

PERSPECTIVE.

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Dispatch Command Line Quick Reference Guide

February 2017

Dispatch by Resolver™

Distributed February 2017

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About the Command Line

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

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

- Command:** A command is the type of action you want to perform in Dispatch (e.g. creating a dispatch, assigning a task, setting an officer's location, etc.). For example, if you want to change an officer's status from On Route to On Scene, you would select the ArriveOfficer command from the menu. A command is the first item selected in the Command Line and it appears in **pink**.
- Parameter:** Parameters reference the fields you need to complete or the items you must select in order to perform an action, such as the Priority or Location fields you would need to complete when creating a new dispatch. For example, after selecting the ArriveOfficer command, you would select OnRouteOfficer parameter to specify that you want to select an officer with an On Route status. Depending on the command, you may have to select more than one parameter and value. Parameters appear in the Command Line in **orange**.
- Value:** A value is the information entered into a parameter (e.g. Low within the Priority parameter). For instance, after selecting the ArriveOfficer command and OnRouteOfficer parameter, you would select the officer (Feldman, Joseph) whose status you want to change to On Scene. Depending on the command, you may have to select values for multiple parameters. Values appear in the Command Line within quotation marks in **blue**.


The screenshot shows the Dispatch Command Line interface. At the top, the user is identified as Caissa Fischer and the window title is 'Dispatch'. The 'Command Entry' field contains the command 'arriveOfficer', the parameter 'OnRouteOfficer', and the value 'Feldman, Joseph' in quotation marks. A green checkmark and '(SHIFT + ENTER)' indicate the command is ready to be executed. Below the command entry is a table of dispatches for Caissa Fischer.

Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location
CFC-12	Caissa Fischer Corporate	Low	On Route		Property > Found	Benjamin Building
CF-14	King's Corner	Low	New	95.8% 0:09:35	General Assistance > Directions	Benjamin Building

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

Use the Command Line

To use the Command Line:

1. Click the  icon in the top right corner of the home screen or press **Ctrl + G** on your keyboard.
2. Use your keyboard's **↑** or **↓** keys to select a command from the dropdown menu then press **Enter**, or type the name of the command to select it.



The command dropdown menu.

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



The parameter dropdown menu.

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

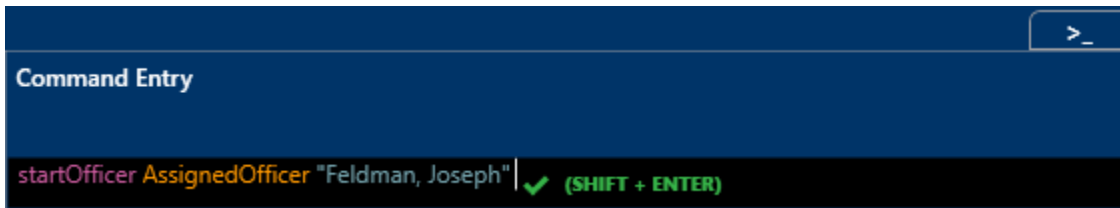


The value dropdown menu.



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

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



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



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

Available Commands

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

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

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

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

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

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

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

Contact Information

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