PERSPECTIVE DISPATCHLOG USER'S GUIDE

Version 5.10

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DispatchLog User's Guide by Resolver Inc.™

Version 5.10

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Notices and Intellectual Property Information

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Important Notes

This guide is for users running **DispatchLog only**, which is the built-in dispatching component for Perspective. If you're a DispatchLog administrator, see the Perspective Administrator's Guide for more information on configuring DispatchLog settings.

If you're running **Dispatch**, the separate application that works with Perspective, see the Dispatch User's Guide. If you're a Dispatch administrator, see the Dispatch Administrator's Guide for more information on configuring Dispatch settings.

Welcome to Perspective DispatchLog

Welcome to Perspective DispatchLog™, the built-in dispatching component of Perspective. DispatchLog provides a wide range of powerful dispatching functions. Combined with Perspective, DispatchLog embodies one of the most sophisticated and efficient cost-based dispatching and activity tracking methods. The DispatchLog console enables Security Departments to quickly create activities and dispatch personnel and agencies, while the Activity component in Perspective stores closed records of dispatched activities for further description and analysis.

As calls come in, you can use DispatchLog to complete the following important dispatching tasks:

- Easily track the category, priority, location, and timing of activities;
- Document officer and organization responses to and action requests for activities;
- Add persons, organizations, vehicles, and items involved in activities;
- Attach supplementary files to the current activities and log timely activity notes;
- Give activity-related assignments to other users;
- Bring officers on and off duty;
- Quickly dispatch officers and organizations to the current activities;
- Keep up-to-the-minute records on your officers' and organizations' activities and location;
- Review interactive lists of Standard Operating Procedures available for the activities' call categories, sites, and/or statuses;
- Send out mass notifications and/or email notifications in relation to activities;
- Clone activities and available officers and organizations;
- Schedule, copy, and implement future activities;
- Close activities.

As you close an activity in DispatchLog, it is transferred to the Activities section of the Data Forms in Perspective under its original Activity Number. The Activities component provides functionality to create new Activity records from scratch, as well as to efficiently maintain and monitor existing Activity records. In addition to the options provided in DispatchLog, in Perspective you can:

- Create new activities post factum and edit closed activities transferred from DispatchLog;

- Link an Activity record to another Activity or an Incident record;
- Refine records' control and workgroup visibility options;
- Review the sent mass and email notifications;
- Audit changes made to a record;
- Escalate activities to Incident records for investigation.

DispatchLog Read Only Rights

If your account has DispatchLog Read Only rights enabled, you'll only be able to view activity details and notes. All functions to add, edit, or delete information within DispatchLog will be unavailable.

Access Perspective DispatchLog

The DispatchLog module is built into Perspective's user interface. To start dispatching, log into Perspective and click on the **DispatchLog** banner located on the bottom Navigation toolbar along with the rest of the Perspective's components. A separate DispatchLog window will open with lists of the current and scheduled activities, available and assigned officers, and assigned organizations. For more information on logging into Perspective, see the Perspective User's Guide.

User Interface

The user interface of Perspective DispatchLog is determined by the following three tabs:

- **Start**: Main component where current activity creation, immediate dispatching, and updating of activity details takes place. The toolbar (Ribbon) contains the administrative, control, dispatching, as well as the activity creation, tracking, and manipulation functions **(1)**. The interface of the Start tab consists of the following three interactive panes:

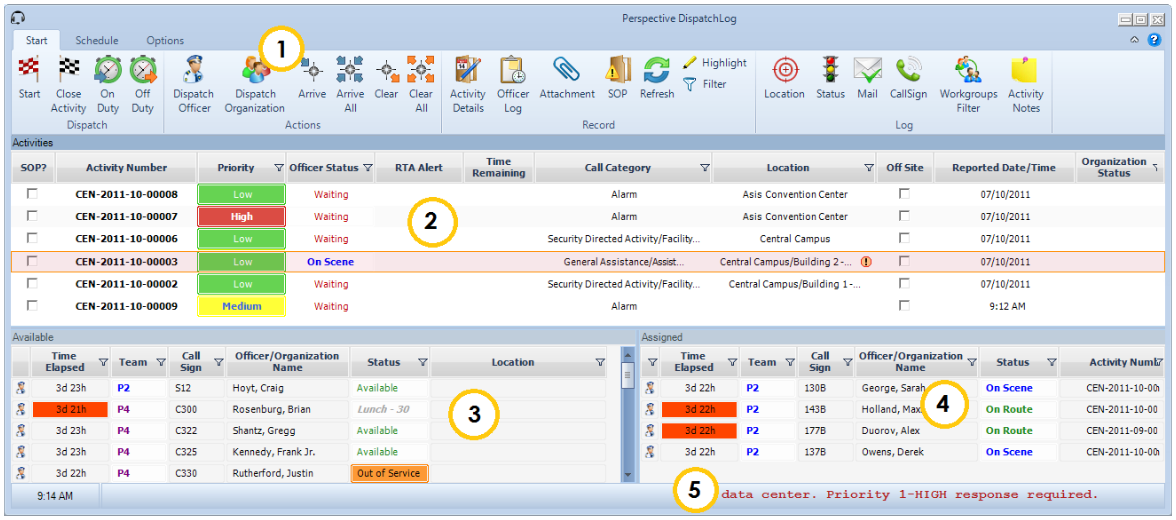
  ***Activities pane* (2)**: Displays a list of all current activities along with their *Activity Number*, *Priority*, *Location*, *Call Category*, *Reported Date/Time*, *Description*, *SOP*, and *Off Site* checkmarks, as well as the *Officer Status* and *Organization Status* of the resources that have last been dispatched for the activity, the *Regulated Time to Act Alert* time bar, and the *Time Remaining* timer. Under the Start tab, the Activities pane only displays activities that are set for today's dispatching.

***Available pane* (3)**: Displays a list of officers and organizations on duty that are currently available to take on new activities. Along with the *Officer/Organization Name*, the pane displays the resource's current *Location*, *Call Sign* (only for officers), *Team* (only for officers), *Status*, and the amount of *Time Elapsed* from the time when the current status has been allocated to the resource.

***Assigned pane* (4)**: Displays a list of officers and organizations on duty that have been dispatched for the current activities. The data listen on the pane are the same as on the Available pane, with an additional column for the dispatched *Activity Number.*

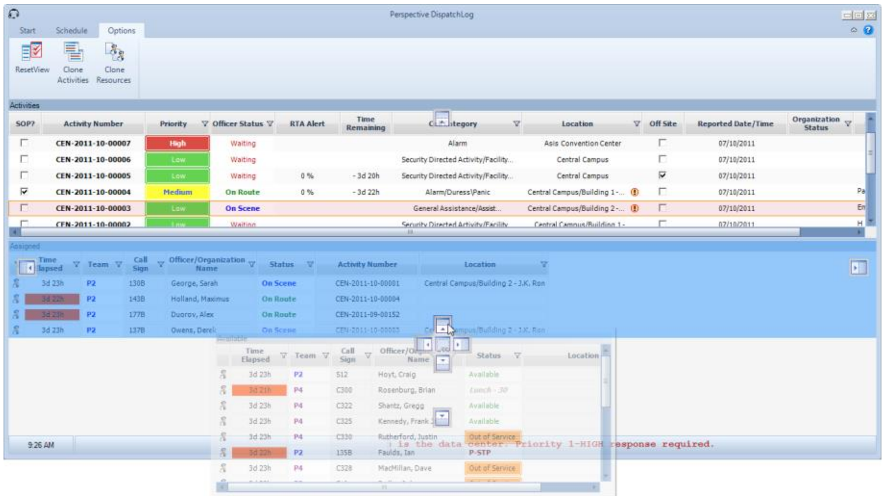
- **Schedule**: The component of DispatchLog that enables scheduling of new activities for the future with the help of the relevant toolbar functions (i.e., *Add*, *Edit*, *Delete*, *Copy*, *Refresh*, and *Start Now*). The only pane that gets activated under the Schedule tab is the Activities pane that can be populated with new Activity records. The Available and the Assigned panes appear grayed out and inactive. When the scheduled activity's due date and time matches the current date and time, it will automatically get transferred to the current activities list under the Start tab. Otherwise, you may choose to change the date of the dispatch or start the dispatch immediately.
- **Options**: The organizational component of DispatchLog that assists the dispatcher in managing large volumes of dispatch data. All the panes that would typically be active under the Start pane are also fully active here. However, the Options toolbar contains only three functions that perform the Clone Activities, Clone Resources, and Reset View functions. Cloning a pane would enable you to view the available data in separate windows in greater detail, and filter the specific information you want to concentrate on. If required, you may subsequently dock the resulting pane within the Options/Start tabs' interface and locate the referents of additional data contained in the pane on the other panes of DispatchLog.

At the bottom of the DispatchLog screen, you will notice the so-called **Status bar (5)** that contains the clock synchronized with the time set on your computer, and that may display the running text note set for the *Site* of the Activity record that you selected in the Activities pane.



You can build the DispatchLog interface according to your preferences, shifting the position of the panes on the screen, arranging them under tabs, and dragging them out of the dock. To achieve the optimal arrangement of panes within or outside of the window, follow the simple procedures outlined below:

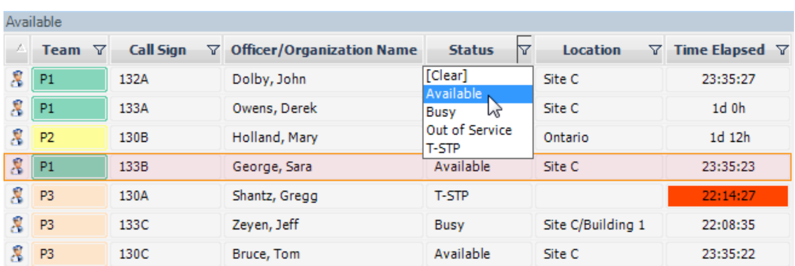
1. Drag the pane to its approximate desired location.
2. Select the exact positioning option from the set of position icons that appear on the screen. As you drag the pane to the icon, the system will mark the corresponding area where the pane will land if you drop it now.
3. If the blue area marks the position you wanted your pane to occupy, drop the pane. If not, drag the pane elsewhere.
4. To drag your pane out of the dock or dock it back into its previous location, double-click it.
5. To reset the arrangement of panes, open the **Options** tab and click the **Reset View** icon.
6. Click **OK** on the pop-up window to confirm the operation.



For your convenience, the panes are equipped with multiple filters that can be used to sort out a subgroup of entities that correspond to your desired criterion.

1. To display a subgroup of entities contained in the grid, click the filter icon that appears next to the header of your desired criterion (e.g., Status). A drop-down menu will appear that will list all the available values for the chosen criterion.

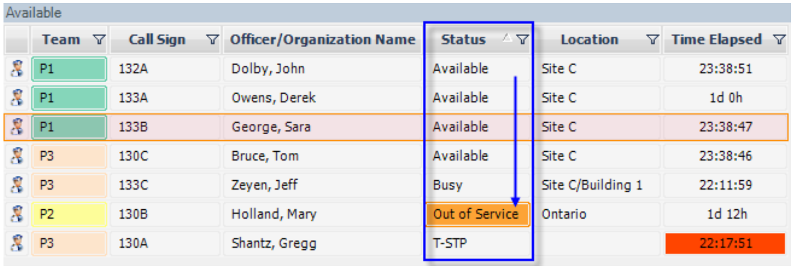
2. Select the specific value of interest for your criterion (e.g., Available). The grid will be automatically reduced to display just the entities that contain the value you selected (i.e., all officers and organizations that are available).


Available

Team	Call Sign	Officer/Organization Name	Status	Location	Time Elapsed
P1	132A	Dolby, John	[Clear]	Site C	23:35:27
P1	133A	Owens, Derek	Available	Site C	1d 0h
P2	130B	Holland, Mary	Busy	Ontario	1d 12h
P1	133B	George, Sara	Out of Service / T-STP / Available	Site C	23:35:23
P3	130A	Shantz, Gregg	T-STP		22:14:27
P3	133C	Zeyen, Jeff	Busy	Site C/Building 1	22:08:35
P3	130C	Bruce, Tom	Available	Site C	23:35:22

3. To remove the filter, click the corresponding filter icon again and select **[Clear]**.

4. To sort the entities alphabetically based on one of the grid headers, click on the header. The arrow next to the header will indicate the sorting direction (i.e., ascending or descending).


Available

	Team	Call Sign	Officer/Organization Name	Status	Location	Time Elapsed
	P1	132A	Dolby, John	Available	Site C	23:38:51
	P1	133A	Owens, Derek	Available	Site C	1d 0h
	P1	133B	George, Sara	Available	Site C	23:38:47
	P3	130C	Bruce, Tom	Available	Site C	23:38:46
	P3	133C	Zeyen, Jeff	Busy	Site C/Building 1	22:11:59
	P2	130B	Holland, Mary	Out of Service	Ontario	1d 12h
	P3	130A	Shantz, Gregg	T-STP		22:17:51

To update the contents of all the panes with the current state of the entire data set, click the **Refresh** icon located on the top toolbar.

Navigating the program commands

The program commands displayed on the DispatchLog toolbars can be accessed via icons or through keyboard shortcuts. If the function refers to a specific activity/officer/organization, you will first need to select the corresponding entity from one of the panes, and then click the icon or press the required combination of keys.

Note: *If you have DispatchLog Read Only rights, all functions, except for viewing activity details and notes will be unavailable.*

Icon	Program Command	Selected Entity	Shortcut Key(s)
	Start a new activity	Activity	Ctrl + S
	Close an activity	Activity	Ctrl + O
	Bring an officer on duty	—	F8
	Bring an officer off duty	Available Officer	F9
	Dispatch an officer	Available Officer	Ctrl + D
	Dispatch an organization	Activity	Ctrl + B
	Update an officer's/organization's Status to "On Scene"	"On Route" Officer/Organization	F2

	Clear an officer/organization from the selected activity	Officer/Organization	F3
	Clear all officers and organizations from the selected activity	Activity	Ctrl + L
	Update all officers' and organizations' statuses to "On Scene" for the selected activity	Activity	Ctrl + A
	Display activity details	Activity	F6 or Enter
	Display officer log	Officer/—	F7
	Add an attachment to the selected activity	Activity	Ctrl + T
	Display the associated Standard Operation Procedures	Activity	Ctrl + P
	Refresh the screens	—	F5
	Highlight assigned officers/organizations for the selected activity only	Activity	Ctrl + H
	Display assigned officers/organizations for the selected activity only	Activity	Ctrl + F
	Prevent an SOP popup window from appearing.	—	—
	Update an officer's/organization's Location	Officer/Organization	Ctrl + I
	Update an officer's/organization's Status	Officer/Organization	Ctrl + K
	Email a basic Activity record	Activity	Ctrl + M
	Update an officer's Call Sign	Officer	Ctrl + E
	Display activities filtered by specific workgroup(s)	—	Ctrl + W
	Add activity notes	Activity	Ctrl + N

	Add a new scheduled activity	—	Ctrl + 1
	Edit a scheduled activity	Scheduled Activity	Ctrl + 2
	Delete a scheduled activity	Scheduled Activity	F11 Ctrl + 3
	Copy a scheduled activity	Scheduled Activity	Ctrl + 4
	Start a scheduled activity and move it to the Start tab.	Scheduled Activity	Ctrl + 5
	Reset the current panels' layout to default	—	Ctrl + R
	Clone activities for a separate window display and filtering	—	Ctrl + X
	Clone resources for a separate window display and filtering	—	Ctrl + U

Create and Manage an Activity

Start a New Basic Activity Record

1. To start a new current activity, select the **Start** tab.

2. Click the **Start** icon on the toolbar. The blank Activity Details form will open.

3. Select the **Reported Date/Time** for the activity. By default, the field will display the current date and time. If you input a future date or time in the field, the activity will be automatically categorized as a scheduled activity and transferred to the Schedule tab upon saving.

4. Enter the full call code in the **Code** field. Based on the code entered, the activity details will populate the rest of the fields in the section. Alternatively, select the activity specifications individually using the hierarchical **Level 1**, **Level 2**, and **Level 3** lookups, and let the system calculate the proper values for the Code and Priority fields.

5. Using the **Priority** lookup, you may overwrite the default priority value set for the call category selected in the previous step.

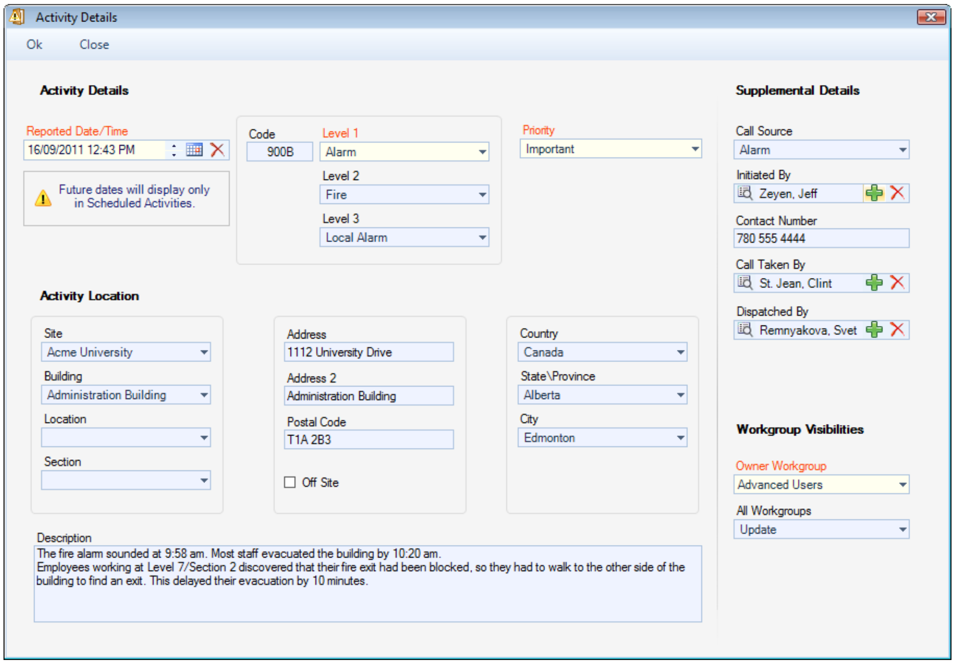
    - The Priority will go back to its default (even if you have clicked Save), if you tab from the Code field to the Level 1 field. However, navigating from Code to Level 1 with your mouse pointer will not change your selections. For this reason, avoid using the Tab button on your keyboard when going from the Code field to the Level 1 field.

    - If the Level 1 Call Category you have selected does not have a Priority default, tabbing from Code to Level 1 (even if you have clicked Save), will cause the Priority to disappear. For this reason, avoid using the Tab button on your keyboard when going from the Code field to the Level 1 field.

6. Indicate the precise activity location using the **Site**, **Building**, **Location**, and **Section** lookups. Depending on your Perspective setup, the system will either populate the address fields with the corresponding default address of the specified location stored in the database, or require you to enter the address manually.

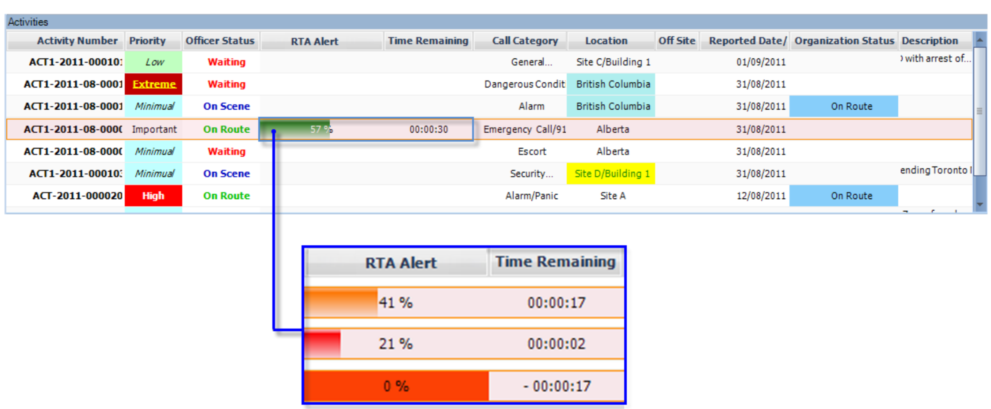
- If the location specified for the Activity record has associated Site Notes set in the Administration component of Perspective, every time you select the Activity record on the Activities pane in DispatchLog, the Status bar will display the running Site Notes.

7. If the activity took place off site, check the **Off Site** box.
8. In the **Description** text field, enter a detailed description of the activity.
9. Select the means of receiving the call from the **Call Source** lookup (e.g., Phone, Alarm).
10. Click on the Add icons and select the names of the following responsible persons:
    - **Initiated By**—The person who initiated the call and provided basic information for creation of the activity. Enter the initiator's **Contact Number** in the field below.
    - **Call Taken By**—The person who is responsible for recording the call. By default, the call taker is the person who creates the original Activity record.
    - **Dispatched By**—The person who dispatches an officer/organization for the activity. By default, the dispatcher is the person who first started to assign officers/organizations.
11. Under Workgroup Visibilities, specify the name of the workgroup that is responsible for the activity in the **Owner Workgroup** field.
12. From the **All Workgroups** lookup, select the rights that are assigned to all other workgroups in relation to the created activity (e.g., None, Update, or Read).
13. Click **OK** to save the activity in the Activities pane under a distinctive Activity Number, with the Officer and the Organization Status both set to "Waiting".



14. If the created activity's specifications imply associated Standard Operation Procedures (SOP), the SOP window will pop up as soon as you click OK. For further details, see the Review the Activity's Standard Operating Procedures chapter.

15. If your system's setup includes a Regulated Time to Act (RTA) alert for the activities that match the type you just created, the **Time Remaining** cell for the activity will start counting the time attributed for the dispatcher to act on the activity. This may demand from the dispatcher to dispatch an officer or an organization for the activity, or to change the status or location of a resource or the activity. The amount of time left is also reflected in the color of the **RTA Alert** decreasing time bar. Once the time is up, the timer will start to count the time that has passed after the RTA reached 0%, and the RTA bar will flash red.



16. To attach supplemental information to the basic Activity record, including the details of responses, requests, involvements, attachments and assignments, double-click the Activity record **or** single-click the activity to highlight it, then click **Activity Details** or press **Enter** on your keyboard. The Activity record will contain additional tabs that can be used to create a complete activity, which is comparable to the records created in Perspective's Activity component, within the DispatchLog module. For further details, please refer to the rest of the sections contained in the "Create and Manage an Activity" chapter.

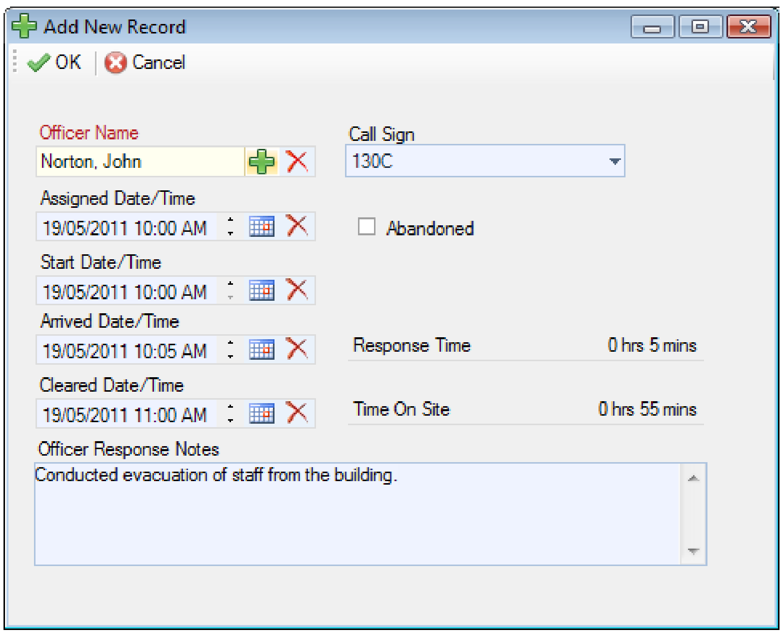
Record an Officer's Response to an Activity

This section will introduce an additional method of documenting past officers' responses to an Activity record. On the surface, it is a concise way of recording the whole dispatch process of multiple officers for a single activity, as described throughout the Dispatch an Officer for an Activity**,** Update an Officer's/Organization's Status, View or Update an Officer's/Organization's Location, Update an Officer's Call Sign, Abandon an Activity Record, and Clear an Officer/Organization from an Activity chapters.

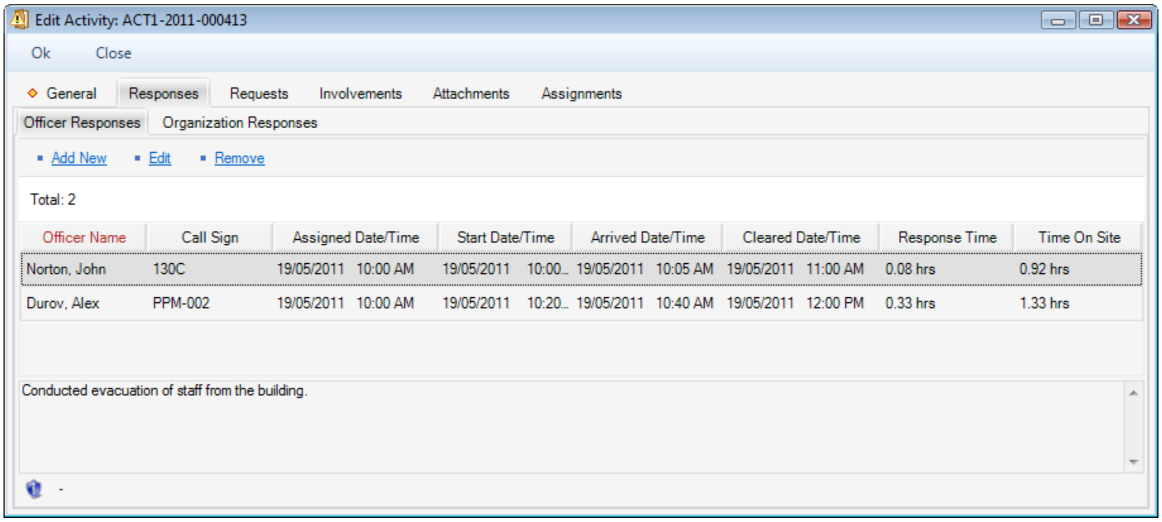
1. Double-click the Activity record you want to edit, or select it on the Activities pane and click **Activity Details**.
2. Select the **Responses** tab.
3. Open the **Officer Responses** sub-tab.
4. Click **Add New**. A pop-up window will open.
5. Select the responding officer's record from the **Officer Name** pick list.
6. The **Call Sign** field will auto-populate with the selected officer's call sign abbreviation.
7. Track the temporal progress of the officer's response specifying the following time points:
   - **Assigned Date/Time**—The date and time when the officer was dispatched for the activity.
   - Check the **Abandoned** box if the officer has been assigned to the activity, but did not manage to carry out the response tasks due to reassignment for another activity or the fact that they did not arrive at the site of the activity.

- **Start Date/Time**—The date and time when the officer started to respond to the activity.
- **Arrived Date/Time**—The date and time when the officer arrived on the activity's site.
- **Cleared Date/Time**—The date and time when the officer completed the activity and vacated the site.

8. Once the appropriate dates and times have been entered, the system will calculate how long it took the officer to respond (**Response Time**) and how long they remained on site (**Time On Site**).
9. Enter any additional information about the officer's response in the **Officer Response Notes** text box.



10. Click **OK**. The new officer's response entity will be saved as an entry in the Officer Responses grid.
11. Click **OK** on the activity's form to save the changes made to the record.



Record an Organization's Response to an Activity

This section will introduce an additional method of documenting past organizations' responses to an Activity record. On the surface, it is a concise way of recording the whole dispatch process of multiple organizations for a single activity, as described throughout the Dispatch an Organization for an Activity, Update an Officer's/Organization's Status, View or Update an Officer's/Organization's Location, Abandon an Activity Record, and Clear an Officer/Organization from an Activity chapters.

1. Double-click the Activity record you want to edit or select it on the Activities pane and click **Activity Details**.
2. Select the **Responses** tab. Then, open the **Organization Responses** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Select the responding organization's record from the **Organization** pick list. If the Organization record does not already exist, use the Quick Add function to create one.
5. The **Organization Name** field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.
6. To add the organization's logo to the record, click the Add icon in the image box.
7. Locate the image file in the browser window and click **Open**.

8. Specify the category of the organization's response (e.g., Emergency Service, Responding Service/Agency, Indirectly Involved) by selecting a description from **Involvement Type**.

9. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.

10. Select the applicable **Organization Type** from the lookup list.

11. Specify the mode by which the organization has been notified of the activity in the **Notified By** lookup list.

12. If there is any documentation associated with the organization's response to the activity (e.g., a work order), note the associated tracking number in the **Reference Number** field.

13. Select the name of the organization's primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

14. Enter the contact person's phone number under **Contact Phone**.

15. Select the record of the person in the organization who responded to the activity from the **Responding Person** pick list and the record of the person who called the organization from the **Notified By Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

16. Track temporal progress of organization response by specifying the following time points:

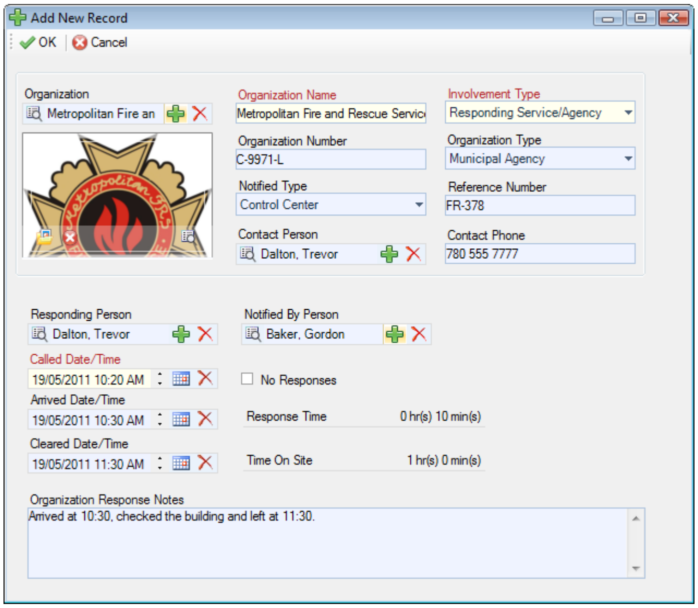
    - **Called Date/Time**—The date and time when the organization was contacted about the activity. Check the **No Responses** box if the organization did not respond.

    - **Arrived Date/Time**—The date and time when the organization arrived on site.

    - **Cleared Date/Time**—The date and time when the responding organization vacated the site after having had completed the response.

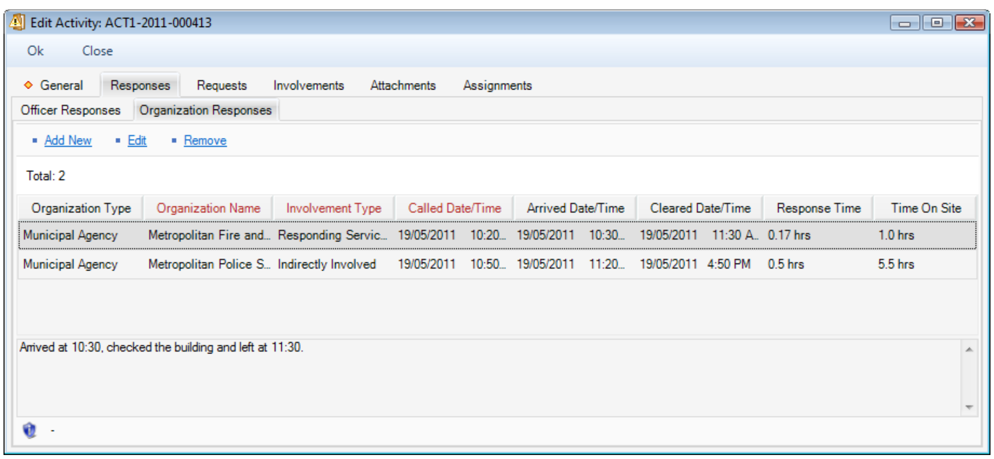
17. Once the appropriate dates and times are entered, the system calculates how long it took the organization to respond (**Response Time**) and how long they remained on site (**Time On Site**).

18. Enter any additional information about the organization's response in **Response Notes**.



19. Click **OK**. The new organization's response entity will be saved as an entry in the Organization Responses grid.

20. Click **OK** on the activity's form to save the changes made to the record.



Note an Action Request for an Activity

1. In order to document an action request for an activity, double-click the Activity record, or select it on the Activities pane and click **Activity Details**.

2. Select the **Requests** tab.

3. Click **Add New**. A pop-up window will open.

4. Select the requested organization's record from the **Organization** pick list. If the corresponding Organization record does not already exist, use the Quick Add function to create one.

5. The **Organization Name** field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.

6. To add the organization's logo to the record, click the Add icon in the image box.

7. Locate the image file in the browser window and click **Open**.

8. Specify the type of services offered by the requested organization selecting a description from the **Involvement Type** lookup list.

9. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.

10. Select the applicable **Organization Type** from the lookup list.

11. Specify the mode by which the action has been requested in the **Notified Type** lookup list (e.g., via Perspective DispatchLog, Investigator, or Control Center).

12. Note the organization's associated **Reference Number**.

13. Select the name of the requested organization's primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

14. Enter the contact person's phone number under **Contact Phone**.

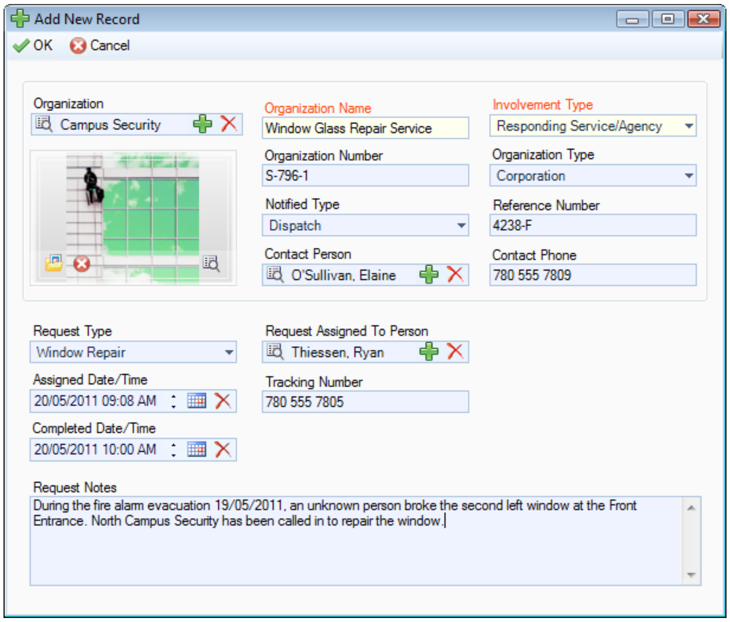
15. Choose the appropriate description for the requested action (e.g., Maintenance, Escort, Window Repair) from the **Request Type** lookup list.

16. Select the record of the person who has been administered the request from the **Request Assigned To Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

17. Enter the date and time the request was made in the **Assigned Date/Time** field.

18. When the action is complete, input the **Completed Date/Time**.

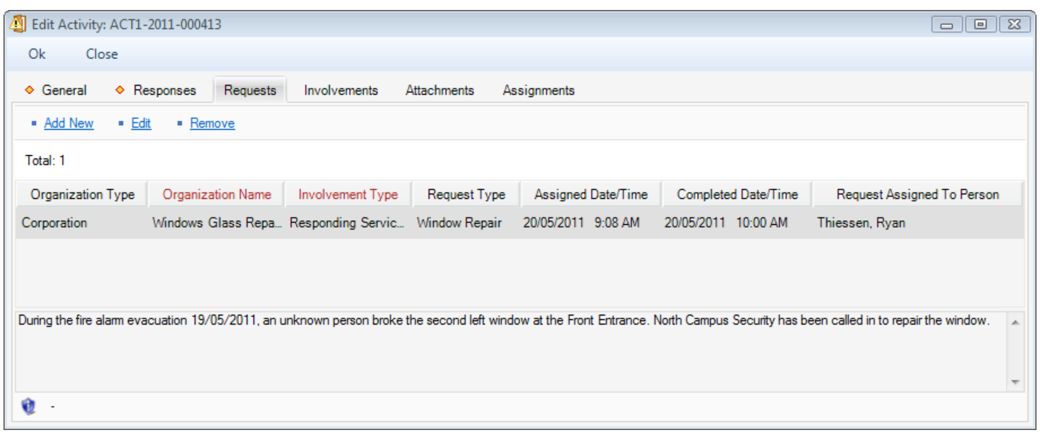
19. If there is a tracking or other ID number assigned to the action request, enter it in the **Tracking Number** field.



20. Enter any additional **Request Notes**.

21. Click **OK**. The new action request entity will be saved in the Organization Responses grid.

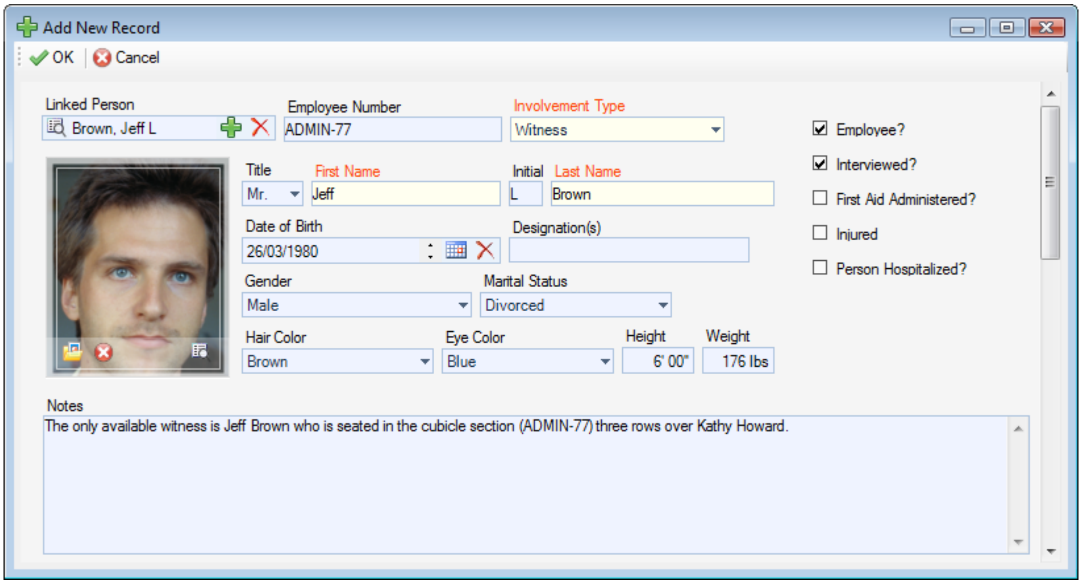
22. Click **OK** on the activity's form to save the changes made to the record.



Add Persons Involved in an Activity

Note General Details of an Involved Person

1. In order to add an involved person to an Activity record, double-click the record or select it on the Activities pane and click **Activity Details**.
2. Select the **Involvements** tab.
3. Click the **Persons** sub-tab.
4. Click **Add New**. A pop-up window will open.
5. Select the involved person's record from the **Linked Person** pick list. If a Person record does not already exist for this individual, use the Quick Add function to create one.
6. The **First Name** and **Last Name** fields will now automatically populate with the linked person's name. Depending on the data available, some additional fields may also populate with information drawn from the linked person's record.
7. From the **Involvement Type** lookup list, choose the appropriate description.
8. Enter the person's **Initial**, **Title** (e.g., Mr.) and **Designation** (e.g., Chartered Accountant).
9. Specify the involved person's **Date of Birth**, **Gender**, and **Marital Status**.
10. Identify the person's physical characteristics, including **Hair Color**, **Eye Color**, **Height**, and **Weight**.
11. If the person is an employee of your organization, check the **"Employee?"** box and enter the **Employee Number**.
12. If the person was interviewed regarding the occurrence, check the **"Interviewed?"** box.
13. If the person received first aid, or was injured or hospitalized as a result of the occurrence, check the **"First Aid Administered?"**, **Injured**, and/or **"Person Hospitalized?"** boxes.
14. Enter notes about the person's involvement in the occurrence in the **Notes** text box.
15. To add a photo of the involved person to the record, click the Add icon in the image box.
16. Locate the image file in the browser window and click **Open**.
17. Click **OK** to save the involved person's sub-record.

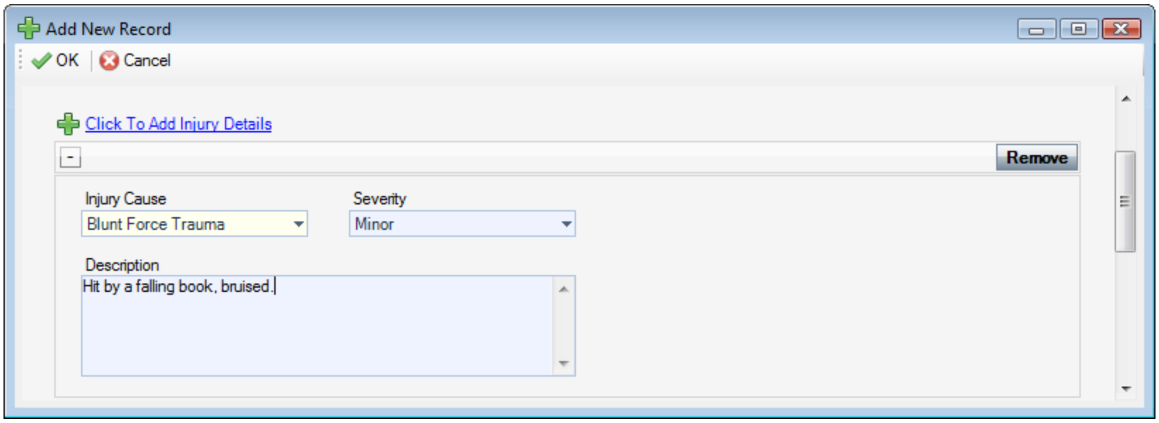


Add the Involved Person's Clothing Details

1. Open the saved involved person's sub-record.
2. Open the **"Click to Add Clothing Details"** link.
3. Choose the **Clothing Type** and **Color** from the lookup lists.
4. Enter a detailed description of the item in the **Description** box.
5. Click **OK**, and repeat for as many articles of clothing as necessary.

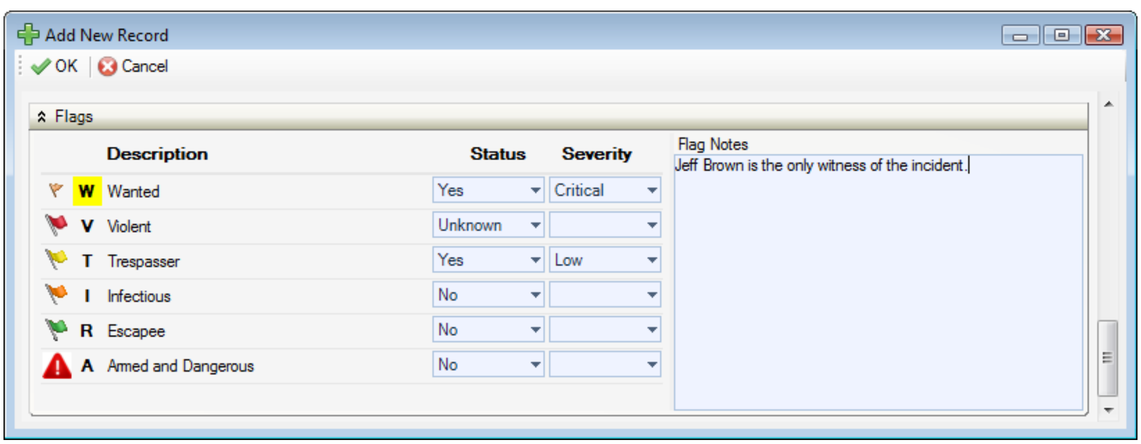
Record the Involved Person's Sustained Injuries

1. Open the saved involved person's sub-record.
2. Open the **"Click to Add Injury Details"** link.
3. Specify the **Injury Cause** and **Severity**.
4. Include a detailed description of the injury in the **Description** text box.
5. Click **OK**, and repeat for as many injury entities as necessary.

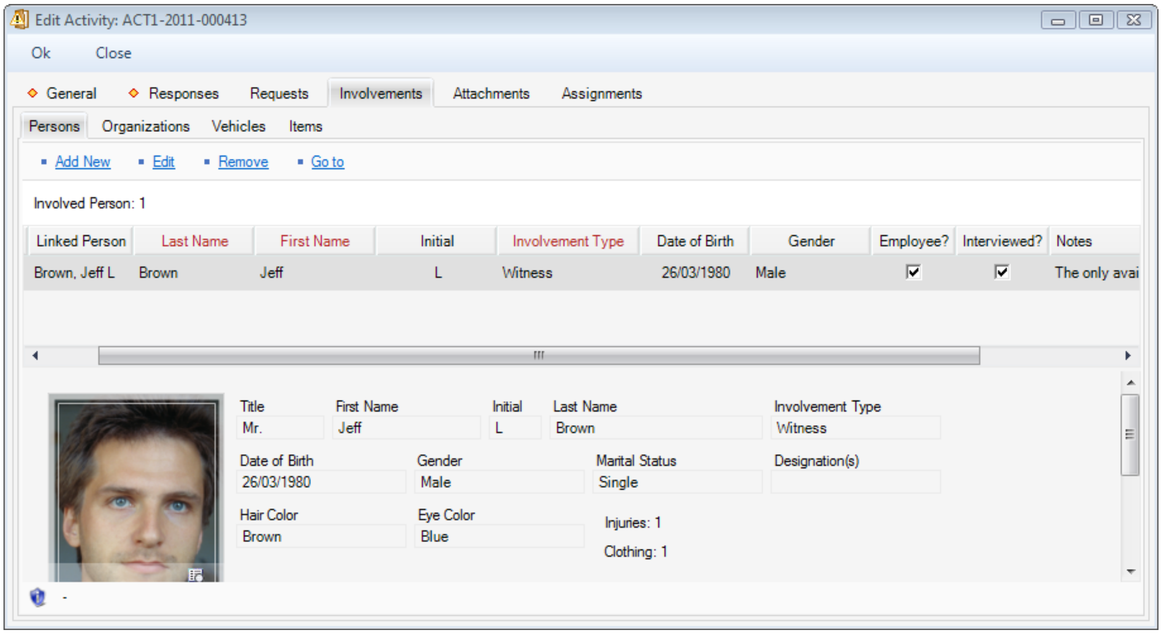


Flag the Involved Person

1. Open the saved involved person's sub-record.
2. In the **Flags** section, specify the **Status** (i.e., Yes, No, or Unknown) as well as the **Severity** of each flag (e.g., Critical, High, Low). Flags may include such descriptions, as Trespasser, Violent, Infectious, Escapee, Wanted, etc.
3. Enter comments in the **Flag Notes** section.
4. Click **OK**.



5. Click **OK** on the activity's form to save the changes made to the record.



Add Organizations Involved in an Activity

1. In order to add an involved organization to an Activity record, double-click the record or select it on the Activities pane and click **Activity Details**.

2. Select the **Involvements** tab.

3. Click the **Organizations** sub-tab.

4. Click **Add New**. A pop-up window will open.

5. Select the involved organization's record from the **Linked Organization** pick list. If an Organization record does not already exist, use the Quick Add function to create one.

   - The **Organization Name** field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.

6. Specify how the organization became involved in the occurrence by selecting a description from the **Involvement Type** lookup list.

7. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.

8. Select an **Organization Type** from the lookup list.

9. Specify the means by which the organization has been notified of the occurrence in the **Notified By** lookup list.

10. If there is any documentation associated with the organization's involvement in the occurrence (e.g., a work order), note the associated tracking number in the **Reference Number** field.

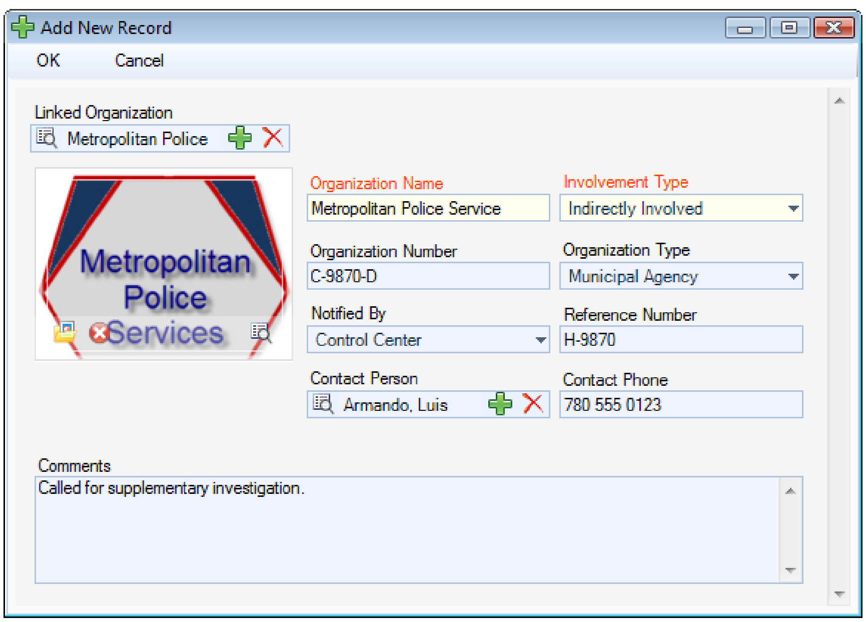
11. Select the name of the organization's primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

12. Enter the contact person's phone number under **Contact Phone**. Ensure that you use a consistent format when entering phone numbers.

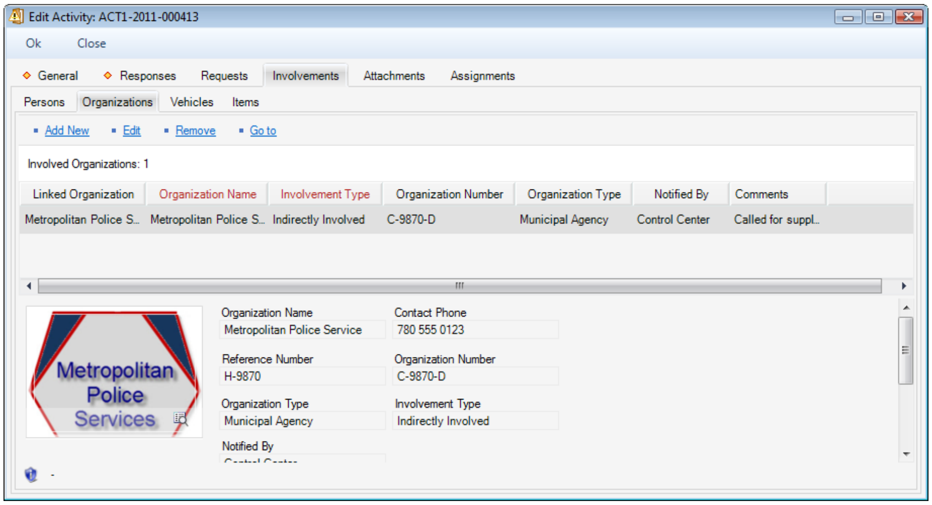
13. Enter notes in the **Comments** box.

14. To add the organization's logo to the record, click the Add icon in the image box.

15. Locate the image file in the browser window and click **Open**.



16. Click **OK** on the activity's form to save the changes made to the record.



Add Vehicles Involved in an Activity

1. In order to add an involved vehicle to an Activity record, double-click the record or select it on the Activities pane and click **Activity Details**.
2. Select the **Involvements** tab.
3. Click the **Vehicles** sub-tab.
4. Click **Add New**. A pop-up window will open.
5. Select the involved vehicle from the **Linked Vehicle** pick list. If a Vehicle record does not already exist, use the Quick Add function to create one.
6. The **License Plate** field will now automatically populate with the linked vehicle's license plate number. Depending on the data available, some additional fields may also populate with information drawn from the linked vehicle's record.
7. Indicate how the vehicle became involved in the occurrence by selecting a description from the **Involvement Type** lookup list.
8. Select the most appropriate description of the vehicle's current status from the **Disposition** lookup list (e.g., Seized, Stolen, Released to Owner).
9. Specify the vehicle's **Year**, **Make**, **Model**, **Style**, and **Color**. Your selection in the Model field will depend on the value recorded in the Make field.

10. If known, enter the vehicle's **VIN** and approximate **Vehicle Value**.

11. If the vehicle belongs to your organization, check the **"Company Vehicle?"** box.

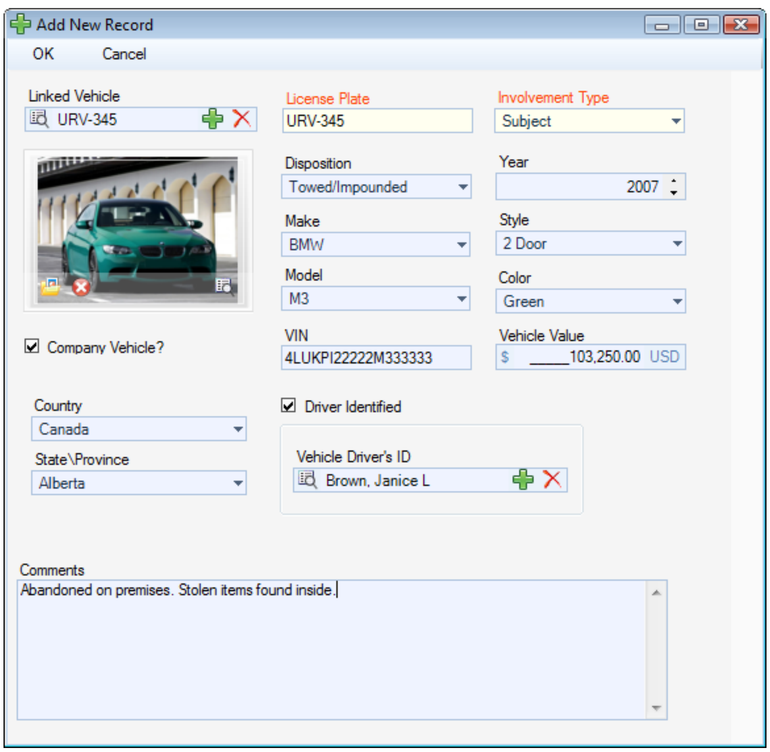
12. If known, indicate where the vehicle's license plate is registered in the **Country** and **State/Province** fields.

13. If the vehicle's driver was identified, check the **Driver Identified** box. Then, select the driver's name from the **Vehicle Driver** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

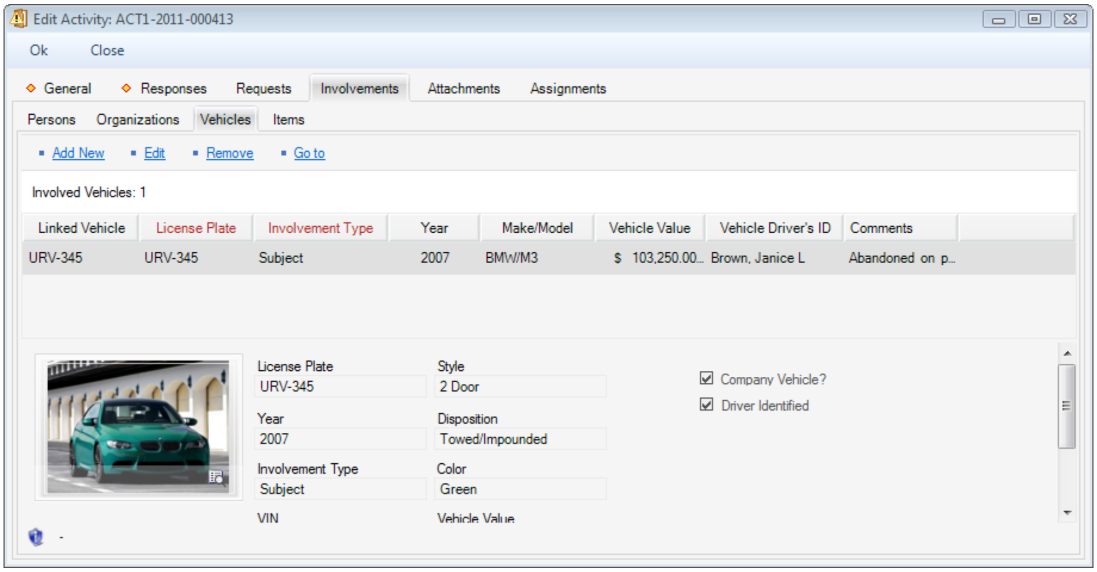
14. Enter any applicable notes under **Comments**.

15. To add a photo of the vehicle to the record, click the Add icon in the image box.

16. Locate the image file in the browser window and click **Open**.



17. Click **OK** on the activity's form to save the changes made to the record.



Add Items Involved in an Activity

1. In order to add an involved item to an Activity record, double-click the record or select it on the Activities pane and click **Activity Details**.
2. Select the **Involvements** tab.
3. Click the **Items** sub-tab.
4. Click **Add New**. A pop-up window will open.
5. Select the involved item's name from the **Linked Item** pick list. If an Item record does not already exist, use the Quick Add function to create one.
   - The **Item Name** field will now automatically populate with the linked item's name. Depending on the data available, some additional fields may also populate with information drawn from the linked item's record.
6. If known, enter the serial or ID number of the item in the **Serial Number** field.
7. Select the most appropriate description of the item's current status from the **Disposition** lookup list (e.g., Seized as Evidence, Destroyed, Returned to Owner).
8. Enter the item's exact or estimated value in the **Item Value** field.

9. If applicable, check the **"Item is Evidence?"** box.

10. Identify the general classification of the item by making selections from the **Item Category** and **Item Type** lookup lists. These fields are hierarchical.

11. Specify the **Item Make** and **Item Model**. These fields are hierarchical.

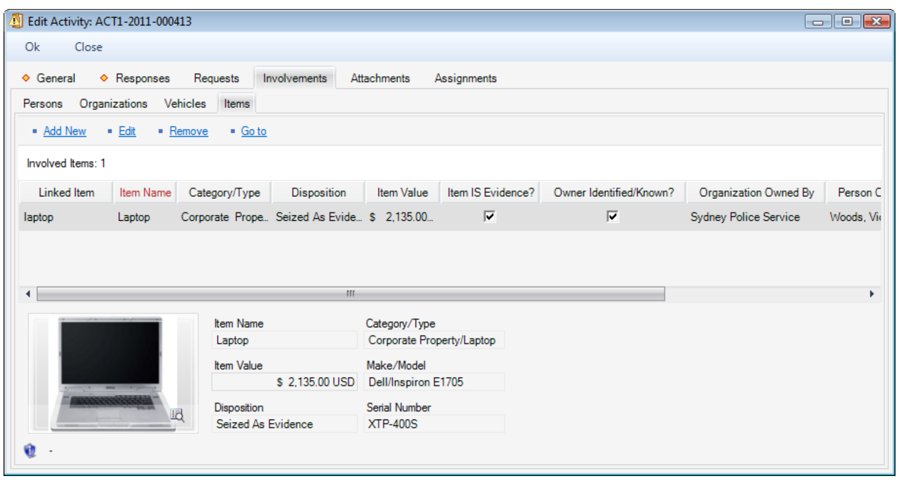
12. If the item's owner is known, check the **"Owner Identified/Known?"** box. Then, select the name of the organization or person that owns the item from either the **Organization Owned By** or **Person Owned By** pick lists. If an Organization or a Person record does not already exist, use the Quick Add function to create one.

13. Add comments about the item in the **Notes** field.

14. To add a photo of the item to the record, click the Add icon in the image box.

15. Locate the image file in the browser window and click **Open**.

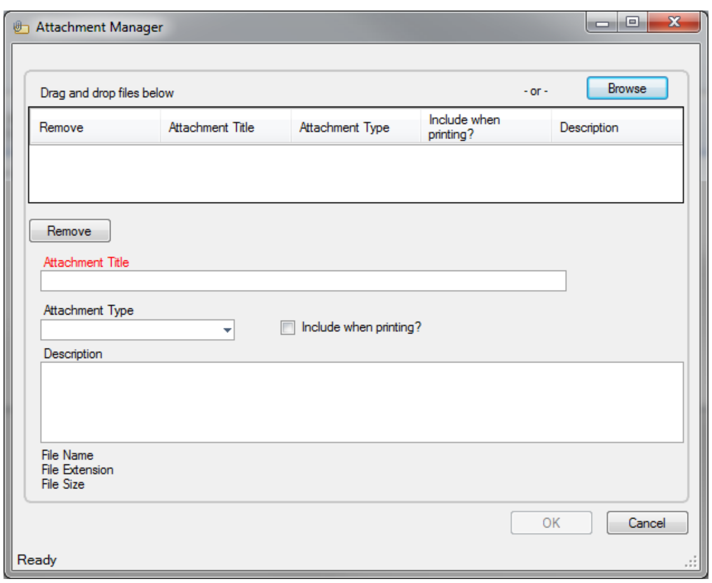
16. Click **OK** on the activity's form to save the changes made to the record.



Add an Attachment to an Activity Record

There are three ways to add attachments to an activity. The first way is via the **Activity Details** option, the second way is via the **Attachment** option, and the third way is by dragging a file you want to attach with the mouse to the relevant Activity record. The former option provides an opportunity to view any of the attached files, if required. The latter option is the quickest option, as it immediately transfers you to the step 3, skipping the first two formal steps of the other options.

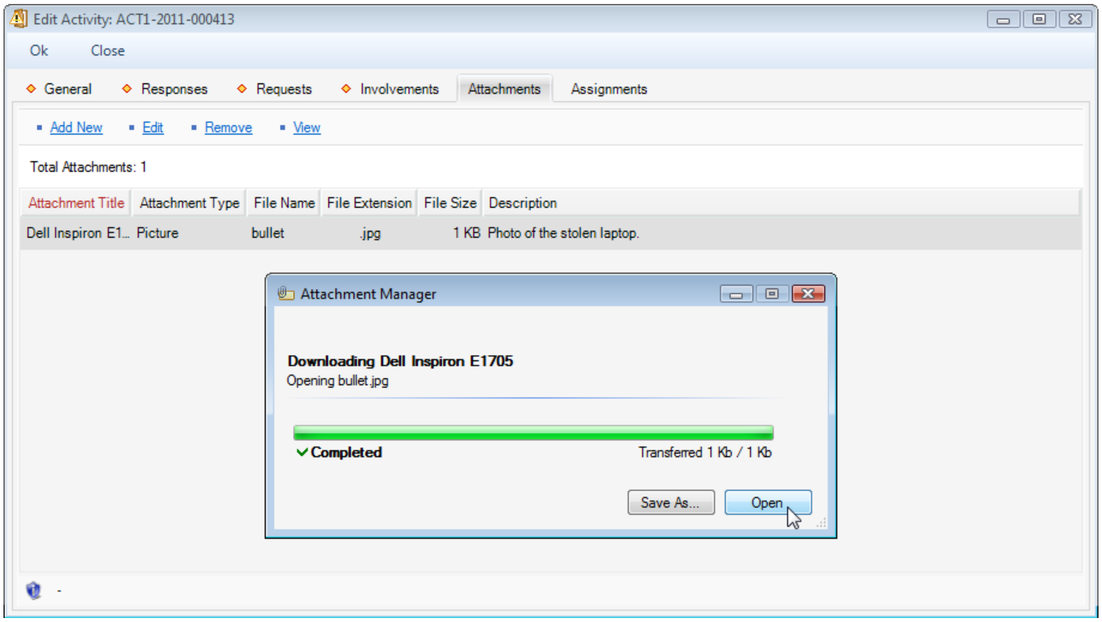
1. In order to add an image, media file, or a document to an Activity record, select the record on the Activities pane and either click **Activity Details**, open the **Attachments** tab and click **Add New**, or click **Attachment**. *If you prefer a quicker option, drag the file you want to attach to the Activity record on the Activities pane.* A pop-up window will open.
2. Add attachments by either dragging and dropping, or clicking **Browse**.
3. For each attachment:
   a. The **Attachment Title** field will automatically populate with the name of the attached file. If necessary, modify the name.
   b. From the **Attachment Type** lookup list, select the appropriate designator for the attachment (e.g., Document, Picture, Video, Voice Recording).
   c. Give an overview of the attachment in the **Description** text box.
   d. For image files (e.g., .bmp, .gif, .jpg, .png), check the **"Include when Printing?"** box to have a copy of the image included with every print-out of the record.
   e. Click **Remove** to remove any unwanted attachments.
4. Once finished working with attachments, click **OK**.



7. To preview an attachment, ensure the attachment is highlighted in the grid and click **View**.

8. Once the attachment is loaded, click **Open**. The attachment file will open in a separate window.

9. Close the window to return to the record.



Give an Activity-Related Assignment

1. In order to give an activity-related assignment to another user, select the Activity record on the Activities pane and click  **Activity Details**.

2. Open the **Assignments** tab and click **Add New**. A pop-up window will open.

3. Choose the applicable option from the **Assignment Type** lookup list.

   - By default, your name will appear in the **Assigned By Person** field. If you are not the person who created the assignment, select the applicable person from the pick list.

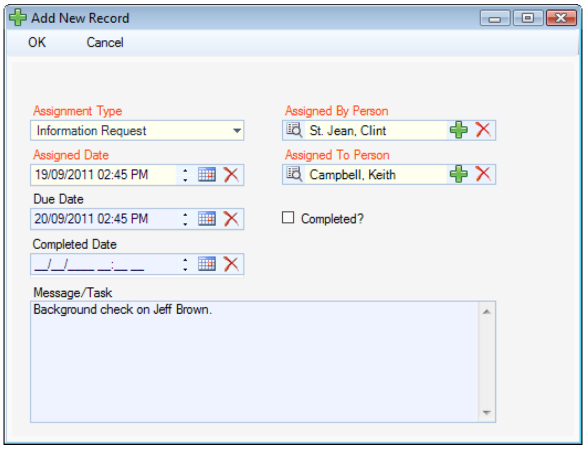
4. Select the user who must complete the assignment from the **Assigned To Person** pick list.

5. Complete the **Assigned Date**, and enter the date the assignment must be completed under **Due Date**.

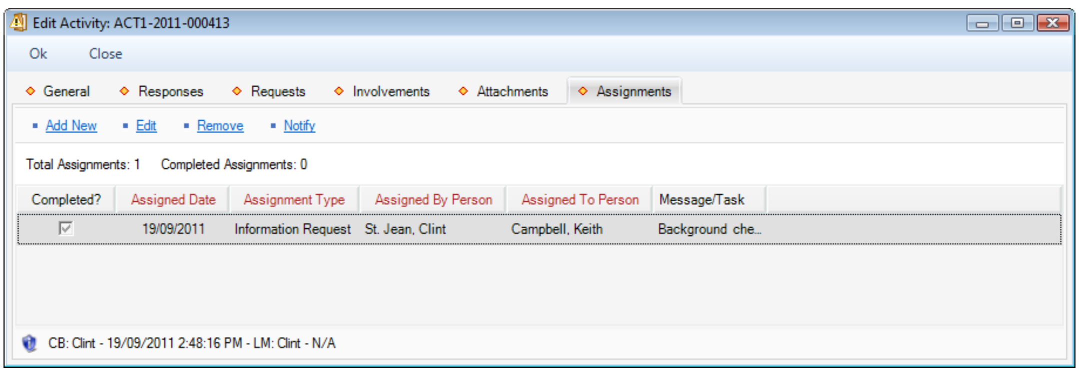
6. When the assignment is finished, check the **"Completed?"** box and enter the appropriate date in the **Completed Date** field.

7. Enter notes or instructions in the **Message/Task** text box.

8. Click **OK**. The new assignment will be added to the Assignments grid.



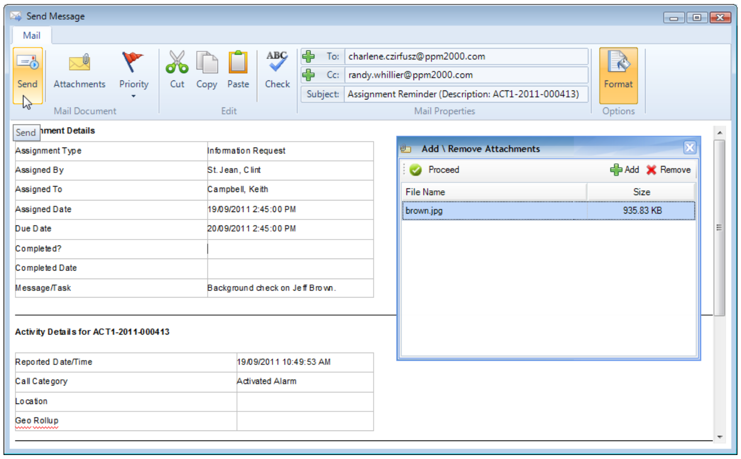
9. Click **OK** on the activity's form to save the changes made to the record.



10. To send an email notification of any of the record's assignments, select the specific assignment in the list and click **Notify**. An email message will open that contains the assignment and the activity details.

11. Check the message details, specify the recipients of the message, and add any other information that you think is necessary (e.g., attachments).

12. Click **Send**.



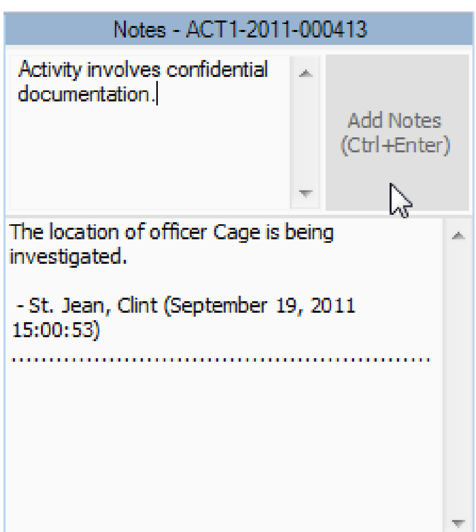
Add Activity Notes

1. Select the Activity record on the Activities pane and click **Activity Notes** on the toolbar. The Notes pane will expand to the left of the Activities pane.

2. To enter a brief update to the activity's disposition or status, type the notes in the **Notes** text box and click **Add Notes**.

   - Each note entered under the selected activity will be supplied with a date stamp and the user name of the reporting person.

3. To hide the Notes pane, deselect the Activity Notes icon.



Email a Basic Activity Record

1. To email the basic details of an Activity record, select the record on the Activities pane and click **Mail**. The Send Message screen will appear with the details of the record that have been specified under the General tab. (For details, see **Create a New Basic Activity Record** in the **Perspective User's Guide**).

2. If required, edit the subject and the text of the original message. If you want to format the message details in plain text rather than the default HTML table, unclick the **Format** button. By default, the formatting option is active.

3. Click **Check** to check the spelling of your message.

4. To add an attachment to your email, click **Attachments**. A window will appear where you can add attachments by clicking **Add**, selecting the file you need and clicking **Open**. Click **Proceed** to return to the main message screen.

5. Specify the recipients' email addresses. You may type in a recipient's email address directly into the **To** and/or **CC** fields, or import a contact from Perspective's database by clicking To and/or CC and selecting a person from the displayed Entity List. The Entity List will be populated with user records that contain an email address with the **Primary Email** box checked. If you're emailing more than one person, separate the email addresses by a semi-colon.

6. To set a priority for the message you are sending, click **Priority** and select from *High*, *Normal* (default), and *Low* priority options.

7. When finished with editing of your email message, click **Send**.

Delete an Activity Record

1. To delete an Activity record from DispatchLog, select it in the Activities pane and press the **<Delete>** key.

2. Click **OK** when prompted to confirm to completely remove the record from the database.

Note: Only users with activity delete rights can delete an activity record.

Schedule an Activity

To create an Activity record for future dispatching (i.e., a scheduled activity), open the **Schedule** tab and click **Add** on the toolbar. The only difference between creating a new current and a new scheduled activity is the date and time you input as **Reported Date/Time**. In case of the current activity, the date must not be modified, whereas the scheduled Activity record must contain a future date. By default, the Reported Date/Time field of a scheduled Activity record will contain tomorrow's date.

For a full description of the procedures involved in creating a new scheduled Activity record, please, refer to the "Create and Manage an Activity" chapter. Please note that scheduled activities only contain records of officers' and organizations' responses when they reach the state of a current activity. Until then, they are stored as passive records of activities planned for future dispatching.

To edit a scheduled activity adding supplemental details (such as requests, involvements, attachments, and assignments), select it in the Activities pane and **Edit**. The Activity record with the full set of tabs will be displayed.

To delete a scheduled activity, click **Delete** and confirm you wish to permanently delete the scheduled activity and its data. Note: *You cannot delete a scheduled activity if your user account doesn't have the right to delete activities.*

To copy a scheduled activity, select it in the Activities pane and **Copy**. The exact copy of the selected basic Activity record will be displayed for editing. Note that the Copy function does not apply to requests, involvements, attachments, or assignments. To save the copied Activity record under a new number, click **OK**.

To refresh the view of the scheduled activities list, click **Refresh**.

As soon as the scheduled activity's Reported Date/Time reaches the current date and time, the Activity record will get transferred to the current Activities list under the **Start** tab. From there, you may dispatch the activity, as described in the "Dispatch Activities" chapter.

To *make a scheduled activity current immediately*, select it on the Activities pane and click **Start Now**. The scheduled activity is transferred to the current activities list under the Start tab.

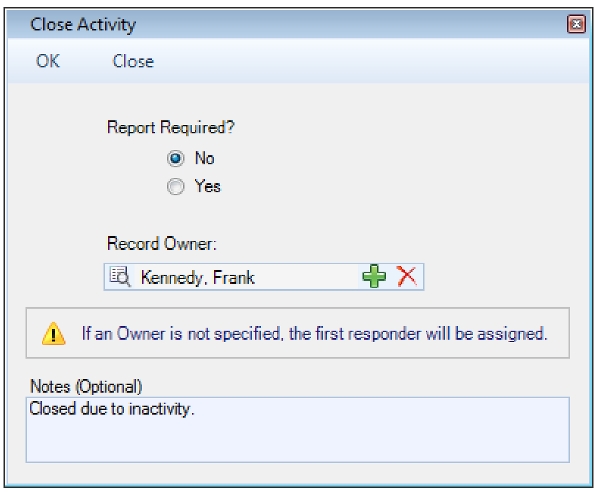
Close an Activity

1. In order to close an activity, select an activity record from the Activities pane and click the **Close** icon . The Close Activity form will open, asking you if a report of the selected activity is required.

2. If the report is required, select **Yes** and specify the **Record Owner**. The latter manipulation determines the amount of detail that will be contained in the report. If no report is required, select **No**.

3. Add **Notes**, as applicable.

4. Click **OK.** Once closed, the whole activity record will be transferred to the Perspective's **Activities** database found in the Data Forms.



Dispatch Activities

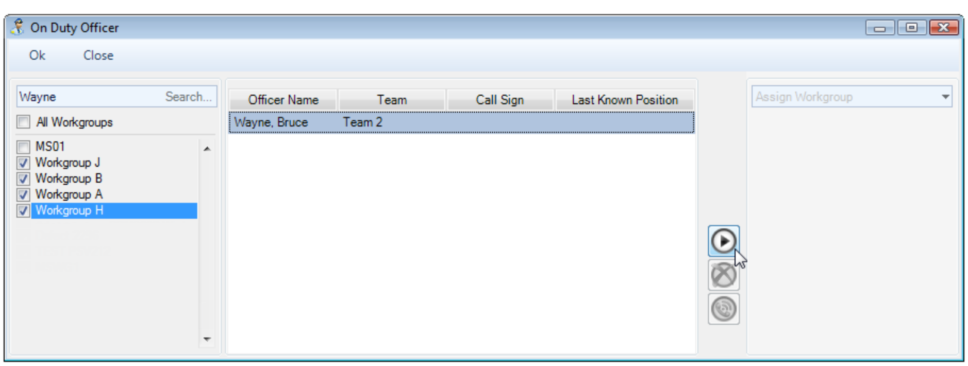
The following sections explain how to perform dispatching activities.

Before going further in this chapter, please note that users are unable to make changes to an activity if another user is currently editing it; however, it can still be viewed in read-only mode.

An activity that is currently being modified is highlighted in red.

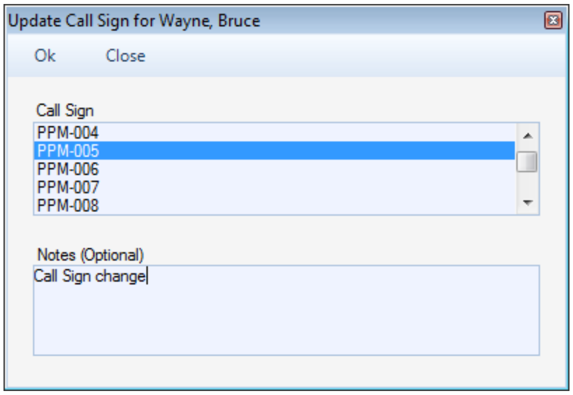
Bring an Officer On Duty

1. Click **On Duty** on the toolbar. A pop-up window will appear.
2. Enter the name of the officer you would like to bring on duty in the **Search** field. To display all available officers, leave the Search field blank.
3. Restrict your search by selecting the specific workgroup(s) the officer is associated with. Otherwise, check **All Workgroups** to search the whole database.
4. Click **Search**. The middle pane will display a list of officers that correspond to the criteria.
5. Select the officer you want to bring on duty from the list in the middle pane.
6. Click the arrow button to transfer the selected Officer record to the on duty list displayed on the right pane of the window. At the same time, the Available pane on the main DispatchLog window will update with the new Officer record too. The status of the officer who has been newly brought on duty will be set to *Available*. A pop-up window will appear suggesting to update the officer's Call Sign.



7. Select the required officer's **Call Sign** from the list and enter the appropriate **Notes**.

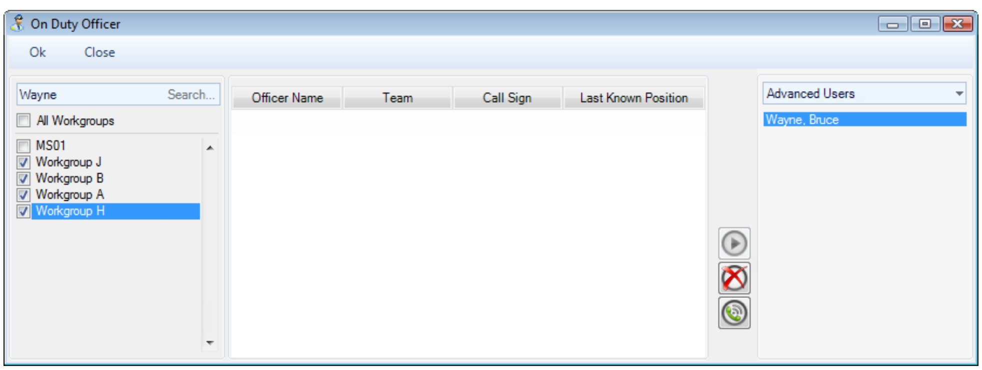
8. Click **OK** to complete the operation.



9. Optionally, continue to bring more officers on duty repeating the previous steps, change their Call Signs by clicking the call sign update button, or delete some officers from both the on duty list and the Available pane by clicking the delete button.

10. If required, assign the officer displayed on the right pane to a workgroup outside of the officer's working area, selecting the workgroup's name from the lookup list above.

11. Click **OK** to return to the main DispatchLog window.



Note: *If two Dispatchers try to assign the same Officer to an Activity, the second Dispatcher to attempt this will be notified that the Officer is already on duty.*

Dispatch an Officer for an Activity

1. Select an Activity record from the Activities pane.

2. On the Available pane, select an officer that you want to dispatch for the selected activity and click **Dispatch Officer** on the toolbar. Alternatively, drag the Officer record from the Available pane to the Activity record.

3. The Officer record will move from the Available pane to the Assigned pane and will be supplied with the relevant dispatch **Activity Number**. The **Time Elapsed** cell on the Assigned pane will start counting the time the officer has been registered in the *On Route* status. The Activity record will also be updated with the dispatched **Officer Status**.

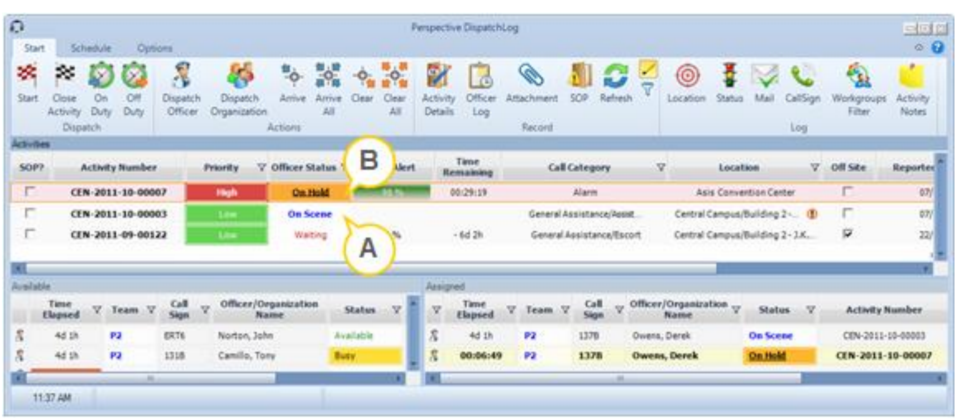
Dispatch an Officer for Multiple Activities

If you need to dispatch an officer that is currently involved in an activity (Activity A) for their next activity (Activity B), follow the steps described below:

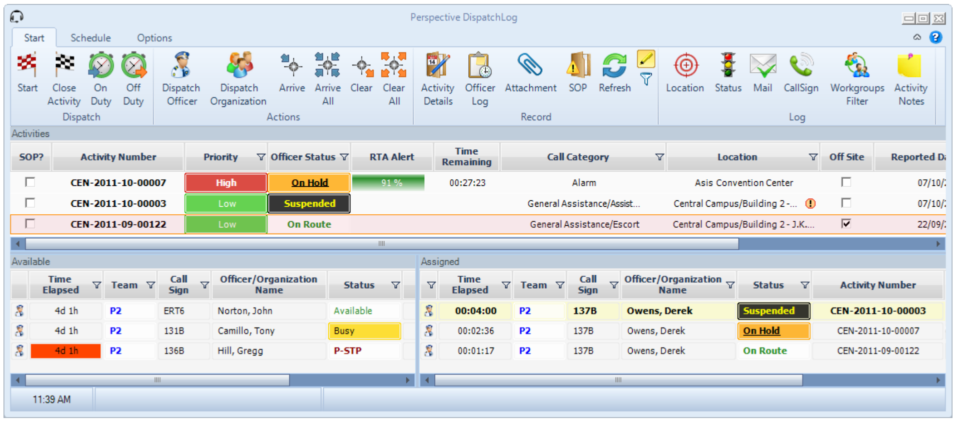
1. Drag the Officer record from the Assigned pane to the Activity B entry on the Activities pane.

2. If the officer is *On Route* or *On Scene* with Activity A, a dialog box will be displayed where you will have to decide between the following options:

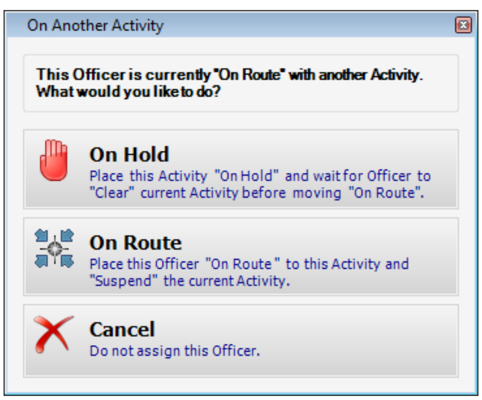
   - ***On Hold***: Wait for the officer to be cleared of Activity A before moving *On Route* with Activity B and temporarily place Activity B *On Hold*. In this case, a second record for the same officer will be created for Activity B in the Assigned pane with the *On Hold* status. When the officer is cleared from Activity A, the Officer record for Activity A will disappear from the Assigned pane and the Activity B Officer record will be automatically transferred to *On Route*.



- ***On Route***: Suspend the officer's involvement with Activity A and place them On Route for Activity B. In this case, the Activity A Officer record will be transferred to the *Suspended* status and a double record for the same officer for Activity B will be created with the On Route status. When the officer is cleared from Activity B, the Officer record for Activity B will disappear from the Assigned pane and the Activity A Officer record will be automatically transferred to On Route.



- ***Cancel***: Cancel the dispatch action and leave the officer's involvements unchanged.



3. Following the patterns and status modification principles described above you may dispatch one officer for as many consecutive activities as necessary.

Note: *The Activity record only captures the status of the Organization record that was dispatched last.*

Dispatch an Organization for an Activity

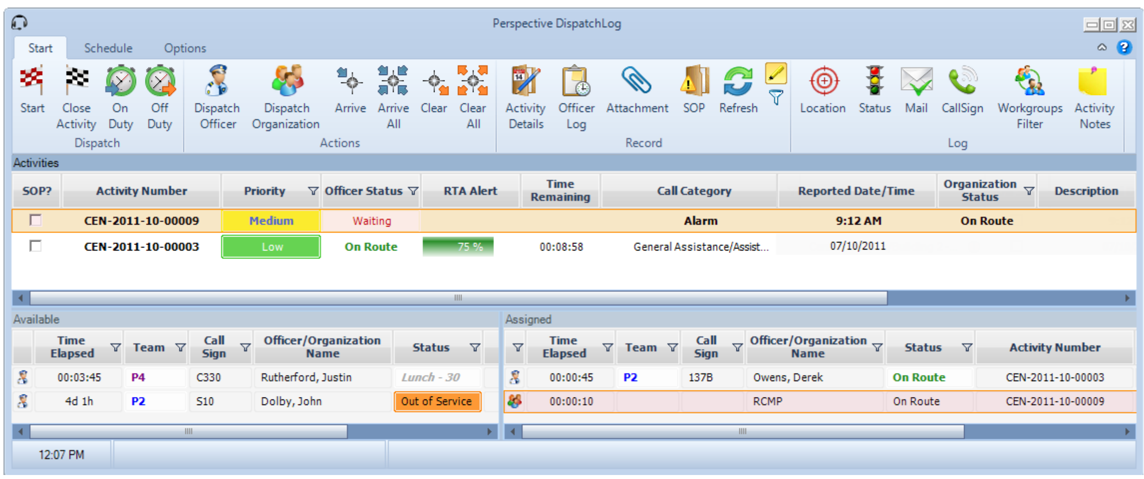
1. Select an Activity record from the Activities pane.

2. Click **Dispatch Organization** on the toolbar. An Entity List window will appear.

3. Click the green arrow icon to display all the Organization records available in Perspective's database, or enter the name of the organization in the search field and click the checkmark icon to display just the Organization records that correspond to the search word entered. Alternatively, if the entity you are looking for does not have an existing record, you may use the pick list's Quick Add function to create one.

4. Select the Organization record you want to dispatch for the activity and click **Select** .

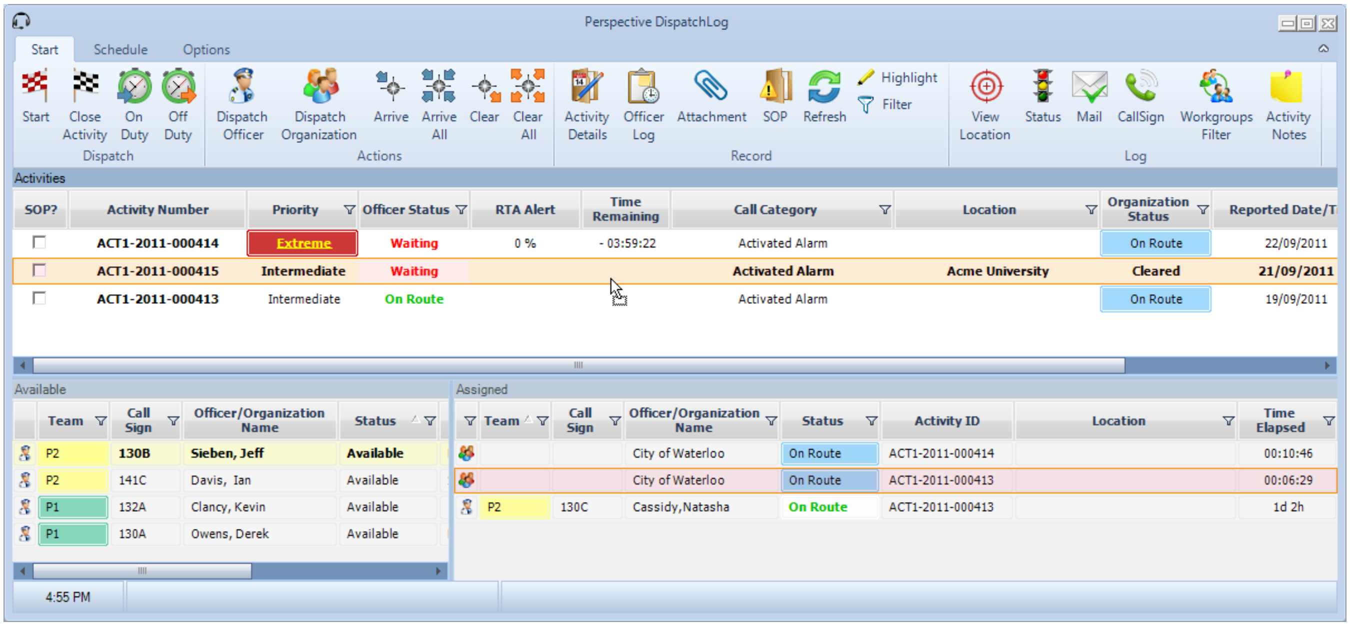
5. The dispatched Organization record will be added to the Assigned pane supplied with the relevant dispatch **Activity Number**. The **Time Elapsed** cell in the Assigned pane will start counting the time the organization has been registered in the *On Route* status. The Activity record will also be updated with the dispatched organization's status.



Dispatch an Organization for Multiple Activities

If you need to dispatch an organization that is currently involved in an activity (Activity A) for their next activity (Activity B), drag the Organization record from the Assigned pane to the Activity B entry on the Activities pane. An additional *On Route* Organization entry will be created for Activity B on the Assigned pane. You may dispatch an organization for as many activities as necessary, keeping track of all the separate dispatches with the help of the Assigned pane.

Note: *The Activity record only captures the status of the Organization that was dispatched last.*



Update an Officer's/Organization's Status

1. Select an Officer/Organization record from either the Available or the Assigned pane.

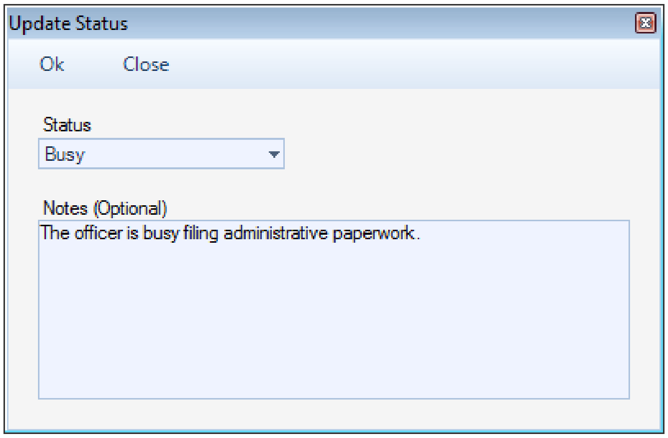
   Note: *"Suspended" and "On Hold" records cannot undergo a status change.*

2. Click the **Status** icon  on the toolbar. An Update Status form will open.

3. Select the new **Status** for the selected officer/organization from the lookup. The choices available in the lookup will depend on the officer's/organization's current status. For instance, an "available" officer may be assigned the "Busy" or the "Out of Service" status, while an "on route" officer's status may be changed to "On Scene" or "On Hold".

4. Optionally, enter a short explanation of the status change under **Notes**.

5. To confirm the change, click the **OK** button. The status change will be reflected in the entity's entry on the Assigned pane.



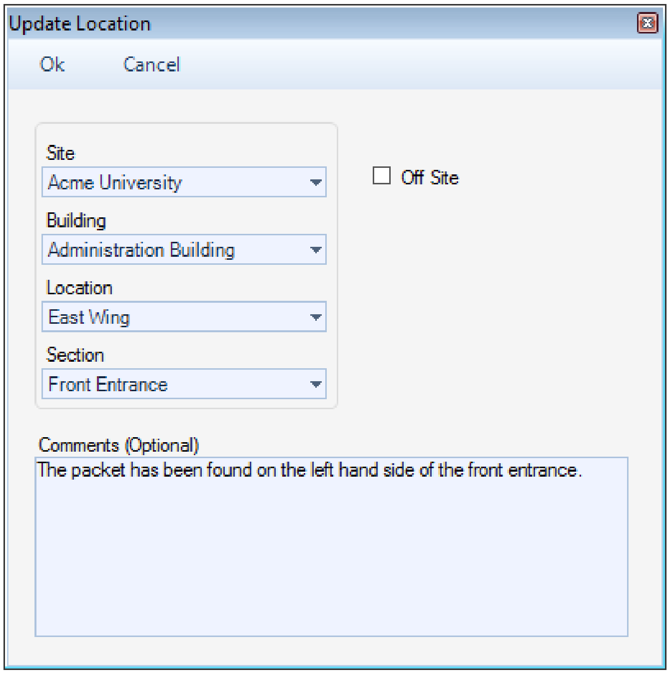
You may allocate some statuses with the help of special toolbar icons. For instance, you may update an officer's/organization's status to "On Scene" by selecting their entry on the Assigned pane and clicking the **Arrive** icon on the toolbar.

Note: You may only "arrive" officers/organizations if their current status is "On Route".

To "arrive" all "On Scene" officers and organizations dispatched for a specific activity, select the Activity record on the Activities pane and click the **Arrive All** icon on the toolbar.

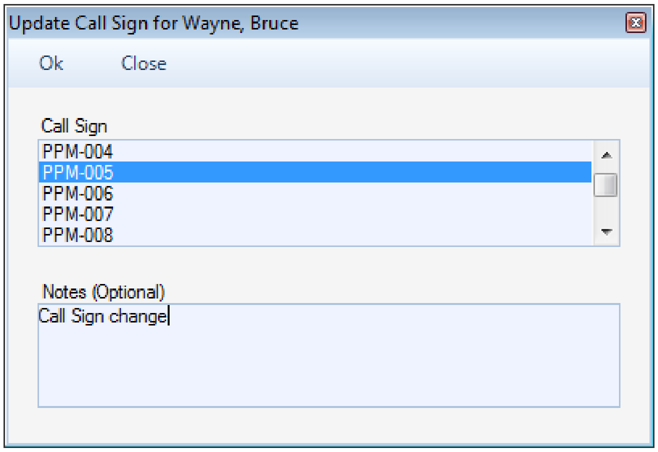
View or Update an Officer's/Organization's Location

1. Select an Officer/Organization record from either the Available or the Assigned pane.
2. Click the **Location** icon on the toolbar. An Update Location form will open, displaying the current officer's/organization's location.
3. Select the new location specifications from the **Site**, **Building**, **Location**, and **Section** lookups. If the new location is off-site, check the **Off Site** box.
4. Optionally, enter a short explanation of the location change or a description of the particular location under **Notes**.
5. To confirm the change, click the **OK** button. The corresponding record will update with the new information.



Update an Officer's Call Sign

1. Select an Officer record from either the Available or the Assigned pane.
2. Click the **Call Sign** icon  on the toolbar. An Update Call Sign form will open.
3. Select the new **Call Sign** for the selected officer from the list of the available abbreviations.
4. Optionally, enter a short explanation of the call sign change under **Notes**.
5. To confirm the change, click the **OK** button. The corresponding record will update with the new information.



Clear an Officer/Organization from an Activity

1. To clear an officer/organization from an activity when their involvement with the activity is complete, first select the Officer/Organization record on the Assigned pane.

   Note: *Only "On Scene" records can be cleared.*

2. Click the **Clear** icon on the toolbar. The cleared officer/organization will be placed back to the Available pane. The Activity record will update its corresponding officer/organization status to "Cleared" only if there are no other officers/organizations that have not been cleared from the activity yet.

3. To clear all "On Scene" officers and organizations dispatched for a specific activity, select the Activity record on the Activities pane and click the **Clear All** icon on the toolbar.

Bring an Officer Off Duty

1. Select an officer you want to bring off duty on the Available pane.

2. Click **Off Duty** on the toolbar.

3. In the confirmation pop-up window, click **Yes**. The officer will be removed from the Available pane.

System values

The following Activity Statuses are considered System values (i.e., they cannot be deleted):

- **Available**: Applies to Officers and denotes the associated Officer is available for assignment.
- **Busy**: Applies to Officers and denotes the associated Officer is on duty, but currently "busy" and cannot be assigned at this time.
- **Cleared**: Applies to Activities and denotes the assigned Officer(s) have been cleared and the associated Activity may be marked as Closed.
- **Closed - No Report**: Applies to Activities and denotes the associated Activity is closed with no report required.
- **Closed - Report Completed**: Applies to Activities and denotes the associated Activity was open, then had a report completed, causing it to close.
- **On Hold**: Applies to both Officers and Activities; denotes the assigned Officer considers the Activity "on hold" while the Officer completes his or her current assignment. This is considered a "temporary" status.
- **On Route**: Applies to both Officers and Activities; denotes the associated Officer is on route to the site of an assigned Activity.
- **On Scene**: Applies to both Officers and Activities; denotes the associated Officer is at the site of an assigned Activity.
- **Open - Report Required**: Applies to Activities and denotes the associated Activity requires a report to be completed. The Activity status can only be move to Closed either once a report is complete (i.e., **Closed** – **Report Completed**), or a report is no longer required (i.e., **Closed** – **No Report**).

  Note: *To note an Activity's state further than Open or Closed, use Activity Disposition Lookup values.*
- **Out of Service**: Applies to Officers and denotes the associated Officer is considered "out of service" an unavailable in the field for any assignment.

- **Suspended**: Applies to both Officers and Activities; denotes the assigned Officer was either On Route or On Scene, and was reassigned before the former Activity was cleared. The response is considered "suspended" until the officer is assigned. Once that happens, the suspended response is then cleared. This is considered a "temporary" status.
- **Waiting**: Applies to Activities and denotes a new Activity awaiting an Officer assignment.

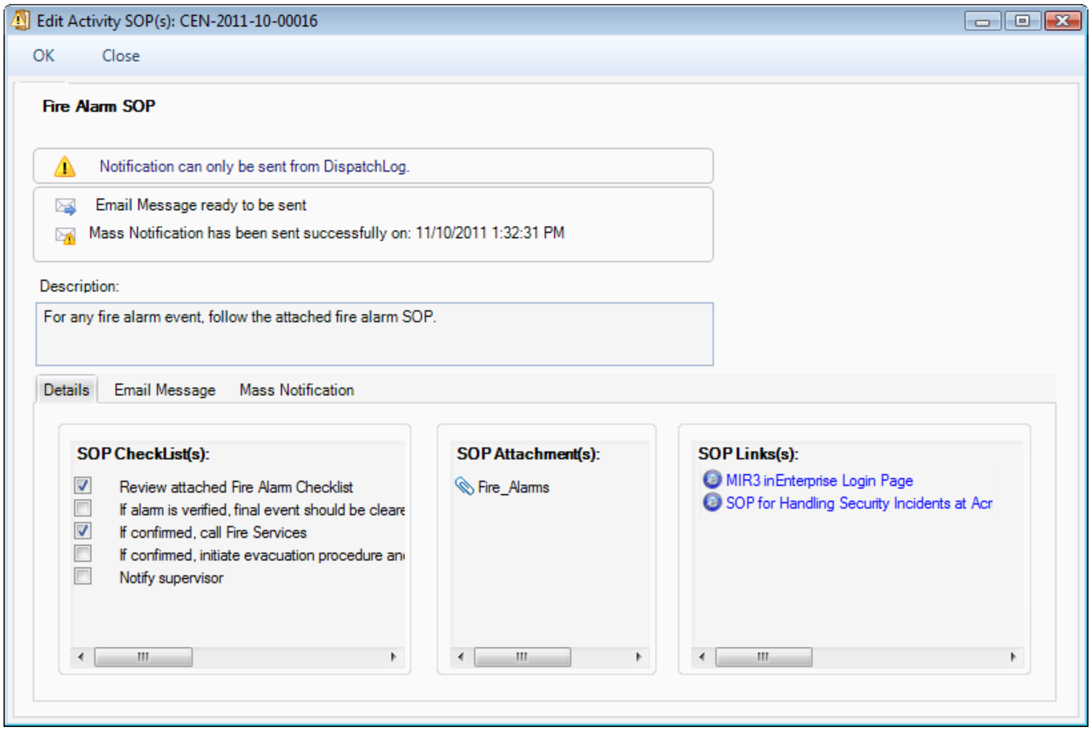
Additional Organizational Functions

Review Activity's Standard Operating Procedures

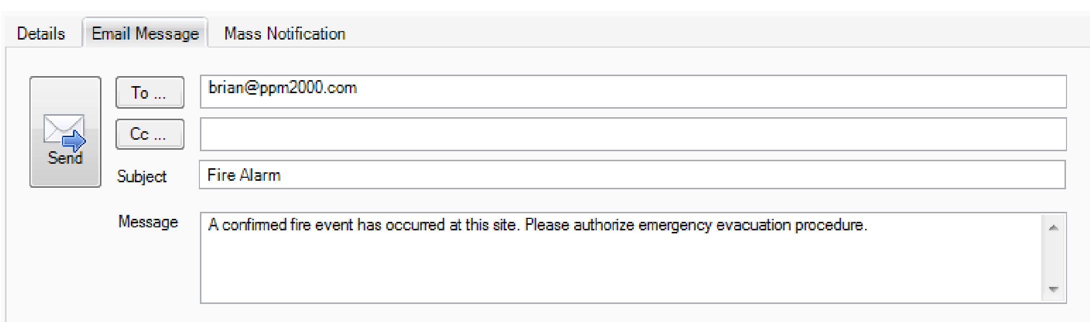
If you create or edit an activity that has been supplied with embedded SOP (Standard Operating Procedures) specifications (e.g., an Emergency activity at Site A that codes as an Extremely Important activity), the SOP window will open automatically for you to track or edit the completion of the procedures immediately. *Note: You can disable the SOP popup by selecting the* ***Prevent SOP Popup*** *button in the ribbon.*

However, if you want to review the procedures at any other time, you can do so manually. For the SOP option to be active for an activity, the **SOP** box for the Activity record must be checked on the Activities pane.

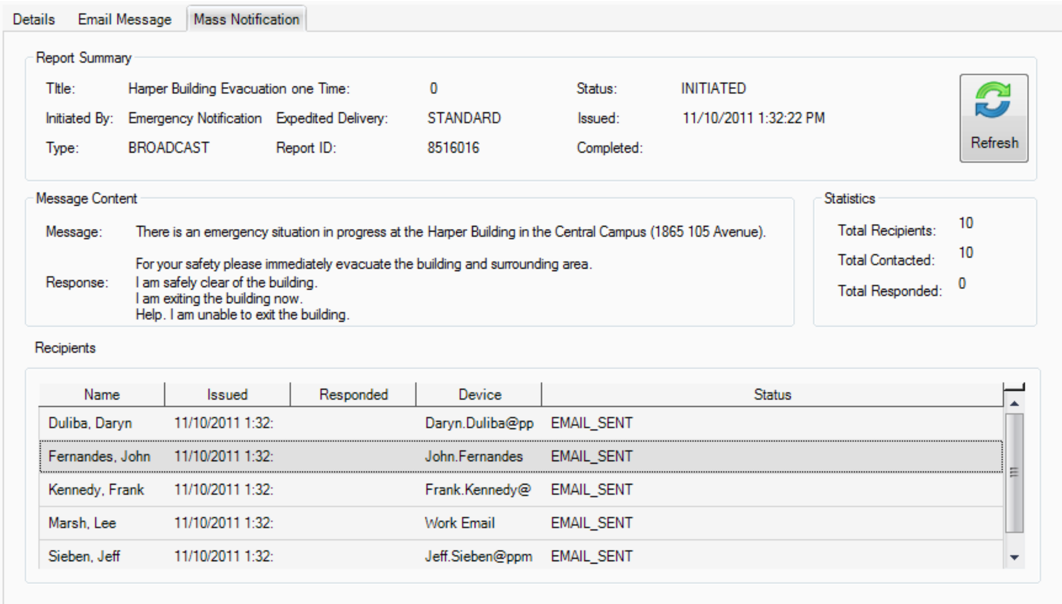
1. To review an activity's Standard Operating Procedures, edit the SOP Checklist and/or send out individual email or mass notifications containing the activity's details, and click **SOP** on the toolbar. The Edit Activity SOP(s) window will open with the selected activity's Description. If notifications have been sent for the activity, the form will contain notes with the dates of the last activity notifications.
2. Check off the SOP procedures that have been completed under **SOP Checklist(s)**.
3. View the **SOP Attachment(s)** by double-clicking on the relevant attachment names.
4. Click on the individual **SOP Link(s)** to open the related network locations, files, or Web links.



5. If no email notification has been sent yet, you can send individual email notifications from the **Email Message** tab. Specify **To** and/or **Cc** recipients of the notification, edit the **Subject** of the notification and the standard notification **Message**, and click **Send**. If you're sending the email to more than one person, separate the email addresses with a semi-colon. The form will capture the date and time the notification was sent.



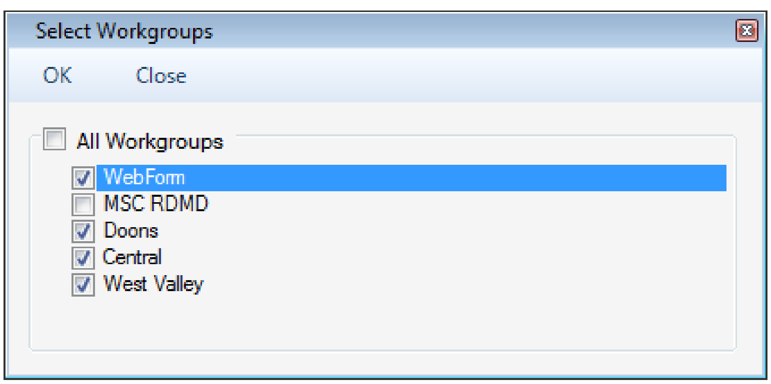
6. If no mass notification has been sent yet, you can send a mass notification from the **MIR3** tab using the MIR3℠ inEnterprise™ mass notification tool. Review the details of the mass notification and click **Send.** Each mass notification activity will be recorded under the **Recipients** grid. The form will capture the date and time the mass notification was sent, as well as the total number of recipients, and contacted and responded individuals. To refresh the common database of notifications for the selected activity, click **Refresh**.



7. To save the changes made to the SOP form, click **OK**.

Display Activities Filtered by a Workgroup

By default, the Activities pane displays Activity records for all workgroups. To filter the records for specific groups only, click the **Workgroups Filter** icon on the toolbar and select only the workgroups for which you want to display the activities. Click **OK** to confirm your choice.



Highlight Dispatched Officers/Organizations for Activities and Vice Versa

1. To review the officers/organizations assigned to a specific activity, select the corresponding Activity record on the Activities pane and click the **Highlight** icon. All the dispatched officers/organizations that are related to the selected activity will be highlighted on the Assigned pane.

2. To review the activities assigned to a specific officer/organization, select the corresponding Officer/Organization record on the Assigned pane and click the **Highlight** icon. All the activities that are related to the selected officer/organization will be highlighted on the Activities pane.

3. To cancel the highlight, deselect the **Highlight** icon.

Filter all Dispatched Officers/Organizations for One Activity

1. To display a list of officers/organizations assigned to a specific activity only, select the corresponding Activity record on the Activities pane and click the **Filter** icon. Only the dispatched officers/organizations that are related to the selected activity will be displayed in the Assigned pane.

2. To cancel the filter, deselect the Filter icon.

View a Complete Officer Log

1. To view a complete log of activities recorded for a specific officer in the DispatchLog database, select an officer from one of the DispatchLog panes and click the **Officer Log** icon on the toolbar.

2. If you do not select a specific officer, you will have to specify the officer in the **Officer Log Report** field by clicking the Add icon.

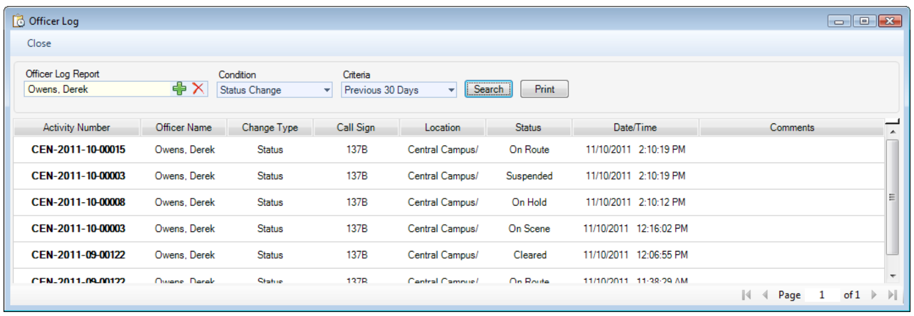
3. From the Entity List, select the officer for which you would like to view the activity log.

4. In order to display one type of the log records (e.g., Location Change, Status Change, or Call Sign Change), select the type from the **Condition** lookup.

5. To view the log records that correspond to a particular time period, select the desired time label from the **Criteria** lookup.

6. Click **Search**. The viewing pane will populate with the log records that conform with the search criteria. A typical record contains specifications of the activity number, officer's name, activity-related change type (e.g., On Duty, Call Sign, Location, Status), call sign, location, status, time, and may/may not have a note that explains the record's change.

7. Click **Print** to print the displayed officer log.



Clone Activities and Resources

The functions of cloning activities and resources have been designed to help the dispatcher in viewing large volumes of data. "Cloning" in the case of a pane included in the DispatchLog interface means displaying the pane in a separate window for convenient filtering, highlighting, and further manipulation. Note: *Cloning activities or resources means displaying both scheduled and current activities, and both assigned and available officers and organizations in the same list.*

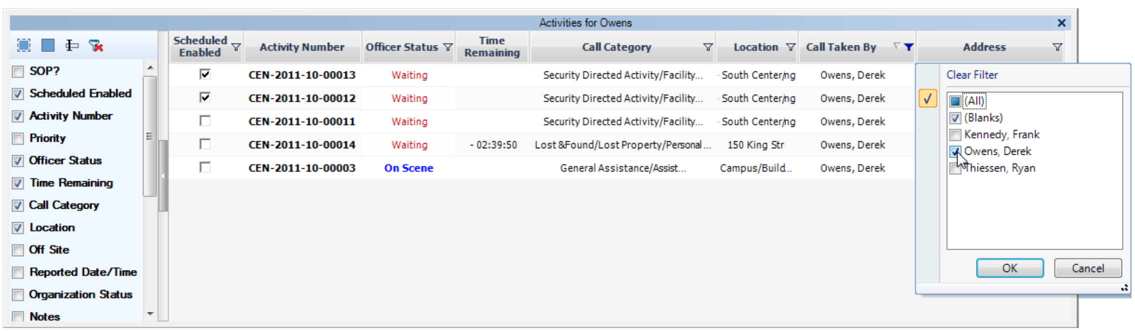
- To clone activities, click **Clone Activities** . The details of the Activity records cloned in the separate pane will include the following: the *SOP?*, *Off Site* and *Scheduled Enabled* (checked, if the activity is a scheduled activity) checkboxes, *Activity Number*, *Priority*, the last *Officer* and *Organization Statuses*, *Time Remaining*, *Call Category*, *Location*, *Reported Date/Time*, *Notes*, *Description*, *Call Taken By*, *Call Source*, *Address*, *Postal Code*, *Site Notes*, *Initiated By*, *Dispatched By*, and *Contact Number*.

- To clone resources, click **Clone Resources** . The details of the Officer and Organization records cloned in the separate pane will include the following: *Entity Type* (*Officer/Organization*), *Team*, *Call Sign*, *Officer/Organization Name*, *Status*, *Activity Number*, *Location*, *Start Date/Time*, *Arrived Date/Time*, *Assigned Date/Time*, and *Notes*.

- You may filter, sort, and dock the cloned panes into the DispatchLog screen together with the rest of the panes under the Start or the Schedule tab.

- To display fewer details in a cloned pane, click the vertical gray arrow button located to the left of the pane. Here you may select specific columns for display, select, or deselect all of them. You may also rename the pane, or cancel the filters previously applied to columns.

- To reset to the default view, click the **Reset View** icon on the DispatchLog toolbar.



Glossary

TERM	*DEFINITION*
Activity	An activity is an event or series of events with which security personnel may become involved. In Perspective, activities are created, scheduled, and assigned to officers or organizations with the help of the Perspective DispatchLog module. When an activity has been closed, the corresponding Activity record is transferred to the Activities component within Data Forms, where it can be further described, investigated, and analyzed.
DispatchLog	DispatchLog is an integrated module of Perspective that enables Security Departments to quickly and easily dispatch personnel and agencies, and to create work orders associated with dispatching activities. As calls come in, you may use DispatchLog to easily track the location, category, and priority of the activities, and to keep up-to-the-minute records on your officers' activities, including which officers are available for response, when they arrive on scene, and when they return. Once an activity has been closed in DispatchLog, it is transferred to the Activities component of Data Forms, where it can be further described and investigated. The banner that opens DispatchLog is located on the Navigation pane.
Officer	An officer is a security personnel representative who can be dispatched and responds to activities created in Perspective DispatchLog.
Officer Alert	In Perspective DispatchLog, an Officer alert determines the amount of time set for a dispatched officer to respond to an activity when the officer reaches a specific Status (e.g., On Route, On Scene), Location, and/or when the activity's Priority matches a specific priority set in the Officer alert. The combination of settings that triggers a specific Officer alert can be set in the Administration component of Perspective. Once activated in DispatchLog, the settings defined for the alert will cause the Officer alert

	timer to start counting the time for the officer to respond to the current combination of conditions before their status must be modified.
Organization	An organization is any agency, company, or group.
Priority	The level of importance assigned to an activity (e.g., High, Low, or Normal). The list of available priority levels can be set in the Administration component of Perspective.
Regulated Time to Act (RTA) Alert	In Perspective DispatchLog, a Regulated Time to Act alert determines the amount of time set for a dispatcher to react to and modify an activity when the dispatched officer reaches a specific Status (e.g., On Route, On Scene), Location, and/or when the activity's Priority matches a specific priority set in the Regulated Time to Act alert. The combination of settings that triggers a specific RTA alert can be set in the Administration component of Perspective. Once activated in DispatchLog, the settings defined for the alert will cause the RTA timer to start counting the time the dispatcher is left to check, and modify, the status of the dispatched officer in Perspective DispatchLog.
Standard Operating Procedure (SOP)	A part of Perspective's interface that provides guidance on the course of actions in case of an activity with a specific Call Category, Location, and/or Status. The Standard Operating Procedures can be described in the Administration component of Perspective with the help of a brief description, a standardized checklist of actions to be performed under the specified activity conditions, additional attachments, hyperlinks, and automated notifications. The created SOP rule will subsequently feature in Activity records that correspond to the settings specified in both Perspective's Activity data forms and the SOP component in Perspective DispatchLog.

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