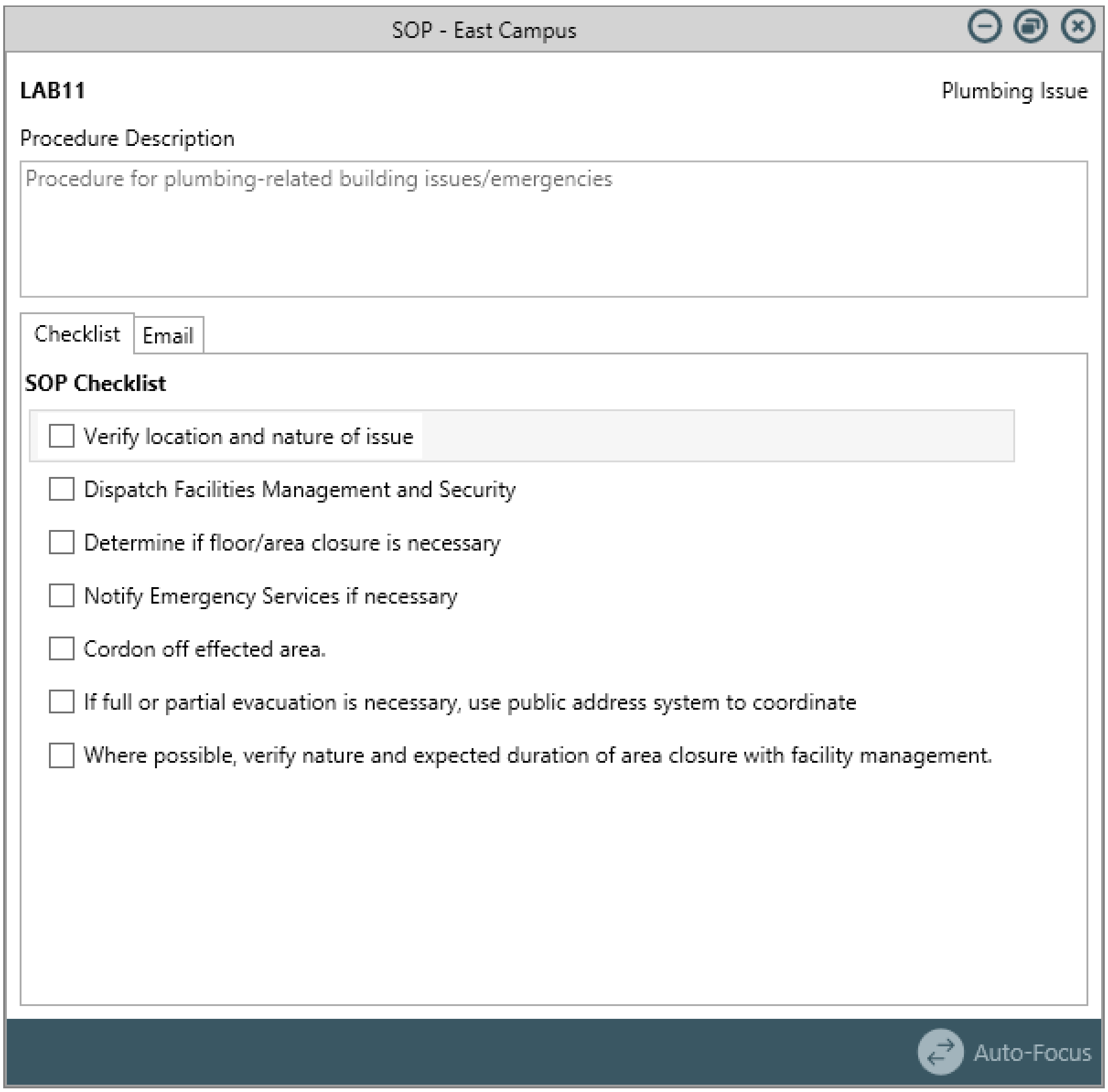


*The **Schedule Dispatch** panel.*

SOP

The **SOP** panel allows you to view procedure descriptions, check off SOP checklist items, send emails to others with instructions or important information, and view attachments for dispatches with SOPs associated with them. SOPs are created and configured in Perspective. The associated dispatch's number at the top left and the call category in the top right of window.

This panel can be accessed by clicking **SOP** in the ribbon or clicking the icon in the **SOP** column in the **Dispatches** panel. If a dispatch does not have an SOP associated with it, the panel will not contain any data and the icon will not appear in the **SOP** column.

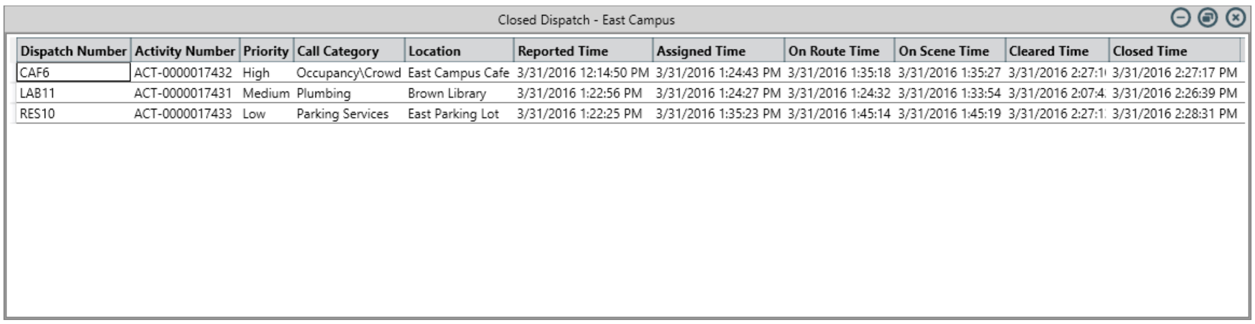


*The **SOP** panel.*

Closed Dispatch

The **Closed Dispatch** panel displays recently closed dispatches. The amount of time closed dispatch records are retained in in this panel is determined by your administrator.

You can access this panel by clicking **Closed** in the ribbon.



Closed Dispatch - East Campus

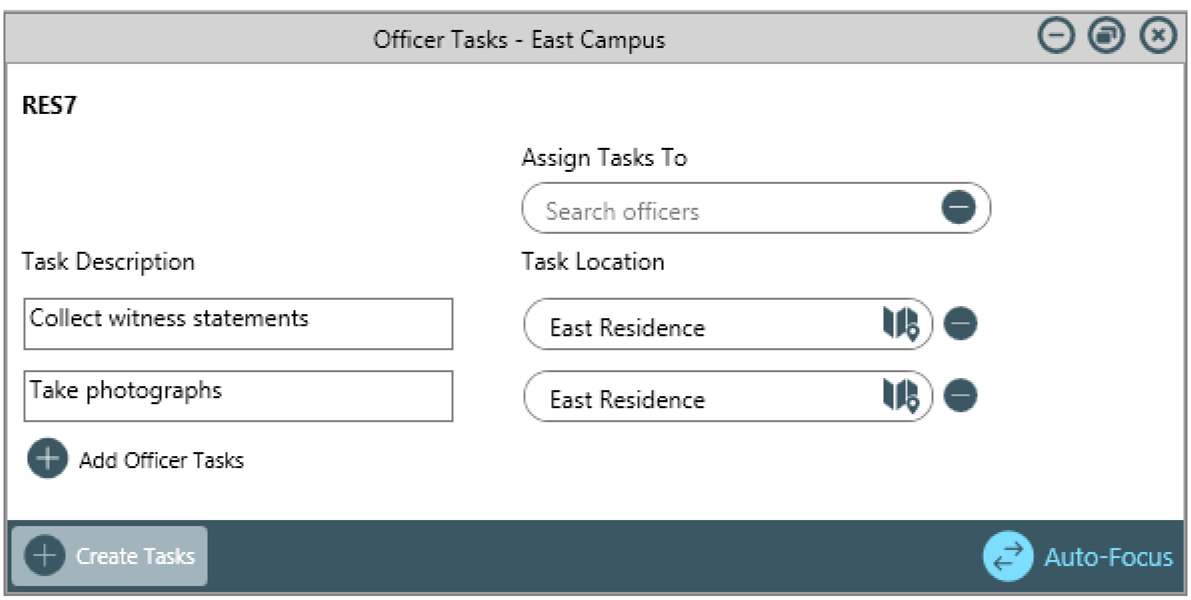
Dispatch Number	Activity Number	Priority	Call Category	Location	Reported Time	Assigned Time	On Route Time	On Scene Time	Cleared Time	Closed Time
CAF6	ACT-0000017432	High	Occupancy\Crowd	East Campus Cafe	3/31/2016 12:14:50 PM	3/31/2016 1:24:43 PM	3/31/2016 1:35:18	3/31/2016 1:35:27	3/31/2016 2:27:1	3/31/2016 2:27:17 PM
LAB11	ACT-0000017431	Medium	Plumbing	Brown Library	3/31/2016 1:22:56 PM	3/31/2016 1:24:27 PM	3/31/2016 1:24:32	3/31/2016 1:33:54	3/31/2016 2:07:4	3/31/2016 2:26:39 PM
RES10	ACT-0000017433	Low	Parking Services	East Parking Lot	3/31/2016 1:22:25 PM	3/31/2016 1:35:23 PM	3/31/2016 1:45:14	3/31/2016 1:45:19	3/31/2016 2:27:1	3/31/2016 2:28:31 PM

*The **Closed** panel.*

Create Task (Officer Tasks)

You can create one or more officer tasks for an existing dispatch through the **Create Task (Officer Tasks)** panel. The dispatch number of the selected dispatch appears in the top left of the panel.

This panel can be accessed by clicking **Create Task** in the ribbon.

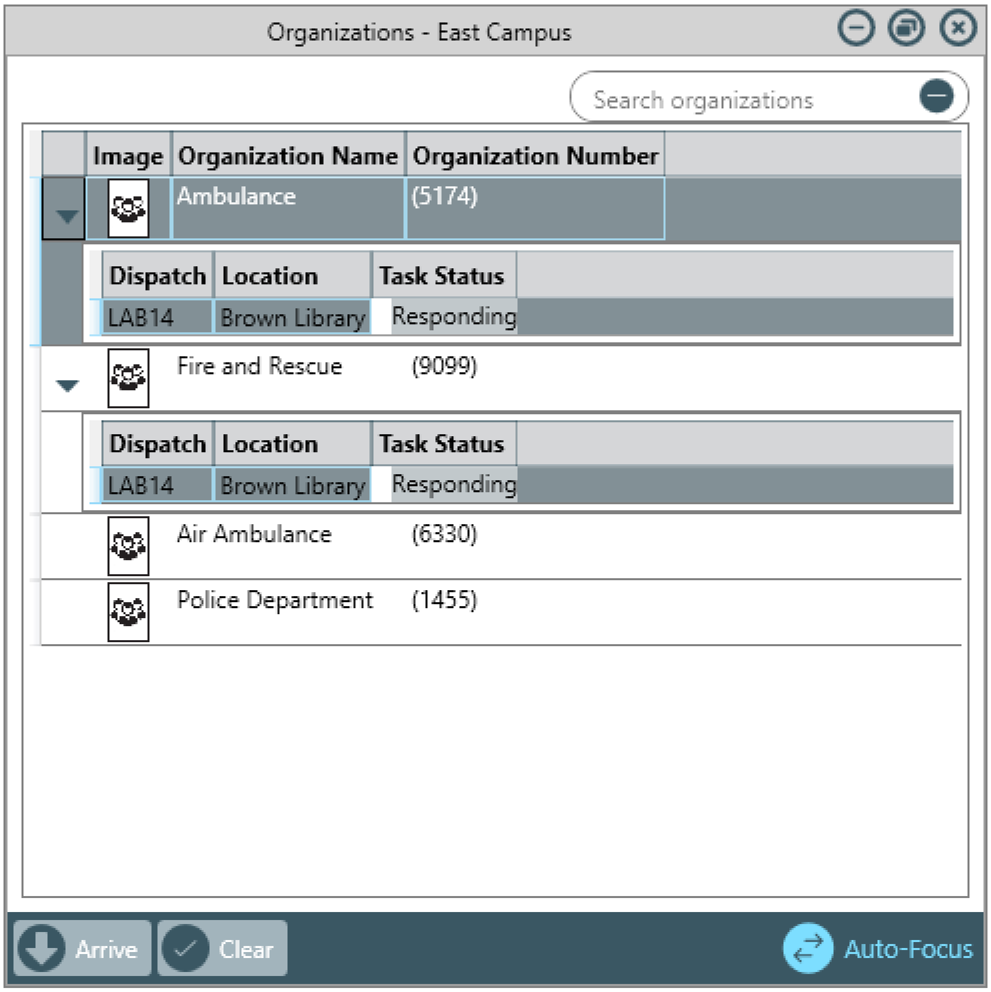


*The **Officer Tasks** panel.*

Organizations

This panel displays a list of **available organizations** (organizations that can be dispatched to the scene of an activity). Organization records are created and configured in Perspective. This panel also allows you to change the status on organization tasks by clicking the icon to reveal all tasks, selecting the task, then clicking the appropriate icon.

The **Organizations** panel can be accessed by clicking **Organizations** in the ribbon.



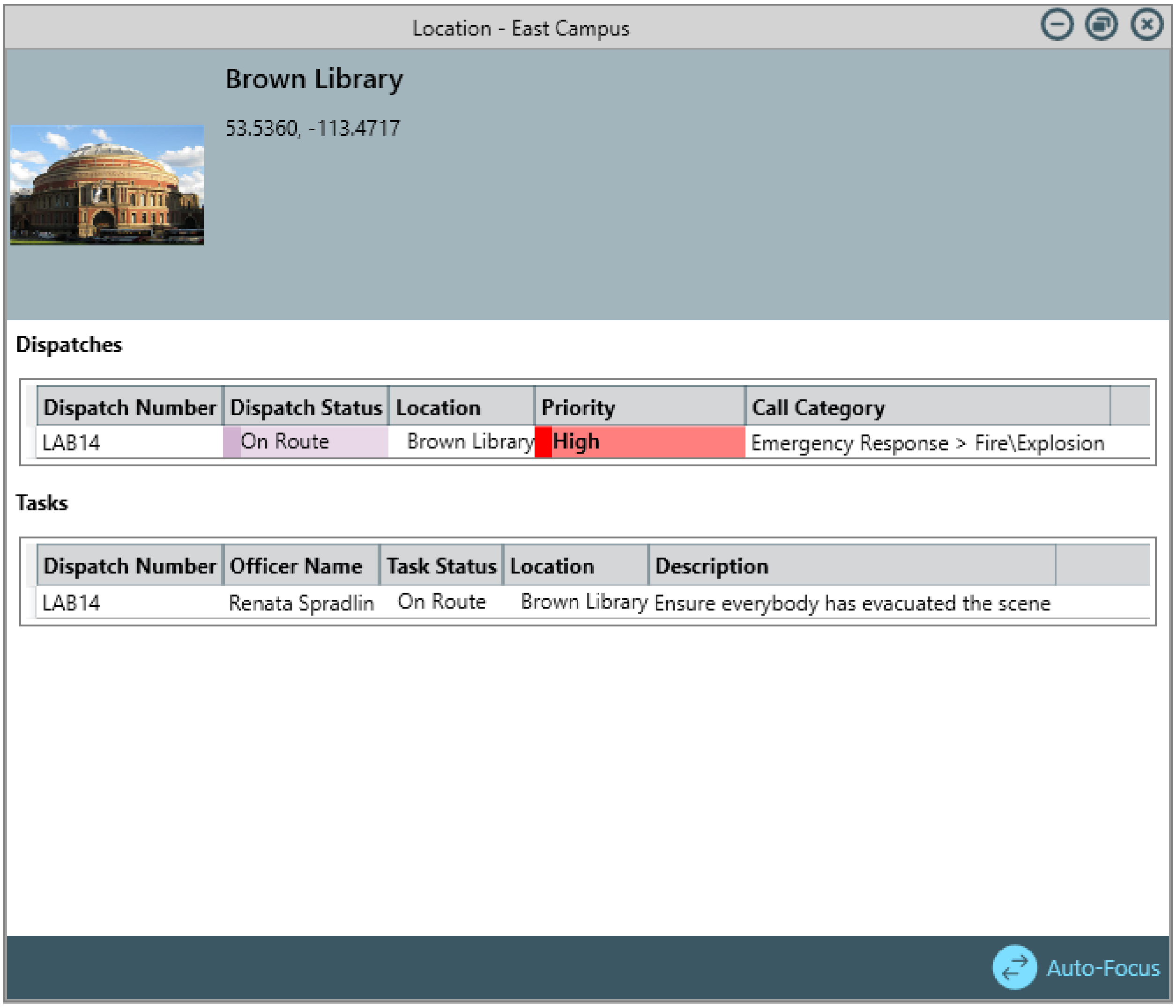
*The **Organizations** panel displaying all available organizations and any tasks for those organizations.*

Location

The **Location** panel summarizes all dispatches and tasks at a saved location, as well as that location's address, coordinates, and photo (if uploaded). Clicking on an officer task, dispatch, or location pin on the

Map, a dispatch or officer task in the **Dispatches** panel, or an officer with a **Last Known Location** determines what location information will be displayed in this panel.

The **Location** panel can be accessed by clicking **Location** in the ribbon.

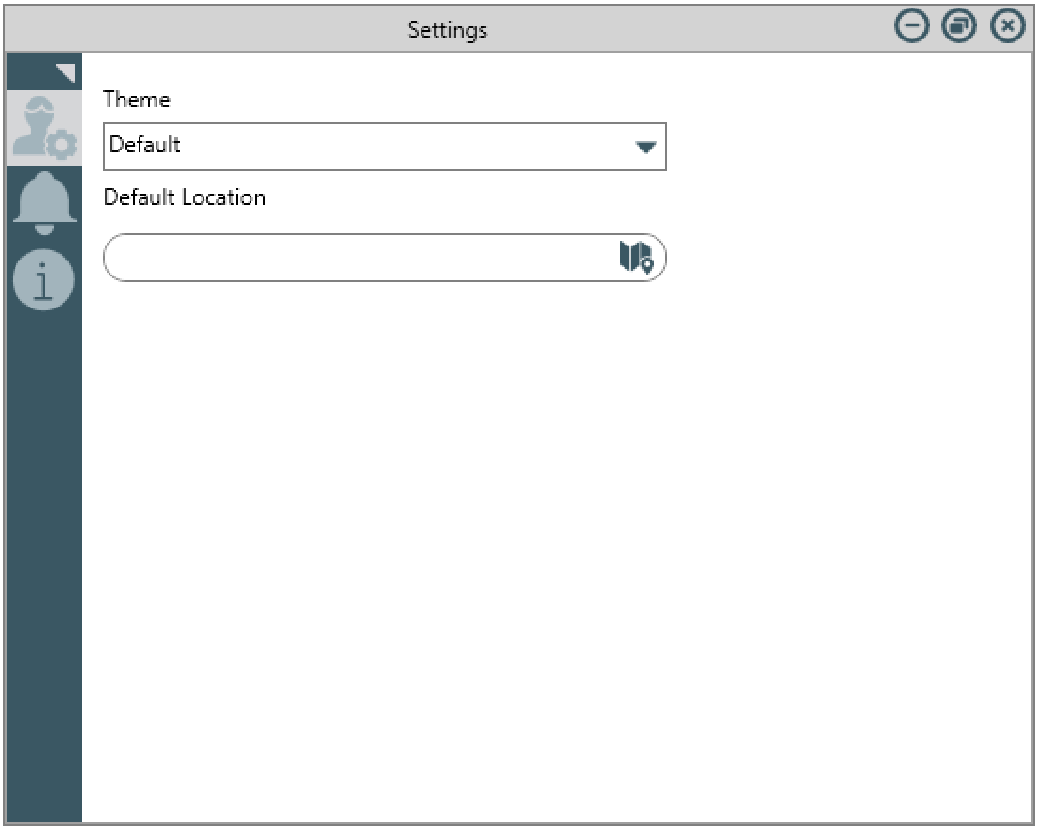


*The **Location** panel displaying dispatch and task information.*

Settings

The **Settings** panel allows you to choose a default location, select a theme, and configure your notification **settings**.

The **Settings** panel can be accessed by clicking **Settings** in the ribbon.



*The **Settings** panel.*

Right-click Functions

Right-clicking various components in the **Dispatches** and **Officers** panel will allow you perform certain functions, such as dispatch an officer or organization, change the status of a task, or rearrange tasks. The table below summarizes the available right-click functions.

COMPONENT	*NAME*	*FUNCTION*	*HOW TO PERFORM*
DISPATCHES PANEL	**Close**	Closes a **Cleared** or **New** dispatch with no outstanding tasks.	Right-click the **Cleared** dispatch in the **Dispatches** panel **>** click **Close**.
	Dispatch Officer	Dispatches an officer and assigns that officer to a non-specific task with a **Respond and assist** description.	Right-click the dispatch in the **Dispatches** panel **>** hover your cursor over **Dispatch Officer** > click the name of the officer.
	Dispatch Organization	Dispatches an organization and creates an organization task.	Right-click the dispatch in the **Dispatches** panel **>** hover your cursor over **Dispatch Organization** **>** click the name of the organization.
OFFICER TASK (DISPATCHES PANEL)	**Arrive**	Changes an officer's status from **On Route** to **On Scene.**	Click the icon in the **Dispatches** panel **>** right-click the officer task **>** click **Arrive.**
	Assign Officer	Assigns an officer to an **Unassigned** task.	Click the icon in the **Dispatches** panel **>** right-click the **Unassigned** task **>** click **Assign Officer** > click the name of the officer.
	Clear	Changes the task status to **Cleared** on an **Unassigned**, **Assigned**, **On Route**, or **On Scene** task.	Click the icon in the **Dispatches** panel **>** right-click the officer task **>** click **Clear.**
	Dispatch Officer	Assigns an officer to a non-specific officer task with a **Respond and assist** description.	Right-click the dispatch in the **Dispatches** panel > hover your cursor over **Dispatch Officer** **>** click the name of the officer.

COMPONENT	*NAME*	*FUNCTION*	*HOW TO PERFORM*
OFFICER TASK (DISPATCHES PANEL)	**Start**	Changes an officer's status from **Assigned** to **On Route**.	Click the ▶ icon in the **Dispatches** panel > right-click the officer task > click **Start.**
	Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the ▶ icon in the **Dispatches** panel > right-click the officer task > click **Suspend.**
ORGANIZATION TASK (DISPATCHES PANEL)	**Arrive**	Changes an organization's status from **Responding** to **On Scene**.	Click the ▶ icon in the **Dispatches** panel > right-click the organization task > click **Arrive.**
	Clear	Changes an organization's status from **On Scene** to **Cleared.**	Click the ▶ icon in the **Dispatches** panel > right-click the organization task > click **Clear.**
OFFICERS PANEL	**Arrive**	Changes an officer task status from **On Route** to **On Scene**.	Click the ▶ icon next to the officer in the **Officers** panel > right-click the officer task > click **Arrive.**
	Clear	Changes the officer task status from **Assigned**, **On Route**, or **On Scene** to **Cleared**.	Click the ▶ icon next to the officer in the **Officers** panel > right-click the officer task > click **Clear.**
	Down	Moves an **Assigned** task down one row in the officer's tasks.	Click ▶ icon next to the officer in the **Officers** panel > right-click the officer task > click ⬇ Down.
	Start	Changes an officer's status from **Assigned** to **On Route**.	Click the ▶ icon in the **Officers** panel > right-click the officer task > click **Start.**
	Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the ▶ icon in the **Officers** panel > right-click the officer task > click **Suspend.**
	Up	Moves an **Assigned** task up one row in the officer's tasks.	Click ▶ icon next to the officer in the **Officers** panel > right-click the officer task > click ⬆ **Up**.

COMPONENT	*NAME*	*FUNCTION*	*HOW TO PERFORM*
OFFICERS PANEL	**Off Duty**	Takes an officer off duty.	Right-click the officer in the **Officers** panel > click **Off Duty.**
	Reset Alert	Resets an officer's clock to 0:00:00 in the **Time Elapsed** column.	Right-click the officer in the **Officers** panel **>** click **Reset Alert.**
	Set State	Changes the officer's current status (e.g. Available, Busy, Break, etc.).	Right-click the officer in the **Officers** panel **>** hover your cursor over **Set State** > click a status to select it.

Auto-Focus

Auto-Focus is a tool that links the panels by automatically updating what information is displayed when a dispatch, task, or officer is selected in the **Dispatches**, **Officers**, or **Map** panels. For example, selecting an assigned officer task in the Dispatches panel will highlight the assigned officer in the Officers panel.

The table below summarizes how the information is automatically updated in a panel when auto-focus is enabled and when certain items are selected.

PANEL/COMPONENT	*CLICKED/SELECTED ITEM*	*RESULT*
DISPATCHES	A dispatch pin on the **Map** panel.	The associated dispatch row is highlighted in the **Dispatches** panel.
	A task pin on the **Map** panel.	The dispatch that contains the task is highlighted in the **Dispatches** panel.
	An officer task on the **Officers** panel.	The dispatch that contains the officer task is highlighted in the **Dispatches** panel.
DETAILS	A dispatch pin on the **Map** panel.	The details of the dispatch are displayed in **Details** panel.
	A dispatch in the **Dispatches** panel.	The details of the dispatch are displayed in the **Details** panel.
CREATE TASK	A dispatch pin on the **Map** panel.	Allows you to modify or create an officer task for that dispatch in the **Create Task** panel.
	A dispatch in the **Dispatches** panel.	Allows you to modify or create an officer task for that dispatch in the **Create Task** panel.
SOP (STANDARD OPERATING PROCEDURE)	A dispatch pin on the **Map** panel.	Loads any associated SOP in the **SOP** panel, if available.
	A dispatch in the **Dispatches** panel.	Loads any associated SOP in the **SOP** panel, if available.
OFFICERS	An officer pin on the **Map** panel.	The officer is highlighted in the **Officers** panel.

PANEL/COMPONENT	*CLICKED/SELECTED ITEM*	*RESULT*
OFFICERS	An assigned officer task pin on the **Map** panel.	The assigned officer is highlighted in the **Officers** panel.
	An assigned officer task in the **Dispatches** panel.	The assigned officer is highlighted in the **Officers** panel.
ORGANIZATIONS	An organization task in the **Dispatches** panel.	The assigned organization is highlighted in the **Organizations** panel.
MAP	A dispatch in the **Dispatches** panel.	The **Map** is panned to focus on the dispatch pin.
	An officer task in the **Dispatches** panel.	The **Map** is panned to focus on the officer task pin.
	An organization task in the **Dispatches** panel.	The **Map** is panned to focus on the organization task pin.
	An organization task in the **Organizations** panel.	The **Map** is panned to focus on the organization task pin.
	An officer in the **Officers** panel.	The **Map** is panned to focus on the officer pin.
	An officer task in the **Officers** panel.	The **Map** is panned to focus on the officer task.
LOCATION	An officer task pin in the **Map** panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the **Location** panel.
	A dispatch pin in the **Map** panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the **Location** panel.
	A location pin in the **Map** panel.	Loads the details, dispatches, and tasks for that location in the **Location** panel.
	A dispatch in the **Dispatches** panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the **Location** panel.

PANEL/COMPONENT	*CLICKED/SELECTED ITEM*	*RESULT*
LOCATION	An officer task in the **Dispatches** panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the **Location** panel.
	An officer with an assigned **Last Known Location** in the **Officers** panel.	Loads the details, dispatches, and tasks at the last known location of the selected officer in the **Location** panel.
MESSAGES	A dispatch in the **Dispatches** panel.	Highlights the associated dispatch conversation (if you're a participant) in the **Messages** panel.
	A dispatch pin on the **Map**.	Highlights the associated dispatch conversation (if you're a participant) in the **Messages** panel.

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 the **Location** section of the activity and the location's name, address, and coordinates will appear in the **Description** field. Your Dispatch administrator can also link locations 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.

Quick Add Locations

Locations are generally created and edited by your Dispatch administrator, however, as a dispatcher, you have the ability to quick add locations through various panels by clicking the icon in the locations field, placing a pin on the map, then entering a name for the location.

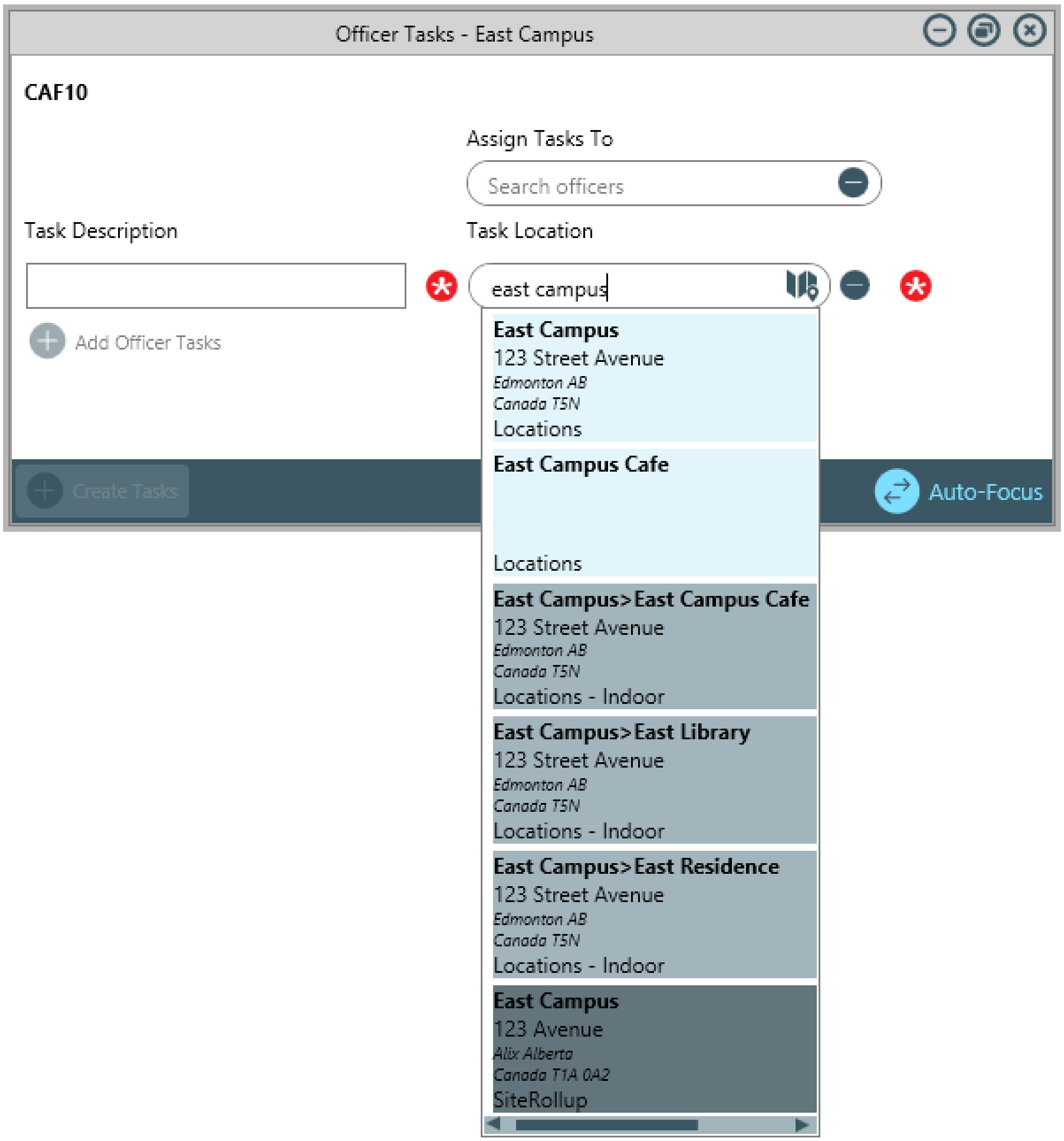
When locations are created using this method, only the name, address, and latitude and longitude are saved to the location. Because it's possible to save multiple locations with the same name and because the address and coordinates fields are populated based on the placement of the pin on the map, the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

> To avoid multiple locations with the same name and/or inaccurate address and coordinate data, it's recommended that dispatchers avoid quick adding locations whenever possible. If locations are created using this method, they should be reviewed and edited by a Dispatch administrator to ensure the data is accurate. See the **Dispatch Administrator's Guide** for more information on editing locations.

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.

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. These sites will appear in the search results, but they are **not** saved locations in Dispatch.

> Perspective sites can be saved as locations by following the instructions below. However, it's recommended that dispatchers avoid creating locations from sites whenever possible, as a Dispatch administrator will need to review and/or edit locations created by dispatchers.

In order for sites to be saved as locations in Dispatch, **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.

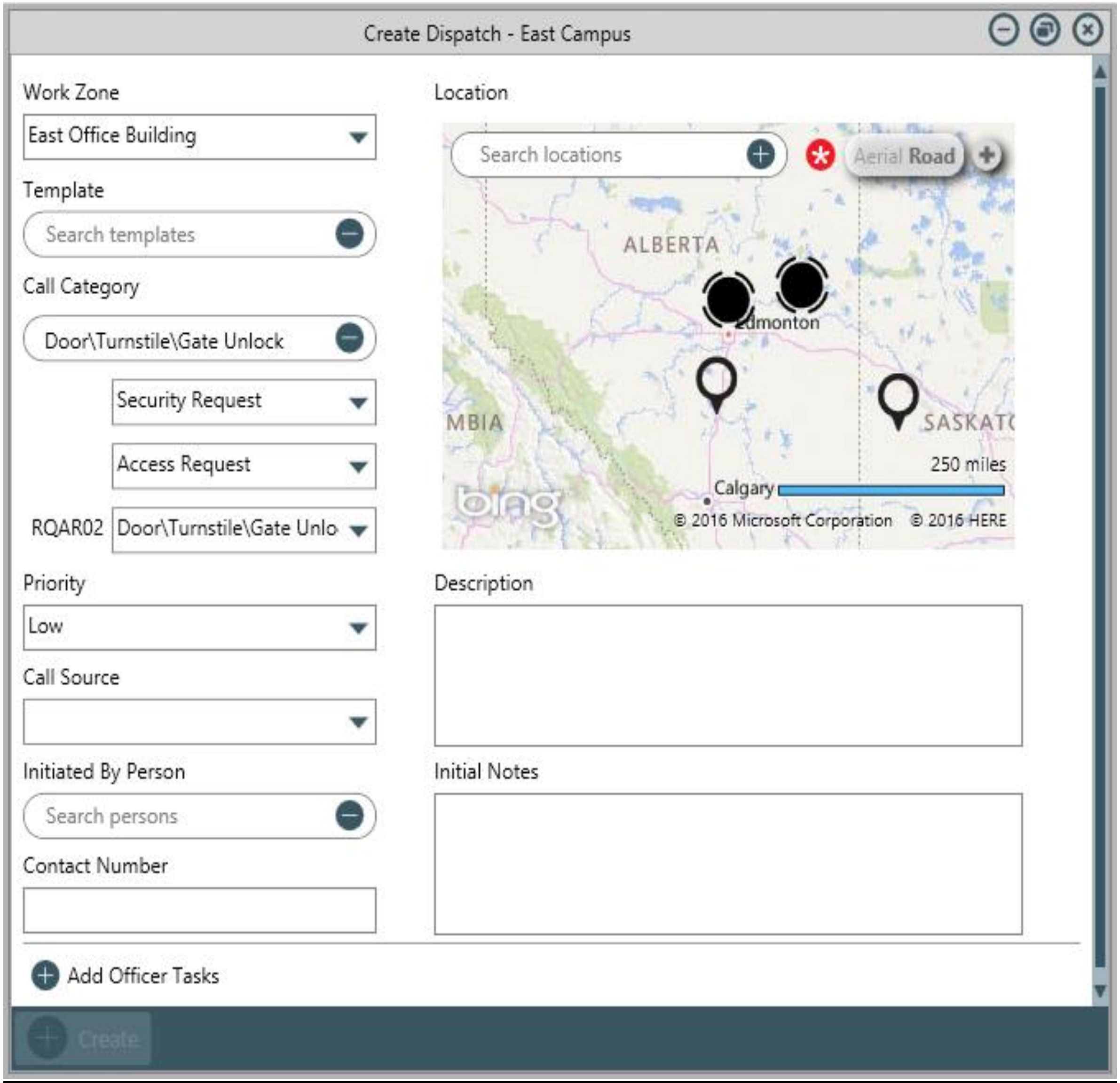
Sites with no coordinates saved to their records will also appear in the search results. Because Dispatch will automatically assign a 0,0 value to their latitude and longitudes, you may save **one** of these sites as a location, however, this location will not accurately appear in the **Map** panel, 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. See the **Dispatch Administrator's Guide** for more information on **Address Details** and linking to a Perspective site.

To save a Perspective site as a Dispatch location:

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

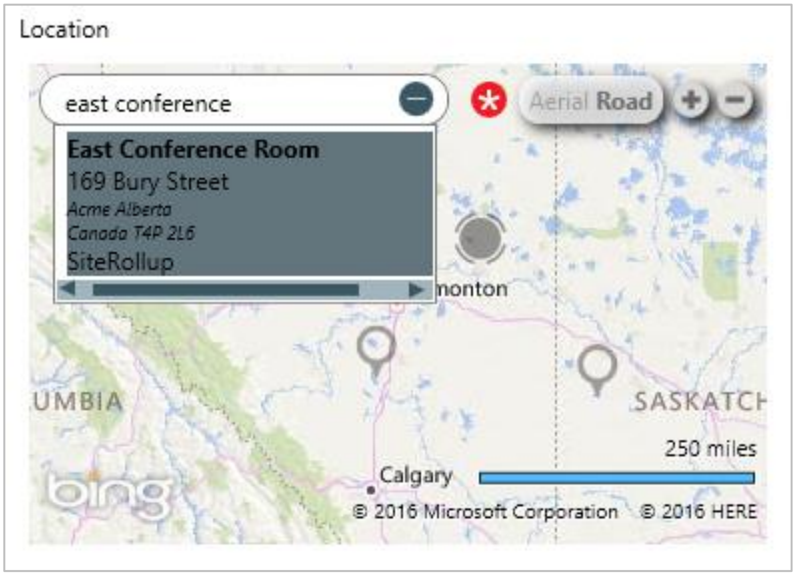
2. Complete the mandatory fields and any optional fields as needed.



*The **Create Dispatch** panel.*

3. 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.*

4. Click the search result to select that location.

5. Click 

.

After completing the above steps, contact your Dispatch administrator to advise that you created a location so he or she can review and edit the location as needed.

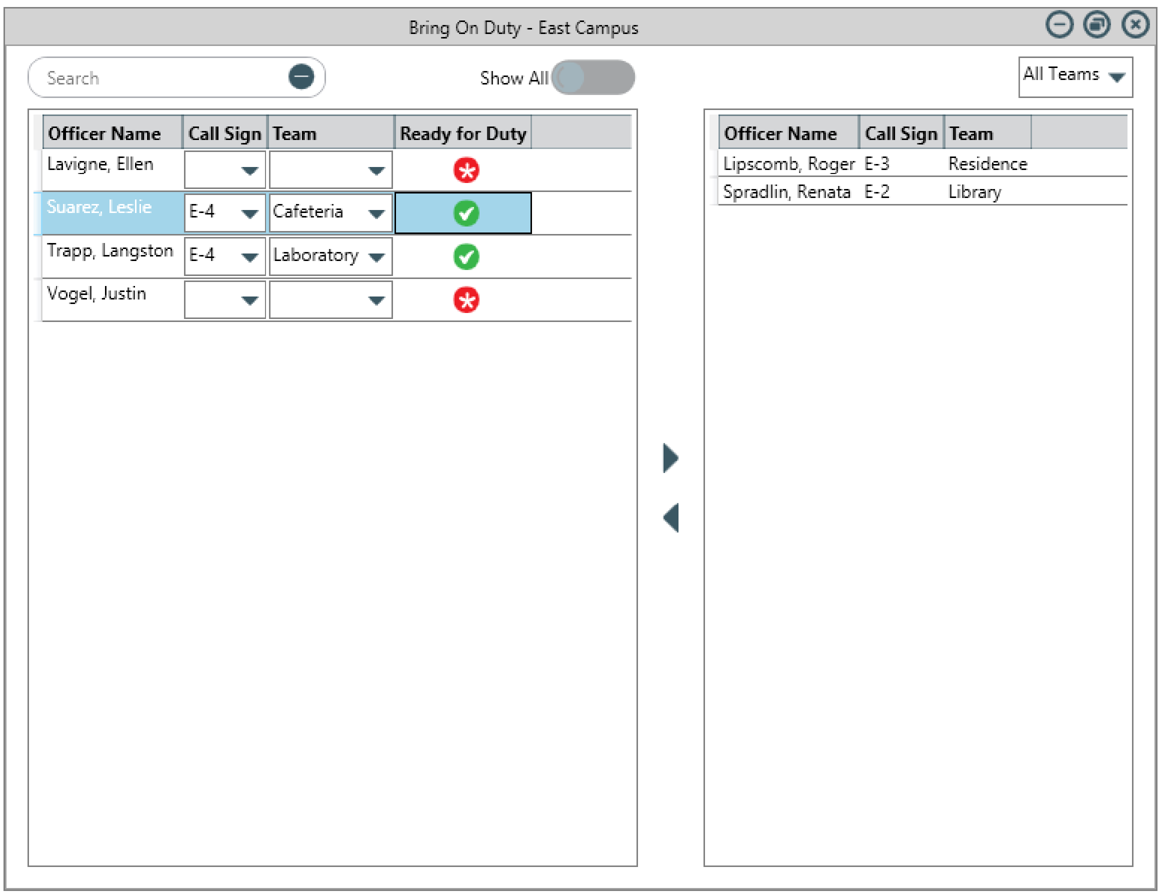
Officers

Officers are the security personnel who are dispatched to the scene of an activity to complete tasks. As a dispatcher, you can bring officers on and off duty, assign teams and call signs, set statuses and locations, as well **assign tasks** and **dispatch officers**.

Bring officers on duty before you create any tasks to quickly assign and dispatch officers once calls come in.

Bring an Officer On Duty

An on duty officer is an officer who is available to be dispatched to the scene of an activity.



*The **Bring On Duty** window. Officers in the left column are **off duty**, while officers in the right column are **on duty**.*

To bring an officer on duty:

1. Click On Duty in the **Officers** panel to open the **Bring On Duty** window.

2. **Optional:** Enter an officer's name in the **Search** field to show only that officer in the left column of the window.

> Off duty officers will appear in the left column of the **Bring On Duty** window while on duty officers appear in the right column. You can filter which on duty officers are displayed in the right column by selecting a team from the dropdown menu in the top right of the window.

3. **Optional:** Click the icon next to **Show All** to show all available officers from all operational zones. By default, only officers with your current operational zone set as their default zone will appear in the left column of the **Bring On Duty** window, but clicking **Show All** will display all the available officers who have been granted permission to work in your current operational zone.

4. Select a call sign from the **Call Sign** dropdown menu.

5. Select a team from the **Team** dropdown menu.

> The icon indicates that mandatory information has not yet been entered in the column to the left. When the required information has been validated and the officer is ready to be brought on duty, the will appear in the **Ready for Duty** column.

6. Click to select the officer then click icon to move the officer to the right column and bring them on duty. If you're bringing multiple officers on duty at once, hold down the **Ctrl** key and click to select multiple officers, then click the icon.

7. Repeat 2-7 to continue to bring officers on duty as needed.

8. Click the icon to close the window when finished.

Take an Officer Off Duty

> When an officer is off duty, it means he or she is no longer available to be dispatched. Taking an officer off duty when he or she is assigned a task will revert their task back to **Unassigned**.

To take an officer off duty, select one of the following methods:

Method 1 - Officers Panel

1. Click an officer's name in the **Officers** panel.
2. Click or right-click the officer's name and select **Off Duty**.

Method 2 - Bring Officer On Duty Window

1. Click in the **Officers** panel to open the **Bring On Duty** window.
2. Select the officer you want to take off duty from the right column of the window. If you're taking multiple officers off duty, hold down the **Ctrl** key and click to select those officers.
3. Click the icon to move the officer to the left column and take them off duty.

Change an Officer's Status

Setting an officer's status what appears in the **Status** column of the **Officers** panel. By default, when an officer is brought on duty, his or her status is set to **Available**.

To set an officer's status:

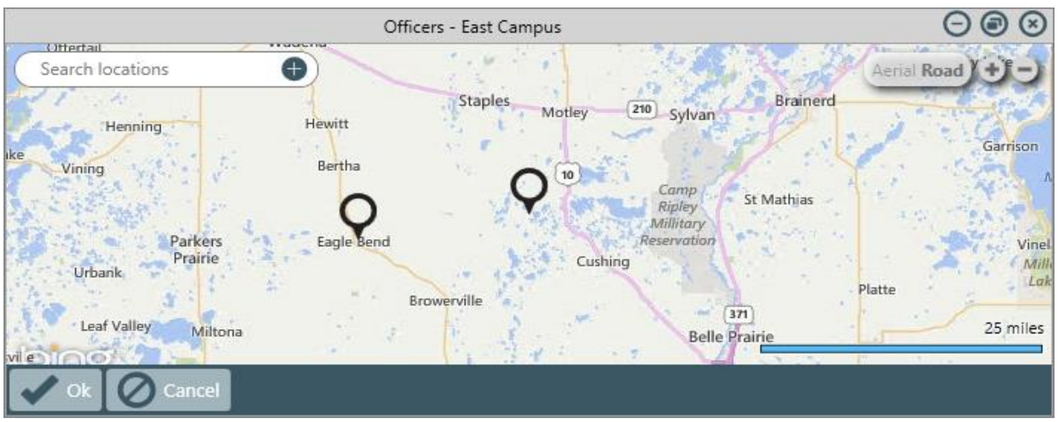
1. Click the officer's name in the **Officers** panel.
2. Click or right-click the officer's name.
3. Select a status from the menu that appears.

Set an Officer's Location

Setting an officer's location will help you keep track of that officer when assigning tasks and sending officers to the scene of an activity. When setting an officer's location, you can select locations that have been created and saved by your administrator or create new locations. Once set, the location will appear in the **Last Known Location** column of the **Officers** panel.

To set an officer's location:

1. Click an officer's name in the **Officers** panel**.**
2. Click Set Location.
3. Click the icon in the search field to open the map.



The map that appears after clicking the icon.

4. Select a location using one of the following methods:
   - Enter search criteria in the **Search locations** field to find a saved location;
   - Click a pin on the map to select that location; or
   - Create a new location by clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search location** field).

Before creating a new location, see **Quick Add Locations** for important information.

5. Click Ok.

You can also click Set Location, enter search terms in the field that appears, then click a search result to select that location.

Reset an Officer Alerts

Officer alerts determine the amount of time an officer is allowed to be in a certain status (i.e. Available, Assigned, On Route, On Scene, or Busy) and can be created based on the location and the busy status of the officer (e.g. Break, Emergency, Lunch). Officer alerts are created by your administrator, but they can be reset if needed in order to restart the timer.

For example, if your administrator 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.

Resetting the alert will restart the timer at 0:00:00. If an officer alert has been created for a particular status, location, or priority, a timer will still display in the **Time Elapsed** column of the **Officers** panel, which may also be reset.

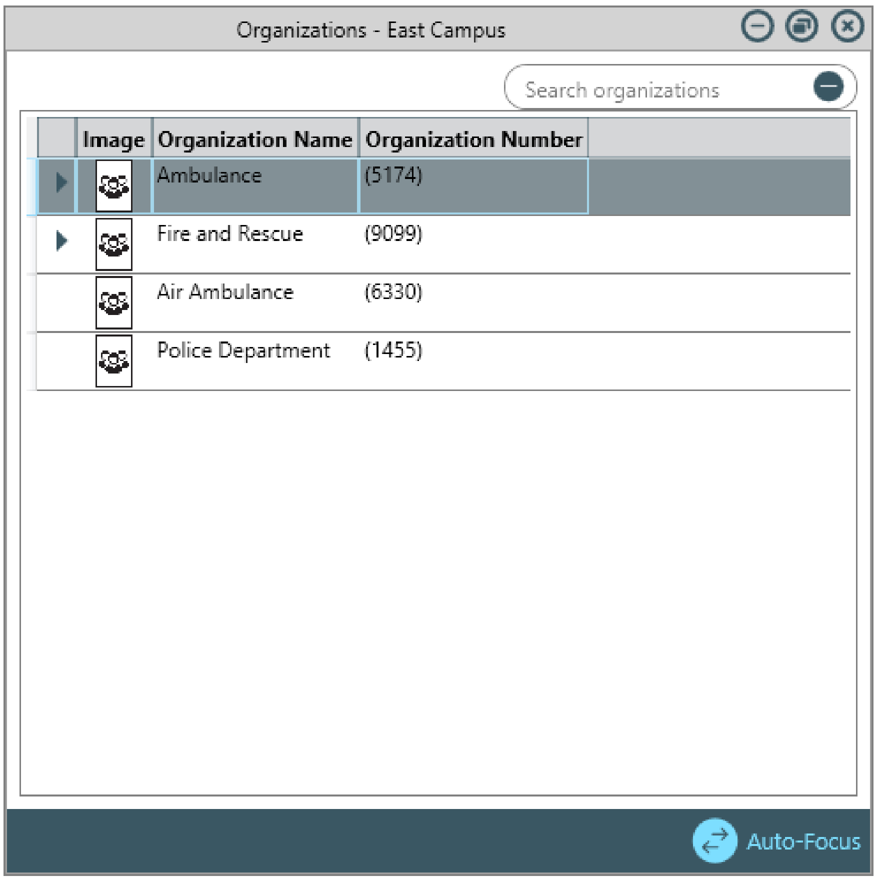
To reset an officer alert:

1. Select an officer in the **Officers** panel.
2. Click Reset Alert or right-click an officer and click **Reset Alert**.

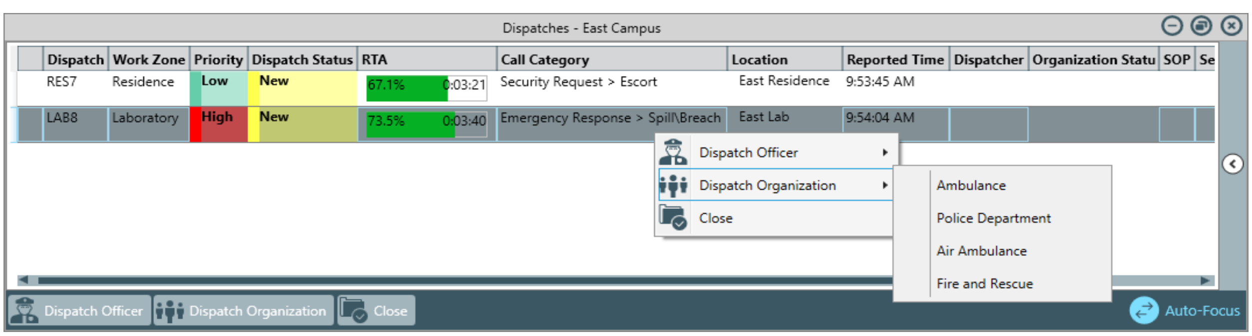
Organizations

An **organization** is an agency, such as the local police or fire department, that may need to be dispatched the scene of an activity. Organization records are created and configured in Perspective, however, you can add these records to Dispatch to make them **available organizations** (organizations that you can quickly select to dispatch to the scene of an activity).

This chapter outlines how to add an organization for quick and easy dispatch. For more information on service requests or organization logs, see **Service Requests** or **Organization Logs**.



*The **Organizations** panel displaying available organizations.*



*The **Dispatch Organization** right-click menu displaying previously linked organization in the **Dispatches** panel.*

Add Available Organizations

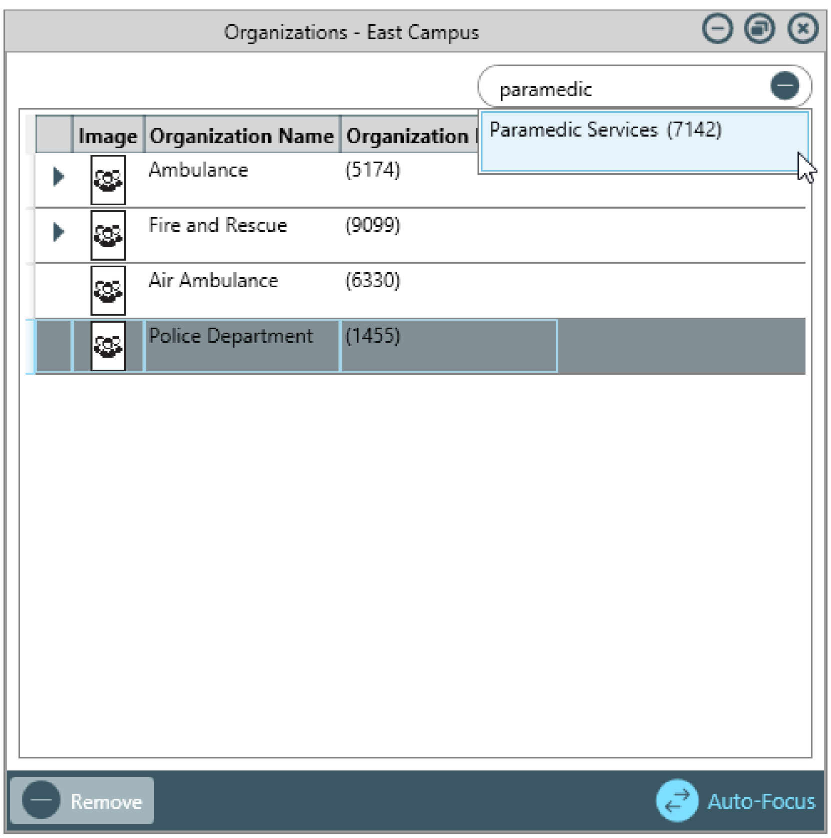
Organization records are created and maintained in Perspective, but linking an organization record to Dispatch makes it an **available organization**, which is an agency, such as the police or fire department, that you can quickly select to dispatch to the scene of an activity. Once organizations are added to Dispatch, they appear in the **Organizations** panel as well as appear as options when you click **Dispatch an Organization**.

To add an available organization:

1. Click **Organizations**.
2. Enter search criteria in the **Search Organization** field.

Only organization records that have been created and saved in Perspective will appear in the search results.

3. Click a search result to add that organization.



*The **Organizations** panel showing search results based on the criteria entered in the **Search Organizations** field.*

Remove an Available Organization

Removing an **available organization** means that organization will no longer appear in the **Organizations** panel or the list of available organizations when you click **Dispatch an Organization**.

To remove an available organization:

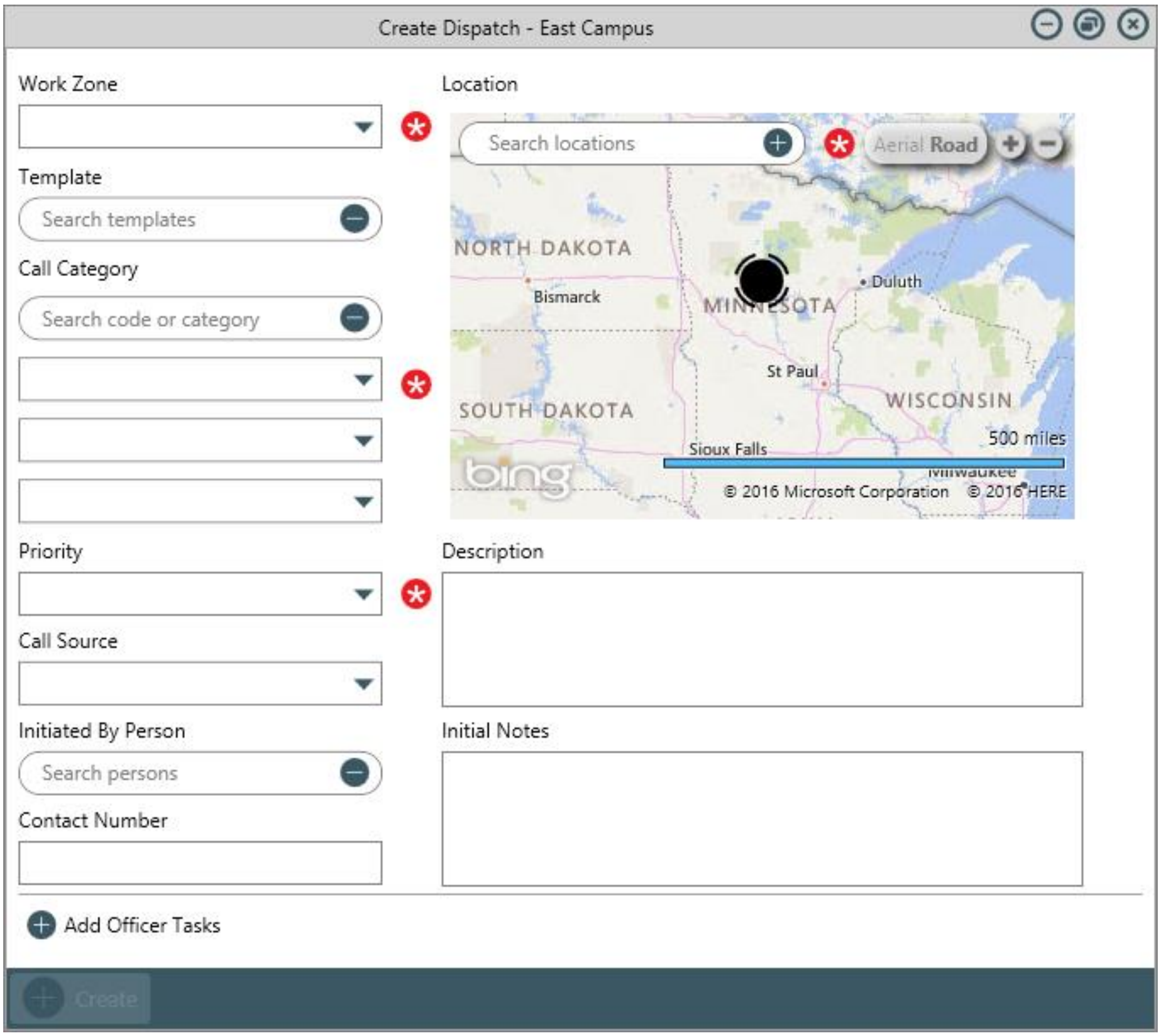
1. Click **Organizations**.
2. Click to select the organization you want to remove.
3. Click Remove.

You **cannot** remove organizations with a **Responding** or **On Scene** status on an active dispatch. Clear all outstanding tasks to remove the organization.

Dispatches

A dispatch is an activity that requires the attention and assistance of an officer(s) and/or organization(s). Records of these activities can be created as calls come in or as a **scheduled dispatch**.

This chapter outlines how to create a dispatch and record its location, priority, and description. See **Tasks**, **Dispatch an Organization**, **Service Requests**, **Person Logs**, **Organization Logs**, **Vehicle Logs**, **Item Logs**, **Attachments**, and **Messages** for more information on additional functions available once a dispatch has been created.



*A blank **Create Dispatch** panel.*

Create a Dispatch

Once a dispatch is created, it'll be assigned a dispatch number and appear in the **Dispatches** panel.

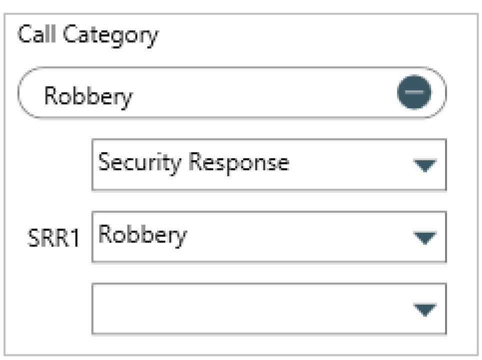
> To view your most recently created dispatches at the top of the **Dispatches** panel, click the **Reported Time** column to arrange the dispatches by newest to oldest. To arrange by oldest to newest, click the **Reported Time** column again.

To create a new dispatch:

1. Click **Create** in the ribbon.
2. Select a work zone from the **Work Zone** dropdown menu.

> **Work zones** refer to the area where a dispatch is occurring (e.g. the cafeteria) and are created and configured by your Dispatch administrator.

3. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the panel.
4. Enter search criteria in the **Call Category** field or use the dropdown menu to select a call category (e.g. Security Response, Emergency, Property, etc.).
5. **Optional:** Use the additional two dropdown menus in the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.



*The **Call Category** section.*

6. Select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu if a priority wasn't automatically selected with the **call category** or if you want to overwrite this selection.

7. **Optional:** Select a call source (e.g. Alarm, Phone Call, Email, etc.) from the **Call Source** dropdown menu.

8. **Optional:** Enter search criteria in the **Initiated By Person** field to locate the record of the person who provided the initial dispatch information.

9. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.

10. Enter a location in the **Location** section by choosing one of the following methods (if you need to select an **indoor location point**, see step 11):

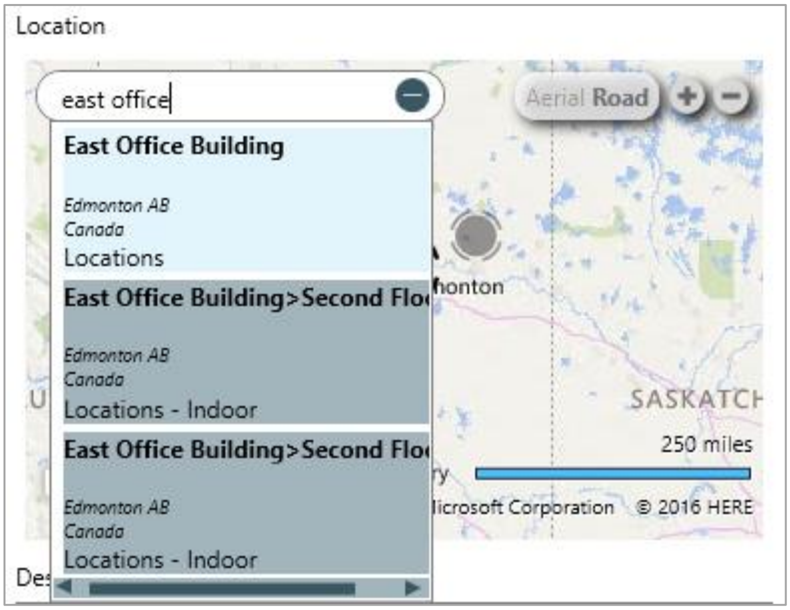
    - Enter search criteria in the **Search locations** field, then select the location from the search results;
    - Click a pin on the map to select that location; or
    - Create a new location by clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

Before creating a new location, see **Quick Add Locations** for important information.

A new location pin after clicking the icon in the ***Search locations*** *field.*

11. If you need to select an **indoor location point:**

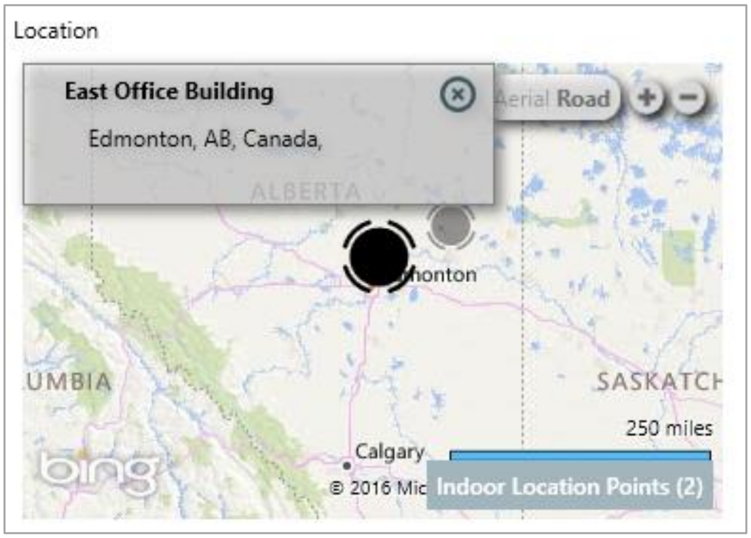
    a. Enter search criteria in the **Search locations** field.



*Search results in the **Search locations** field displaying a **master location** and two **indoor location points.***

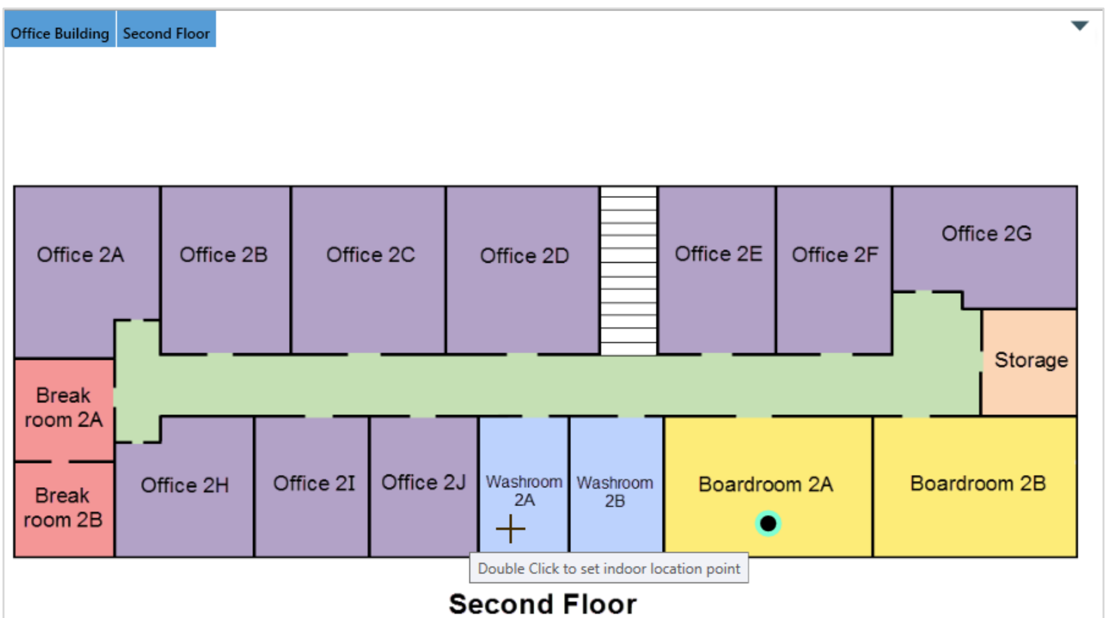
You can search for the name of the **master location** (the main location with indoor location points saved inside) or by the name of the **indoor location point**, which will appear in the search results with breadcrumbs (e.g. Office Building>Second Floor>Boardroom).

    b. Click **Indoor Location Points** at the bottom right of the map or, if an image is uploaded, the photo, floorplan, or map assigned to the indoor location point on the bottom right corner of the map.



A saved location selected in the map of a new dispatch. Clicking ***Indoor Location Points*** *will display the indoor locations.*

c. Double-click an area in the image to set a new **indoor location point** or click the icon to reveal more indoor locations, then double-click to set a new indoor location.



An indoor location point. Clicking the icon will show the indoor location point saved in a master location (e.g. Boardroom 2A) while double-clicking anywhere on the image will create a new indoor location point.

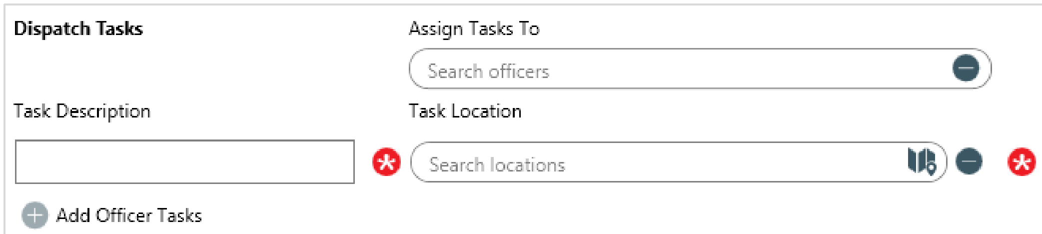
Return to previous location points by clicking the blue tabs at the top-right or the ▼ icon at the top left to return to the map.

12. **Optional:** Enter a description of the dispatch in the **Description** field.

13. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the **dispatch conversation**.

14. **Optional:** To add officer tasks:

    - Click **Add Officer Tasks** to reveal the **Dispatch Tasks** section.



*The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.*

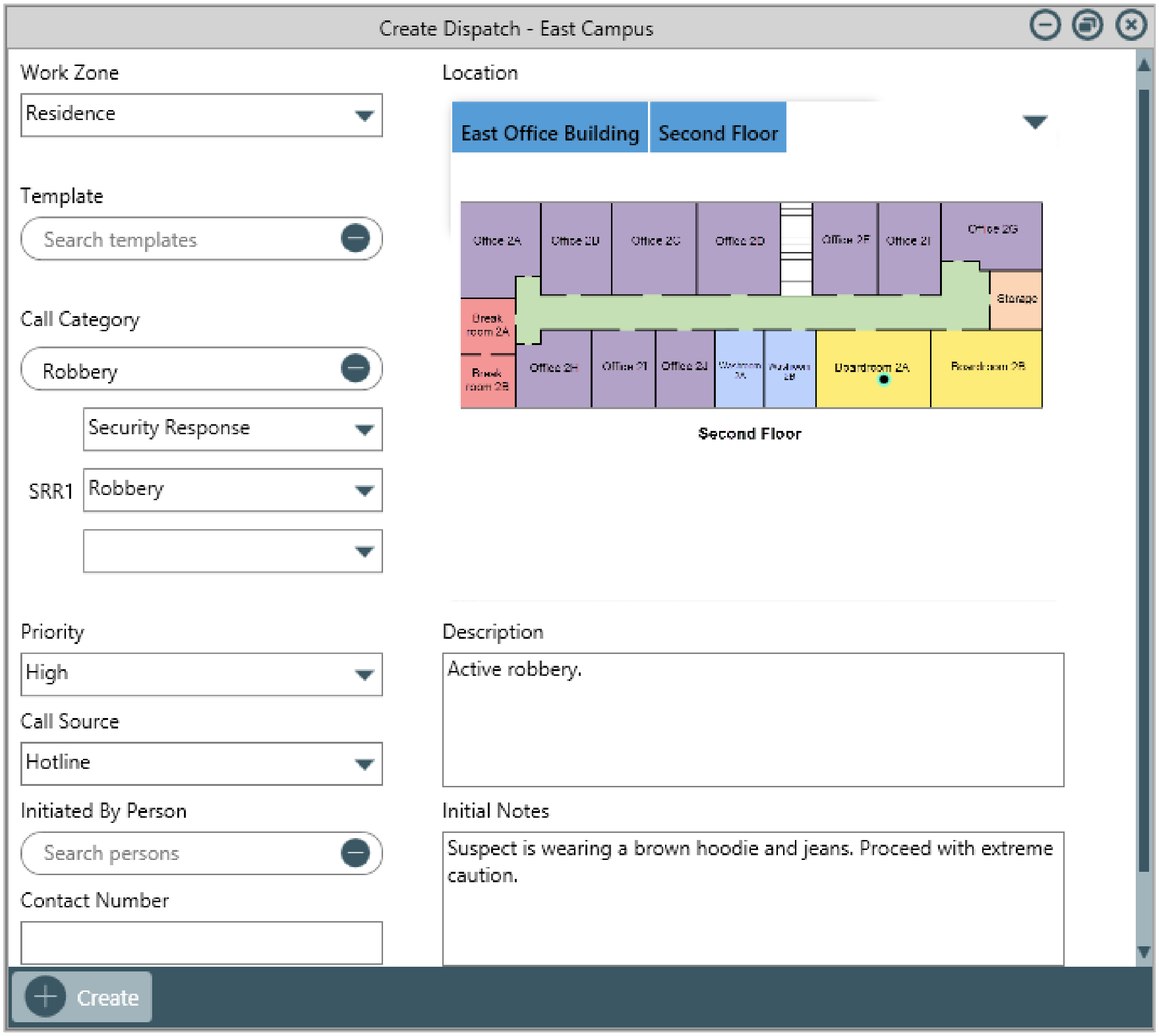
    - Enter a description in the **Task Description** field.
    - **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you want to assign the task to.
    - Select a location by using one of the following methods:
        - Enter search criteria in the **Search locations** field to find and select a previously saved location.
        - Click the icon, then click a location pin on the map to select that location.
        - Create a new location by clicking the icon then the icon in the **Search location** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

> Before creating a new location, see **Quick Add Locations** for important information.

    - Repeat steps a-e to create more officer tasks as needed.

> There are several other ways you can create officer tasks. See **Tasks** for additional methods.

15. Click Create.



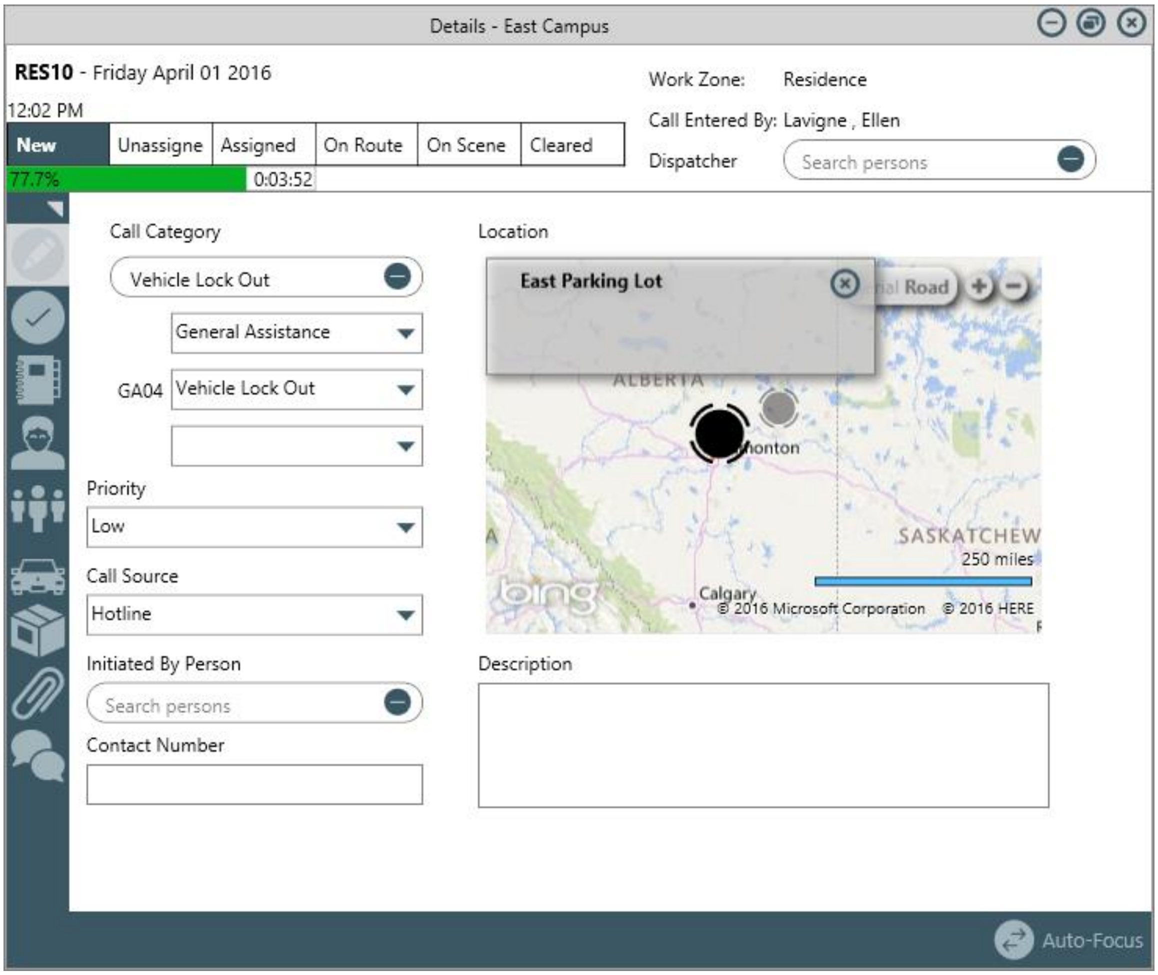
*The **Create Dispatch** panel with dispatch information entered and an **indoor location point** selected.*

Edit a Dispatch

If needed, you can edit the general details of an active dispatch through the **Details** panel, including the:

- Dispatcher;
- Call category;
- Priority;
- Call source;

- Name and contact number of the person who initiated the call;
- Location; and
- Description.

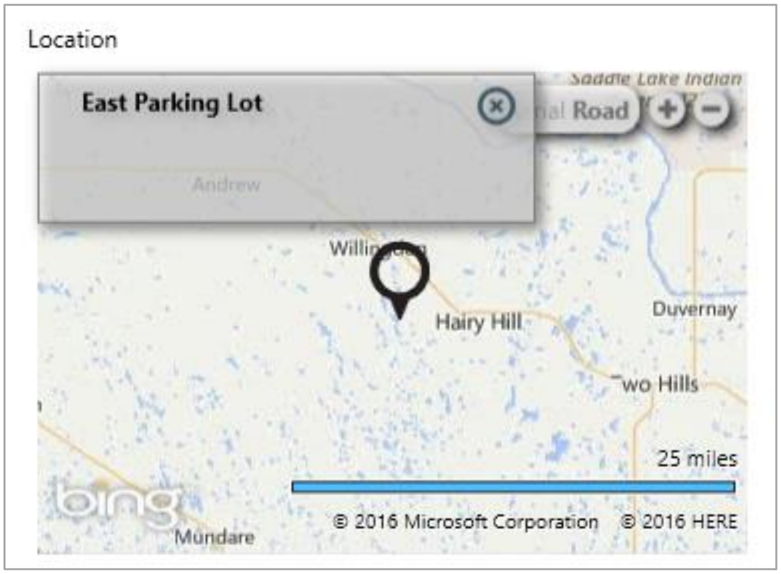


*The **Details** section of the **Details** panel showing the general information of an active dispatch.*

To edit the general details of a dispatch:

1. Double-click the dispatch or click to select the dispatch in the **Dispatches** panel, then click **Details** in the ribbon.
2. Open the **Details** section of the panel if it isn't already open.
3. Edit any fields as needed.
4. To change the location of the dispatch:

a. Click the icon next to the current location in the **Location** section.



*The currently selected location in the **Location** section in the **Details** panel. Clicking the icon will allow you to choose another location.*

b. Select a new location by choosing one of the following methods:

- Enter search criteria in the **Search locations** field, then select the location from the search results;
- Click a pin on the map to select that location; or
- Create a new location by clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

Before creating a new location, see **Quick Add Locations** for important information.

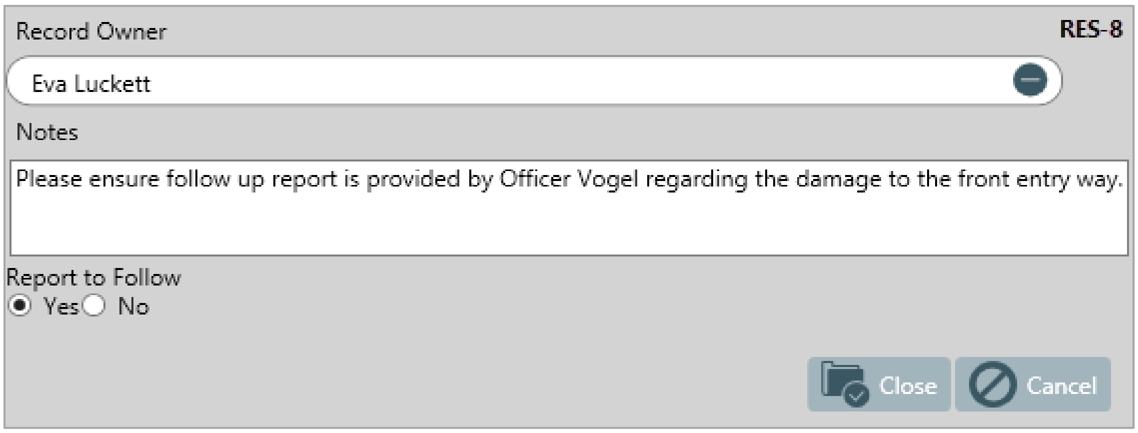
Delete a Dispatch

Once a dispatch has been created, it **cannot** be deleted. However, you can **close** a dispatch as long as that dispatch has no outstanding tasks.

Close a Dispatch

When dispatches are closed, they're stored in the **Closed** panel, where they're retained for a certain amount of time specified by your administrator. Closed dispatches are also moved to Perspective where they're saved as activities in the Data Forms.

> Only dispatches with a **New** or **Cleared** status with no outstanding tasks can be closed.



*The **Close Dispatch** window.*

To close a dispatch:

1. Click a dispatch the **Dispatches** panel.
2. Click  or right-click the dispatch, then click **Close**.
3. **Optional:** Enter search criteria to select an alternate user in the **Record Owner** field. This user will appear as the **Record Owner** in the **Controls** tab of the Perspective activity.
4. **Optional:** Enter any notes about the dispatch, including instructions for a report or follow up task that may need to be completed after the dispatch is closed. These notes will appear in the **Activity Notes** section of the record in Perspective.
5. **Optional:** Click the radio button next to **Yes** if a follow up assignment or report is required after the dispatch has been closed. Doing so will change the status of the Perspective activity as **Open – Report Required** and identify which user(s) created the record and dispatched officers in the **Call Taken By** and/or **Dispatched By** fields.

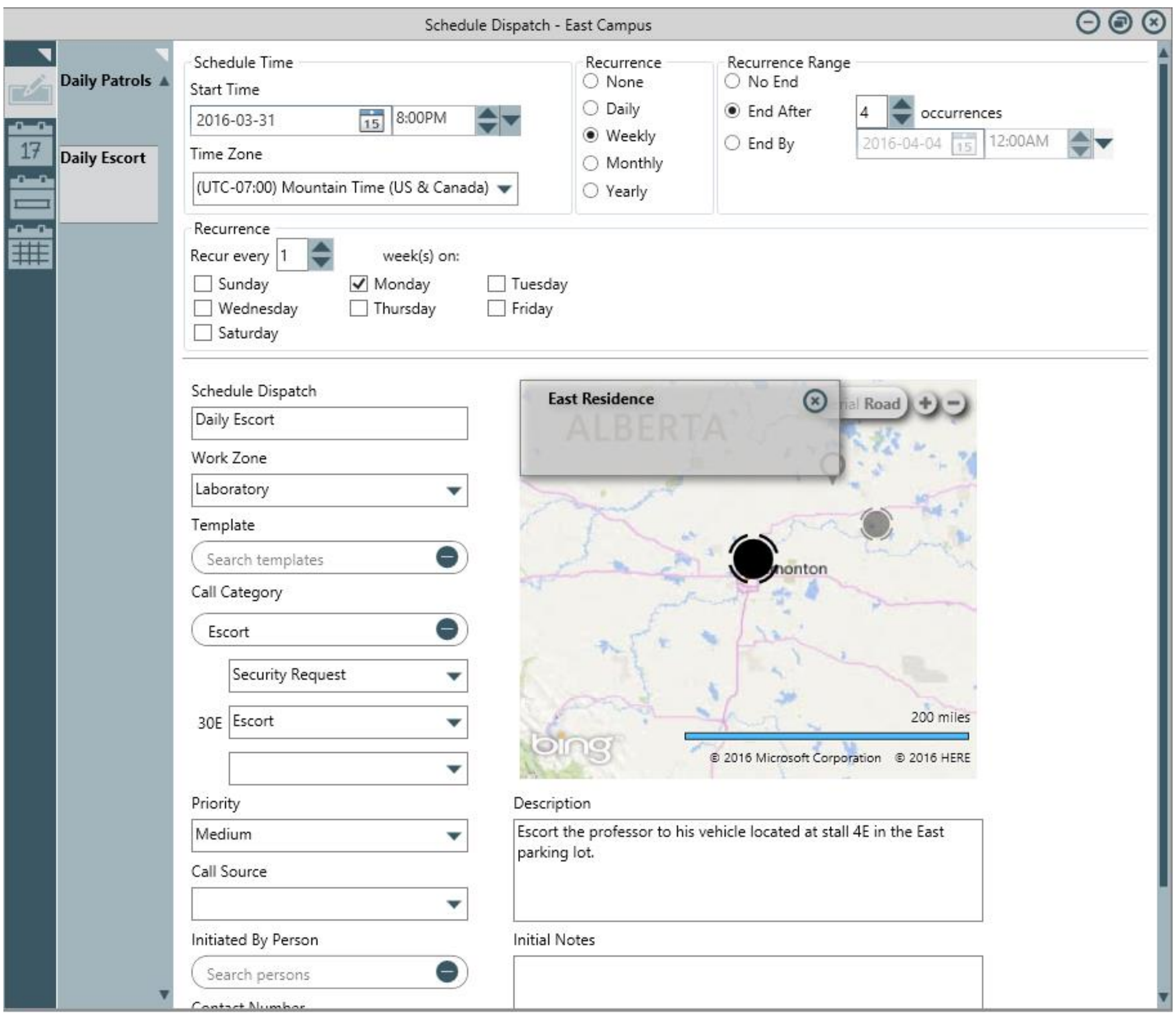
6. Click Close.

Scheduled Dispatches

Scheduled dispatches are dispatches that are expected to occur in the future. You can view exactly when upcoming dispatches are scheduled by viewing the **Daily**, **Weekly**, and **Monthly** calendars in the **Schedule Dispatch** panel.

Once a scheduled dispatch is created, it will appear in the **Dispatches** panel at the specified date and time. Scheduled dispatches can be scheduled to occur once or recur daily, weekly, or monthly.

In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact **Resolver Support**.

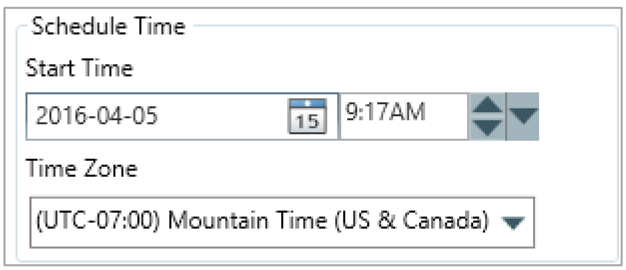


*The **Schedule Dispatch** panel displaying a previously saved scheduled dispatch.*

Create a Scheduled Dispatch

To create a scheduled dispatch:

1. Click **Schedule** in the ribbon.
2. Click the **Create** icon in the pane to the left.
3. Type a date or click the icon to use the calendar to select the date under **Start Time**.



*The **Schedule Time** section displaying the **Start Time** and **Time Zone** fields.*

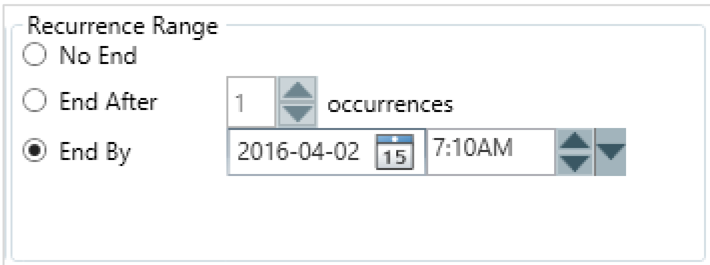
4. Type a time or use the and/or arrows to select a time under **Start Time.**
5. Select a time zone from the dropdown menu under **Time Zone**.

> If the dispatch is due to occur in another time zone, you must either select that time zone or make the adjustment under your time zone. For example, if a dispatch is scheduled to occur at 10:00 a.m. Eastern Daylight Time, but your location's time zone is Pacific Daylight Time, you must either enter a 10:00 a.m. start time under the **Eastern Time (US & Canada)** time zone or enter a 7:00 a.m. start time under the **Pacific Time (US & Canada)** time zone.

6. **Optional:** Select **Daily**, **Weekly**, **Monthly**, or **Yearly** under **Recurrence** if you want this scheduled dispatch to occur more than once. If you selected **None**, skip steps 7 and 8.
7. If you selected a **Daily**, **Weekly**, **Monthly**, or **Yearly** recurrence in step 6, make one of the following selections under **Recurrence Range:**
   - **No End**: Selecting this option means the dispatch will recur indefinitely.

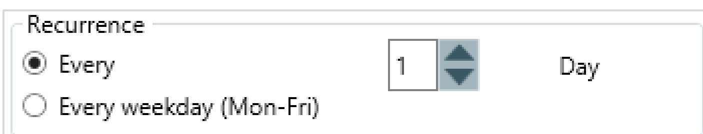
- **End After**: Selecting this option means the dispatch will recur a specific number of times. If you select this option, type a number or use the arrows to select the number of occurrences.

- **End By:** Selecting this option means the scheduled dispatch will recur until a certain date and time. If you select this option, type a date or click the icon to use the calendar to select the date, then type a time or use the and/or arrows to select a time.



*The **Recurrence Range** section.*

8. Select **Every** or **Every weekday (Mon-Fri)** to specify which days the scheduled dispatch should recur. If you selected **Every**, type or use the arrows to select a number of days (e.g. Entering 3 means the dispatch will occur every three days).



*The **Recurrence** section where you may select which days the scheduled dispatch will recur.*

The **Recurrence Range** and **Recurrence** (days) sections are hidden if **None** is selected in the **Recurrence** section.

9. Enter a name for the dispatch in the **Schedule Dispatch** field.

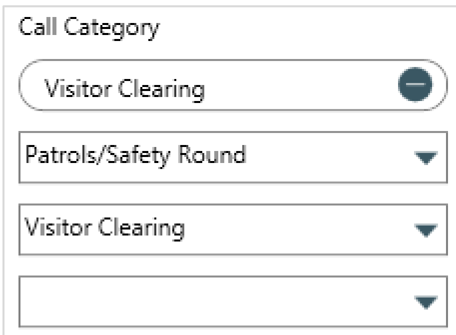
10. Select a work zone in the **Work Zone** field.

Work zones refer to the area where a dispatch is occurring (e.g. the cafeteria) and are created and configured by your Dispatch administrator.

11. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the new dispatch.

12. Enter search criteria in the **Call Category** field or use the dropdown menu to select a call category (e.g. Patrols).

13. **Optional:** Use the additional two dropdown menus under the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.



*The **Call Category** section.*

14. If a priority hasn't already been selected based on the **Call Category** or you wish to overwrite this selection, select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu.

15. **Optional:** Select a call source (e.g. Phone Call, Email, etc.) from the **Call Source** dropdown menu.

16. **Optional:** Enter search criteria in the **Initiated By Person** field to locate and select the record of the person who provided the initial dispatch information.

17. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.

18. Enter a location in the **Locations** section by choosing one of the following methods:

    - Enter search criteria in the **Search locations** field, then select the location from the search results;

    - Click a pin on the map to select that location; or

    - Create a new location by clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

Before creating a new location, see **Quick Add Locations** for important information.

A new location pin added after clicking the icon in the ***Search locations*** *field.*

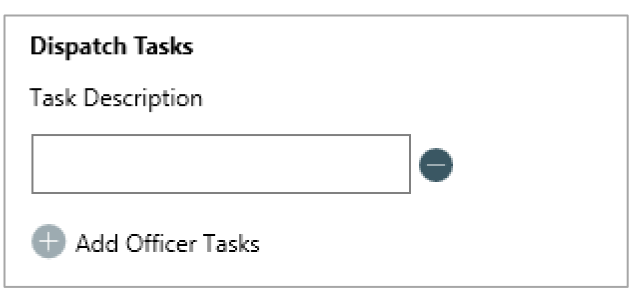
19. **Optional:** Enter a description of the dispatch in the **Description** field.

16. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the **dispatch conversation**.

20. **Optional:** To add officer tasks:

    a. Click **Add Officer Tasks**.

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



*The **Dispatch Tasks** section of the **Schedule Dispatch** panel.*

c. Repeat steps a-b to create more officer tasks as needed.

Once all the required fields have been entered, the scheduled dispatch will be automatically saved by the application.

Edit a Scheduled Dispatch

To edit a scheduled dispatch:

1. Click **Schedule** in the ribbon.
2. Open **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to edit from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.
4. Edit any fields as needed.

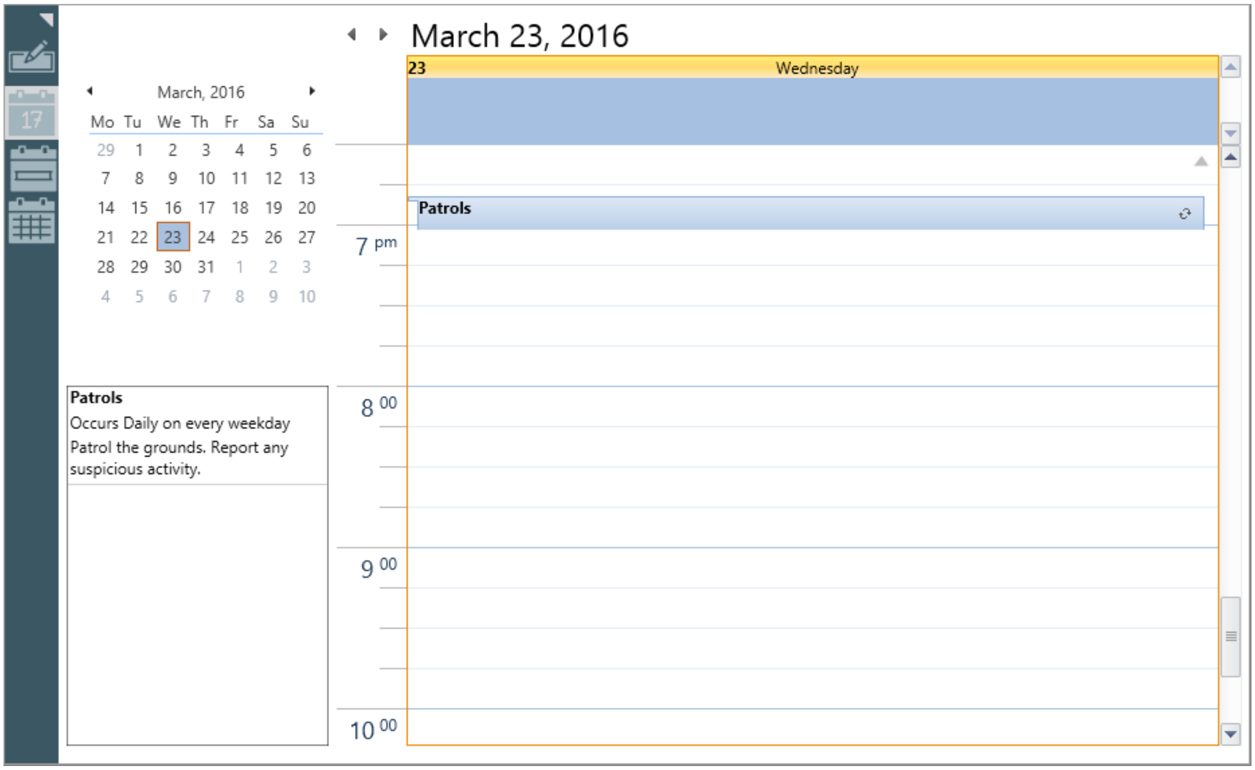
Delete a Scheduled Dispatch

To delete a scheduled dispatch:

1. Click **Schedule** in the ribbon.
2. Open **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to delete from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.
4. Click the icon next to the selected dispatch in the pane to the left.
5. Click **Yes** to confirm.

View the Daily Calendar of Scheduled Dispatches

The **Daily Calendar** in the **Scheduled Dispatch** panel displays an hourly list of any scheduled dispatches for a selected day.



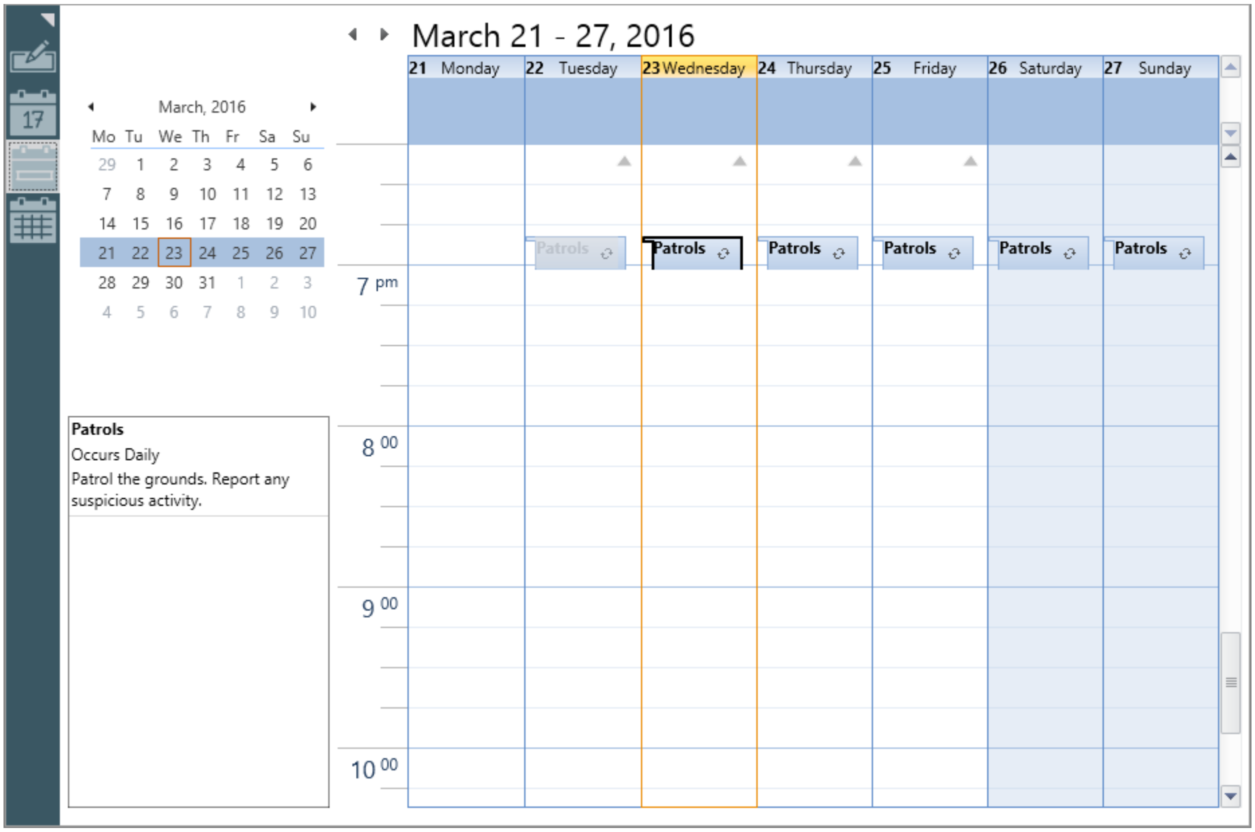
*The **Daily Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.*

To view the Daily Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Daily Calendar**.
3. Select a date from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the daily calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.

View the Weekly Calendar of Scheduled Dispatches

The **Weekly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected week.



*The **Weekly Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.*

To view the Weekly Calendar:

1. Click  **Schedule** in the ribbon

2. Click  **Weekly Calendar**.

3. Select a week from the calendar to the left.

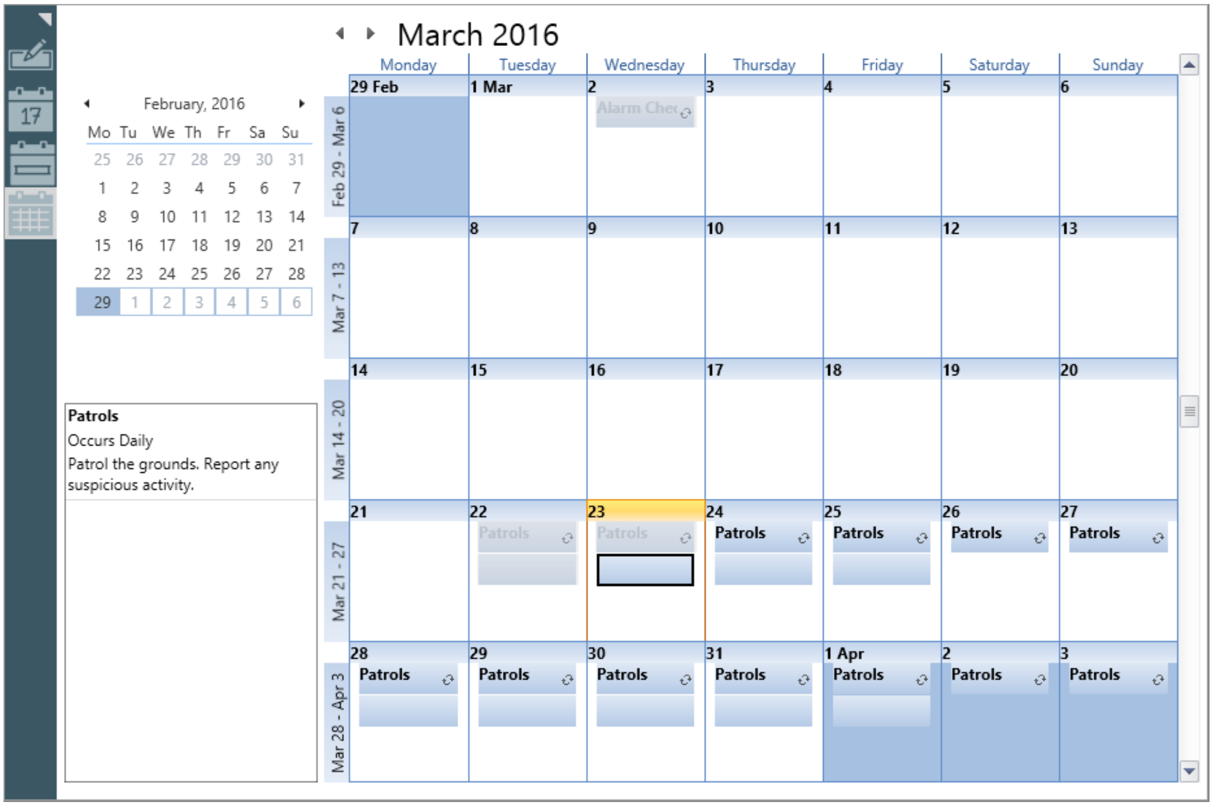
4. If necessary, scroll down to locate the hour you want to view.

5. Click an entry in weekly calendar to view the frequency and description of the scheduled dispatch.

6. Double-click the entry to view or edit the details of the scheduled dispatch.

View the Monthly Calendar of Scheduled Dispatches

The **Monthly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected month for the current year or future years.



*The **Monthly Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.*

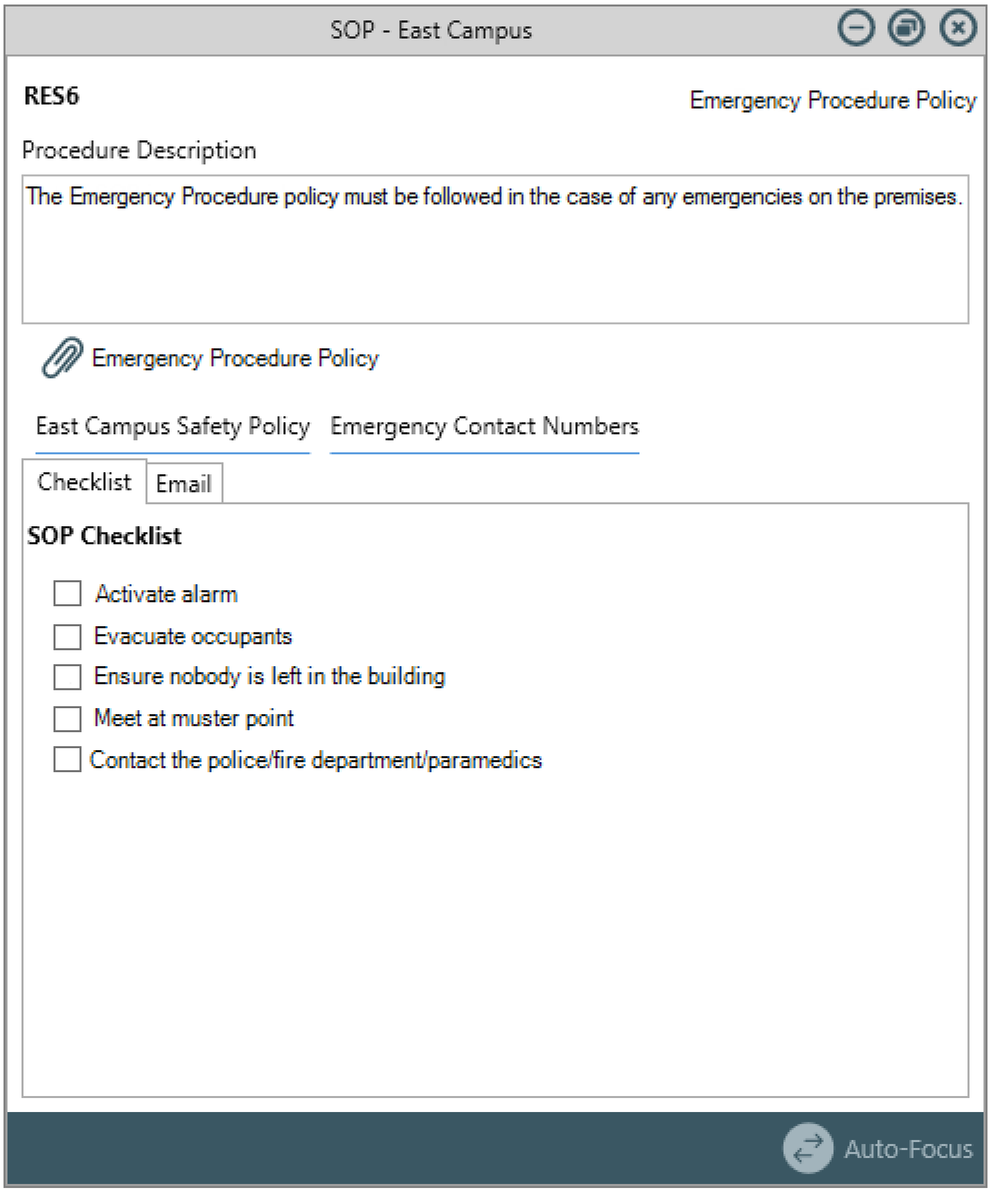
To view the Weekly Calendar:

1. Click **Schedule** in the ribbon
2. Click **Monthly Calendar.**
3. Select a month from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the monthly calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.

SOPs (Standard Operating Procedures)

An **SOP (Standard Operating Procedure)** is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information. The SOP feature also allows you to email others in your organization to share announcements, provide instructions, or share any other important information during an activity.

SOPs are created in Perspective and are activated in Dispatch when a dispatch **exactly** matches the Call Category and/or site criteria specified in Perspective.



*The **SOP** panel. The dispatch number is displayed in the top left of the window and the name of the SOP is displayed in the top right of the window.*

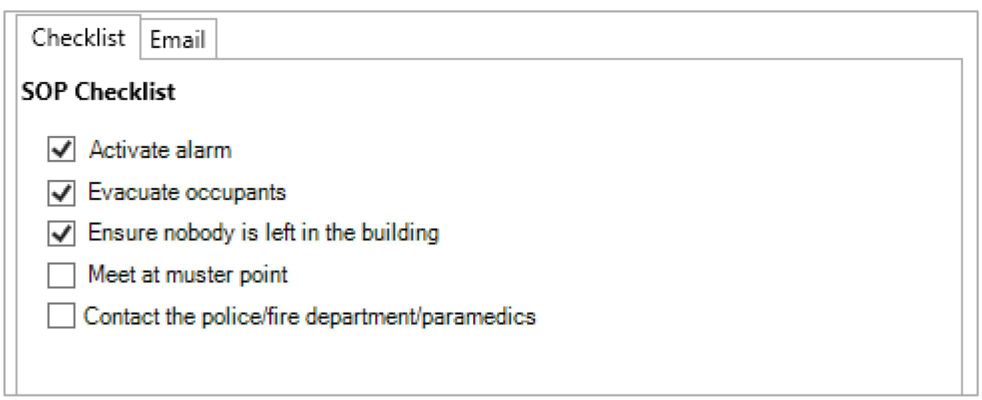
View the SOP

In order for an SOP to appear in Dispatch, the dispatch must **exactly** match the criteria entered into the SOP in Perspective (i.e. Call Category and/or site).

> If a site has been specified in the SOP criteria in Perspective, the SOP will not appear in Dispatch unless the dispatch's selected location is linked to the same Perspective site. Linking to a Perspective site is done by a Dispatch administrator through the location's settings.

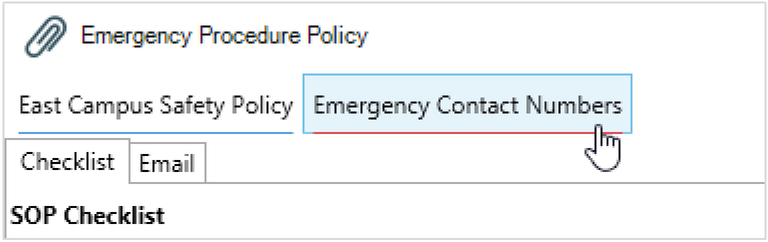
To view the SOP checklist:

1. Open the **SOP** panel by:
    - Clicking the icon in the **SOP** column of the **Dispatches** panel; or
    - Selecting the dispatch with an associated SOP in the **Dispatches** panel, then clicking **SOP** in the ribbon.
2. Click the checkboxes under **SOP Checklist** to mark off the steps that have been completed.



Tasks to be completed under an SOP. Completed steps can be marked as complete by selecting the checkboxes.

3. Click the icon to download any attachments.
4. Click any links to open the link in a new window. Links appear underlined.

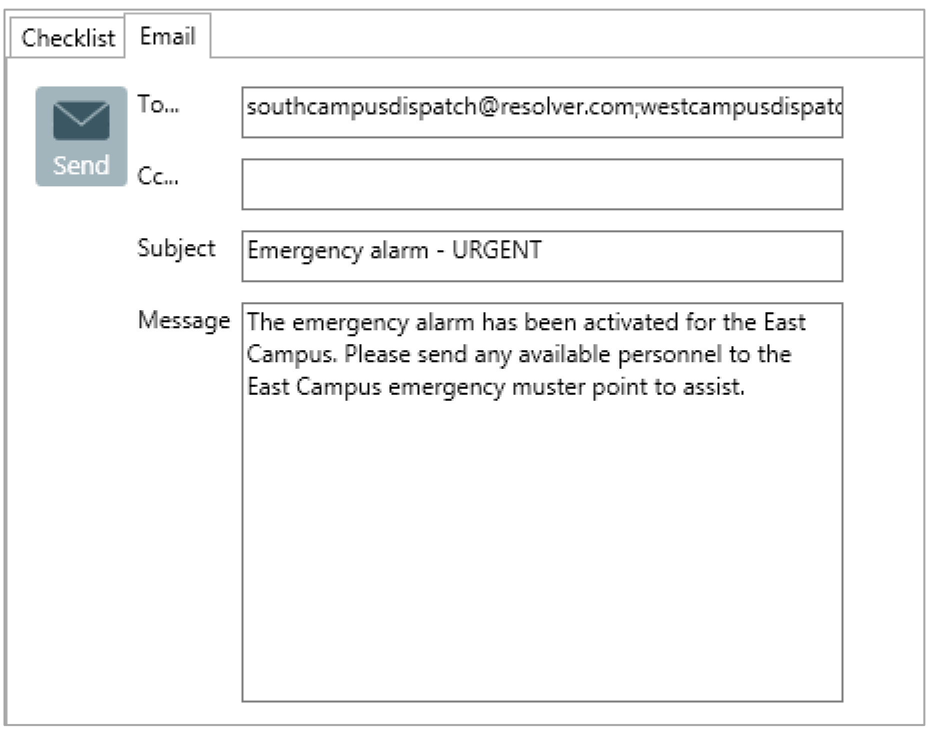


*Attachments and links in the **SOP** panel. If there are no attachments or links, this section of the panel will be blank.*

Send an SOP Email

If needed, you can send emails to others in your organization with important SOP-related information. The email feature is available only on dispatches with an associated SOP.

> You will not be able to send any SOP-related emails if the email feature hasn't been configured in Perspective.



*The **Email** tab in the **SOP** panel.*

To send SOP-related emails:

1. Open the **SOP** panel by:

- Clicking the icon in the **SOP** column of the **Dispatches** panel; or
- Selecting the dispatch with an associated SOP in the **Dispatches** panel then clicking **SOP** in the ribbon.

2. Click the **Email** tab.
3. Enter the recipient email addresses in the **To** and **Cc** fields as needed. If you're entering multiple email addresses, separate them with a semi-colon.

> Your Perspective administrator may have completed the **To**, **Cc**, **Subject**, and/or **Message** fields. If so, these fields will be automatically populated, but you can make changes as needed.

4. Enter a subject in the **Subject** field.
5. Enter a message in the **Message** field.
6. Click **Send.**

Tasks

Tasks are dispatch-related jobs that are completed by officers. Creating a task can be done through several different panels, including the **Create**, **Create Task**, **Officer,** or **Dispatches**. Once tasks are created, you can then **assign** then **dispatch** an officer to complete those tasks, change the task's **status**, **suspend**, or **clear** a task.

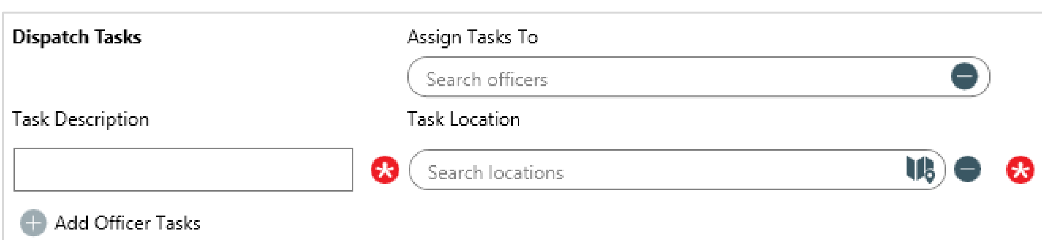
Create a Task

> Ensure all information is correct before creating a task. Once a task is created, it can only be cleared from the dispatch. It cannot be edited or deleted.

To create an officer task, select one of the following methods:

Method 1 - Create Panel

1. Click **Create** in the ribbon.
2. Fill in the necessary fields to **create a dispatch**.
3. Click **Add Officer Tasks**.
4. Enter a description in the **Task Description** field.



*The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.*

5. **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you wish to assign the task to.
6. Select a location using one of the following methods:

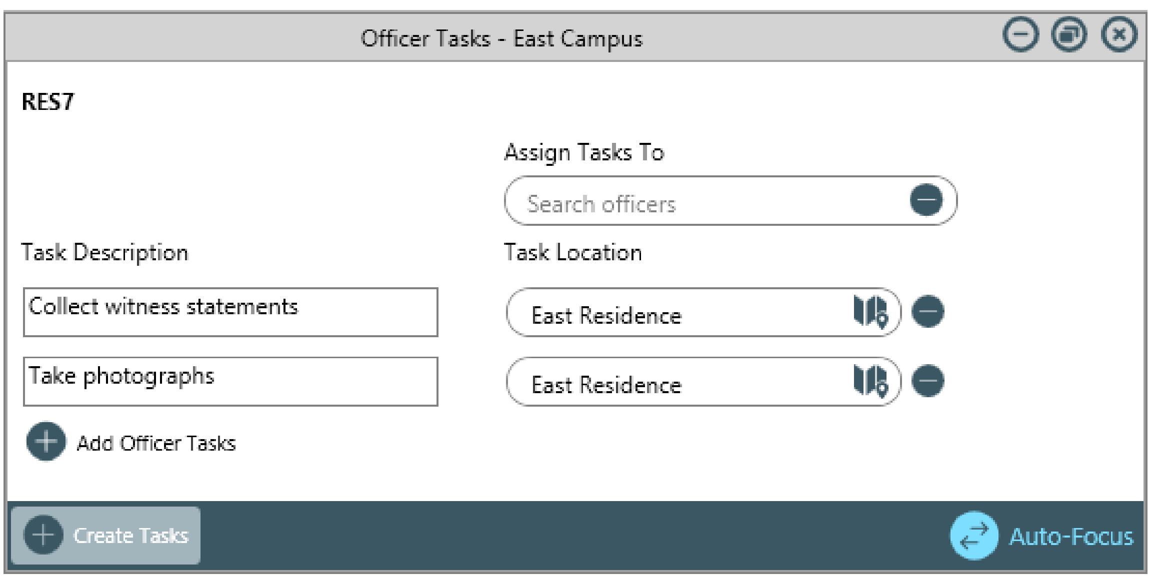
- Enter search criteria in the **Search locations** field then click the location to select it;
- Click the icon, then click a location pin on the map; or
- Create a new location by clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

> Before creating a new location, see **Quick Add Locations** for important information.

7. Repeat steps 3-6 to create more officer tasks as needed.

Method 2 - Create Task Panel

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click **Create Task** in the ribbon.
3. Enter a description of the task in the **Task Description** field.



*The **Create Tasks (Officer Tasks)** panel. The dispatch number of the selected dispatch is displayed in the top-left corner and the location of the dispatch is automatically populated in the **Task Location** field.*

4. **Optional:** Enter search criteria to locate the record of an officer in the **Assign Task To** field.

5. **Optional:** If the task is not at the same location as the dispatch, use one of the following methods to select a location:

   - Enter search criteria to select a location in the **Task Location**/**Search locations** field then click the location to select it;

   - Click the icon in the **Task Location**/**Search locations** field to open the map, then click a pin on the map to select that location; or

   - Create a new location by clicking the icon in the **Task Location**/**Search locations** field, clicking the icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

Before creating a new location, see **Quick Add Locations** for important information.

6. **Optional:** Click **Add Officer Tasks** and repeat steps 3-5 to add more tasks as needed.

7. Click Create Tasks when finished.

Assign an Officer to a Task

Assigning an officer means that you're appointing an officer to complete a specific, dispatch-related job. An officer may be assigned multiple tasks, but only one of his or her assigned tasks may have an **On Route** or **On Scene** status at one time.

Only officers on a team authorized to work in the dispatch's work zone can be assigned to a task. Your Dispatch administrator is responsible for creating teams and assigning their work zones.

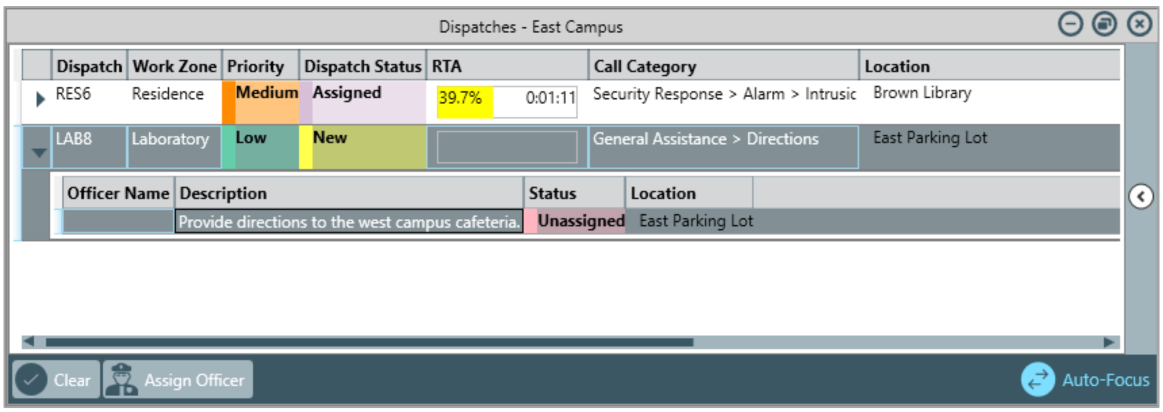
> Once an officer is assigned to a task, you cannot assign another officer to that same task. If needed, you can **clear** the task then create a duplicate to assign to another officer.

To assign an officer to a task, select one of the following methods:

Method 1 – Dispatches Panel

1. **Create a task**.

2. In the **Dispatches** panel, click the icon next to the dispatch that contains unassigned tasks.



*Unassigned tasks shown in the **Dispatches** panel after clicking the icon.*

3. Click the task to select it.

4. Click Assign Officer to search for an officer or right-click the task and hover your cursor over **Assign Officer**, then click the officer's name to assign that officer.

Method 2 – Officers Panel

1. **Create a task**.

2. In the **Dispatches** panel, click the icon next to the dispatch that contains unassigned tasks.

3. Click and drag the officer's name from the **Officers** panel to the task then release.

Dispatch an Officer to Complete a Specific Task

Dispatching an officer means you've directed an officer to complete a task that he or she has been **assigned** to. Officers cannot be dispatched unless they've been assigned to a task, however, you can create a non-specific task at the time of dispatch by using the **Dispatch Officer** function.

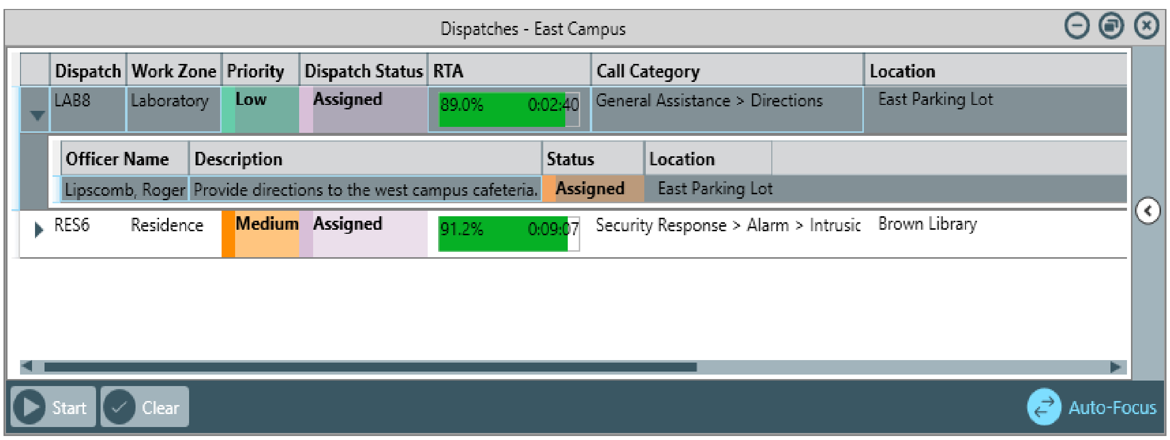
When the officer is on his or her way to the scene, clicking **Start** on a task will change the status of the task to **On Route**. Once the officer has arrived, clicking **Arrive** will change the status to **On Scene**.

Once the task is successfully completed, it can be **cleared**. If the task couldn't be completed, it can be **suspended**.

To dispatch an officer to complete a specific task, select one of the following methods:

Method 1 – Dispatches Panel

1. In the **Dispatches** panel, click the icon next to the dispatch to reveal assigned tasks.



*An assigned task shown in the **Dispatches** panel after clicking the icon.*

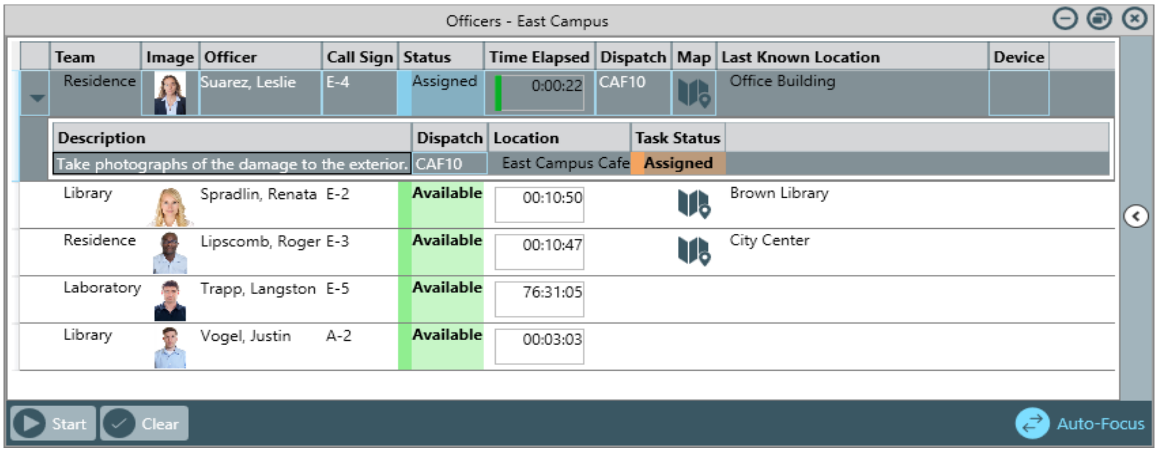
2. Click the **Assigned** task to select it.

3. Click Start or right-click the task then click **Start** to change the task status to **On Route**.

4. Once the officer has arrived on scene, click Arrive or right-click the task then click **Arrive** to change the task status to **On Scene**.

Method 2 – Officers Panel

1. In the **Officers** panel, click the ▶ icon next to the officer's name to reveal assigned tasks.



*An assigned task shown in the **Officers** panel after clicking the ▶ icon.*

2. Click the **Assigned** task to select it.

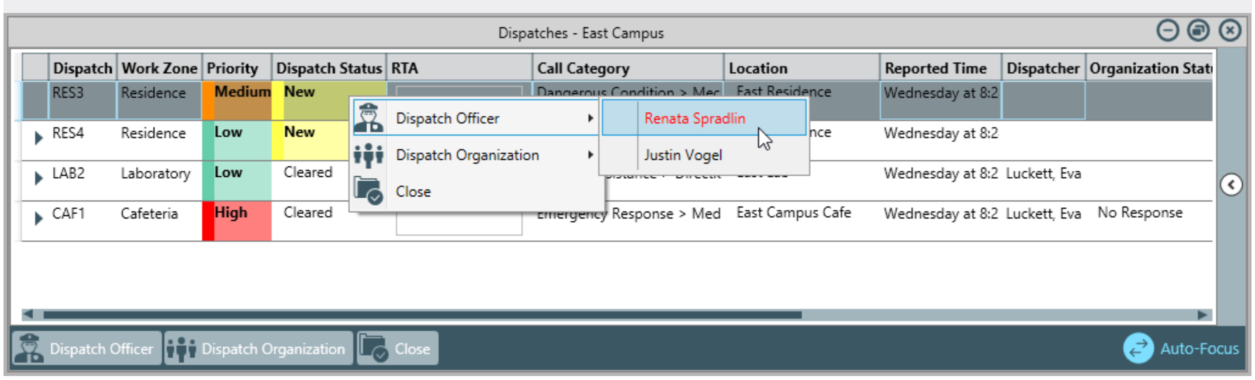
3. Click Start or right-click the task then click **Start** to change the task status to **On Route**.

4. Once the officer has arrived on scene, click Arrive or right-click the task then click **Arrive** to change the task status to **On Scene**.

Dispatch an Officer to Complete a Non-specific Task

The following methods will assign an officer to an automatically created task with a general **Respond and assist** description. For information on creating specific officer tasks, see **Create a Task**.

Once the task is successfully completed, it can be **cleared**. If the task was started but couldn't be completed, it can be **suspended**.



*Dispatching an officer from the **Dispatches** panel by right-clicking the dispatch.*

To dispatch an officer to complete a non-specific task, select one of the following methods:

Method 1 – Dispatches Panel

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  to search for an officer or right-click the task, hover your cursor over **Dispatch Officer**, then click the officer's name to assign that officer.
3. Click  or right-click the task, then click **Start** to change the task status to **On Route.**
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

Method 2 – Officers Panels

1. Click an officer's name in the **Officers** panel to select it.
2. Drag the officer's name to the dispatch in the **Dispatches** panel then release.
3. Click  in the **Officers** panel or right-click the task, then click **Start** to change the task status to **On Route.**
4. Once the officer has arrived on scene, click  in the **Officers** or right-click the task, then click **Arrive** to change the task status to **On Scene**.

Suspend a Task

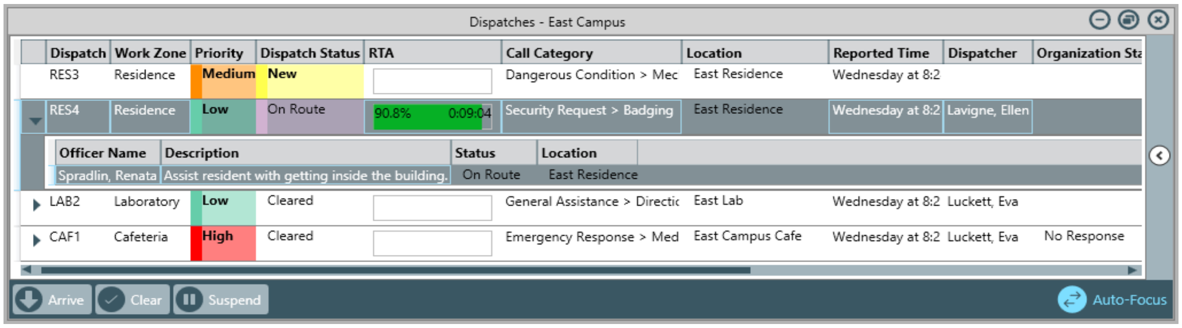
If an officer has started a task (the task status is **On Route** or **On Scene**), but must divert his or her attention away from that task to complete a more important job, you can **suspend** that task.

Suspending a task creates as duplicate task that will be automatically assigned to the officer who had initially started it. The original task will be replaced by the duplicate on the home screen, but a **record** of the original task can be viewed in the **Details** panel and will appear as an officer response in the activity record in Perspective.

To suspend a task, select one of the following methods:

Method 1 – Dispatches Panel

1. In the **Dispatches** panel, click the ▶ icon next to the dispatch.



*A started task selected in the **Dispatches** panel.*

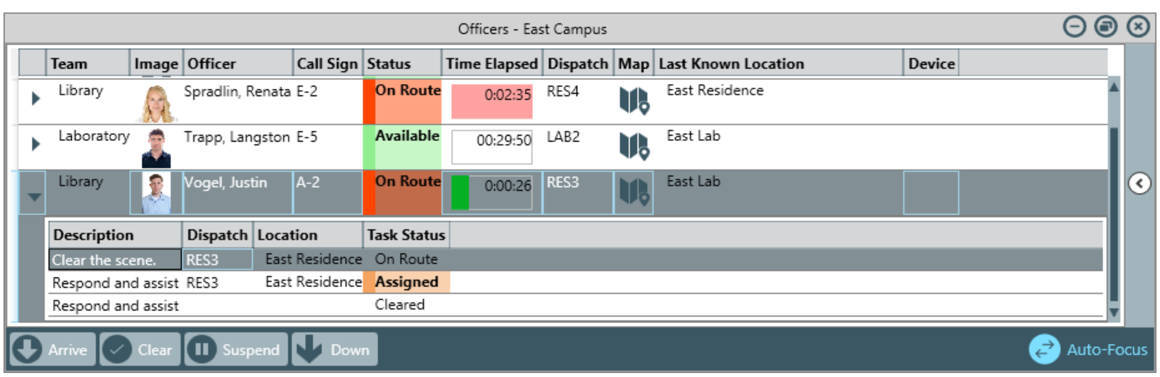
2. Click the task to select it.

3. Click  or right-click the task then click **Suspend**.

Method 2 – Officers Panel

1. In the **Officers** panel, click the ▶ icon next to the officer's name to reveal assigned tasks.

2. Click the task to select it.



*A started task selected in the **Officers** panel.*

3. Click Suspend or right-click the task, then click **Suspend**.

Edit or Delete a Task

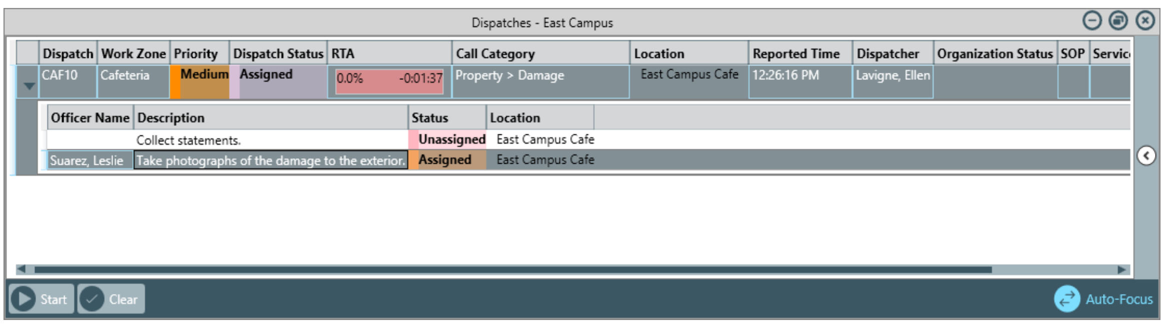
Once a task is created, you **cannot** edit or delete it. To remove the task from the home screen, the task must first be **cleared** then **closed**.

Clear a Task

To clear a task, select one of the following methods:

Method 1 – Dispatches Panel

1. In the **Dispatches** panel, click the icon next to the dispatch that contains tasks.



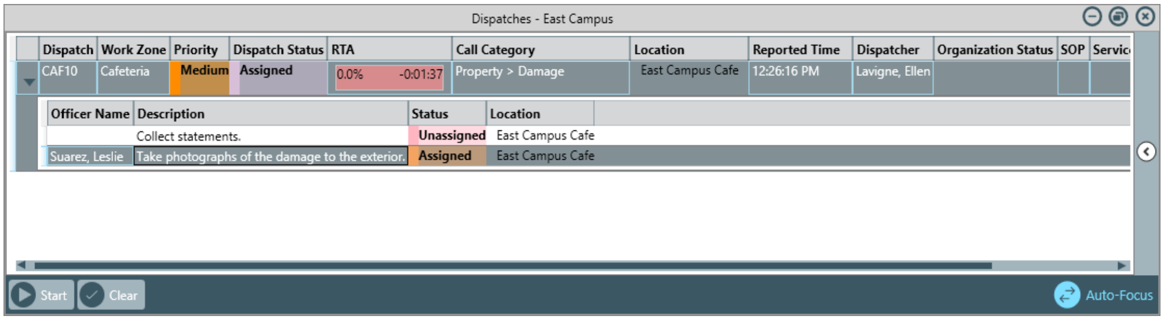
*Tasks shown in the **Dispatches** panel after clicking the icon.*

2. Click the task to select it.

3. Click Clear or right-click the task, then click **Clear**.

Method 2 – Officers Panel

1. In the **Officers** panel, click the icon next to the dispatch that contains tasks.



*Tasks shown in the **Officers** panel after clicking the ▶ icon.*

2. Click the task to select it.

3. Click Clear or right-click the task, then click **Clear**.

View a Summary of Tasks in the Details Panel

The **Tasks** section of the **Details** panel provides a summary of all officer and **organization** tasks for a selected dispatch, including the officer's name, the task description and location, the time of each status change, and whether or not the task was suspended.

To view a summary of tasks in the Details panel:

1. Double-click the dispatch to open the **Details** panel.

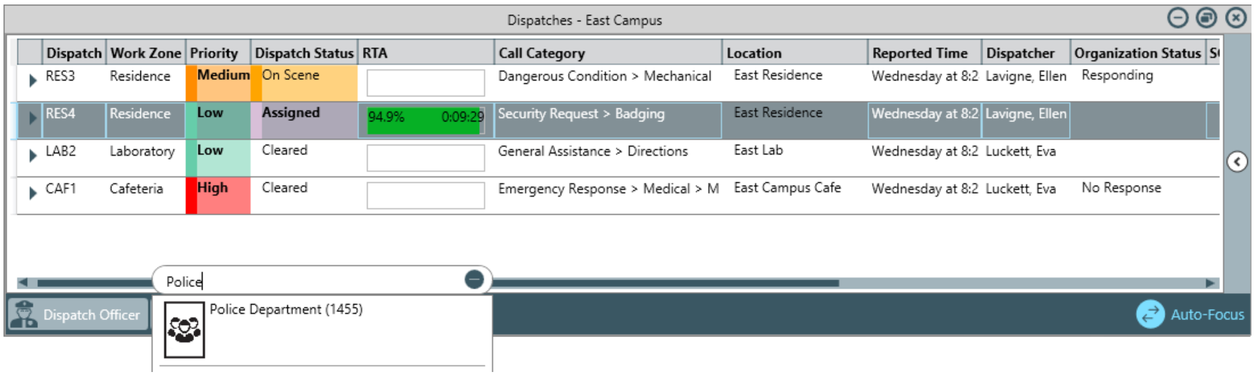
2. Click **Tasks.**

Suspended tasks will appear with a checkmark in the **Suspended** column of the **Officers** section, while organizations that didn't arrive on scene will appear with a checkmark in the **No Response** column of the **Organization Responses** section.

.

Dispatch an Organization

If a dispatch requires the assistance of an agency, such as the police, fire department, or paramedics, you can dispatch an organization. When an organization is dispatched, a non-specific organization task with a **Responding** status is created, where it can be reviewed in the **Details** panel and managed in the **Dispatches** or **Organizations** panels.



*Dispatching an organization from the **Dispatches** panel.*

Dispatch an Organization

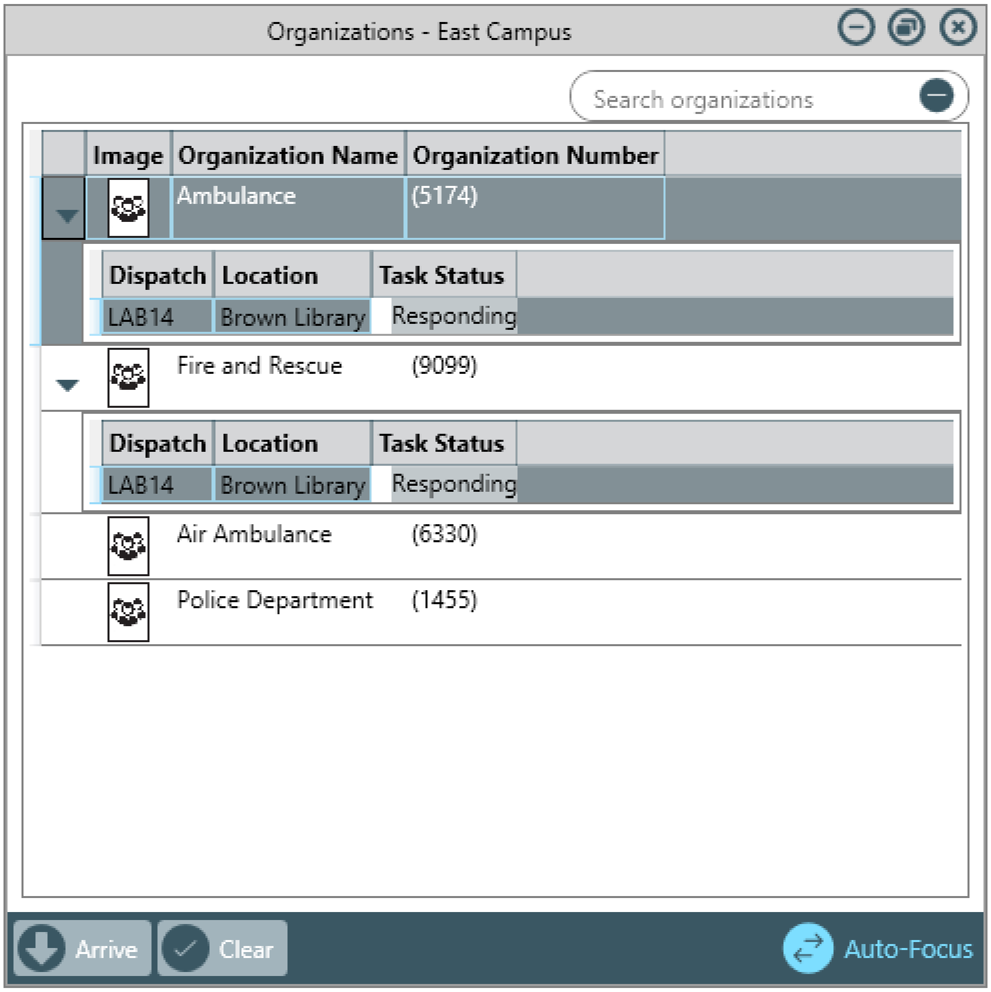
To dispatch an organization:

1. Click the dispatch in the **Dispatches** panel to select it.
2. Click Dispatch Organization to search for an **available organization** or right-click the dispatch, hover your cursor over **Dispatch Organization**, then select an available organization.
3. Click the icon next to the dispatch to reveal the tasks.
4. Click the organization task to select it.
5. If the organization has arrived on scene, click Arrive or right-click the organization task, then click **Arrive** to change the task status to **On Scene**.
6. Once the organization has cleared the scene, click Clear or right-click the organization task, then click **Clear**.

If the organization never arrived on scene, click Clear while the task is in **Responding** status to clear the task with a **No response** status.

View & Manage Tasks in the Organizations Panel

The **Organizations** panel provides list of **available organizations** as well summarizes all tasks assigned to those organizations.



*The **Organizations** panel displaying organization tasks and a list of available organizations.*

To view and manage tasks in the Organizations panel:

1. Click **Organizations** in the ribbon.
2. Click the icon next to an organization's name to reveal any tasks.
3. Click the organization task to select it.
4. If the organization has arrived on scene, click Arrive to change the task status to **On Scene**.

5. Once the organization has cleared the scene, click 

to clear the task.

If the organization never arrived on scene, click 

while the task is in **Responding status** to clear the task with a **No response** status.

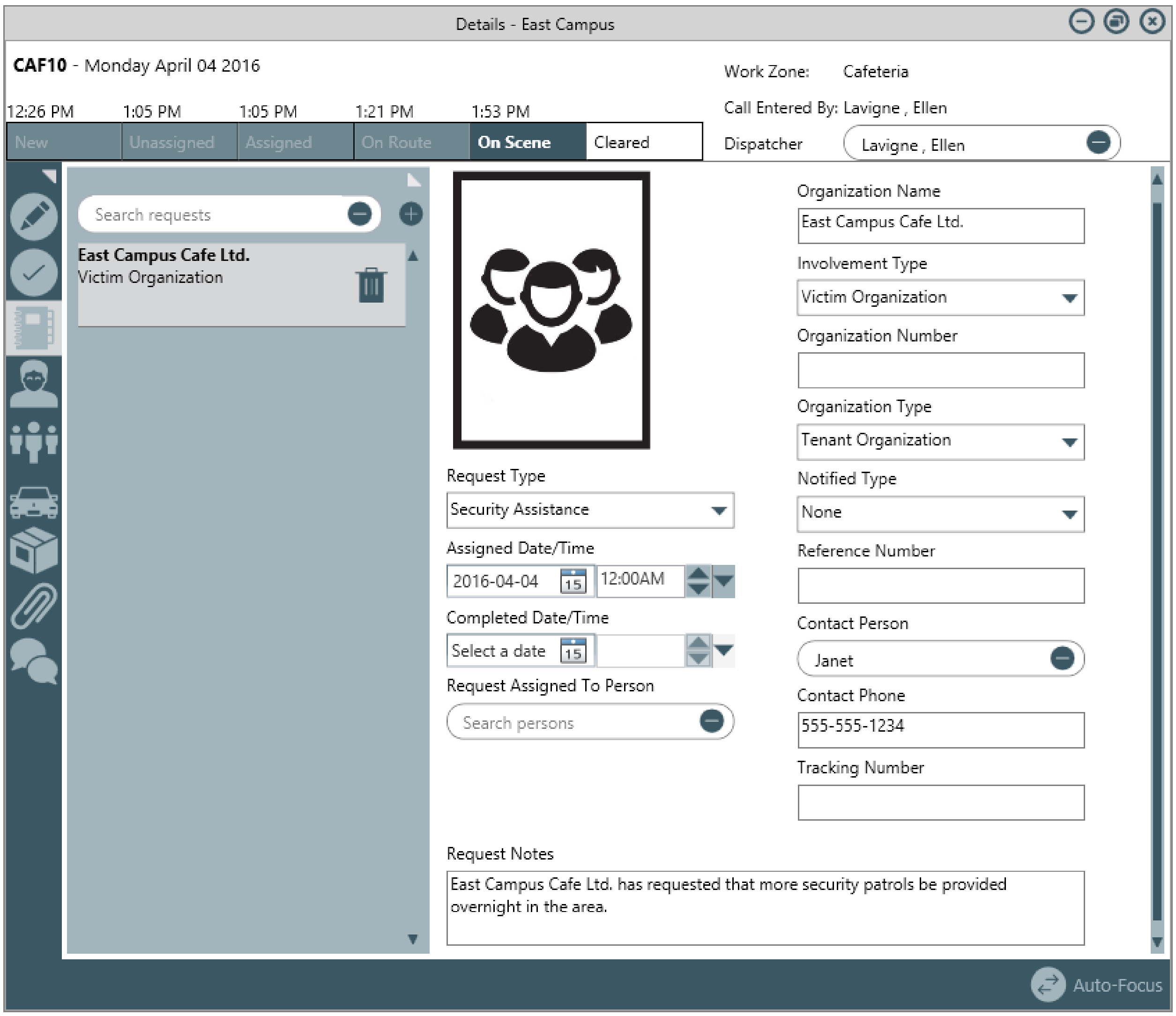
View a Summary of Organization Tasks in the Details Panel

Organization tasks will appear in the **Organization Responses** section of **Tasks** in the **Details** panel. See **View a Summary of Tasks in the Details Panel** for more information.

Service Requests

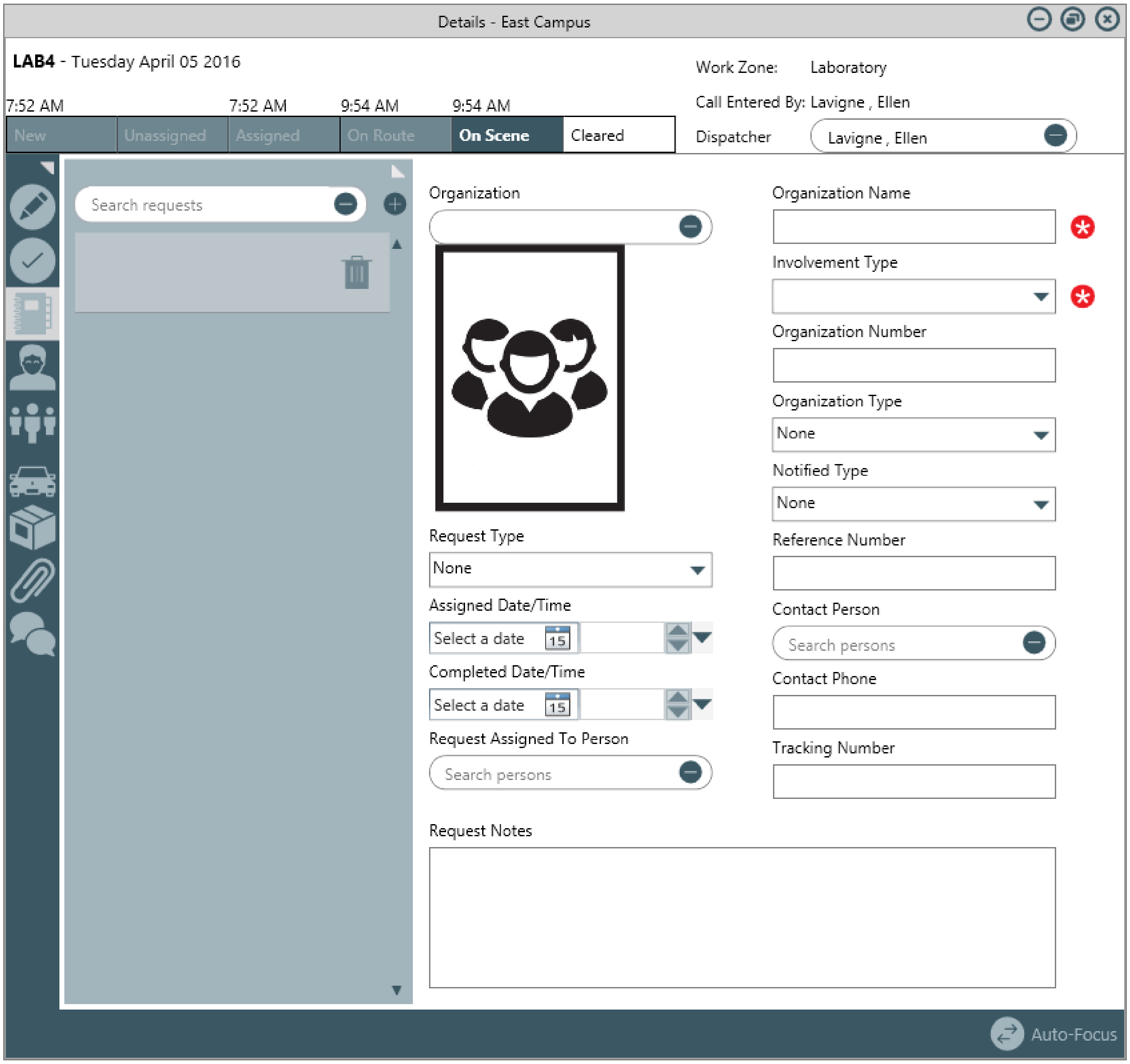
If an organization requests that you take specific action on a dispatch, you can record that request through the **Details** panel. Requesting organizations can be an agency, such as the police or fire department, or any other organization involved in the activity.

When a service request has been recorded on a dispatch, the icon will appear in the **Service Requests** column of the **Dispatches** panel. When the dispatch is closed and moved to Perspective, service requests appear in the **Requests** tab of the activity record.



*The **Service Requests** section of the **Details** panel.*

Create a Service Request



A new blank ***Service Request****.*

1. Double-click a dispatch in the **Dispatches** panel to open the **Details** panel.

2. Click **Service Requests**.

3. Click the icon in the pane to the left.

4. **Optional:** If the organization has a saved record in Perspective, enter search criteria in the **Organization** field to locate that record, then click to select it. This will automatically complete the **Organization Name** field and photo, if available.

*The **Organization** field in a new service request. You can use this field to search for previously saved organizations.*

5. **Optional:** Select the type of request being made in the **Request Type** field.

6. **Optional:** Select a date and time in the **Assigned Date/Time** fields by typing a date or clicking the icon to select a date from the calendar, then type or use the arrows to select the time.

7. **Optional:** Select a date and time in the **Completed Date/Time** fields by typing a date or clicking the icon to select a date from the calendar, then type or use the arrows to select the time.

8. **Optional:** Enter search criteria to select person record in the **Request Assigned To Person** field.

9. **Optional:** Enter any notes about the request in the **Request Notes** field.

10. Enter an organization name in the **Organization Name** field. If you selected a previously saved organization in step 4, skip this step.

11. Select how the organization was involved in the dispatch from the **Involvement Type** dropdown.

12. **Optional:** Enter a number, code, or ID that identifies the organization in the **Organization Number** field.

13. **Optional:** Select the organization type from the **Organization Type** dropdown menu.

14. **Optional:** Select how the organization notified you of this service request from the **Notified Type** dropdown menu.

15. **Optional:** Enter a reference or file number in the **Reference Number** field.
16. **Optional:** Enter search criteria to select a person record in the **Contact Person** field.
17. **Optional:** Enter a phone number for the organization contact in the **Contact Phone** field.
18. **Optional:** Enter a tracking number in the **Tracking Number** field.

View or Edit a Service Request

1. Click the icon in the **Service Requests** column of the **Dispatches** panel.

> You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking **Service Requests**.

2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Make changes to any of the fields as needed.

Delete a Service Request

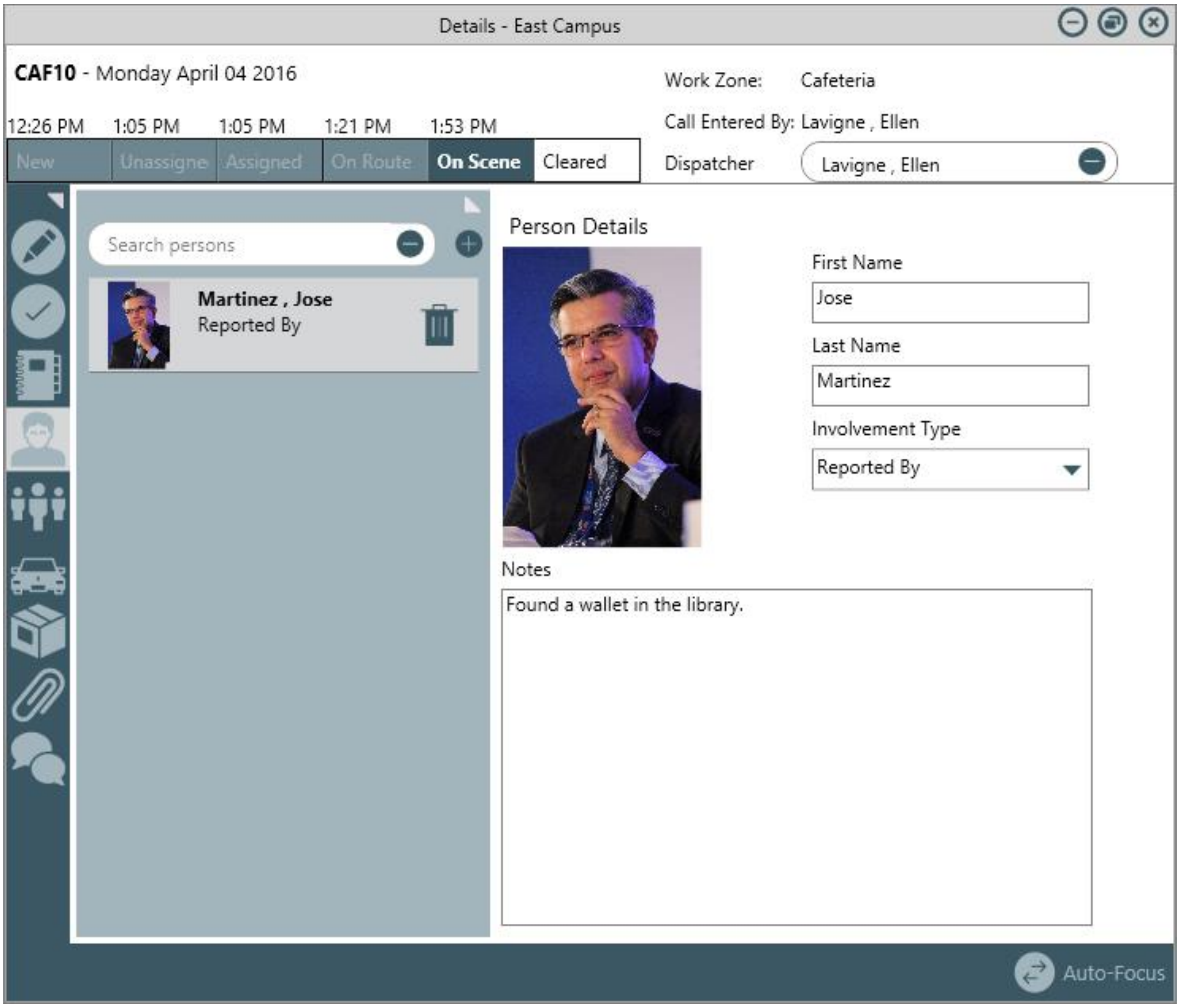
1. Click the icon in the **Service Requests** column of the **Dispatches** panel.

> You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking **Service Requests**.

2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Click the icon next to the service request you want to delete.
4. Click **Yes** to confirm.

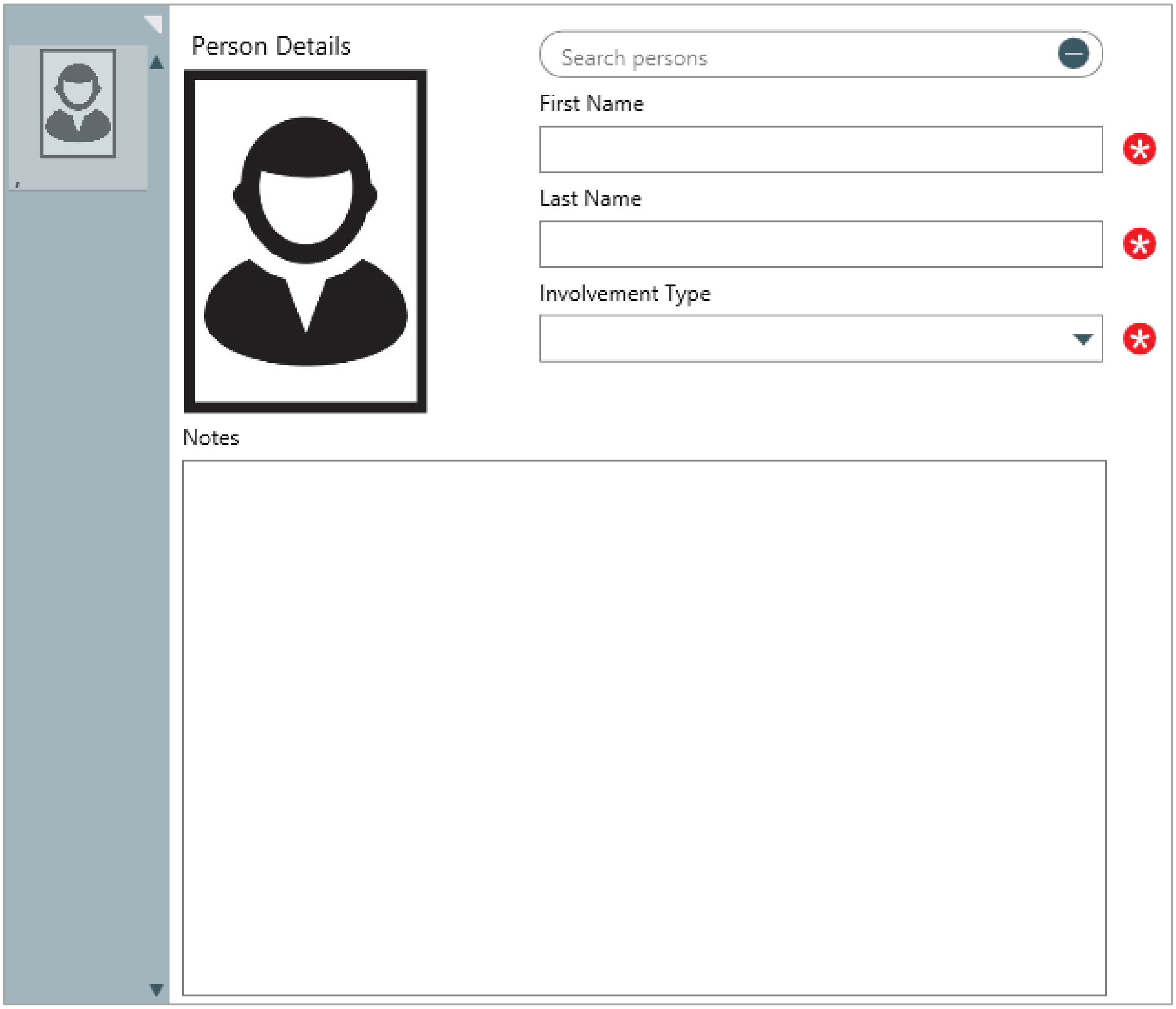
Person Logs

A **person log** records any people who were involved in a dispatch. Examples of an involved person can include a witness, victim, suspect, or responding person. When the associated dispatch is closed and moved to Perspective, person logs appear the in **Involvements > Persons** tabs of the activity record.



*A saved **Person** log in the **Details** panel.*

Create a Person Log



*A blank **Person** log.*

To create a person log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Person Log**.

3. Click the icon in the pane to the left.

4. **Optional:** If the person has a previously saved record, enter the person's name in the **Search persons** field to locate the record, then click to select it.

5. Enter the name of the person in the **First Name** and **Last Name** fields. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.

7. **Optional:** Enter any notes about the person in the **Notes** field.

8. **Optional:** To add an image of the person:

   a. Click the icon.

   b. Click **Find** to locate and open the image from your computer.

   c. Click **Save** to save the image to the log.

Edit a Person Log

To edit a person log:

1. In the **Dispatches** panel, double-click a dispatch or click to select the dispatch, then click **Details.**

2. Click **Person Log**.

3. Click a log in the pane to the left or use the **Search persons** field to search for the log.

4. Make changes to any of the fields as needed.

5. To change or delete the image of the person:

   a. Click the currently uploaded image.

   b. Click **Find** to upload a new image then click **Save**.

   c. Click **Delete** to delete the image.

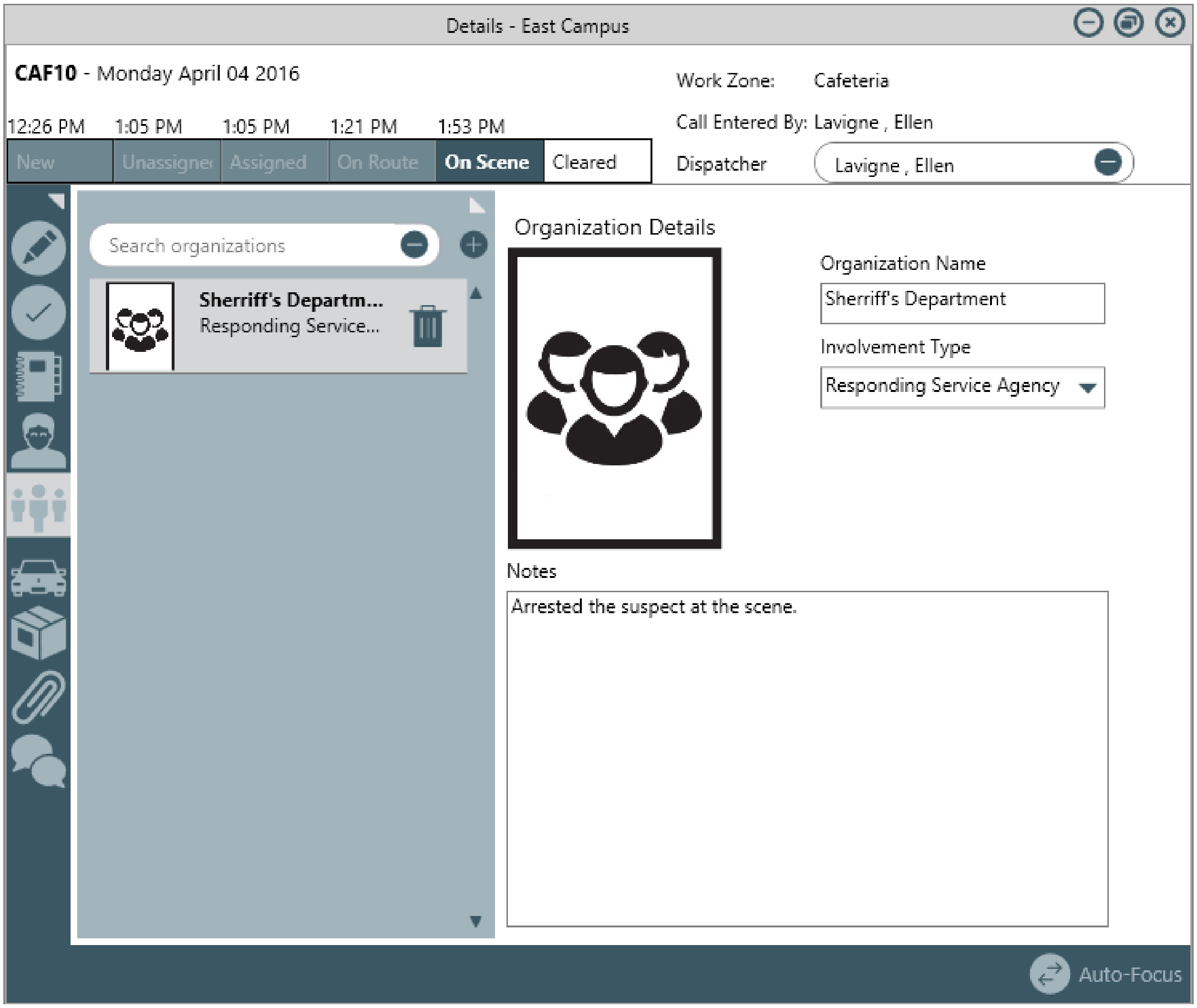
Delete a Person Log

To edit or delete a person log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Person Log**.
3. Click a log in the pane to left or use the **Search persons** field to search for the log.
4. Click the icon next to the log you want to delete.
5. Click **Yes** to confirm.

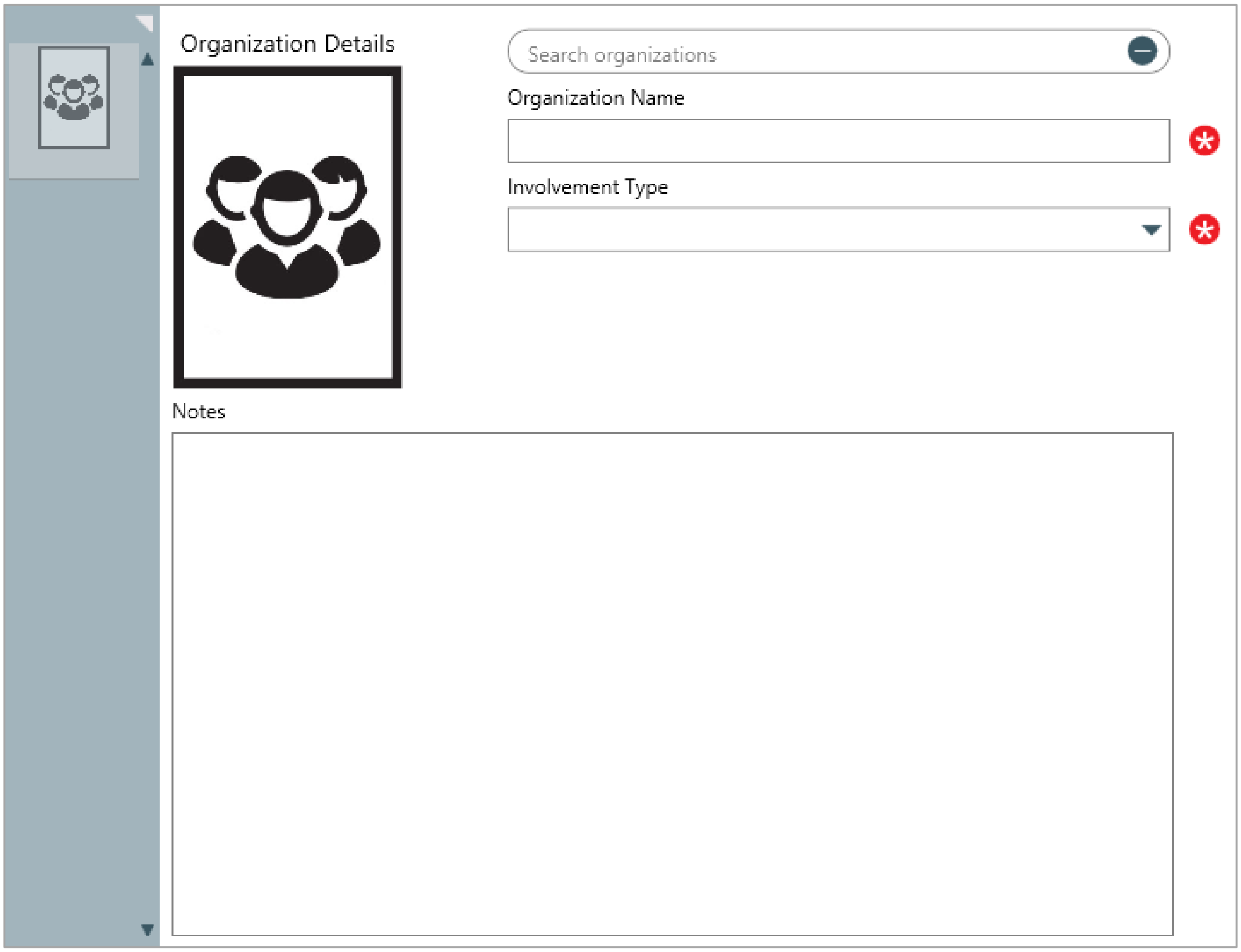
Organization Logs

An **organization** log records any organizations that were involved in a dispatch. Examples of an involved organization can include a responding agency, reporting organization, or victim organization. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Organization** tabs of the activity record.



*A saved **Organization** log in the **Details** panel.*

Create an Organization Log



*A blank **Organization** log.*

To create an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Organization Log.**
3. Click the icon in the pane to the left.
4. **Optional:** If the organization has a previously saved record, enter the organization's name in the **Search organizations** field to locate the record, then click to select it.
5. Enter the name of the organization in the **Organization Name** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the organization in the **Notes** field.
8. **Optional:** To add a photo for the organization:
    a. Click the icon.
    b. Click **Find** to locate and open the image from your computer.
    c. Click **Save** to save the image to the log.

Edit an Organization Log

To edit an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Organization Log.**
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the organization image:
    a. Click the currently uploaded image.
    b. Click **Find** to upload a new image then click **Save**.
    c. Click **Delete** to delete the image.

Delete an Organization Log

To delete an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Organization Log.**

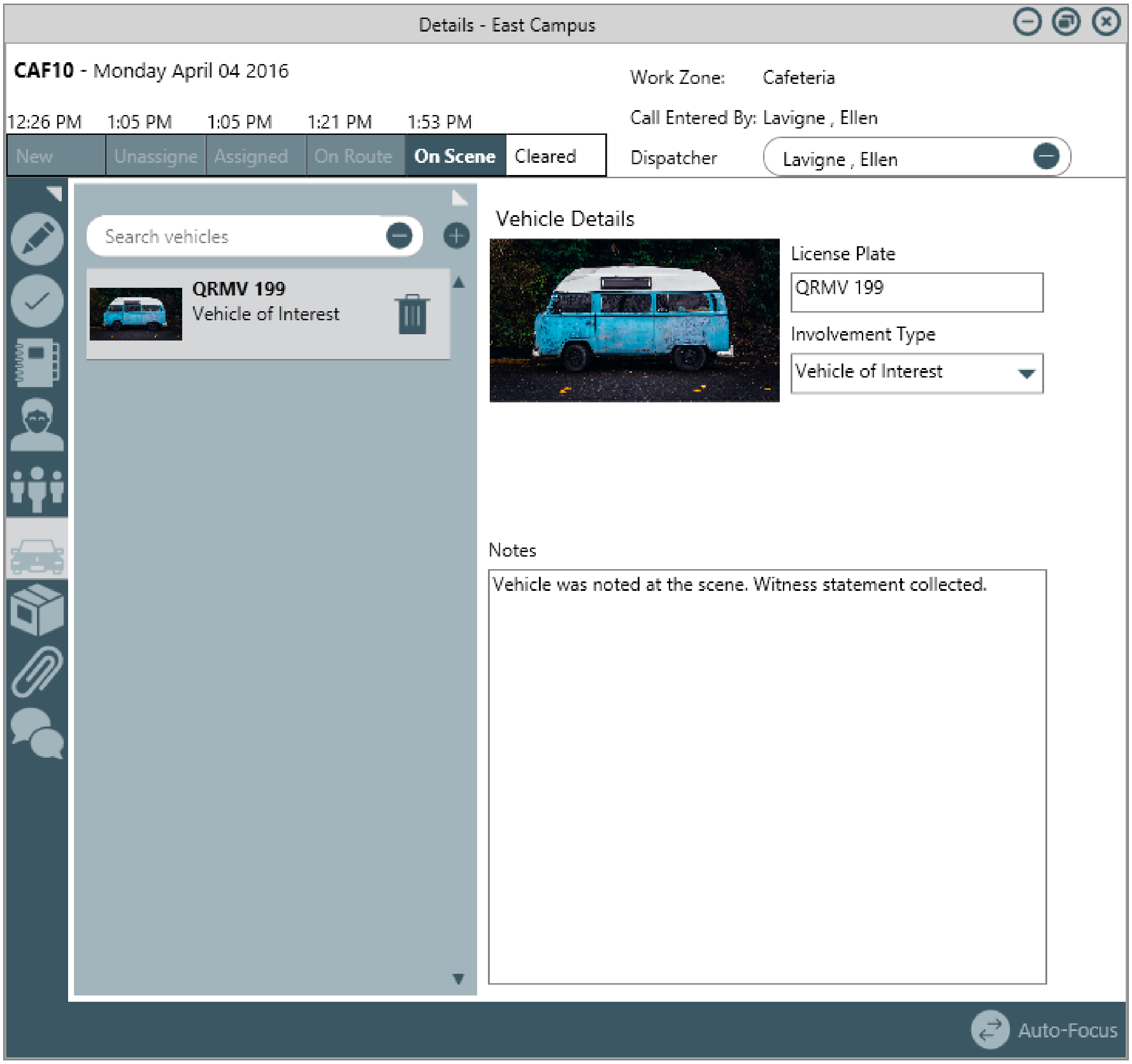
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.

4. Click the icon next to the organization log you want to delete.

5. Click **Yes** to confirm.

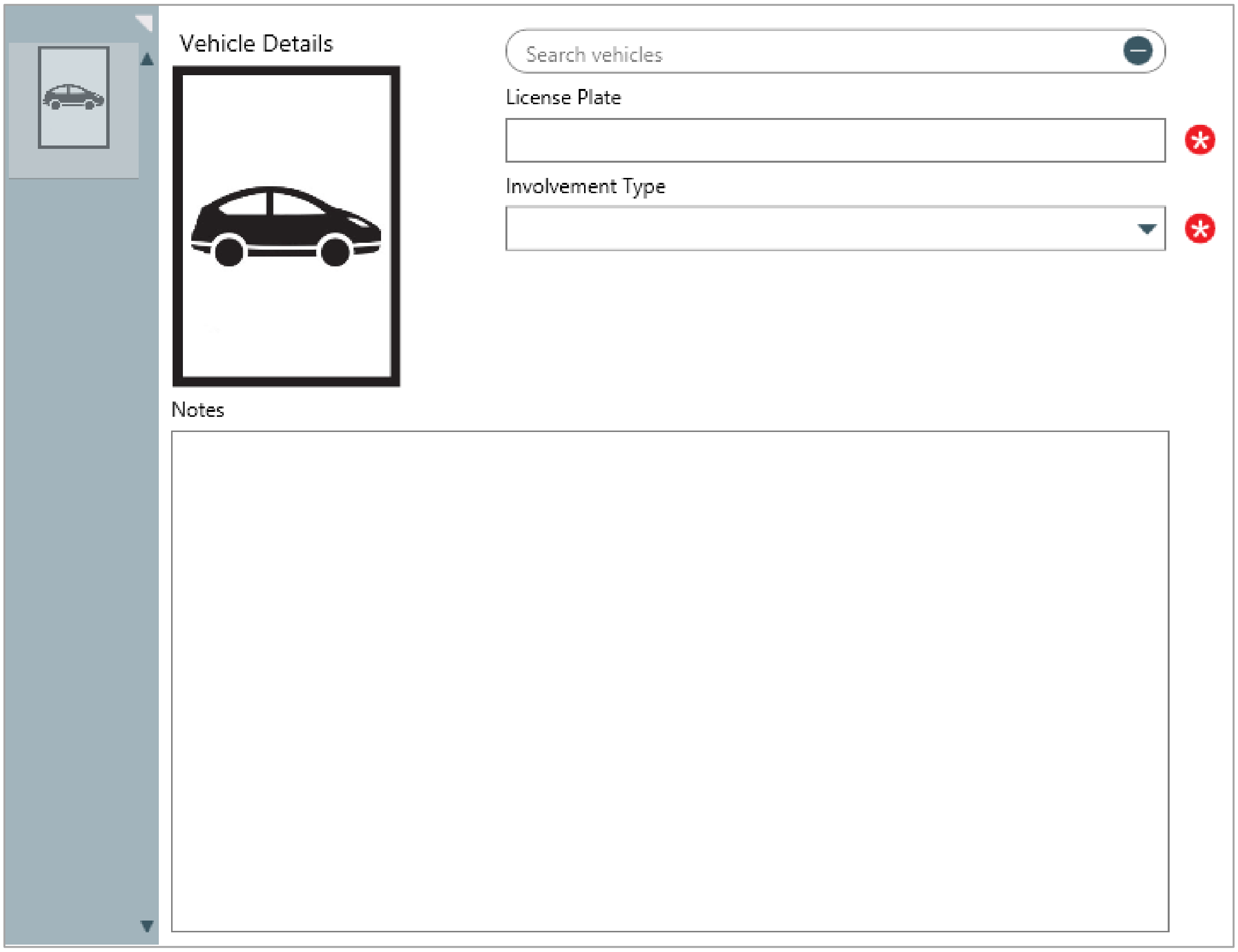
Vehicle Logs

A **vehicle log** records any vehicles that were involved in a dispatch. Examples of an involved vehicle can include a damaged vehicle, a stolen vehicle, or a vehicle of interest. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Vehicles** tabs of the activity record.



*A saved **Vehicle Log** in the **Details** panel.*

Create a Vehicle Log



*A blank **Vehicle** log.*

To create a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Vehicle Log.**

3. Click the icon in the pane to the left.

4. **Optional:** If the vehicle has a previously saved record, enter the vehicle's license plate in the **Search vehicles** field to locate the vehicle record, then click to select it.

5. Enter the vehicle's license plate in the **License Plate** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the vehicle in the **Notes** field.
8. **Optional:** To add a photo of the vehicle:
    a. Click the icon.
    b. Click **Find** to locate and open the image from your computer.
    c. Click **Save** to save the image to the log.

Edit a Vehicle Log

To edit a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Vehicle Log.**
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the vehicle image:
    a. Click the currently uploaded image.
    b. Click **Find** to upload a new image then click **Save**.
    c. Click **Delete** to delete the image.

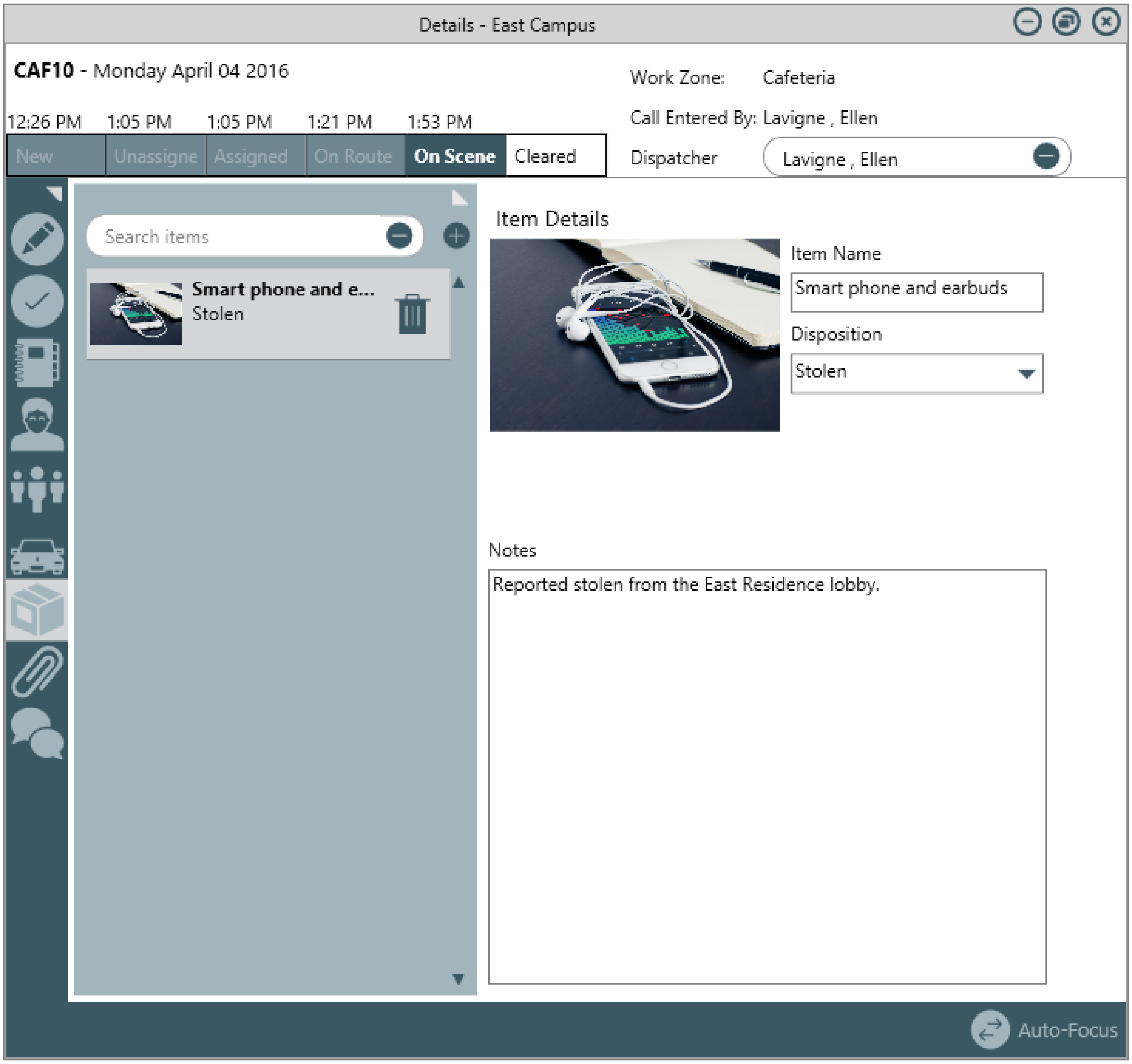
Delete a Vehicle Log

To delete a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Vehicle Log.**
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.
4. Click the icon next to the vehicle log you want to delete.
5. Click **Yes** to confirm.

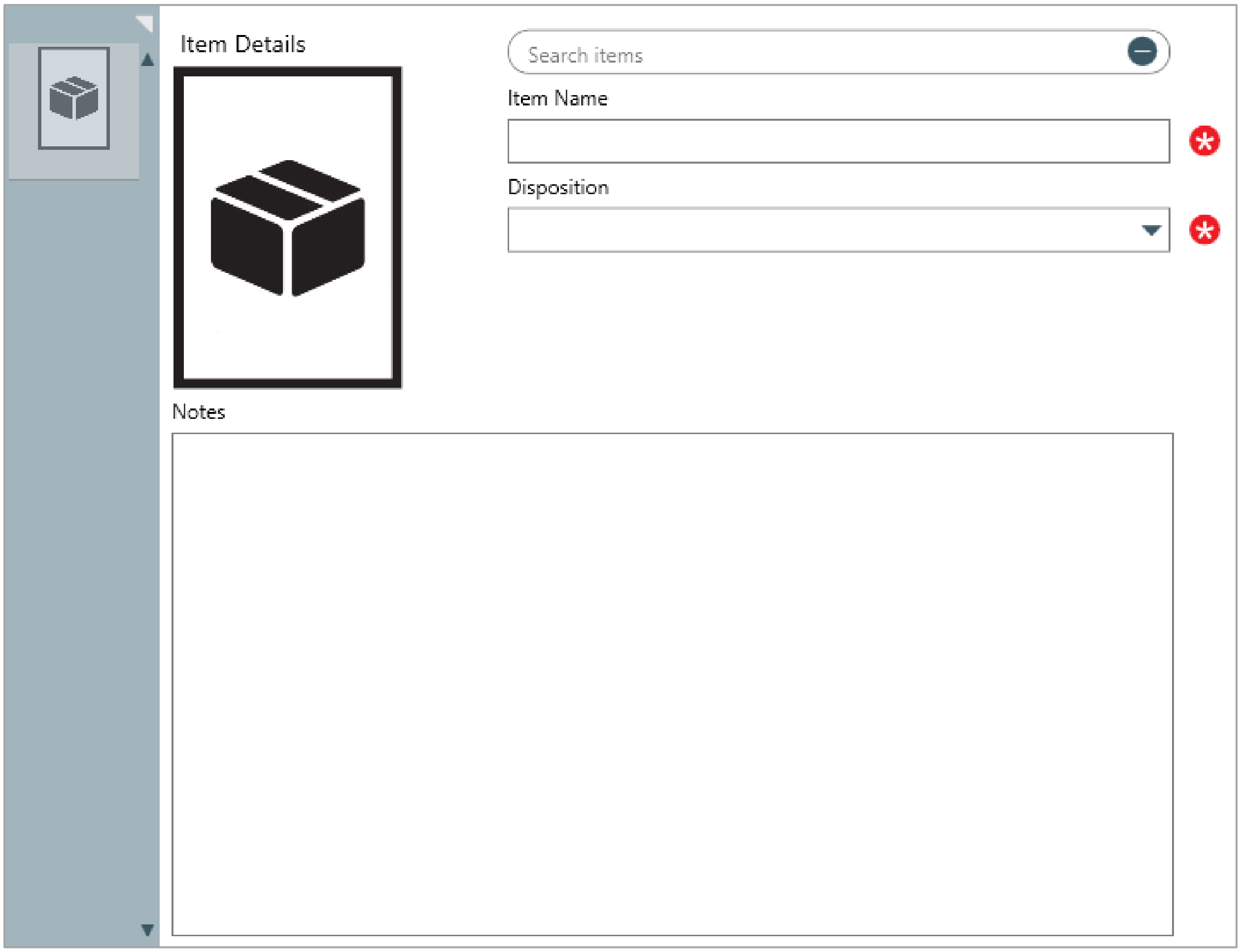
Item Logs

An **item log** records any items that were involved in a dispatch. Examples of an involved item can include a stolen property, found property, or a weapon. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Items** abs of the activity record.



*A saved **Item Log** in the **Details** panel.*

Create an Item Log



*A blank **Item** log.*

To create an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Item Log.**

3. Click the icon in the pane to the left.

4. **Optional:** If the item has a previously saved record, enter the name of the item in the **Search items** field to locate the record, then click to select it.

5. Enter the name of the item in the **Item Name** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.

7. **Optional:** Enter any notes about the item in the **Notes** field.

8. **Optional:** To add a photo of the item:

    a. Click the icon.

    b. Click **Find** to locate and open the image from your computer.

    c. Click **Save** to save the image to the log.

Edit an Item Log

To edit an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Item Log.**

3. Click a log in the pane to the left or use the **Search items** field to search for the log.

4. Make changes to any of the fields as needed.

5. To change or delete the item image:

    a. Click the currently uploaded image.

    b. Click **Find** to upload a new image then click **Save**.

    c. Click **Delete** to delete the image.

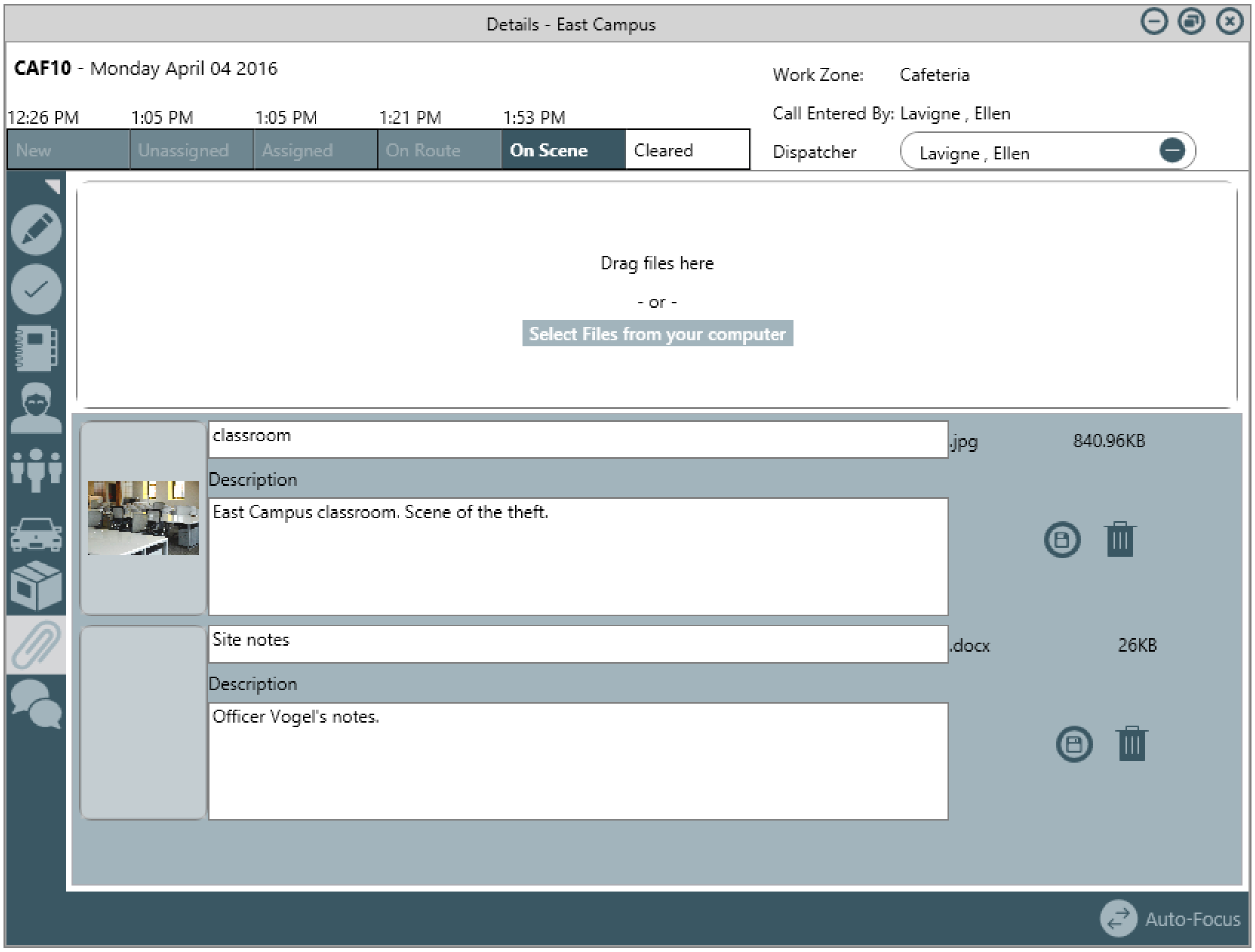
Delete an Item Log

To delete an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Item Log.**
3. Click a log in the left to select or use the **Search items** field to search for the log.
4. Click the icon next to the vehicle log you want to delete.
5. Click **Yes** to confirm.

Attachments

If you need to attach images or files to the dispatch record, you can do so in the **Attachments** section of the **Details** panel. When the associated dispatch is closed and moved to Perspective, attachments appear in the **Attachment** tab of the activity record.



*The **Attachments** section of the **Details** panel, displaying an attached document and image.*

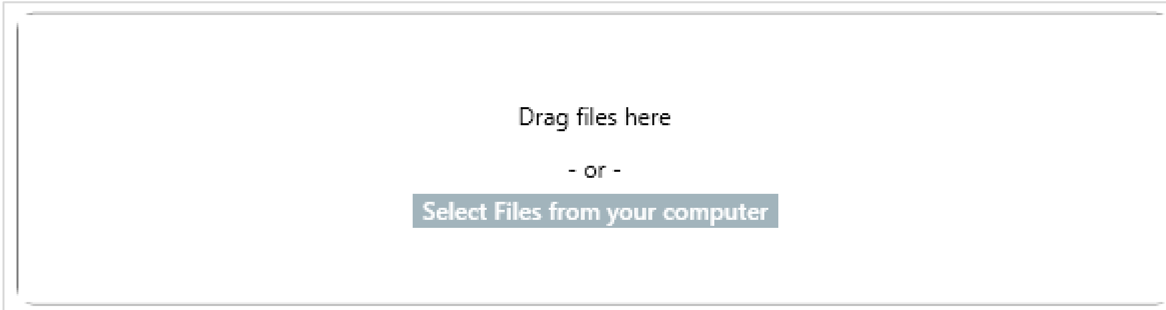
Attach a File or Image

To attach a file or image to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**

2. Click **Attachments**.

3. Drag and drop the files into the panel or click **Select Files from your computer** to locate and upload the attachments from your computer.

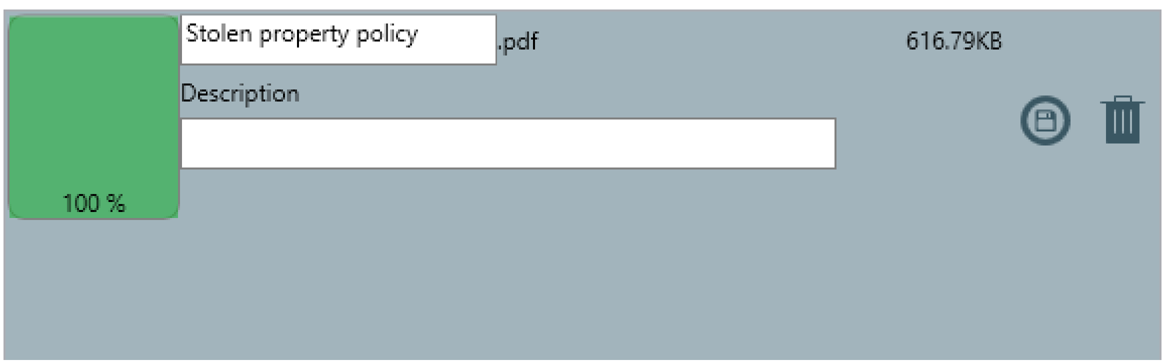


Drag and drop files or open them manually to upload them in ***Attachments.***

When an attachment has been successfully uploaded, the thumbnail preview window will turn green.

Only image attachments will display a thumbnail preview.

4. **Optional:** Enter an alternate name for the document in the text field next to the file's extension.



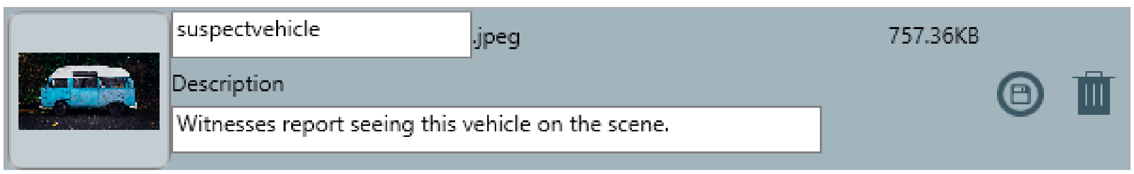
An uploaded file's name and description fields.

5. **Optional:** Enter a description for the attachment in the **Description** field.

Download an Attachment

To download an attachment saved to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Attachments**.
3. Double-click the thumbnail preview window to the left of the attachment or click the icon to open the attachment.



An image file attachment. Double-clicking the preview window to the left or clicking the icon will open the attachment.

Only image file attachments will display a thumbnail preview, however, double-clicking the preview window will still open the attachment.

Edit Attachments

To edit attachments:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Attachments**.
3. Make any required changes in the **File name** and **Description** fields.

Delete Attachments

To delete dispatch attachments:

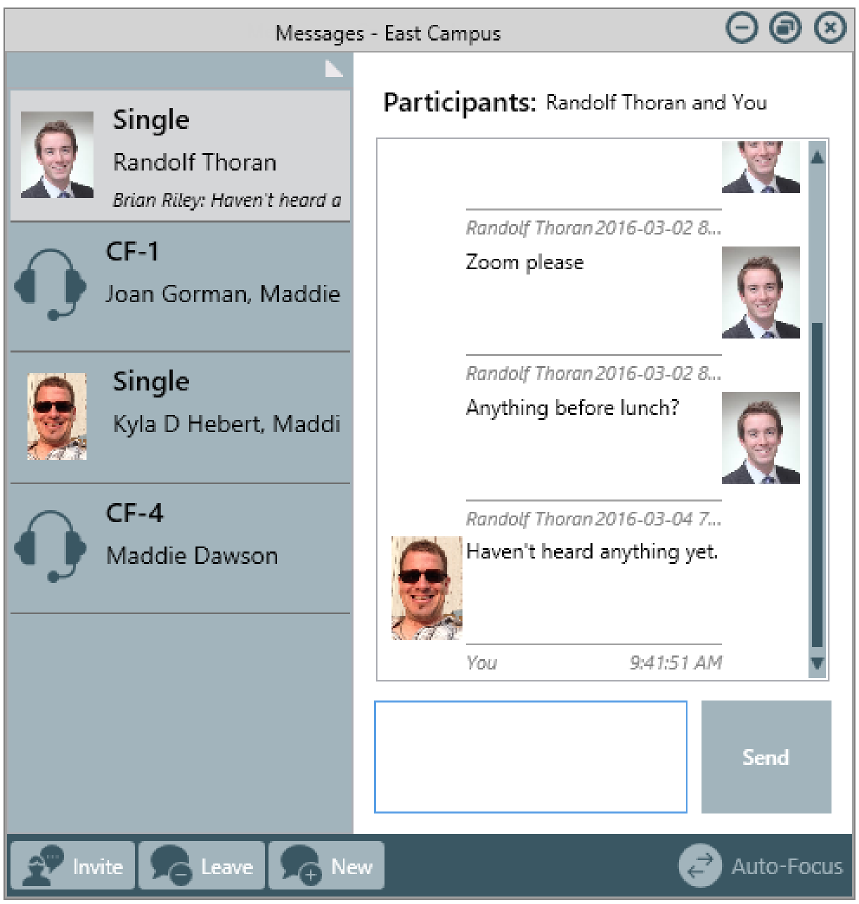
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Attachments**.
3. Click the icon next to the attachment you want to delete.
4. Click **Yes** to confirm.

Messages

The **Messages** panel allows you to have instant message conversations with other dispatchers. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number. You can invite other dispatchers to join dispatch-related conversations as needed, as well as invite one or more other users to join personal conversations.

When a dispatch is closed, the conversation history will appear in the **Activity Notes** section of the activity record in Perspective. Records for personal conversations (conversations that aren't related to a dispatch) will be permanently deleted once that conversation is closed.

You can access your conversations by clicking **Messages** in the ribbon. You may also view dispatch-specific conversations in the **Messages** section of the **Details** panel.

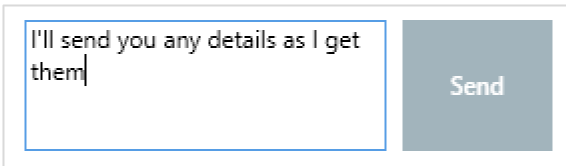


*The **Messages** panel. Messages that aren't related to a dispatch are labelled as **Single** and dispatch-related messages are labelled with the dispatch number.*

Send Messages

To send a message:

1. Click **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Type a message in the text field.



*The text field in the **Messages** panel.*

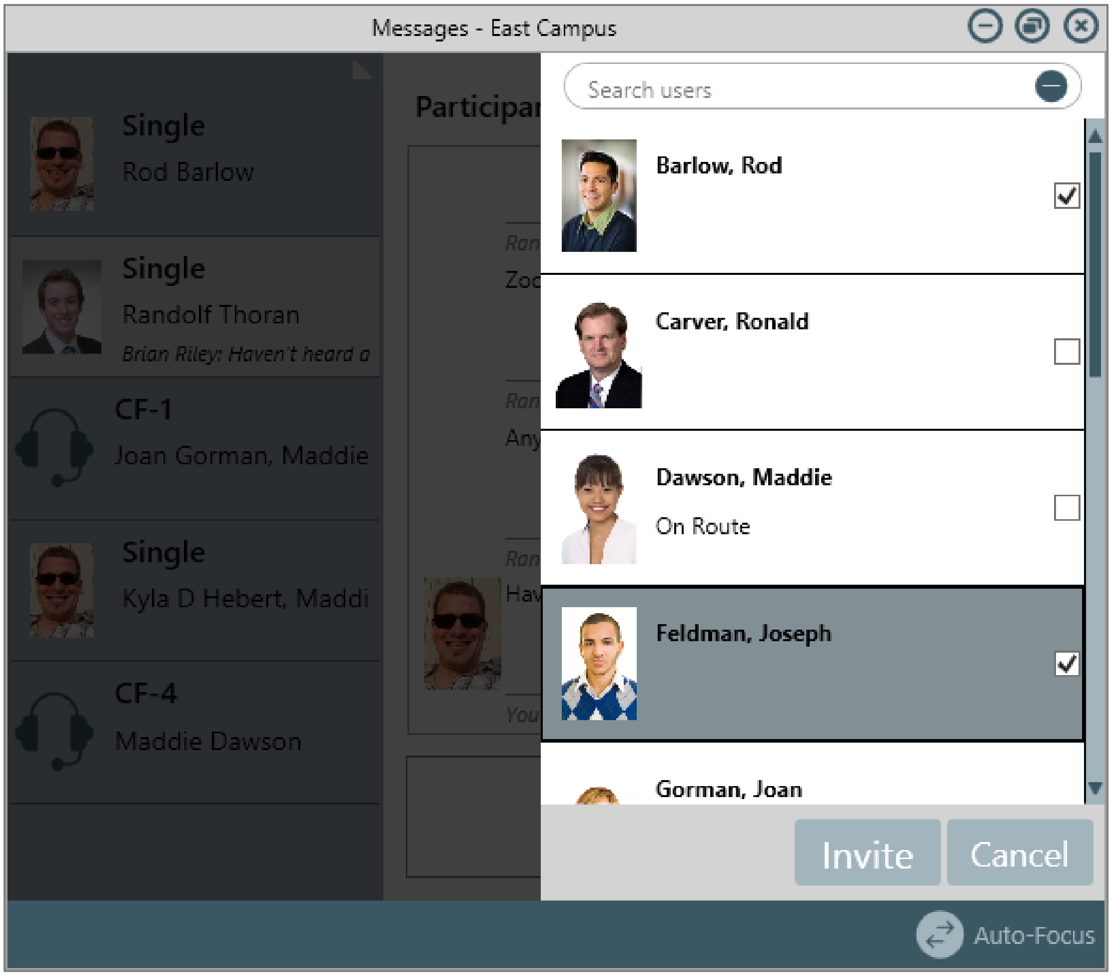
4. Click **Send.**

Invite Others to Join a Conversation

You can invite other users to join both personal and dispatch-related conversations. Notifications will appear in the messages window if a user is successfully invited to a conversation, if they join, or if they leave.

To invite other dispatchers a conversation:

1. Click **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Click Invite.
4. Select the checkboxes next to the names of the online users you want to invite. If necessary. use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking ***Invite.***

Only users who are currently logged into Dispatch can join conversations.

5. Click **Invite**.

Create a Personal Conversation

Personal conversations are manually created conversations that aren't related to a dispatch. Dispatch-related conversations are created automatically and are labelled by their associated dispatch numbers in the **Messages** panel, but personal conversations are labelled as **Single** (when there are two participants in the conversation) or **Group** (when there are more than two participants in the conversation).

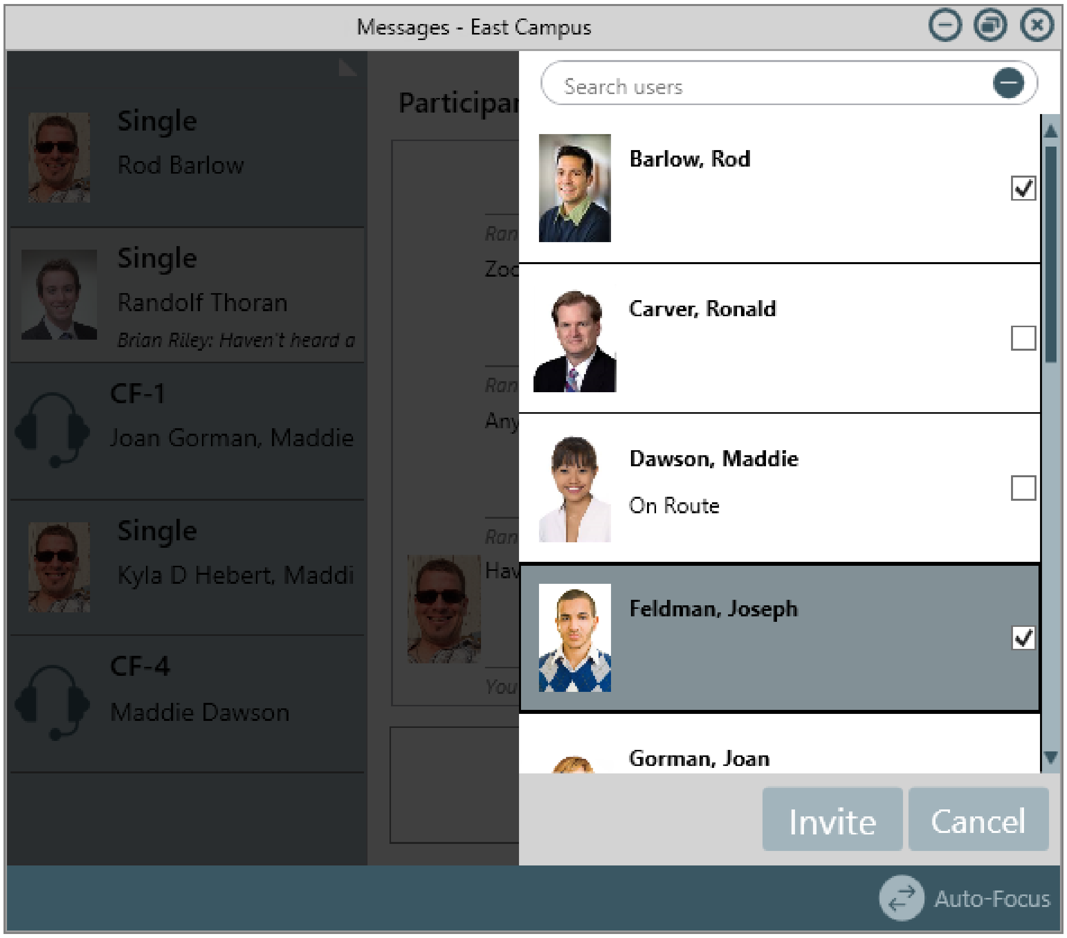
Notifications will appear in the messages window if a user is successfully invited to a conversation, if they join, or if they leave.

To create a personal conversation:

1. Click **Messages** in the ribbon.

2. Click New.

3. Select the checkboxes next to the names of the online users you want to invite. If necessary. use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking ***Invite.***

Only users who are currently logged into Dispatch can join conversations.

4. Click **Invite**.

Leave a Conversation

Leaving a conversation closes and removes the conversations from the **Messages** panel. Once a conversation is closed, it cannot be reopened. Dispatch-related conversation history will be recorded in the **Activity Notes** in the Perspective activity once the dispatch is closed, however, personal conversation histories will be permanently deleted.

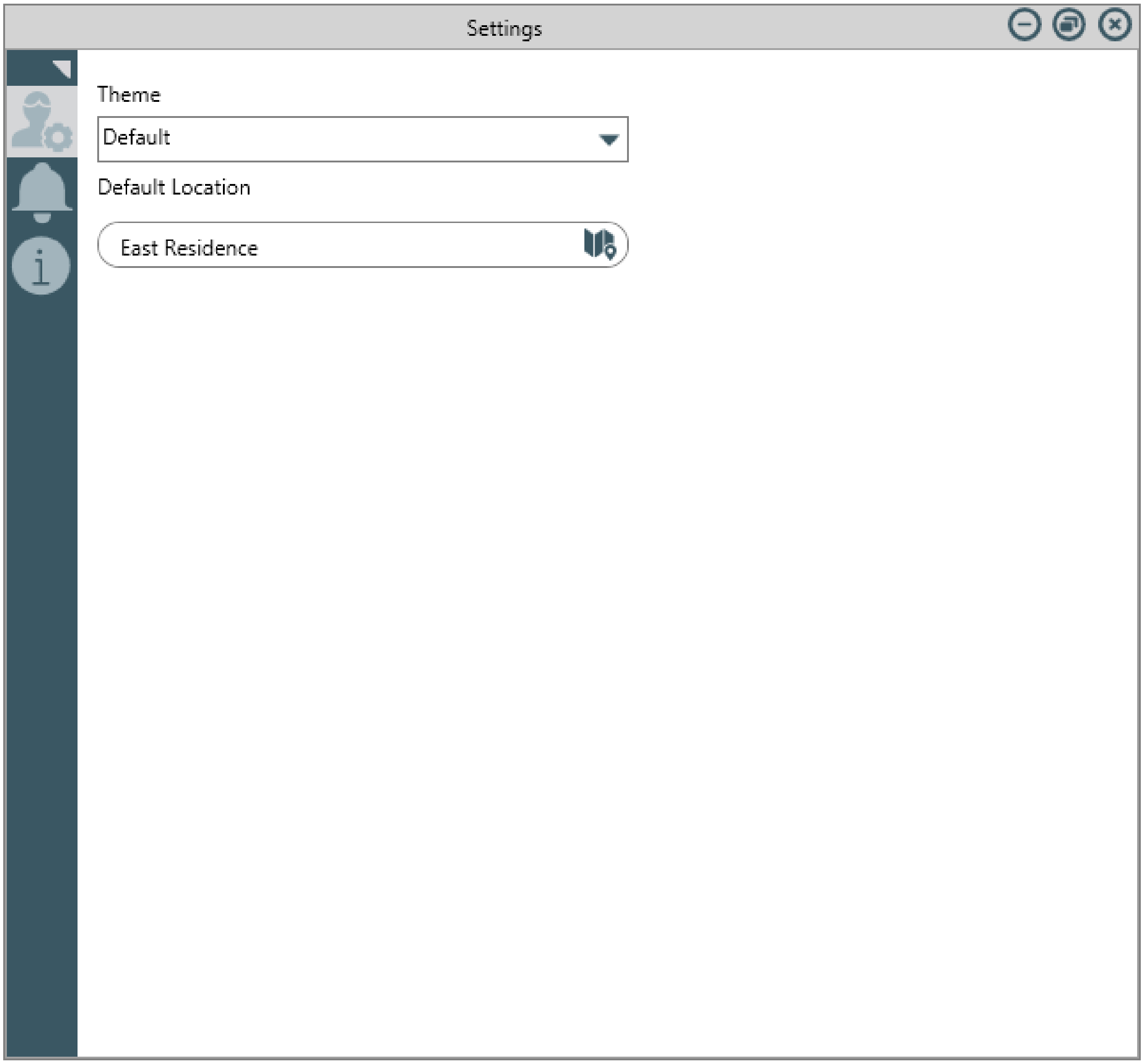
To leave a conversation:

1. Click **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Click Leave.

Click **Leave** only if you're sure you want to close the conversation, as doing so will close the conversation without a prompt or warning. Records of personal conversations will be permanently delated once that conversation is closed.

Settings

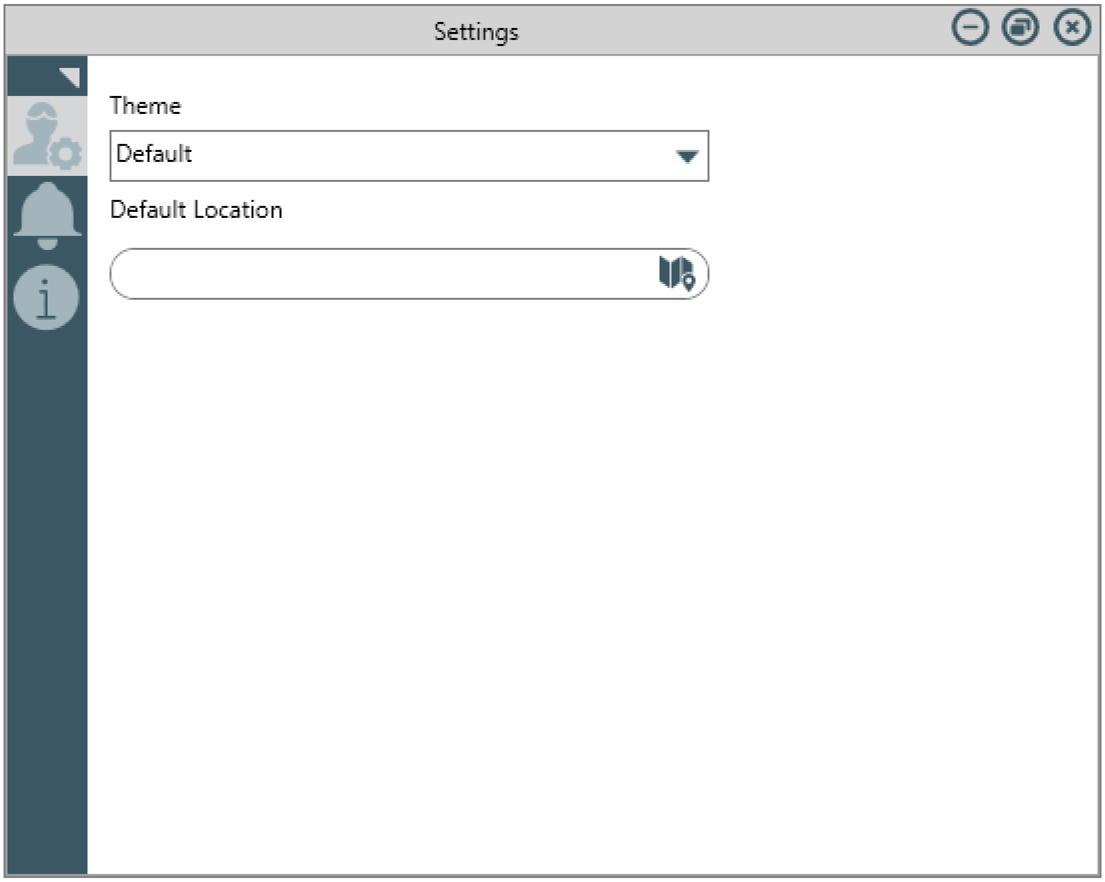
Through **Settings**, you can select a theme and default location, configure your notification settings, view information about your version of Dispatch, and send error reports to Resolver Support.



User Settings.

Select a Theme & Default Location

Before changing your theme, determine which theme your administrator used to create **visual alerts** and **RTAs**. Selecting a different theme may affect how these alerts appear on your screen.



*The **User Settings** section of **Settings**.*

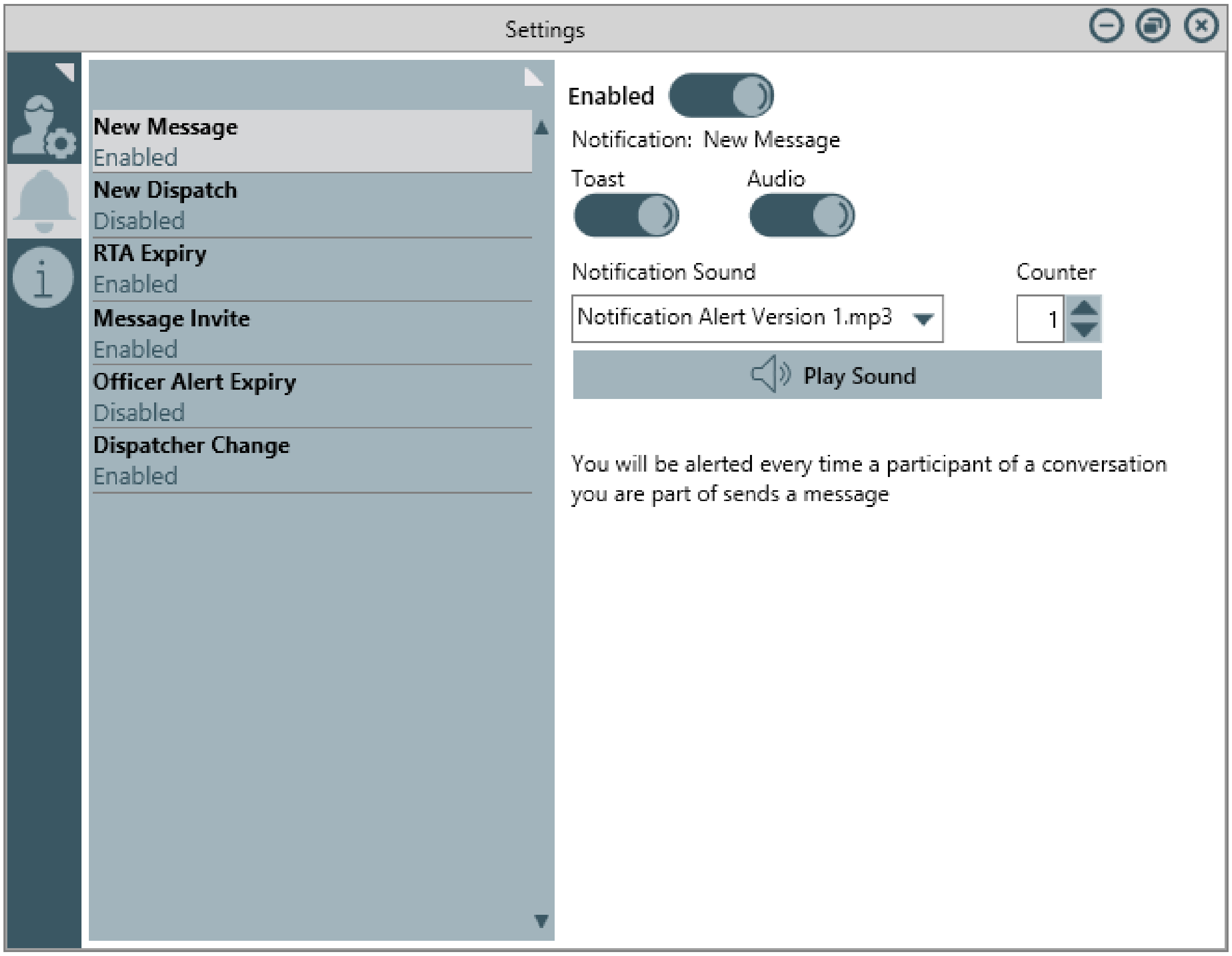
To select a theme and default location:

1. Click **Settings** > **User Settings**.
2. Select **Default** or **High Contrast** from the theme dropdown menu.
3. Enter search terms or click the icon to search for a previously saved location in the **Default Location** field. The selection made here will determine which location the map will automatically display when you sign into Dispatch.

Selecting a default location will determine which location the Map panel will automatically display when you log into Dispatch.

Configure Sounds & Notifications

The **Notifications** settings allow you to turn notifications on or off, enable pop-up or audio notifications, select an audio alert, and specify how many times the audio notification will play.



***Notifications** section in **Settings**.*

To configure the sounds and notifications:

1. Click **Settings** > **Notifications**

2. Select the notification you want to configure (i.e. New Message, New Dispatch, RTA Expiry, Message Invite, Officer Alert Expiry, or Dispatcher Change).

3. To disable the notification, click the icon next to **Enabled**.

4. To disable pop-up notifications, click the icon next to **Toast**.

5. To disable audio notifications, click the icon next to **Audio**.

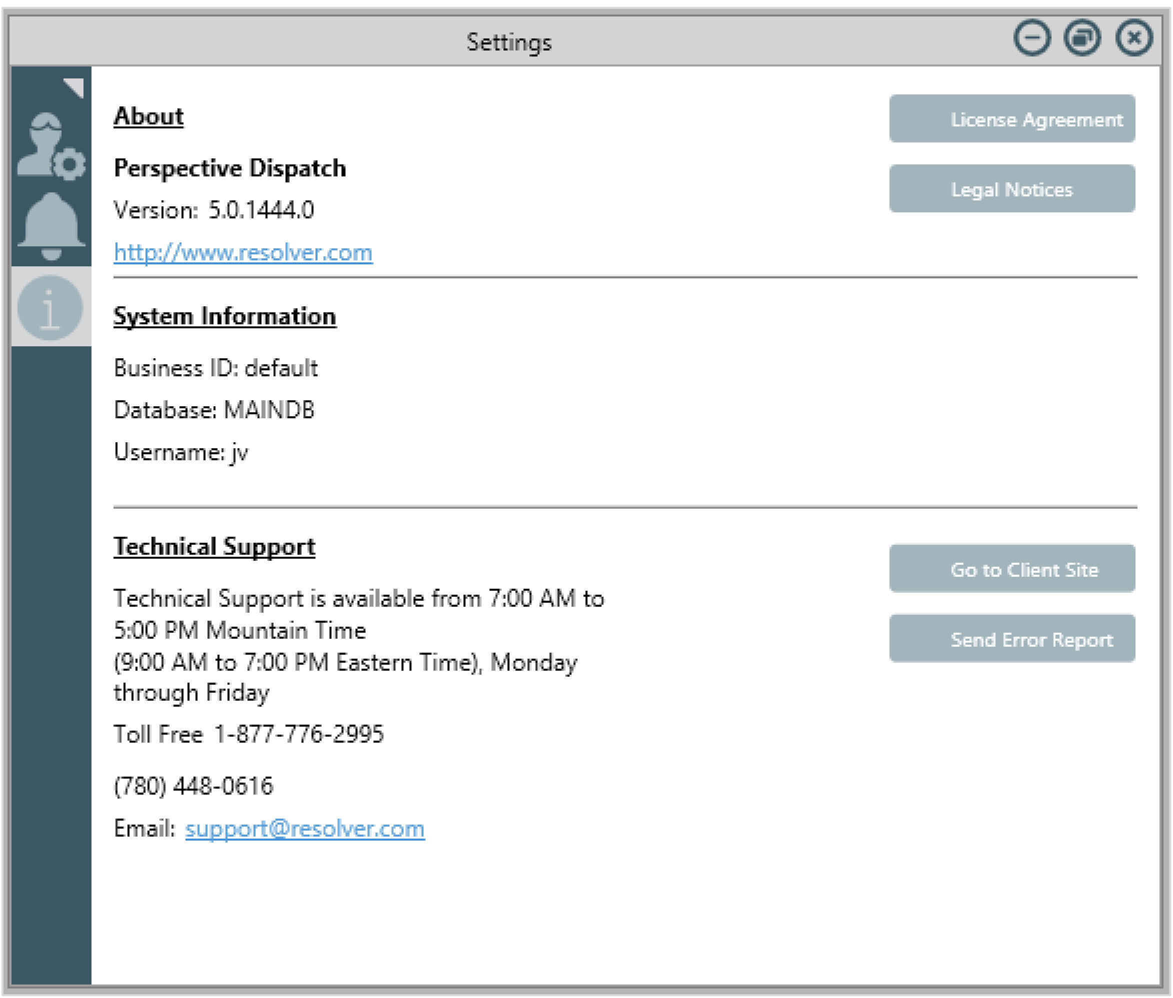
6. To change a notification's audio, select a sound from the **Notification Sound** dropdown, then click **Play Sound** to hear the sound.

7. Use the arrows or enter a number in the **Counter** field to specify the number of times an audio notification will play.

Information & Support

The **About** section of the **Settings** provides information about your version of Dispatch, as well as links to the license agreement, legal notice, and Resolver Support site.

To access this section, click **Settings** > **About.**



*The **About** section of **Settings**.*

To view additional documentation, including the **Dispatch Administrator's Guide** and help articles, or to contact Resolver Support, click **Go to Client Site**.

If you're experiencing issues with Dispatch, you can automatically send an error report to Resolver Support by clicking **Error Report**. Note that only the computer experiencing the issues should send the error report.

You will not be able to send an error report to Resolver if the email feature isn't configured in Perspective.

Glossary

TERM	*DEFINITION*
Administrator	A user who can create and configure user profiles, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a **dispatcher**.
Available organization	An organization record from Perspective that has been linked to Dispatch. Adding an available organization allows you to quickly select that organization to dispatch to the scene of an activity.
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 Perspective by the 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.
Dispatcher	A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, create new locations, and manage user settings.
Indoor Location Point	A location saved within in a larger location (a **master location**). 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.), location and/or priority. Once activated, the Officer

TERM	*DEFINITION*
	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 ran out.
Off Duty	When an officer is no longer working and unavailable to be dispatched or assigned tasks. Dispatchers can remove officers from duty via the **Officers** panel.
On Duty	When an officer is working 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 which is further segmented into **work zones**. For example, an operational zone could be the East Campus of a university, and the Cafeteria, Laboratory, and Library are the work zones.
Organization	When working with dispatch tasks, an **organization** is an agency, such as the local police or fire department, that you may need to be dispatched the scene of an activity. Organizations can also refer to organizations that were involved in an activity or organizations that made a **Service Request**.
Perspective Site Rollups	A hierarchical list in Perspective that holds all the Perspective 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 important assigned to a dispatch (e.g. High, Medium, or Low).
Regulated Time to Act (RTA)	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 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 activity or the amount of time that has passed since time ran out.

TERM	*DEFINITION*
Reviewer	A user who can view all the panels (except for **Create** and **Create Task**), but cannot create or modify any dispatches, tasks, or any information contained in the panels.
Scheduled Dispatch	A pre-created dispatch that's scheduled to occur in the future. Scheduled dispatches are created in the **Schedule Dispatch** panel and can occur once or can recur daily, weekly, or monthly.
Standard Operating Procedure (SOP)	An **SOP (Standard Operating Procedure)** is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information, and notifications. The SOP feature also allows you to email others in your organization to share important announcements, provide instructions, or share any other important information during an activity.
State	The current status of an officer, which appears in the **Status** column of the **Officers** window.
Task	A dispatch-related job that is assigned and completed by an officer.
Team	A group of officers assigned to work in a specific **work zones**,
Work Zone	The area in the **operational zone** where the dispatch is occurring. An **operational zone** is a large area within your organization. Once an operational zone is created, one or more **working zones** must be created to organize which area in operational zone the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the working zones within that campus.
Zone(s)	The area(s) of responsibility in your organization. Zones are segmented into **operational zones** which are the larger areas within your organization then into **work zones**, which are the smaller areas where officers are assigned to work.

Index

Contact Information

Technical Support

Toll Free: 1-877-776-2995
Phone: (780) 448-0616
Email: **support@resolver.com**
Website: **https://support.resolver.com**

Resolver Inc.

Toll Free: 1-888-776-9776
Phone: (780) 448-0616
Fax: (780) 448-0618
Email: **information@resolver.com**
Website: **http://www.resolver.com**