:RESOLVER

DISPATCH ADMINISTRATOR'S GUIDE

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Introduction

Welcome to Dispatch, an application designed specifically to provide a wide range of powerful dispatching functions while working in tandem with Perspective and 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. Once a dispatch is closed, its record is stored in Perspective as an activity.

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

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

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

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.

Officer Mobile

Officer Mobile is a mobile app that was designed to work closely with Dispatch but was created specifically for officers. If your organization's officers are using the app, they'll be able to view and manage their assigned tasks, bring themselves on or off duty, create logs and attach images to dispatches, have live conversations with dispatchers and other officers, and 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 everyone is connected and up-to-date throughout the entire dispatch process.

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

Connect

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

Once these systems are integrated into Dispatch using Connect, 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 alert to dispatchers to manage;
- Acknowledge in the source system that an event has occurred;
- Close the event in the source system.

For more information about Connect-created dispatches and alarms, see the Connect Dispatches 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 information on selecting an Everbridge template for an SOP, see the SOPs chapter. For more information on sending mass notifications, see the **Dispatch User's Guide** on the Resolver Support site.

To use this feature, templates must be created in Everbridge and configurations must be made during installation and to 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

This guide is for users operating Dispatch with **Administrator** user access enabled. Administrator rights are enabled by Resolver after installation or by another administrator in Dispatch once your profile has been created.

For more information on the day-to-day functions of Dispatch see the **Dispatch User's Guide**. For more information on the Officer Mobile app, see the **Officer Mobile 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**.

Log In

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

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

The ***Perspective*** *launch screen.*

To log into Dispatch:

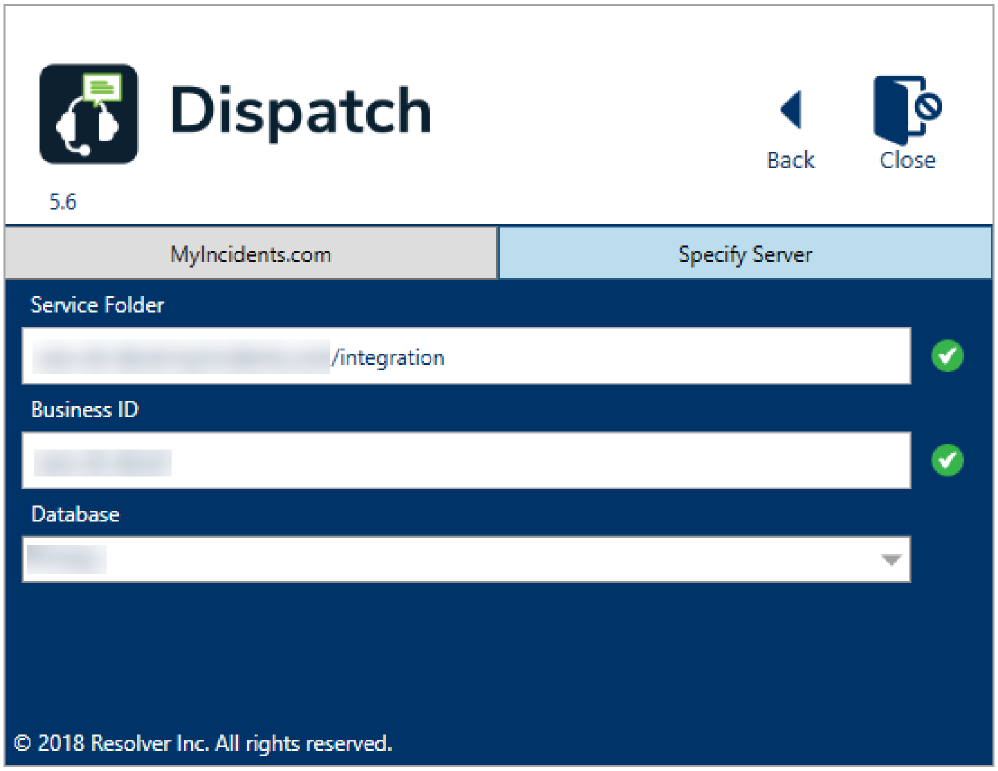
1. Ensure **Compatibility View** is turned off in **Internet Explorer**:
    a. Click the gear icon in the top right of the browser.
    b. Click **Compatibility View Settings.**
    c. Ensure the **Display intranet sites in Compatibility View** checkbox is unchecked.
    d. Click **Close.**
2. Use **Internet Explorer** to navigate to the **Perspective Services** URL.

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

3. Click the **Dispatch** icon.
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 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.*

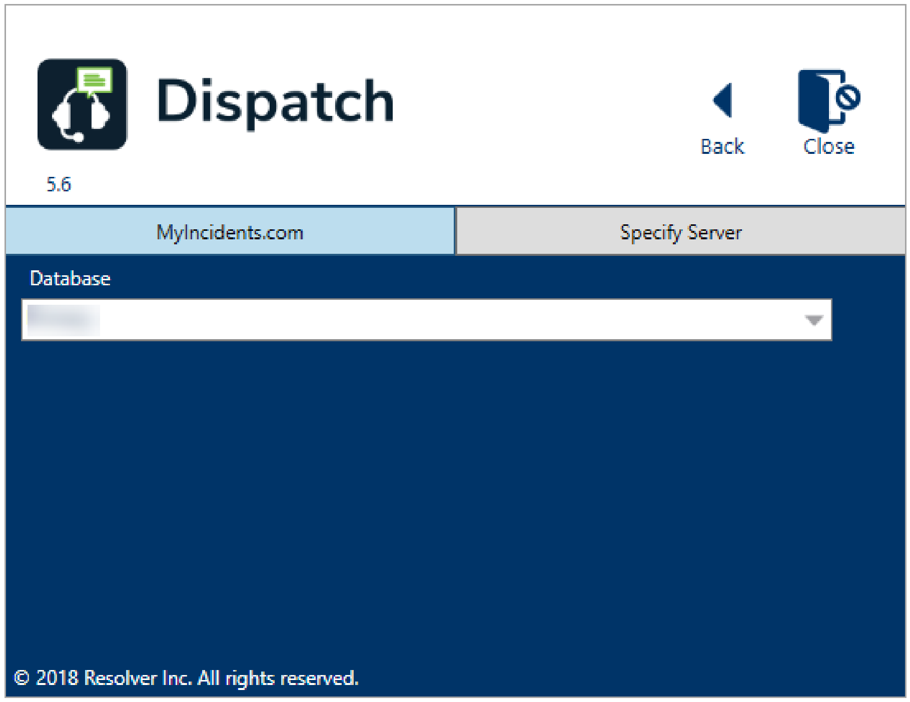
iv. Select the database from the **Database Name** dropdown menu.

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.

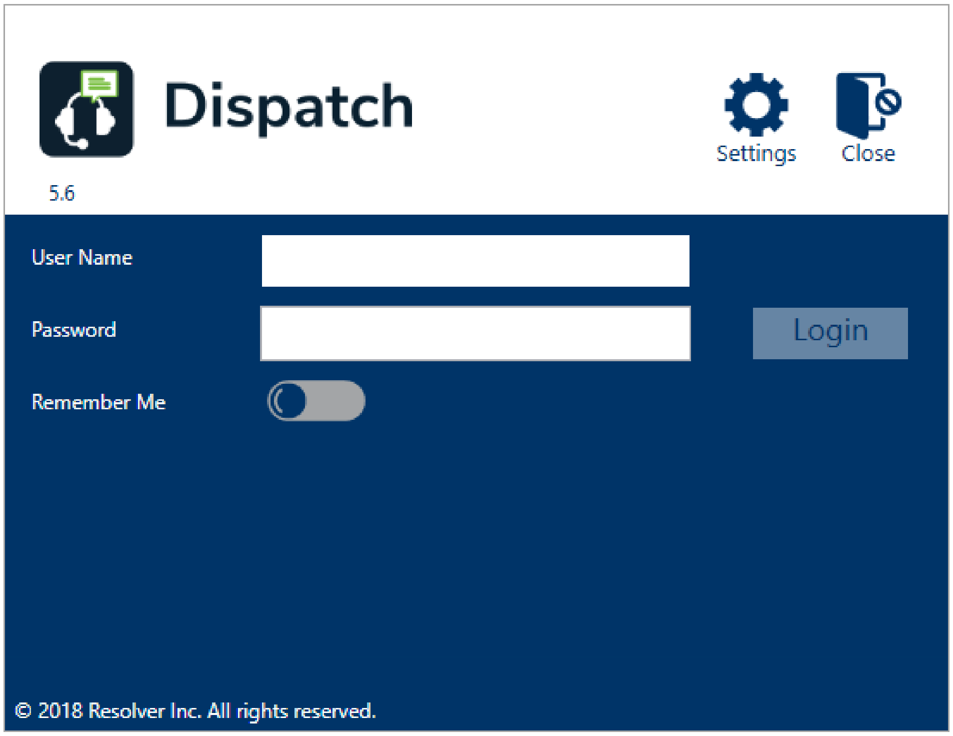
5. Enter your login credentials:

   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**.

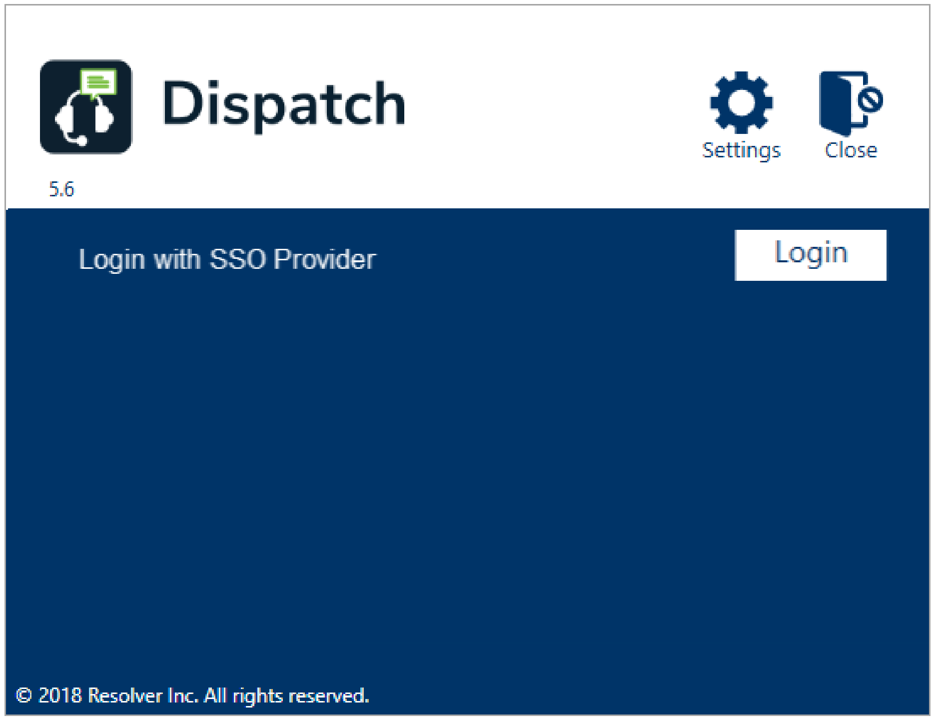


The login screen (SSO not enabled).

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.



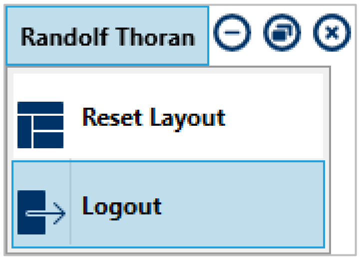
The SSO login screen.

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.

Log Out

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

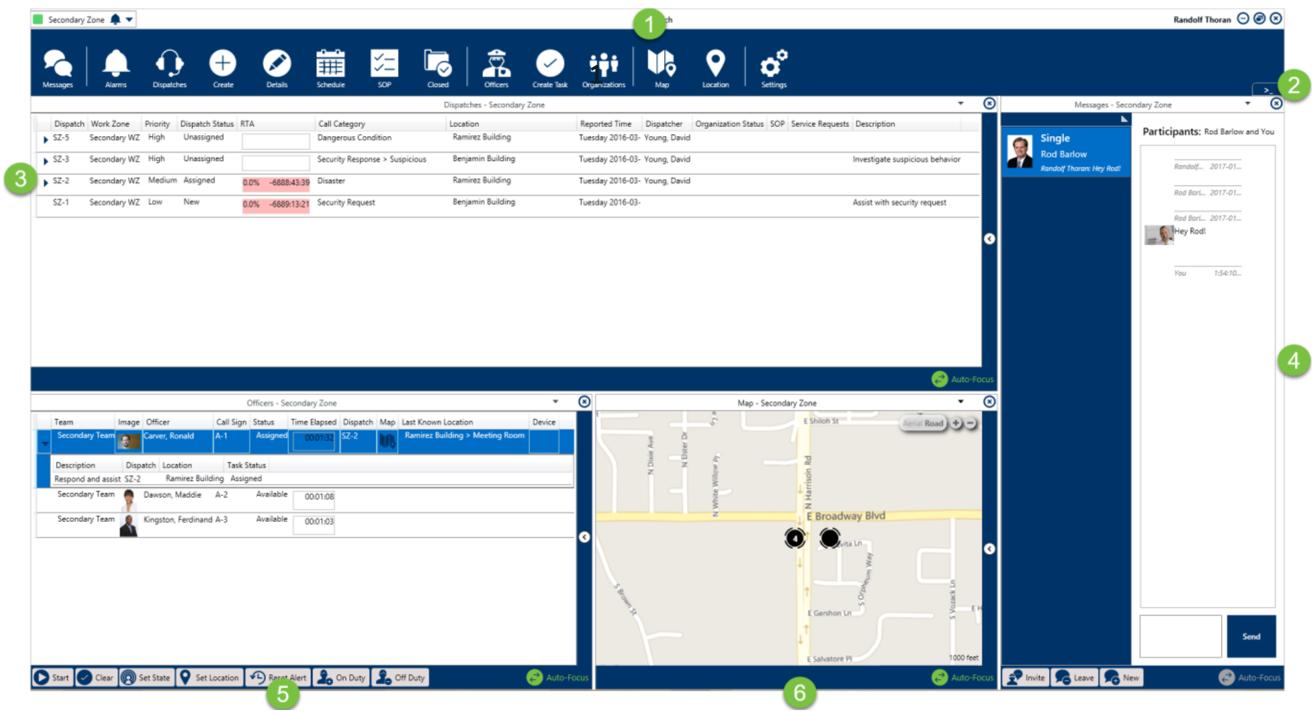


*The **Logout** function at the top right corner of the home screen.*

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**.

User Interface

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



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

Administrative Settings Overview

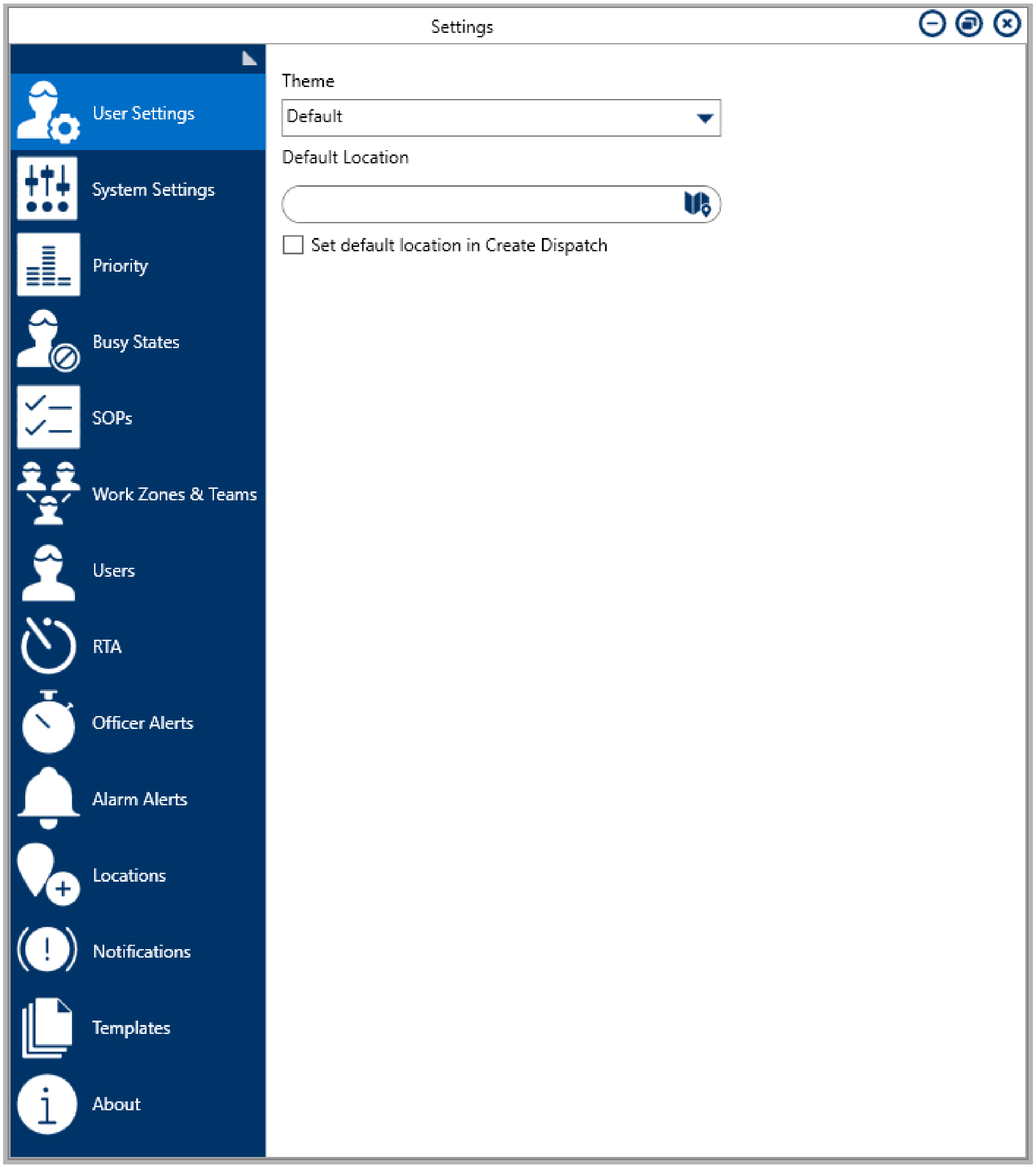
Though Dispatch is designed to work closely with Perspective, most of the settings are configurable in Dispatch, allowing you to create custom settings that makes it easier to track and manage activities.

To access Dispatch settings, click the **Settings** icon in the ribbon to open the panel. To view the names of the settings, click the icon in the top left corner of the menu.

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

- The initial user profile for administrators, dispatchers, officers, and reviewers;
- Form label changes;
- Adding or editing lookups (e.g. call categories, call signs, site lists, etc.);
- Workgroups;
- Call signs;
- Perspective priority links.

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



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

Editing Administrative Settings

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

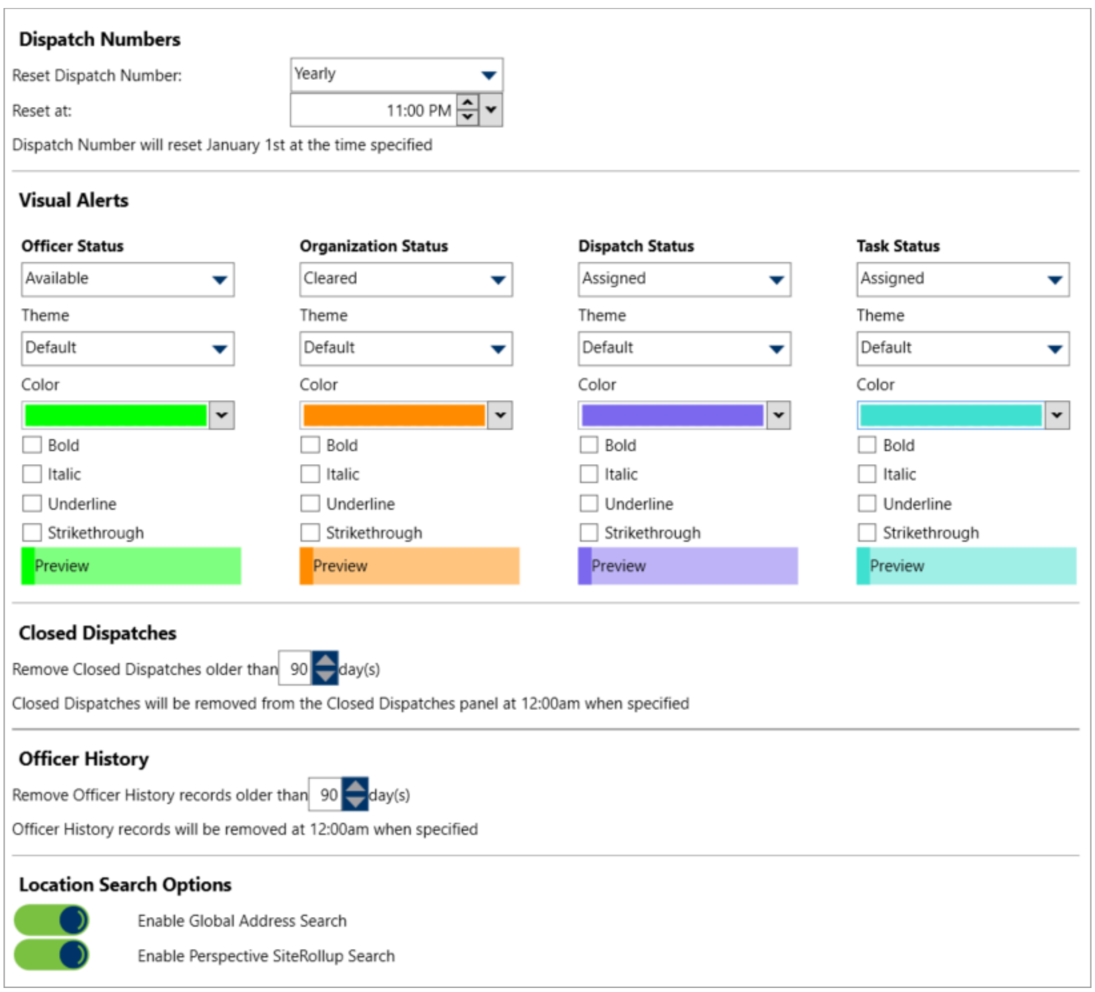
Because Dispatch is designed to help you manage dispatches as efficiently as possible, once changes are entered and validated in the settings, they're saved automatically by the application.

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

System Settings

System Settings allows you to:

- Adjust how often dispatch numbers are reset ad how long closed dispatches are retained in the **Closed Dispatches** panel;
- Create visual alerts for officer, organization, dispatch, and task statuses;
- Adjust how long closed dispatch and officer history records are retained; and
- Enable or disable the ability for dispatchers to search for (and create locations from) Perspective site rollups or locations from Bing maps.



The **System Settings**.

Reset the Dispatch Numbers

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

To reset the dispatch numbers:

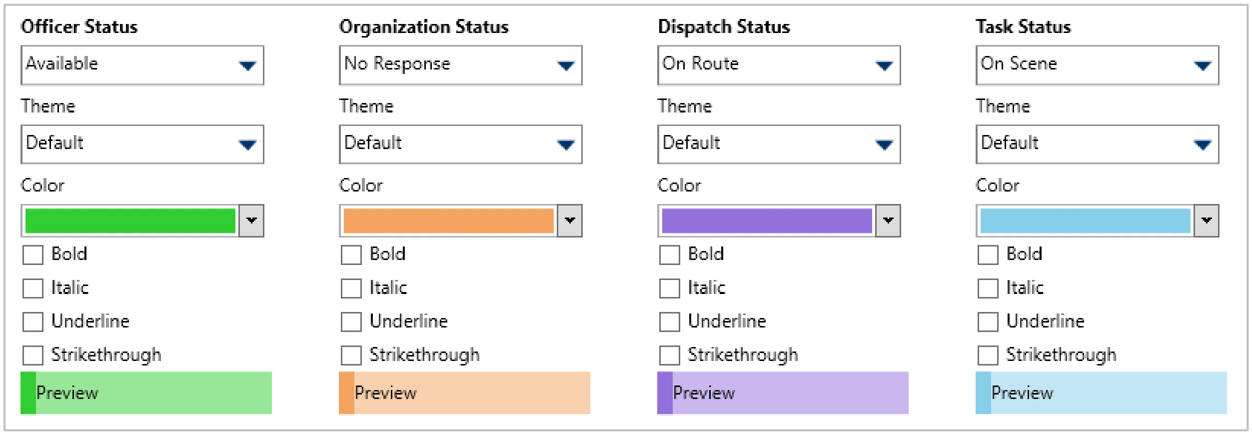
1. Click **Settings** > **System Settings**.
2. At the top of the window, select **Daily**, **Weekly**, **Monthly**, or **Yearly** from the **Reset Dispatch Number** dropdown menu.
3. Type a time into the **Reset at** text field, use the arrows to select a time, or click the icon to select a time from a dropdown menu.

Create a Visual Alert

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

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

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



*The **Visual Alerts** settings.*

To create a visual alert:

1. Click **Settings** > **System Settings.**

2. Select a status from a dropdown menu under **Officer Status**, **Organization Status**, **Dispatch Status**, or **Task Status.**

3. Select **Default**, **Classic**, **High Contrast,** or **Resolver Theme** from the dropdown menu under **Theme.**

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

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

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

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

Configure Closed Dispatches

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

To change the number of days closed dispatches are retained:

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

Configure Officer History

The **Officer History** settings let you specify how many days officer history records are retained in Dispatch. These records are summaries of officers’ activities, grouped by shift, and include on and off duty times, tasks, and statuses. For more information on viewing this information, see the View Officer History section.

To change the number of days officer history is retained:

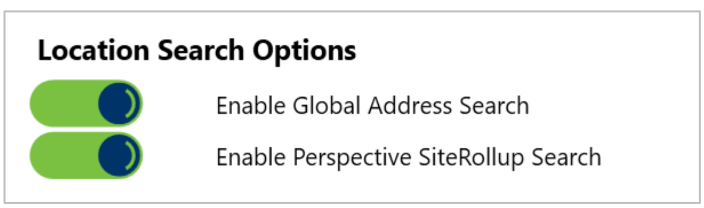
1. Click **Settings** > **System Settings**.
2. Type or use the arrows under **Officer History** to select the number of days an officer history record will be retained in Dispatch.

Enable or Disable Location Search Options

When a dispatcher searches for a location in a panel, they can select an existing location or indoor location from the search results. With the **Location Search Options,** administrators can control whether the following location types appear in the search results:

- **Global Address Search:** Displays search results for locations from the Bing world map (whose coordinates are not currently saved to existing locations). When enabled, along with the **Allow add Locations on the Fly** option in a user's profile, users can create temporary locations by selecting these search results in the **Create Dispatch** and **Dispatch Details** panels. See Quick Add Locations for more information.

- **Perspective SiteRollup Search:** Displays Perspective site rollups. When this option is enabled, users can create new saved locations by selecting these results in the **Create Dispatch** and **Dispatch Details** panels. See Create Locations from Perspective Site Rollups for more information.

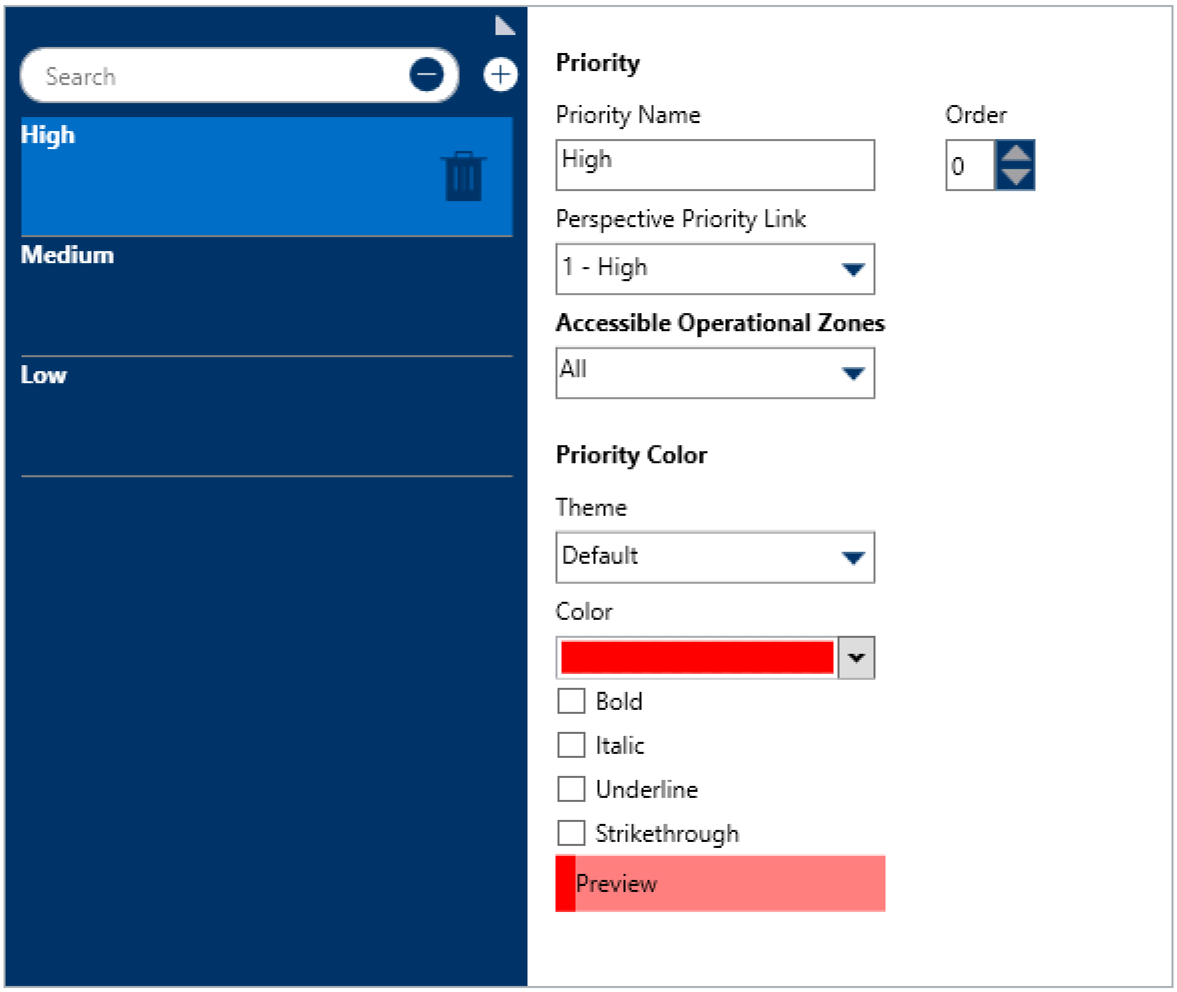


*The **Location Search Options** in the **System Settings**.*

These options are enabled by default. To disable an option, click the  icon beside the option. To enable the option, click the  icon.

Priority

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



*The **Priority** settings section.*

Create a New Priority

To create a priority:

1. Click **Settings** > **Priority**.

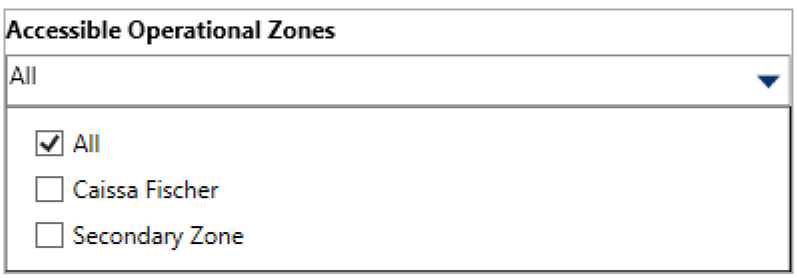
2. Click the **Create** icon in the pane to the left.

3. Enter the name of the priority in the **Priority Name** field.

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

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

6. **Optional:** To limit which users can access the priority based on the operational zone, click the **Accessible Operational Zones** dropdown menu, then select the checkboxes beside the appropriate zones.



*The **Accessible Operational Zones** dropdown menu.*

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

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

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

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

When Connect creates a new dispatch, the device icons in the **Map** and **Location** panels will flash the color associated with the dispatch priority, if any. If no color has been associated with the priority, the icons will not flash.

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

Edit or Delete a Priority

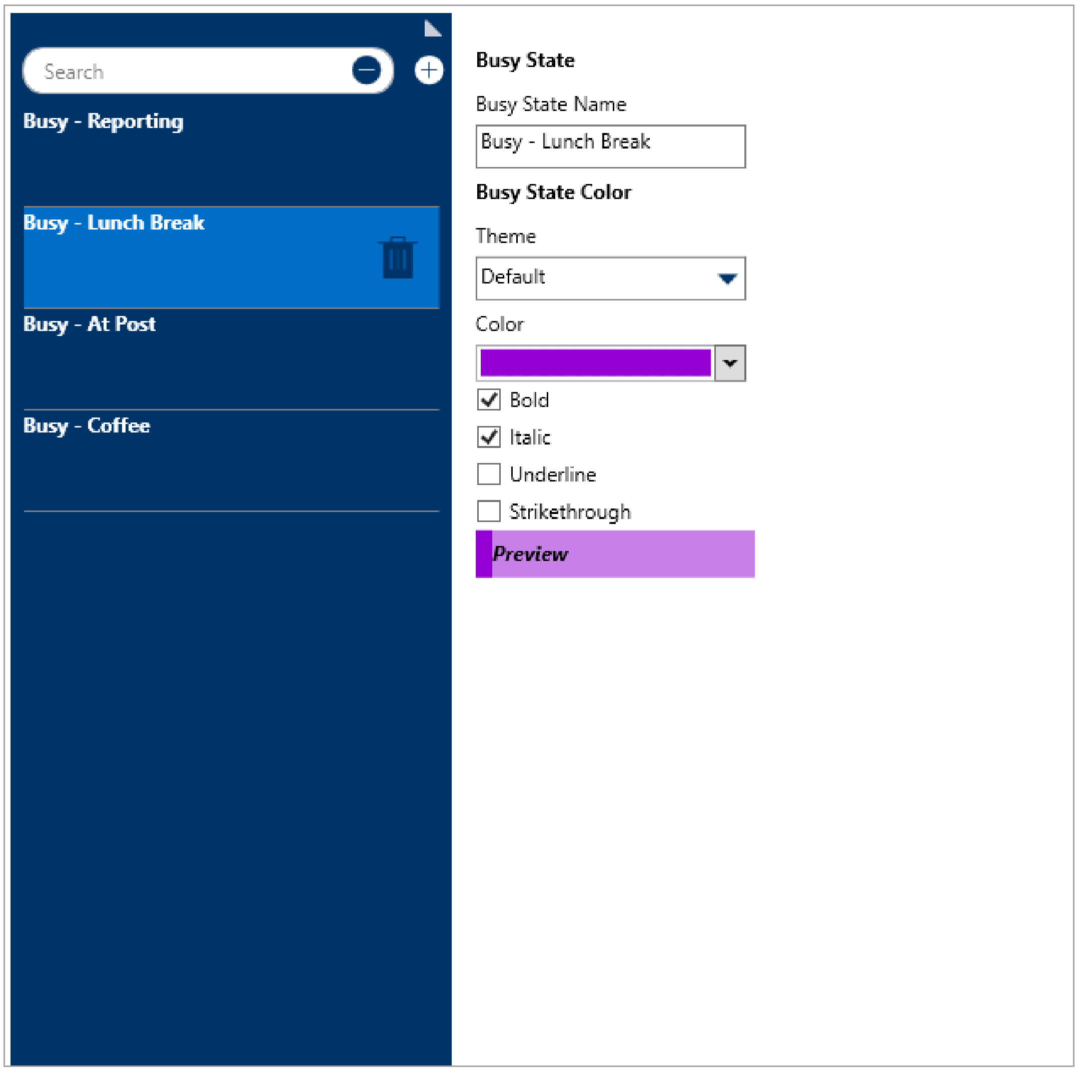
To edit or delete a priority:

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

Busy States

The **Busy States** settings give you the option of creating custom officer statuses to define officer activities, such as lunch breaks or reporting. When a dispatcher selects a busy state for an officer, it will appear in the **Officers** panel, along with any visual alerts created for the state.

Busy states can be created in Perspective; however, you can only create visual alerts for states in the **Busy States** settings in Dispatch.



*The **Busy States** settings.*

Create a Busy State

To create a busy state:

1. Click **Settings** > **Busy States.**
2. Click **Create** in the pane to the left.
3. Enter a name in the **Busy State Name** field.
4. Select **Default**, **Classic**, **High Contrast,** or **Resolver Theme** from the dropdown menu under **Theme.**

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

5. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.
6. Select the **Bold**, **Italic**, **Underline**, and/or **Strikethrough** checkboxes if you want to add more font styles.

Edit or Delete a Busy State

To edit or delete a busy state:

1. Click **Settings** > **Busy States.**
2. Click a busy state in the pane to the left to select it.

3. To edit the busy state, make your changes to any of the fields as needed.

4. To delete the busy state, click the icon to delete the busy state, then click **Yes** to confirm.

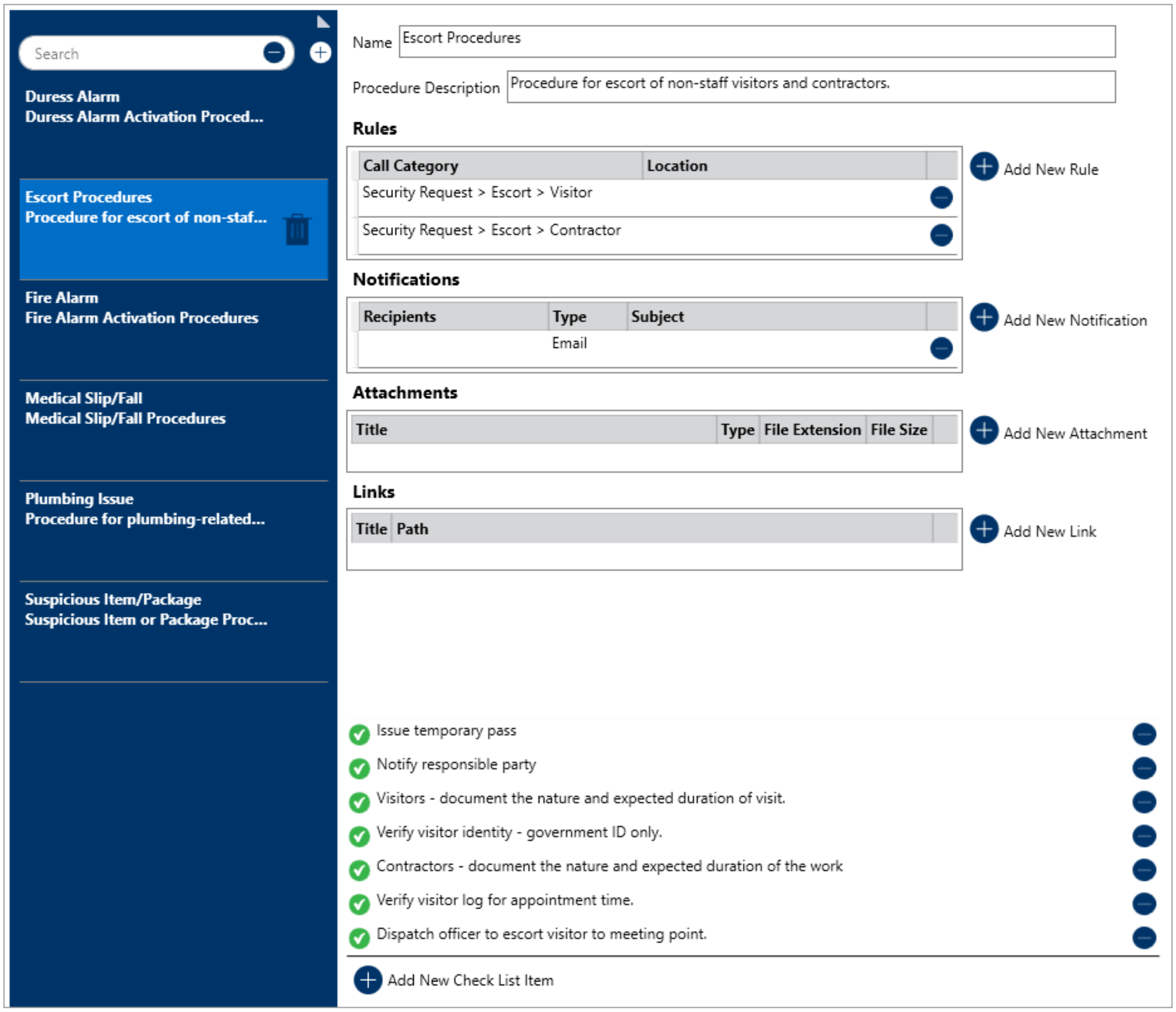
SOPs

SOPs are standardized procedures for dispatchers and officers to follow during specific types of dispatches. SOPs can include a list of steps to complete, email or Everbridge mass notifications, file attachments, and/or URLs to relevant links.

When creating SOPs, admins must create a **rule** that includes at least one call category and optional location. When a dispatch matching an SOP's rule is created, the SOP is triggered and can be accessed by dispatchers, along with any files, notifications, or links, by clicking the **SOP** icon in the **Dispatches** panel. For more information on viewing a triggered SOP or sending mass notifications, see the **Dispatch User's Guide** on the Resolver Support site.

Selecting an Everbridge template for a notification requires additional configurations during the Perspective installation. If these configurations have not been made, the **Everbridge Template** option will not be available. See the Perspective installation and update guides on the Resolver Support site for more information.

SOPs can be created in Perspective; however, if a site has been specified in the criteria, the SOP will not appear in Dispatch unless the dispatch's selected location is linked to the same Perspective site. See the Locations chapter for more information.



*The **SOPs** settings.*

Create an SOP

To create an SOP:

1. Click **Settings** > **SOPs.**
2. Click **Create** in the pane to the left.

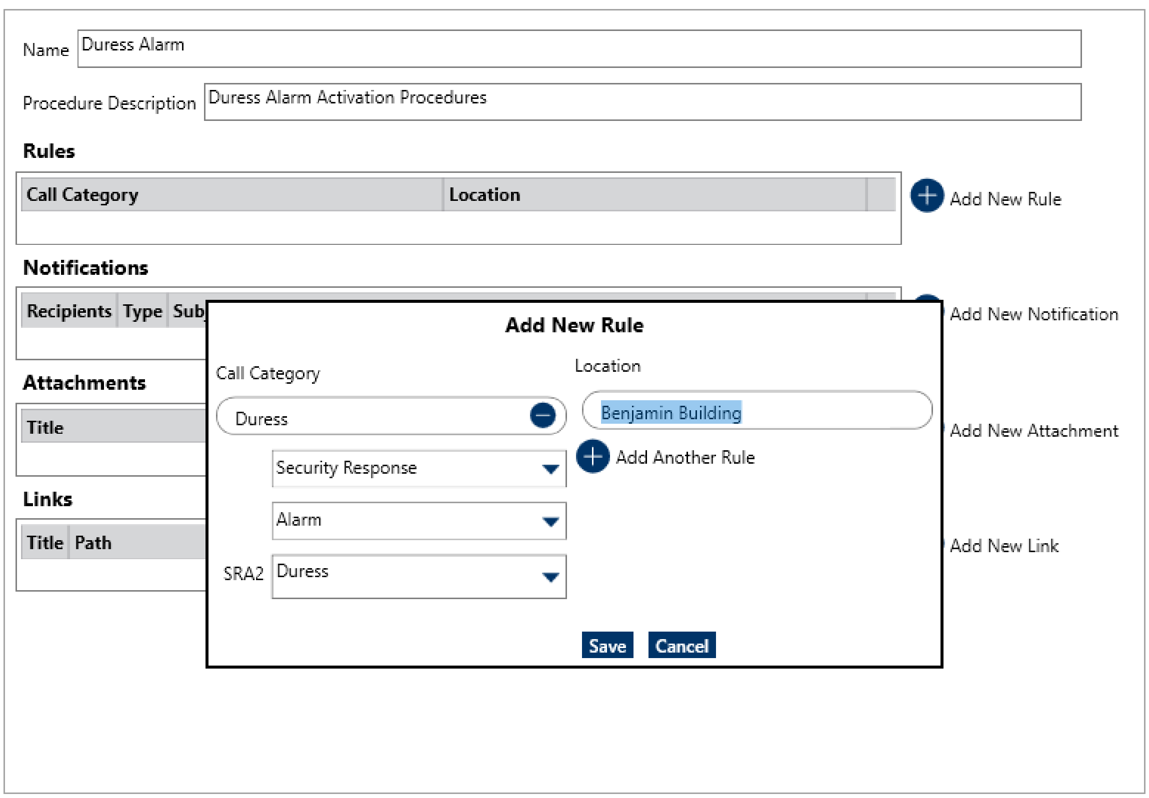
3. Enter a name for the procedure in the **Name** field.

4. Enter a description of the procedure in the **Procedure Description** field.

5. Click **Add New Rule**.

6. Begin typing in the **Call Category** textbox then select the appropriate call category **OR** select a call category from the first of three dropdown menus. To include additional call category criteria, make a selection from the second and third dropdown menus as needed.

7. **Optional**: Begin typing keywords to view a list of available locations in the **Location** field, then select a location.



Adding a new rule to an SOP.

8. **Optional:** Click **Add Another Rule** to save the current rule and clear the fields, then add another rule as needed.

9. Click **Save** to close the **Add New Rule** window. Click **Cancel** to close the window without saving your changes.

10. **Optional**: To create an email and/or select an Everbridge notification that dispatchers can send to selected recipients once the SOP is triggered:

> You will not be able to send any SOP-related emails if the email feature hasn't been configured in Perspective. See the Perspective Administrator's Guide for more information.

   a. Click the **Add New Notification.**

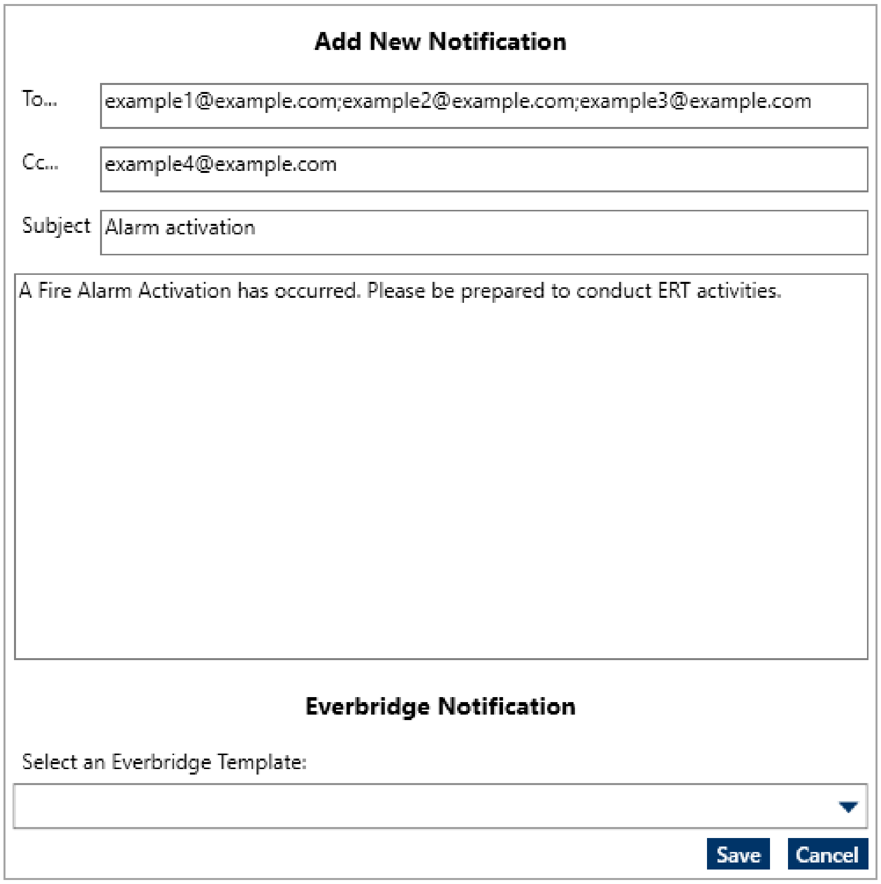
   b. Enter the recipients' email address in the **To** field, separating multiple emails by semi-colons.

   c. **Optional:** Enter one or more email addresses in the **Cc** field to include recipients who should receive a carbon copy of the email, separating multiple email addressed by semi-colons.

   d. Enter a subject line in the **Subject** field.

   e. Enter the message in the textbox.

   f. **Optional**: Select a template from the **Select an Everbridge Template** dropdown menu to give dispatcher's the option of sending a mass notification via Everbridge. If Everbridge has not been integrated into your version of Perspective and Dispatch, this option will not be available.



*The **Add New Notification** window.*

> Mass notification types, messages, and recipients are configured in Everbridge. Refer to the appropriate Everbridge help documentation for more information.

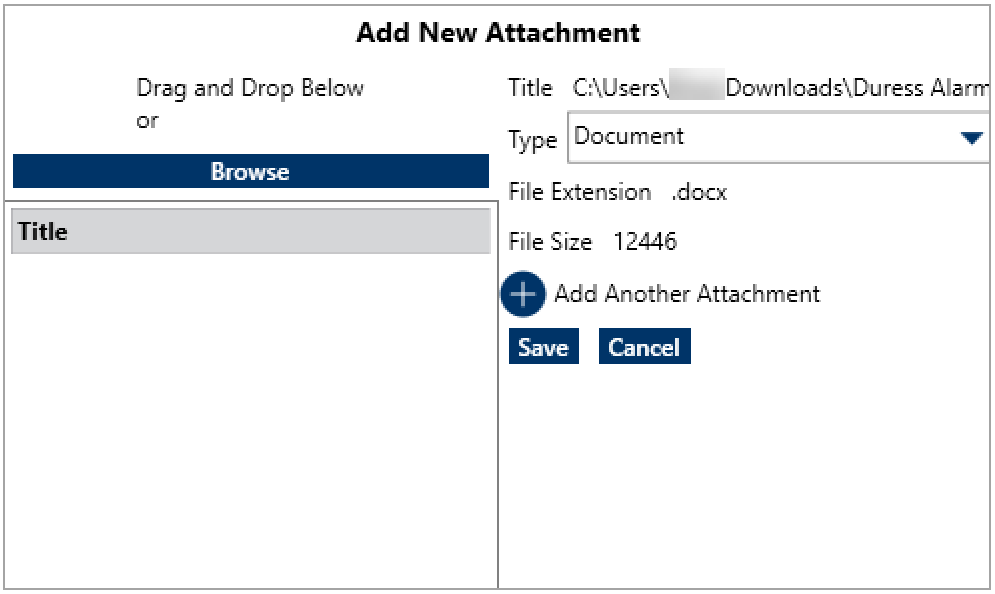
g. Click **Save** to close the **Add New Notification** window or click **Cancel** to close the window without saving your changes.

11. **Optional**: To add a file or image attachment to the SOP:

a. Click **Add New Attachments.**

b. Click **Browse** or drag a file to the **Add New Attachment** window.

c. **Optional:** Select the attachment type from the **Type** dropdown menu.



*The **Add New Attachment** window.*

d. **Optional:** Click **Add Another Attachment** to save the current file and clear the fields, then add another attachment as needed.

e. Click **Save** to close the **Add New Attachment** window or click **Cancel** to close the window without saving your changes.

12. **Optional**: To add a URL to the SOP:

a. Click **Add New Link**.

b. Enter the name of the URL in the **Title** field.

c. Click **Browse** to upload an HTML file saved on your computer or type or paste the link in the **Browse** field.

The ***Add New Link*** *window.*

URLs typed or pasted into the **Browse** field must include the http:// or https:// prefix.

d. **Optional:** Click **Add Another Link** to save the current URL and clear the fields, then add another link as needed.

e. Click **Save** to close the **Add New Link** window or click **Cancel** to close the window without saving your changes.

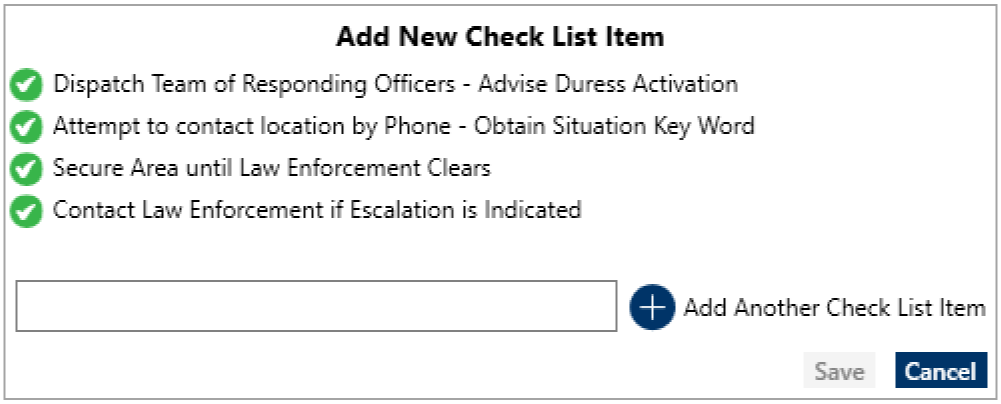
13. **Optional**: To add a list of steps for the dispatcher/officer to complete:

a. Click **Add New Check List Item**.

b. Type a description of the step (e.g. “Secure the area until law enforcement arrives.”) in the text box.

c. Click **Add Another Check List Item** to save the current item and clear the text box, then add other checklist items as needed.

d. Click **Save** to close the **Add New Check List Item** window or click **Cancel** to close the window without saving your changes.



*The **Add New Check List Item** window.*

Edit or Delete an SOP

To edit or delete an SOP:

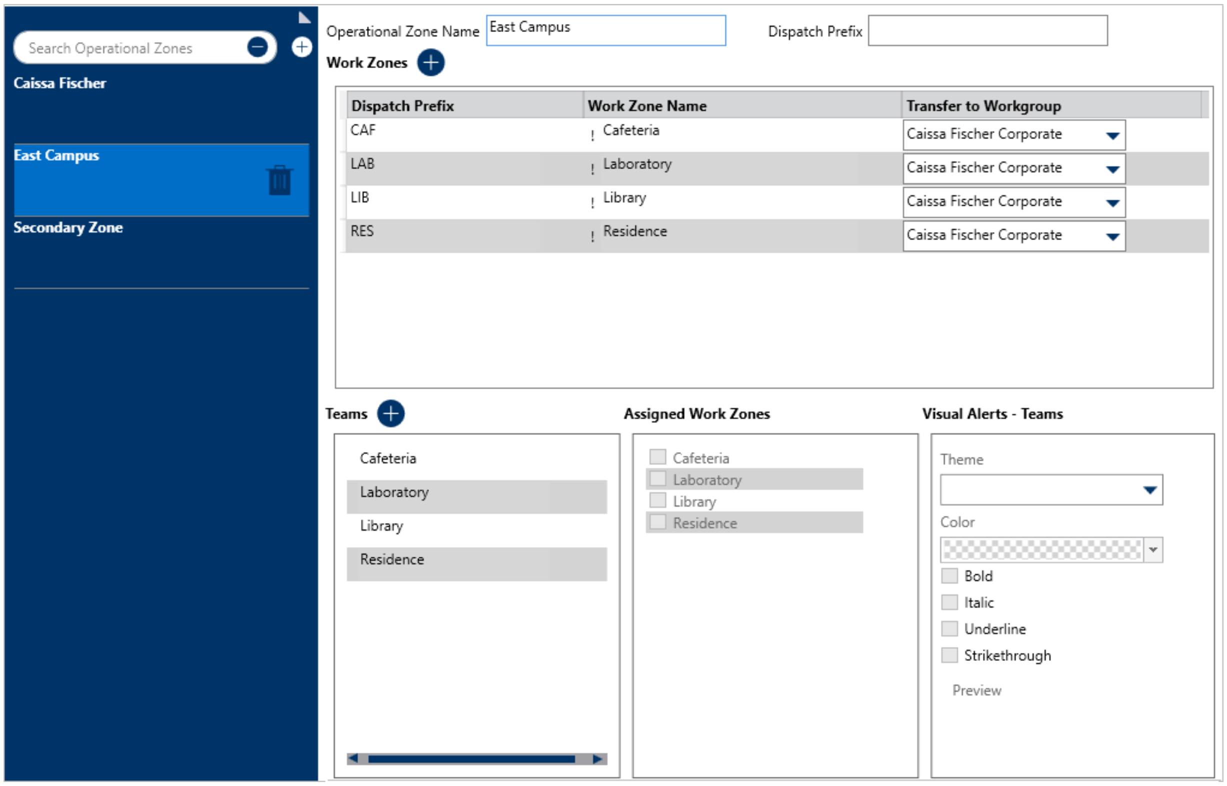
1. Click **Settings** > **SOPs**.
2. Click an SOP from the pane to the left or enter search criteria in the **Search** field then click to select those results.
3. To edit the settings, double click an individual item in the **Rules**, **Notifications**, **Attachments**, **Links**, or **Check List** sections to open their settings, then make changes as needed.
4. To delete a setting, click the icon beside a rule, notification, attachment, link, or checklist.
5. To delete an SOP and all of its settings, select the SOP in the pane to left, click the icon, then click **Yes** to confirm.

Zones & Teams

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

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

Operational zones, work zones, and teams can be created and organized over larger or smaller areas in your organization. If, for example, security was managed over several countries, the countries could be the operational zones and the cities could be the designated work zones. You could also create operational zones for smaller regions, such as a building, then segment the areas within that building, such as rooms or staircases, into work zones. For more information on zones and teams, see the Dispatch: What Are Zones & Teams Article? on the Resolver Support site.



Zones & Teams *settings.*

Zones & Teams for Dispatchers & Officers

Once your zones and teams are created, they're used to help organize where dispatchers and officers are allowed to work by selecting the operational zones they'll have access to in their user profiles.

When dispatchers log into Dispatch, they'll only be able to create, edit, and view dispatches and tasks from within the operational zones selected in the **Accessible Operational Zones** section of their profile. If a dispatcher has been given access to multiple operational zones, they will be able to switch between zones while logged in. When creating new dispatches, the dispatcher must select a work zone saved within their current operational zone.

In addition, administrators can restrict priorities and locations to one or more specific **Accessible Operational Zones,** so that only dispatchers assigned to the corresponding operational zone will be able to access them when working with dispatches.

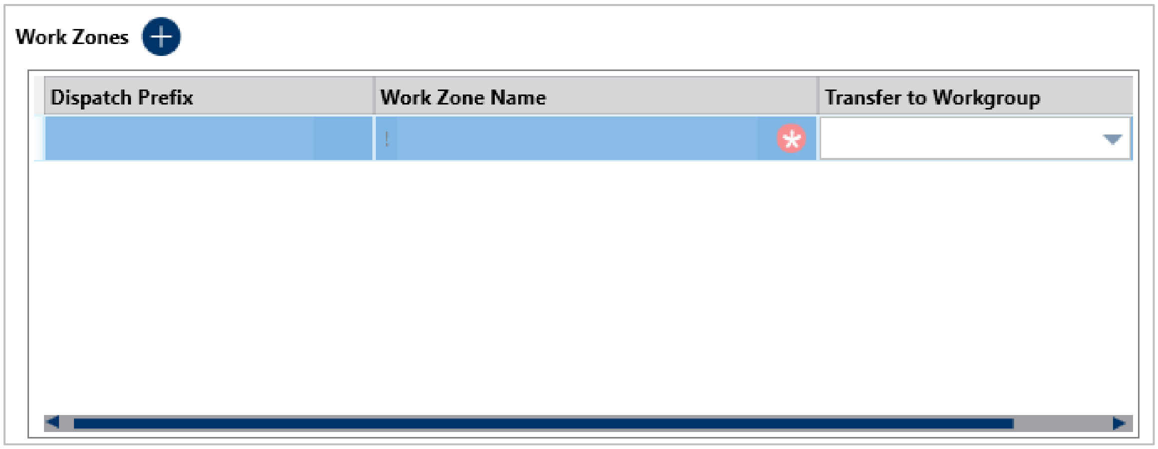
For officers, the zones selected in **Accessible Operational Zones** determine which teams they can be assigned to and therefore the work zones they're authorized to work in. For example, if an officer is given access to the East Campus operational zone in their profile, they can be assigned to work on the Cafeteria, Laboratory, Library, or Residence teams. The dispatcher assigns that officer to work on the Cafeteria team, which means that the officer can be assigned tasks for any dispatches created in the Cafeteria work zone. If an officer is using Officer Mobile, he or she will be able to report for duty within an authorized operational zone.

Once your zone and team structure has been created, it may be helpful to provide dispatchers with a chart that outlines your zone and team structure to help them organize their officers. See the Dispatch: What Are Zones & Teams? article on the Resolver Support site for a chart template and for more information zones and teams.

Create Operational Zones, Work Zones & Teams

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

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



A new work zone.

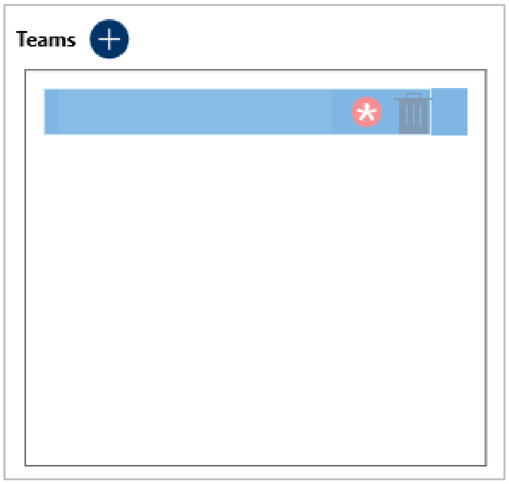
6. **Optional**: Click the **Dispatch Prefix** field to enter a dispatch prefix for the work zone. This prefix will appear on any dispatches occurring in this work zone. If this field is left blank, all dispatches in the work zone will use the operational zone prefix entered in the **Dispatch Prefix** field. If no operational zone prefix was entered, each dispatch will be assigned a numerical value only.

7. Click the **Work Zone Name** field and enter a name (e.g. "Cafeteria").

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

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

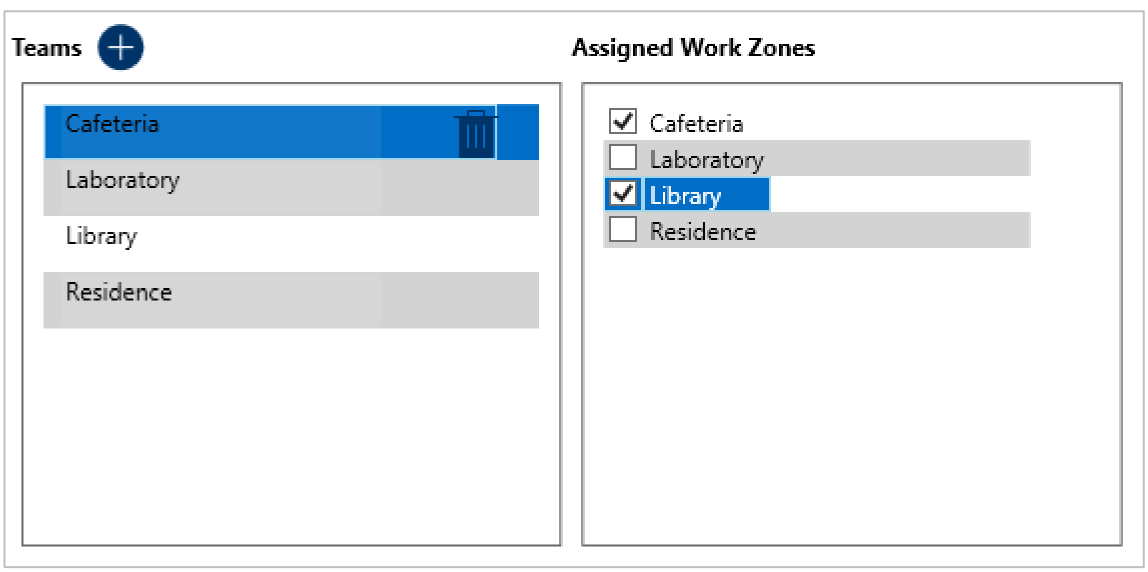
10. Click the icon next to **Teams**.



A new team.

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

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



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

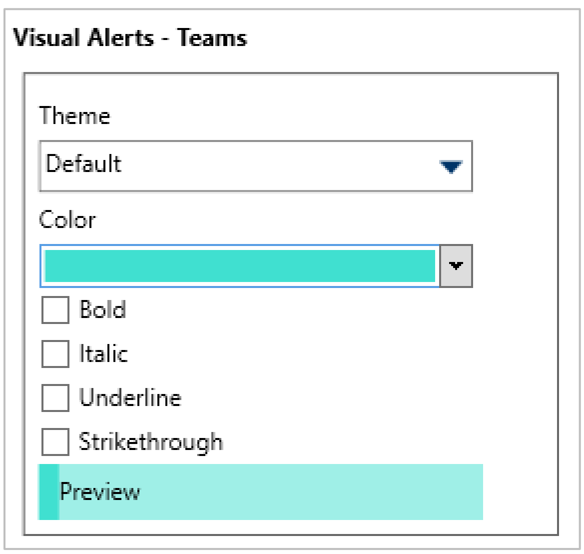
13. **Optional:** If you want to create a visual alert for a team:

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

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

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

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



A visual alert for a team.

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

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

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

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

Delete an Operational Zone, Work Zone, or Team

To delete an operational zone:

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

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

To delete a work zone:

1. Click **Settings >** **Work Zones & Teams.**

2. Click the operational zone where the work zone is saved in the pane to the left.

3. Click a work zone in the **Work Zones** section.

4. Click the icon next to the zone name.

5. Click **Yes** to confirm.

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

To delete a team:

1. Click **Settings** > **Work Zones & Teams**.

2. Click the operational zone where the team is saved in the pane to the left.

3. Click a team in the **Teams** section.

4. Click the icon next to the team name.

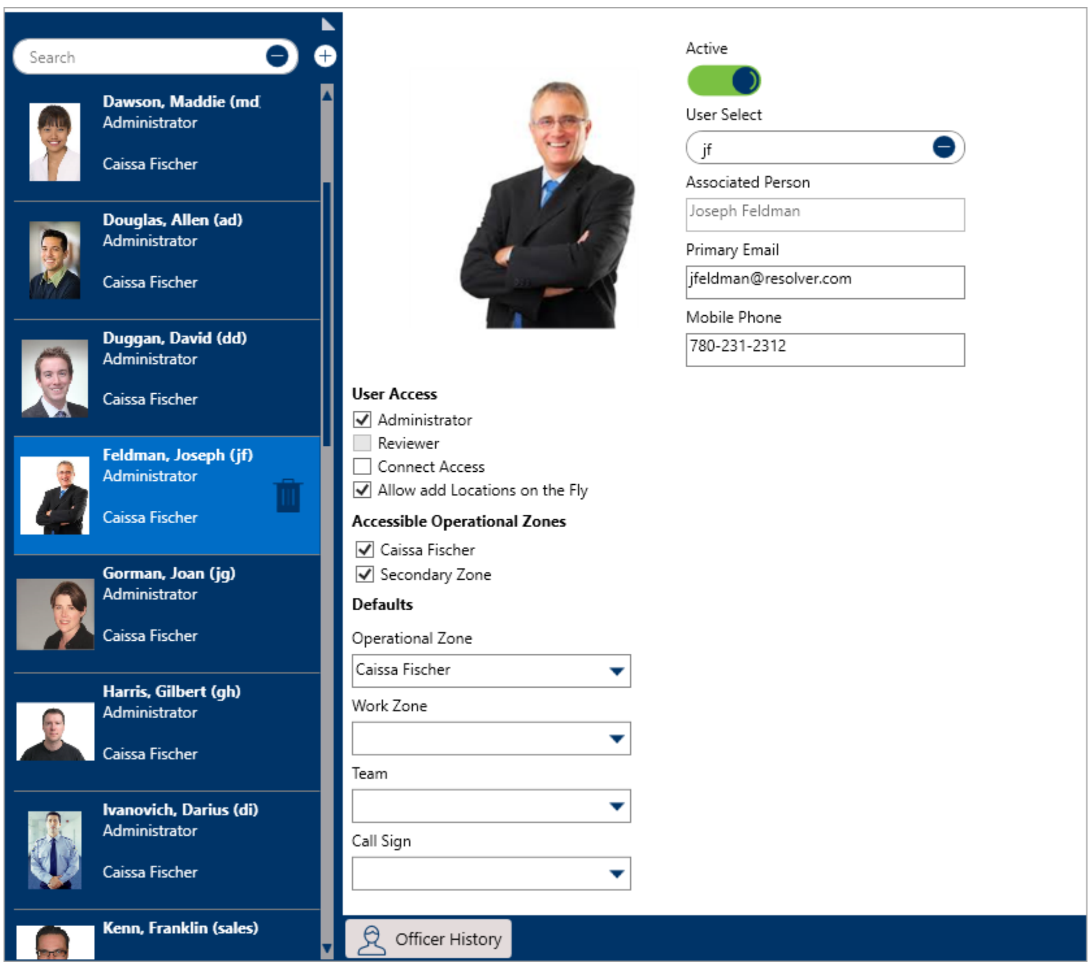
5. Click **Yes** to confirm.

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

Users

When creating any users in Dispatch, including administrators, reviewers, dispatchers, and officers, an account must first be created in Perspective by an administrator. See the Perspective Administrator's Guide for more information.

If a Perspective administrator selected the **Changed Password On Login** checkbox on a user's Perspective profile, users will not be able to log into Dispatch or Officer Mobile until they've logged into Perspective and changed their passwords. To avoid this, ensure the **Change Password on Login** checkbox is deselected for Dispatch and Officer Mobile users.



*The **Users** settings.*

Once the initial profile has been created in Perspective, a profile can be created and configured in the Dispatch **Users** settings, where you can:

- Assign user access types (i.e. Administrator or Reviewer);
- Enable or disable a user's ability to create temporary locations;
- Assign the operational zones the user will have access to;
- Activate or deactivate a user profile;
- Assign default operational zones, work zones, teams, and/or call signs.
- Enter user details, such as an email address and phone number.
- Review an officer's history, including their call signs, teams, statuses, locations, and tasks.

User Types

There are currently five 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 and notifications, manage available organizations, create new locations (if enabled), and manage user settings.
- **Officer:** A member of your organization's security team who is assigned tasks and dispatched to activities, but these users can log into the application as a dispatcher. Administrators can review an officer's history, including their statuses, assigned tasks, and locations. If using Officer Mobile, the officer can log into the app using their Dispatch credentials and have conversations with the

dispatcher and other officers, create logs, take themselves on or off duty, view dispatch details, attach photos, and manage their tasks.

- **Reviewer**: A user who can view all the panels (except for **Create** and **Create Task**) as well as participate in conversations, but cannot create or modify dispatches, tasks, or any information contained in the panels nor can they log into Officer Mobile.

- **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.

Create a New User

To create a new user:

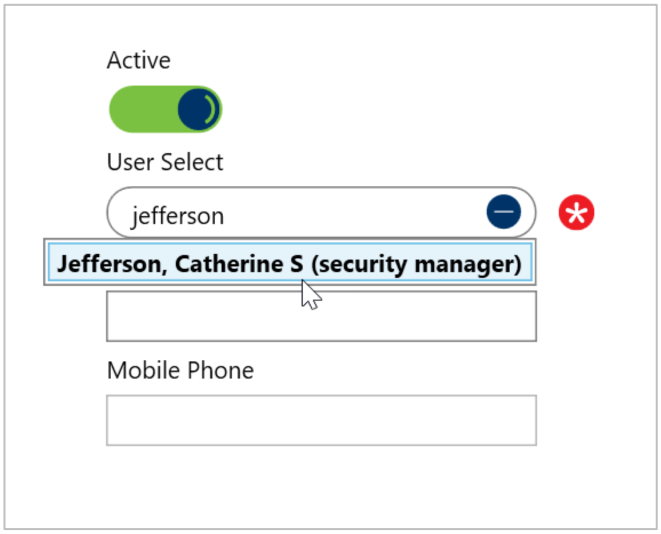
1. Click **Settings > Users**.

2. Click the **Create** icon in the pane to the left.

3. If this profile should be inactive, click the icon under **Active**. Inactive profiles will appear with the icon.

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

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



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

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

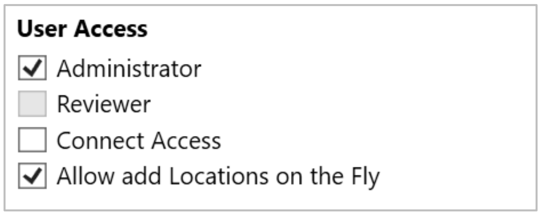
7. Select any additional permissions for the user in the **User Access** section:

    - Select the **Administrator** checkbox if the user should have administrative rights in Dispatch.

    - Select the **Reviewer** checkbox if the user should be a reviewer. Reviewers can view the details of the dispatches in their assigned operational zone, as well as send and receive messages, but they cannot perform any other actions in Dispatch nor can they log into Officer Mobile.

    - Select the **Connect Access** checkbox if the user should be able to log into Connect and configure its settings. 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 any additional options selected in this section.

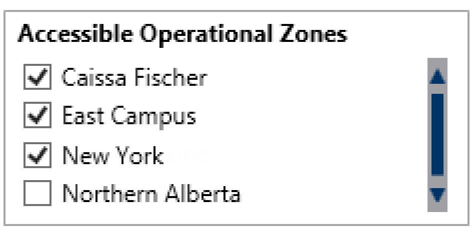
- Select the **Allow add Locations on the Fly** to allow this user to create temporary locations. See Quick Add Locations for more information.



*The **User Access** section.*

> By default, all users will have a standard dispatcher/officer account unless otherwise specified in the **User Access** section.

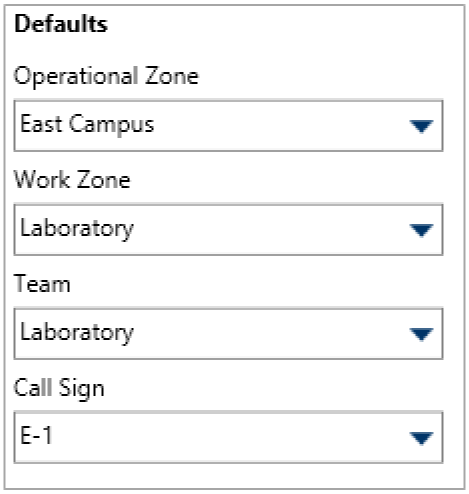
8. Select the checkboxes next to the operational zone(s) the user will have access to under **Accessible Operational Zones.** If the user is a dispatcher, this will determine which operational zones they can manage dispatches, tasks, and officers in. If the user is an officer, this will determine which teams and work zones they can work in.



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

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

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



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

View an Officer’s History

The **Officer History** panel provides a summary of an officer’s activities, including:

- Assigned call signs and teams;
- On and off duty times;
- Dispatch information, including assigned tasks, dispatch numbers, statuses, and locations; and
- Last known locations.

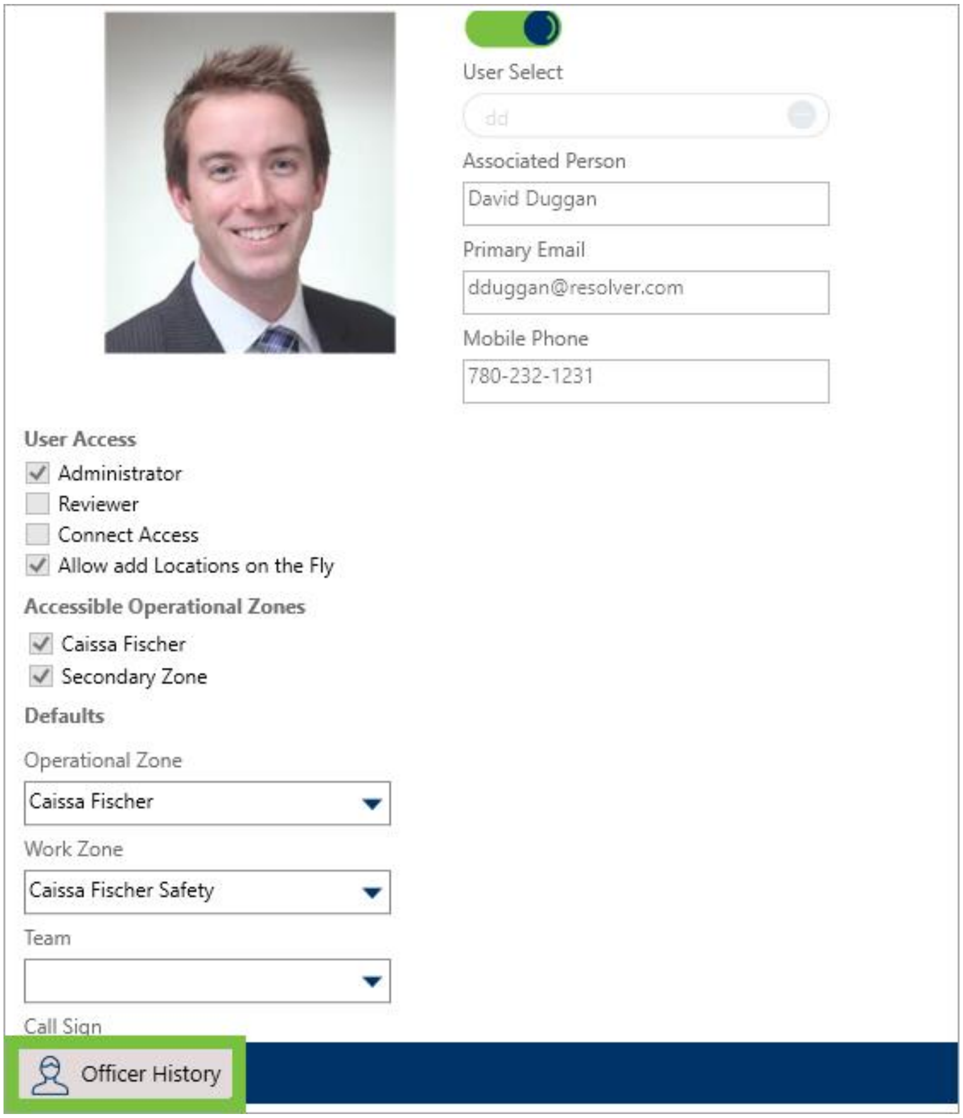
Officer histories are grouped together by shifts, which begin when an officer is brought on duty and end when they are taken off duty. The amount of time these records are retained is determined by the **Officer History** settings. Once the records are purged, they cannot be recovered. See the System Settings chapter for more information.

To view an officer’s history:

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

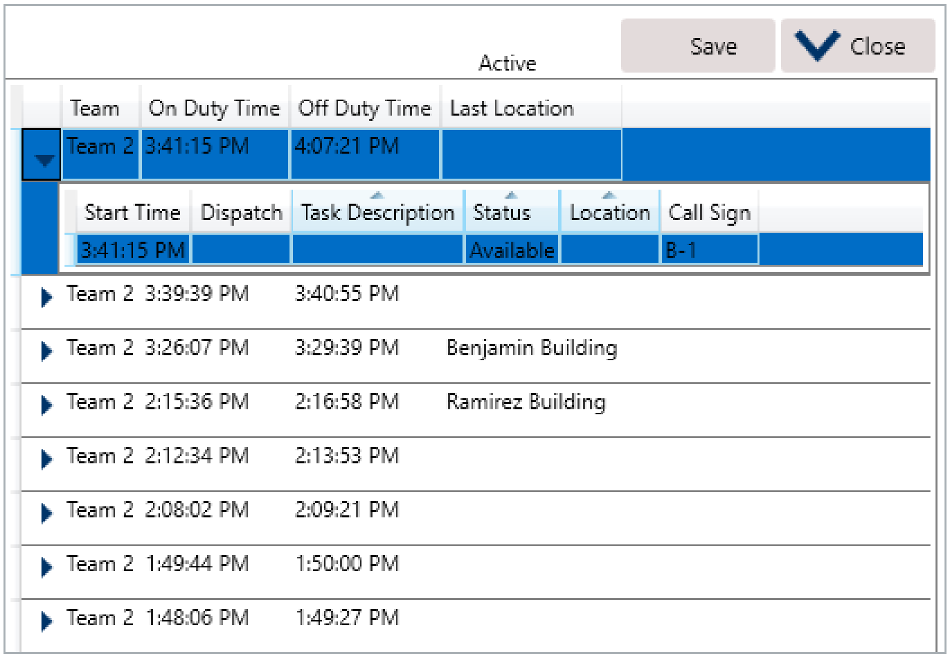
2. Click a user from the pane to the left or enter search criteria in the **Search** field then click to select a result.

3. Click the **Officer History** button at the bottom left of the user's profile.



*The **Officer History** button on a user's profile.*

4. Click the ▶ icon to display the details of an officer's shift.



Officer history information.

5. Click a column to sort the data as required.

6. **Optional:** To export all of the officer's currently saved shift history as a spreadsheet:

   a. Click **Save** in the upper-right corner.

   b. Select the download location, then click **Save** to begin the download.

> The officer's history is exported into a CSV file, which can be viewed in Microsoft Excel or similar spreadsheet applications.

7. Click **Close** in the upper-right corner to return to the previous screen.

Edit or Delete an Existing User

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

To edit or delete a user:

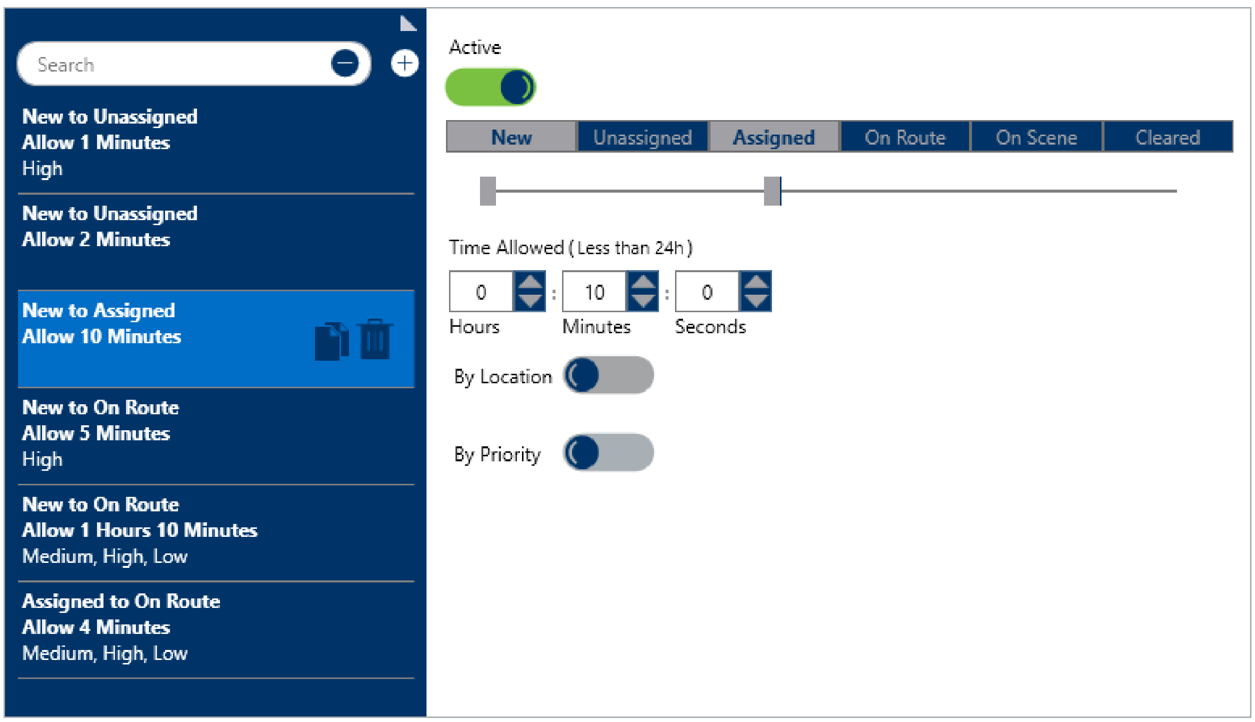
1. Click **Settings** > **Users**.
2. Click a user from the pane to the left or enter search criteria in the **Search** field then click to select those results.
3. To edit the user profile:
   a. Make your changes to any of the fields in the user profile, including the **User Access**, **Accessible Operational Zones**, phone number, email address, and **Defaults**.
   b. To change the Perspective user account the Dispatch profile is associated with, use the **User Select** field to search for and select an alternate user.
   c. To deactivate the account, click the icon under **Active**. Inactive profiles will appear with the icon.
4. To delete a user profile:
   a. Click the user to select it in the pane to the left.
   b. Click the icon.
   c. Click **Yes** to confirm.

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

RTA (Regulated Time to Act)

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

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

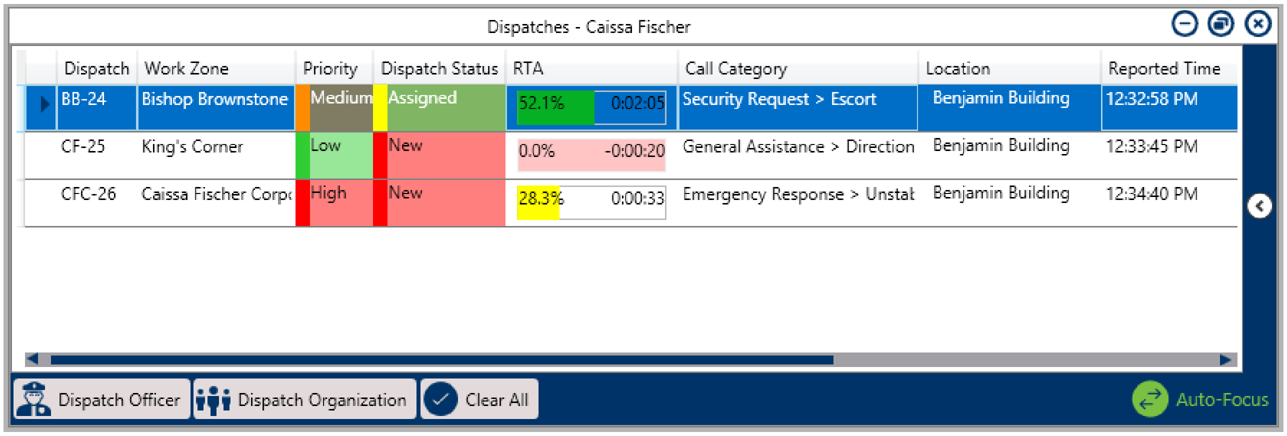


*The **RTA** settings.*

RTAs appear in the following colors:

- A green RTA timer indicates there is time left to take the appropriate action and displays the amount of time left to do so.
- A yellow RTA timer indicates that there is only a minimal amount of time left to take action and displays the amount of time left to do so.

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



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

Multiple RTAs

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

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

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

A. Time Allowed: 10 minutes; Priority: High.

B. Time Allowed: 15 minutes; By Location: Company Office; Priority: Low.

C. Time Allowed: 12 minutes; By Location: Company Office > Back staircase; Priority: Medium.

D. Time Allowed: 8 minutes; Priority: Low.

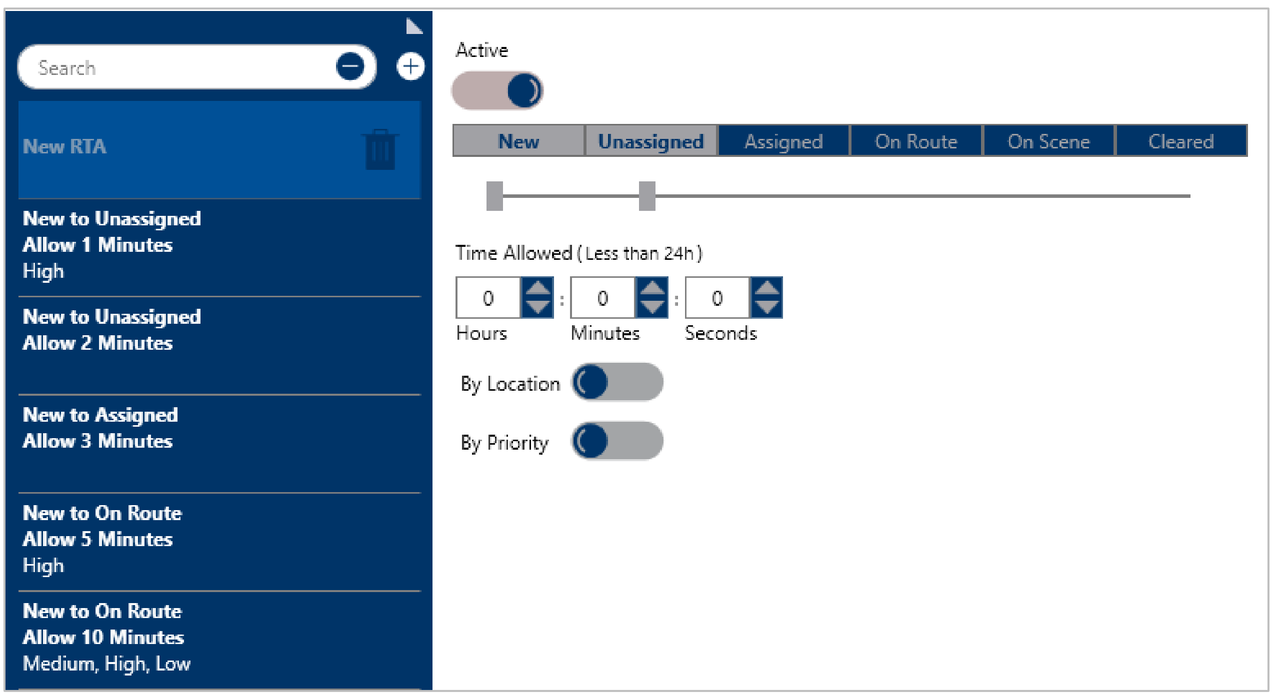
Based on the evaluation rules, the RTAs you created for New to Assigned would take precedence as follows:

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

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

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

Create a New RTA



A new RTA.

To create an RTA:

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

2. Click the **Create** icon in the pane to the left.

3. If this RTA should be inactive, click the icon under **Active**. Inactive RTAs will appear with the icon.

4. Click and drag the first notch in the slider to identify the status that will trigger the RTA.

5. Click and drag the second notch in the slider to identify the dispatch status the dispatcher should achieve within the RTA.

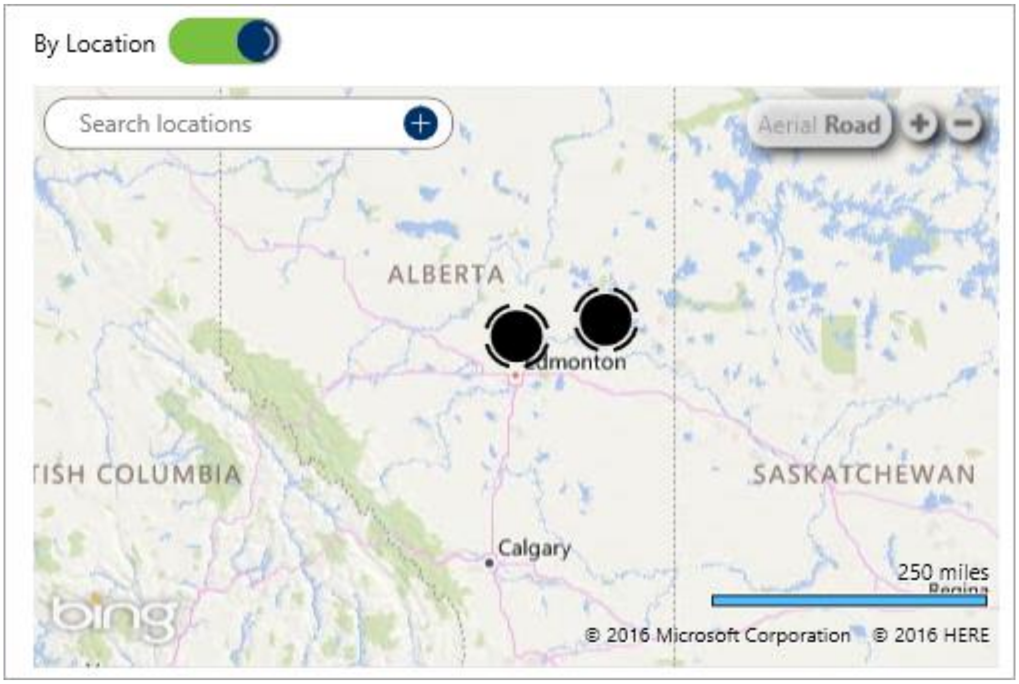
The sliders in the ***RTA*** *settings that specify a dispatcher has a set amount of time to change a dispatch status from* ***New*** *to* ***On Route****.*

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

7. To create an RTA for a specific location:

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

    b. Enter the name of a previously saved location or indoor location in the **Search locations** field or click a pin on the map to select a location or indoor location. To create a new location, click the icon, click an area on the map, then enter the location name in the **Location Name** field.



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

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

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

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

Create a Duplicate RTA

Administrators can create duplicates of existing RTAs. These duplicates include the status, time limit, location, and priority settings of the original, which can be adjusted as required.

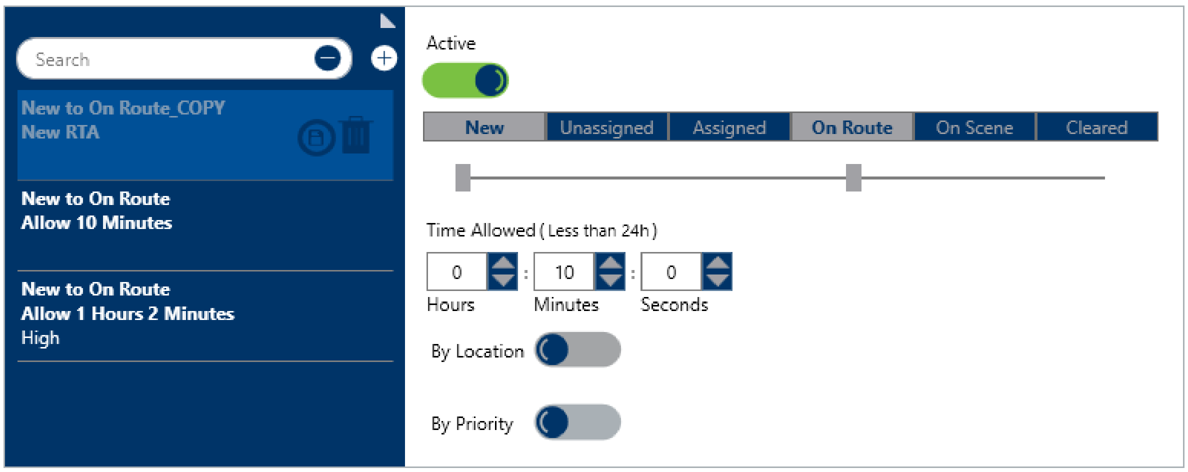
Newly duplicated RTAs will have a _COPY suffix. This suffix is automatically removed once the RTA is saved, or its details are changed.

To create a duplicate RTA:

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

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

3. Click the icon next to the RTA.



A duplicate RTA.

4. To save the RTA with the same settings as the original, click the icon in the left pane. Saving the duplicate will delete the _COPY suffix.

5. To adjust the RTA settings, follow steps 4-8 in the Create a New RTA section.

Edit or Delete an RTA

To edit or delete an RTA:

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

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

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

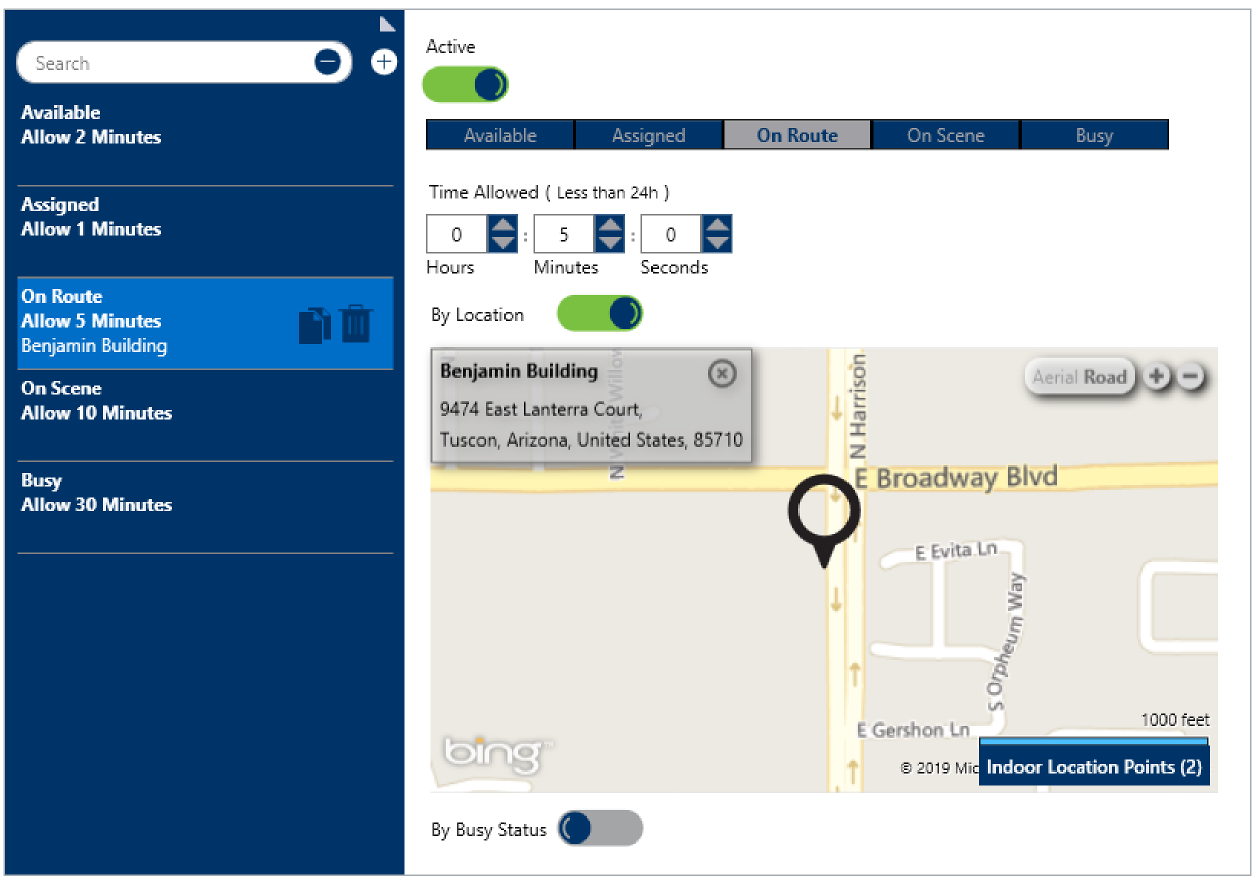
4. To deactivate the RTA, click the icon under **Active**. Inactive RTAs will appear with the icon.

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

Officer Alerts

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

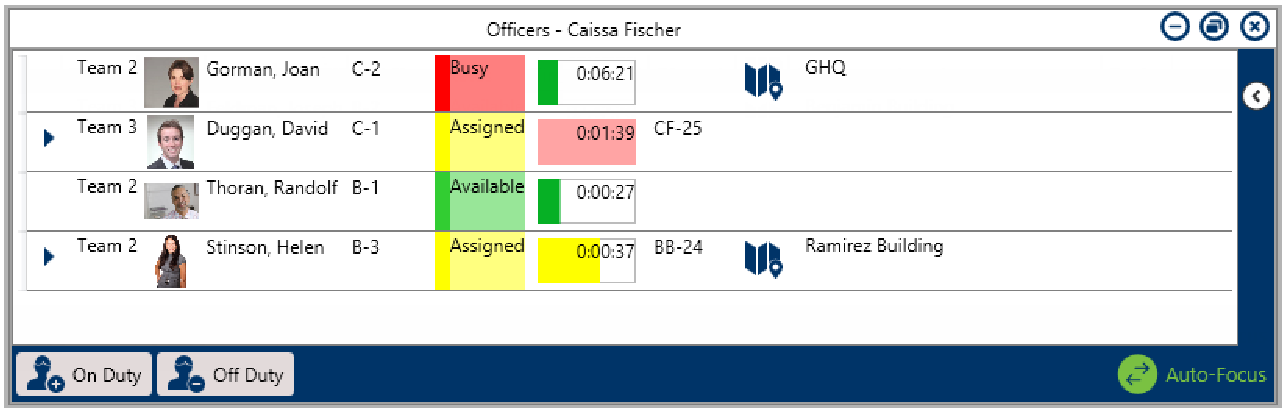
For example, if you created an officer alert for an On Route status with an allowed time of five minutes, once an on duty officer's status is set to On Route, a timer will appear in the **Time Elapsed** column of the **Officers** panel that will begin counting down from 0:00:00 to 0:05:00, indicating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



*The **Officer Alerts** settings.*

Officer alerts appear in the following colors:

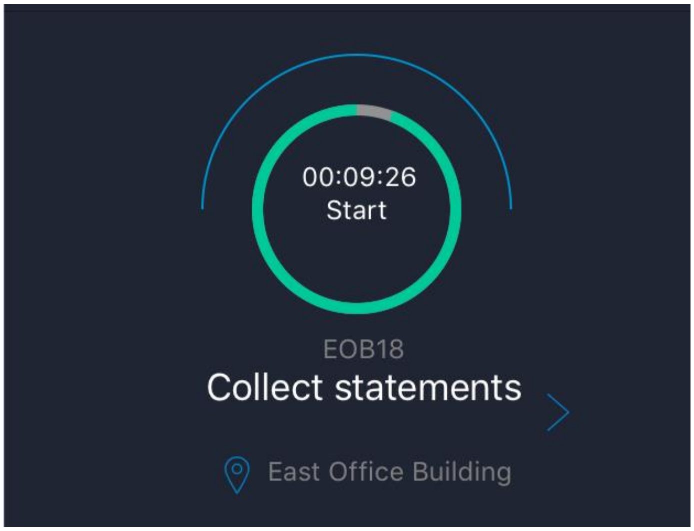
- A **green** officer alert indicates there is time left for the officer to change his or her status and displays the amount of time left to do so.
- A **yellow** officer alert indicates that there is only a small amount of time to change the officer's status and displays the amount of time left to do so.
- A **red** officer indicates time has run out. The timer will start counting the amount of time that has passed since the officer alert expired.



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

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.

Multiple Officer Alerts

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

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

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

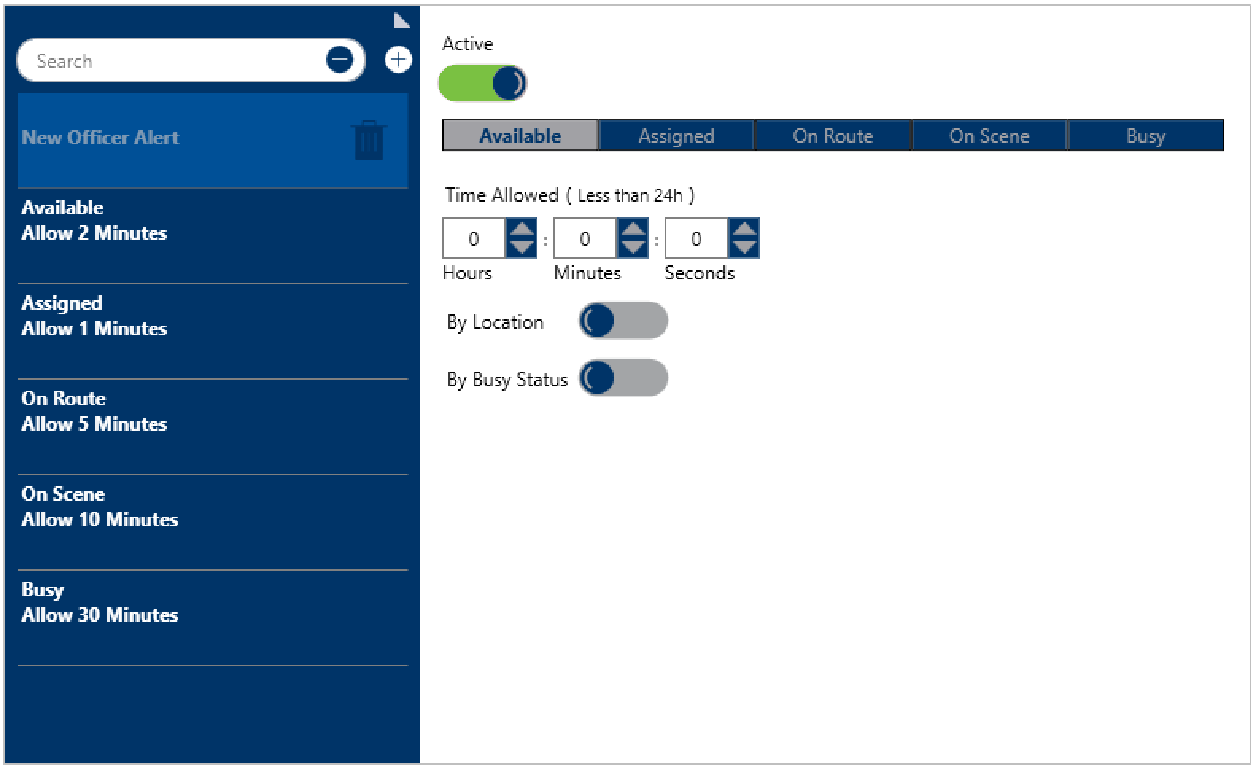
A. Time Allowed: 15 minutes; By Location: Company Office.
B. Time Allowed: 12 minutes; By Location: Company Office > Back staircase.
C. Time Allowed: 8 minutes.

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

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

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

Create a New Officer Alert



A new blank officer alert.

To create a new officer alert:

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

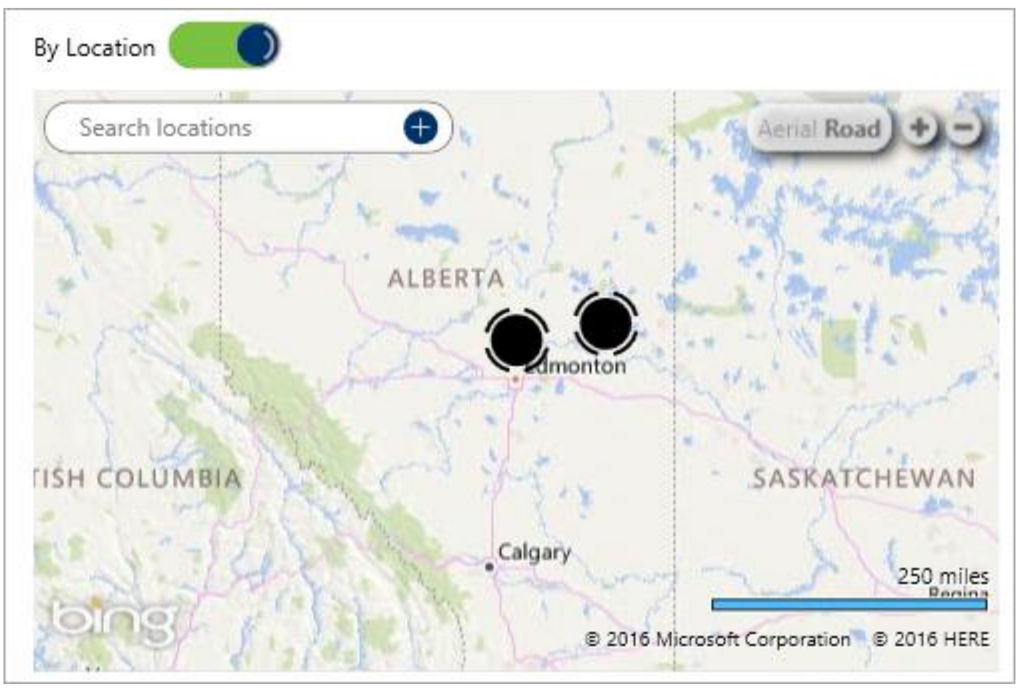
Officer statuses.

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

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

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

    b. Enter the name of a previously saved location or indoor location in the **Search locations** field or click a pin on the map to select a location or indoor location. To create a new location, click the icon, click an area on the map, then enter the location name in the **Location Name** field.



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

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

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

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

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

Create a Duplicate Officer Alert

Administrators can create duplicates of existing officer alerts. These duplicates include the status, time limit, location, and busy status settings of the original, which can be adjusted as required.

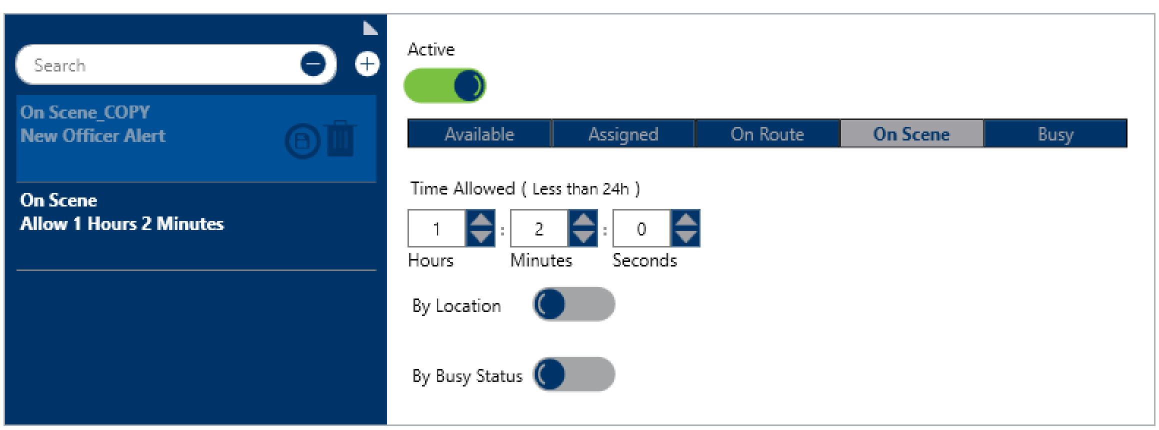
Newly duplicated officer alerts will have a _COPY suffix. This suffix is automatically removed once the officer alert is saved, or its details are changed.

To create a duplicate officer alert:

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

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

3. Click the icon next to the officer alert.



A duplicate officer alert.

4. To save the officer alert with the same settings as the original, click the icon in the left pane. Saving the duplicate will delete the _COPY suffix.

5. To adjust the officer alert settings, follow steps 4-7 in the Create a New Officer Alert section.

Edit or Delete an Officer Alert

To edit or delete an officer alert:

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

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

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

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

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

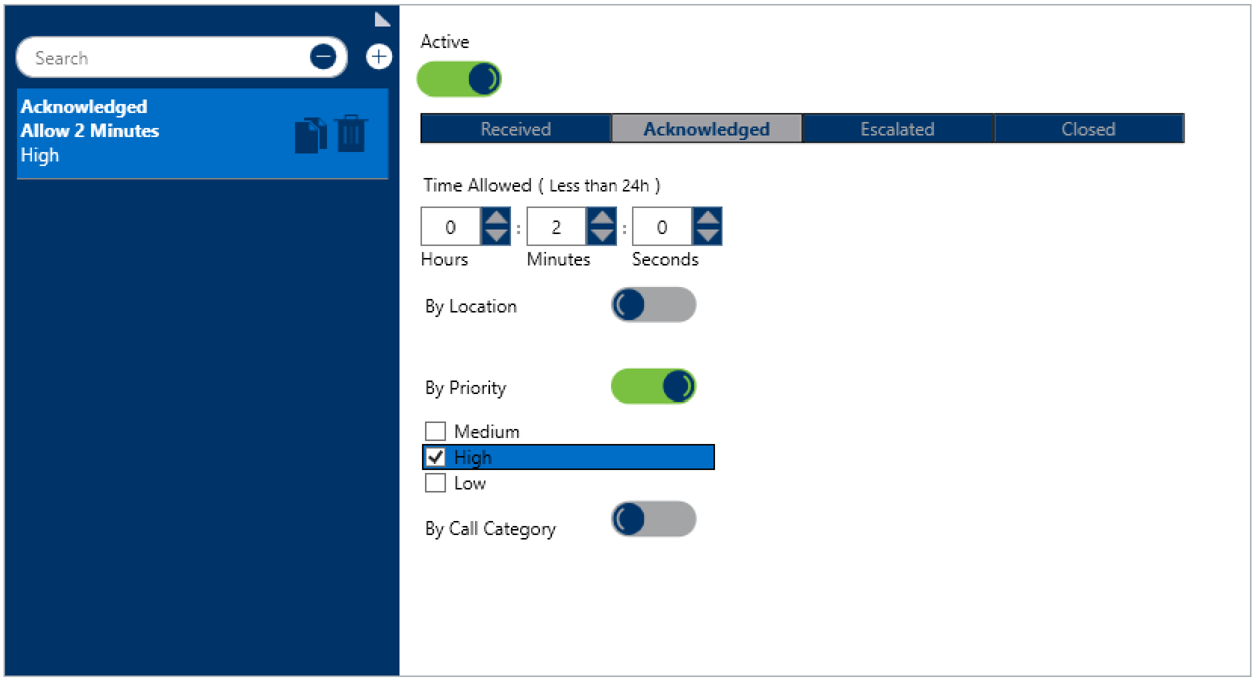
Alarm Alerts

If your system uses Connect and it's configured to send alarm notifications to Dispatch, you can create alerts to specify the amount of time that's allowed for an alarm to remain in its current state. Alarm alerts can also be created based on the alarm's location, priority or call category, which are determined by the Dispatch template selected when the alarm was configured in Connect.

Alarms sent to Dispatch can be in the one of the following states:

- **Received:** The alarm has appeared in Dispatch, but no action has been taken on it.
- **Acknowledged:** The dispatcher has confirmed receipt of the alarm.
- **Escalated:** The alarm has been associated with a new or existing dispatch. If a new dispatch is created, the template selected for the alarm in Connect is used to create the new dispatch. If an existing dispatch is selected, the alarm will appear in the **Related Alarms** section in the **Dispatch Details** panel.
- **Closed:** The alarm has been closed. 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.

For example, if you created an officer alert for an alarm in the Acknowledged state with a Time Allowed of two minutes, once the dispatcher marks the alarm as Acknowledged, a timer will appear in the **Elapsed** column of the **Alarms** panel that will begin counting down from 0:00:00 to 0:02:00, indicating that the dispatcher has two minutes to either escalate the alarm or close it.



*The **Alarm Alerts** settings.*

Alarm alerts in the **Alarms** panel in the following colors:

- A **green** alarm alert indicates there is time left to change the state of the alarm and displays the amount of time left to do so.
- A **yellow** alarm alert indicates that there is only a small amount of time to the state of the alarm and displays the amount of time left to do so.
- A **red** alarm alert indicates time has run out. The timer will start counting the amount of time that has passed since the alarm alert expired.

For more information on configuring alarms, see the **Connect User's Guide**. For more information on managing alerts, see the **Dispatch User's Guide.** These guides can be downloaded from the Resolver Support site.

Multiple Alarm Alerts

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

1. Indoor location.
2. Location.
3. Call Category.
4. Priority.
5. Shortest duration.

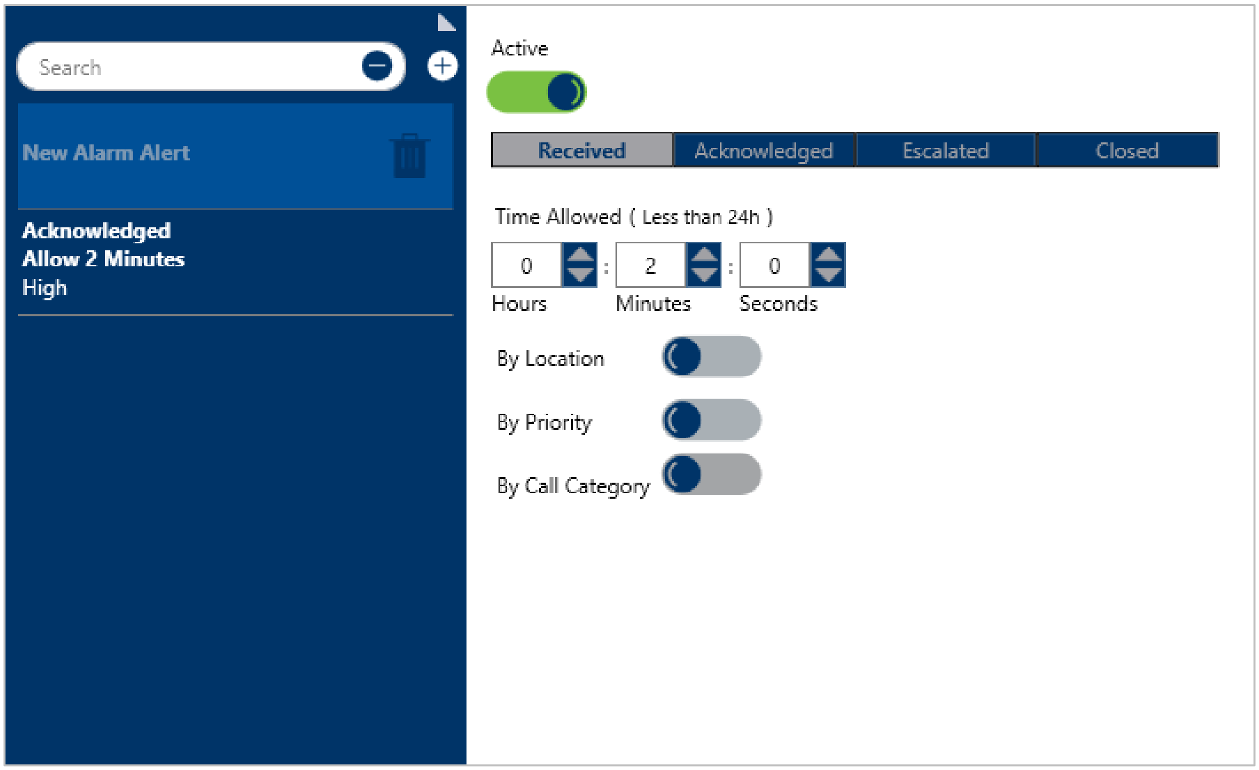
For example, you created five alarm alerts for the Acknowledged state with the following criteria:

A. Time Allowed: 8 minutes; By Location: Company Office > By Call Category: Emergency
B. Time Allowed: 10minutes; By Location: Company Office > Back staircase.
C. Time Allowed: 8 minutes

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

If there are no criteria added for location, priority, or call category, the alarm alert with the shortest time allowed will take precedence. Note that for an alarm alerts to take precedence over any other alerts for the same status (based on the evaluation rules), the location information in the alarm must exactly match the location criteria (including any indoor location points) specified in that alarm alert.

Create a New Alarm Alert



*A new blank **Alarm Alert**.*

To create a new alarm alert:

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

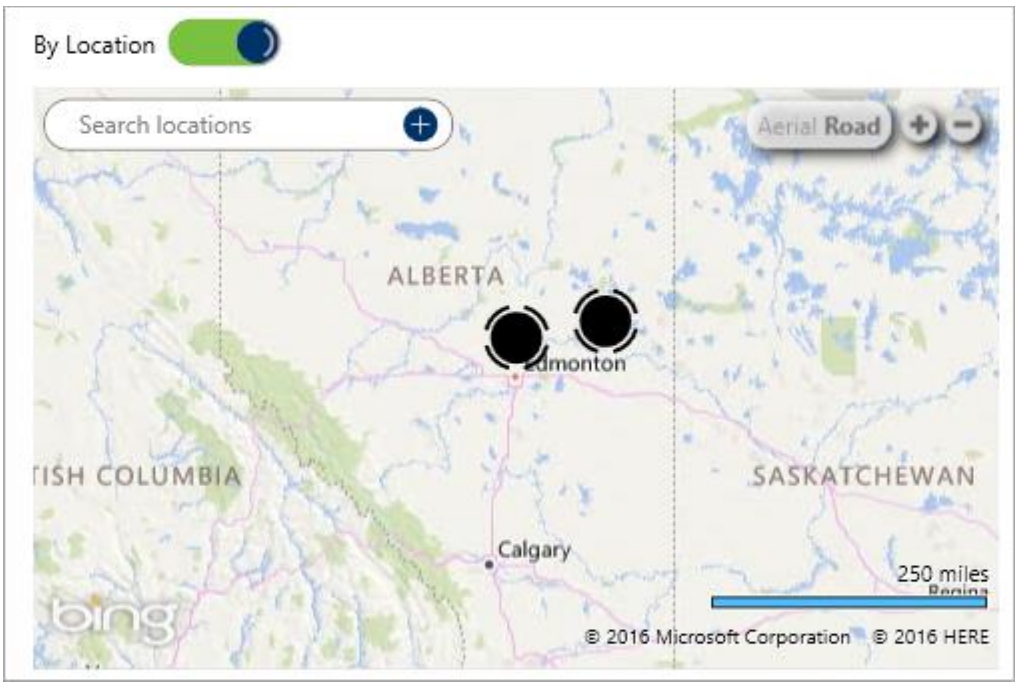
Alarm states.

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

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

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

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



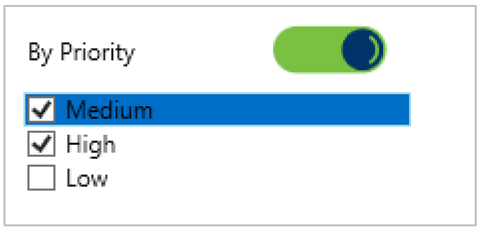
*The **By Location** section. The map is displayed after clicking the icon.*

> If you need to select an indoor location for the alert, you must enter keywords in the **Search locations** field, then select the indoor location from the search results.

7. To create an alarm alert for a priority:

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

b. Select the checkboxes next to the busy priority or priorities you want to create the alarm alert for.

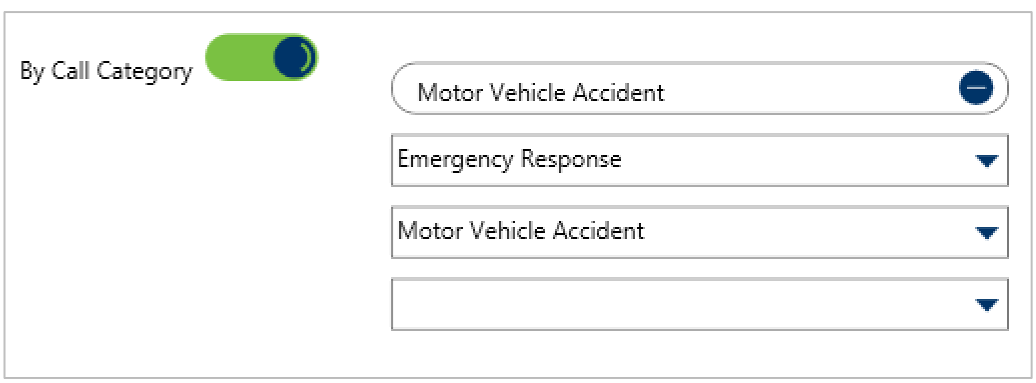


*The **By Priority** section. This section is displayed after clicking the icon.*

8. To create an alarm alert for a Call Category:

a. Click the icon next to **By Call Category.**

b. Search for a call category in the search field or select a category from the dropdown menus.



*The **By Call Category** section. This section is displayed after clicking the icon.*

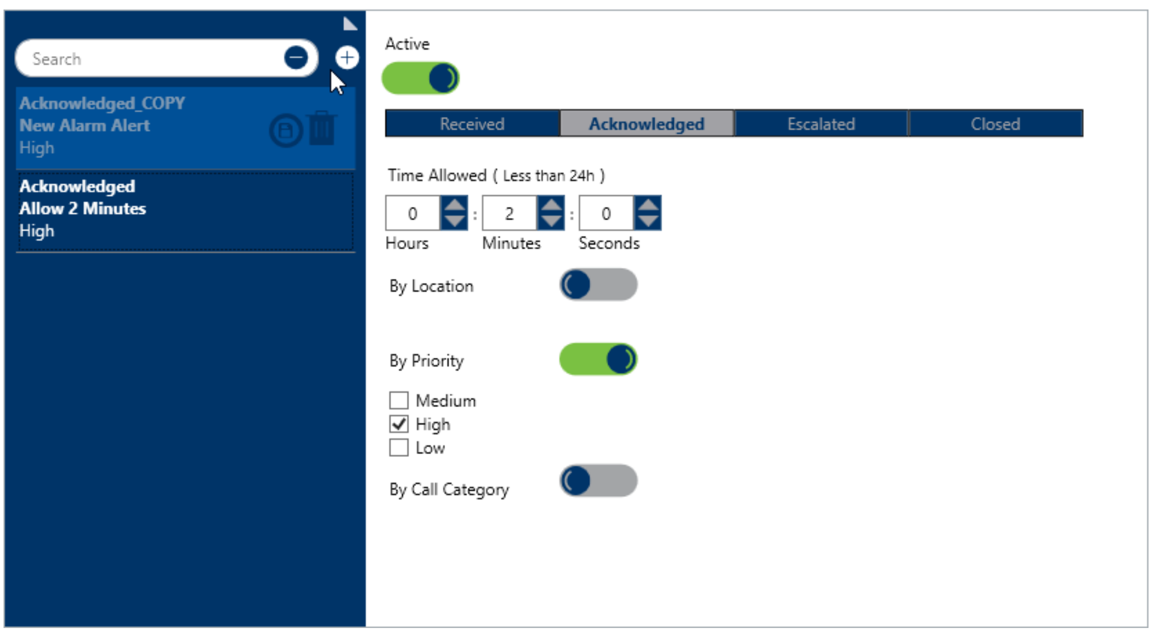
Create a Duplicate Alarm Alert

Administrators can create duplicates of existing alarm alerts. These duplicates include the status, time limit, location, priority, and call category settings of the original, which can be adjusted as required.

Newly duplicated alarm alerts will have a _COPY suffix. This suffix is automatically removed once the alarm alert is saved, or its details are changed.

To create a duplicate alarm alert:

1. Click **Settings** > **Alarm Alerts**.
2. Locate the alarm alert you want to duplicate from the pane to the left or enter search terms, such as the alarm alert location or status, into the **Search** field then click to select it.
3. Click the icon next to the alarm alert.



A duplicate alarm alert.

4. To save the alarm alert with the same settings as the original, click the icon in the left pane. Saving the duplicate will delete the _COPY suffix.

5. To adjust the alarm alert settings, follow steps 4-8 in the Create a New Alarm Alert section.

Edit or Delete an Alarm Alert

To edit or delete an alarm alert:

1. Click **Settings >** **Alarm Alerts**.

2. Locate the alarm alert you want to edit or delete or enter search terms, into the **Search** field, then click to select that alert.

3. To edit the alert, make any changes to the state, **Time Allowed**, **By Location**, **By Priority**, or **By Call Category** fields.

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

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

Locations

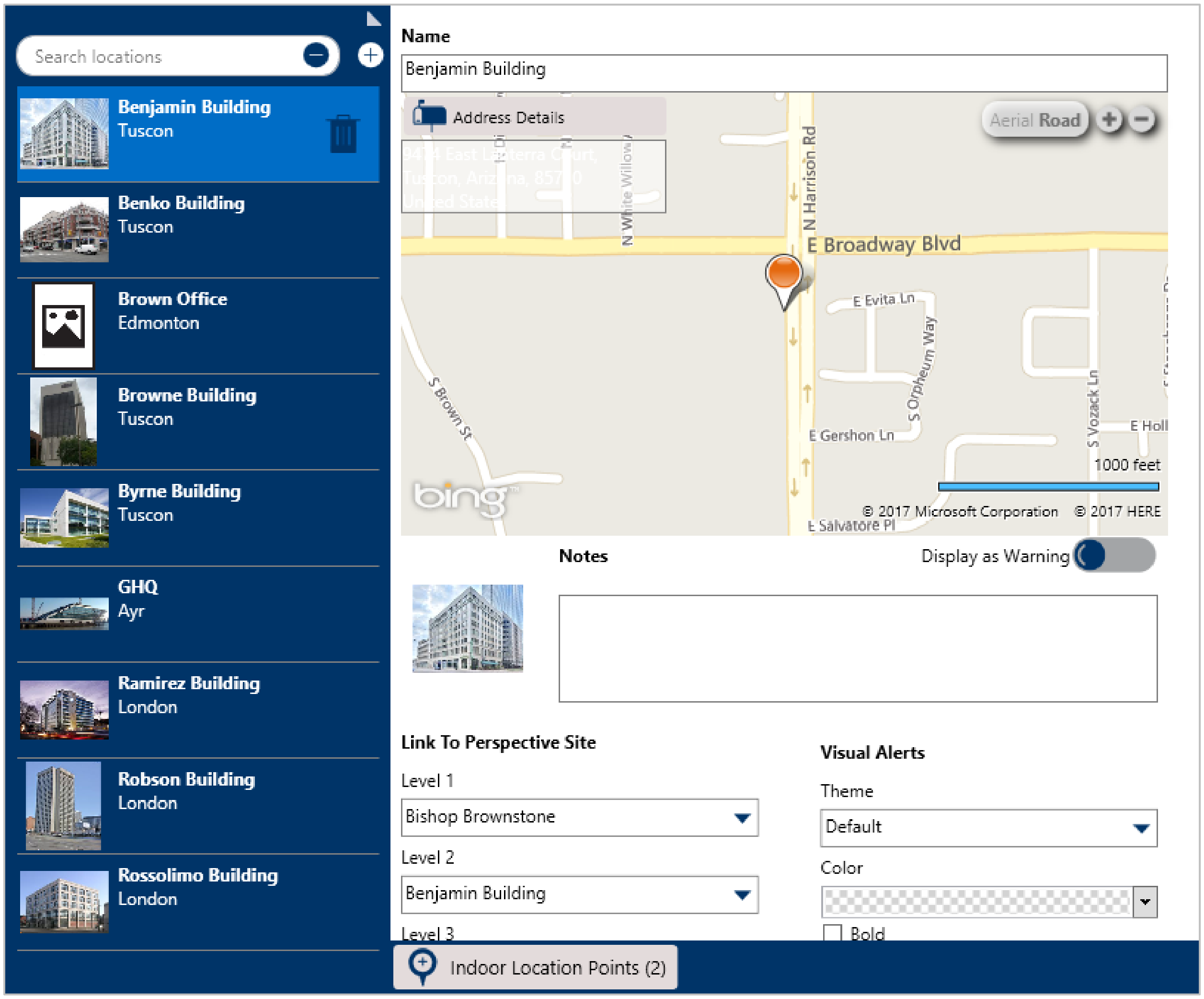
In Dispatch, locations are used primarily to:

- 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 address fields of the activity and the location's name, address, and coordinates will appear in the **Description** field. Dispatch locations can also be linked to your Perspective site rollups. Doing so will automatically populate site information on the activity record, making it easier to track and analyze activities by site. For more information about locations, see the Dispatch: What Are Locations? article on the Resolver Support site.

Locations are typically created by administrators; however, non-administrative users can create **temporary** locations if the **Allow add Locations on the Fly** option is in enabled in their user profiles. When this permission is enabled, users can create the temporary locations through various panels by clicking the icon in the locations field, placing a pin on the map, or entering search results in a location field (if enabled in the System Settings). These locations are cleared from the system once the associated dispatch is closed and cleared from the **Closed Dispatches** panel.



***Locations** settings.*

Create Locations from Perspective Site Rollups

When the **Enable Perspective SiteRollup Search** option is enabled in the System Settings, site rollups, including parent, sibling, and child sites, will appear in the search results in the location fields of various Dispatch panels, where they can be selected in a new dispatch to create a new saved location.

To save your Perspective sites as Dispatch locations:

- The sites must have unique latitude and longitude coordinates saved to their records in Perspective;

- The site you wish to save must be selected as the location of a new dispatch from the **Create Dispatch** panel only; and
- The **Enable Perspective SiteRollup Search** option must be enabled in the **System Settings**.

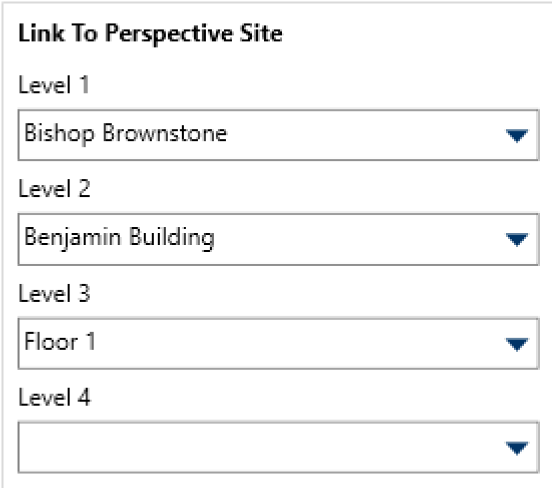
Selecting a site in an alternate panel or selecting a site without unique coordinates will not save the site as a location.

> Though dispatchers can save sites as locations, it's recommended that non-administrative users avoid creating locations whenever possible, as an administrator will need to review and/or edit any locations created by dispatchers to ensure there are no duplicates and the saved information is accurate.

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. Note that once the site is used to create a location, it no longer appears in the search results.

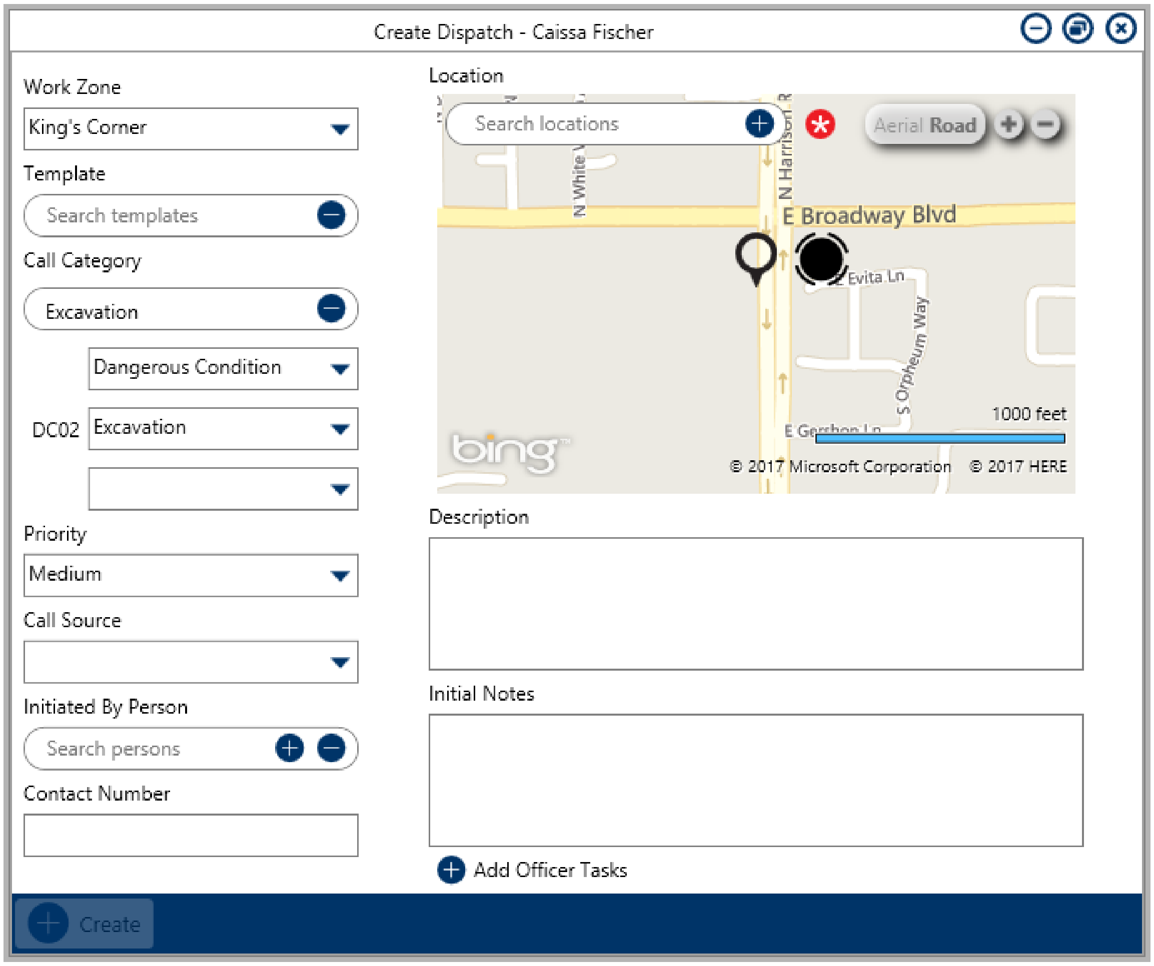
> Previously saved locations can be linked to Perspective sites through the Locations settings.



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

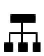
To save a Perspective site as a Dispatch location:

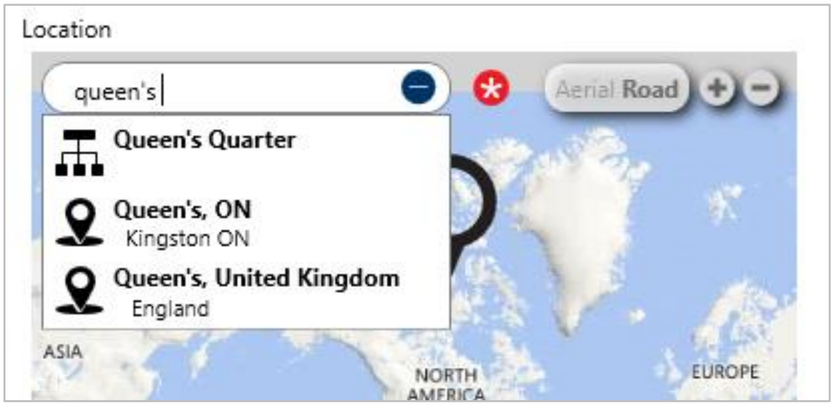
1. Ensure the **Enable Perspective Site Rollup** search option is enabled in the System Settings.
2. Click **Create** in the ribbon on the home screen.
3. Make the appropriate selections in the **Work Zone**, **Call Category**, and **Priority** dropdown menus. For more information on creating a new dispatch, see the Dispatch User’s Guide.



The ***Create Dispatch*** *panel.*

4. Complete any optional fields as necessary.

5. 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.*

6. Click the search result to select that location.

7. Click 

. Once the site is saved as a location, it will no longer appear in the search results.

> 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.

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

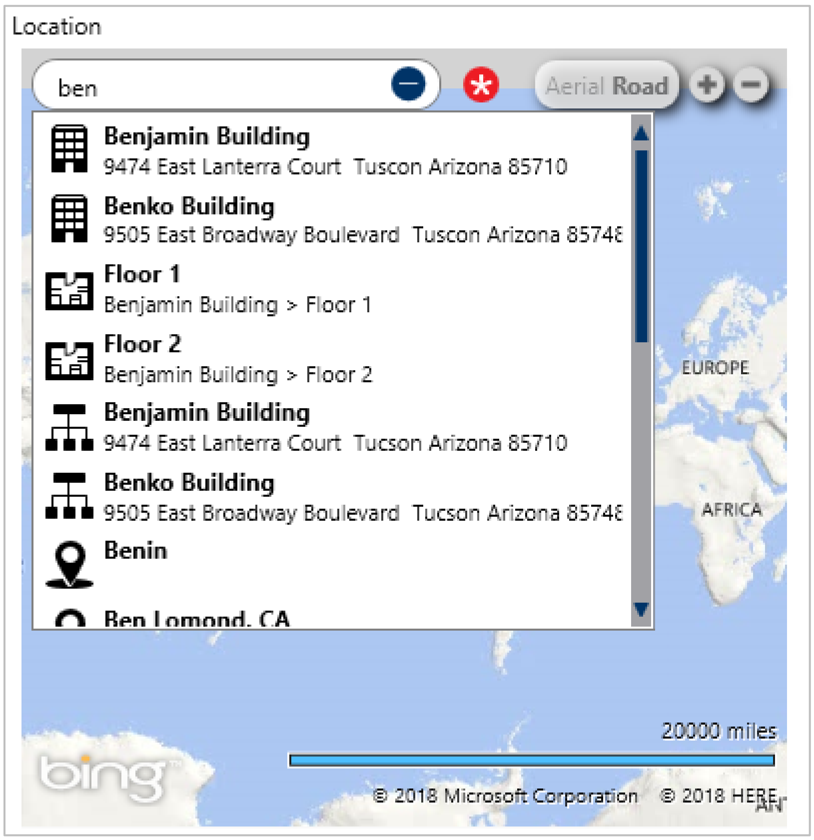
Location Search Results

When entering search criteria for a location in 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 in the System Settings) in the search results with the icon.

- **Global addresses**, which appear (if enabled in the System Settings), in the search results with the icon.

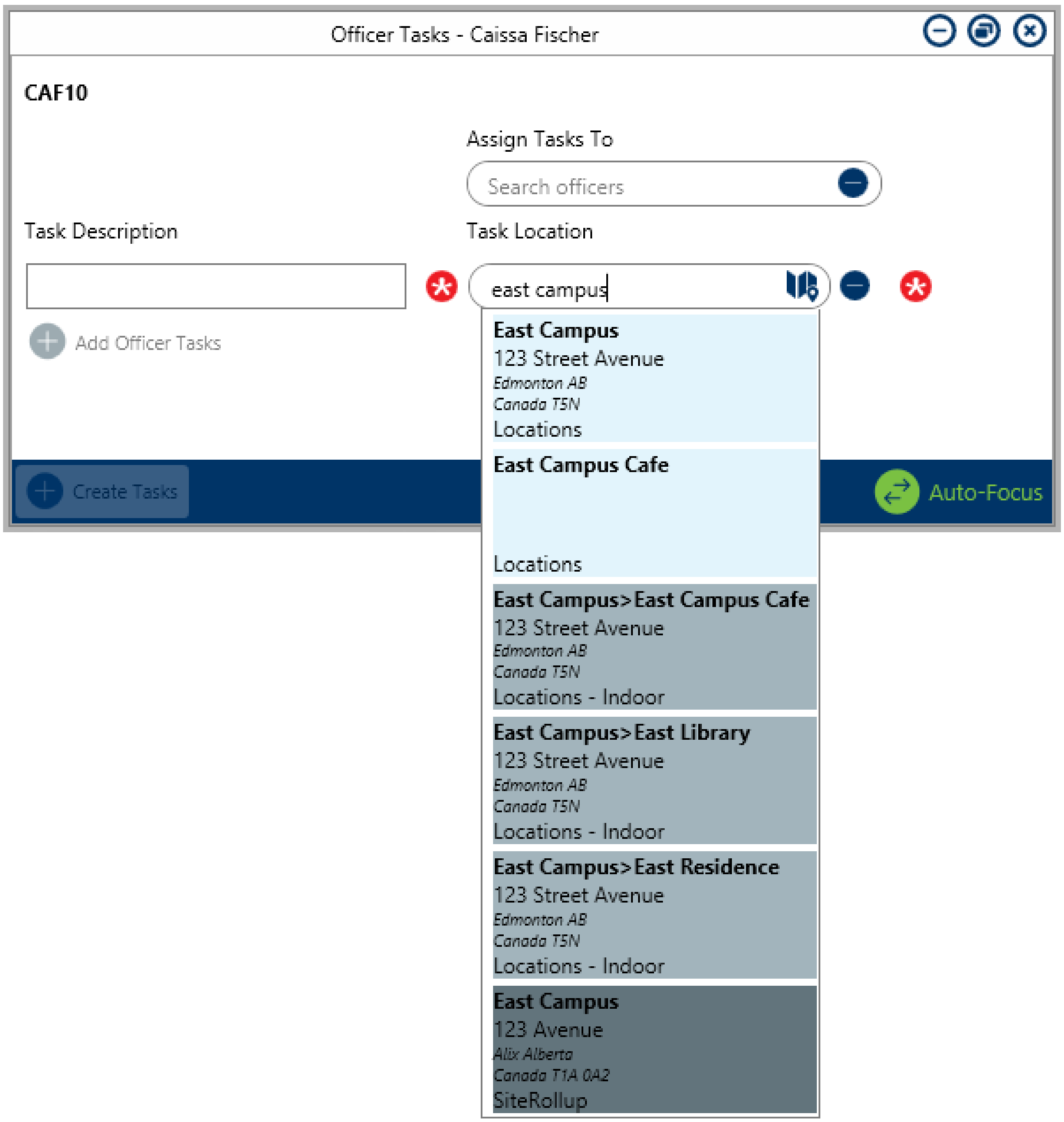


Location search results as they appear in the ***Create Dispatch*** *and* ***Dispatch Details*** *panels.*

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** (if enabled).



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

Quick Add Locations

The Create a New Location section provides instructions for Dispatch administrators to create new locations through the **Location** settings, however, when users with dispatcher rights have the **Allow add Locations on the Fly** option enabled in their profiles, they can 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, and entering a name for the location. If global address search results are enabled in the System Settings, dispatchers can click an address generated from the map to create a temporary location.

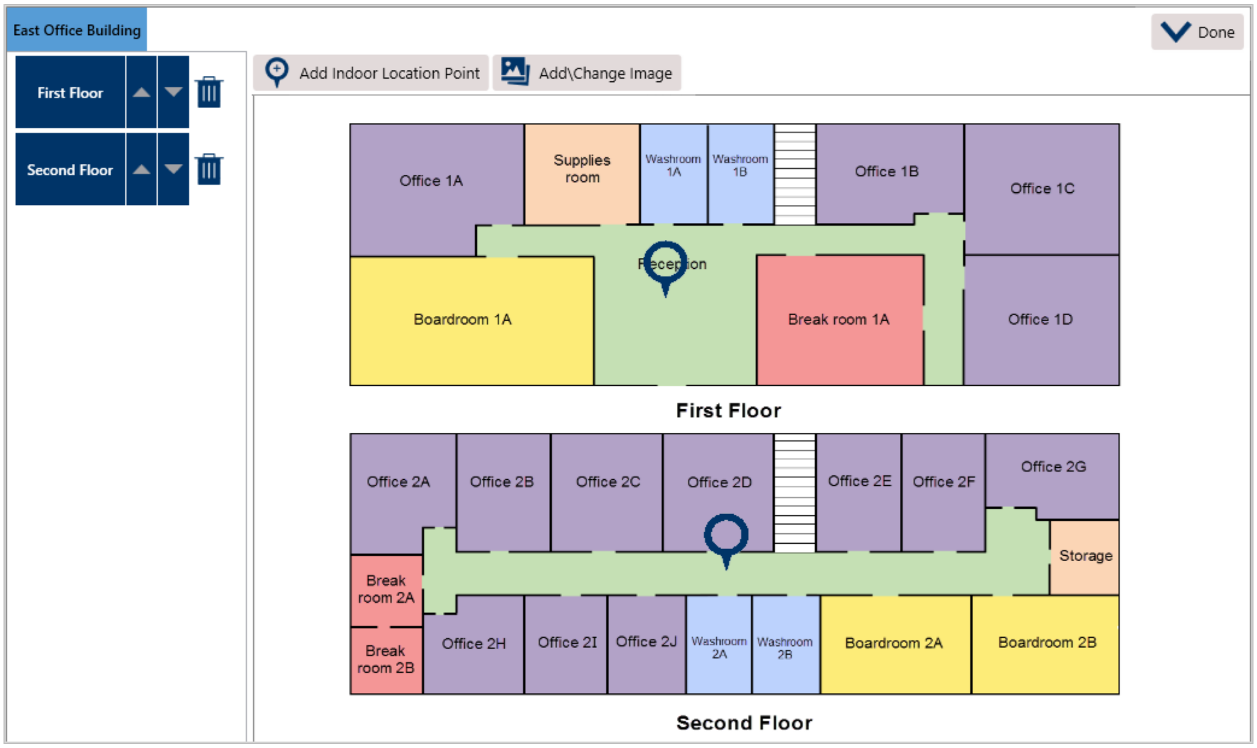
Once the dispatch associated with this location type is closed and cleared off the **Closed Dispatches** panel, it's removed from Dispatch, but its details are recorded in the **Description** field of the activity in Perspective.

When a dispatch is created with a temporary location or a location that isn't linked to a Perspective site rollup, the activity record created from the closed dispatch will **not** have a site selected, which may affect your organization's reporting.

Indoor Location Points

Indoor location points are saved locations within a larger location (a **master location**) and are designed to help dispatchers indicate the exact area of an activity for officers viewing the dispatch details in Officer Mobile, as well as other dispatchers who may be viewing the location on the Map panel. 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) as you need it to be.

Each master location and indoor location point must be saved with an image, such as a map, floor plan, or blueprint to on which administrators place location pins to mark the indoor location points. These pins allow dispatchers to see where an indoor location point is saved within a master location and click those pins to move through any additional indoor levels as needed. Dispatchers can also place temporary pins on a location's image that indicate the exact location of a dispatch. These temporary pins are viewable in the **Map** and **Dispatch Details** panels, as well as in the **Dispatch Details** section of a task in Officer Mobile.

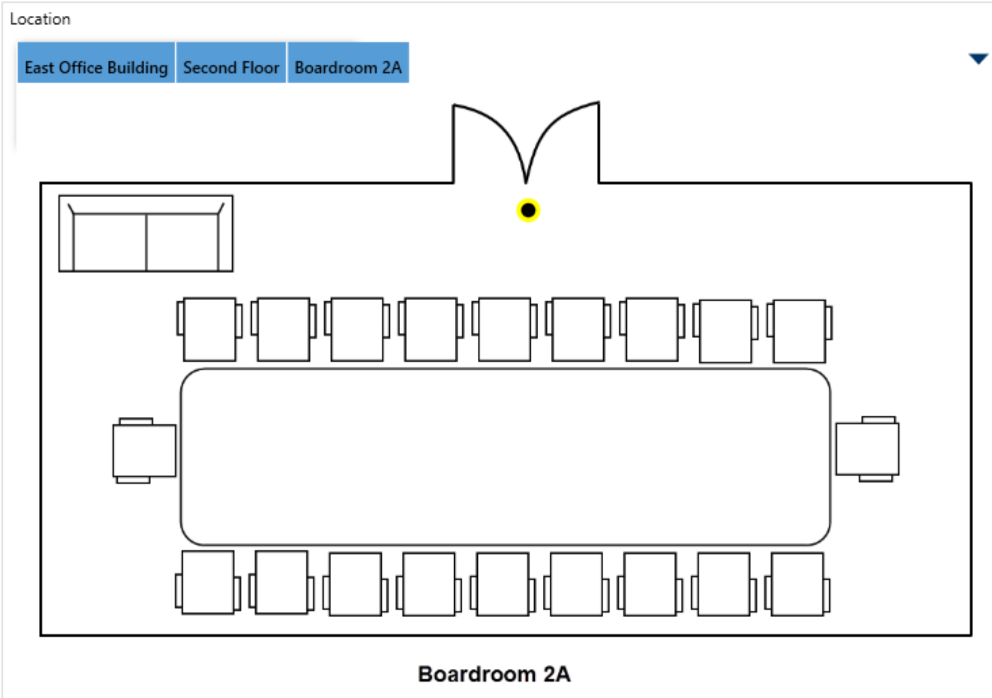


*An indoor location point in the **Locations** settings. Clicking the blue tabs on the top left will display a previous location and clicking an indoor location name to the left or a pin on the image will display the indoor location, where you may continue to create more indoor location points as necessary.*

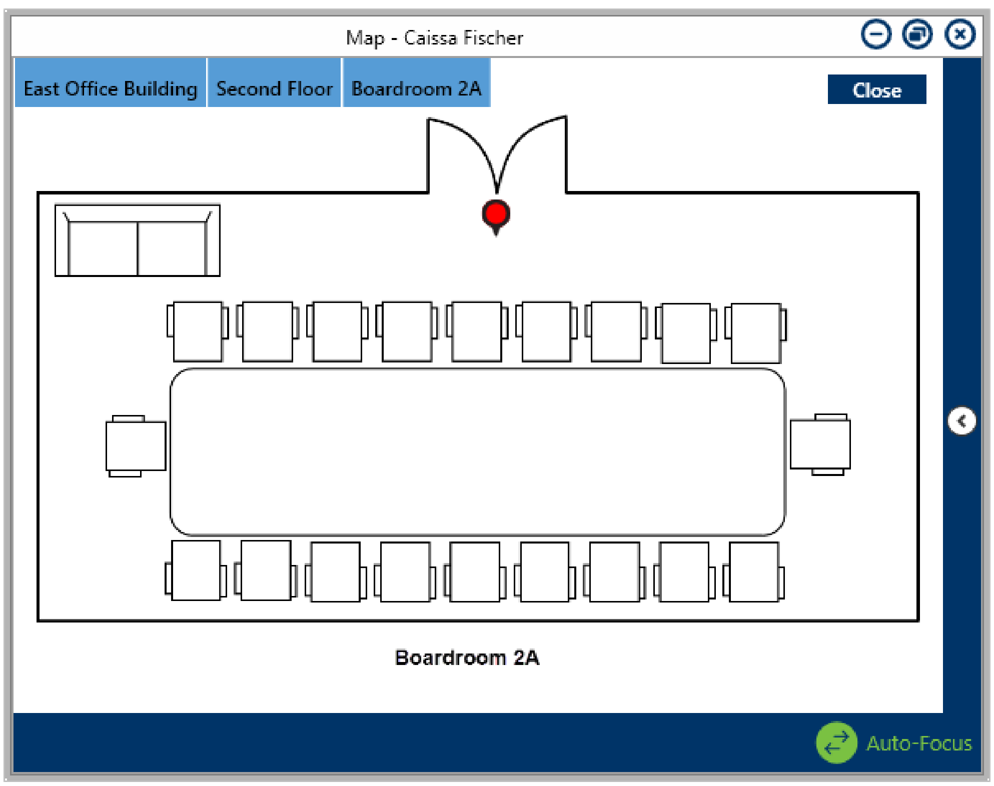
An indoor location point can be selected for a dispatch, task, RTA, officer alert, or alarm alert, either by searching for it in the various panels or by opening a master location and selecting one of its indoor location points. When viewing locations with indoor location points in the panels, any pins placed by an administrator in the settings will appear as icons which, when clicked, will reveal the indoor location point's floorplan.

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

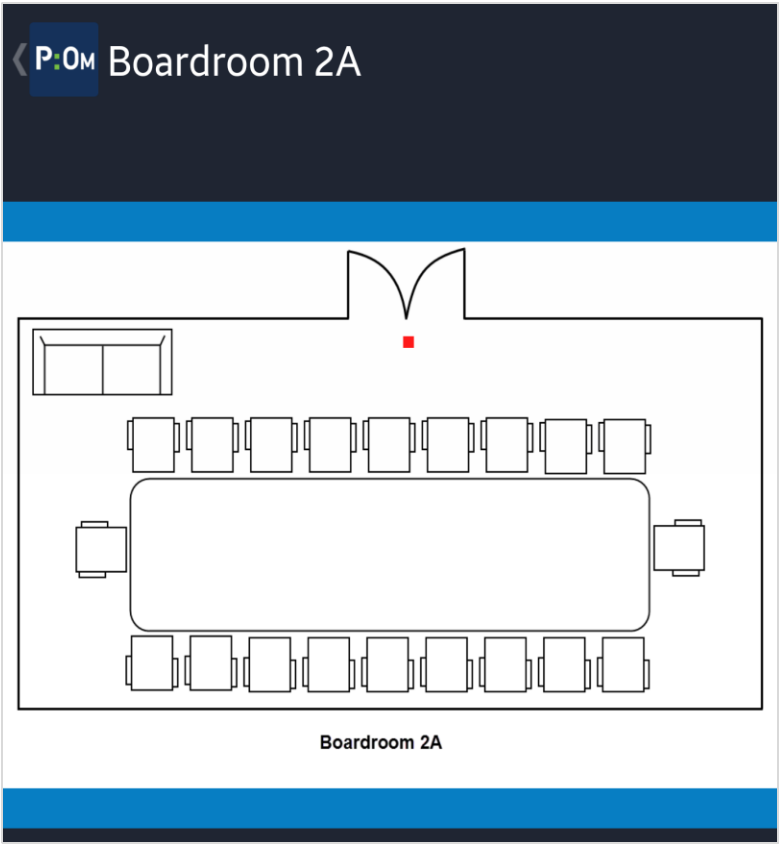
If dispatchers are creating or editing a dispatch and are not selecting an indoor location through search function, they must double-click an area on the indoor location's floorplan to place a temporary pin (). This pin will indicate the exact location of a dispatch, which will appear on the **Map** panel when viewing an indoor location point's details, and will appear as a red pin for officers viewing the dispatch details in Officer Mobile.



*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 color of the dispatch's priority, if any.*



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

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

Create a New Location

To create a new location:

Method #1:

1. Click **Settings >** **Locations.**

2. Click the **Create** icon in the pane to the left.

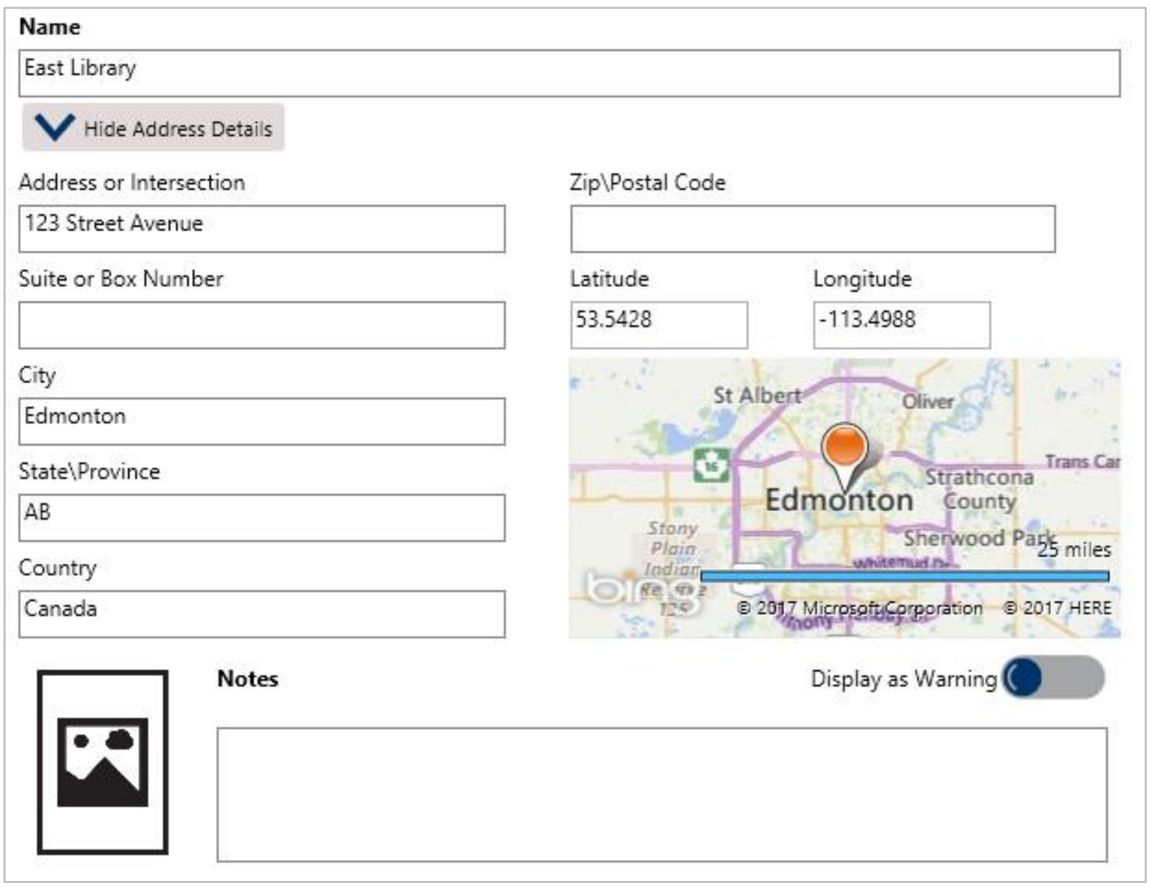
3. Enter a name for the location in the **Name** field.

4. Click **Hide Address Details** if **Address Details** is open.

5. Right-click an approximate location on the map to place a pin on that location.

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

6. Click **Address Details**.



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

7. Enter or edit the address fields as needed.

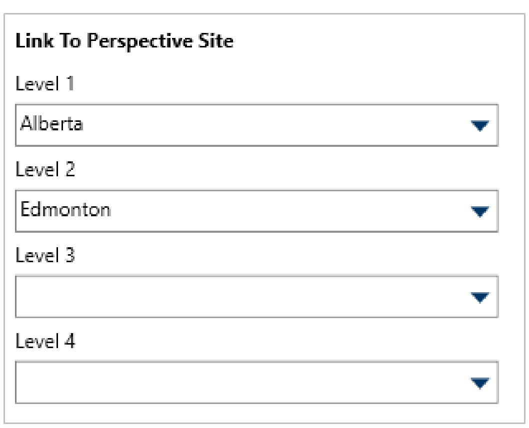
8. Enter the exact GPS coordinates in the **Latitude** and **Longitude** field, if not already entered after placing the location pin in step 5. The location will **not** be saved until unique coordinates are entered. When unique coordinates have been entered and validated by the application, the icon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

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

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

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

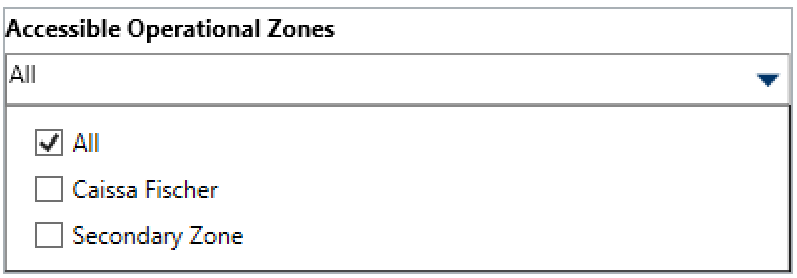
11. **Optional:** To link this location with a site rollup in Perspective, use the hierarchical **Level** dropdown menus to select the site. If a Perspective site is selected, closed dispatches at this location will automatically populate certain fields in the **Location** section of the activity record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



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

When a dispatch is created with a location that isn't linked to a Perspective site rollup, the activity record created from the closed dispatch will **not** have a site selected, which may affect your organization's reporting. As such, it's recommended that you link your Dispatch locations to a Perspective site wherever possible.

12. **Optional:** To limit which users can access the location based on the operational zone, click the **Accessible Operational Zones** dropdown menu, then select the checkboxes beside the appropriate zones.



*The **Accessible Operational Zones** dropdown menu.*

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

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

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

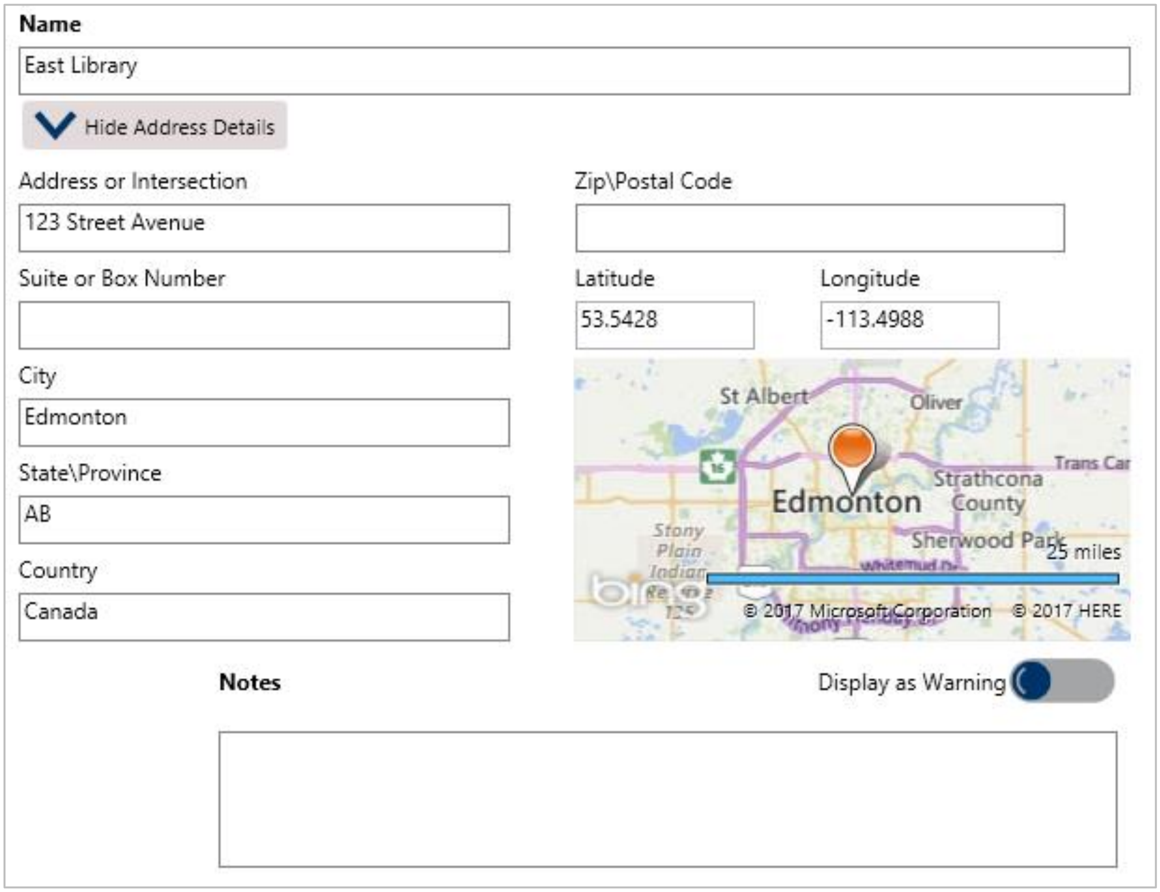
    b. Select a color from the **Color** dropdown menu. If you don't want to display a color, select **Transparent** from the color picker.

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

Method #2:

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

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



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

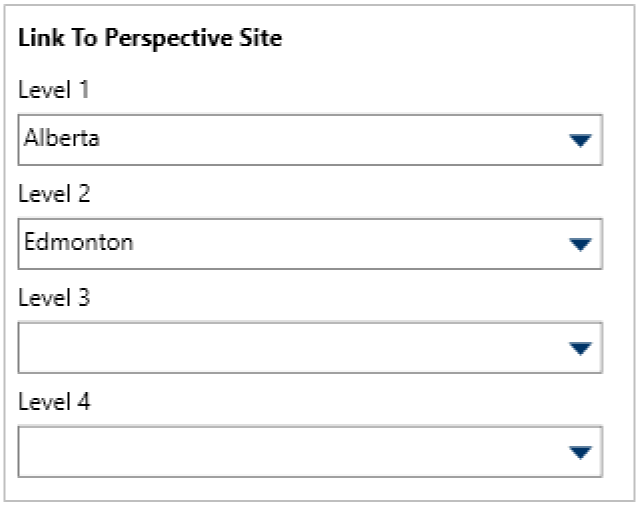
7. **Optional:** Click the icon to add an image of the location.

> The image icon will not appear until all the required fields have been completed and the location has been successfully saved.

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

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

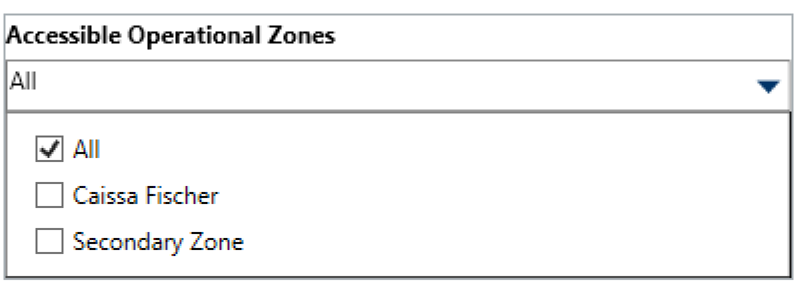
appear in the **Description** section of the activity along with the location's street address details, which are automatically transferred to the address fields.



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

When a dispatch is created with a location that isn't linked to a Perspective site rollup, the activity record created from the closed dispatch will **not** have a site selected, which may affect your organization's reporting. As such, it's recommended that you link your Dispatch locations to a Perspective site wherever possible.

10. **Optional:** To limit which users can access the location based on the operational zone, click the **Accessible Operational Zones** dropdown menu, then select the checkboxes beside the appropriate zones.



*The **Accessible Operational Zones** dropdown menu.*

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

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

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

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

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

Create a New Indoor Location Point

To create an indoor location point:

1. Click **Settings >** **Locations.**

2. Create a new location or enter search criteria, such as the location's name or address, in the **Search locations** text field in the pane to the left, then click to select that location. This will be the master location.

To improve application performance, up to 250 locations are displayed in left-hand pane in the **Locations** settings. To find a specific location, use the search function.

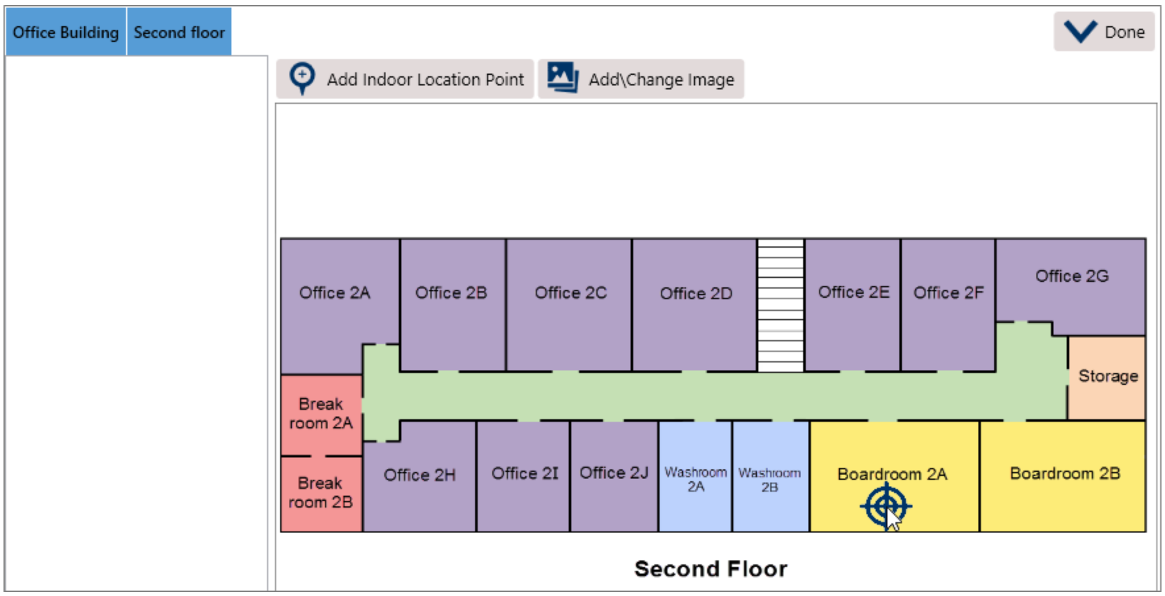
3. Click **Add Indoor Location**.

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

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

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

6. Click on an area in the uploaded image to place a pin for the new indoor location. To change the position of a previously placed pin, click and drag that pin to a new location on the image.



Using the cursor to select an indoor location point.

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

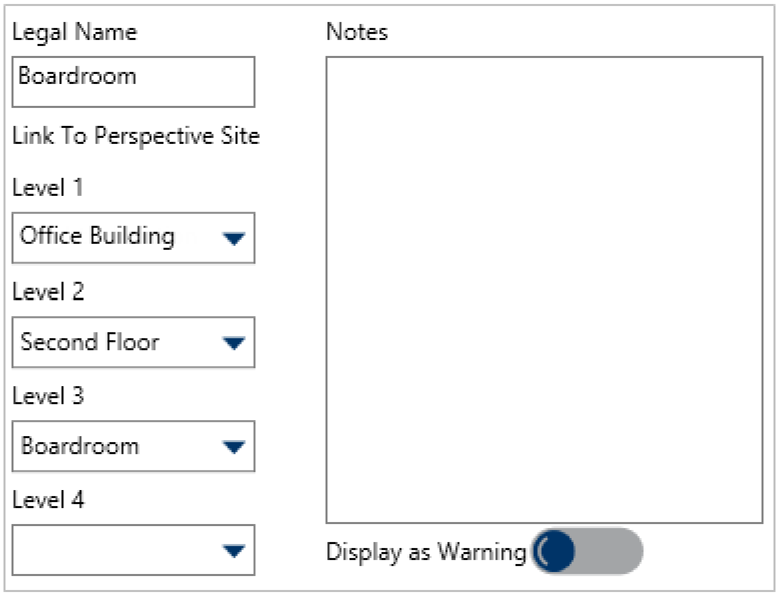
The screen that appears after placing a pin to create a new indoor location point.

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

9. Click **OK**.

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

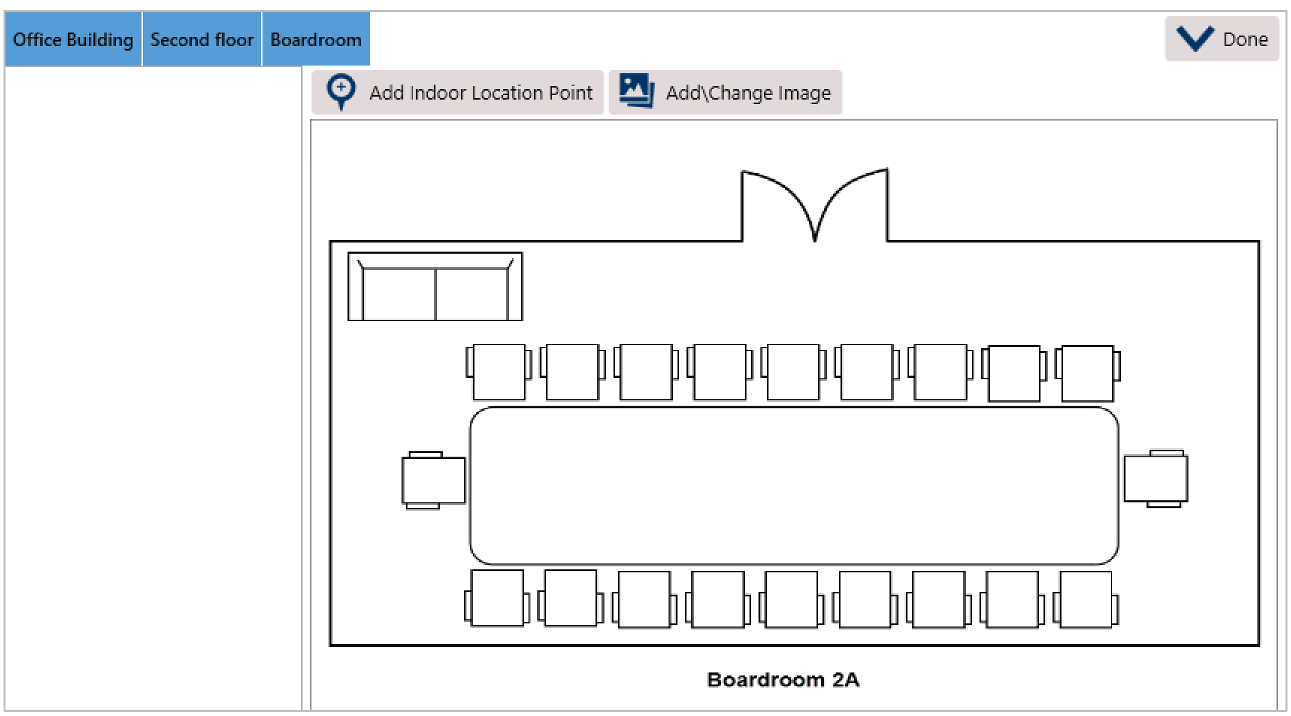
14. **Optional:** To link this indoor location with a site rollup in Perspective, use the hierarchical **Level** dropdown menus to select the site. If a Perspective site is selected, closed dispatches at this location will automatically populate site rollup information in the activity record in Perspective.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



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

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

12. Click **Done** when finished.



The new indoor location point.

Edit or Delete a Location

If a location is currently being used with a scheduled or active dispatch, officer, or task, you cannot delete that location or its indoor location, but you can edit its details (name, location notes, images, and the ability to add new indoor locations).

If a location is associated with a closed dispatch (or its task), that location can't be deleted until the dispatch is no longer displayed on the **Closed Dispatches** panel. To specify how long closed dispatches will appear on the panel, see Configure Closed Dispatches.

To edit or delete a location:

1. Click **Settings** > **Locations**.

2. Enter search criteria in the **Search locations** text field in the pane to the left, such as location's name or address, then click to select it.

To improve application performance, up to 250 locations are displayed in left-hand pane in the **Locations** settings. To find a specific location, use the search function.

3. To edit or delete an indoor location point:

   a. Click **Indoor Location Points**.

   b. Select the location point you want to edit by clicking its pin or its name in the pane to the left.

   c. To reposition an indoor location pin on the image, click and drag the pin.

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

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

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

4. To edit or delete a master location:

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

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

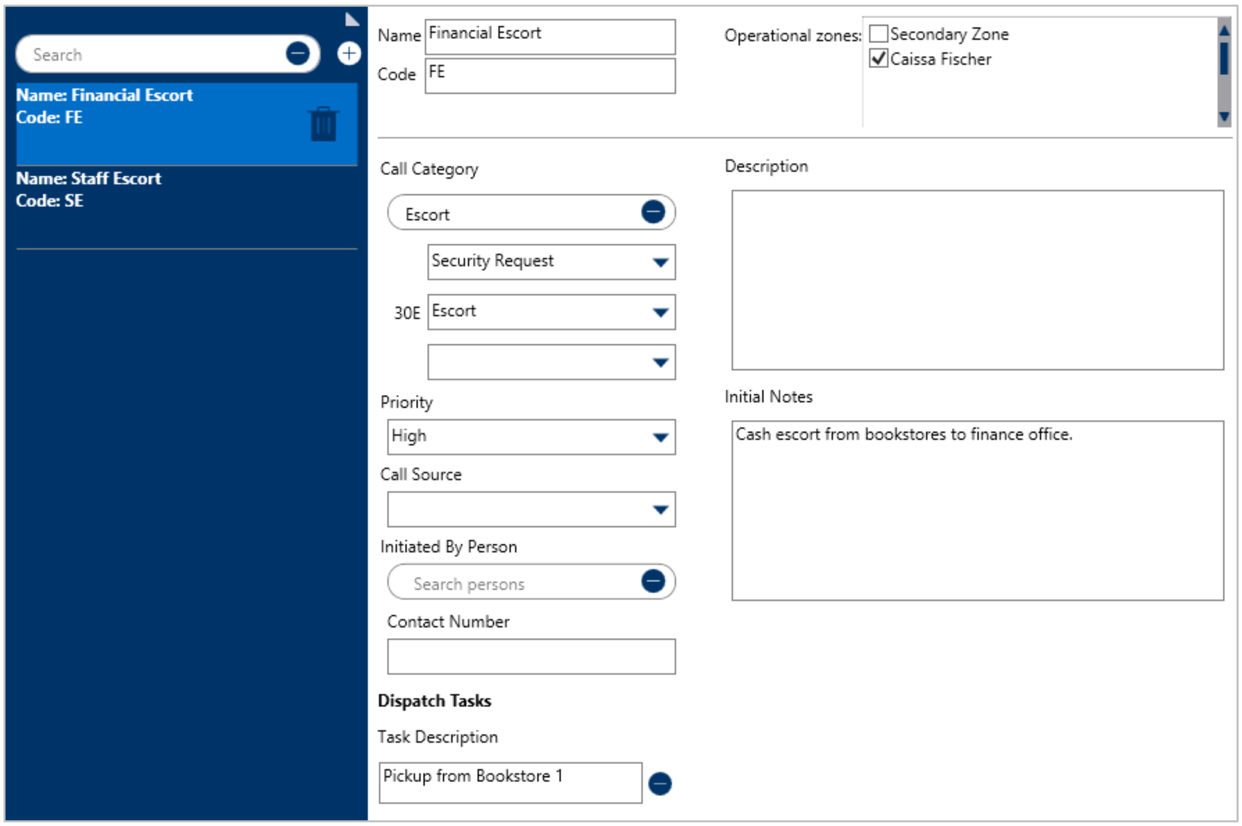
c. To delete the master location, click icon then click **Yes** to confirm.

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

Templates

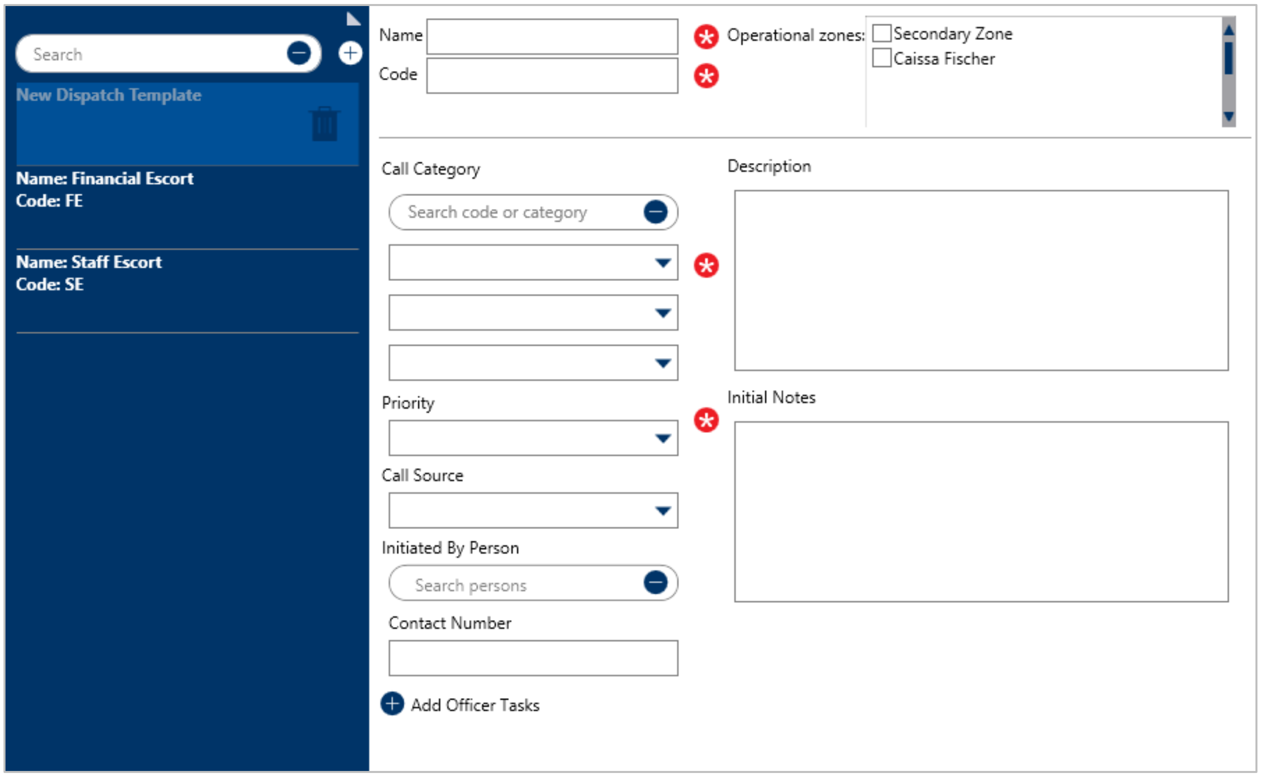
Templates are designed to save time by auto-completing fields for common or time-sensitive dispatches. Templates are also used for dispatches that are created from the Web Portal or Connect.

Once a template is saved, a dispatcher can search by its name or code and, once selected, the fields from the template are automatically entered into the new dispatch.



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

Create a New Template



A new blank template.

To create a new template:

1. Click **Settings** > **Templates**.

2. Click the **Create** icon in the pane to the left.

3. Enter a name for the template (e.g. Alarm) in the **Name** field.

4. Enter a code in the **Code** field. The code may contain letters, numbers, or special characters and can be used to search for the template when creating a new dispatch.

5. Select the operational zone(s) for this template.

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

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

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

8. **Optional:** Enter a description of the dispatch or any notes in the **Description** field. If this template is to be used for dispatches created from the Web Portal or Connect, enter a note that indicates such (e.g. "This dispatch is from the portal/Connect").

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

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

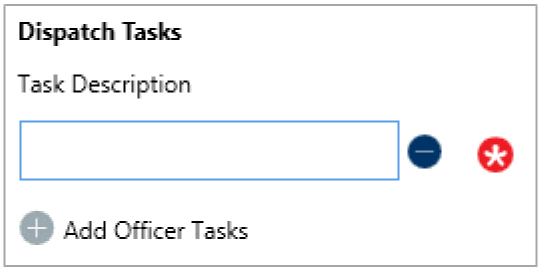
11. **Optional:** Enter search criteria to select the user who will initiate the dispatch in the **Initiated By Person** field and/or enter a phone number for that person in the **Contact Number** field.

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

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

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

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



*The **Dispatch Tasks** section.*

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

Edit or Delete a Template

To edit or delete a template:

1. Click **Settings** > **Templates**.

2. Locate the template from the pane to the left or enter search terms, such as the code or name of the template, into the **Search** field.

3. Click the template to select it.

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

5. Click the icon next to **Add Officer Tasks** to create new tasks or click the icon next to a task to delete a task.

6. To delete a template, click icon next to the name of the template then click **Yes** to confirm.

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

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).

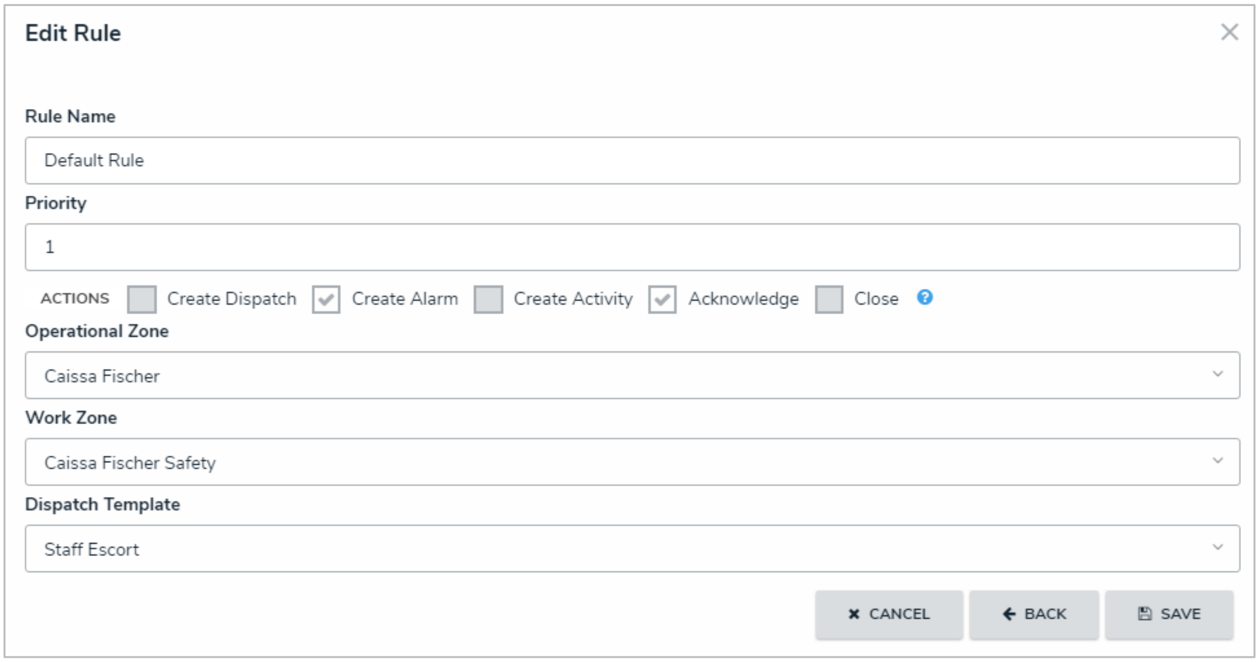
> Connect administrator accounts are created in Dispatch. See the Users chapter for more information.

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.

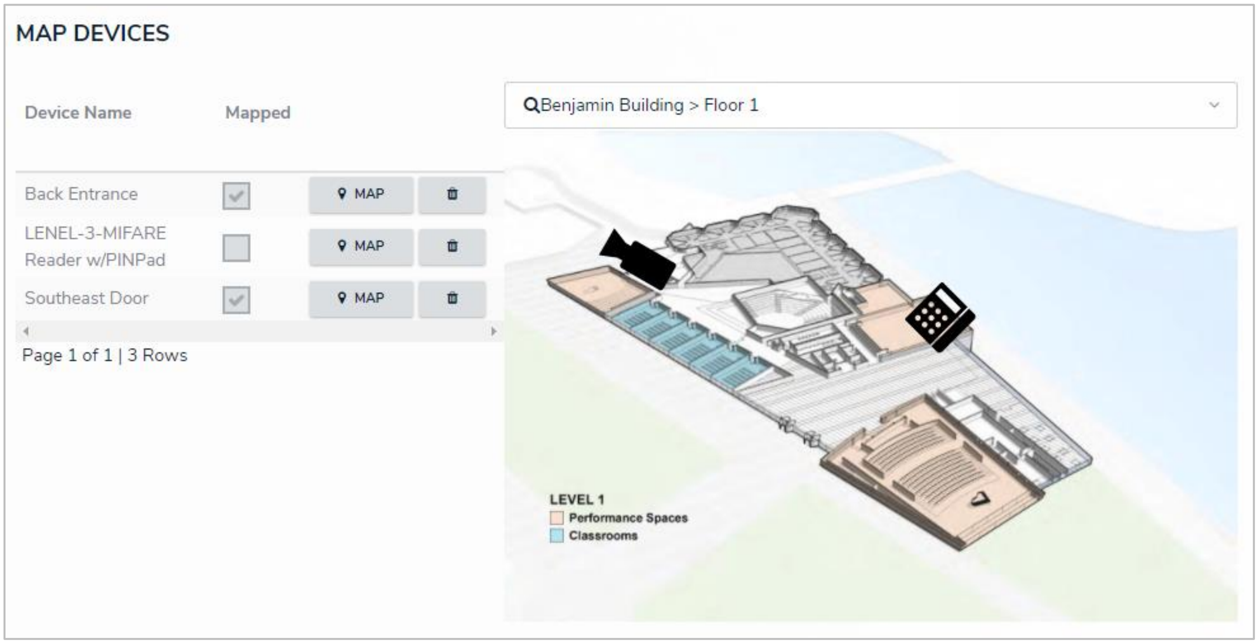


A new rule in Connect.

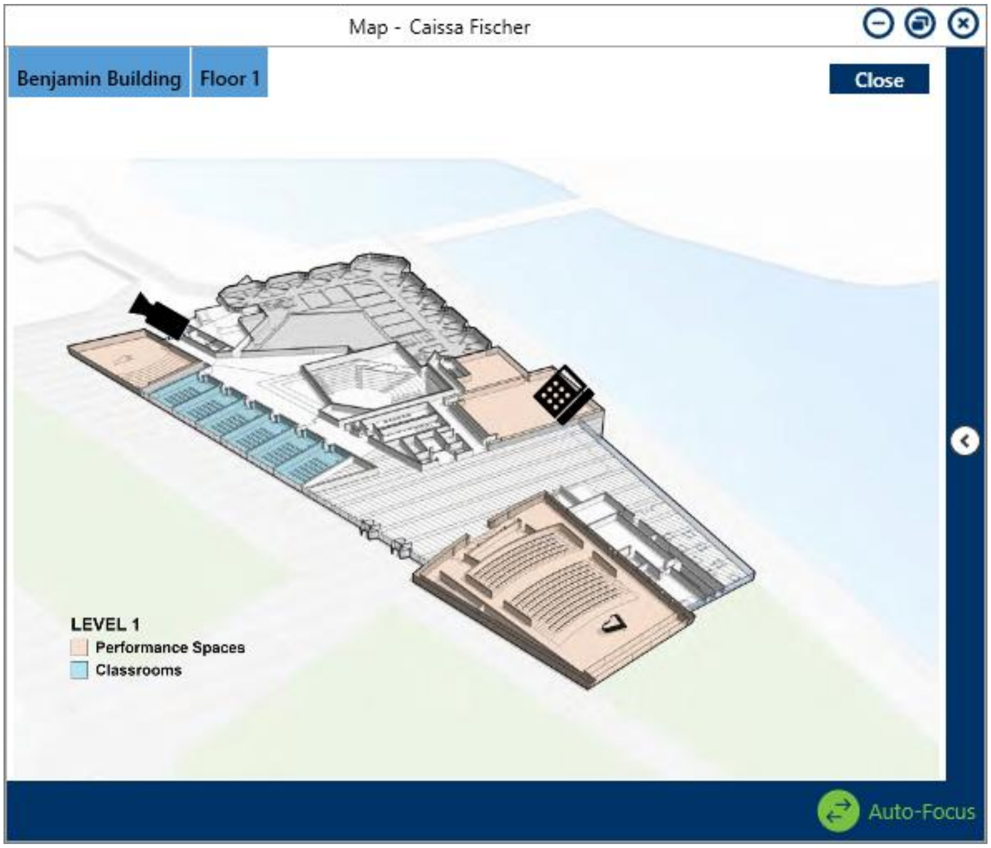
Create Dispatch or Create Alarm

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**.

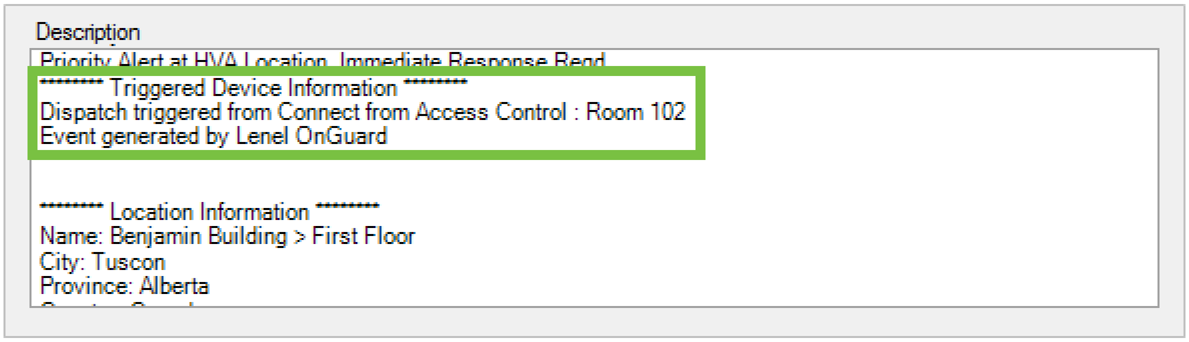


*Devices mapped in Connect to a Dispatch indoor location. The pin pad icon represents an **Access Control** device and the camera icon represents the **Camera** device type.*



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

When the dispatch 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.*

Recommendations

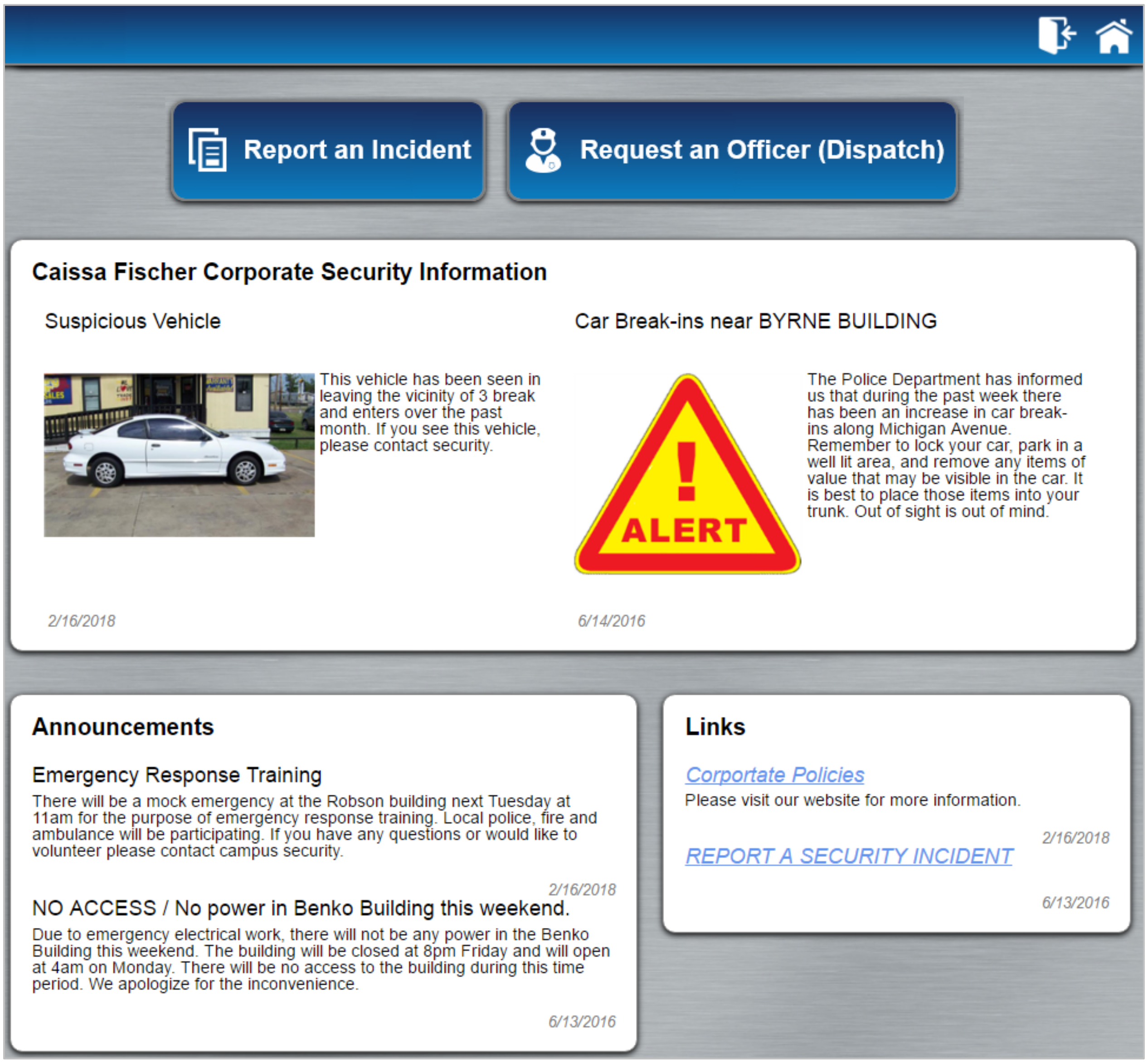
As templates are required for rules that create new dispatches or alarms, it's recommended that you create templates that identify the dispatches were created from Connect (e.g. a template with a description or initial note that states "This request is from Connect") to help keep dispatchers organized.

Additionally, if the Connect administrator and Dispatch administrator are not the same person, it's recommended they collaborate to determine the best operational zone, work zone, and template to use for Connect-created dispatches.

For more information on Connect, see the **Connect User's Guide** and the **Connect Installation Guide** on the Resolver Support site.

Web Portal Dispatches (Request an Officer)

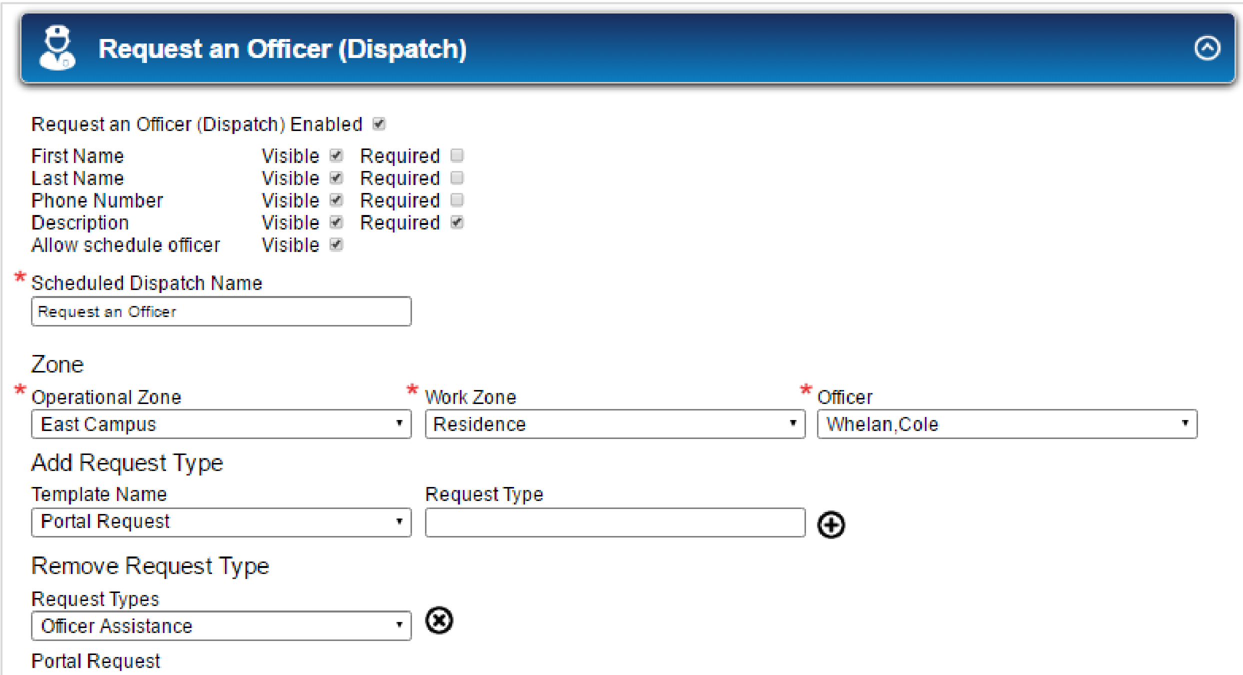
If your organization uses the Perspective Web Portal feature, it can be configured to allow anybody with access to the portal the ability to request an officer, which will then create a new dispatch in the system.



The Web Portal homepage.

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.

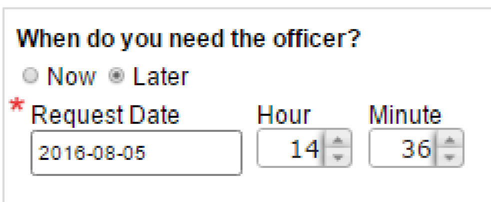
- **Phone Number**: The phone number of the requester. If these fields are completed they will appear in the first message of the dispatch-related conversation. This field can be hidden or marked as required by a Web Portal administrator.

- **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 precreated Dispatch template that will populate the required fields in the dispatch. This field is mandatory.

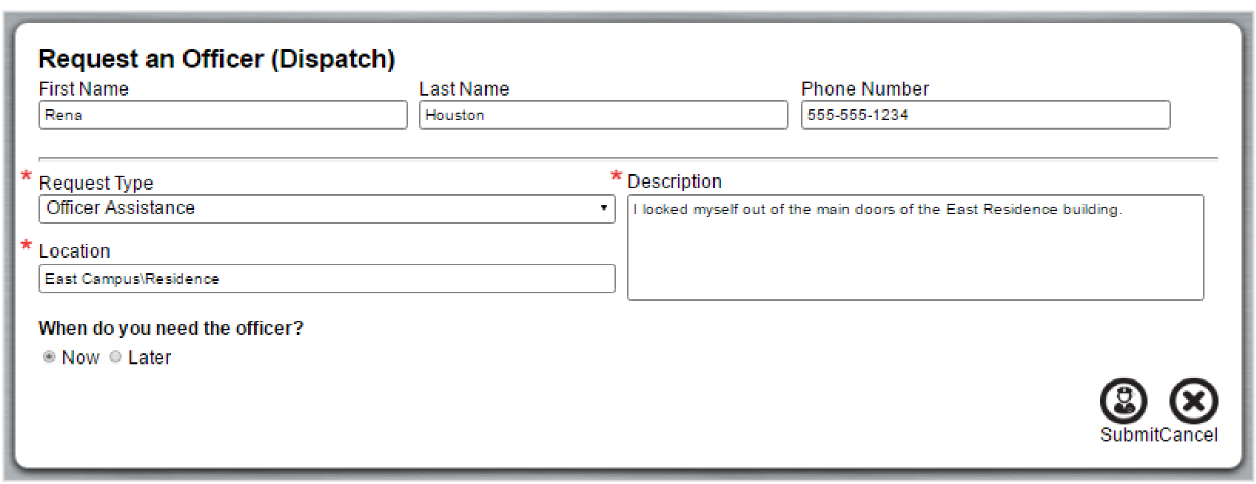
- **Location**: The location of the dispatch. This options in the dropdown are populated from the saved locations and users may select indoor location points if needed. This field is mandatory.

- **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.*

Recommendations

If not the same person, it's recommended that the Web Portal and Dispatch administrators collaborate to determine the best operational zone, work zone, officer, and template to use for portal requests.

Additionally, as there is currently no other way to identify portal requests once they appear in Dispatch, it's also recommended that you create one or more templates that identify the dispatches that were created from the portal (e.g. a template with a description or initial note that states "This request is from the portal") to help keep dispatchers organized.

For more information about the Web Portal and its settings, the Web Portal Guide.

Glossary

TERM	DEFINITION
Administrator	The Dispatch user who has the rights and privileges to configure the settings for visual alerts, zones and teams, officers, users etc.
Call Category	The type of dispatch (e.g. Emergency, Burglar Alarm, Security Request, etc.).
Call Sign	A pre-determined code assigned to an officer once he or she comes on duty to make the officer easily identifiable to the dispatcher. Call signs are configured in by your Perspective administrator.
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.
Indoor Location Point	A location saved within in a larger location (a **master location**). For example, an indoor location point could be a meeting room inside an office building, while the office building is the master location.
Master Location	A larger location that contains **indoor location points**. For example, an office building may be a master location, while the meeting rooms in the office building are the indoor location points.

TERM	DEFINITION
Officer	A member of your organization's security team that completes dispatch-related tasks.
Officer Alert	A setting that determines amount of time a dispatched officer has to respond to a dispatch once he or she reaches a certain status (e.g., On Route, On Scene, etc.) or based on location and/or priority. Once activated, the Officer Alert will show a timer in the **Officers** panel that displays the amount of left to respond or the amount of time that has passed since the Officer Alert time expired.
Off Duty	When an officer is no longer working and is unavailable to be dispatched or assigned tasks. Dispatchers can remove officers from duty via the **Officers** panel.
On Duty	When an officer is working and is available to be dispatched or assigned tasks. A dispatcher can bring an officer on duty through the **Officers** panel.
Operational Zone	A large area within your organization assigned to an officer and/or dispatcher (e.g. the East Campus at a university). Once an operational zone is assigned to an officer, a **Work Zone** must then be assigned to further specify where the officer will be working.
Perspective Site Rollups	The hierarchical list in Perspective that contains the sites. New and existing sites will appear in Dispatch as search results when searching for locations in various panels, but sites are not saved as locations unless they are properly configured in Perspective then selected as the location of a new dispatch from the **Create Dispatch** panel.
Priority	The level of importance assigned to a dispatch (e.g. High, Low or Normal). Priorities are created in Dispatch, but linked to the priorities created in Perspective.

TERM	DEFINITION
Regulated Time to Act	Known as **RTA** for short, a Regulated Time to Act alert determines the amount of time a dispatcher has to react to and modify an activity when the dispatched officer reaches a certain Status (e.g., On Route, On Scene, etc.), location and/or priority. Once activated, the RTA will display a timer in the **RTA** column of the **Dispatches** panel that displays the amount of time left to respond to the dispatch or the amount of time that has passed since the RTA expired.
Reviewer	A user who can view the details of the dispatches in his or her assigned operational zone, as well as send and receive messages, but cannot create a new dispatch or perform any other actions.
Scheduled Activity	A dispatch that will take place sometime in the future. Scheduled activities can be created for a one-time event or can configured to recur daily, weekly, monthly, or yearly.
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)	A set of rules or procedures that must be followed under specific circumstances. SOPs provide a brief description of the procedures and a checklist for the officer to follow and can be assigned to a dispatch based on Call Category, Location, and/or Status. SOPs are created and

TERM	*DEFINITION*
	configured in Perspective, but dispatchers can review tasks and attachments or send emails or mass notifications with important instructions or information to others in your company from the SOP panel in Dispatch.
State	The current status of an officer, which appears in the **Status** column of the **Officers** panel.
Team	A group of officers assigned to work in specific **work zones.**
Web Portal	An online reporting system that allows users with access 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	A specific area within the **operational zone** where **teams** of officers are assigned to work (e.g., the cafeteria [work zone] of the East Campus [operational zone] of a university).
Zone(s)	The area(s) of responsibility in your organization. Zones are segmented into **operational zones** which are the larger areas in your organization then **work zones**, which are the smaller areas where officers are assigned to work.

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