PERSPECTIVE.

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Dispatch User's Guide

Version 5.11

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Dispatch by Resolver Inc.™

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Introduction

Welcome to Dispatch, an application designed specifically for dispatchers by providing a wide range of powerful dispatching functions while working tandem with Perspective and the Dispatch companion app for officers, Officer Mobile. 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 to the scene of an event. 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.

Officer Mobile

Officer Mobile is a mobile app that was designed to work closely with Dispatch but was created specifically for officers. If your officers are using the app, they'll be able to:

- View and manage their assigned tasks.
- Bring themselves on or off duty.
- Create new dispatches.
- Create logs and attach images to dispatches.
- Have live conversations with dispatchers and other officers.
- Receive push notifications about high priority tasks, messages, and conversation invitations.

When dispatchers and officers are connected through Officer Mobile, any changes made in Dispatch or Officer Mobile are updated in real time, ensuring you're always connected and up to date throughout the entire dispatch process.

For more information on Officer Mobile, see the Officer Mobile User's Guide.

Perspective

Perspective is incident reporting and investigation management software that allows you to document, analyze, investigate, and manage incidents as they occur within an organization. When a dispatch is closed, its record is moved over to Perspective as an activity, where it's stored and can be further analyzed. Though Dispatch and Perspective are separate applications, some Dispatch settings are configured in Perspective, such as call categories and call signs. For more information on Perspective, see the **Perspective User's Guide** and **Perspective Administrator's Guide** from the Resolver Support site.

Connect

Connect is a tool developed by Resolver that allows you to integrate third-party access control systems (C-Cure 9000 and Lenel OnGuard) to send data to Dispatch.

Once these systems are integrated into Dispatch, Connect processes events at your organization and, based on the rules applied to those events and the options available in the source system, Connect can:

- Automatically create new records in Dispatch;
- Send an alarm in Dispatch to be managed;
- Acknowledge in the source system that an event has occurred;
- Close the event in the source system; and
- Create activities records in Perspectives.

For more information about Connect-created dispatches and alarms, see the Connect Dispatches & Alarms section. For more information on Connect, see the **Connect User's Guide** and the **Connect Installation Guide** on the Resolver Support site.

Everbridge

Templates from the Everbridge mass notification system can be linked to an SOP, giving dispatchers the option of sending mass notifications directly from Dispatch. For more information, see the SOPs section of this guide. For information on configuring the SOP settings within Dispatch, see the **Dispatch Administrator's Guide**.

Prior to using this feature, notification templates must be created in Everbridge and configurations must be made during installation and in the Perspective administrative settings. For more information, see the **Perspective Installation Guide**, **Perspective Update Instructions**, and/or **Perspective Administrator Guide** on the Resolver Support site.

Before You Begin

Who Should Use This Guide

The **Dispatch User's Guide** is for dispatchers who will be performing day-to-day dispatching functions.

For information on Officer Mobile, see the **Officer Mobile Guide** or for more information on configuring the dispatch administrative settings, see the **Dispatch Administrator's Guide** on the Resolver Support site.

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**>/IntegrationServices*

     <servername> refers to the web server installed during the Perspective installation.

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

3. Click the **Dispatch** icon.

4. If launching Dispatch for the first time:

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

   b. Configure your login settings:

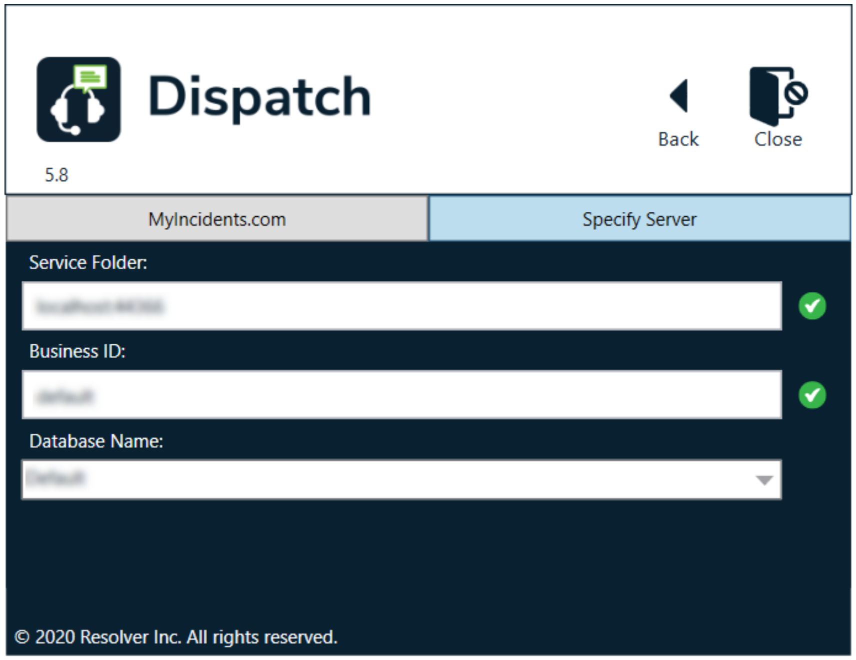
> The icon indicates that valid information has not yet been entered into mandatory fields. When the required information has been validated, the icon will appear next to the fields.

- **For On Premise customers:**

  i. Click the **Specify Server** tab, if it’s not already open.

  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.*

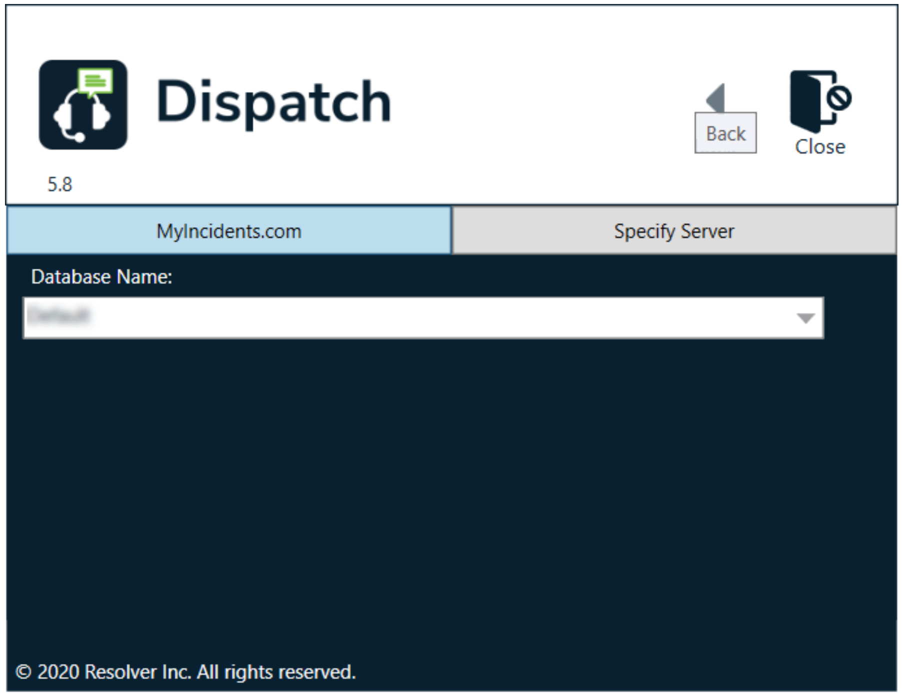
iv. Select the database from the **Database Name** dropdown menu.

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

- **For Hosted customers:**

    i. Click the **MyIncidents.com** tab.

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



*The **MyIncidents.com** tab 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.

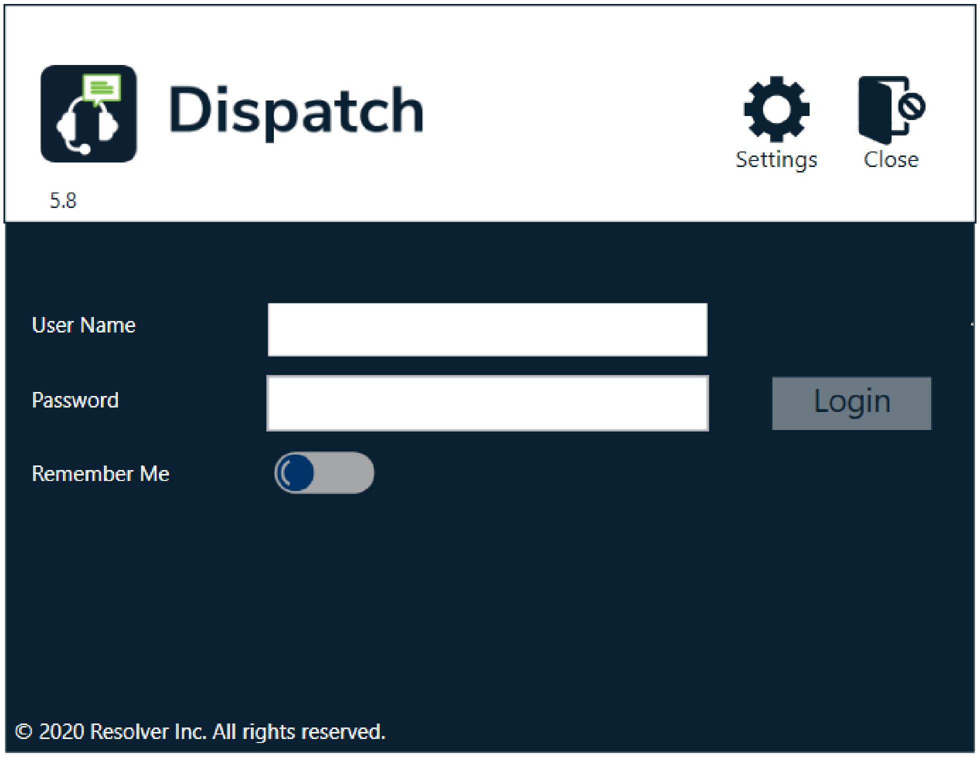
5. Enter your login credentials:

   a. If you're **not** logging in using single sign-on authentication (SSO):

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

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

      iii. Click **Login**.



The login screen (SSO not enabled).

b. If you're logging in using single sign-on (SSO) authentication:

   i. Click **Login**.

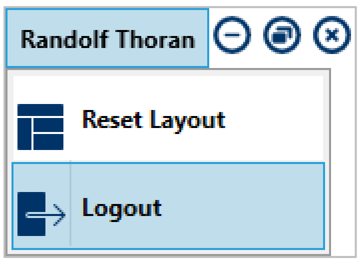
   ii. Enter your username, password, and any other information required by your SSO provider to complete the login process.

> If both SSO and Perspective authentication are enabled on your system and you want to log in using your Perspective credentials, click **Login with Perspective Username and Password**, then enter your user name and password. If this option isn't appearing on the login screen, your Perspective administrator hasn't enabled both Perspective and SSO authentication.

The SSO settings, including the amount of time your session remains active, are determined by the SSO provider selected by your Perspective administrator.

Logging Out

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



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

If you've logged in using single sign-on (SSO) authentication, clicking the **X** at the top right of the screen will **not** log you out of Dispatch, Perspective, and/or Dashboard. To end your SSO session, click **Logout**.

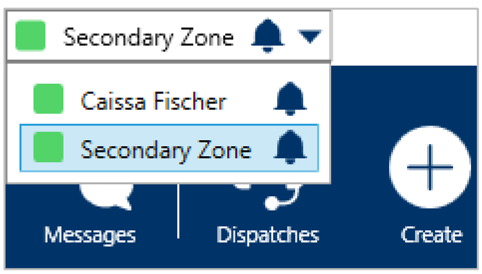
Layout

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.



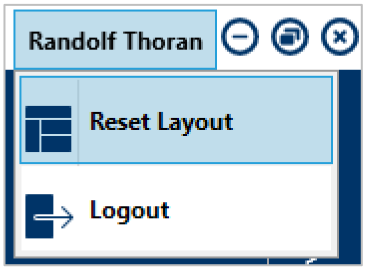
*The **operational zone dropdown** menu.*

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**.

   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 the **Dispatches** panel from the ribbon.



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

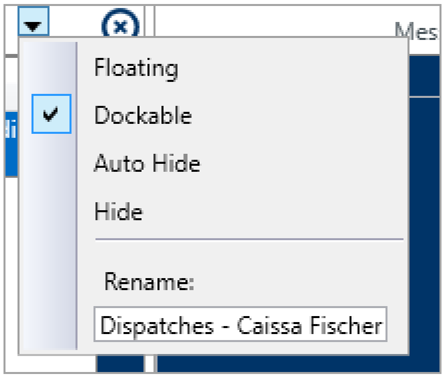
Any commands entered in the Command Line will applied to the most recently selected operational zone; however, you will not be able to use the **Focus** command unless the layout has been reset.

Arrange, Filter, or Rename 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** options for by clicking the ▾ icon in the top left of the panel or by right-clicking the title bar. 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 filter what information is displayed in a panel, click the icon to the right of the panel. To show or hide columns in the **Dispatches**, **Officers**, **Closed Dispatch**, **Location**, **Alarms**, or **Organizations** panels, right-click a column and select or deselect the checkboxes that represent the columns.

To rename a panel, click the ▾ icon in the top left of the panel or by right-click the title bar, then type a new name in the textbox.



Additional options available on the panels.

Any changes you make to your layout, including filter, name, and column settings, are saved to your account and are restored every time you log into Dispatch, even if it's on different computers. To return to the default layout, click your username at the top-right of the home screen, then click **Reset Layout**.

User Types

There are currently four available user types in Dispatch:

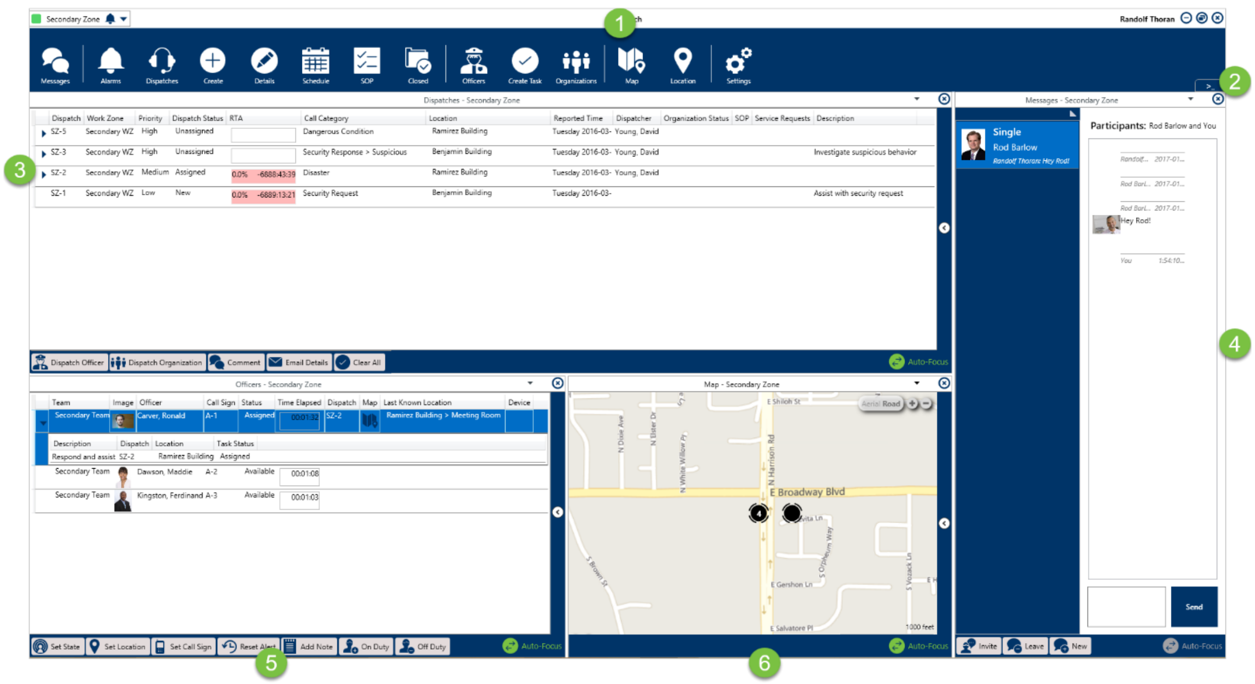
- **Administrator:** A user who can create and configure users, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a dispatcher.
- **Dispatcher:** A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails or notifications, manage available organizations, create new locations (with the appropriate permissions), 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. If using the Officer Mobile app, an officer can log in using their Dispatch credentials and have conversations with the dispatcher and other officers, create logs or dispatches, take themselves on or off duty, view dispatch details, attach photos, manage their tasks, and receive push notifications for new messages, conversation invitations, and high priority tasks.
- **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.
- **Connect User:** A user who can log into Connect as an administrator and configure its settings, including registering and mapping devices and creating rules. These users log into Connect using their Dispatch username and password, but will also require the Dispatch database ID, service folder URL, and business ID. They may log into Dispatch as a dispatcher, administrator, or reviewer, depending on the additional settings selected in their user profile.

Your administrator is responsible for creating and configuring user profiles.

User Interface

Dispatch Home Screen

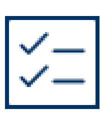
The Dispatch **home screen** (the main working area within the application) includes a ribbon with quick access to the most common functions, along with a number of panels, including **Dispatches**, **Officers**, **Maps**, and **Messages.**

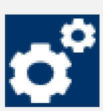


The Dispatch home screen.

1. *The Ribbon*

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

ICON	FUNCTION
	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.
 **Alarms**	Opens the **Alarms** panel and displays information about alarms sent into Dispatch from Connect. Note that this option will not appear in the ribbon if this component has not been configured in your version of Dispatch.
 **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 or mass notifications to others in your organization. If the selected dispatch does not have an SOP associated with it, the panel will not display any SOP data.

ICON	FUNCTION
 **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.
 **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, default location, and zoom level as well as configure the notification settings.
Randolf Thoran	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.

ICON	FUNCTION
	Maximizes the application.
	Closes the application.

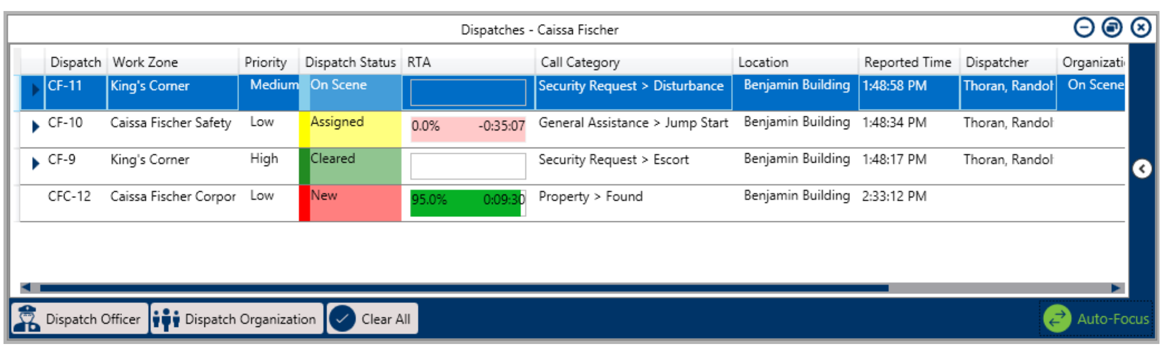
2. *Command Line*

Clicking the >_ icon in the top-right corner of the home screen or pressing **Ctrl** + **G** on your keyboard will display the **Command Line** feature. This feature allows you to select commands using your keyboard to quickly perform basic functions in Dispatch. See the Command Line section for more information and a list of available commands.

3. *Dispatches Panel*

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. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns. These columns include:

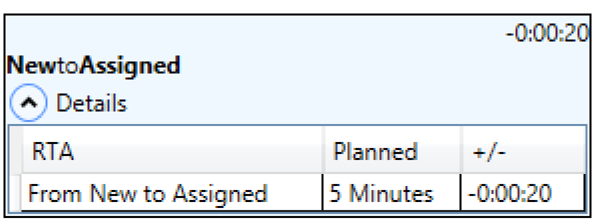
- **Dispatch:** The dispatch's number. This number is automatically assigned to a dispatch once the record has been created.

- **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. If you need select multiple dispatches to perform bulk actions (e.g., close multiple dispatches), you can do so by holding down the **Ctrl** or **Shift** key, selecting the dispatches, then clicking the appropriate icon. These icons include:

ICON	FUNCTION
	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.

ICON	FUNCTION
Dispatch Organization	Dispatches an organization on the selected dispatch. This icon appears after clicking a dispatch to select it.
Comment	Opens the conversation related to the dispatch and adds the currently logged in user to that conversation.
Email Details	Automatically creates an email with details of the currently selected dispatch or dispatches.
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.
Reassign Officer	Allows you to select a new officer to a previously assigned task. This icon appears after clicking the ▶ icon next to a dispatch and selecting an **Assigned** task.
Arrive All	Changes the status of all started organization and officer tasks within a selected dispatch from **On Route** or **Responding** to **On Scene**. This icon appears after clicking a dispatch with one or more **On Route** or **Responding** tasks.
Clear All	Clears all officer and organization tasks within a selected dispatch. This icon appears after clicking a dispatch with one or more tasks.
Start	Changes the status of an **Assigned** task to **On Route**. This icon appears after clicking the ▶ icon and selecting an assigned task.
Arrive	Changes the status of **On Route** tasks to **On Scene**. This icon appears after clicking the ▶ icon and selecting a started task.
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.
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

ICON	FUNCTION
	that was already started. This icon appears after clicking the icon and selecting a task with an **On Route** or **On Scene** status.
	Closes a selected dispatch. Dispatches with uncleared tasks **cannot** be closed.
	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.
	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.
	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.
	Allows you to choose if the panel is floating, dockable, hidden, or has a custom name. 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.

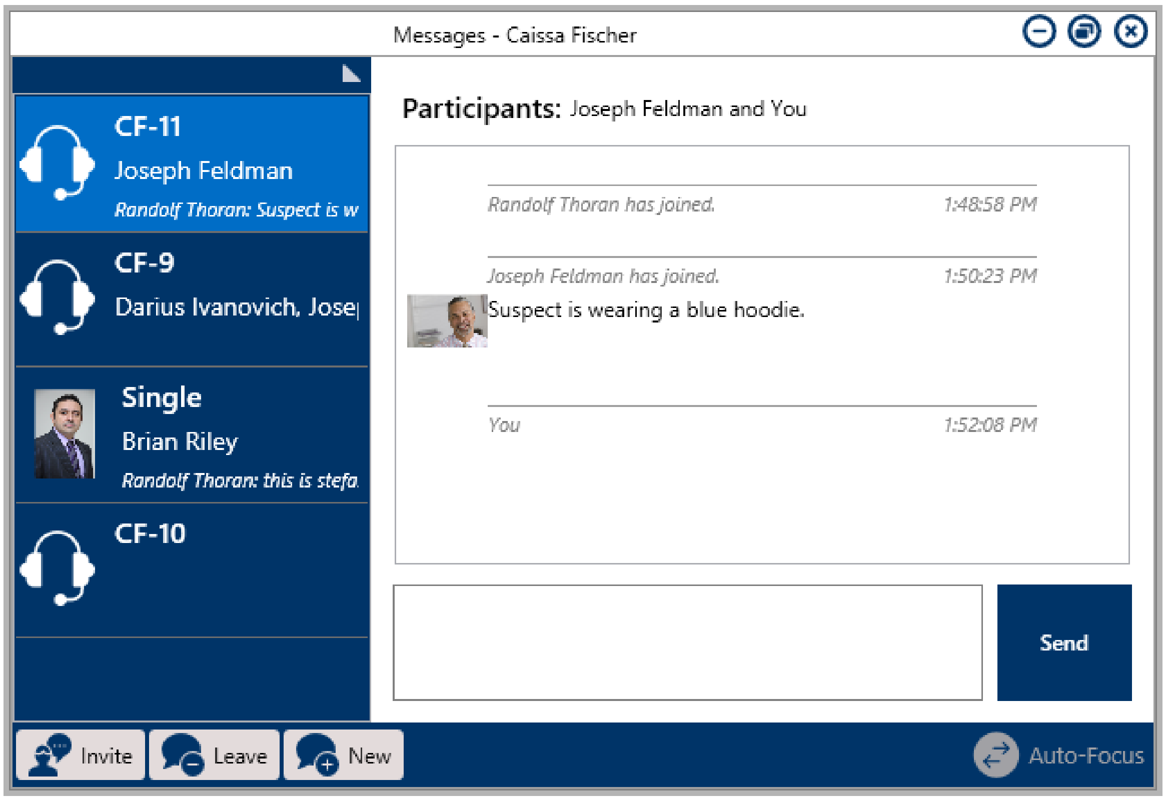
4. Messages Panel

The **Messages** panel contains all of your open conversations. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number. Dispatchers and any officers assigned to tasks on the dispatch are automatically brought into the dispatch-related conversations. If you were not automatically added to a conversation and you would like to join, select the dispatch in the **Dispatches** panel, then click **Comment.**

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

If your officers are using Officer Mobile and are not actively working in the app, they will receive a push notification on their devices when they receive a new message or invitation to join a conversation.

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:

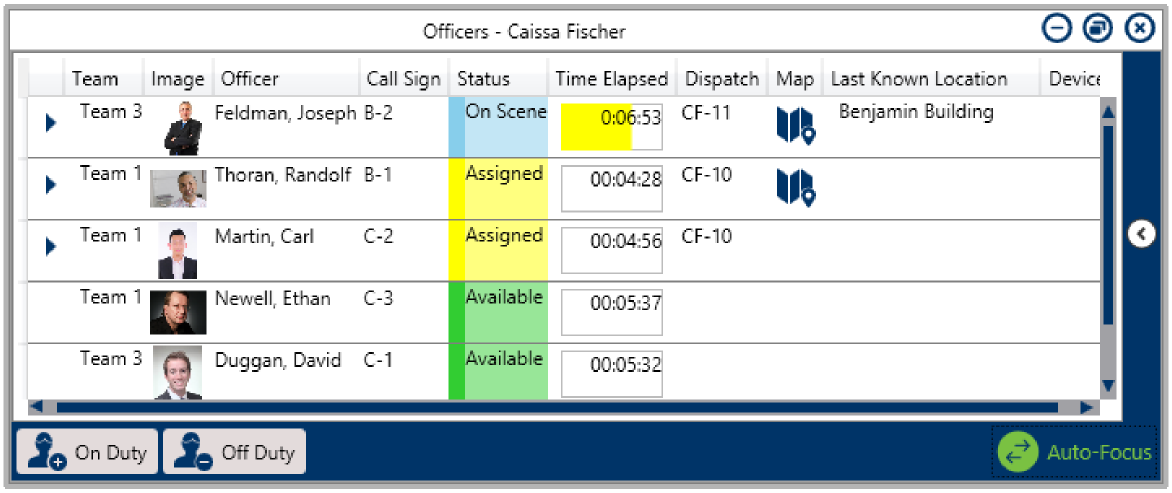
ICON	FUNCTION
	Invites another user to an existing conversation. This icon appears when an existing conversation is selected in the panel.

ICON	FUNCTION
	Removes you from a conversation and deletes the conversation from the panel. This icon appears when a conversation is selected in the panel.
	Creates a personal conversation (a conversation that hasn't been automatically created with a dispatch).
	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.
▾	Allows you to choose if the panel is floating, dockable, hidden, or has a custom name. Selecting **Auto Hide** will hide the panel until your cursor hovers over a newly created tab at the left of the window. Clicking this icon also allows you to rename a panel. This icon appears at the top right of the panel.
	Closes the panel.

5. *Officers Panel*

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

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



The ***Officers*** *panel.*

Clicking on any of these columns (except **Image**, **Map**, or **Device**) will arrange the officers alphabetically by the information contained in those columns. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns. These columns in this panel 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 but can be changed mid-shift.
- **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. This can be set by a dispatcher by clicking **Set Location** in the panel.

- **Note:** Displays any notes recorded about the officer. Notes entered in the officer's user profile by an admin appear in this column, but dispatchers can record temporary notes that are cleared when the officer is taken off duty.

- **Device:** If the officer is using the Officer Mobile app, the icon will appear in this column.

You can also perform additional tasks by clicking the icons that appear throughout the panel. If you need to select multiple officers to perform bulk actions (e.g. setting the state for multiple officers), you can do so by holding down the **Ctrl** or **Shift** key, selecting the officers, then clicking the appropriate icon. These icons include:

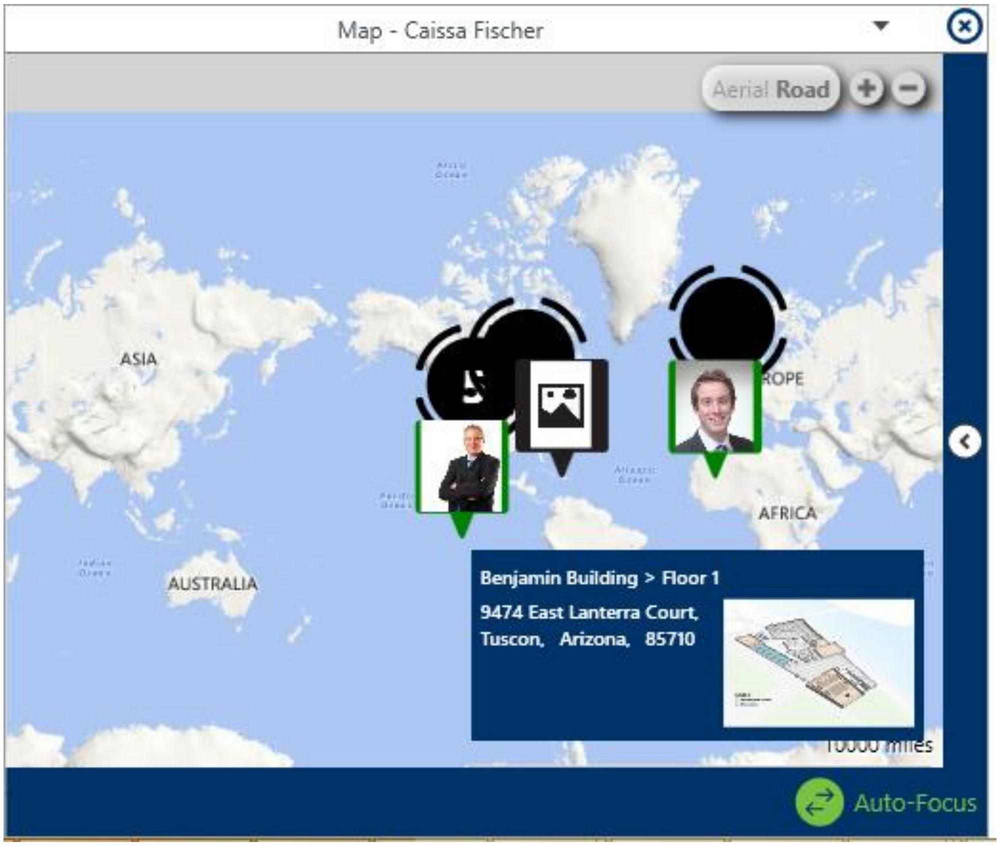
ICON	FUNCTION
Set State	Allows you to choose the status of the selected officer (e.g. Available, Break, Busy, etc.).
Set Location	Allows you to select a saved location for an officer by entering a search term or by clicking the icon to select a location from the map. After selecting a location, the map icon will appear in the **Map** column and the selected location will appear in the **Last Known Location** column. If an officer is using Officer Mobile and location tracking is enabled on their mobile device, that officer's location pin on the **Map** panel will be determined by their current GPS coordinates, however, the **Last Known Location** column will continue to show the last location selected by a dispatcher.
Set Call Sign	Allows you to change the call sign of the selected officer to any other available call sign.
Reset Alert	Resets the timer or officer alert 00:00:00 in the **Time Elapsed** column.
Add Note	Allows you to enter a note about the selected officer that will appear in the **Notes** column until the officer is taken off duty. Any notes entered by an admin on the officer's user profile will appear in the column each time the officer is brought on duty.
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. Officers can also bring themselves on duty using Officer Mobile, but you may take them off duty at any time.
Off Duty	Takes an officer off duty. If that officer is assigned to a task, the task's status will revert to **Unassigned**. Officers can also take themselves off duty using Officer Mobile, but you may bring them back on duty at any time.
	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.

ICON	FUNCTION
▶	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.
Reassign Officer	Allows you to select a new officer to a previously assigned task. This icon appears after clicking the ▶ icon next to an assigned officer, then clicking the officer's **Assigned** task.
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.
Auto-Focus	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

ICON	FUNCTION
	officer in the panel. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, hidden, or has a custom name. 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.

6. *Map Panel*

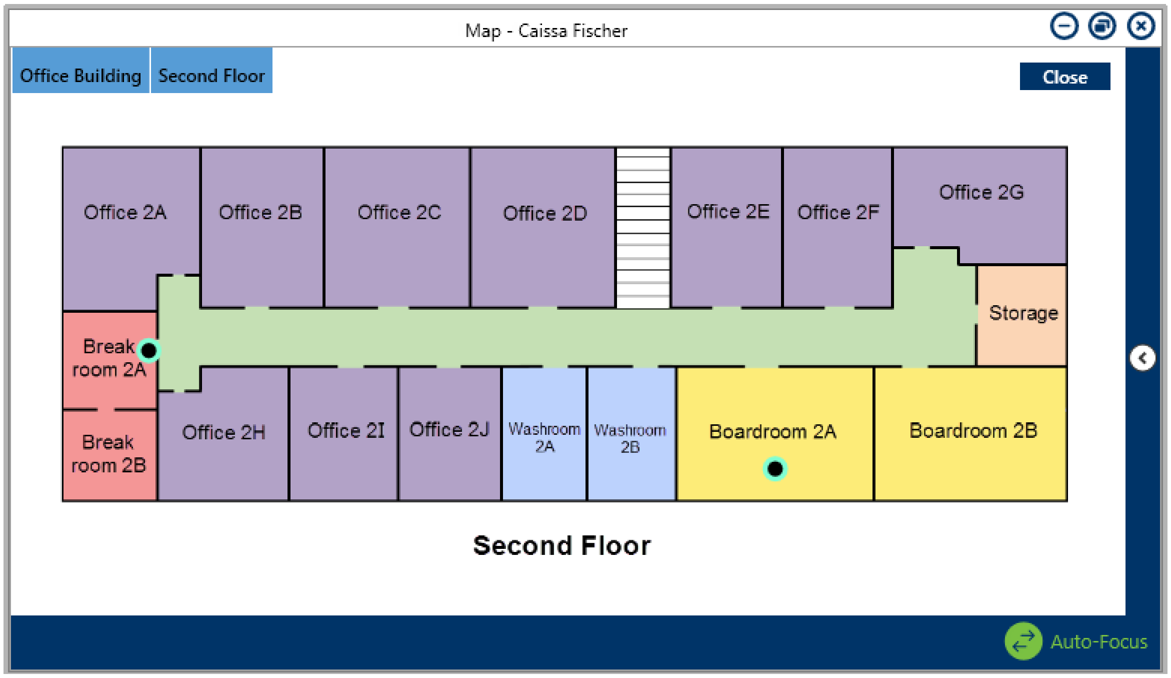
The map provides a visual representation of dispatches, officers, tasks, and saved locations. You can move around the map by clicking and dragging, by clicking the **+** or **–** icons to zoom in or out, or by clicking officer, organization, task, or dispatch pins on the map. You can choose a default location and zoom level for the **Map** panel by configuring your Account Settings.



*The **Map** panel.*

Clicking on a pin will reveal that location's address details and the floorplans of any of its indoor locations in the blue box to the bottom right of the panel, while clicking on a location pin for a location that has indoor location points will reveal the floor plans of the master location and its indoor location points. You can move through the indoor location levels by clicking the icons on the images and you can return to a previous level or the master location by using the tabs in the top-left of the panel. If a temporary pin has been placed by a dispatcher to indicate the exact location of a current dispatch, it will appear as the icon on the image. The color of these temporary pins is determined by the color selected for the dispatch's priority, if any.

If more than one location is clustered together on the map, clicking the icon will display a pop-up menu that you can click to select the location you wish to view.

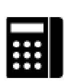


*The **Map** panel displaying an indoor location point. Clicking the icon on an image will move you to the next indoor location level, while clicking the tabs in the top-left will return you to the previous indoor location or the master location.*

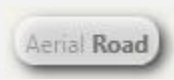
If Connect devices have been mapped to the location, the (**Access Control**) and/or (**Camera**) icon(s) will appear on the location's image.

You can also perform additional functions by clicking some of 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. If there are multiple locations clustered within the pin, clicking this icon will reveal a pop-up menu that you can click to select the location you wish to view.
	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

ICON	FUNCTION
	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.
	A temporary pin on a location image placed by a dispatcher to indicate the exact location of a dispatch. These pins are placed by double-clicking a location image when creating or editing a dispatch. The colors of the pins are determined by the color selected for the dispatch's priority, if any.
	Indicates an indoor location is saved within this location. Clicking this icon will reveal the indoor location.
	An officer pin that displays the current location of the officer. This location is determined by setting the officers location in the **Officers** panel or **Command Line**. If the officer is using the Officer Mobile app and location tracking is activated on their mobile device, the pin on the map will show their location based on the GPS coordinates pulled from their phone. 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**.
	Indicates an **Access Control** device from Connect has been mapped to the location. If Connect sends an alarm or creates a dispatch for an activity logged by this device, the icon will flash the color assigned to the dispatch's priority. The icon will not flash if the priority has no assigned color or the dispatch no longer has a **New** status.
	Indicates a **Camera** device from Connect has been mapped to the location. If Connect sends an alarm or creates a dispatch for an activity logged by this device, the icon will flash the color assigned to the dispatch's priority. The icon will not flash if the priority has no assigned color or the dispatch no longer has a **New** status.

ICON	FUNCTION
	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

ICON	FUNCTION
	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, hidden, or has a custom name. 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.

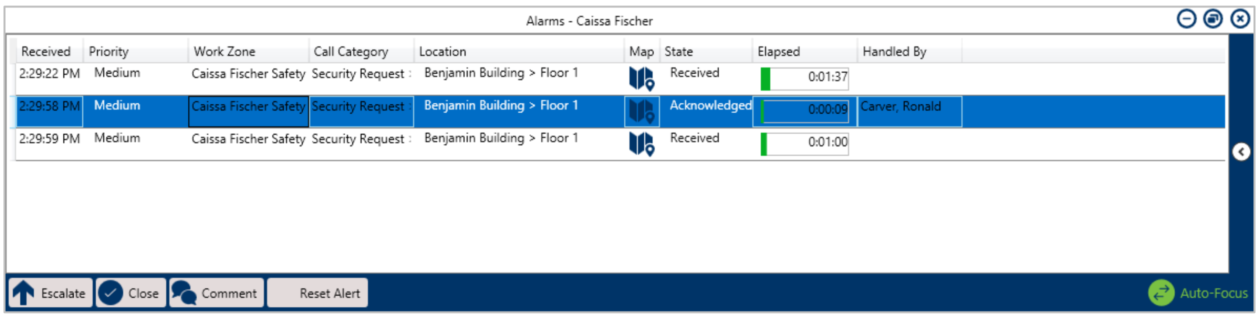
Additional Panels

Alarms

If your organization uses Connect and alarms detected by your security system(s) are configured to be sent into Dispatch, the **Alarms** panel allows you to perform additional actions on those alarms. From this panel, you can escalate, close, or comment on alarms.

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

> The icon will not appear in the ribbon if the **Alarms** feature has not been configured in your version of Dispatch.

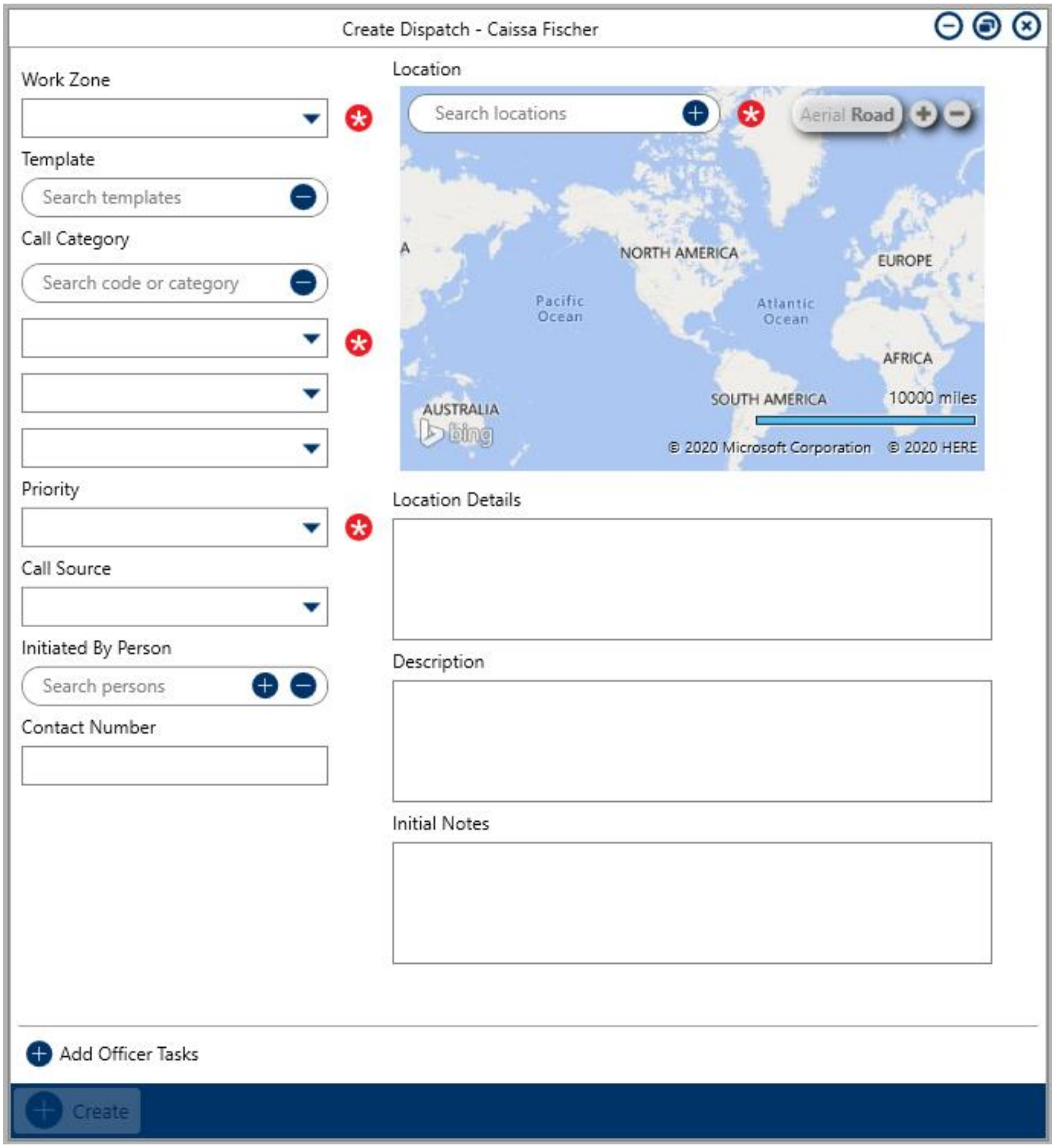


*The **Alarms** panel.*

Create Dispatch

The **Create Dispatch** panel allows you to create new dispatches and officer tasks. Fields marked with the icon are mandatory. You can select which location is automatically selected on the map and in the **Location** field by configuring your Account Settings.

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



*The **Create Dispatch** panel.*

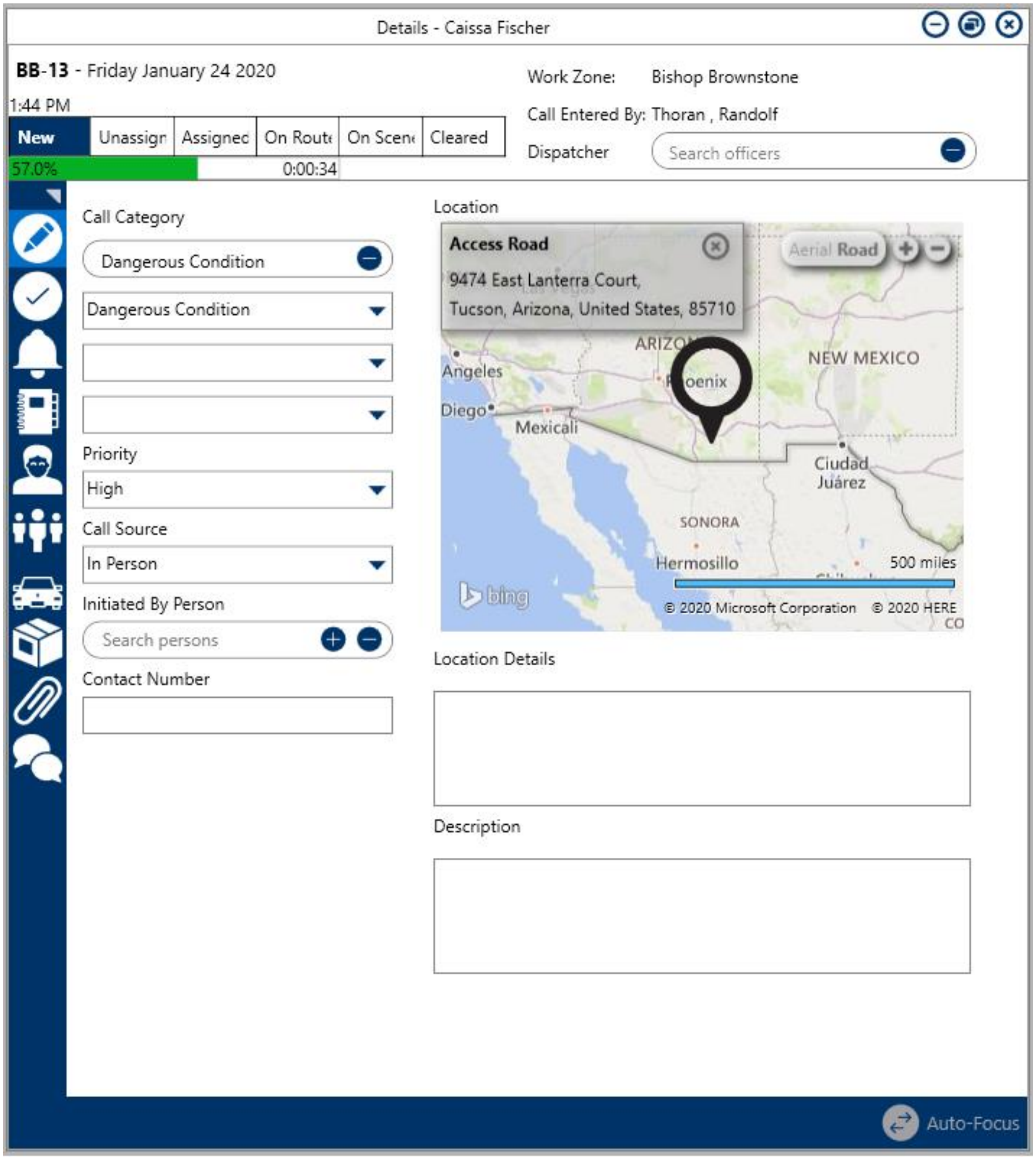
Details

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;
- View the details of a Connect-created dispatch, including the device, location, and trigger time;
- 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.



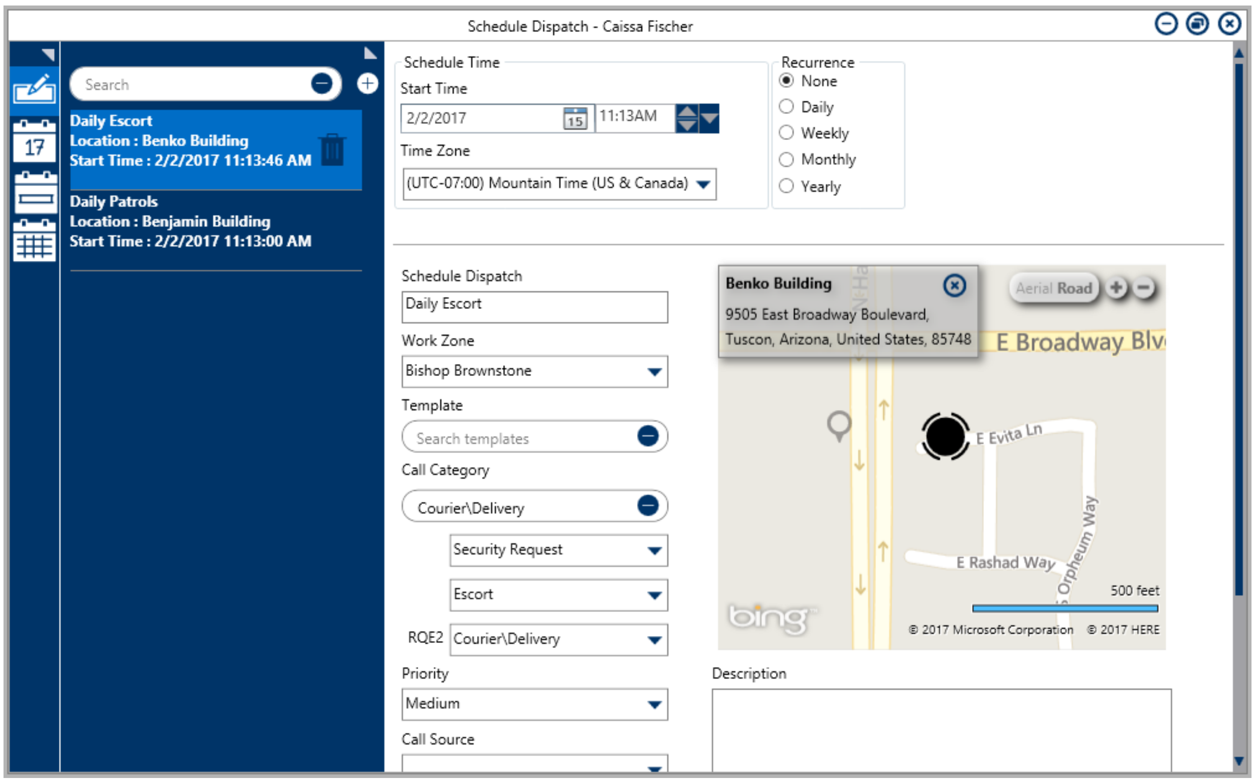
*The **Details** panel.*

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

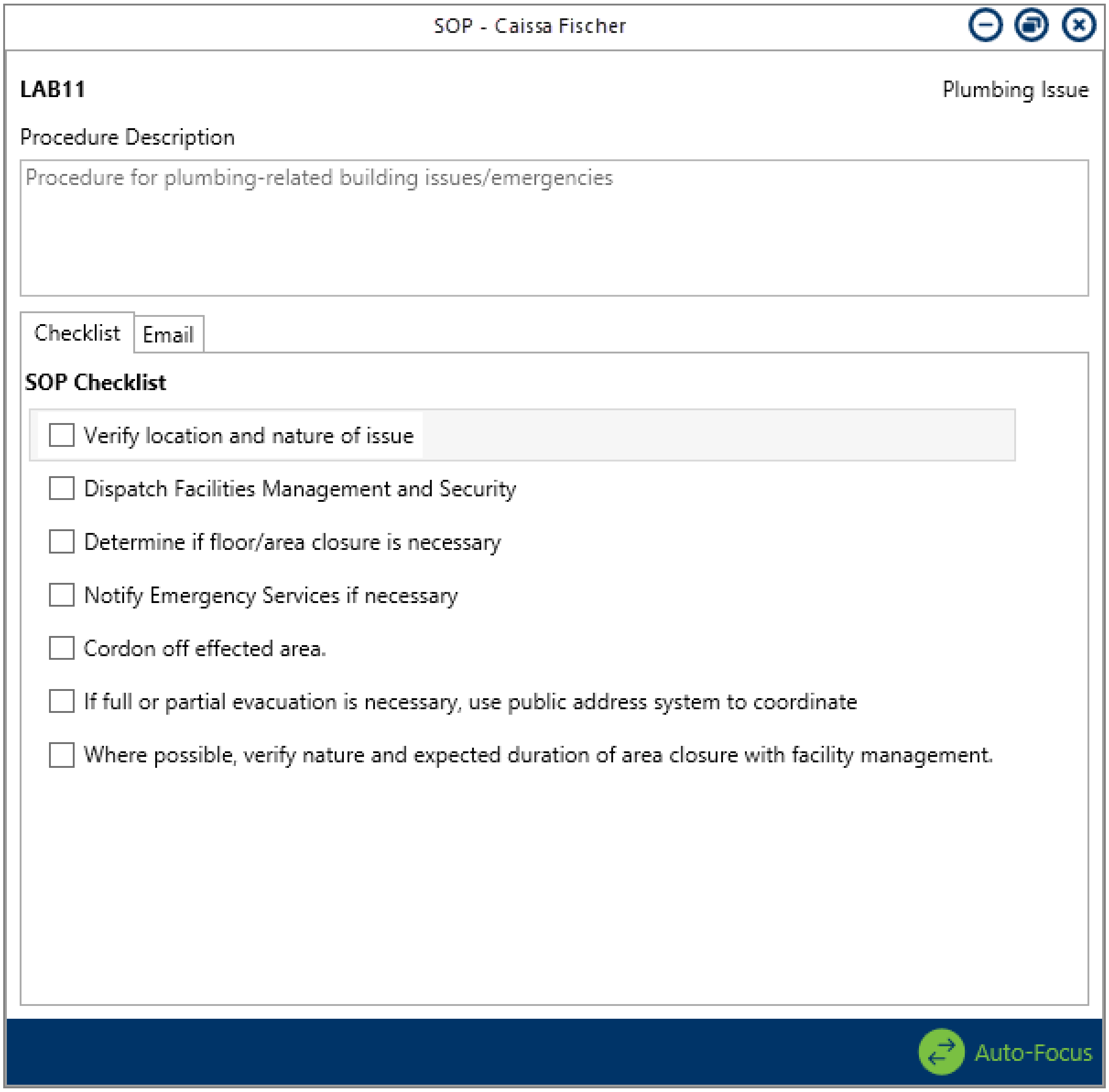
The **SOP** panel allows you to:

- View procedure descriptions;

- Check off a list of steps to be completed;
- Send emails or mass notifications through Everbridge with instructions or important information;
- View documents, files, or images related to the SOP; and
- Open attached URLs related to the SOP.

Mass notifications are available through the **Everbridge** tab of this panel (this tab will be visible only if the appropriate configurations have been made by a Perspective administrator). The associated dispatch's number at the top left and the call category in the top right of window. SOPs can be created in Perspective or Dispatch.

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.

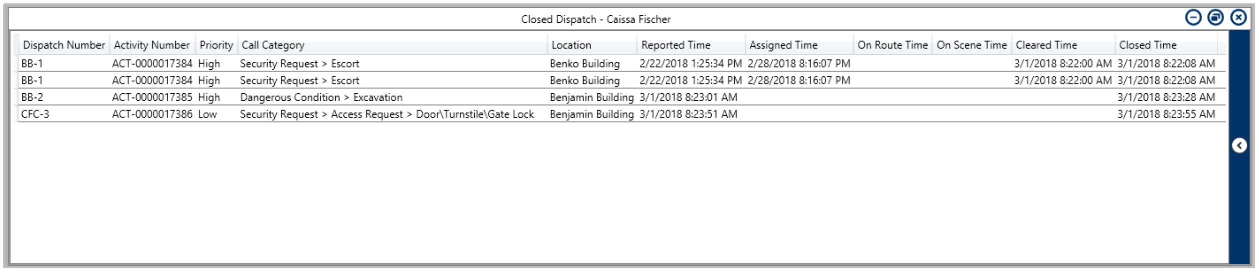


*The **SOP** panel.*

Closed Dispatch

The **Closed Dispatch** panel displays recently closed dispatches. The amount of time closed dispatch records is retained in in this panel is determined by your administrator. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns, while clicking the icon to the right of the panel will allow you to apply filters to narrow down which data is displayed.

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

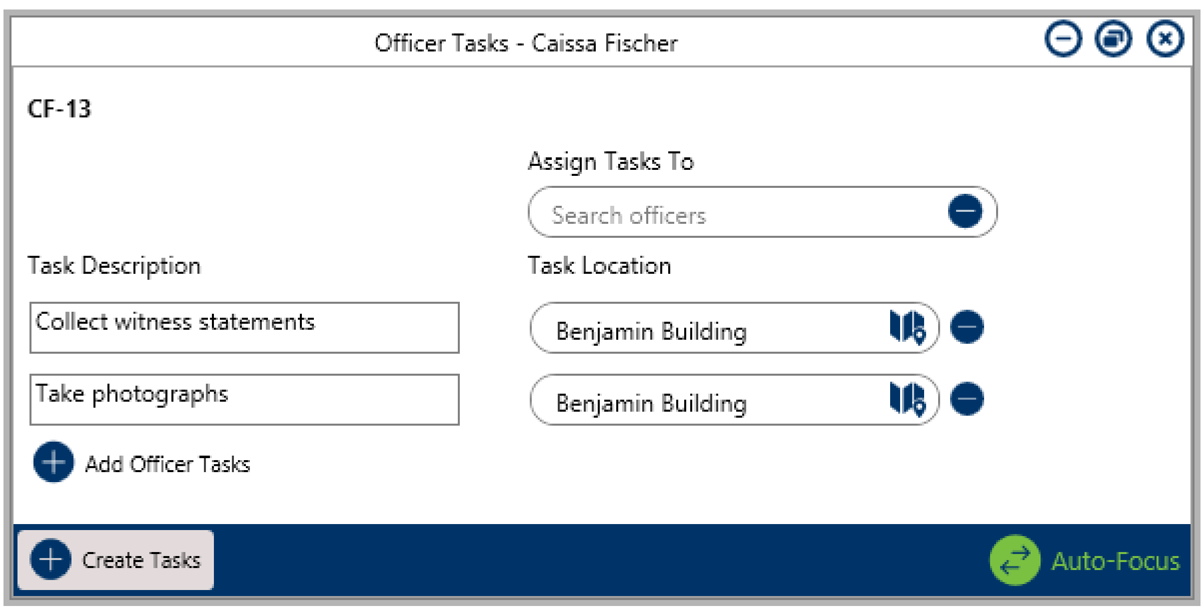


*The **Closed** panel.*

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.

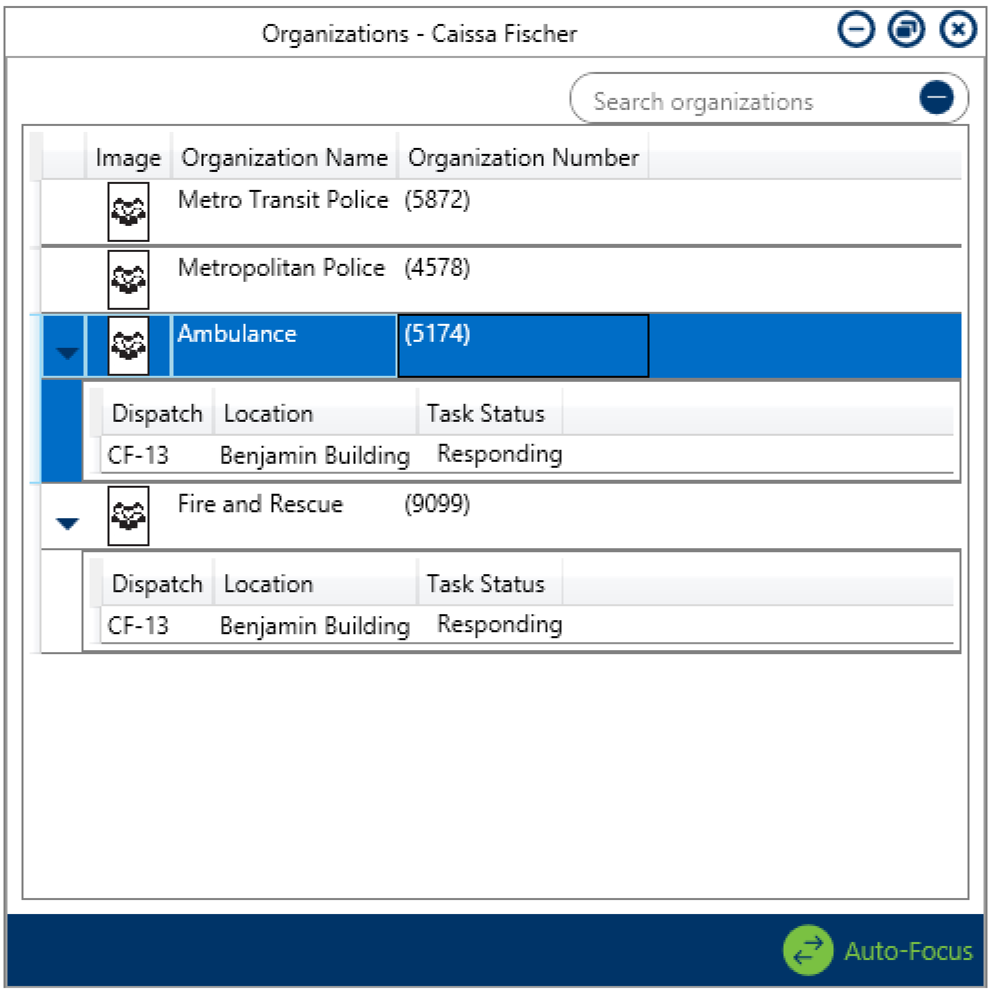


*The **Officer Tasks** panel.*

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. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns.

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.*

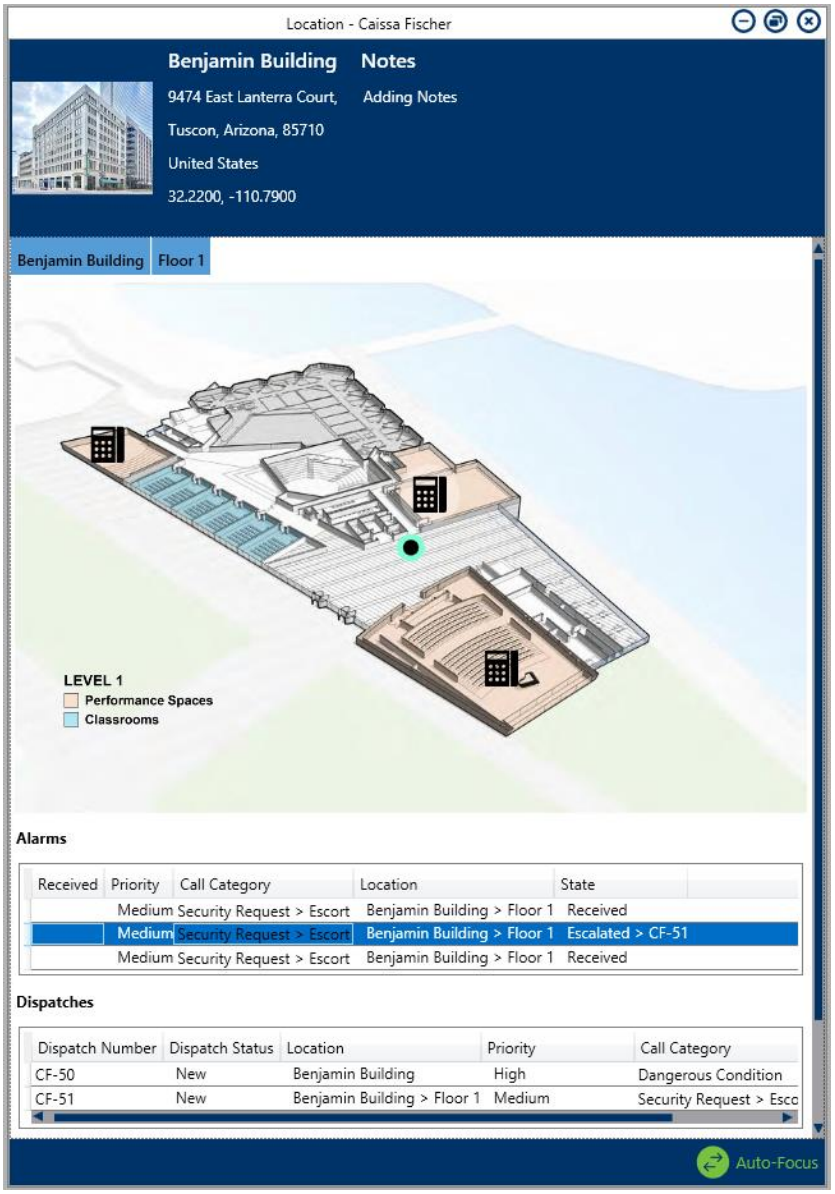
Location

The **Location** panel summarizes all dispatches and tasks at a saved location, as well as that location's address, coordinates, and photo (if uploaded). If the location has indoor location points saved to it, the indoor location pins will appear on the location's image, along with Connect device icons and any temporary pins a dispatcher may have placed on the image to indicate the exact location of a dispatch.

The details of any active alarms are displayed in the **Alarms** section. If you're viewing a location that has indoor locations with active dispatches, you can click on those dispatches to view the indoor location's image and any of its pins.

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. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns.

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

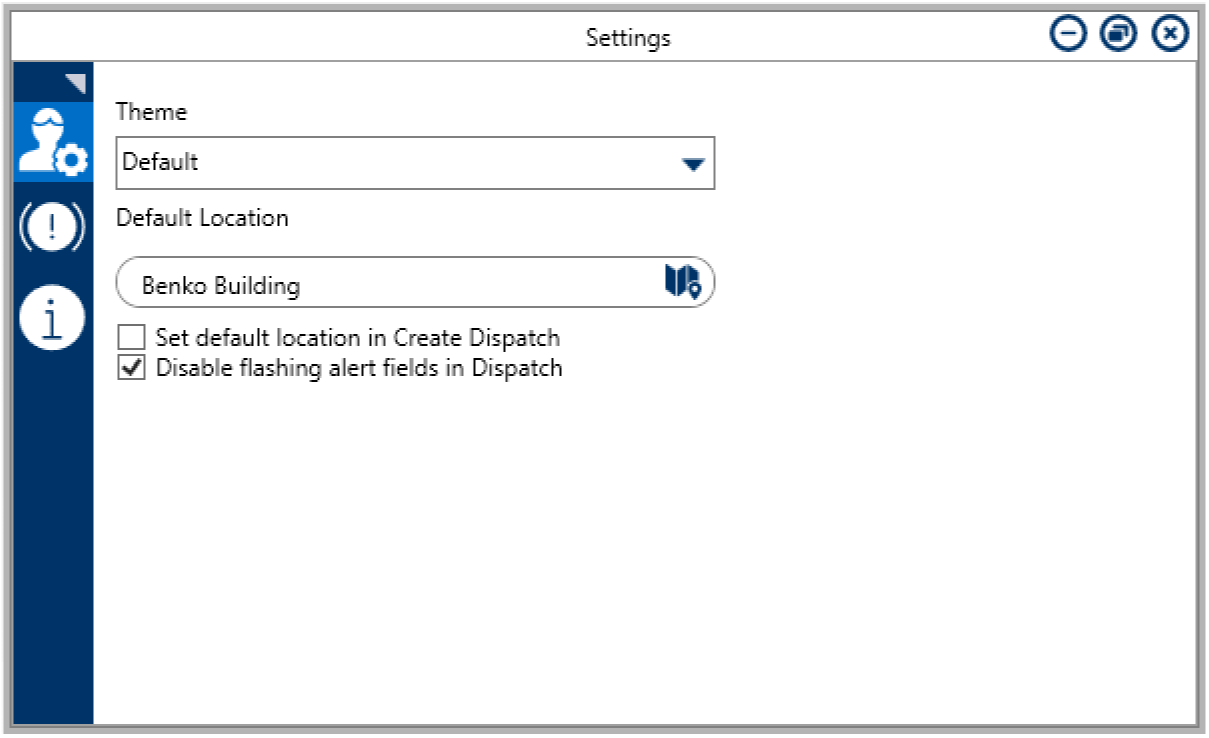


*The **Location** panel displaying alarm, dispatch, and task information (not shown in the screenshot).*

Settings

The **Settings** panel allows you to select or adjust your account and notification settings, as well as view information about the application.

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



*The **Settings** panel.*

Command Line

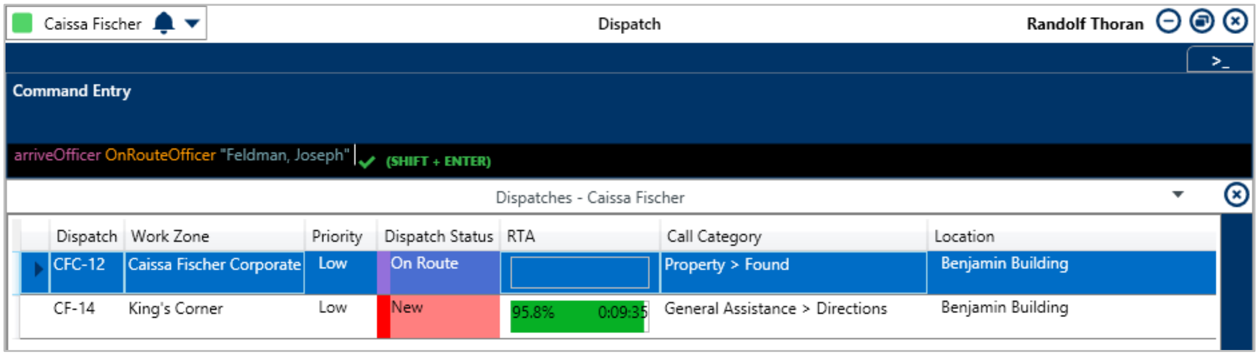
The **Command Line** feature allows you to quickly perform all the basic functions available in Dispatch using only your keyboard.

When using the command line, you must include a **command**, **parameter**, and **value**:

- **Command:** A command is the type of action you want to perform in Dispatch (e.g. creating a dispatch, assigning a task, setting an officer's location, etc.). For example, if you want to change an officer's status from **On Route** to **On Scene**, you would select the **ArriveOfficer** command from the menu. A command is the first item selected in the Command Line and it appears in **pink**.

- **Parameter:** Parameters reference the fields you need to complete or the items you must select in order to perform an action, such as the **Priority** or **Location** fields you would need to complete when creating a new dispatch. For example, after selecting the **ArriveOfficer** command, you would select **OnRouteOfficer** parameter to specify that you want to select an officer with an On Route status. Depending on the command, you may have to select more than one parameter and value. Parameters appear in the Command Line in **orange**.

- **Value:** A value is the information entered into a parameter (e.g. **Low** within the **Priority** parameter). For instance, after selecting the **ArriveOfficer** command and **OnRouteOfficer** parameter, you would select the officer (Feldman, Joseph) whose status you want to change to On Scene. Depending on the command, you may have to select values for multiple parameters. Values appear in the Command Line within quotation marks in **blue**.



*The **Command Line** showing the **ArriveOfficer** command, the **OnRouteOfficer** parameter, and the **Feldman, Joseph** value.*

Use the Command Line

To use the Command Line:

1. Click the  icon in the top right corner of the home screen or press **Ctrl** + **G** on your keyboard.

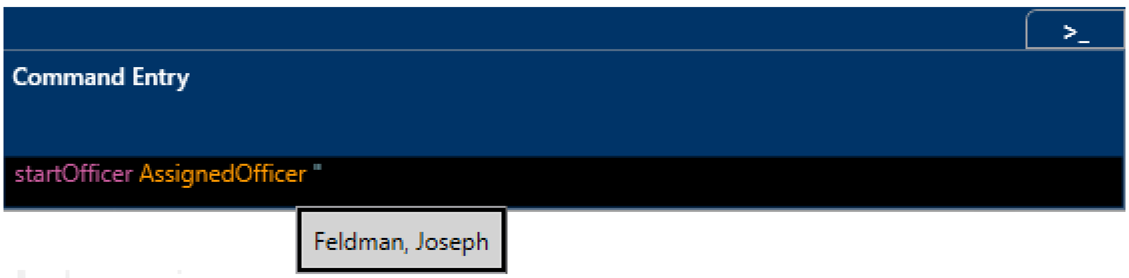
2. Use your keyboard's ↑ or ↓ keys to select a command from the dropdown menu then press **Enter**, or type the name of the command to select it.

The command dropdown menu.

3. Use your keyboard's ↑ or ↓ keys to select a parameter from the dropdown menu then press **Enter**, or type the name of the command to select it.

The parameter dropdown menu.

4. Use your keyboard's ↑ or ↓ keys to select a value from the dropdown menu then press **Enter**, or type the name of the command to select it.



The value dropdown menu.

Depending on the command, you may need to select multiple parameters and values.

5. Press **Shift** + **Enter** on your keyboard to apply your changes.

A complete command, including a command, parameter, and value.

If another dispatcher edits the dispatch, officer, or task you've selected in the **Command Line** before you pressed **Shift** + **Enter**, you may see an error message and will be unable to complete the command.

Available Commands

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
ArriveAll	Dispatch	The dispatch that contains **On Route** or **Responding** (organization) tasks (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Changes the status of all **On Route** or **Responding** tasks in a selected dispatch to **On Scene**.
ArriveOfficer	OnRouteOfficer	The name of the officer assigned to an **On Route** task (e.g. **"Feldman, Joseph"**).	Changes the status of a selected task from **On Route** to **On Scene.**
AssignTask	Dispatch	The dispatch that contains unassigned task and the location and description of the task (e.g. **"LAB3 2016-07-19 12:56:56 PM \ East Lab, Secure the scene"**).	Assigns an officer to a selected **Unassigned** task.
	Officer	The officer who will be assigned to complete the task (e.g. **"Feldman, Joseph"**).	
Available	Officer	The on duty officer you wish to set as **Available** (e.g. **"Feldman, Joseph"**).	Changes an officer's status to **Available**.
Busy	Busy State	The busy status you want to apply to an officer (e.g. **"Coffee break"**).	Changes an officer's status to a busy state.
	Officer	The officer you want to apply the busy status to (e.g. **"Feldman, Joseph"**).	

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
ClearAll	Dispatch	The dispatch that contains the tasks you wish to clear (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Changes the status of all tasks within the selected dispatch to **Cleared**.
ClearOfficer	OnSceneOfficer	The officer with an **On Scene** status whom you wish to clear (e.g. **"Feldman, Joseph"**).	Changes an officer's status on a task from **On Scene** to **Cleared**.
Close	Dispatch	The dispatch you want to close (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Closes a dispatch.
	Notes	**Optional:** Notes you want to add to the closed dispatch record. After typing a note, you must close the value with one set of double quotation marks (").	
	PerspectiveUser	**Optional**: The user who will appear as the record owner in Perspective once the dispatch is closed (e.g. **"Pruitt, Nancy"**).	
	ReportYesNo	**Optional:** Indicates whether or not a follow-up report or assignment is required. If this parameter is not completed in the command, **No** will be selected by default.	
Focus	Dispatch	The dispatch you want to highlight in the **Dispatches** panel (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Focuses on a dispatch or officer. This command is not available if you've switched operational zones but did not reset the layout.
	Officer	The officer you want to highlight in the **Officers** panel (e.g. **"Feldman, Joseph"**).	

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
NewDispatch	**CallCategoryCode**	The 6-figure code that identifies the call category of the dispatch. Your Perspective administrator can provide you with the available call category codes.	Creates a new dispatch.
	Description	**Optional:** A description of the new dispatch. After typing a description, you must close the value with one set of double quotation marks (").	
	InitialNote	**Optional:** Information or notes that will appear as the first message in the dispatch-related conversation. After typing a note, you must close the value with one set of double quotation marks (").	
	Location	Where the dispatch is occurring. If you select a location with indoor location points, you can continue to select those indoor locations (e.g. **"East Office\First Floor\Boardroom"**). If needed, close the value with one set of double quotation marks (").	
	Priority	The level of importance/urgency of the dispatch (e.g. **"High"**)	
	Workzone	The work zone where the dispatch is occurring (e.g. **"Cafeteria"**).	

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
NewTask	Dispatch	The dispatch for which you want to create a task (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Creates a new task on a selected dispatch.
	Description	**Optional:** A description of the task. After typing a description, you must close the value with one set of double quotation marks ("). If you do not enter a description, the task will be assigned a **Respond and assist** description by default.	
	Location	**Optional:** Where the task will be completed. If you select a location with indoor location points, you can continue to select those indoor locations (e.g. **"East Office\First Floor\Boardroom"**). If needed, close the value with one set of double quotation marks ("). If you do not select a location, the task will be assigned the same location as the dispatch.	
	Officer	**Optional:** The officer who will complete the task (e.g. **"Feldman, Joseph"**). If you do not assign an officer to the task, it will appear as **Unassigned**.	

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
NewTemplateDispatch	Description	**Optional:** A description of the new dispatch. After typing the description, you must close the value with one set of double quotation marks (").	Creates a new dispatch from a template.
	InitialNote	**Optional**: Information or notes that will appear as the first message in the dispatch-related conversation. After typing an initial note, you must close the value with one set of double quotation marks (").	
	Location	Where the dispatch is occurring. If you select a location with indoor location points, you may continue selecting those indoor locations (e.g. **"East Office\First Floor\Boardroom"**). If needed, close the value with one set of double quotation marks (").	
	Template	The template you wish to use. If needed, your Dispatch administrator can provide you with the names of saved templates.	
	Workzone	The work zone where the dispatch is occurring (e.g. **"Cafeteria"**).	
OffDutyOfficer	Officer	The on-duty officer you want to take off duty (e.g. **"Feldman, Joseph"**).	Takes a selected officer off duty.

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
OnDutyOfficer	**CallSign**	The call sign you want to assign the officer (e.g. **"A11"**).	Brings a selected officer on duty.
	OffDutyOfficer	The off-duty officer you want to bring on duty (e.g. **"Feldman, Joseph"**).	
	Team	The team you want to assign the officer (e.g. **"CAF Team"**).	
OrgArrive	**Dispatch**	The dispatch with **Responding** organization tasks and the name of the responding organization (e.g. **"LAB3 2016-07-19 12:56:56 PM, Police"**).	Changes an organization's task status from **Responding** to **On Scene**.
OrgAssign	**AvailableOrganization**	The organization you want to dispatch (e.g. **"East Campus Police"**).	Dispatches an organization.
	Dispatch	The dispatch you want to dispatch the organization to (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	
OrgClear	**Dispatch**	The dispatch with **Responding** organization tasks and the name of the responding organization (e.g. **"LAB3 2016-07-19 12:56:56 PM, Police"**).	Changes an organization's task status from **Responding** to **No Response**.
Send	**Dispatch**	The dispatch-related conversation you with to send a message to (e.g. **"LAB3 2016-07-19 12:56:56 PM"**).	Sends a message to the participants of a dispatch-related conversation.
	Message	Your new message. After typing a message, you must close the value with one set of double quotation marks (").	

COMMAND NAME	PARAMETER(S)	VALUE(S)	COMMAND DESCRIPTION
SetLocation	Location	The last known location of the officer. If you select a location with indoor location points, you may continue selecting those indoor locations (e.g. **"East Office\First Floor\Boardroom"**). If needed, close the value with one set of double quotation marks ("). (e.g. **"East Office\First Floor\Boardroom"**).	Sets an officer's **Last Known Location**.
	Officer	The on duty officer whose location you want to set (e.g. **"Feldman, Joseph"**).	
StartOfficer	AssignedOfficer	The assigned officer whose status you wish to change to **On Route** (e.g. **"Feldman, Joseph"**).	Changes an assigned officer's status on a task from **Assigned** to **On Route**.
SuspendTask	Officer	The officer assigned to the started task you wish to suspend (e.g. **"Feldman, Joseph"**).	Suspends a started officer task.
SwitchOperationalZone	AccessibleOperationalZones	The zone you wish to switch to. Note that you can only select zones that you have been granted access to by an administrator (e.g. **"South Campus"**).	Switches your operational zone. Any commands entered will be applied to your recently selected zone, however, the panels will continue to show the previous zone and you will not be able to use the **Focus** command until the layout has been reset.

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	**Arrive All**	Changes the status of all started officer or organization tasks within a selected dispatch to **On Scene**.	Right-click the dispatch in the **Dispatches** panel **>** click **Arrive All**.
	Clear All	Changes the status of all officer and organization tasks within a selected dispatch to **Cleared**.	Right-click the dispatch in the **Dispatches** panel **>** click **Clear All**.
	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.
	Email Details	Automatically creates an email draft in the default email application containing details of the currently selected dispatch(es).	Select one or more dispatches in the **Dispatches** panel > right-click a selected dispatch **>** click **Email Details**.
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**

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
			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.
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.**
ALARMS PANEL	**Acknowledge**	Acknowledges the alarm in Dispatch and the Connect source system.	Right-click the alarm > click **Acknowledge**.
	Escalate	Associates the alarm with a new dispatch or existing dispatch and removes it from the Alarms panel.	Right-click the alarm > click **Escalate** > click **New Dispatch** or **Existing Dispatch**.
	Close	Closes the alarm. If the alarm is in the **Received** or **Acknowledged** state, the alarm details will be used to automatically create an activity in Perspective.	Right-click the alarm > click **Close.**
	Comment	Opens the automatically created conversation related	Right-click the alarm > click **Comment**.

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
		to the alarm and joins the currently logged in user to that conversation.	
	Reset Alert	Resets the alarm alert's clock to 0:00:00 in the **Elapsed** column.	Right click the alarm > click **Reset Alert**.
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**.
	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.
	Set Call Sign	Assigns the selected officer a new call sign.	Right-click the officer in the **Officers** panel **>** hover your cursor over **Set Call Sign >** click an available call sign to select it.
	Set Location	Assigns the officer a **Last Known Location**.	Right-click the officer in the **Officers** panel > click **Set Location** > search for and select a location from the text box that appears at

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
			over the **Set Location** button at the bottom of the panel.
	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.**
	Off Duty	Takes an officer off duty.	Right-click the officer in the **Officers** panel > click **Off Duty.**
	Add Note	Adds a new note or edits a default officer note created by an admin. Notes added by dispatchers are cleared after the officer is taken off duty.	Right-click the officer in the **Officers** panel **>** click **Add Note >** enter any notes in text box that appears at over the **Add Note** button at the bottom of the panel.

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.
ALARMS	An alarm in the **Alarms** panel.	Highlights any dispatches associated with the alarm in the **Dispatches** panel, shows the alarm location details in the **Location** panel, and centers the map on the pin at the location of the alarm in the **Maps** 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.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
OFFICERS	An officer pin on the **Map** panel.	The officer is highlighted in the **Officers** panel.
	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
	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, including dispatches or alarms created by Connect;
- select the whereabouts of a dispatch-related task; and
- 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.

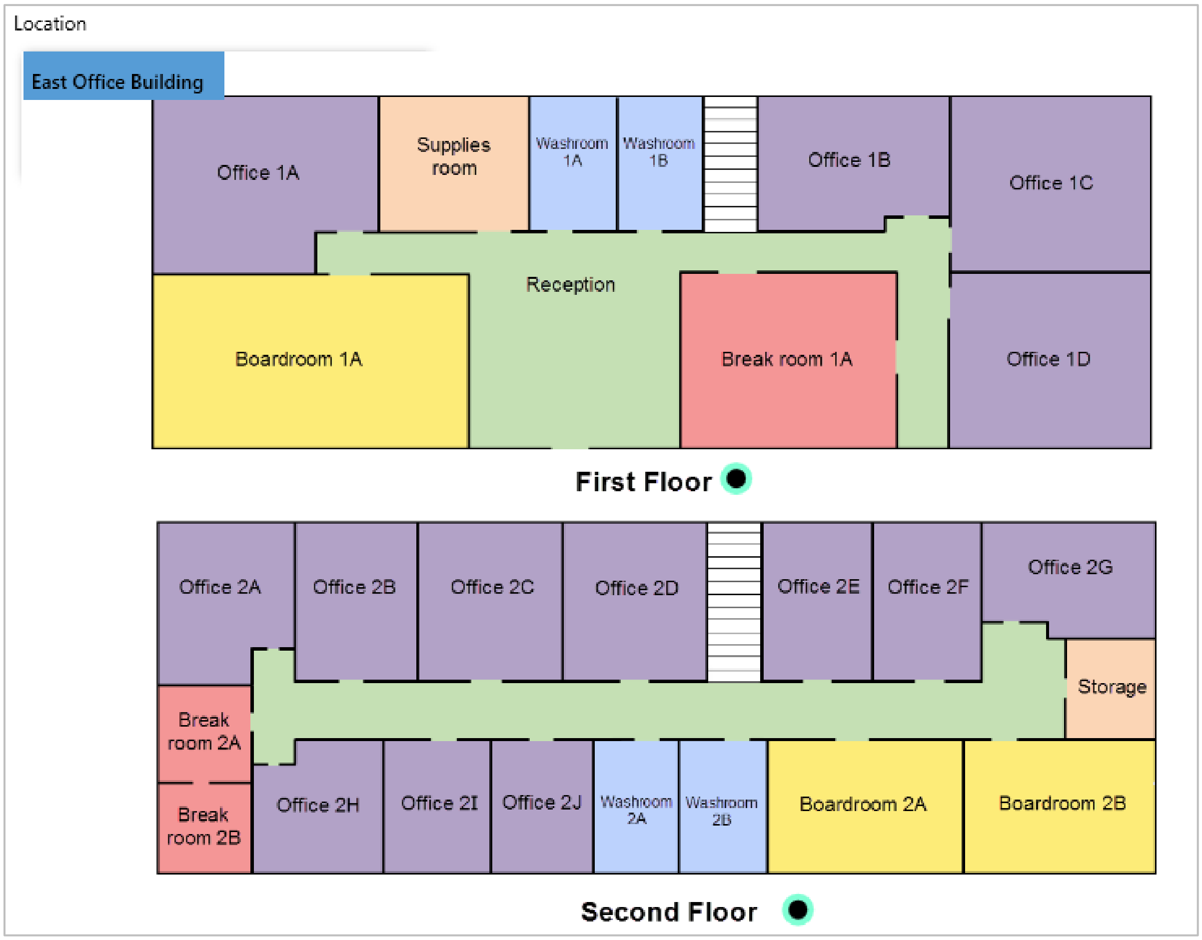
When a dispatch is closed and moved to Perspective as an activity, the location's address details will automatically populate in the **Location** section of the activity and the location's name, address, and coordinates will appear in the **Description** field. Your Dispatch administrator can also link 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: What Are Locations? article on the Resolver Support site.

Indoor Location Points

Indoor location points are saved locations within a larger location (a **master location**), designed to help dispatchers indicate the exact area of an activity for other dispatchers and officers viewing the dispatch details in Officer Mobile. Generally, the master location is a building while the indoor location point can be more general (e.g. the inside of the building) or more specific (e.g. a particular staircase or room).

Each master location and indoor location point must be saved with an image, such as a map, floorplan, or blueprint, so that your Dispatch administrator can place location pins to mark the indoor location points. If a dispatcher selects a location with indoor location points when creating a new dispatch, the pins the administrator placed in the settings will appear as icons in the **Create Dispatch** panel, which, when clicked, will reveal the indoor location points. Indoor location points are also viewable through the Map panel.



*The **Create Dispatch** panel displaying a location with indoor location points.*

To select an indoor location point for a dispatch, choose one of the following methods:

Method 1 – Search locations field

From the **Create Dispatch** panel, enter search terms to locate the exact indoor location point in the **Search locations** field, then click to select that location. Indoor locations appear in the search results with the  icon.

If a location or indoor location's name is truncated (cut off) in the search results, hover your cursor over the search results to show the location's full name.

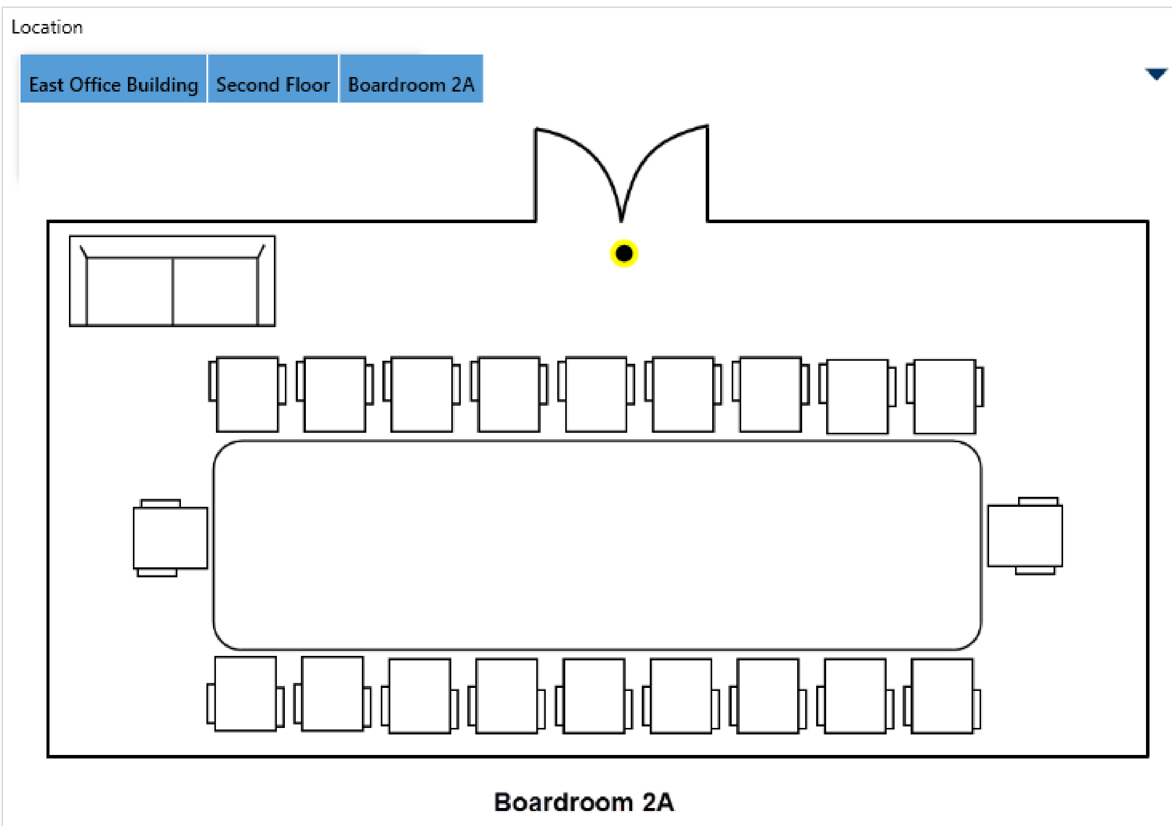
Enter search terms in the ***Search locations*** *field to select an indoor location point.*

Method 2 - Pins

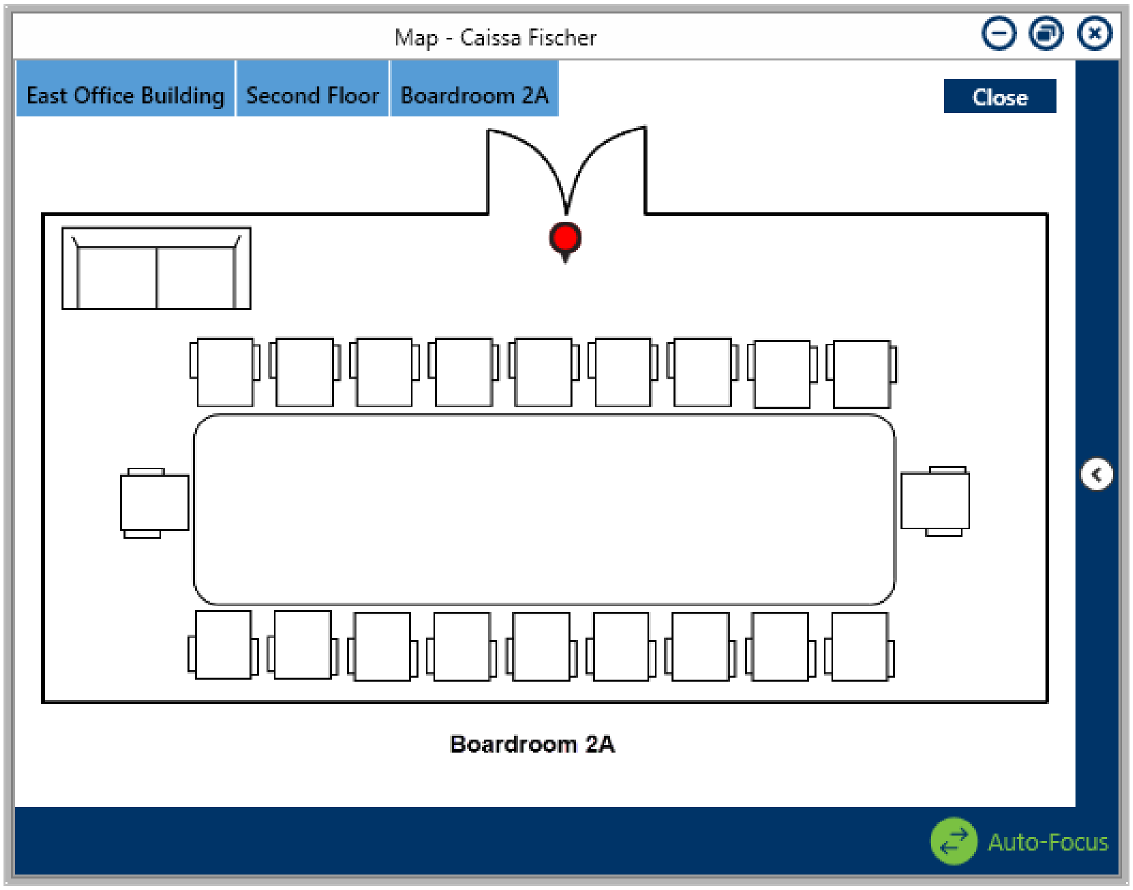
From the **Create Dispatch** panel, search for or click a location on the map with indoor location points, then click **Indoor Location Points** at the bottom right of the map. Click the  pin(s) to open an indoor location, then double-click on the image to place a temporary pin () to select that indoor location for the dispatch.

> If a temporary pin is not placed on the indoor location image, the master location will be selected by default.

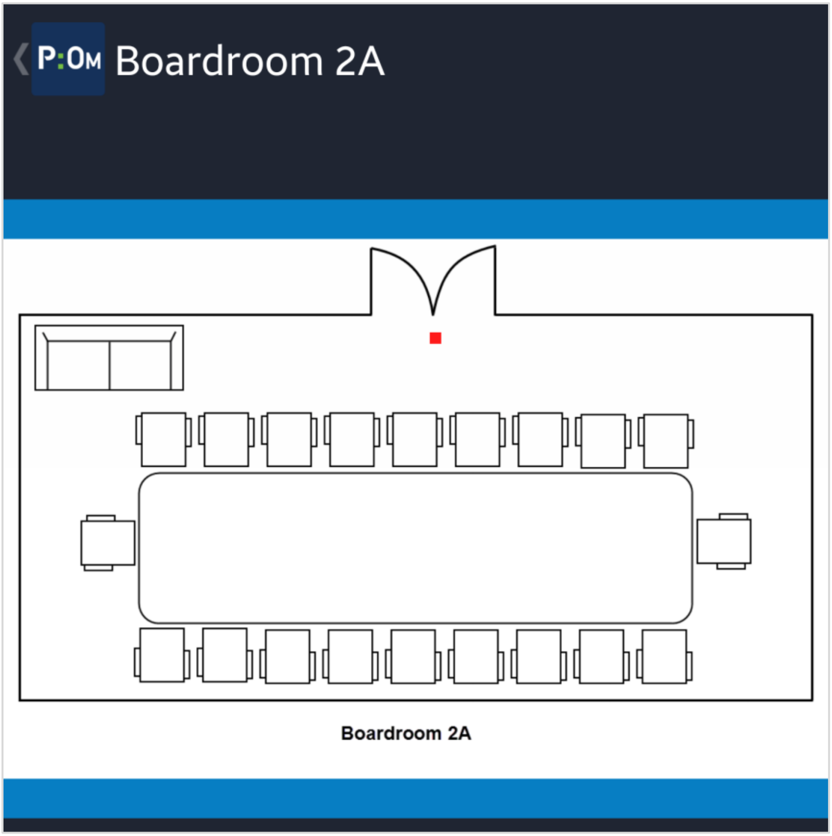
Temporary pins are used to indicate the exact location of a dispatch and appear as an icon when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any). For officers viewing the dispatch's details in the Officer Mobile app, the temporary pin appears as a red dot on the indoor location image.



*A temporary pin placed on an indoor location point in the **Create Dispatch** panel.*



*The indoor location point and temporary pin as it appears in the **Map** panel. The color of the temporary pin is determined by the dispatch's priority color, if any.*



The indoor location point and temporary pin as it appears in the Dispatch Details section of Officer Mobile.

Quick Add Temporary Locations

Locations are generally created and edited by your Dispatch administrator; however, as a dispatcher, you may have the ability to quick add **temporary** locations through the **Create Dispatch** and **Dispatch Details** panels by:

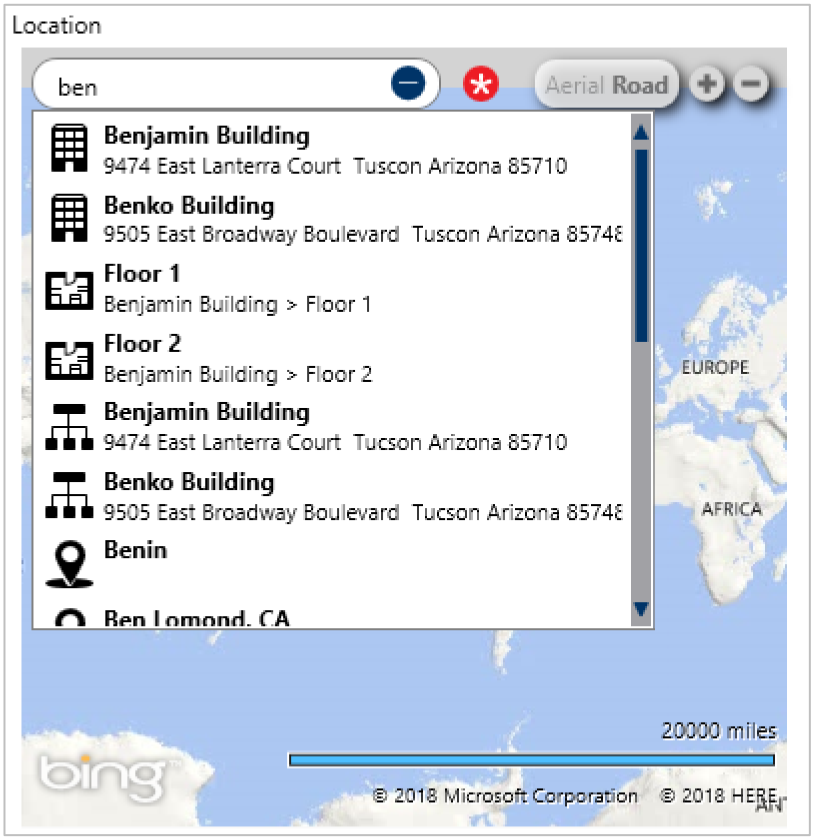
- Clicking the  icon in the locations field, placing a pin on the map, then entering a name for the location; or
- Entering search terms and selecting a global address from the map in the search results (if enabled by an administrator).

To create these temporary locations, the **Allow add Locations on the Fly** option must be selected in your user profile by an administrator.

Location Search Results

When entering search criteria for a location in the **Create Dispatch**, **Dispatch Details**, or **Schedule Dispatch** panels, the following will appear in the results:

- **Locations**, which appear in the search results with the icon.
- **Indoor location points**, which appear in the search results with the icon.
- **Site rollups**, which appear (if enabled by an administrator) in the search results with the icon. These results can be selected to create new saved locations. See Perspective Site Rollups for more information.
- **Global addresses**, which appear (if enabled by administrator), in the search results with the icon. If the **Allow add Location on the Fly** option is enabled in your profile, you can select these addresses to quickly add temporary locations. See Quick Add Temporary Locations for more information.

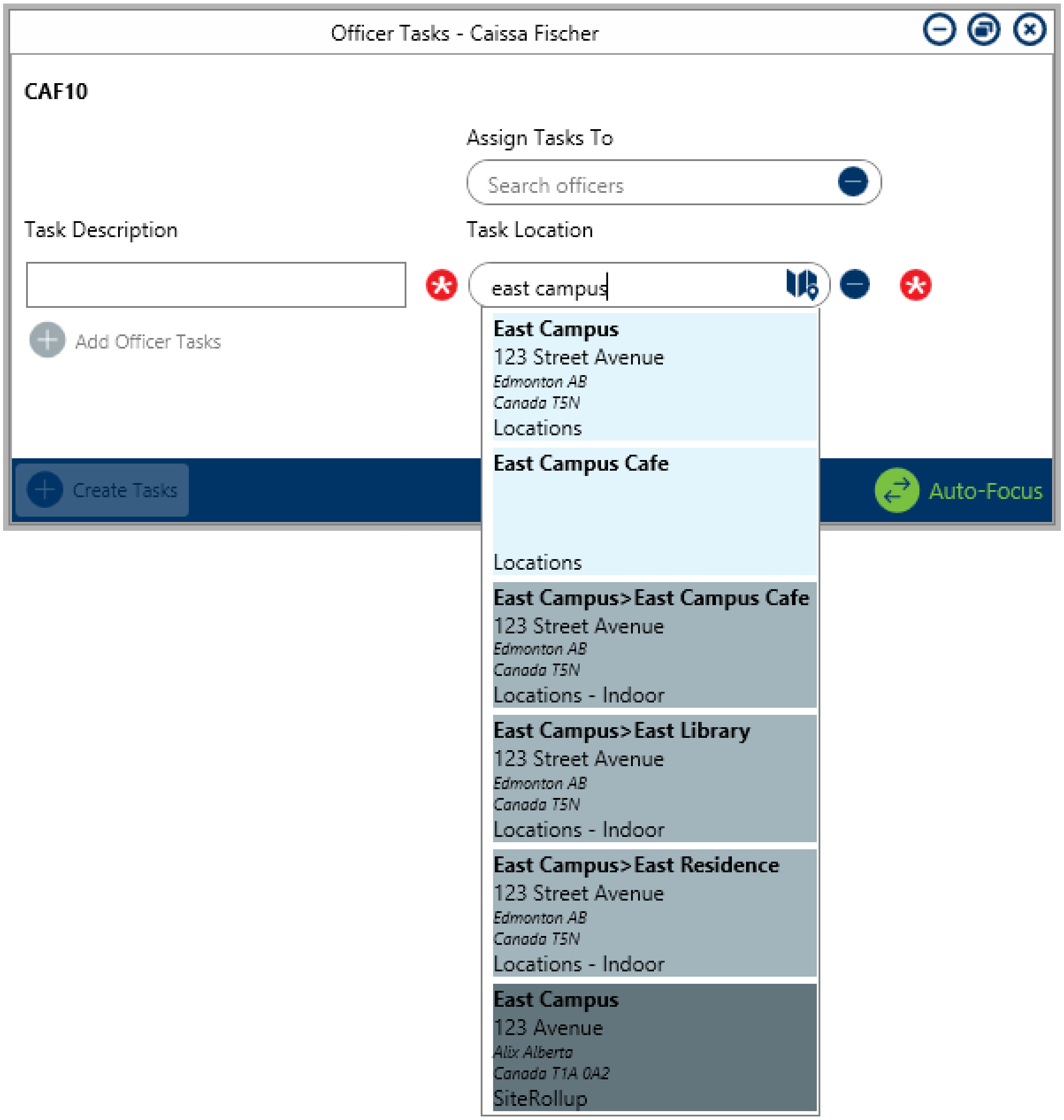


Location search results as they appear in the ***Create Dispatch*** *and* ***Dispatch Details*** *panels.*

To view the three most recently used locations and three most commonly used locations for the current user and session, if any, click the **Search locations** field in the **Create Dispatch**, **Dispatch Details**, and **Schedule Dispatch** panels without entering search criteria.

In other 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

When enabled by an administrator, 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.

When sites appear in the search results, they can be used to create new saved locations. In order to do so, **the site must have unique latitude and longitude coordinates saved to its record in Perspective and the site must be selected from the Create Dispatch and Dispatch Details panels 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.

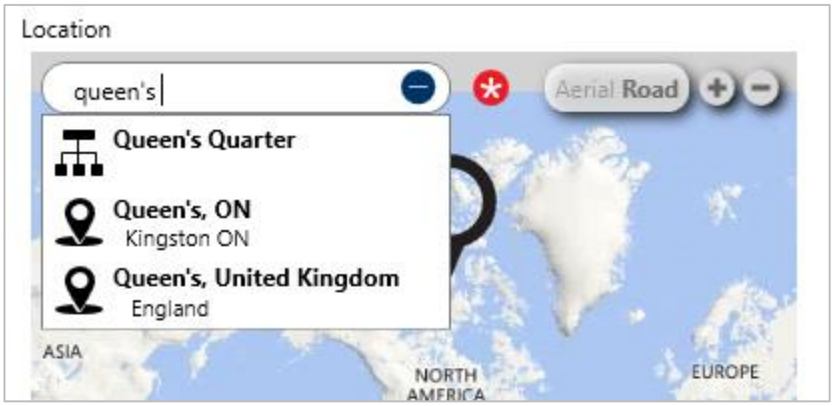
Once the site is saved as a location, any address information saved to the site will automatically be saved to the location's **Address Details** and the location will be linked to its original Perspective site. When a dispatch at that location is closed, the linked site is automatically populated in 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. Ensure your administrator has enabled the **Enable Perspective Site Rollup** option in the **System Settings**.
2. Click **Create** in the ribbon on the home screen.

3. Complete the mandatory fields and any optional fields in the **Create Dispatch** panel, as needed.

4. Enter search criteria in the **Search locations** field. Sites will appear in the search results with the  icon.



*The **Location** section of the **Create Dispatch** panel. The search term "queen" was entered into the **Search locations** field and returned the Queen's Quarter site rollup.*

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.

5. Click the search result to select that location.

6. Click  to create the dispatch and save the location.

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.

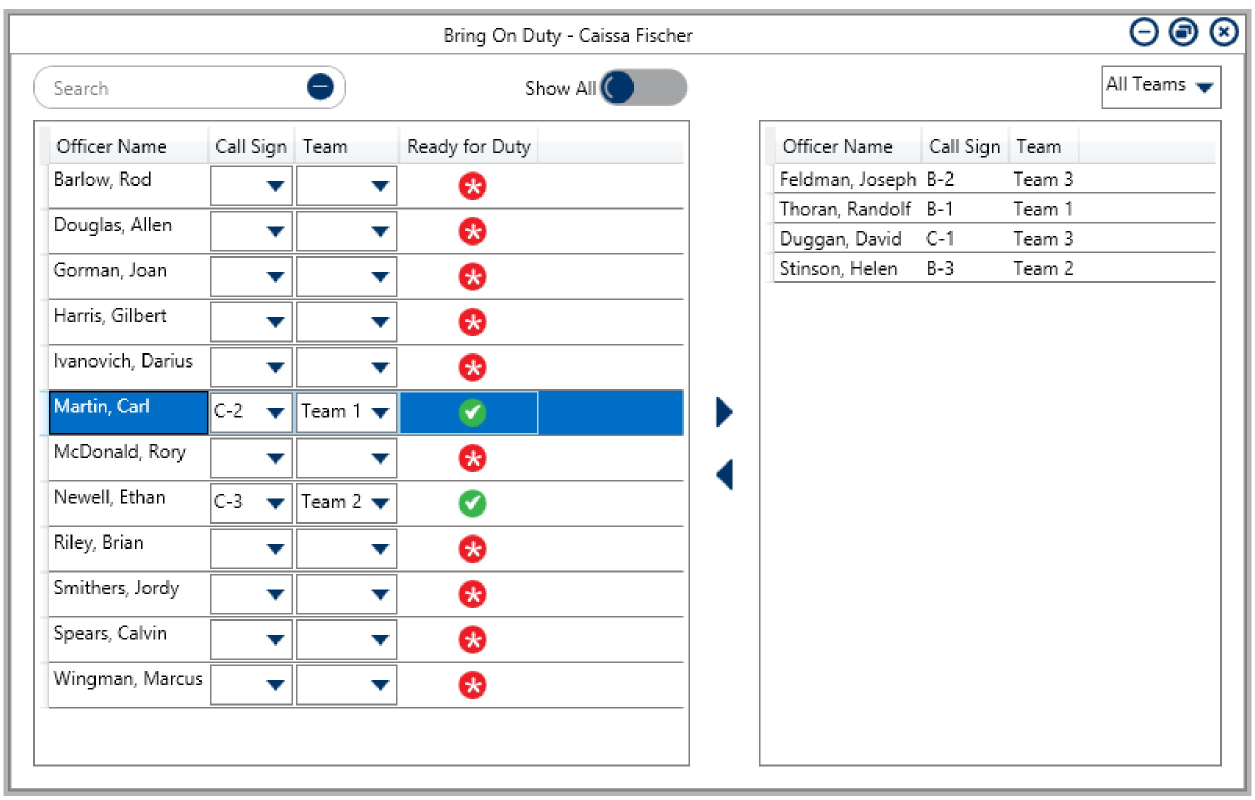
Officers

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 as 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. Officers can bring themselves on duty using Officer Mobile, but you can take them off duty in Dispatch at any time.



*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.

Your Dispatch administrator can provide you with the details you need to help you determine which team to select. Also see the Dispatch: What Are Zones & Teams? article for more information.

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. Alternatively, double-click the officer's name to bring the officer on duty.

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

Officers can take themselves off duty using the Officer Mobile app, however, you can bring them back on duty at any time in Dispatch.

> 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. To select multiple officers, hold down the **Ctrl** or **Shift** keys, then click the officers.

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. Alternatively, double-click the officer's name to bring the officer off duty.

Change an Officer's Status

Setting an officer's status will change 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**. An officer using Officer Mobile can change their status any time, however, you can override their status changes in Dispatch.

To set an officer's status:

1. Click the officer's name in the **Officers** panel. To select multiple officers, hold down the **Ctrl** or **Shift** keys, then click the officers.

2. Click 

or right-click the officer's name and select **Set State**.

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.

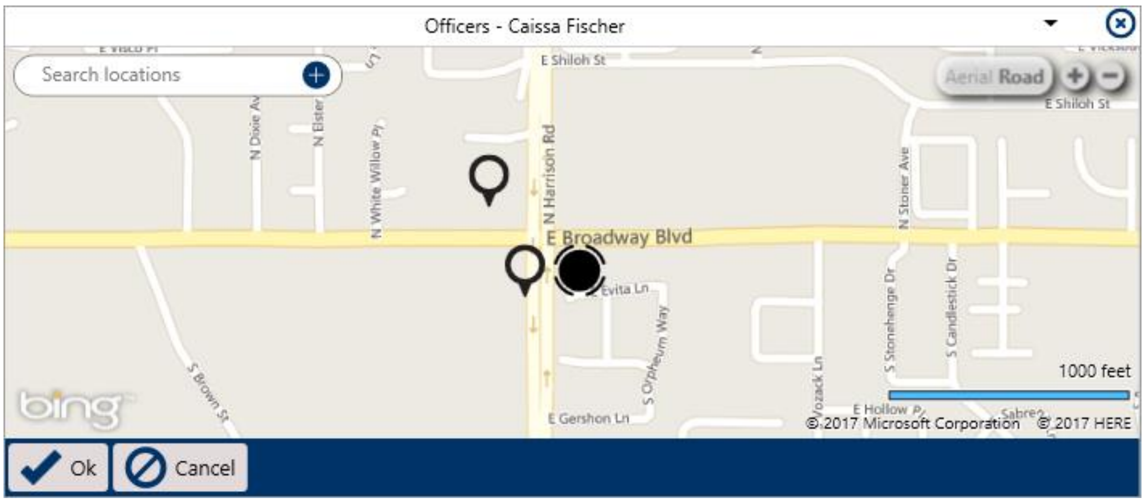
If an officer is using Officer Mobile and location tracking is enabled on their mobile device, that officer's location pin on the **Map** panel will be determined by their current GPS coordinates, however, the **Last Known Location** column on the **Officers** panel will continue to show the last location selected by a dispatcher.

To set an officer's location:

1. Click an officer's name in the **Officers** panel**.** To select multiple officers, hold down the **Ctrl** or **Shift** keys, then click the officers.

2. Click Set Location or right-click the officer's name and select **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 Temporary Locations for important information.

5. Click .

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

Change an Officer's Call Sign

Officers must have a call sign before they can be brought on duty. However, if required, it's possible to change an on-duty officer's call sign mid-shift.

To change an officer's call sign:

1. Click an officer's name in the **Officers** panel**.**

2. Click  or right-click the officer's name, then hover the mouse over **Set Call Sign** to display a list of available call signs.

3. Select a new call sign to assign the officer. Only call signs that are not currently in use can be selected.

Reset an Officer Alert

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. To select multiple officers, hold down the **Ctrl** or **Shift** keys, then click the officers.

2. Click 

or right-click an officer, then click **Reset Alert**.

Add an Officer Note

Officer notes are displayed in the **Note** column of the **Officers** panel. If an administrator has added notes to the officer's user profile, those notes are displayed by default when the officer is brought on duty; however, dispatchers can add temporary notes that are cleared as soon as the officer is taken off duty.

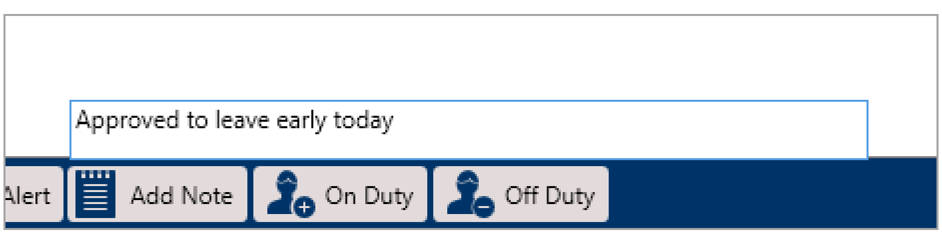
To add an officer note:

1. Select an officer in the **Officers** panel.

2. Click 

or right-click the officer, then click **Add Note** to display a text box at the bottom of the **Officers** panel.

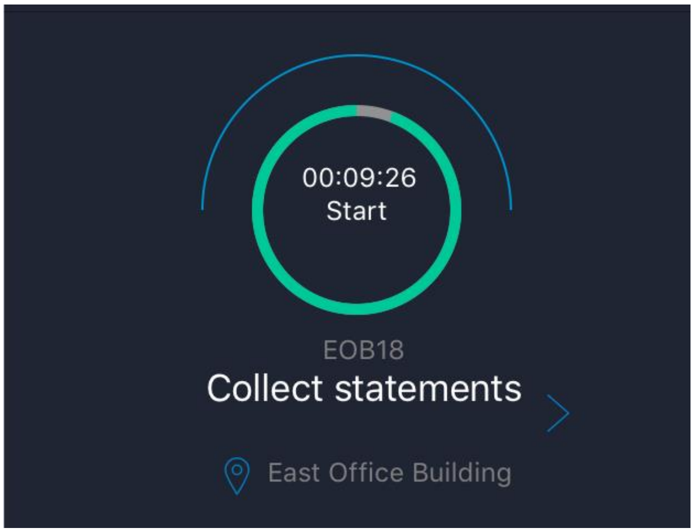
3. Enter a new note or edit the existing note in the text box, then click elsewhere in the panel to close the text box.



*The **Add Note** text box at the bottom of the **Officers** panel.*

Officer Alerts in Officer Mobile

If the officer is using Officer Mobile, he or she will be able to see the visual alert and the timer to help keep them on track as they respond to calls.

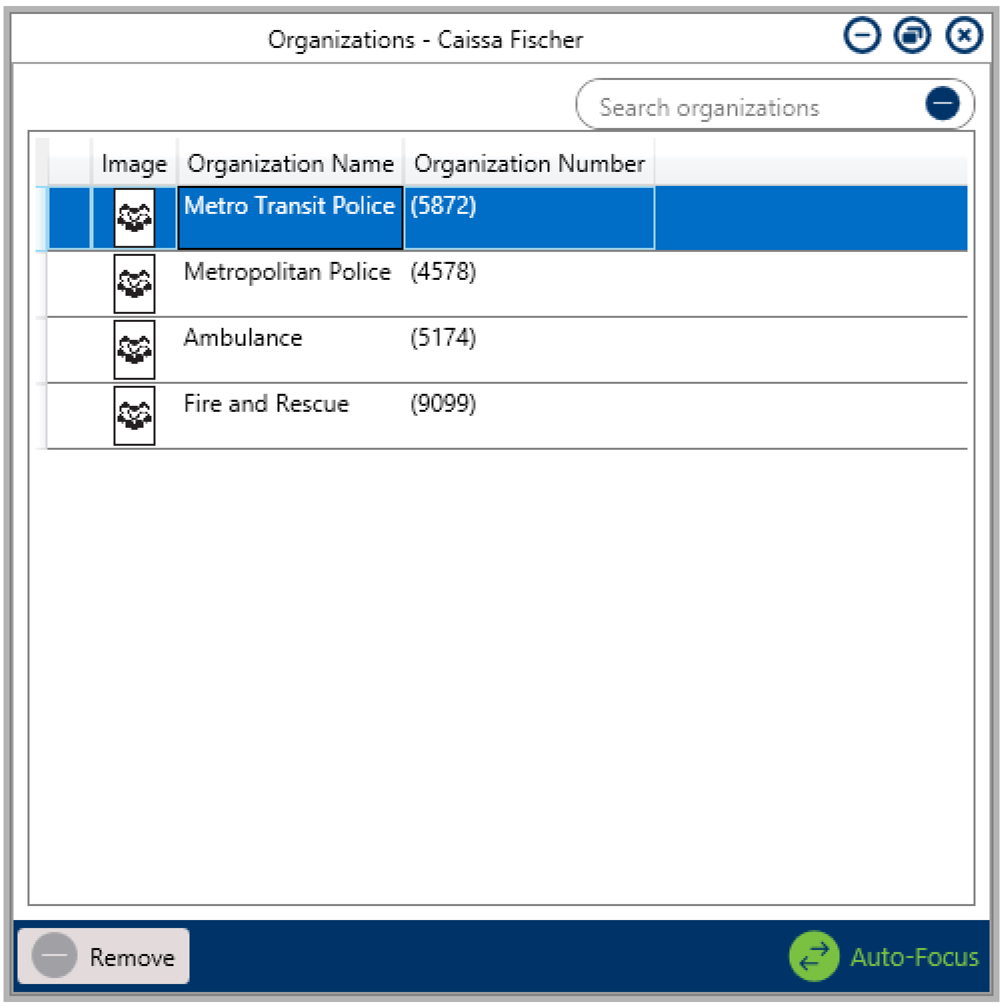


An alert in Officer Mobile.

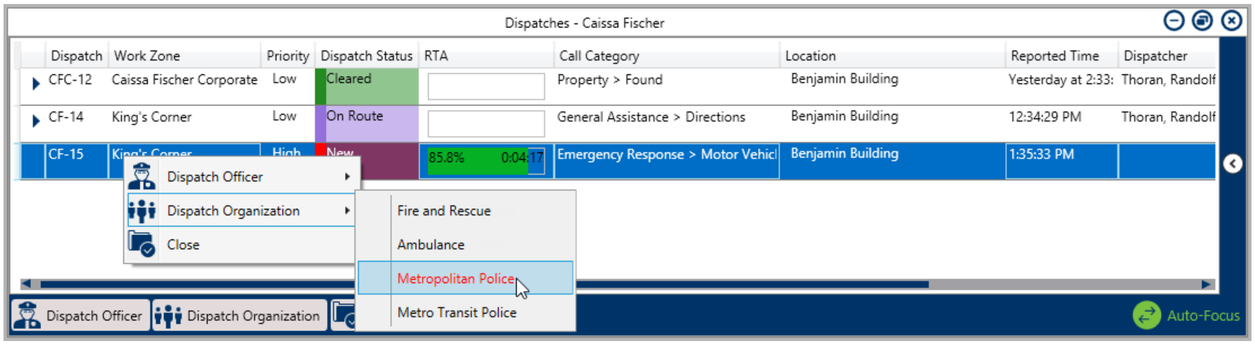
Organizations

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

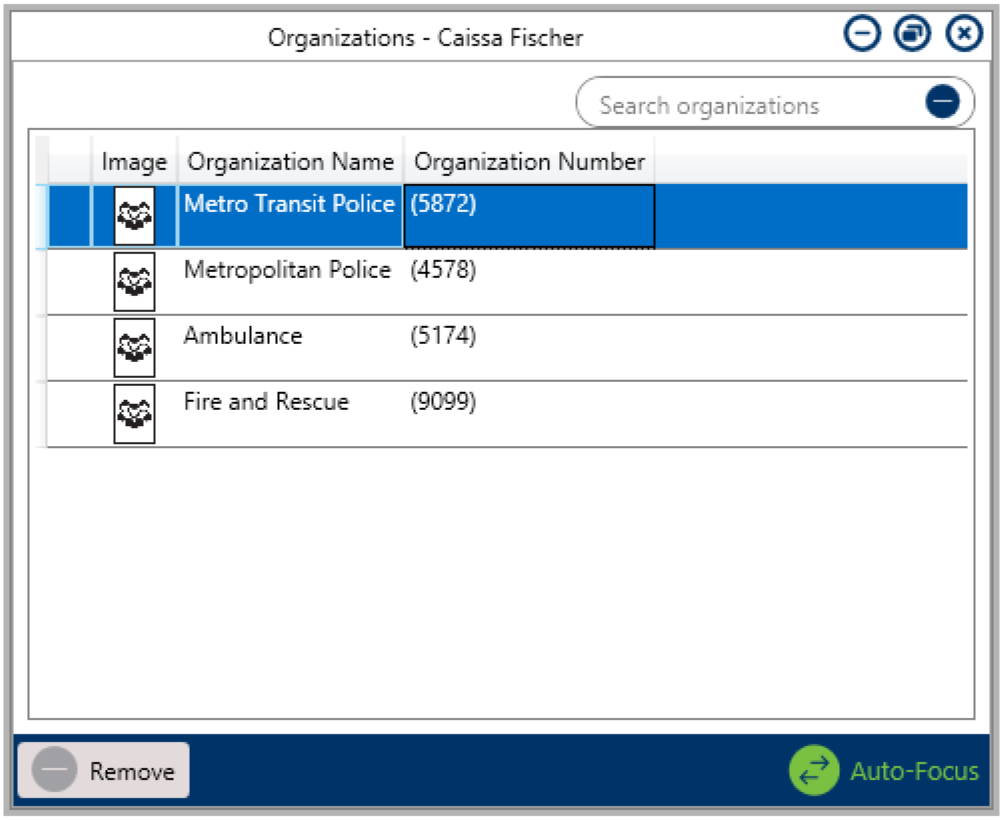
Organization records are created and maintained in Perspective, but linking an organization record to Dispatch makes it an **available organization**, which is an agency, such as the police or fire department, that you can quickly select to dispatch to the scene of an activity. Once organizations are 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** in the ribbon.
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. To select multiple organizations, hold down the **Ctrl** or **Shift** keys, then click the organizations.
3. Click 

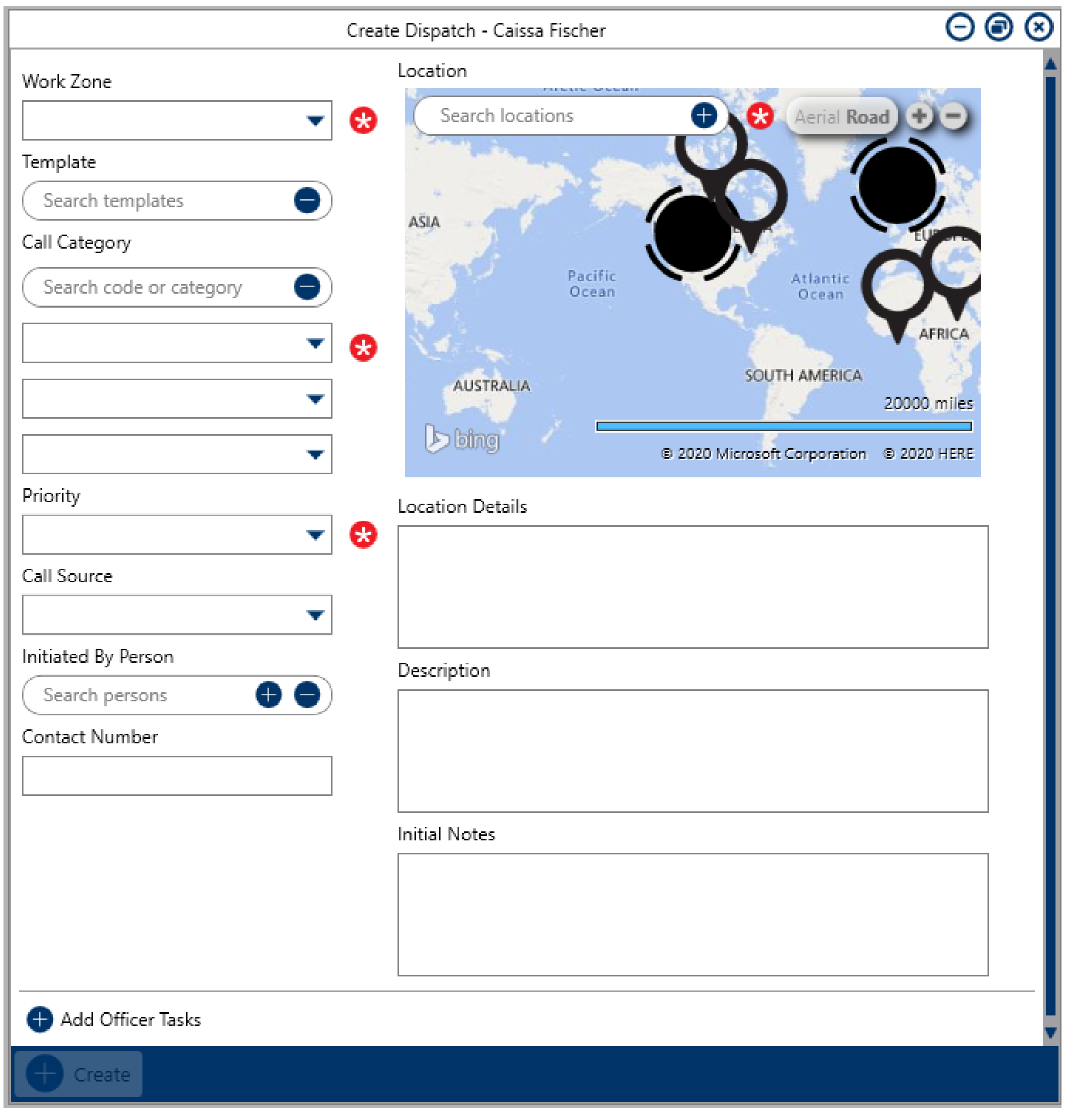
.

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, as a scheduled dispatch, or when Connect logs an event and automatically creates a dispatch.

This chapter outlines how to create a dispatch and record its location, priority, and description. See the following chapters 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 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, created by your administrator, refer to the general area where a dispatch is occurring and will affect which team of officers can respond to the dispatch. See the Dispatch: What Are Zones & Teams? article on the Resolver Support site for more information.

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

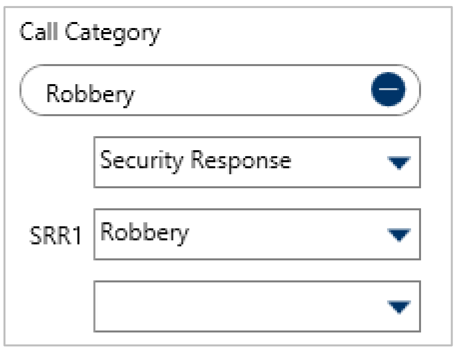
If the selected template includes a default call sign, the on-duty officer with that call sign will be automatically assigned to any tasks on the dispatch. For more details, see the Default Call Sign section.

4. Select a call category (e.g., Security Response, Emergency, Property, etc.) using one of the following methods:
   a. Enter search criteria in the **Call Category** field;

b. Enter the call category's call code in the **Call Category** field. Call codes are 6-figure codes assigned to the call category in Perspective (a Perspective administrator can provide you with a list of available call codes); or

c. Use the dropdown menu to select a call category.

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.

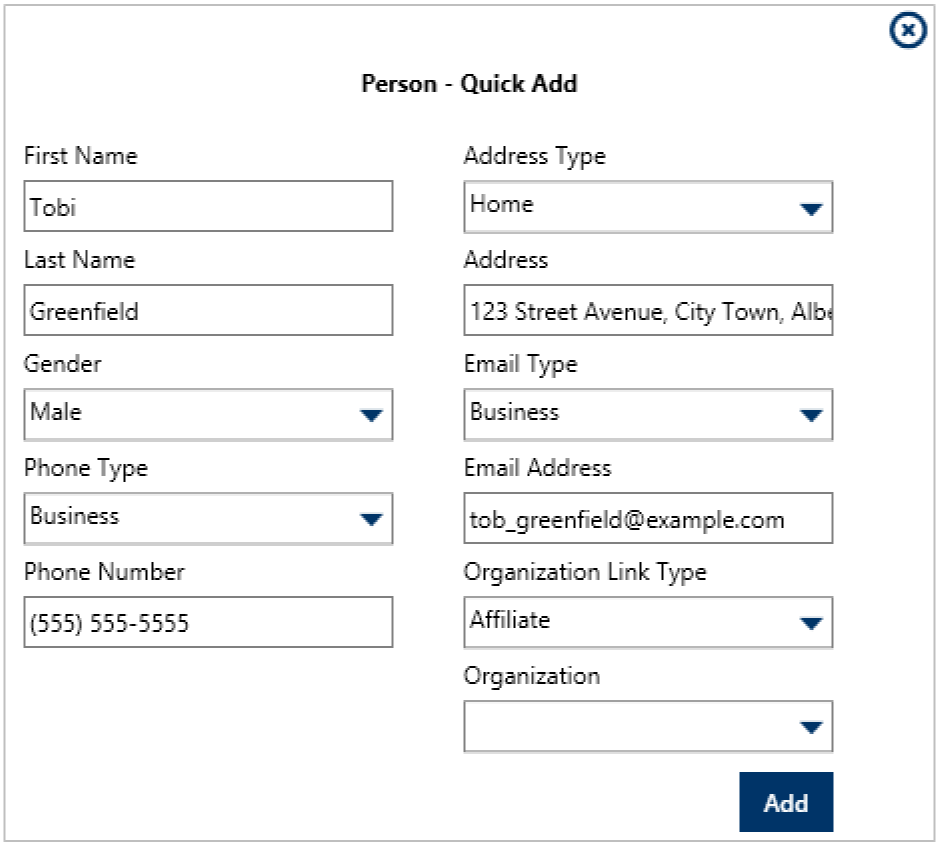
7. **Optional:** Select a call source (e.g., Alarm, Phone Call, Email, etc.) from the **Call Source** dropdown menu.

8. **Optional:** Enter search criteria in the **Initiated By Person** field to locate the person record for the individual who provided the initial dispatch information. To **Quick Add** a person record (which will be saved in Perspective):

   a. Click the icon in the **Initiated By Person** field.

   b. Enter the person's name in **First Name** and **Last Name** fields.

c. **Optional:** Enter additional information about the person in the remainder of the fields.



*The **Person – Quick Add** screen where you can add new Person records in Perspective.*

d. Click **Add**.

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 temporary location by clicking a global address from the search results (if enabled) or 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). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

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

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

> If you selected a default location in your account settings, that location will be selected in the **Location** field by default.

11. To select an indoor location point, choose one of the following methods:

- Enter search terms to locate the exact indoor location point in the **Search locations** field, then click to select that location from the search results; or

Enter search terms in the ***Search locations*** *field to select an indoor location point.*

- From the map or using the **Search locations** field:

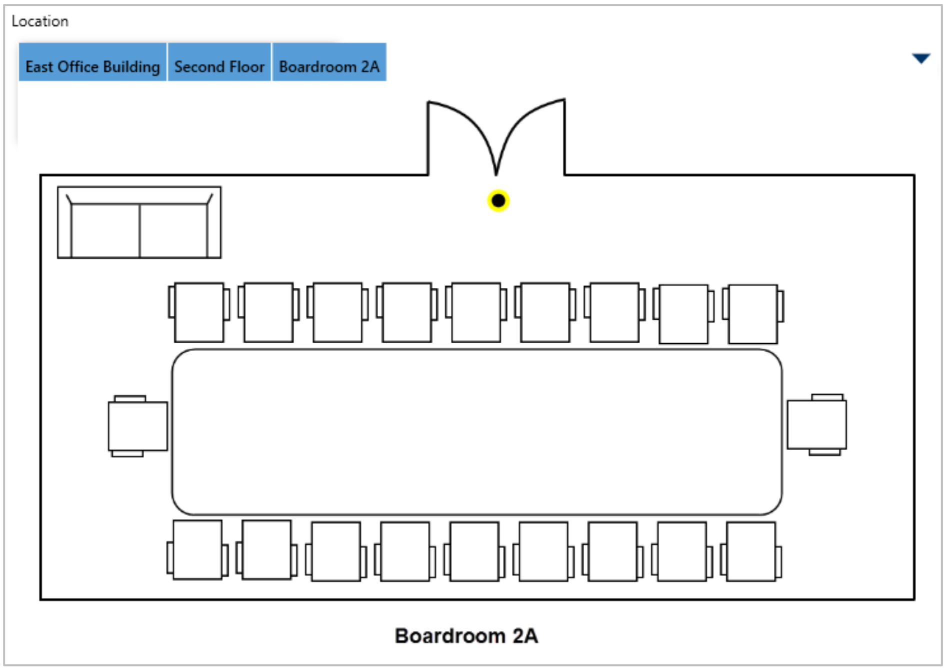
    a. Open a location with indoor location points.

    b. Click **Indoor Location Points** at the bottom right of the map.

    c. Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.

    Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an  icon for dispatchers when

viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.

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.

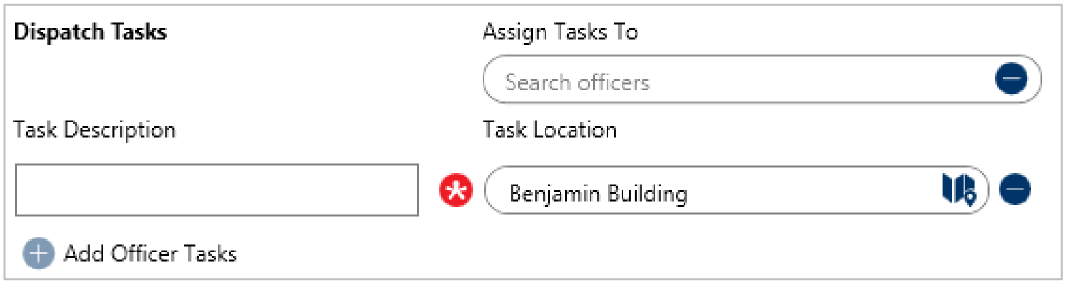
12. **Optional:** Enter any additional information about the location of the dispatch in the **Location Details** field.

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

14. **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.

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

    a. 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**.*

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

c. **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you want to assign the task to.

> If you're assigning a task to an officer who is using the Officer Mobile app, the officer will receive a push notification on their device **only** if the newly assigned task is of a higher priority than their current task.

d. Select a location by using one of the following methods:

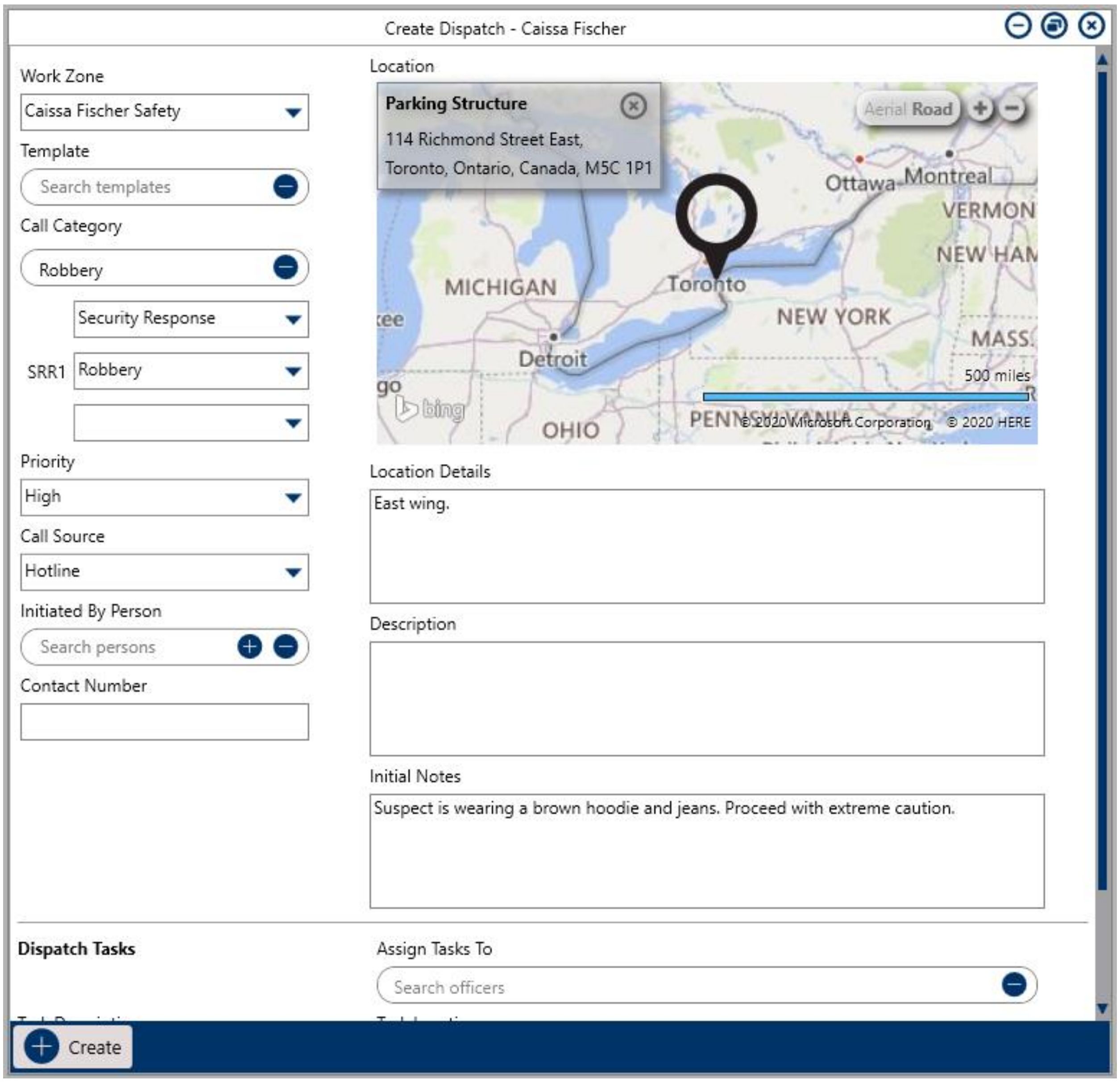
- Enter search criteria in the **Search locations** field, then select the location from the search results;
- Click the icon, then click a location pin on the map to select that location; or
- Create a new location by clicking the icon then entering search criteria to select a global address from the map (if enabled) or clicking 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 Temporary Locations for important information.

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

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

16. Click .

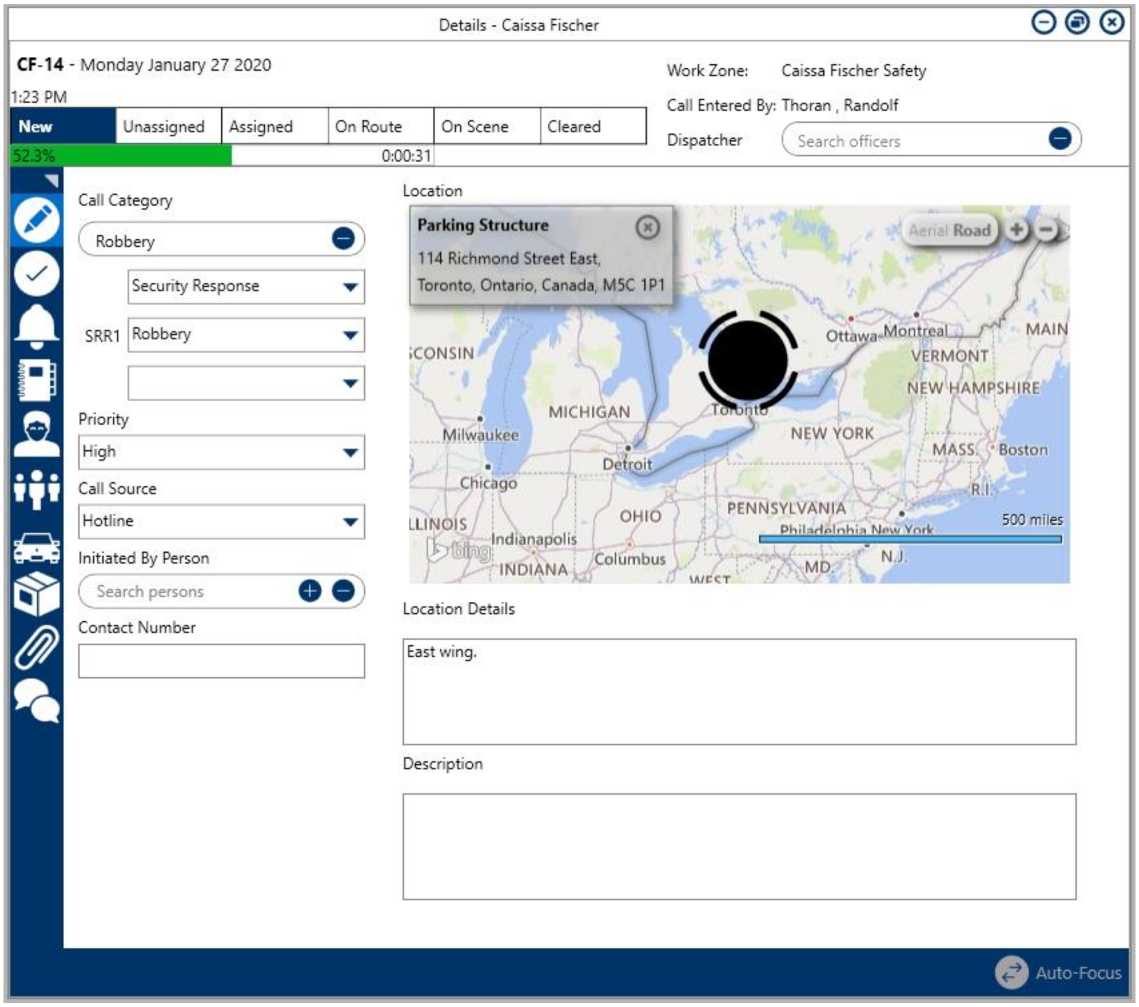


*The **Create Dispatch** panel with dispatch information entered and an **indoor location point** selected.*

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 location details; 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:

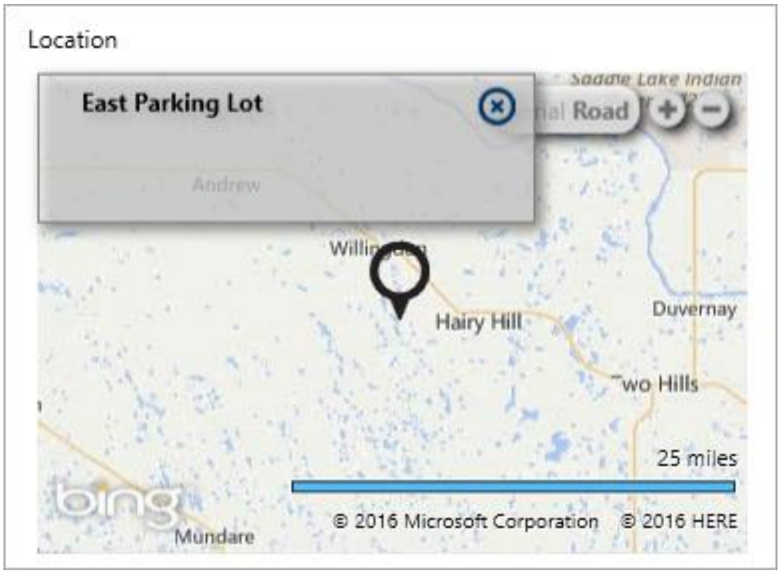
1. Double-click the dispatch or click to select the dispatch in the **Dispatches** panel, then click **Details** in the ribbon.

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.*

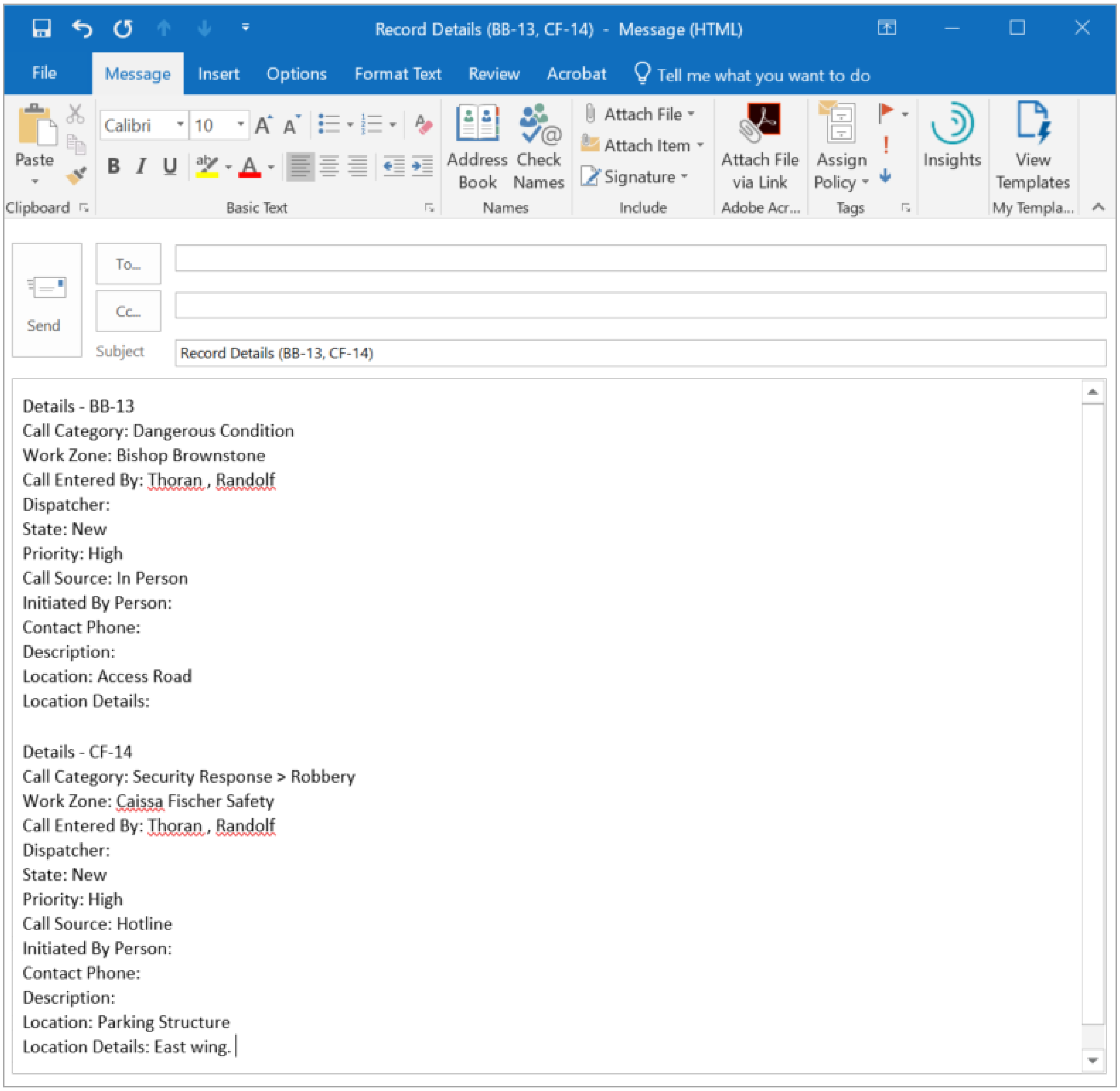
b. Select a new location by choosing one of the following methods:

- 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;
- Open an indoor location point, then double-click its image to place a temporary pin and select that indoor location; or
- Create a new temporary location by clicking a global address from the search results (if enabled) or 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). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

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

Email Details

The **Email Details** button in the **Dispatches** panel creates an email with the details about the currently selected active dispatch or dispatches, including the dispatch number, dispatcher name, work zone, call category, priority, contact information, location and location details. Once the button is clicked, the email is created using the current user's default email application. For information on changing the default email application, see the Change default programs in Windows 10 article on the Microsoft Support site.



An email draft with dispatch details.

To email the details of an active dispatch:

1. Click a dispatch from the **Dispatches** panel to select it or hold the **Ctrl** key on your keyboard to select multiple dispatches.

2. Click 

at the bottom of the **Dispatches** panel to create and open a new email draft in your default email application.

3. Enter one or more recipients.

4. Add or edit the subject or body of the email as required before sending.

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 can be a Dispatch or Perspective user and 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 the officers who were dispatched in the **Call Taken By** and/or **Dispatched By** fields.

6. Click .

Create Dispatch in Officer Mobile

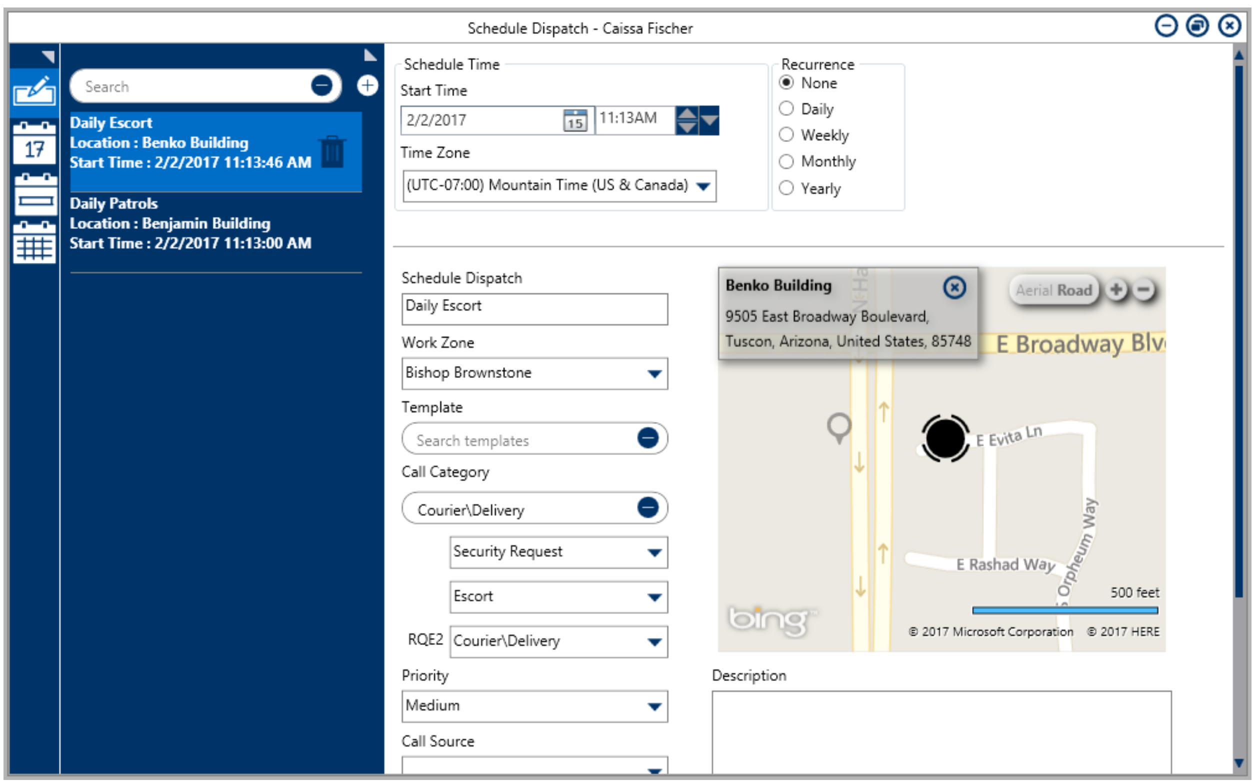
Officers can create new dispatches through the Officer Mobile app by selecting a template, location, and work zone. These activities will appear in the **Dispatches** panel, showing the officer's name in the **Dispatcher** column. The officer who created the dispatch will automatically be assigned to any tasks on the template, along with an automatically created **Respond and Assist** task.

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.

The **Dispatch Scheduling Service** must be installed, configured, and activated on the application server before this feature can be used. 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.*

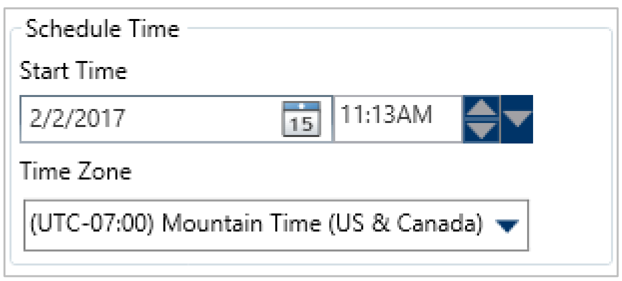
Create a Scheduled Dispatch

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.**

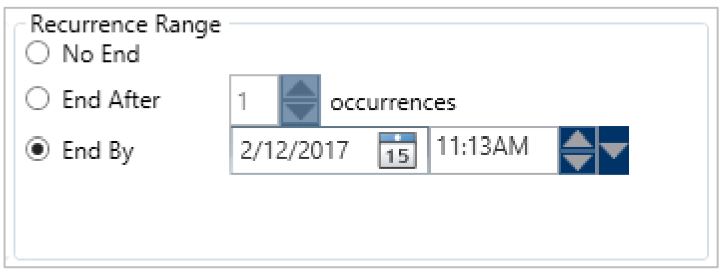
5. Select a time zone from the dropdown menu under **Time Zone**.

> 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.

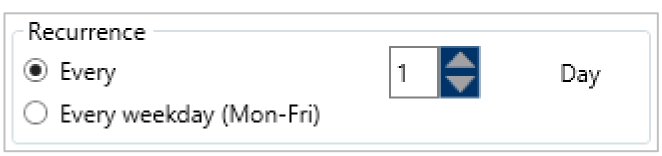
7. If you selected a **Daily**, **Weekly**, **Monthly**, or **Yearly** recurrence in step 6, make one of the following selections under **Recurrence Range:**

    - **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, created by your administrator, refer to the general area where a dispatch is occurring and will affect which team of officers can respond to the dispatch. See the Dispatch: What Are Zones & Teams article on the Resolver Support site for more information.

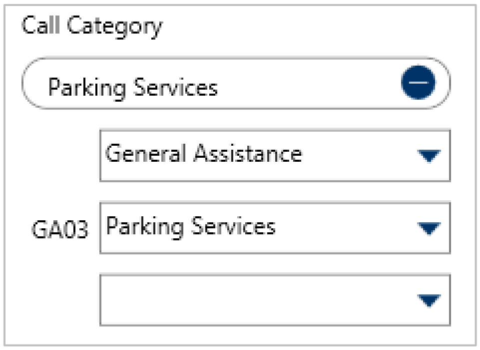
11. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the new dispatch.

If the selected template includes a default call sign, the on-duty officer with that call sign will be automatically assigned to any tasks on the dispatch. For more details, see the Default Call Sign section.

12. Select a call category (e.g., Patrols) using one of the following methods:

    - Enter search criteria in the **Call Category** field;
    - Enter the call category's call code in the **Call Category** field. Call codes are 6 figure codes assigned to the call category in Perspective. A Perspective administrator can provide you with a list of available call codes; or
    - Use the dropdown menu to select a call category.

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. Select a location by choosing one of the following methods (if you need to select an **indoor location point**, see step 19):

    - 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 temporary location by clicking a global address from the search results (if enabled) or 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). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

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

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

19. To select an indoor location point, choose one of the following methods:

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

Enter search terms in the ***Search locations*** *field to select an indoor location point.*

- From the map or using the **Search locations** field:

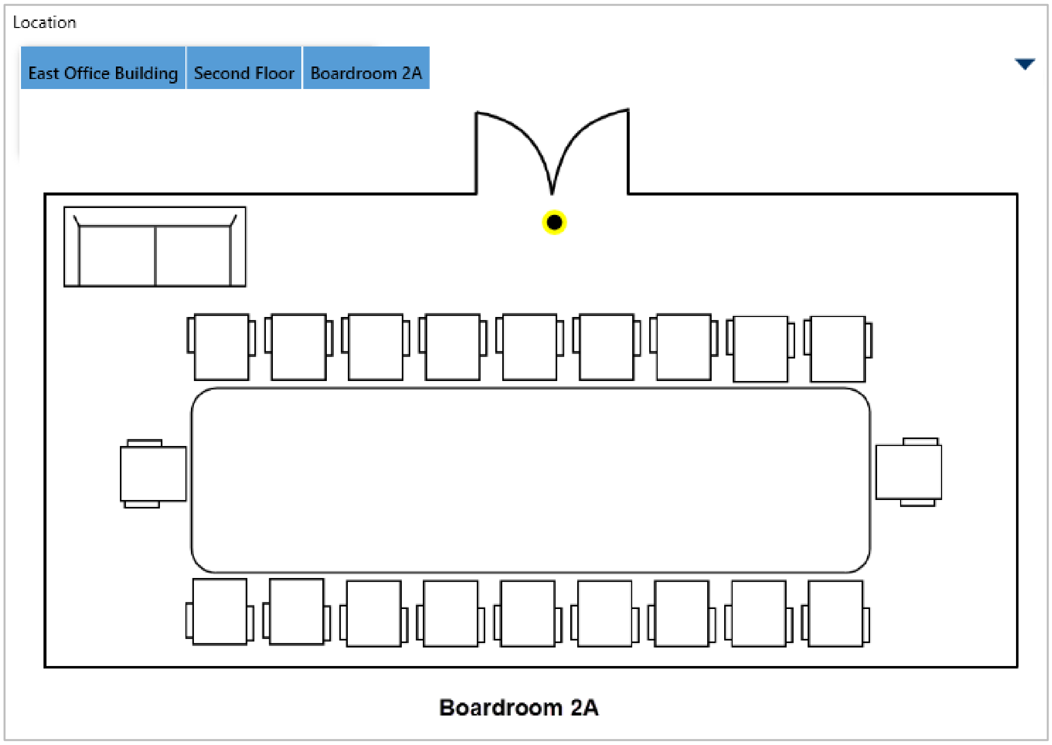
  a. Open a location with indoor location points.

  b. Click **Indoor Location Points** at the bottom right of the map.

  c. Click the pin(s) to open an indoor location, then double-click the image to place a temporary pin ( ) to select the indoor location and indicate the exact location of the dispatch.

  Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an icon for dispatchers when

viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.

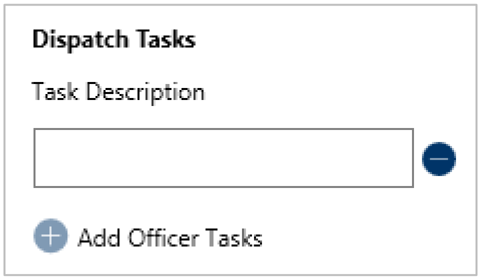
20. **Optional:** Enter a description of the dispatch in the **Description** field.

21. **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.

22. **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.

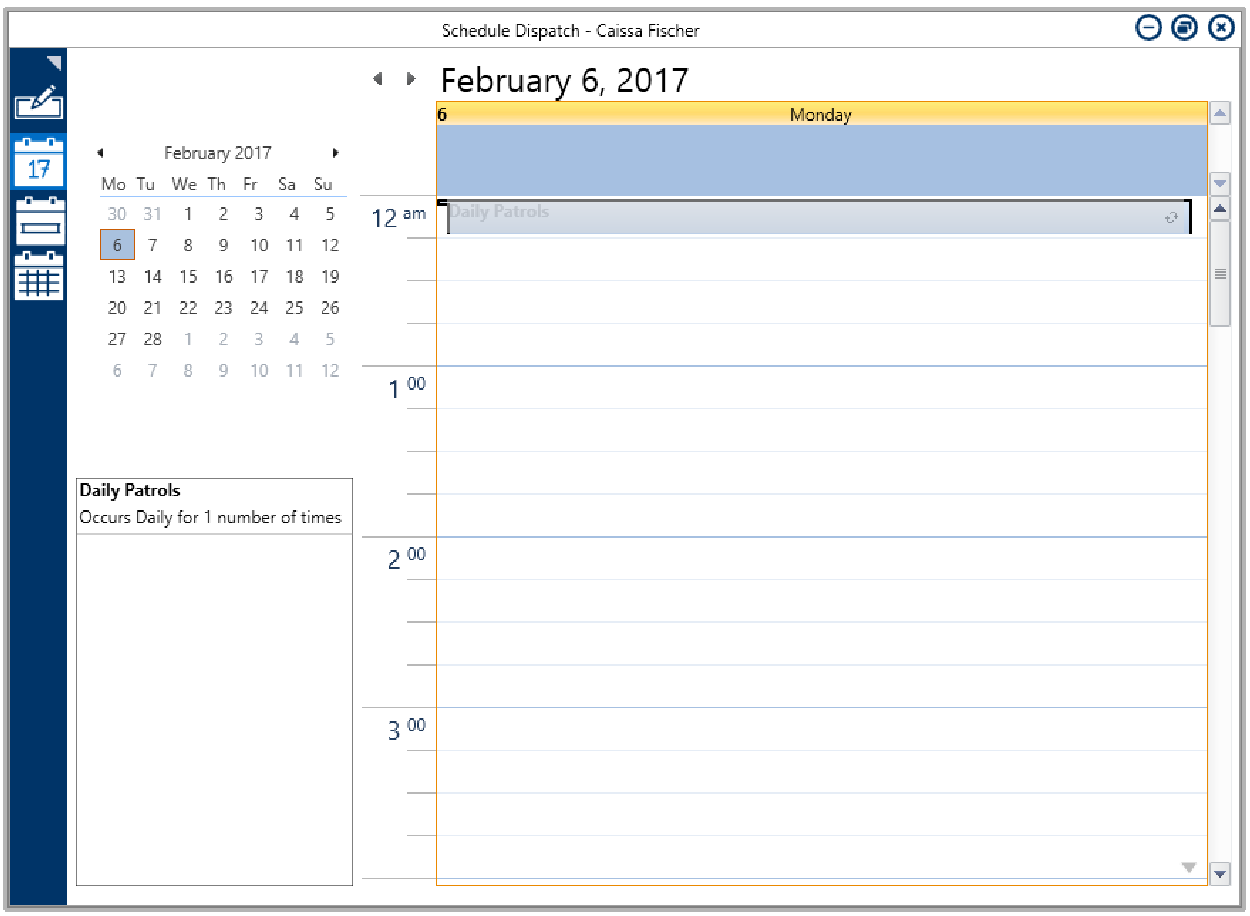
3. Click the scheduled dispatch you want to delete from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.

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.



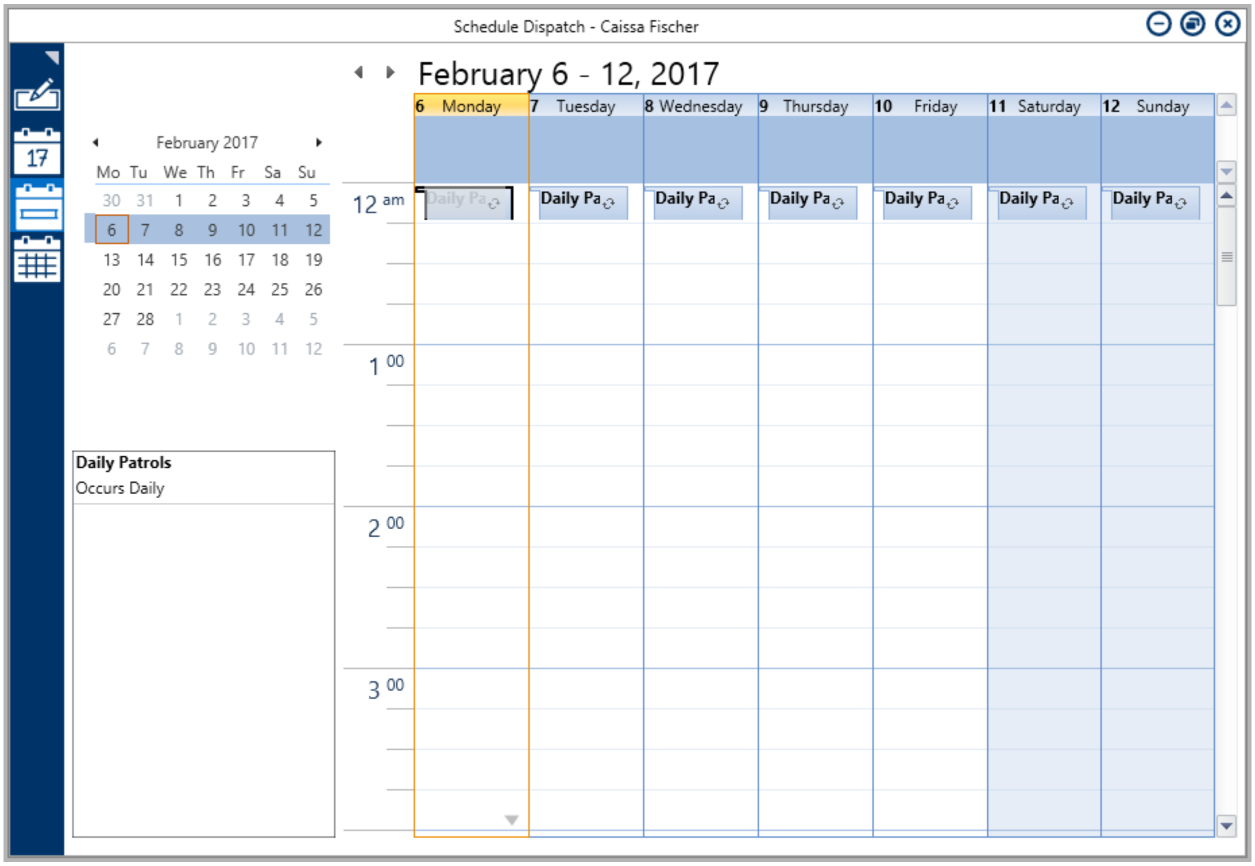
*The **Daily Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.*

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.



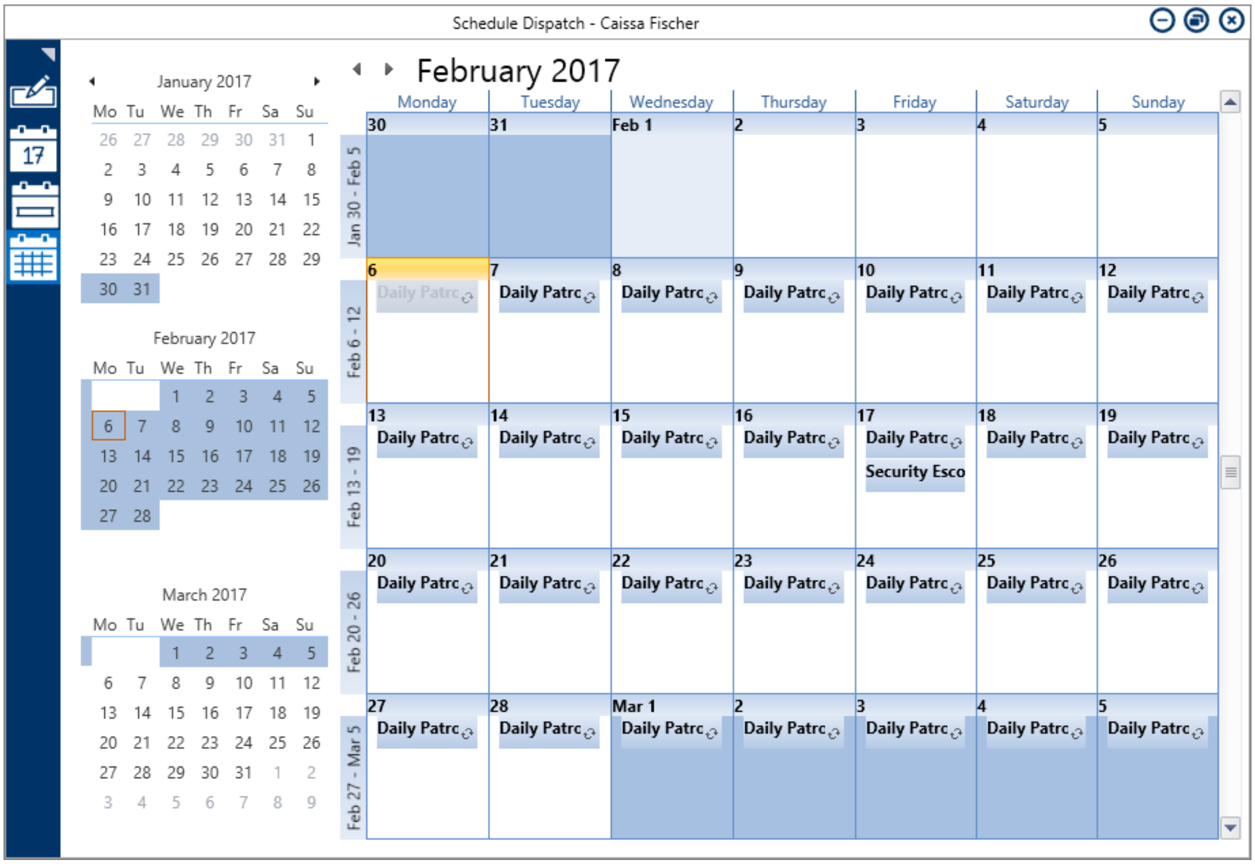
*The **Weekly Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.*

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 the 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.

Connect Dispatches & Alarms

Connect is a module created by Resolver that links third-party security systems (C-Cure 9000 and Lenel OnGuard) to Dispatch through tools called **connectors**.

The security equipment (**devices**) that are being monitored by the security systems are registered in Connect so that an administrator can create rules and actions to specify what happens when an event is logged. **Device types** include **Access Control** (e.g. alarms or locked doors) or **Cameras** (e.g. video surveillance. This device type will be supported in an upcoming release).

Connect administrator accounts are created in Dispatch. See the Users chapter for more information.

This chapter is intended to provide general Connect information only. For more details and instructions, see the Connect User's Guide.

Rules & Actions

Once the devices have been registered, the Connect administrator creates **rules** with certain criteria that, if met, will result in the following **actions**:

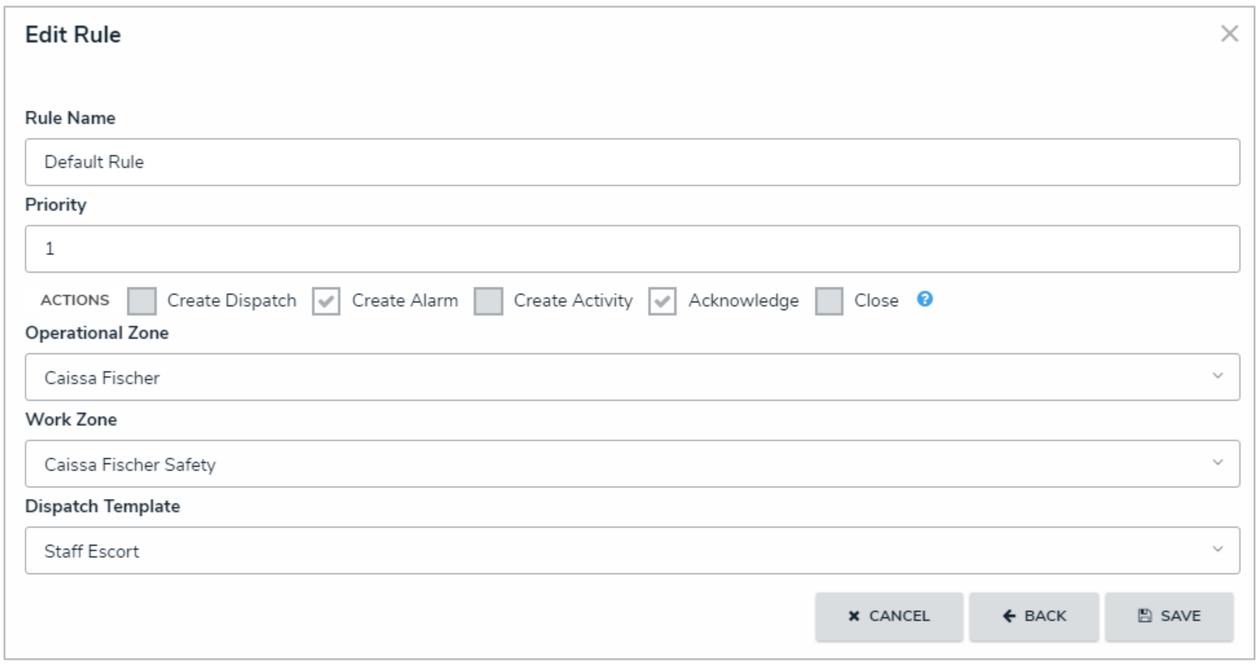
- **Create Dispatch:** Triggers a new dispatch. For example, if an alarm is set off at a specific location and time that matches the rule, a new record will be created in Dispatch. Selecting this option requires the device linked to the rule is mapped to a Dispatch location or indoor location, and that an operational zone, work zone, and template has been selected.

- **Create Alarm:** Creates an alarm in Dispatch, which then appears in the **Alarms** panel, where dispatchers can acknowledge, escalate, or close the alarm.

- **Create Activity:** Creates an activity in Perspective.

- **Acknowledge:** Automatically acknowledges in the connector source system that an event has occurred.
- **Close:** Automatically closes the event in the connector source system.

Note that only one **Create** action may be selected at one time. Additionally, the **Acknowledge** and **Close** actions will vary by connector. Refer to your source system's documentation for more information.

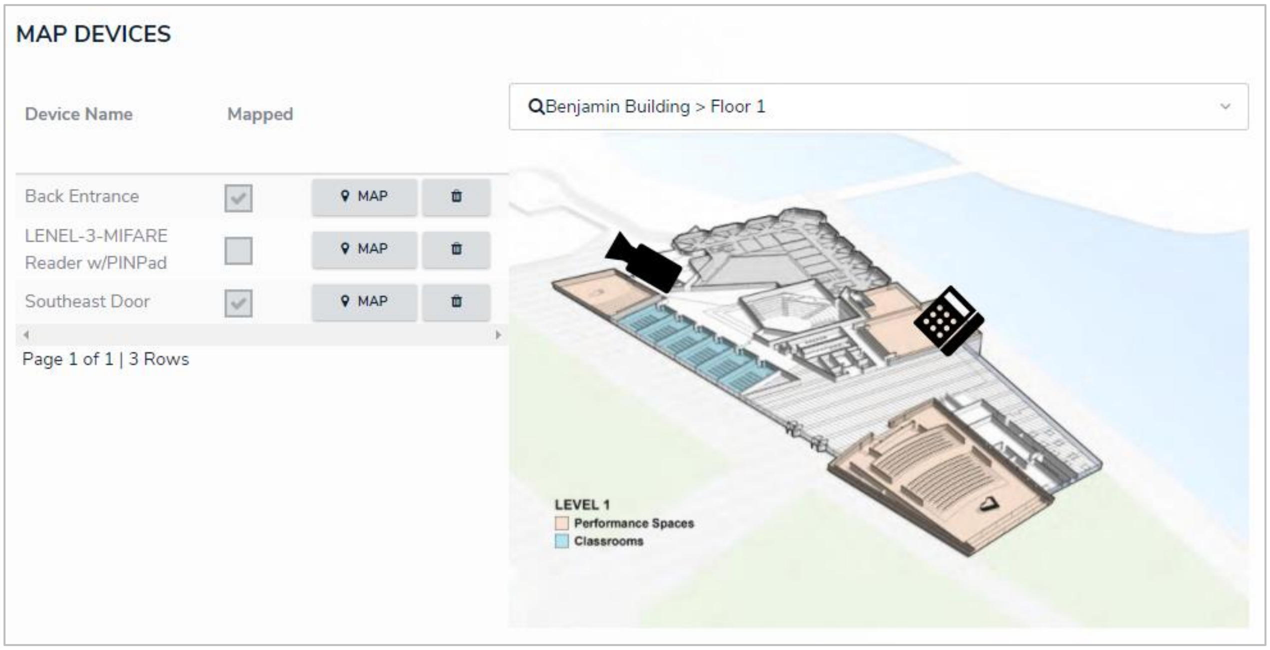


A new rule in Connect.

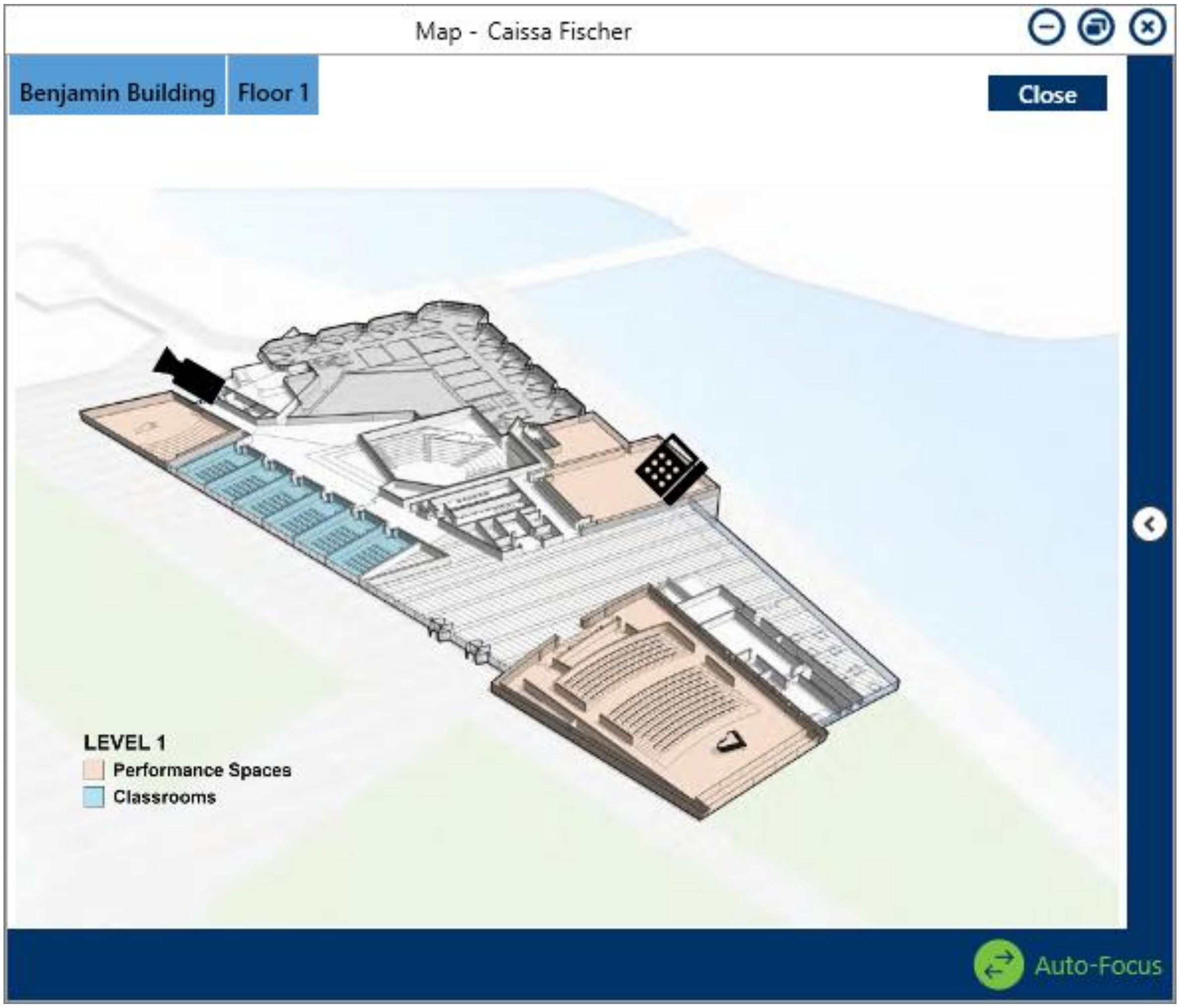
Create Dispatch & Create Alarm

If a rule has been configured to create a new dispatch or alarm, the Connect administrator must map (or link) the selected devices to a Dispatch location or indoor location and select an operational zone, work zone, and template.

When a device is mapped, it's marked by either a pin pad icon (for Access Control devices) or camera icon for (Camera devices) on the location or indoor location images, which then appear in the **Map** and **Location** panels in Dispatch. When Connect creates a dispatch or alarm, the icon for the device that logged the event will flash in the panels, provided the template's priority has a color associated with it and the **Dispatch Status** is **New**.



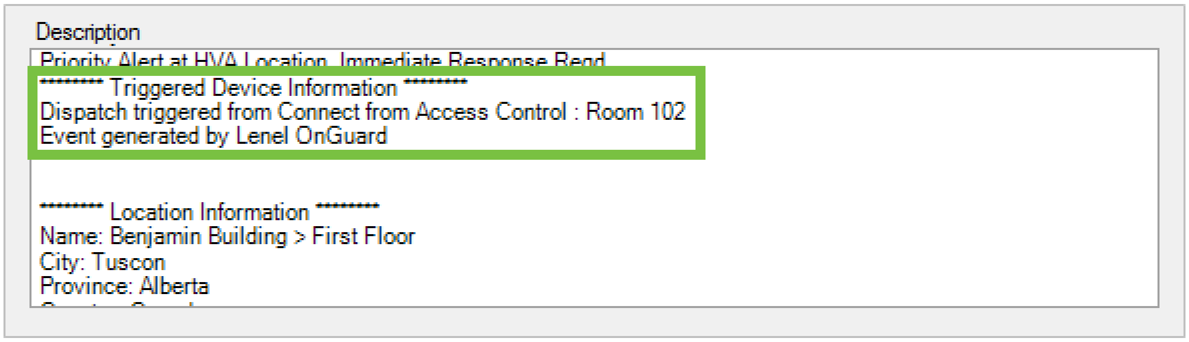
*Devices mapped in Connect to a Dispatch indoor location. The pin pad icon represents an **Access Control** device and the camera icon represents the **Camera** device type.*



*The mapped devices as they appear in the **Map** panel in Dispatch.*

New dispatches created from a Connect event appear automatically in the **Dispatches** panel, while alarms will appear in the **Alarms** panel. To view alarms, click the icon in the ribbon to open the **Alarms** panel, where you can perform additional actions, including acknowledging, escalating, or closing the alarm. See the Alarms section for more information.

When the dispatch or alarm is closed and moved to Perspective as an activity, the **Description** section of the record will indicate which device and connector triggered the event.



Device and connector information in the ***Description*** *section of an activity record in Perspective.*

Alarms

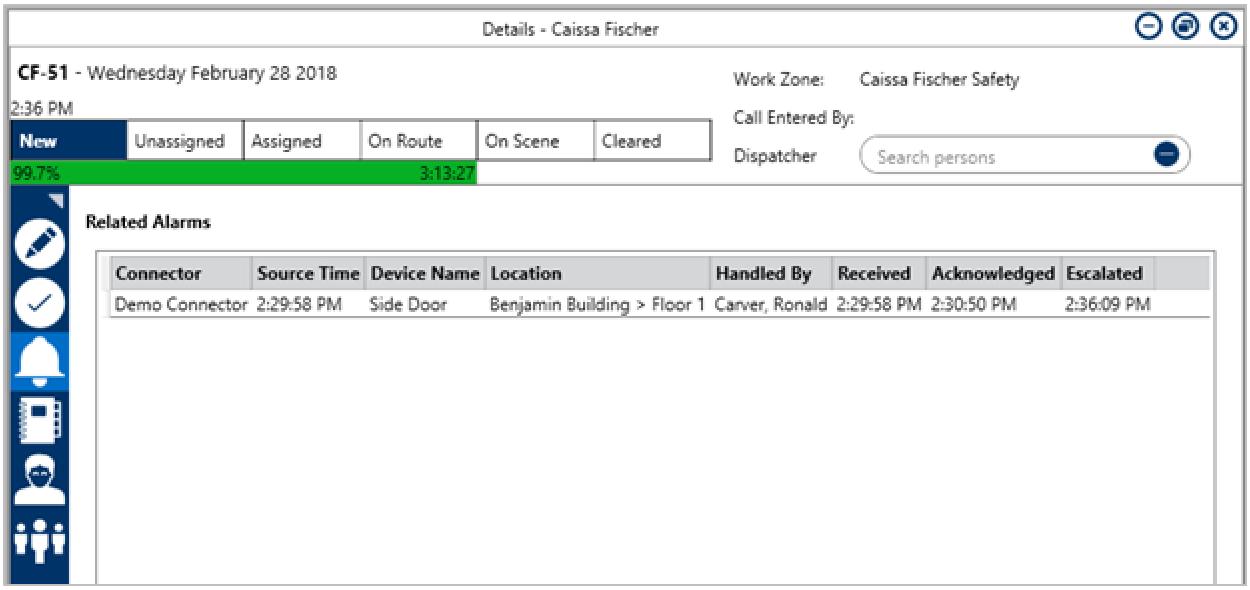
If your version of Dispatch is integrated with Connect, dispatches created from events in Connect will display device and event data in the **Alarms** section of the **Dispatch Details** panel.

The columns in this section include:

- **Device Name:** The name of the device as it's saved in Connect. Devices are the security equipment registered in Connect and the connector source system.
- **Device Type:** Device types include **Access Control** (refers to security measures such as alarms or locked doors, that control who can access certain areas in your organization) and **Camera** (security cameras or other video devices).
- **Connector Alias:** The name of the connector as it's saved in Connect. Connectors can include C-Cure and Lenel systems.
- **Triggered Time:** The time the event was logged in Connect.
- **Location:** The Dispatch location or indoor location where the event occurred and where the device is mapped.

This section of the **Details** panel is not available if it hasn't been configured in your version of Dispatch.

If Connect is configured to send alarms to Dispatch to be handled by a dispatcher, it'll appear in the **Dispatches** panel, where additional actions can be performed.



*The **Alarms** section of the **Dispatch Details** panel, displaying additional information about the device and event that triggered a dispatch.*

Manage Alarms

When Connect sends an alarm into Dispatch for the operational zone you're currently working in, it'll appear in the **Alarms** panel with a **Received** status. By default, audio and toast (pop-up) notifications are enabled in the Notifications settings.

Once an alarm is received you can perform the following actions:

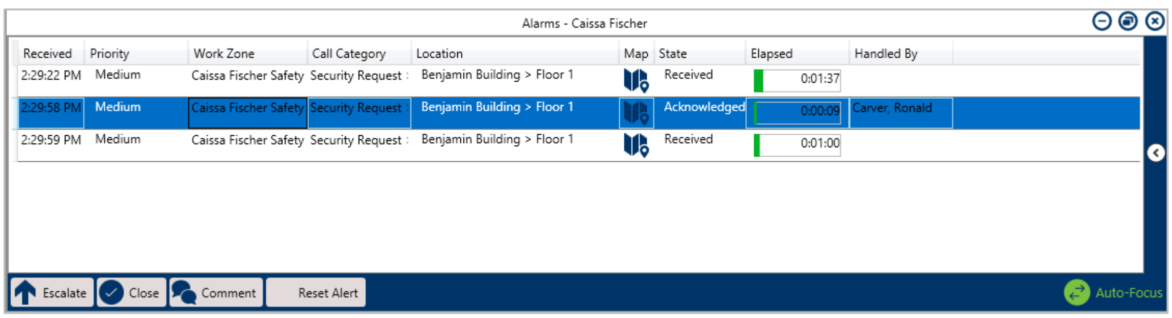
- **Acknowledge:** Confirm receipt of the alarm.
- **Escalate:** Create a new dispatch using the dispatch template selected in Connect for the alarm type or add the alarm details to an active dispatch.
- **Close:** Closes the alarm and removes it from the panel. If the alarm is in the **Received** or **Acknowledged** state when closed, an activity is created in Perspective, where the alarm's details are stored in the **Attachments** tab, including any indoor location images, associated alarms, and alarm conversations.

- **Comment:** Opens the conversation related to the alarm and joins the currently logged in user to that conversation. By default, the user selected in the **Handled By** (**Initiated By Person**) in the template used to create the alarm is automatically added to the conversation.

- **Reset Alarms:** If your administrator has created a visual alert (an alert that defines the amount of time an alarm can remain in its current state), resetting the alarm will move the counter back to 0:00:00.

To manage alarms:

1. Click **Alarms** in the ribbon to open the **Alarms** panel.



*The **Alarms** panel.*

2. To acknowledge an alarm, select the alarm, then click 

in the panel, or right-click the alarm, then click **Acknowledge**.

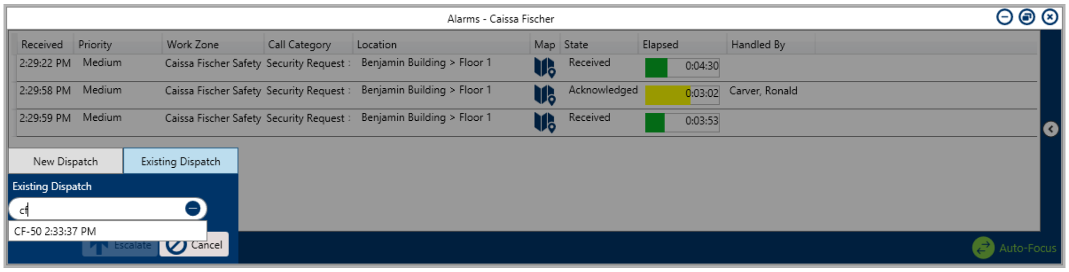
3. To escalate an alarm:

   a. Select the alarm, click 

in the panel, or right-click the alarm, then click **Escalate**.

   b. To create a new dispatch using the dispatch template selected for the alarm, ensure the **New Dispatch** tab is selected, then click **Escalate.**

   c. To add the alarm details to an existing active dispatch, click the **Existing Dispatch** tab, enter the dispatch number you wish to associate the alarm with, then click **Escalate**.

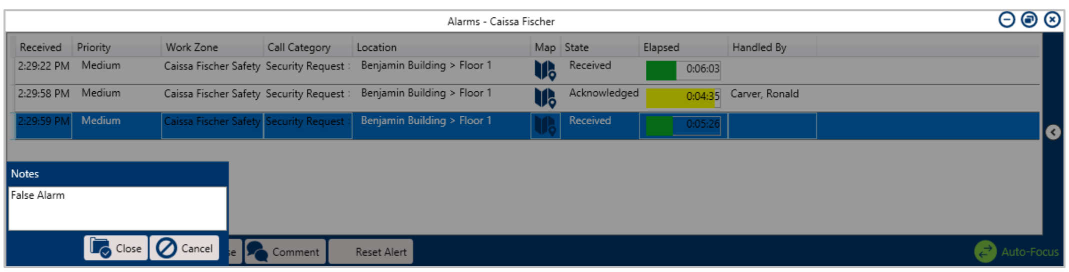


Escalating an alarm to an existing dispatch.

4. To close an alarm and create a new Perspective activity from the alarm details:

    a. Click Close in the panel, or right-click the alarm, then click **Close**.

    b. Enter any notes about why the alarm is being closed in the **Notes** field.



Closing an alarm.

    c. Click **Close**.

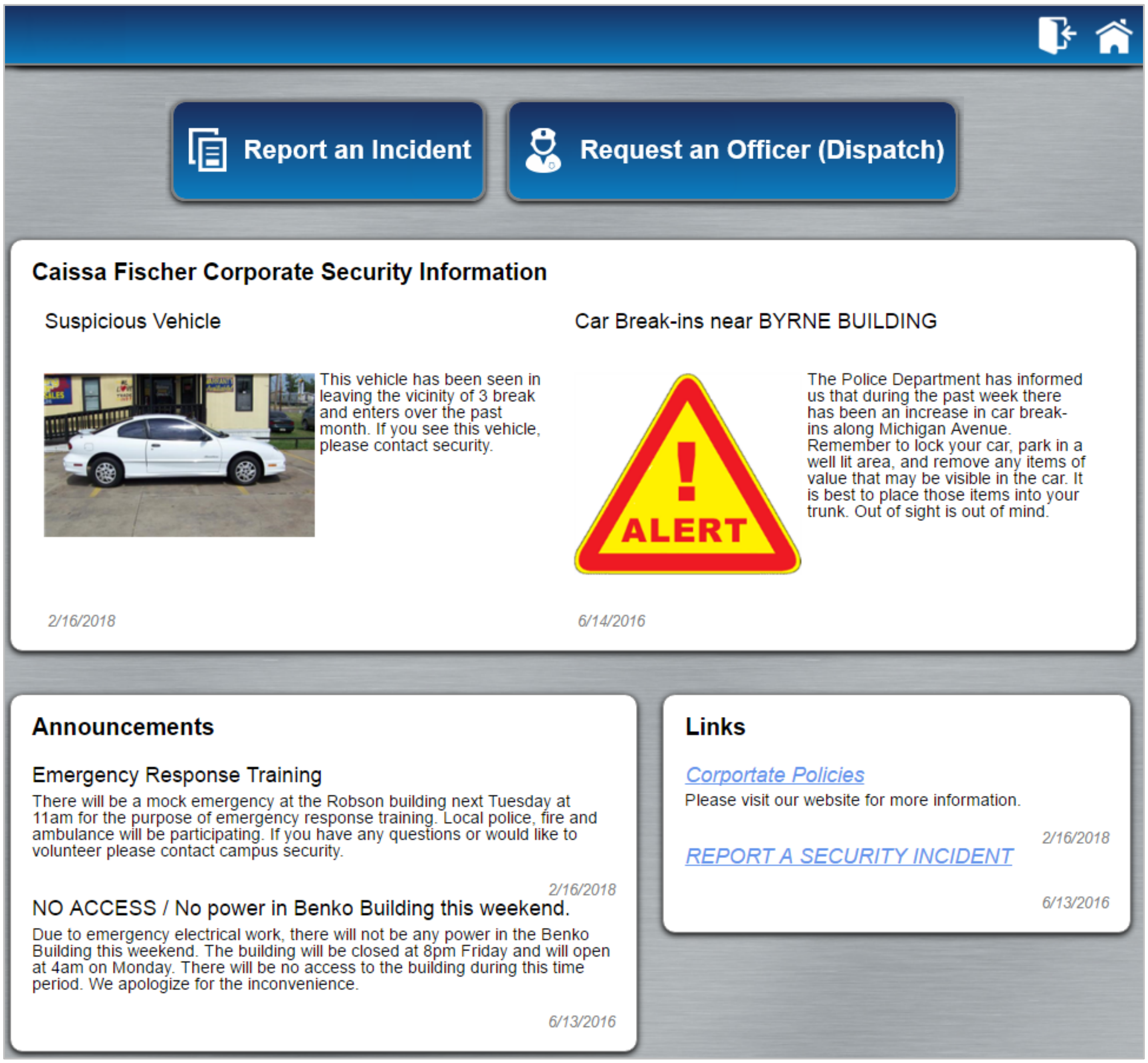
5. To join the alarm-related conversation, click Comment in the panel, or right-click the alarm, then click **Comment** to open the conversation in a new panel.

6. To reset the alarm alert timer to 0:00:00 click Reset Alert in the panel, or right-click the alarm, then click **Reset Alert**.

For more information on alarms and how they're configured, see the **Connect User Guide** on the Resolver Support Site.

Web Portal Dispatches (Request an Officer)

If your organization uses the Perspective Web Portal feature, it can be configured to allow anybody with access to the portal the ability to request an officer, which will then create a new dispatch in the system.

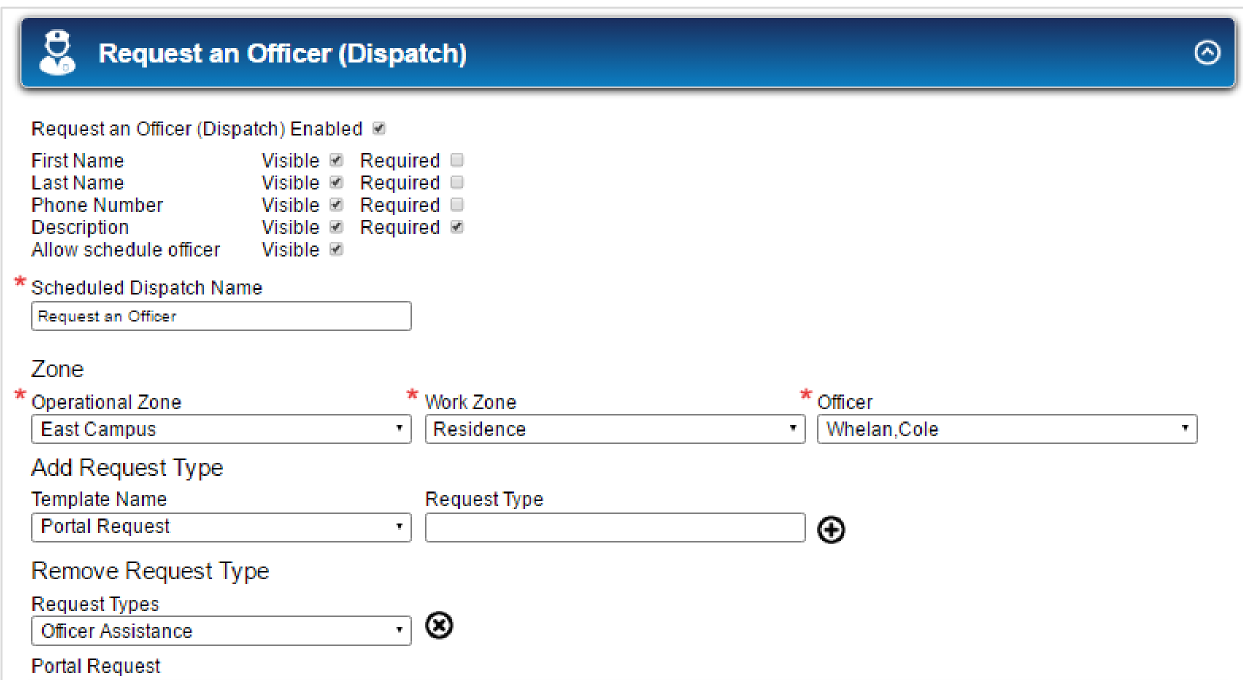


The Web Portal homepage.

> When a dispatch has been created through the Web Portal, it will automatically appear in the **Dispatches** panel. If the dispatch was scheduled to appear at a later time and date, it will appear at the time specified in the request.

The Request an Officer Form

When a user wants to request an officer, he or she does so from the portal's **Request an Officer (Dispatch)** form. This form is configured by a Web Portal administrator, who will determine which fields are visible and/or required as well as assigning a Dispatch operational zone, work zone, officer (whose name will appear in the **Call Entered By** field in the dispatch), and template.



*The **Request an Officer** settings in the Web Portal.*

- **First Name** and **Last Name**: The name of the requester. If these fields are completed, they will appear in the first message in the dispatch-related conversation. These fields can be hidden or marked as required by a Web Portal administrator.

- **Phone Number**: The phone number of the requester. If these fields are completed they will appear in the first message of the dispatch-related conversation. This field can be hidden or marked as required by a Web Portal administrator.

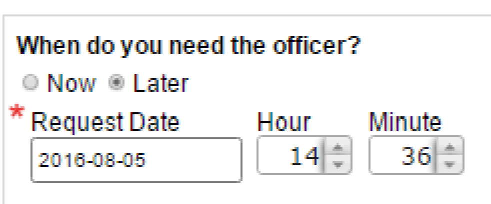
- **Request Type:** The category of the dispatch or request being made. When a Web Portal administrator creates a request type, he or she will assign the operational zone, work zone, and officer (the user who will appear in the **Call Entered By** field of the dispatch), along with a pre-created Dispatch template that will populate the required fields in the dispatch. This field is mandatory.

For portal requests, it's recommended that a Dispatch administrator create one or more templates with a description, initial note, and/or call source that identifies a request is from the portal to help keep dispatchers organized.

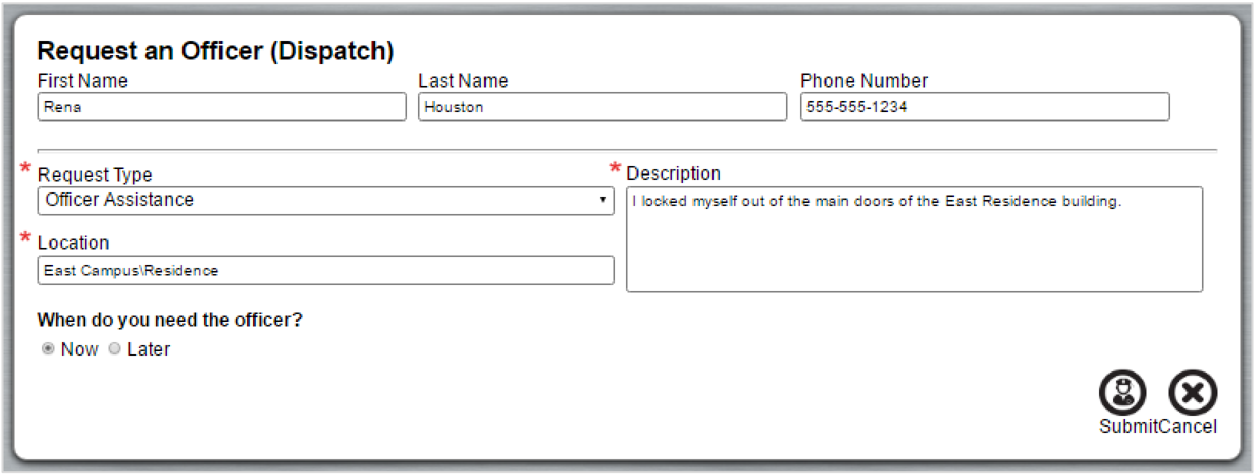
- **Location**: The location of the dispatch. This options in the dropdown are populated from the saved locations and users may select indoor location points if needed. This field is mandatory.

- **Description:** A brief description of the request. This field can be hidden or can be marked as required by a Web Portal administrator.

- **When do you need the officer?:** Allows the user to specify if they need the officer now or at a later date. If the user selects **Later**, he or she must specify the time and date of the request, which will appear in the **Dispatches** panel on the time and date specified. These fields can be hidden by a Web Portal administrator.



*The **When do you need the officer?** field.*

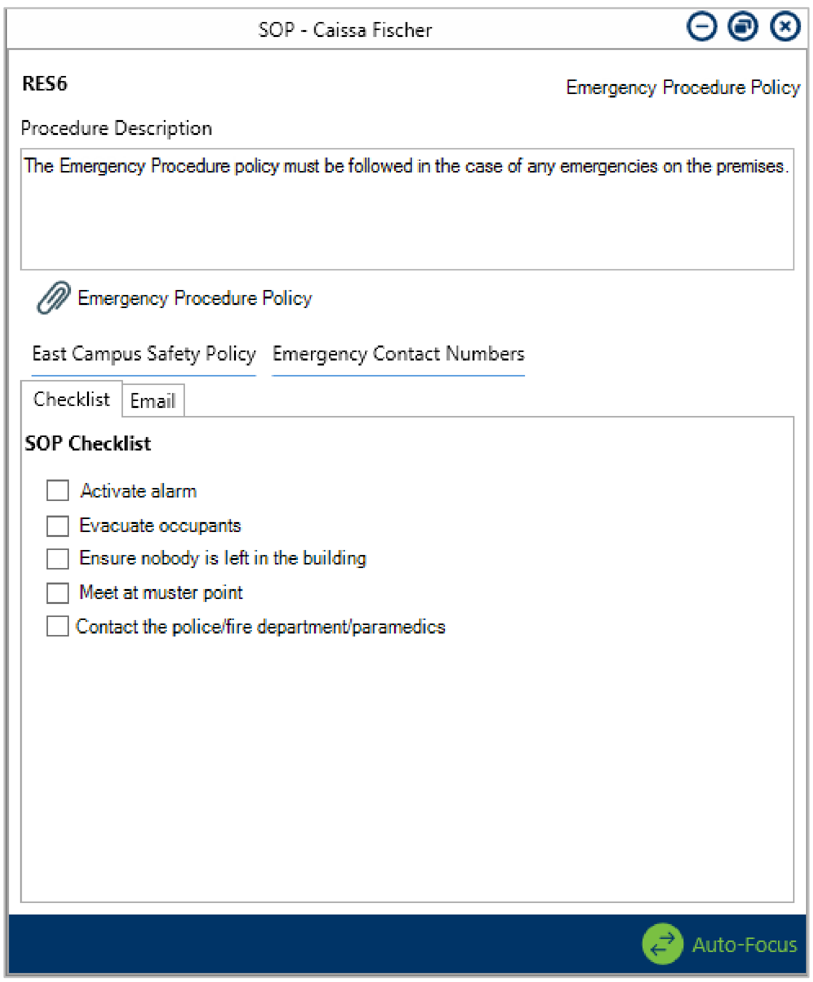


The ***Request an Officer*** *form on the Web Portal.*

SOPs (Standard Operating Procedures)

An **SOP (Standard Operating Procedure)** is a feature that provides the steps that should be taken during certain dispatches. When a dispatch with an SOP is created, the **SOP** panel displays a brief description, a task checklist, attachments and/or hyperlinks with more information. This panel also allows you to send emails or mass notifications (if configured) to provide others in your organization with instructions or important safety information.

SOPs can be created in Dispatch or Perspective. In order for any SOP to be triggered, the dispatch must **exactly** match any call category and/or site or location criteria selected in the SOP's settings.



*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.*

Perspective SOPs

As of version 5.6, administrators can create SOPs directly in Dispatch; however, it's still possible to create SOPs in Perspective.

When an SOP is created in Perspective, note that:

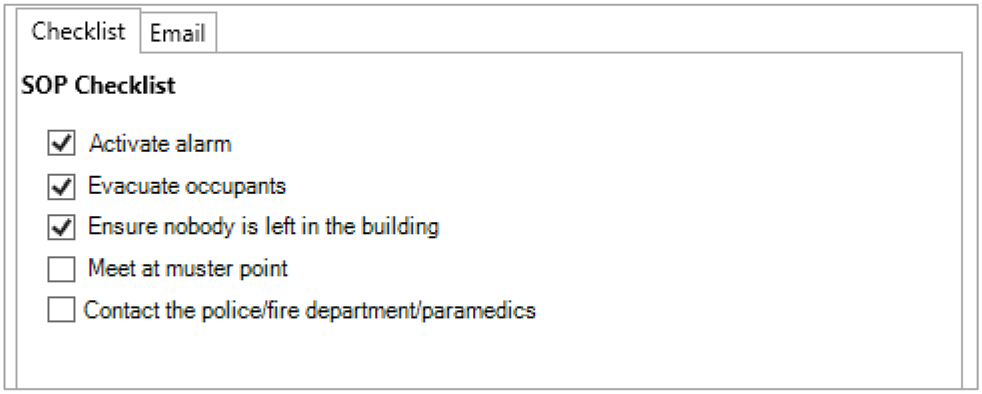
- If a site has been specified in the SOP criteria in Perspective, the SOP will not appear in Dispatch unless the dispatch's selected location is linked to the same Perspective site. Linking to a Perspective site is done by a Dispatch administrator through the location's settings.
- As with SOPs created in Dispatch, Perspective SOPs will be triggered only if the Call Category and/or site criteria matches the call categories and/or linked location selected in the dispatch.
- You will not be able to send any SOP-related emails if the email feature hasn't been configured in Perspective.

View the SOP

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

To view the SOP checklist:

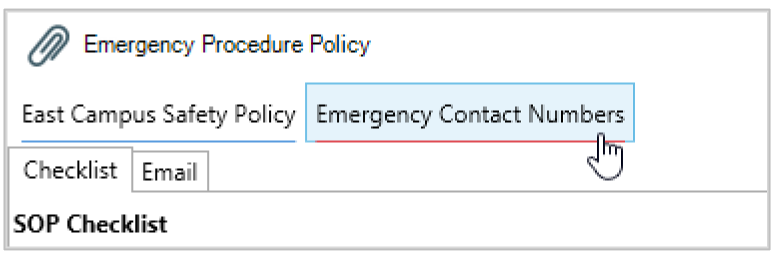
1. Open the **SOP** panel by:
   - Clicking the icon in the **SOP** column of the **Dispatches** panel; or
   - Selecting the dispatch with an associated SOP in the **Dispatches** panel, then clicking **SOP** in the ribbon.
2. Click the checkboxes under **SOP Checklist** to mark off the steps that have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

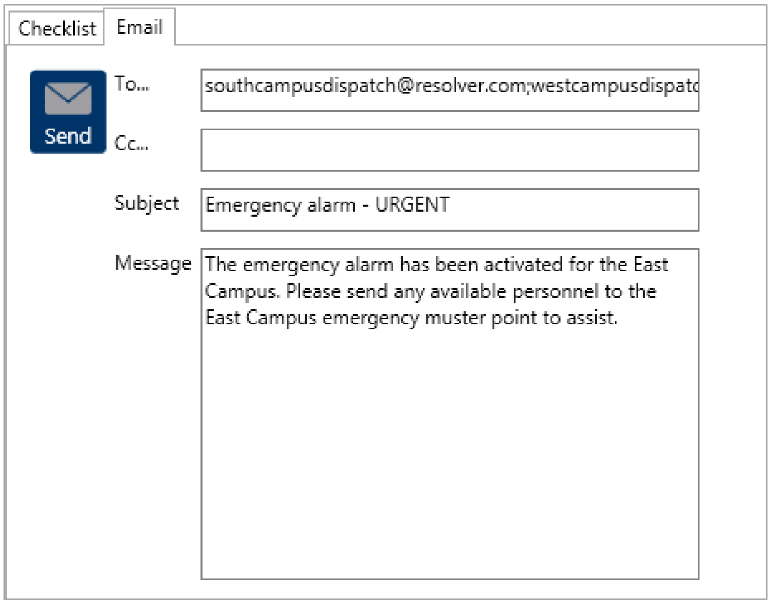


Attachments and links in the ***SOP*** *panel. If there are no attachments or links, this section of the panel will be blank.*

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 active 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 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.**

Send a Mass Notification

This feature allows you to send notifications through the Everbridge system on active dispatches with an associated SOP.

> The notification type, message, and recipient(s) are configured in Everbridge. Refer to the appropriate Everbridge help documentation for more information.

Prior to using this feature, notification templates must be created in Everbridge and additional configurations must be made by a Perspective administrator. For more information, see the **Perspective Installation Guide**, **Perspective Update Instructions**, and/or **Perspective Administrator Guide** on the Resolver Support site.

To send a mass notification:

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

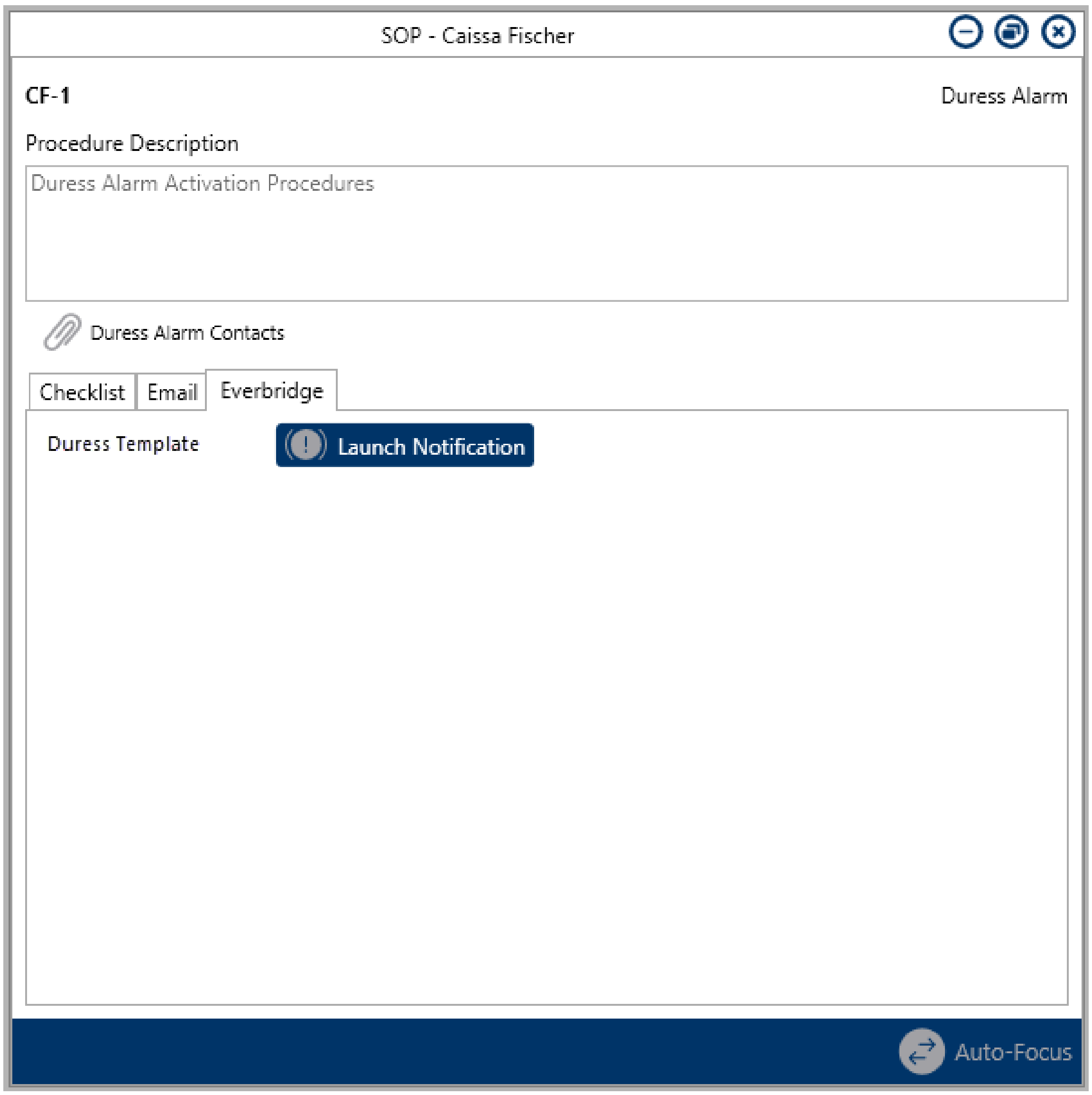
    - Clicking the icon in the **SOP** column of the **Dispatches** panel; or

    - Selecting the dispatch with an associated SOP in the **Dispatches** panel then clicking **SOP** in the ribbon.

2. Click the **Everbridge** tab.

The **Everbridge** tab will not be visible in the SOP panel if mass notifications have not been configured.

3. Click **Launch Notification** to send the notification and display the notification details. The template name (which is displayed beside **Launch Notification**), notification type, contents, and recipients are selected and configured in the Everbridge settings.



4. Click **Refresh** to view updated notification information. Notification information includes:

- **Initiated:** The date and time the notification was launched.
- **Initiated By:** The name of the Dispatch user who launched the notification.
- **Status:** The current status of the notification. These statuses are pulled directly from Everbridge.
- **Not Confirmed/Unreachable/Confirmed Late/Confirmed:** A count of the recipients and their current status.
- **View Details:** Opens the notification details on the Everbridge site.
- **Recipient details:** The status, name, method, time, and attempt time details of each recipient.

For more information on configuring the templates or the notification statuses, see your Everbridge help documentation.

Tasks

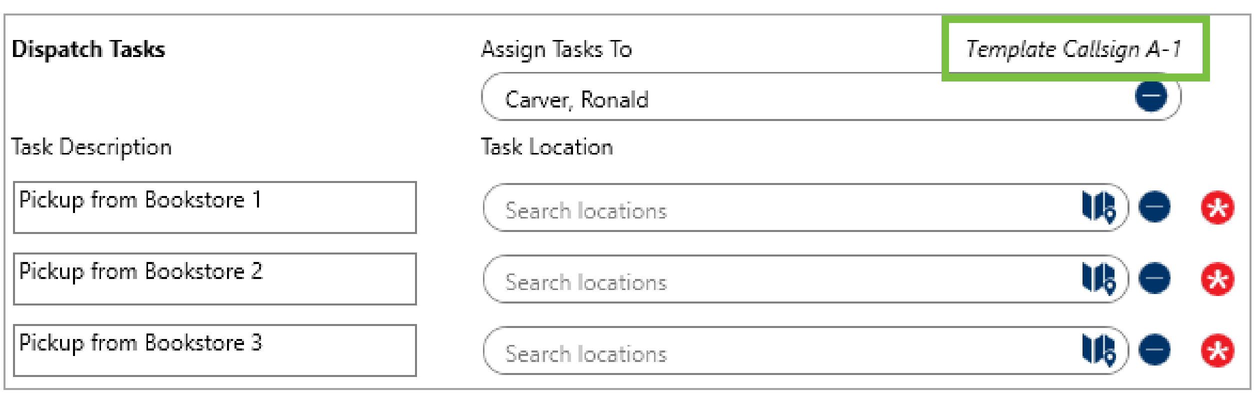
Tasks are dispatch-related jobs that are completed by officers. Creating a task can be done through several different panels, including the **Create**, **Create Task**, **Officer,** or **Dispatches**. Once tasks are created, you can then assign then dispatch an officer to complete those tasks, change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

Only officers on a team authorized to work in the dispatch's work zone can be assigned to a task. To see which work zones the officer can be dispatched to, hover your cursor over his or her team in the **Officers** panel. Also see the Dispatch: What Are Zones & Teams? article on the Resolver Support site for more information.

You can perform task-related actions in bulk by holding down the **Ctrl** or **Shift** key while clicking officers or tasks in the panels.

Default Call Signs

If you're creating tasks from a dispatch template, your administrator may have selected a default call sign. When a default call sign is selected, the on-duty officer with that call sign is automatically assigned to any tasks when the dispatch is created, but this selection can be overridden, if needed. If the dispatch has no tasks, the officer is automatically assigned to a **Respond and assist** task. If no officers with that call sign are currently on duty, you can select officer with a different call sign.



Tasks from a template with a default call sign selected.

Auto Start & Arrive

If the **Auto Start and Arrive multiple dispatch tasks** option has been enabled by an administrator, the status of officer tasks within the same dispatch are automatically updated in Dispatch and Officer Mobile. When enabled and an officer completes a task on a dispatch with multiple tasks, the following occurs automatically:

- If the next priority task is in the same location/indoor location as the previous task, that task is started, and the officer's status is changed to **On Scene**.
- If the next priority task is at a different location/indoor location as the previous task, that task is started, and the officer's status is changed to **On Route**.

If the next priority task belongs to a different dispatch, the task must be started manually.

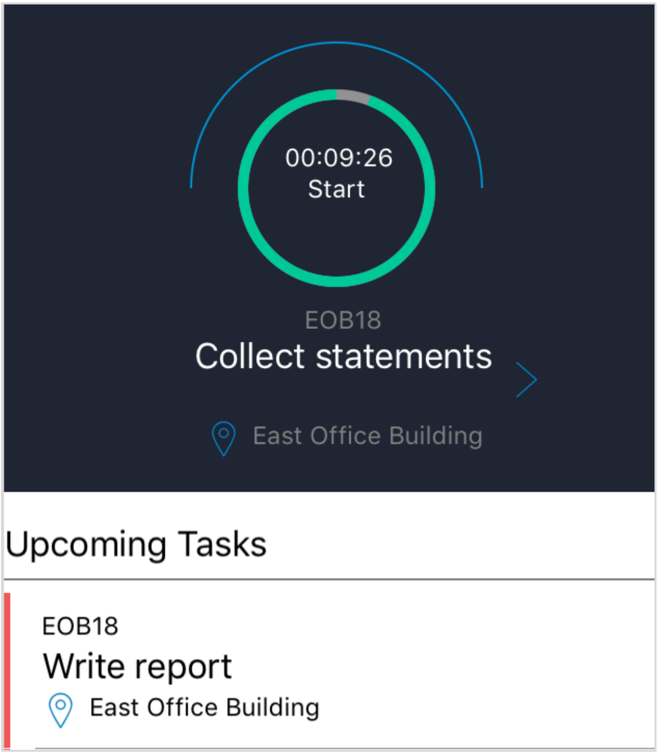
Tasks in Officer Mobile

If your officers are using Officer Mobile, any tasks you've assigned to them will appear automatically in the app, ordered by newest task first or by how you've organized the tasks in Dispatch. Officers can also create dispatches from the app, which will automatically assign the officer who created the dispatch to a non-specific **Respond and Assist** task.

Once assigned, an officer will be able to see the task's and dispatch's description, details, location (including the dispatch's indoor location point and exact location on a map), and the name of the dispatcher and other officers assigned to other tasks on the same dispatch. Any changes made to a dispatch will be updated automatically in Officer Mobile and vice versa.

Officers can change the task status, (**On Route**, **On Scene**, or **Cleared**), create person, and organization logs, attach images to the dispatch, and have conversations with dispatchers and other officers in the dispatch-related conversations.

If you're assigning a task to an officer who is using the Officer Mobile app, the officer will receive a push notification on their device **only** if the newly assigned task is of a higher priority than their current task.



A current and upcoming task in Officer Mobile.

Create a Task

When creating a new task, you can assign an officer at the time of creation, which is discussed in the sections below, or you can assign an officer after the task is created. See Assign an Officer to a Task for more information.

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:

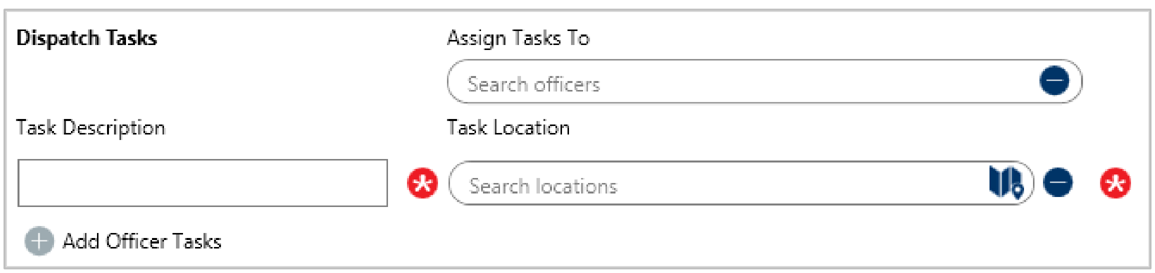
Method 1 - Create Panel

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.

> You can assign an officer to a task after it's created. See Assign an Officer to a Task for more information.

6. Select a location using one of the following methods (if you want to select an indoor location point, see step 7):

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

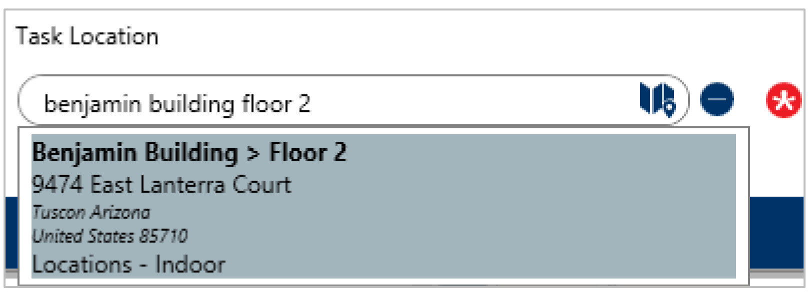
- Click the icon, then click a location pin on the map; or

- Create a new temporary location by clicking a global address from the search results (if enabled) or 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). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

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

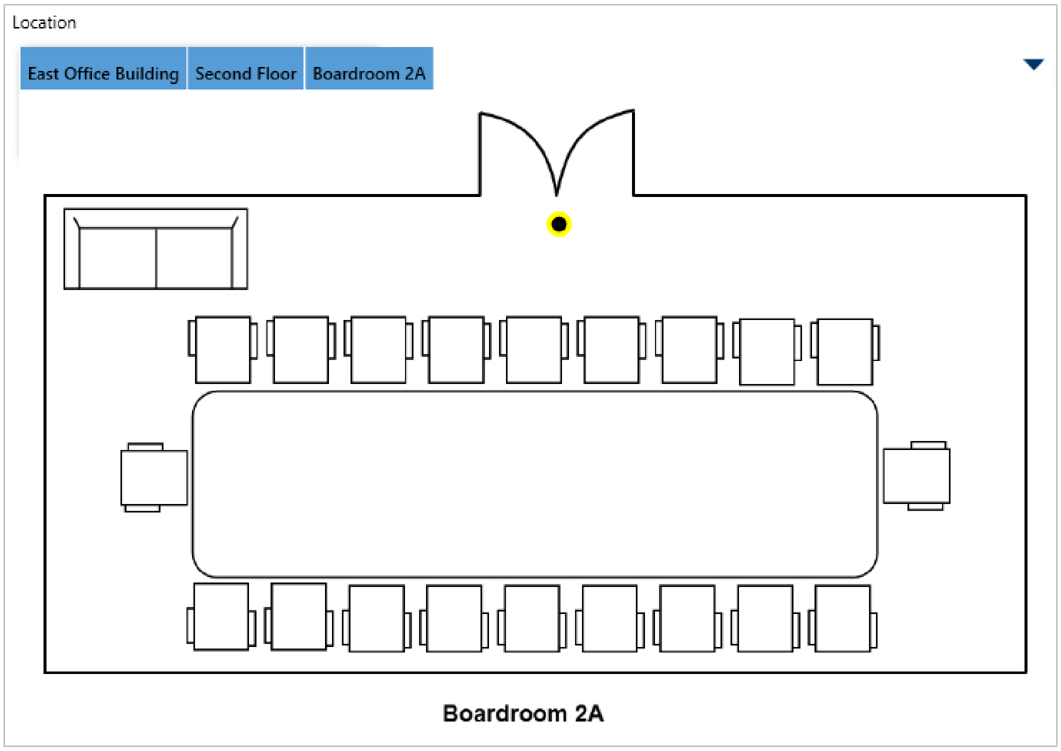
7. To select an indoor location point, choose one of the following methods:

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



*Enter search terms in the **Search locations** field to select an indoor location point.*

- Click the icon in the **Search locations** field, click a pin on the map or enter search terms to select a location with indoor location points, then click **Indoor Location Points** at the bottom right of the map. Click the pin(s) to open an indoor location. If needed, double-click the image to place a temporary pin to indicate the exact location of the dispatch, which will appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch’s priority color, if any).



A temporary pin placed on an indoor location point image.

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.

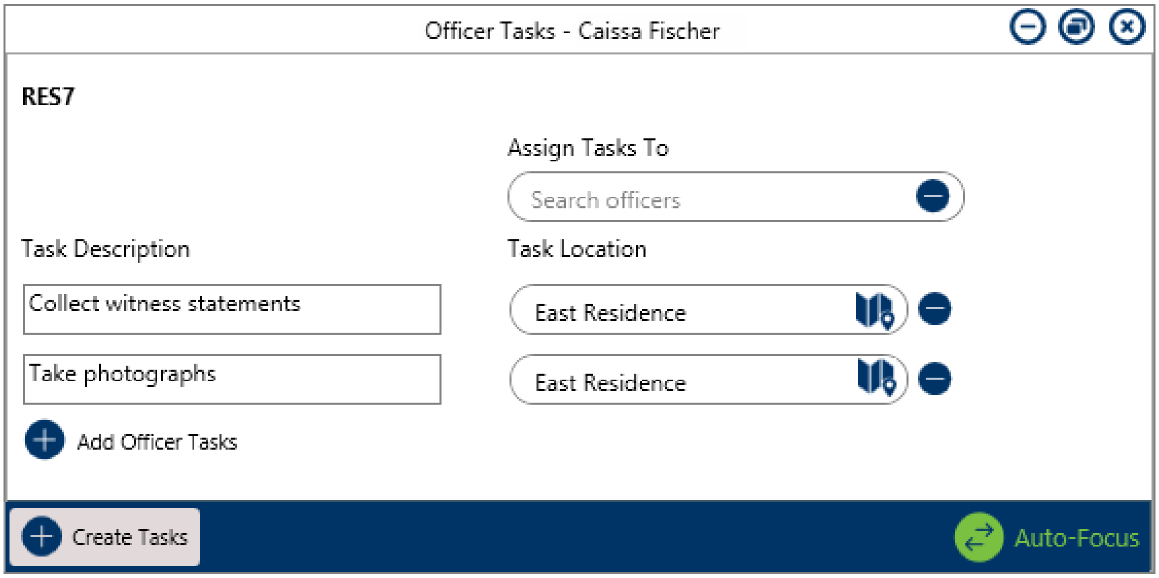
8. Repeat steps 3-7 to create more officer tasks as needed.

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.

> You can assign an officer to a task after it's created. See Assign an Officer to a Task for more information.

5. **Optional:** If the task is not at the same location as the dispatch, use one of the following methods to select a location (if you want to select an indoor location point, see step 6):

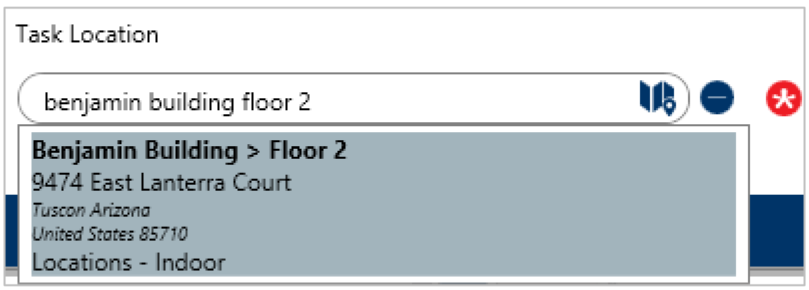
   - Enter search criteria to select a location in the **Task Location/Search locations** field, then select the location from the search results;
   - Click the icon in the **Task Location/Search locations** field to open the map, then click a pin on the map to select that location; or
   - Create a new temporary location by clicking a global address from the search results (if enabled) or 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). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

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

6. To select an indoor location point, choose one of the following methods:

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



Enter search terms in the ***Search locations*** *field to select an indoor location point.*

   - Click the icon in the **Search locations** field then:

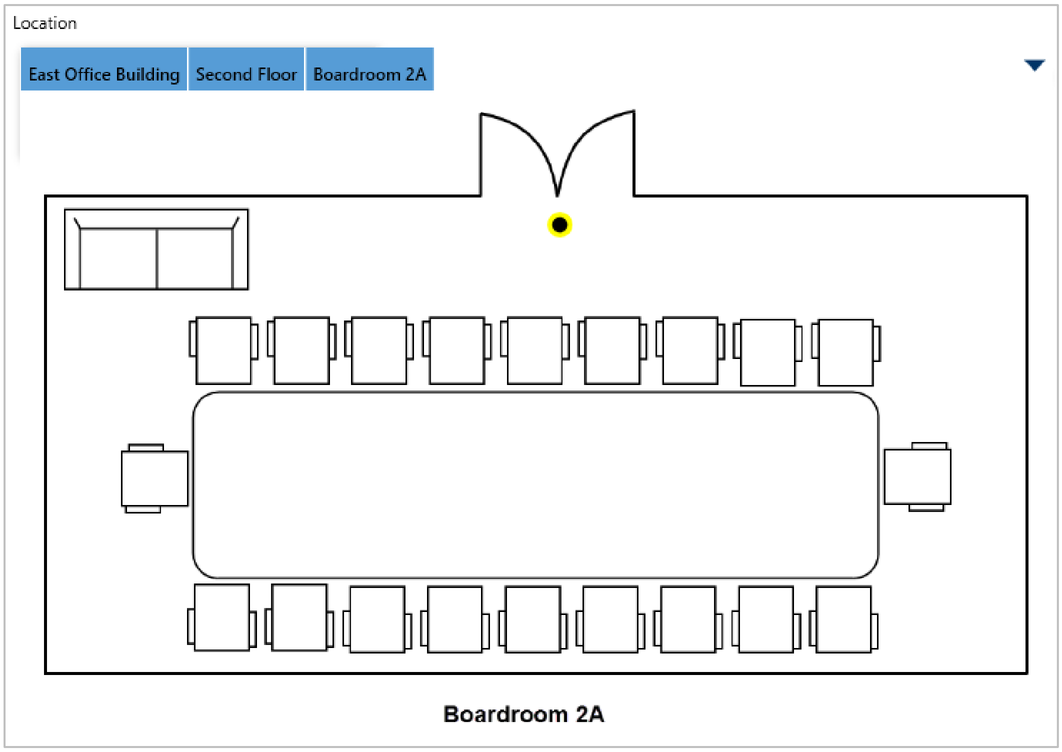
     a. Open a location with indoor location points.

     b. Click **Indoor Location Points** at the bottom right of the map.

     c. Click the pin(s) to open an indoor location, then double-click the image to place a temporary pin ( ) to select the indoor location and indicate the exact location of the dispatch.

     Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an icon for dispatchers when

viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.

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.

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

8. 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.

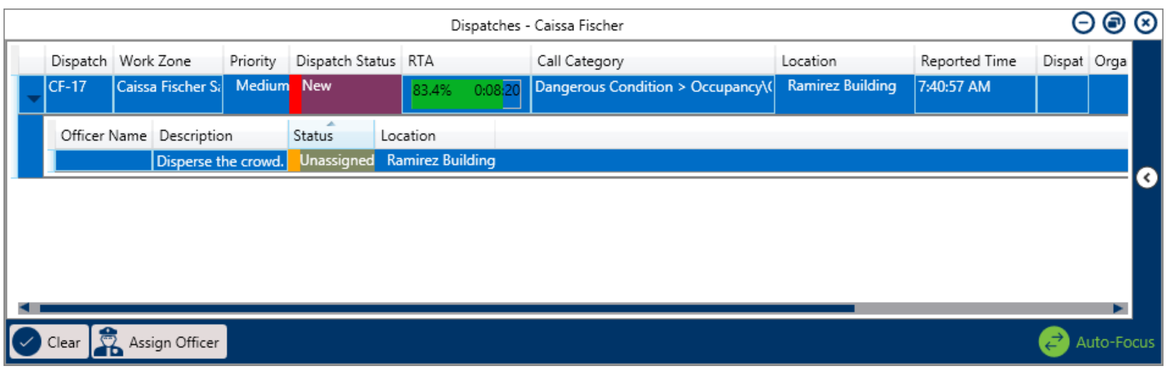
> Only officers on a team authorized to work in the dispatch's work zone can be assigned to a task. To see which work zones the officer can be dispatched to, hover your cursor over his or her team in the **Officers** panel. Also see the Dispatch: What Are Zones & Teams? article on the Resolver Support site for more information.

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 

 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.

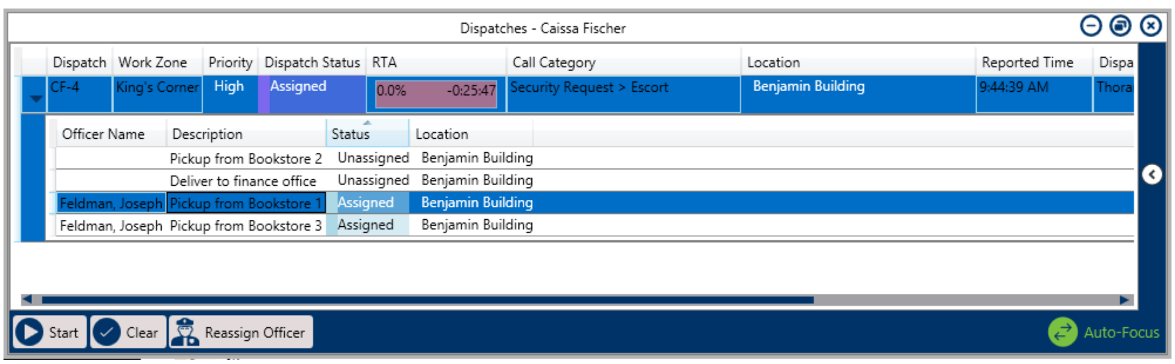
3. Click and drag the officer's name from the **Officers** panel to the task then release.

Reassign an Officer to a Task

To reassign an officer to a 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.*

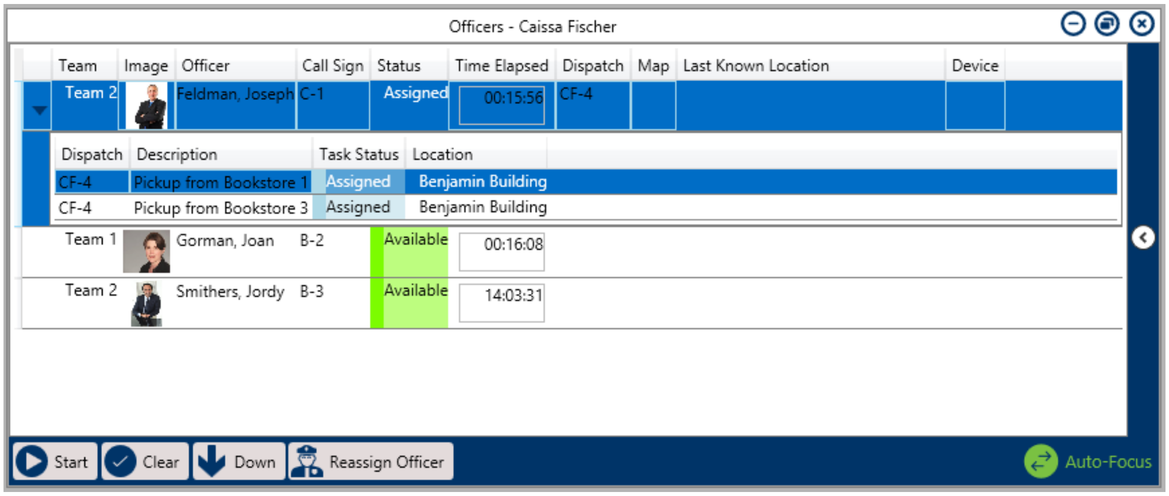
2. Click the task you wish to reassign.

3. Click 

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

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 

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

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.

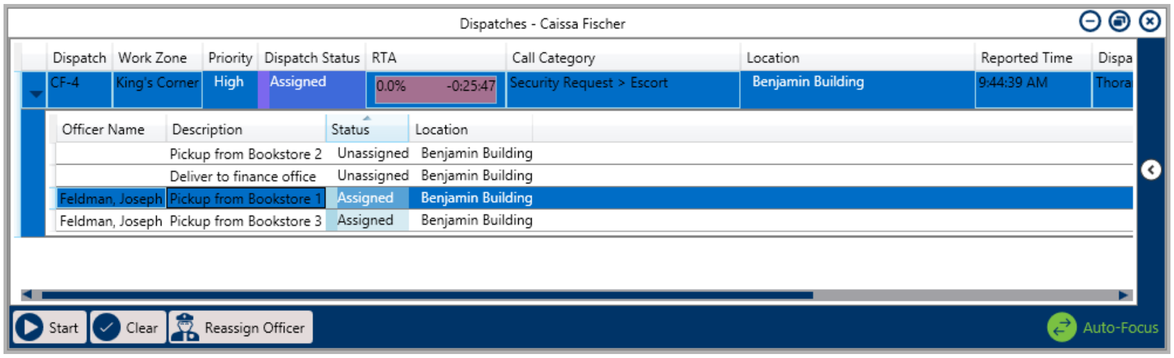
When the officer is on his or her way to the scene, clicking **Start** on a task will change the status of the task to **On Route**. Once the officer has arrived, clicking **Arrive** will change the status to **On Scene**.

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.*

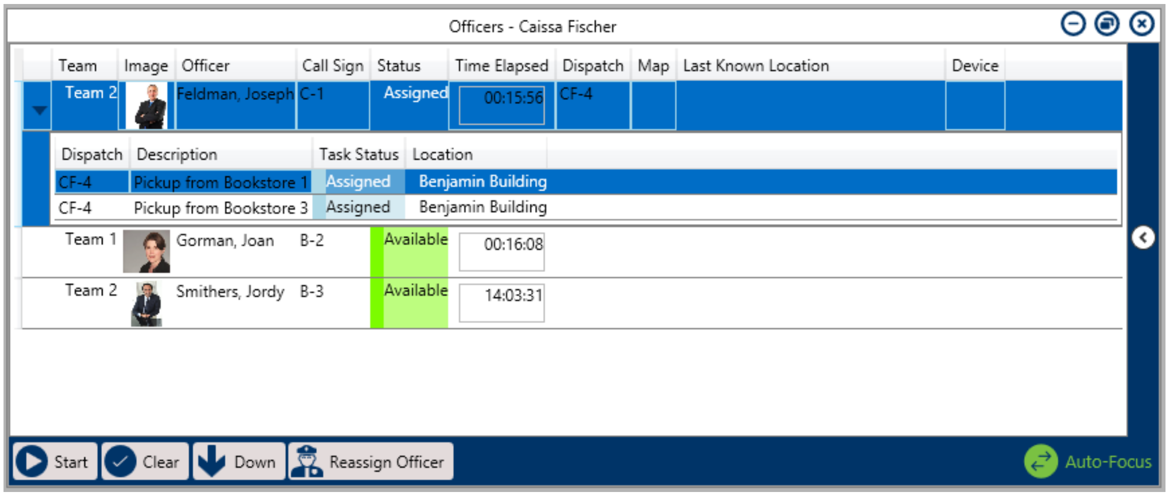
2. Click the **Assigned** task to select it.

3. Click  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 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.

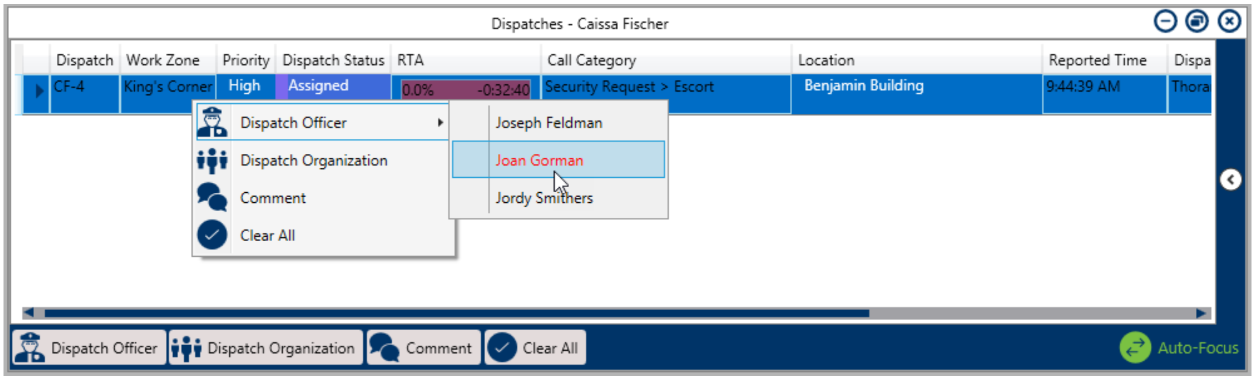
3. Click  or right-click the task then click **Start** to change the task status to **On Route**.

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**.

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 Dispatch Officer 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 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 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

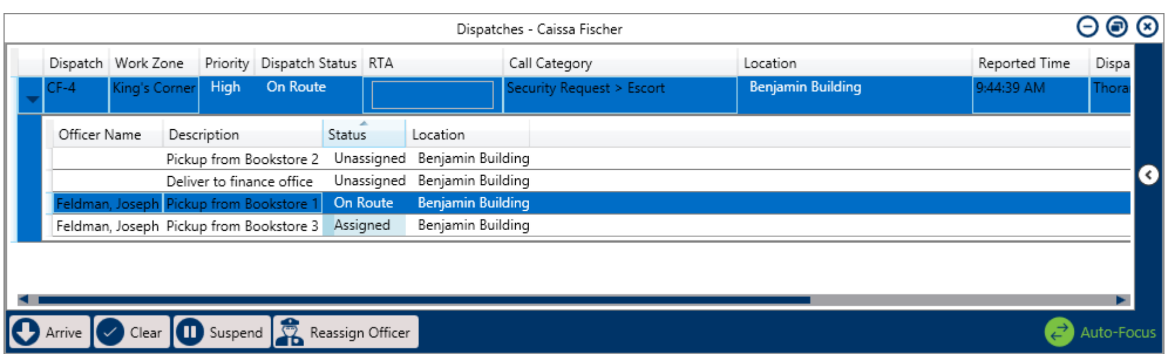
If an officer has started a task (the task status is **On Route** or **On Scene**), but must divert his or her attention away from that task to complete a more important job, you can **suspend** that task.

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.

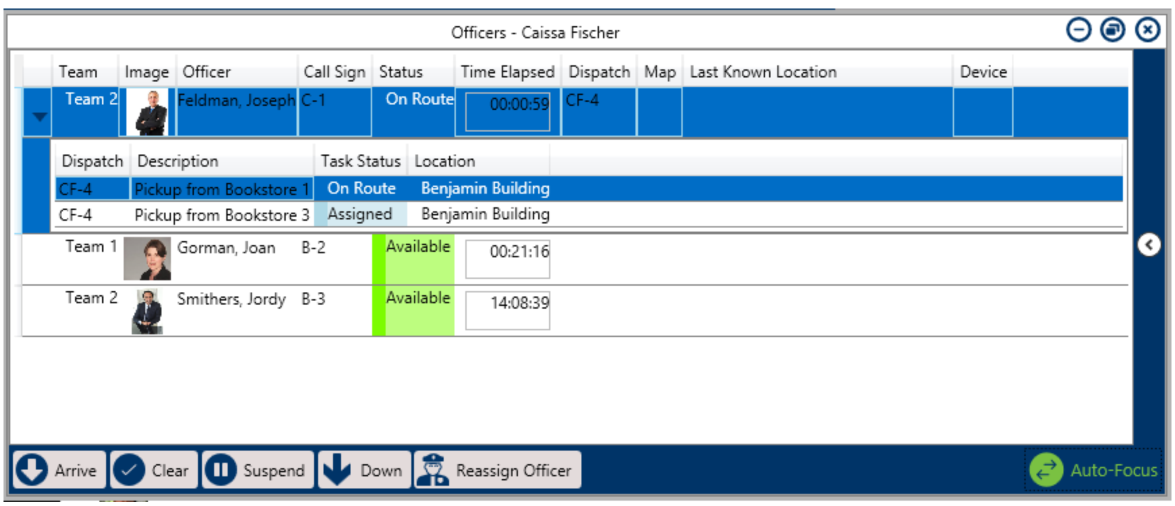
3. Click 

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 

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

Edit or Delete a Task

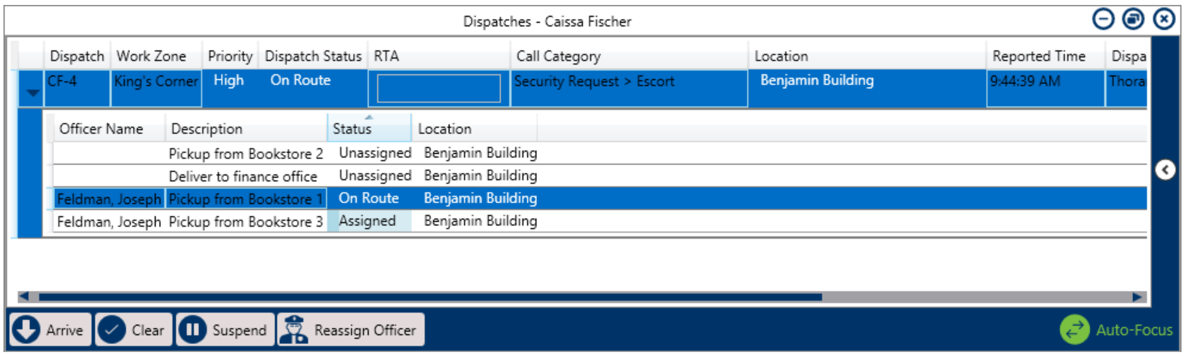
Once a task is created, you **cannot** edit or delete it. To remove the task from the home screen, the task must first be cleared then closed.

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.



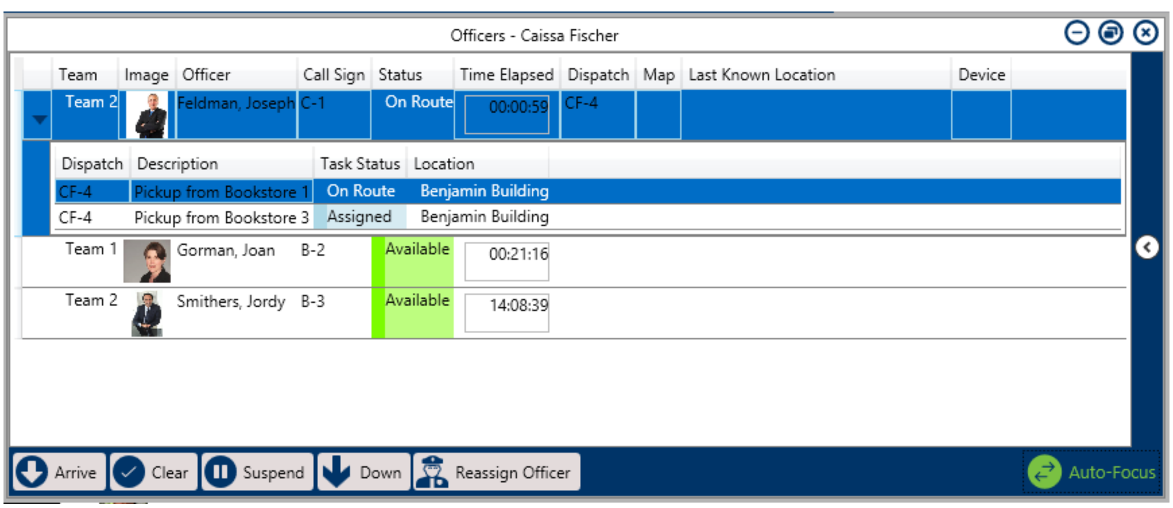
*Tasks shown in the **Dispatches** panel after clicking the ▶ icon.*

2. Click the task to select it.

3. Click  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:

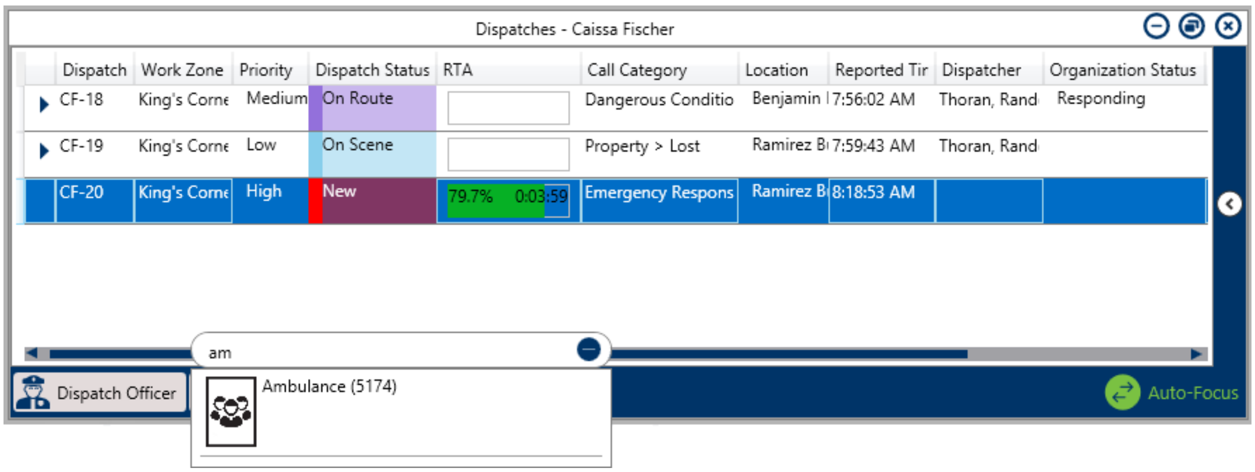
1. Double-click the dispatch to open the **Details** panel.

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  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 

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 

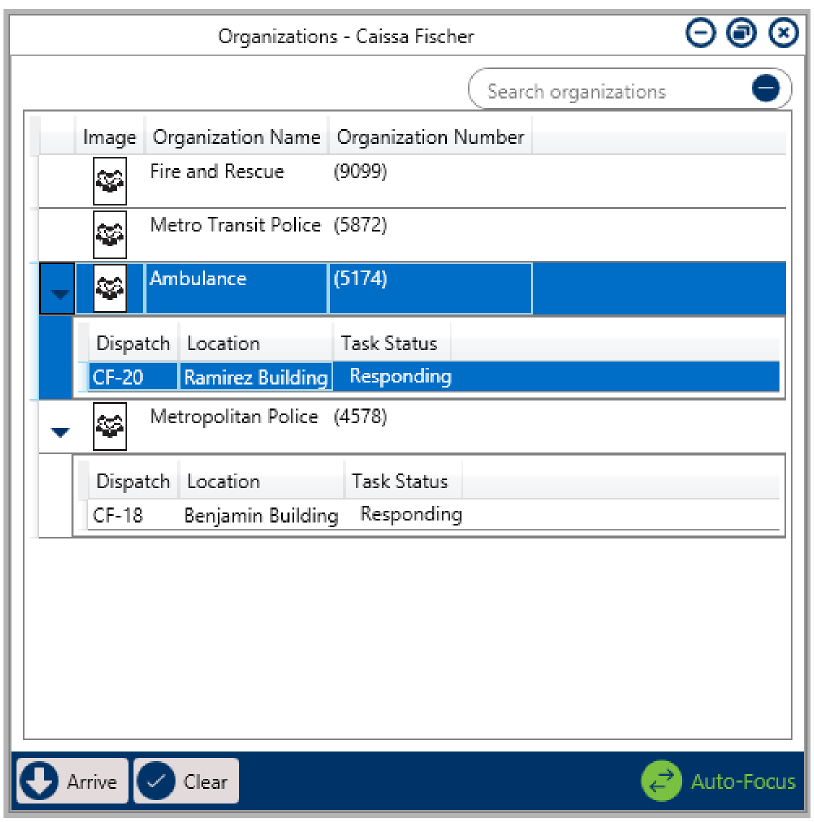
or right-click the organization task, then click **Clear**.

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 & 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 Clear to clear the task.

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.

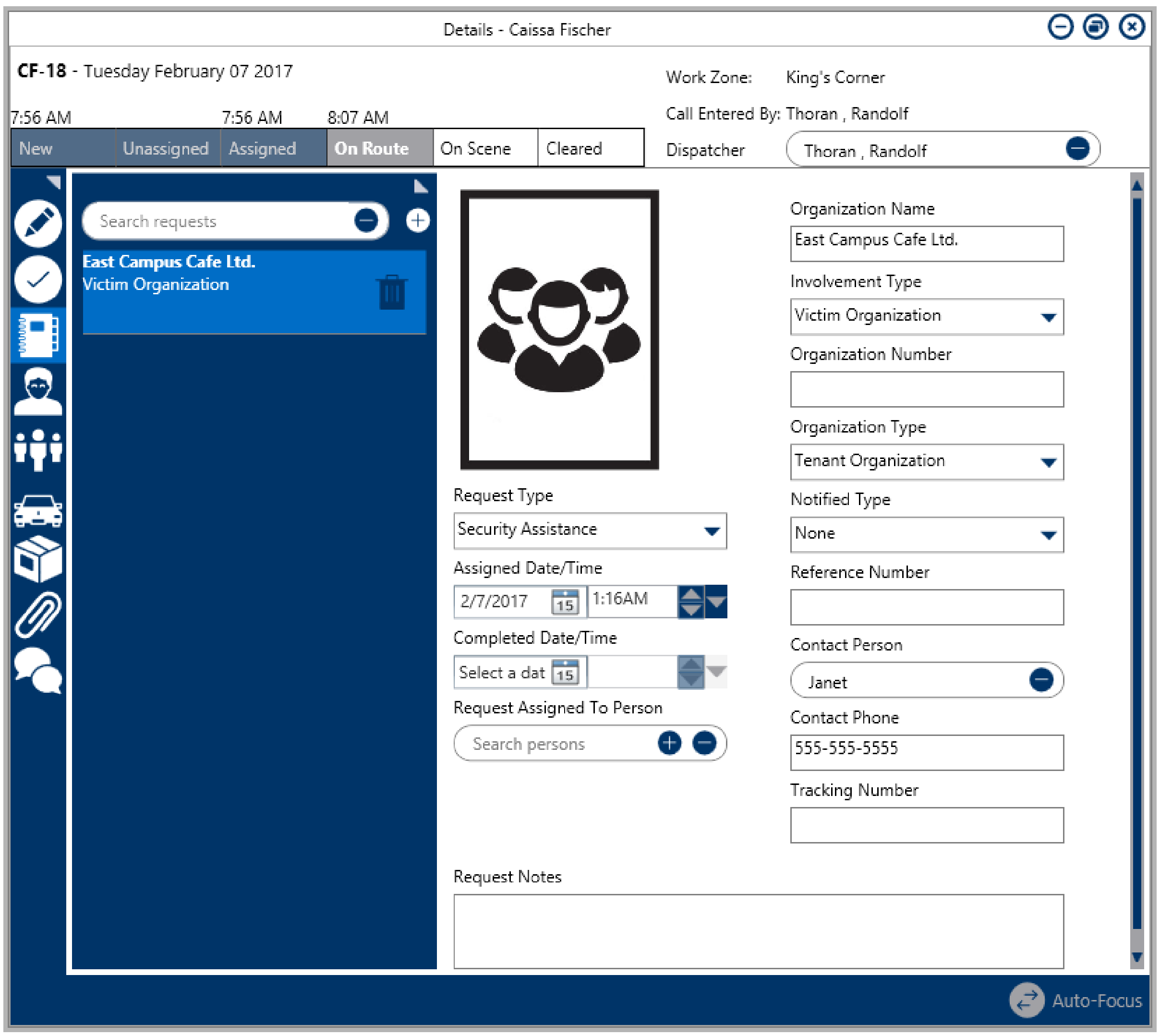
View a Summary of Organization Tasks in the Details Panel

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

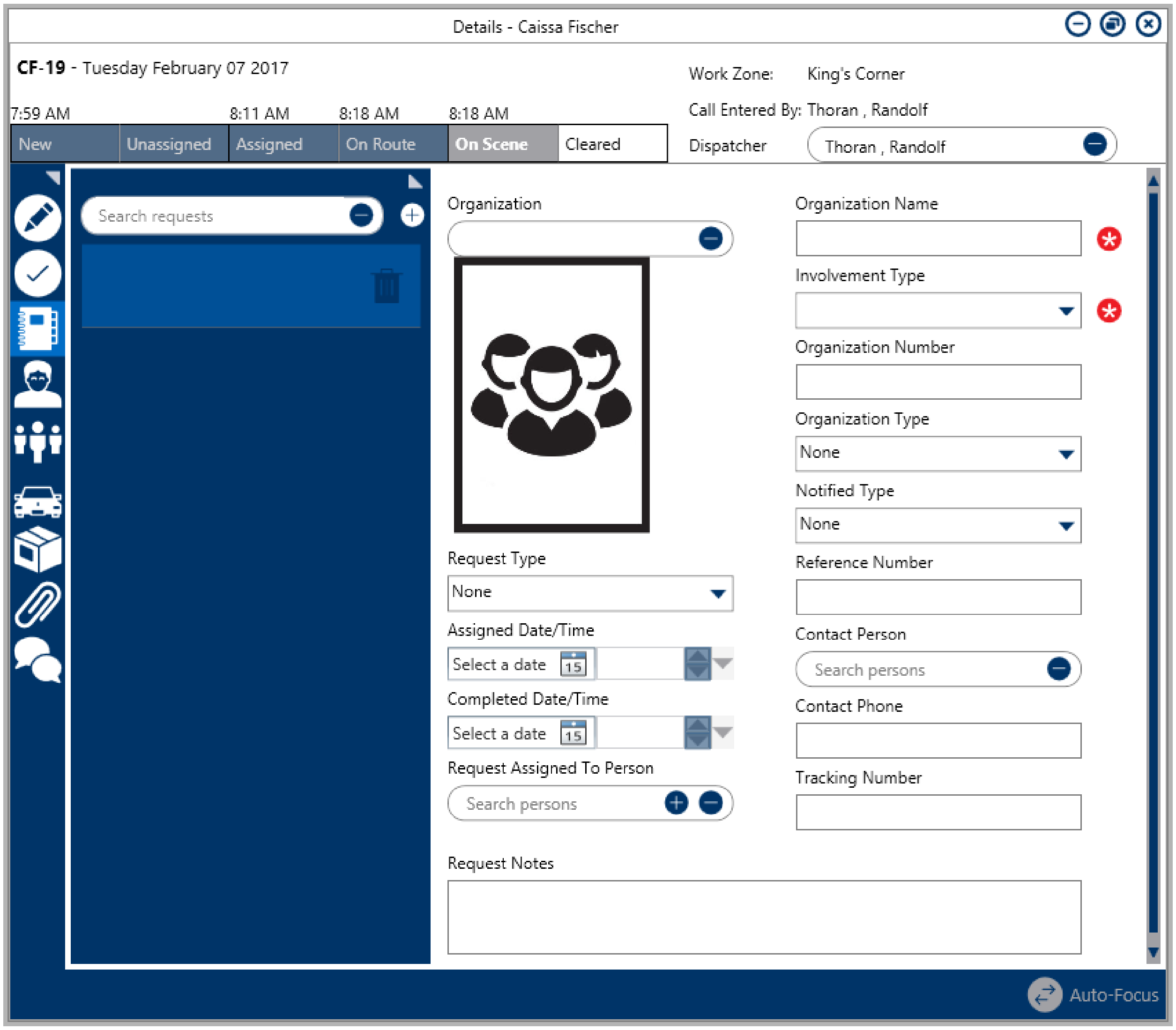
If an organization requests that you take specific action on a dispatch, you can record that request through the **Details** panel. Requesting organizations can be an agency, such as the police or fire department, or any other organization involved in the activity.

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.

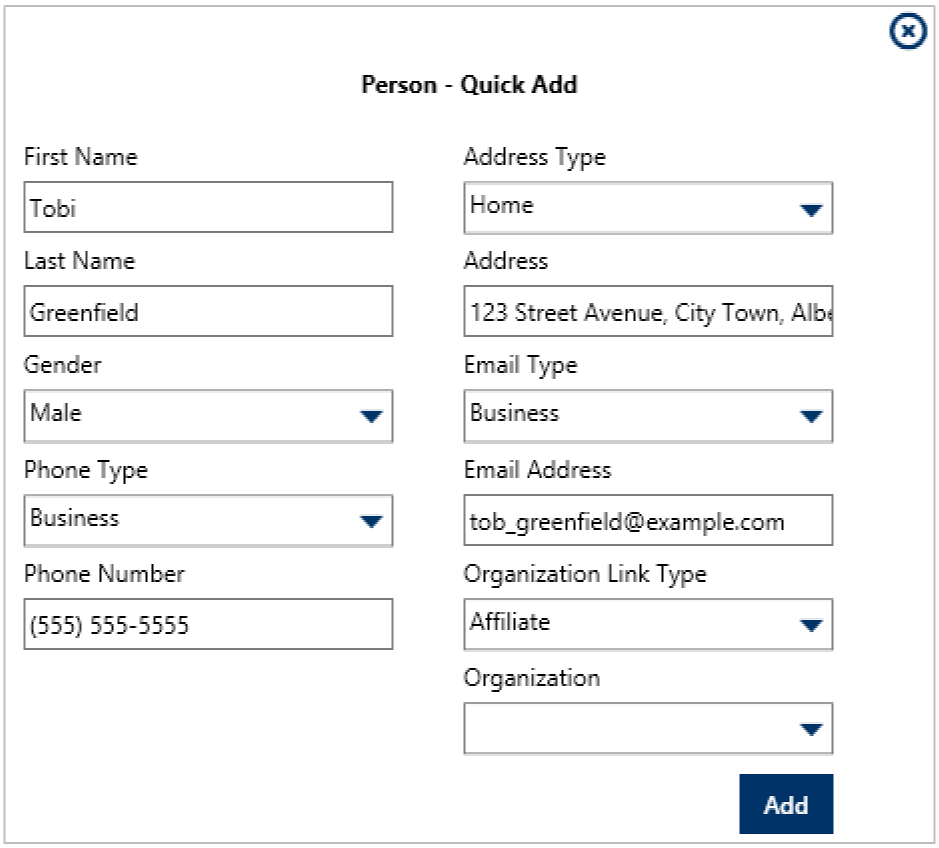
7. **Optional:** Select a date and time in the **Completed Date/Time** fields by typing a date or clicking the icon to select a date from the calendar, then type or use the arrows to select the time.

8. **Optional:** Enter search criteria to select person record in the **Request Assigned To Person** field. To **Quick Add** a person record (which will be saved in Perspective):

   a. Click the icon in the **Requested Assigned To Person** field.

b. Enter the person's name in **First Name** and **Last Name** fields.

c. **Optional:** Enter additional information about the person in the remainder of the optional fields.



*The **Person – Quick Add** screen.*

d. Click **Add**.

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**.

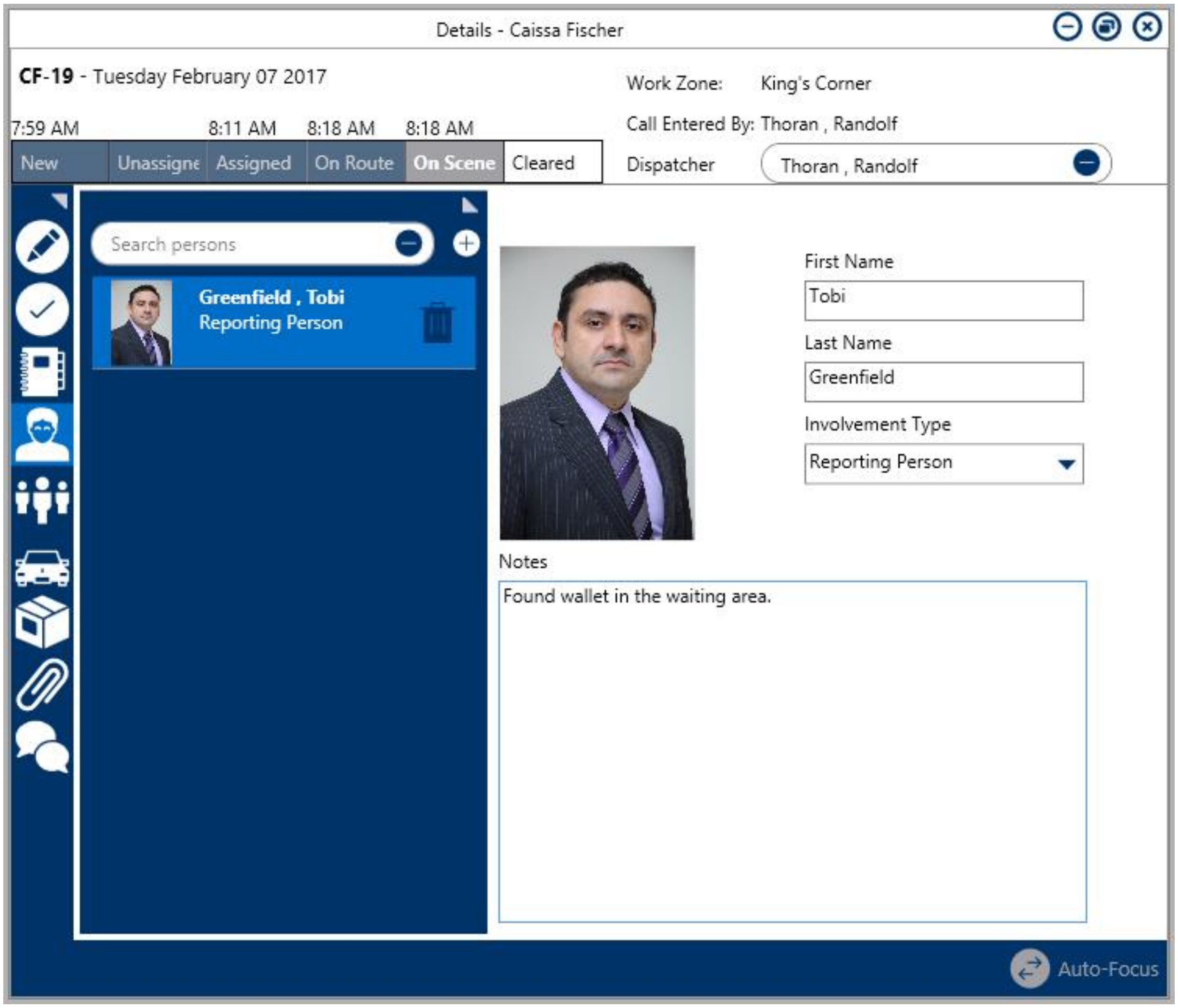
2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.

3. Click the icon next to the service request you want to delete.

4. Click **Yes** to confirm.

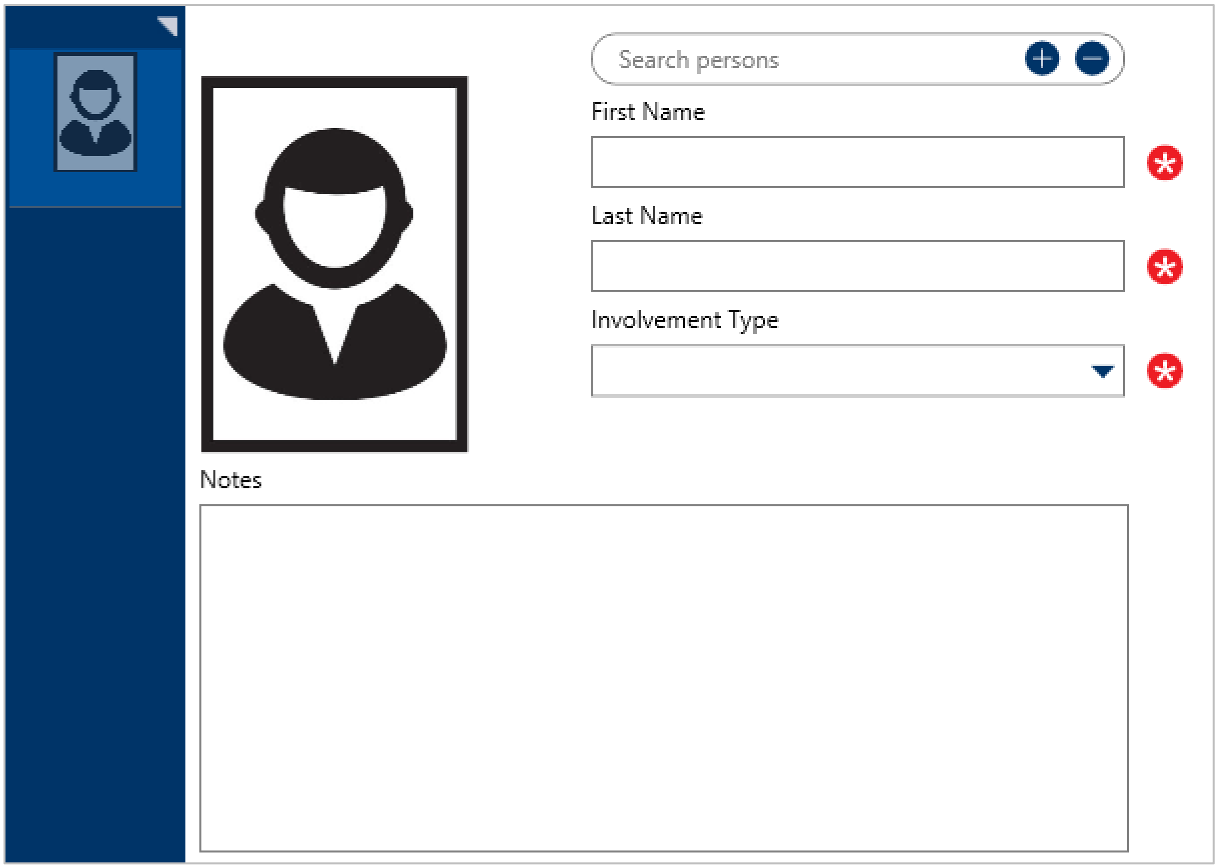
Person Logs

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.

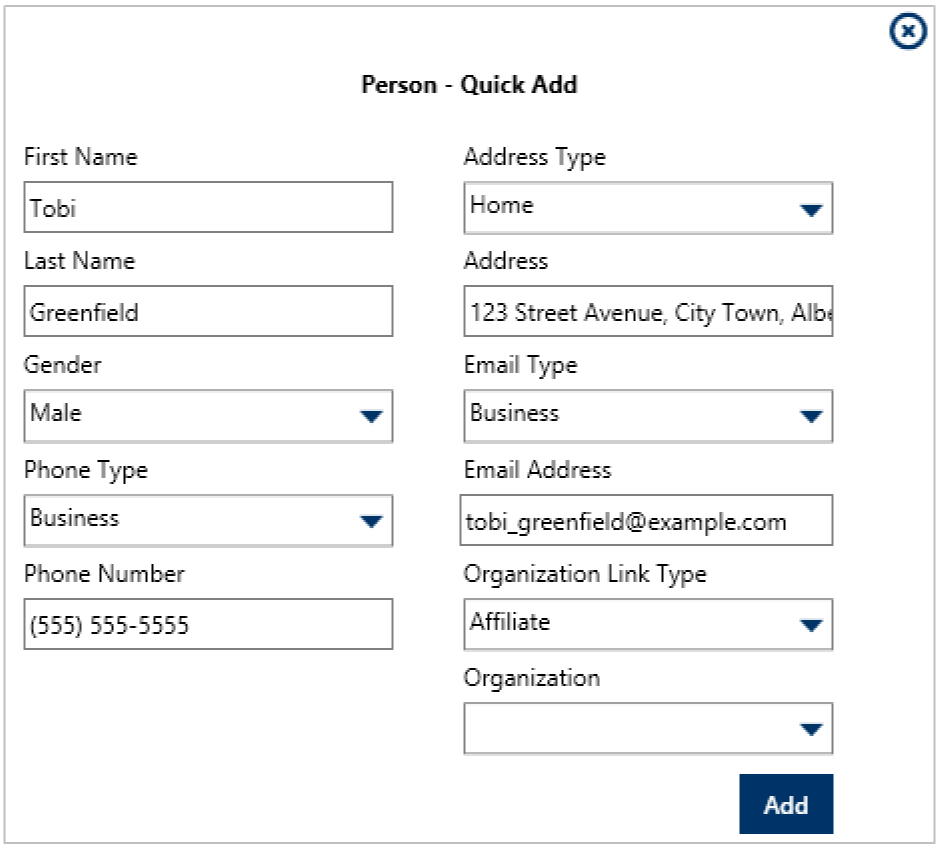
4. **Optional:** If the person has a previously saved record in Perspective, enter the person's name in the **Search persons** field to locate the record, then click to select it.

5. **Optional:** To **Quick Add** a person record (which will be saved in Perspective):

    a. Click the icon in the **Search persons** field.

    b. Enter the person's name in **First Name** and **Last Name** fields.

    c. Enter additional information about the person in the remainder of the fields as required.



*The **Person – Quick Add** screen.*

    d. Click **Add**.

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

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

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

9. **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 delete a person log:

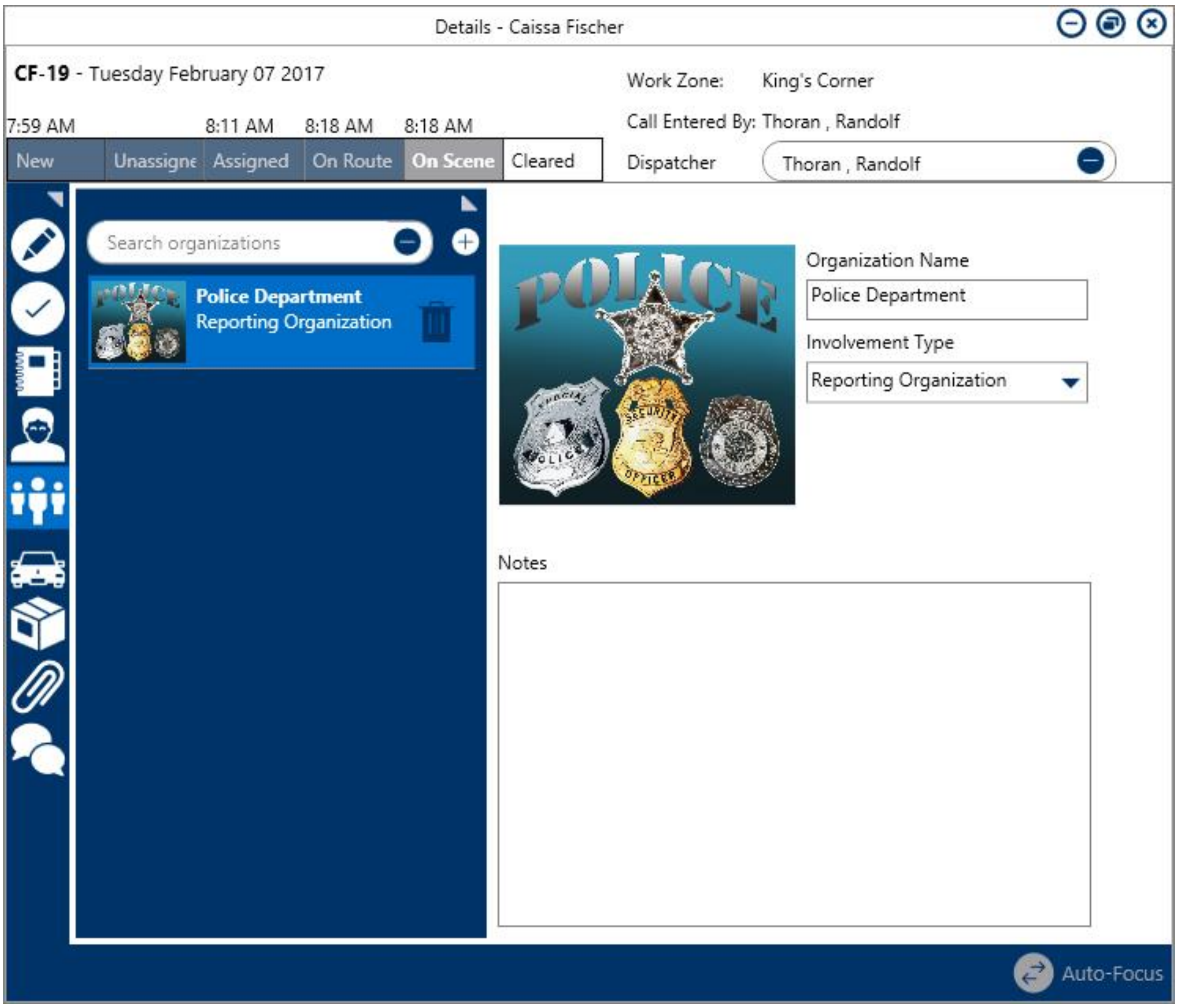
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Person Log**.
3. Click a log in the pane to left or use the **Search persons** field to search for the log.
4. Click the icon next to the log you want to delete.
5. Click **Yes**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

Person Logs in Officer Mobile

Once assigned to a task, officers can create person logs that will appear automatically in the **Dispatch Details** panel. Officers can edit the logs they've created, but they can't delete them.

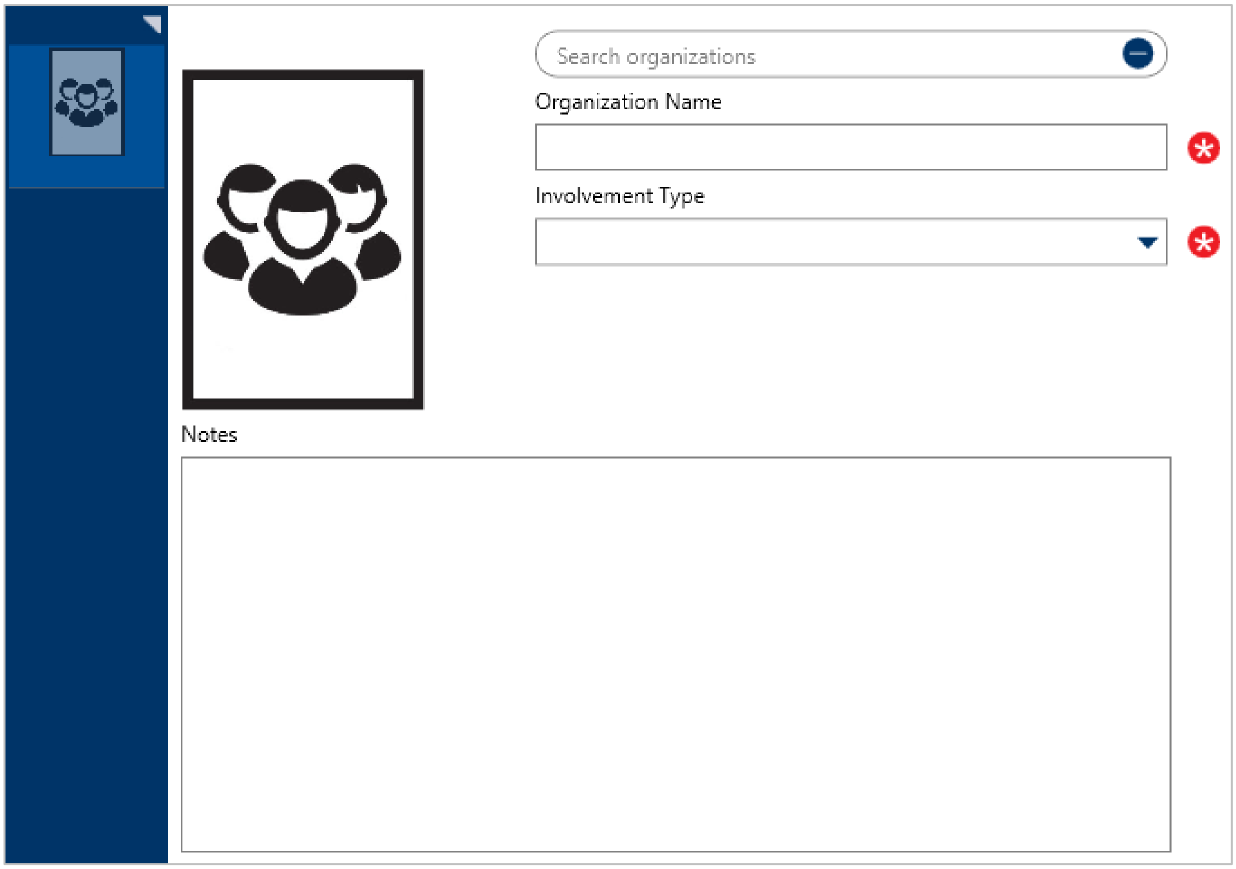
Organization Logs

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:

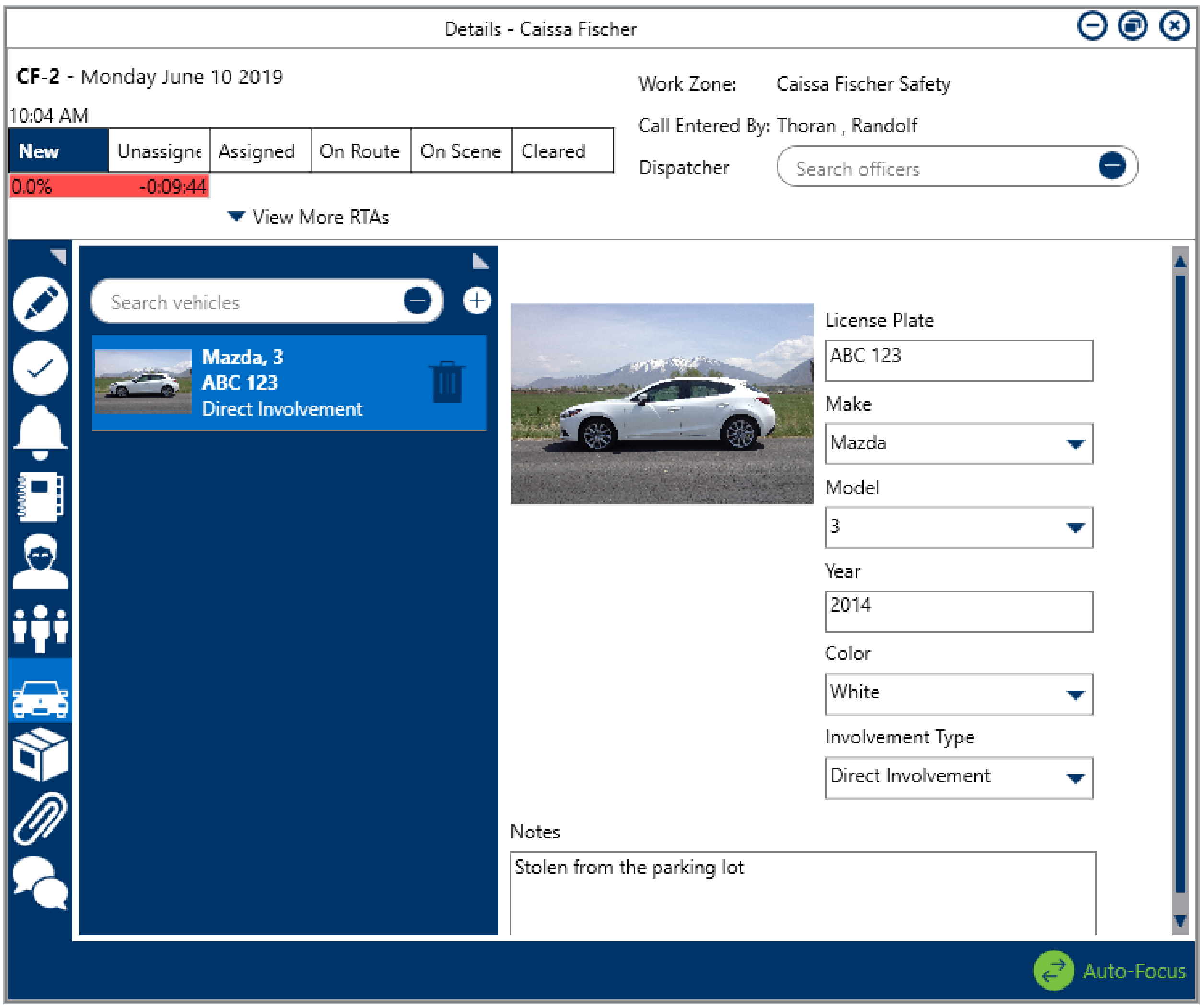
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click **Details.**
2. Click **Organization Log.**
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Click the icon next to the organization log you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

Organization Logs in Officer Mobile

Once assigned to a task, officers can create organization logs that will appear automatically in the **Dispatch Details** panel. Officers can edit the logs they've created, but they can't delete them.

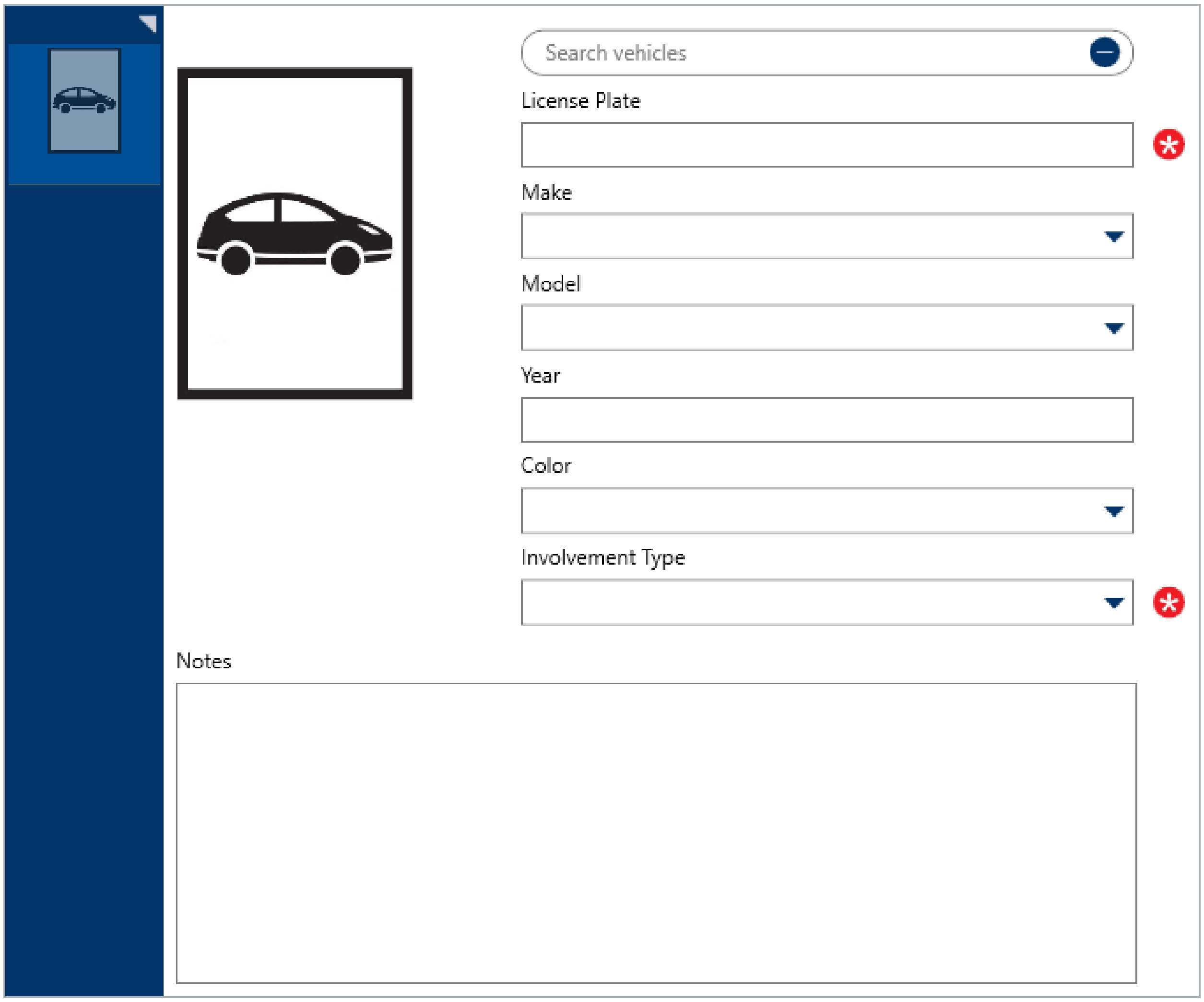
Vehicle Logs

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, make, model, year, or color 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. **Optional:** Enter additional information in the **Make**, **Model**, **Year**, and **Color** fields. If you selected a previously saved record in step 4, skip this step.

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

8. **Optional:** Enter any notes about the vehicle in the **Notes** field.

9. **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.**

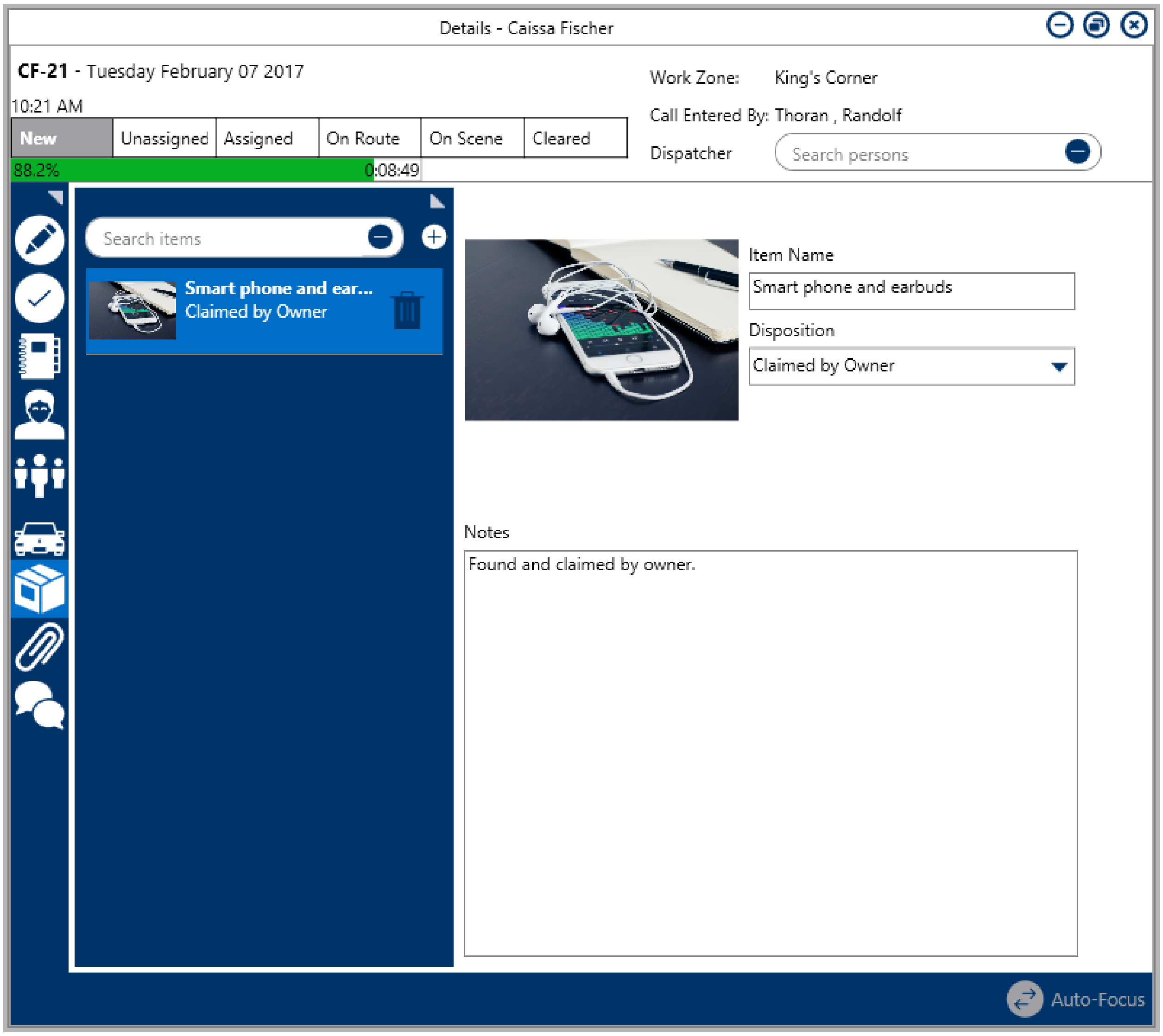
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.

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

5. Click **Yes** to confirm.

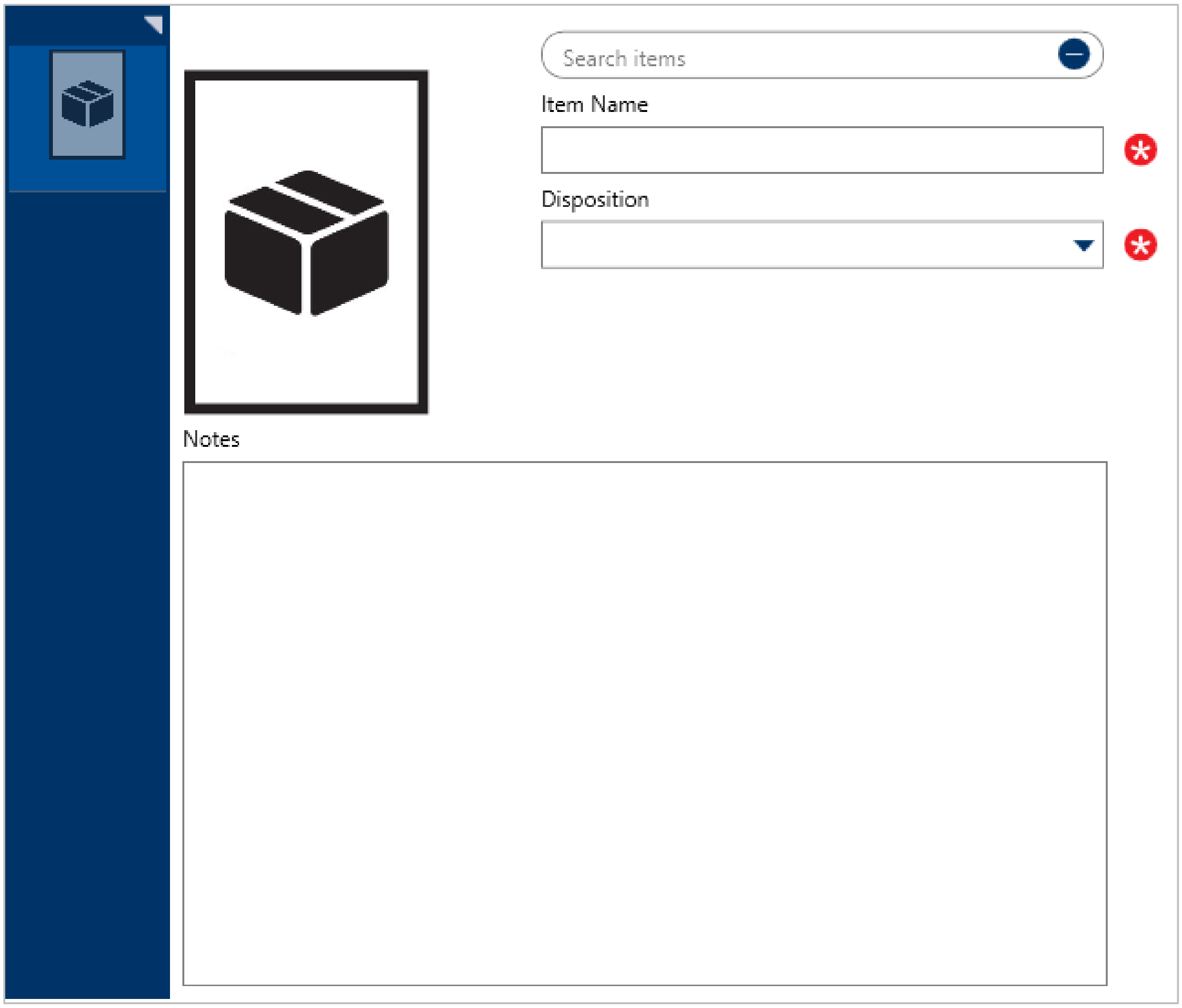
Item Logs

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.**

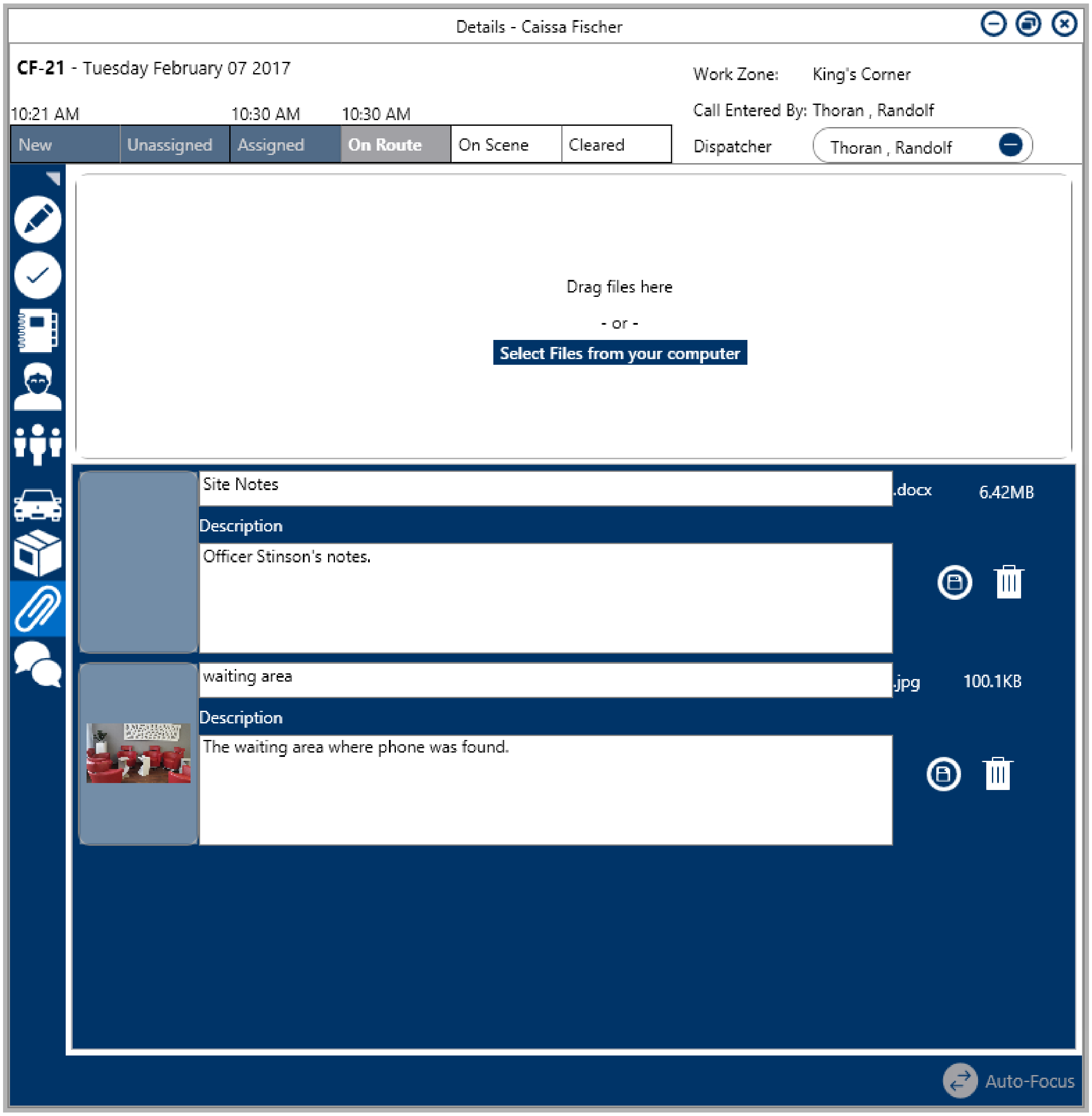
3. Click a log in the left to select or use the **Search items** field to search for the log.

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.*

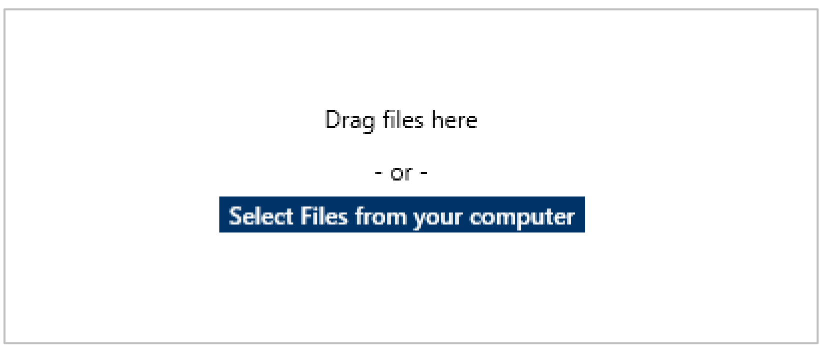
Attach a File or Image

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.

Attachments in Officer Mobile

Once assigned to a task, officers can attach images from their mobile phones that will appear automatically in the **Dispatch Details** panel. Officers can add and edit descriptions of the images they've attached, but they can't delete them.

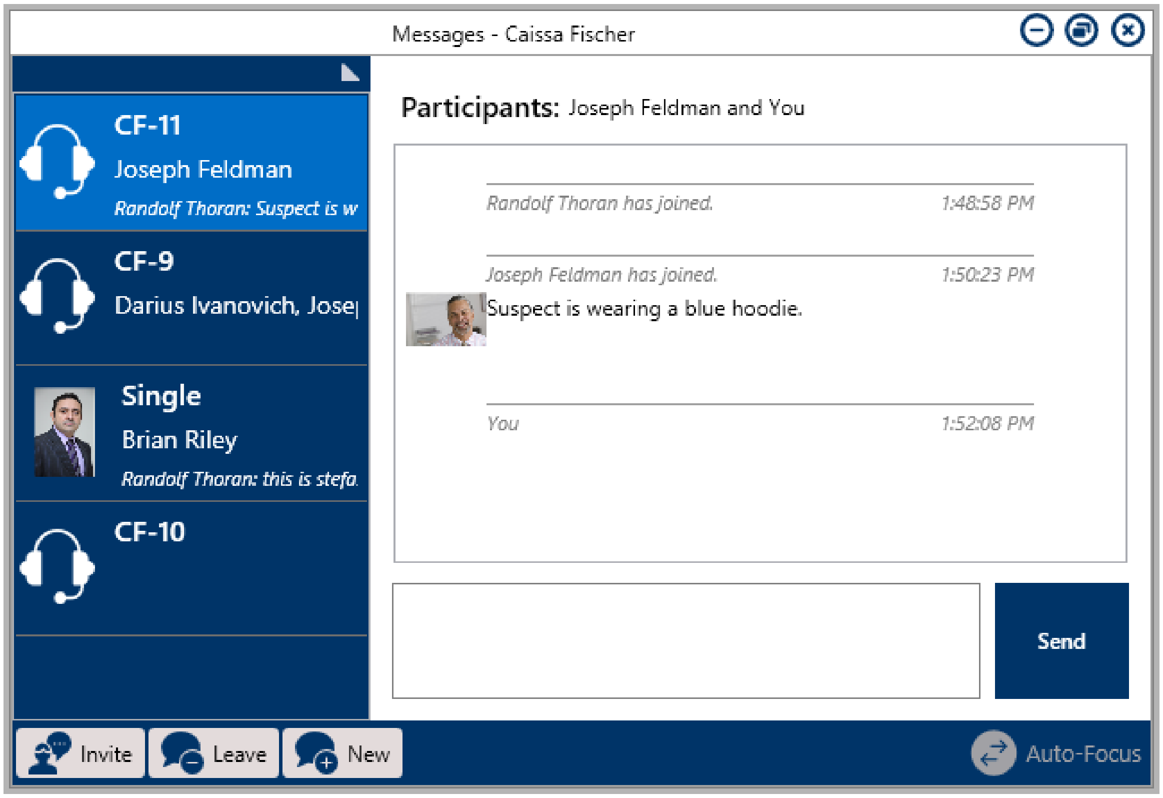
Messages

The **Messages** panel allows you to have instant message conversations with officers and other dispatchers. When a dispatch is created, the dispatcher and all assigned officers will be brought into an automatically created conversation, labelled with the dispatch number. You can also invite other dispatchers and officers to join dispatch-related conversations as needed, as well as invite others to join personal conversations.

If an alarm is sent into Dispatch from Connect, a conversation related to that alarm is also created, which automatically adds the user selected in the **Handled By** (**Initiated By Person**) in the template used to create the alarm. Dispatchers can join the conversation by clicking **Comment** in the **Alarms** panel.

When a dispatch or alarm 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 or by clicking **Comment** from the **Dispatches** panel.

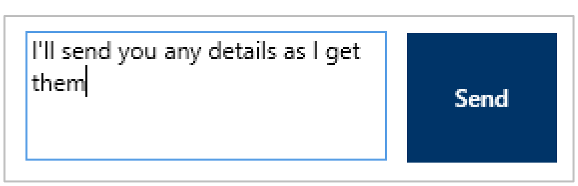


*The **Messages** panel. Messages that aren't related to a dispatch are labelled as **Single** and dispatch-related messages are labelled with the dispatch number.*

Send Messages

To send a message:

1. Click **Messages** in the ribbon.
2. Click a conversation from the **Messages** panel.
3. Type a message in the text field.



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

4. Click **Send** or press **Enter** on your keyboard.

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** panel if a user was successfully invited to a conversation and if they reject the invitation, join, or leave.

If a user rejected the invitation in error or needs to rejoin the conversation, you can send additional invitations.

To invite other dispatchers to a conversation:

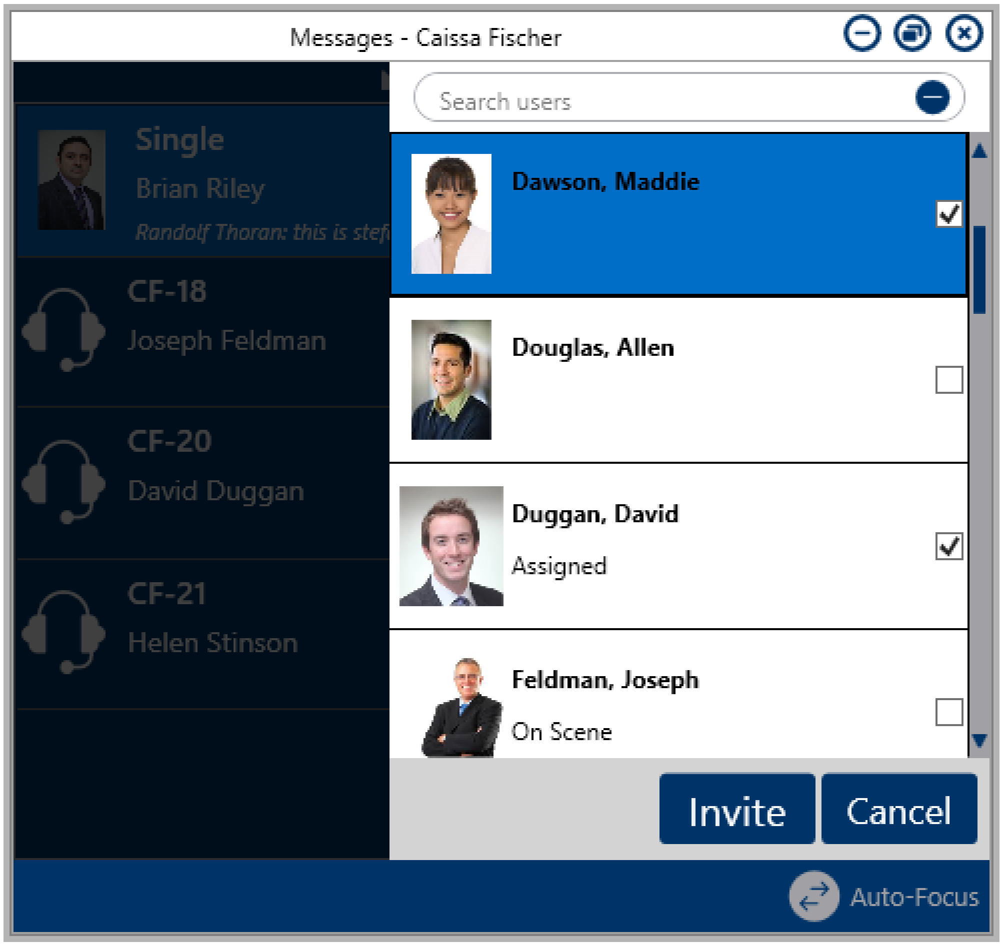
1. Click  **Messages** in the ribbon.

2. Click a conversation from the **Messages** panel.

3. Click 

.

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 or Officer Mobile 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).

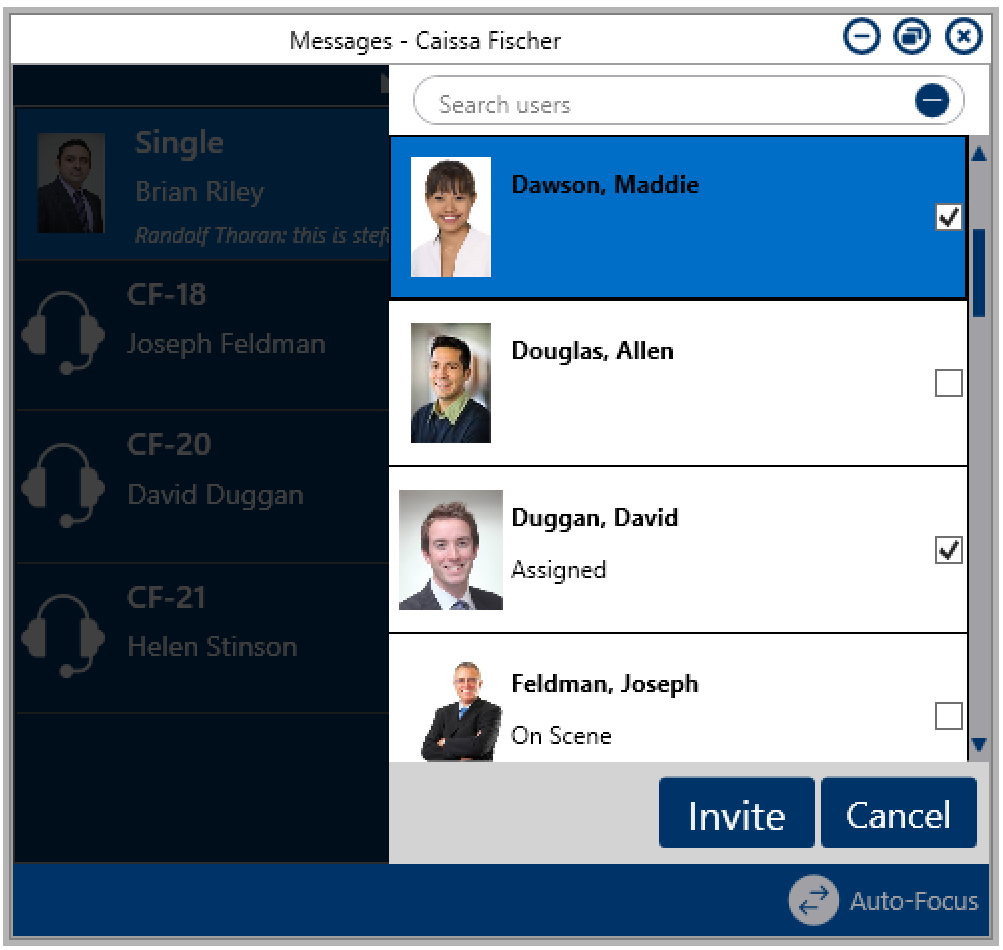
Notifications will appear in the **Messages** panel if a user was successfully invited to a conversation and if they reject the invitation, join, or leave.

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 or Officer Mobile 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 unless a remaining participant sends you an invitation to rejoin. 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 a conversation from the **Messages** panel.
3. Click 

.

> 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. You can return to the conversation if a remaining participant sends you an invitation to rejoin, however, if all participants have left, the conversation cannot be retrieved.

Conversation Invitations

In addition to a notification in the **Messages** panel, if sound and toast notifications for messages are enabled in your notification settings, a pop-up will appear in the top right corner of the home screen to alert you that you've been invited to join a conversation.

Clicking the pop-up will highlight the invitation in the **Messages** panel, where you then can accept the invitation to join the conversation or to reject the invitation and remove the conversation from the panel.

Rejecting a conversation does not prevent officers or dispatchers from sending additional invitations to the same conversation.

Messages in Officer Mobile

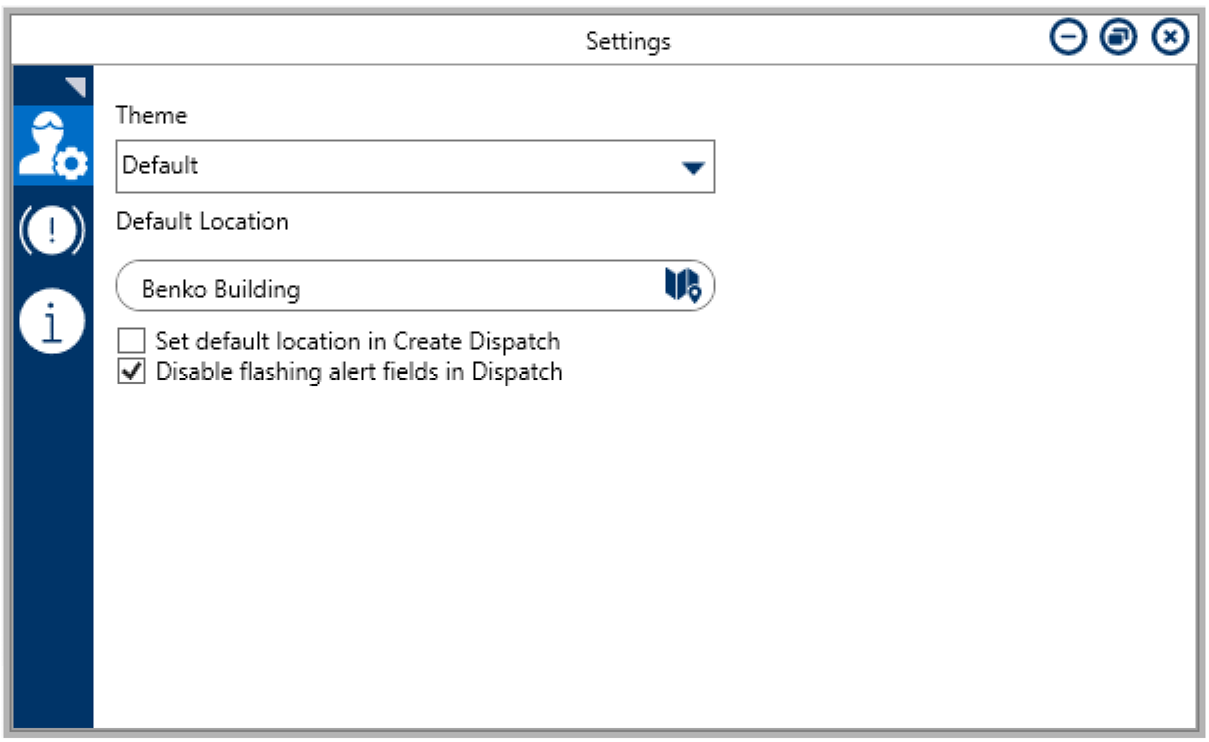
When an officer is assigned a task, he or she will be automatically added to a dispatch-related conversation. As more officers are assigned to tasks on the same dispatch, they will also be automatically added to the conversation.

Officers can send and receive messages and invitations for both dispatch-related and personal conversations. When the officer receives a new message or conversation invite, he or she will receive a push notification on their mobile device.

Account Settings

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

Any changes you make to your account settings, including your theme, default location, zoom level, and notification settings, are saved to your account and are restored every time you log into Dispatch, even when logging in on a different computer.



User Settings.

Change the Theme

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.

To select a theme:

1. Click **Settings** > **User Settings**.

2. Select **Default**, **Classic**, **High Contrast**, or **Resolver Theme** from the theme dropdown menu.

Select a Default Location & Zoom Level

Selecting a default location will determine the default location and zoom level of the **Map** panel when you sign into Dispatch or reset your layout, as well the zoom level of the map and default location in the **Location** field when creating a new dispatch.

> If you select an indoor location point as your default location, that indoor location's **master location** will be selected by default in the **Create Dispatch** and **Schedule Dispatch** panels. The master location will also be displayed on the **Map** panel, however, you can view the indoor locations saved to it by clicking the location pin.

To select a default location:

1. Click **Settings** > **User Settings**.

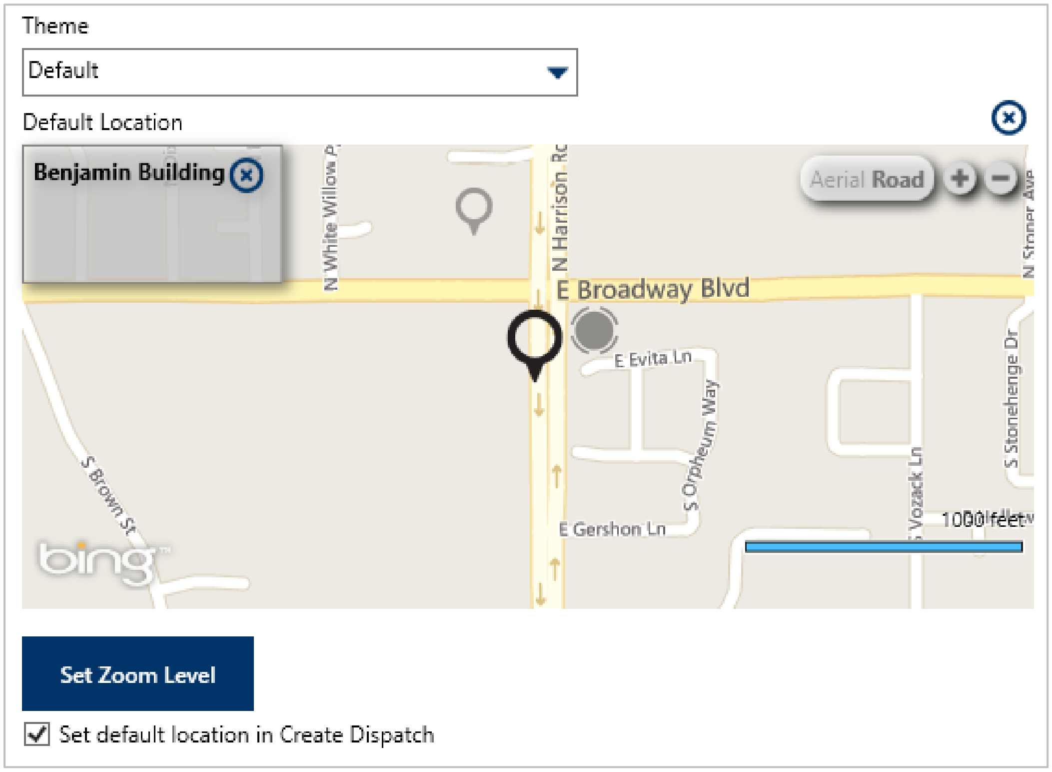
2. In **Default Location** field, enter search terms, then select the location from the search results or click the icon to view the map and select a location by clicking a location pin.

3. **Optional:** To set the zoom level of the map on the default location:

   a. Click the icon in the **Default Location** field.

   b. Zoom the map in or out by hovering your cursor over the map and using the scroll wheel on your mouse or by clicking the icons in the top-left of the map.

c. Click **Set Zoom Level.**



Setting the zoom level for a default location.

d. Click the ⊗ icon to return to the previous screen.

4. **Optional:** Select the **Set default location in Create Dispatch** checkbox if you want this location to be selected by default when creating new dispatches.

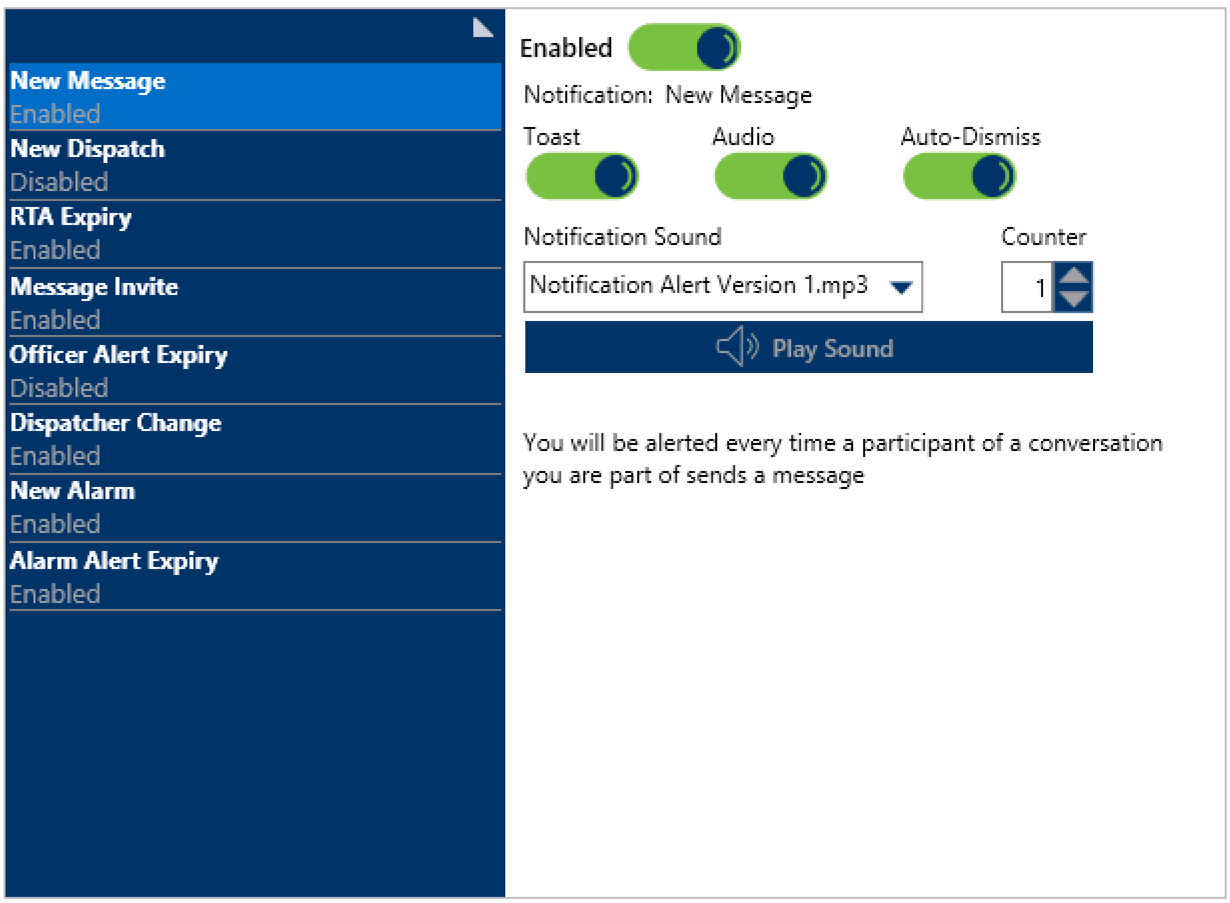
Your new default location will not be displayed on the **Map** panel until you've logged out then logged back in or reset the layout. To reset the layout, click your username at the top-right of the home screen, then click **Reset Layout**.

Disable Flashing Alerts

By default, expired visual alerts will flash in the **Dispatches** panel; however, selecting the **Disable flashing alert fields in Dispatch** checkbox in the **User Settings** will display these alerts without flashing colors.

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.

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**.

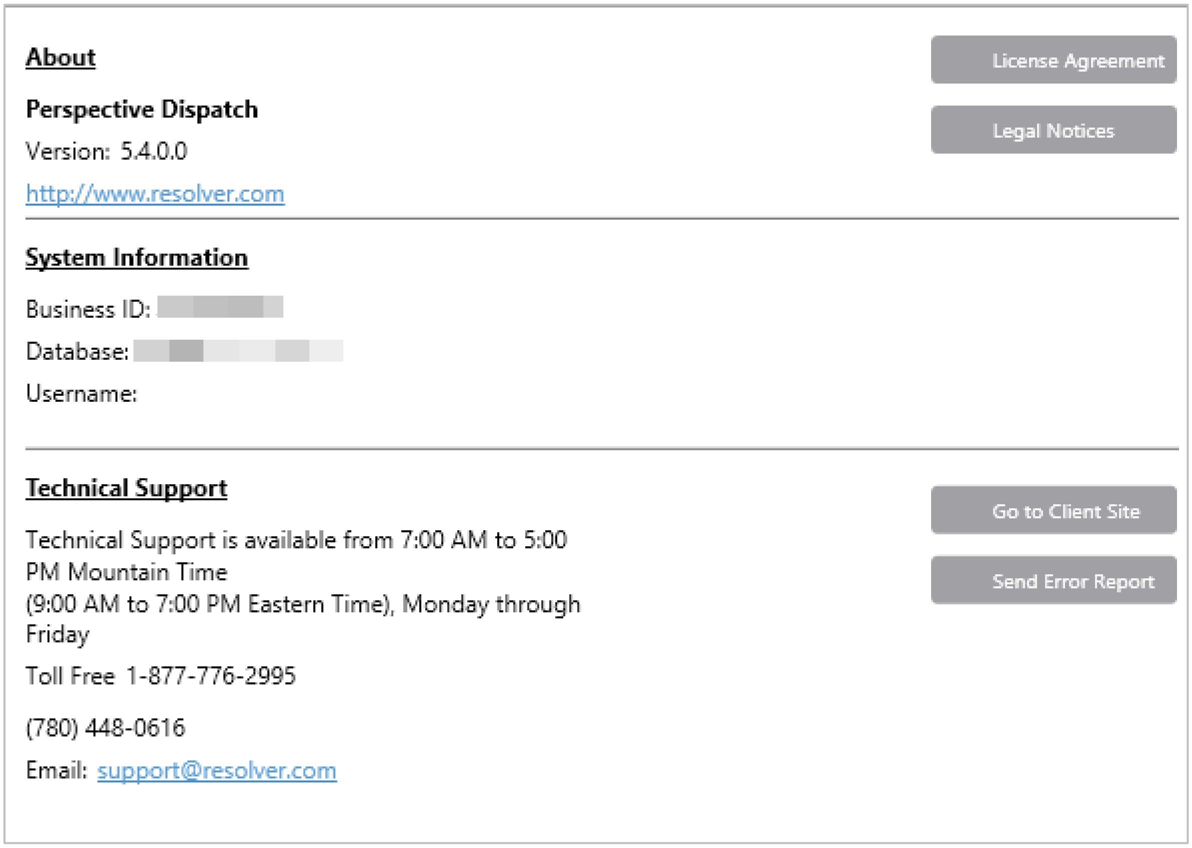
6. To change a notification's audio, select a sound from the **Notification Sound** dropdown, then click **Play Sound** to hear the sound.

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 Code	A 6-figure code assigned to a call category in Perspective that can be entered into the **Call Category** field of a new dispatch or in the Command Line. A Perspective administrator can provide you with a list of available call codes.
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.
Connect	A tool developed by Resolver that allows you to integrate third-party security systems to send event data to Dispatch. Depending on the settings, the events can automatically create new records in Dispatch, acknowledge in the source system that an event occurred, or close the event in the source system.
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.

TERM	DEFINITION
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 or notifications, 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 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.

TERM	DEFINITION
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 importance 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.
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.

TERM	DEFINITION
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.
Single Sign-on (SSO)	Login authentication that, if configured by a Perspective administrator, allows you to enter one set of credentials to access multiple Resolver desktop applications (Dispatch, Perspective, and/or Dashboard) without re-entering those credentials, as long as your session token (a temporary file that stores your credentials) remains active. The amount of time the session token is active is based on the settings of the SSO provider selected by your administrator, however, logging out of one Resolver application will end the session with all applications (e.g. if you click **Logout** in Dispatch, you will need to re-enter your login credentials to log into Perspective). Clicking the **X** at the top right of an application will keep your session token among the applications active.
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 or send mass notifications to 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**,

TERM	*DEFINITION*
Web Portal	An online reporting system that allows users with access to report incidents that will appear in Perspective as well as request the assistance of officers, which will then create a new dispatch. Administrators can also share important information to users, such as BOLOs (Be On the Lookout), announcements, and links.
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.

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Contact Information

Technical Support

Toll Free: 1-877-776-2995

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Email: information@resolver.com

Website: http://www.resolver.com