

# **RESOLVER**

## PERSPECTIVE USER'S GUIDE

Version 5.4

February 2018

Perspective by Resolver™

Version 5.4

Distributed February 2018.

Copyright © 2018 Resolver Inc. and its licensors. All rights reserved.

Resolver, the Resolver logo, Perspective by Resolver, the Perspective by Resolver logo, Perspective by Resolver, the Perspective by Resolver logo, Perspective Focal Point, and the Incident management from every angle logo are trademarks or registered trademarks of Resolver Inc.

Information in this document is subject to change without notice.

Companies, names, and data used in the examples herein are fictitious unless otherwise noted.

Although every precaution has been taken in preparation of this document, Resolver Inc. assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Permission to modify and distribute this document strictly for the purpose of internal user training is hereby granted, provided that it is made evident the document has been modified, and that all copies contain all proprietary notices set forth in or on the original version. Resolver Inc. assumes no responsibility for errors or omissions resulting from the modification of this document. Resolver Inc. expressly waives all liability assumed for damages resulting from the modification of the information contained herein. Notwithstanding the permission granted herein, no part of this document may otherwise be reproduced, transmitted, disseminated or distributed, in any form or by any means, electronic or mechanical, for any other purpose, without the express written permission of Resolver Inc.

Adobe, the Adobe logo, Acrobat, and Reader are trademarks or registered trademarks of Adobe Systems Incorporated in the United States and other countries.

Apple, the Apple logo, iPad, iPhone, iPod, iPod touch, and iTunes are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

BlackBerry, SureType, SurePress, and related trademarks, names, and logos are the property of Blackberry Limited and are registered and/or used in the U.S. and countries around the world.

Brivo ACS WebService is a registered trademark of Brivo Systems LLC.

dtSearch is a registered trademark of dtSearch Corp.

Google, Google Chrome, and Android are trademarks or registered trademarks of Google Inc.

i2, the i2 logo, and i2 Analyst's Notebook are registered trademarks of IBM Corporation.

Identity Resolution Engine (IRE) is a trademark of Infoglide Software Corporation.

IDV Solutions and Visual Command Center are trademarks or registered trademarks of IDV Solutions, LLC.

Lenel, the Lenel logo, OnGuard, and the Lenel OpenAccess Alliance Program (OAAP) are trademarks or registered trademarks of Lenel Systems International Inc.

Microsoft, Windows, Windows Vista, Windows Server, SQL Server, Access, Internet Explorer, Excel, PowerPoint, Active Directory, Visual Studio, Visual Basic, the Office logo, .NET logo, and Microsoft Gold Independent Software Vendor (ISV) Partner logo are trademarks or registered trademarks of Microsoft Corporation in the U.S. and other countries.

MIR3 is a service mark of MIR3, Inc. inAccountPortal, inTechCenter, inAlertCenter, inEnterprise, and Intelligent Notification are trademarks or registered trademarks of MIR3, Inc.

Mozilla, the Mozilla logo, Firefox, and the Firefox logo are trademarks or registered trademarks of the Mozilla Foundation.

QlikTech, the QlikTech logo, and QlikView are trademarks of QlikTech International AB.

Samsung, Galaxy S, and Galaxy Note are trademarks of Samsung Electronics Co., Ltd.

Wi-Fi is a registered trademark of the Wi-Fi Alliance.

All other products, brands, names, or trademarks mentioned in this document may be trademarks or registered trademarks of their respective owners.

# Table of Contents

<b>Perspective Editions</b> .....	<b>1</b>
<b>Welcome to Perspective by Resolver</b> .....	<b>2</b>
Accessing Perspective.....	2
Logoff.....	7
User Interface .....	7
Main System Components .....	9
User Privileges and Access Rights .....	11
Account Settings .....	11
Changing Your Password .....	11
Dashboard Settings .....	12
Shortcut Keys.....	13
Quick Find Tool .....	18
Custom Search Feature.....	20
Maps.....	21
Features .....	22
Incidents.....	23
Activities .....	23
Dispatches.....	24
Tooltips.....	24
Exiting Perspective .....	26
<b>Dashboard</b> .....	<b>27</b>
User Interface .....	27
Charts.....	28
Assignments.....	31
<b>Data Forms</b> .....	<b>35</b>
User Interface .....	35
Navigating Data Forms Overview .....	37
Select a Data Form .....	38
Merging records' duplicated data (the Merge button). .....	51

Select a Record from the List.....	59
Enter and/or Edit Record Data.....	60
Incidents.....	64
Create a New Incident Record.....	64
Identify All Involved Persons.....	68
Identify All Involved Organizations.....	76
Document All Involved Vehicles.....	79
Identify All Involved Items.....	82
Summarize an Incident or a Case.....	84
Attach a File to a Record.....	85
Link the Incident to an Activity.....	87
Link an Incident to Another Incident.....	89
Link an Incident to a Case.....	91
Record Losses Involved in an Incident and View Their Summary.....	92
Record Incident Investigation Data.....	96
Control a Record's Processing Options.....	108
Track Changes Made to a Record.....	116
Cases.....	118
Create a new Case record.....	119
Assign an Investigator to a Case's Investigation.....	120
View All Case's Involvements.....	122
Summarize a Case or an Incident Linked to a Case.....	124
Attach a File to a Case Record.....	124
Link an Incident to a Case.....	124
Link a Case to Another Case.....	126
View a Summary of Losses Involved in a Case.....	127
View and Record Case Investigation Data.....	129
Control a Case Record's Processing Options.....	131
View a Quick Summary of a Case's Key Data.....	131
Track Changes Made to a Case Record.....	134
Activities.....	134
Create a New Activity Record.....	134

Record an Officer's Response to an Activity.....	137
Record an Organization's Response to an Activity .....	138
Note an Action Request for an Activity .....	141
Identify All Persons Involved in an Activity .....	144
Identify All Organizations Involved in an Activity.....	144
Document All Vehicles Involved in an Activity .....	145
Identify All Items Involved in an Activity .....	145
Attach a File to an Activity Record.....	145
Link an Activity to Another Activity .....	145
Link an Activity to an Incident.....	146
Control an Activity Record's Processing Options.....	148
Track Changes Made to an Activity Record .....	151
Escalate an Activity Record to an Incident .....	152
Items.....	152
Create a New Item Record.....	152
Import Record's Settings from the Gateway .....	154
View Record's Incident Involvements .....	156
Attach a File to an Item Record.....	157
Control Record's Processing Options .....	157
Track Changes Made to an Item Record .....	159
Persons.....	159
Create a New Person Record.....	160
Record Contact Information .....	165
Link a Record to a Person .....	168
Link a Record to an Organization .....	169
Link a Record to a Vehicle.....	170
View Person's Incident Involvements .....	172
Attach a File to a Person Record .....	172
Control a Person Record's Processing Options .....	172
Track Changes Made to a Person Record.....	173
Organizations .....	173
Create a New Organization Record.....	174

Record an Organization's Contact Information .....	175
Link an Organization to a Person.....	175
Link an Organization to Another Organization .....	175
Link an Organization to a Vehicle.....	176
View Organization's Incident Involvements .....	176
Attach a File to an Organization Record .....	176
Control an Organization Record's Processing Options .....	176
Track Changes Made to an Organization Record.....	176
Vehicles .....	176
Create a New Vehicle Record .....	176
Link a Vehicle to a Person .....	178
Link a Vehicle to an Organization .....	178
Link a Vehicle to Another Vehicle.....	178
View Vehicle's Incident Involvements.....	179
Attach a File to a Vehicle Record.....	179
Control a Vehicle Record's Processing Options.....	179
Track Changes Made to a Vehicle Record .....	180
Merge Records .....	180
Construct a Visual Link Chart for a Record.....	184
<b>Analyze and Report.....</b>	<b>186</b>
<b>Analysis Expert.....</b>	<b>187</b>
User Interface .....	187
Navigating Data Forms Overview .....	189
About Operators.....	190
Create a Query Category .....	192
Query Design Process .....	193
Create a Query .....	193
Specify Query Criteria.....	195
Save a Query .....	201
Edit a Query .....	201
Clone a Query.....	202
Share a Query .....	203

Delete a Query .....	205
Execute a Query .....	205
Track Query Runs .....	206
Working with Query Results .....	207
View Query Results.....	208
Search for Specific Data in Query Results .....	208
Group Query Results by a Field.....	209
Perform Calculations on Query Results .....	210
Export Query Results.....	212
Print Query Results .....	212
Access Records in Query Results and Print Reports .....	213
Construct a Visual Link Chart From Query Results.....	214
Chart Query Results .....	215
Analyze Results .....	218
Table .....	219
Data Chart .....	222
Pie Chart .....	224
<b>Reports.....</b>	<b>226</b>
User Interface .....	226
Types of Reports .....	227
Administrator Only .....	227
Detail Reports .....	227
List .....	228
Lookups .....	229
Summary Reports .....	230
Creating a Report.....	230
<b>Custom Reports .....</b>	<b>236</b>
User Interface .....	236
Custom Report Design Process .....	236
Create a Custom Report .....	237
Save a Custom Report .....	238
Edit a Custom Report .....	238

Clone a Custom Report.....	239
Share a Custom Report.....	240
Delete a Custom Report .....	240
Execute a Custom Report.....	241
Report Designer .....	241
Getting Started .....	242
General Procedures.....	256
Create a Professional Table.....	262
Create a Crosstab .....	311
<b>Gateway.....</b>	<b>321</b>
User Interface .....	322
Incidents.....	324
Items, Persons, Organizations and Vehicles .....	329
<b>DispatchLog and Dispatch .....</b>	<b>331</b>
<b>Visual Analysis .....</b>	<b>332</b>
Use Visual Analysis to Build a Link Chart .....	332
Access Visual Analysis.....	333
Create a Link Chart.....	333
Use IBM i2 ChartReader to Manipulate Your Link Chart.....	338
Transfer Your Link Chart into IBM i2 ChartReader .....	339
Additional IBM i2 ChartReader Resources .....	340
<b>Appendix A: Dashboard Chart Types .....</b>	<b>342</b>
<b>Appendix B: Text Editor Navigation .....</b>	<b>349</b>
<b>Appendix C: Data Field Types .....</b>	<b>353</b>
<b>Appendix D: Chart Wizard .....</b>	<b>361</b>
<b>Glossary .....</b>	<b>370</b>
<b>Index .....</b>	<b>390</b>
<b>Contact Information .....</b>	<b>399</b>
Technical Support .....	399
Resolver Inc.....	399



# Perspective Editions

The chart below summarizes the Perspective features available by edition. For more information on the edition you're currently running, check your licensing.

	Essentials	Professional	Enterprise
<b>Features</b>			
Activity Reporting	✓	✓	✓
Incident Reporting	✓	✓	✓
Dispatch		✓	✓
Investigation & Case Management		✓	✓
Visual Analysis	✓	✓	✓
Reporting, Trending & Analysis Tools	✓	✓	✓
Track losses and financial impact	✓	✓	✓
Report incidents in a Web Portal	✓	✓	✓
View metrics with a configurable Dashboard	✓	✓	✓
Google-like search	✓	✓	✓
Visualize information on a map	✓	✓	✓
iOS App	✓	✓	✓
System configuration	✓	✓	✓
Workflows	✓	✓	✓
Open API	✓	✓	✓
Officer Mobile		✓*	✓*
Single Sign On			✓
IP Whitelisting			✓

\*Opt In for Additional Cost

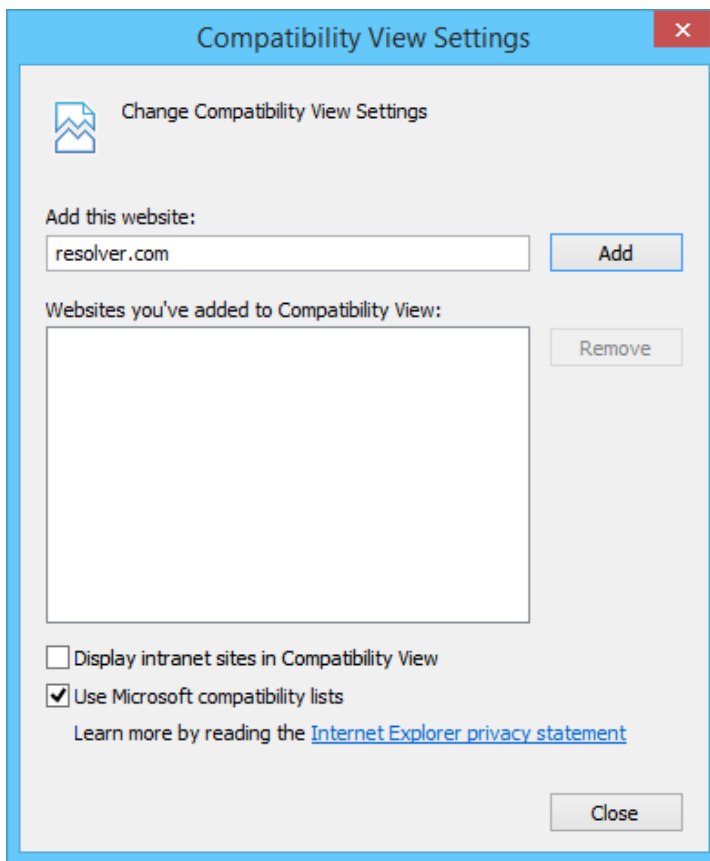
# Welcome to Perspective by Resolver

Welcome to Perspective by Resolver™, the industry leader in Incident Reporting and Investigation Management software. Perspective by Resolver is an end-to-end Incident Management solution that covers everything from response and documentation, through to investigation, and analysis. You can intelligently action and query your data for trending, risk mitigation, and planning. Then, with the ability to assess what's happening and its potential impact, you can make informed decisions that optimize performance, and illustrate the effectiveness of your security operation.

This guide was designed for day-to-day users of Perspective. For information about using the **Administration** component, see the **Perspective Administrator's Guide** on the [Resolver Support](#) site.

## Accessing Perspective

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. Navigate to your Perspective Services URL:

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

3. Click the **Perspective** icon.



4. If launching Perspective for the first time:

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



b. Configure your login settings:

- **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. `https://<servername>/PerspectiveServices`) in the **Service Folder** field.

iii. If your business ID is different from **default**, enter it in the **Business ID** field.

*Note: 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.*

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.

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

*Note: 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:

*Note: If your system uses Windows® authentication, the login will be performed automatically. To switch back to the standard Perspective login, press the F5 key on your keyboard.*

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

*Note: 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**, then enter your user name and password. This option will only appear on the login screen if both Perspective and SSO authentication were enabled at the time of installation or update.*

- b. If you're **not** logging in using single sign-on (SSO) authentication:
  - i. Enter your user name and password in the **User Name** and **Password** fields.



The screenshot shows the login interface for Perspective. At the top, the logo 'PERSPECTIVE' is displayed in blue, with 'powered by RESOLVER' underneath. To the right of the logo are two icons: a gear for 'Settings' and a document with an 'X' for 'Close'. Below the logo, the version number '5.1' is shown. The main form area has a dark blue background. It contains three input fields: 'User Name', 'Password', and a checkbox labeled 'Remember Me'. A white 'Login' button is positioned to the right of the password field.

- ii. Select the **Remember Me** checkbox if you want Perspective to remember your user name.
  - iii. Click **Login**.

## Logoff

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 Perspective, Dispatch, or Dashboard. To end your SSO session, click Logoff in the ribbon.

## User Interface


Perspective's user interface is interactive, which means that it is constructed to match the current working process (e.g., creating a record, analyzing data, filing a report). While the standard icons of the Ribbon and the components of the Navigation pane remain constant, the rest of the screen content changes depending on the currently active Perspective component selected from the Navigation pane.

Perspective's user interface consists of the following broad parts:


1. **The Ribbon:** Locates the most frequently used general administration, navigation, help, and search tools.

In the Data Forms component, the Visual Analysis icon is added. Visual Analysis assists by visually representing relationships between the records stored in Perspective's database.

In the Analysis Expert component, the Ribbon is populated with an additional set of icons that perform saving, adding, cloning, deletion, sharing, and execution of queries.

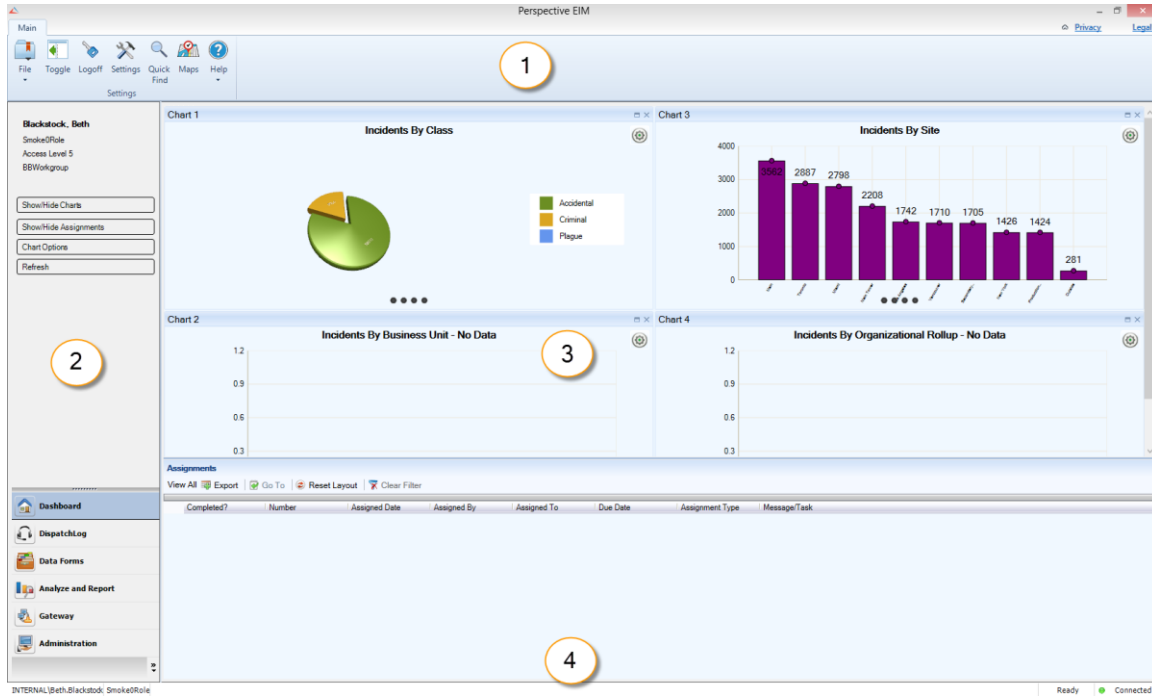
Hide the Ribbon by clicking the  icon on the top right corner (next to the Privacy link). Click the icon again to show the Ribbon.

To read Perspective's Privacy Statement, click the **Privacy** link. To read Perspective's Legal Notice, click the **Legal** link.

2. **Navigation pane:** Consists of the two major parts: the bottom part allows you to select different Perspective components (Dashboard, DispatchLog, Analysis Expert, Reports, etc.), while the top part displays the component-specific navigation options. Using the top part of the Navigation pane, you will be able to control the workflow within the individual Perspective components (e.g., open the DispatchLog console, modify the view of your Perspective records, customize reports, and specify query settings). To hide the Navigation pane, click the **Toggle Navigation Window** icon  on the Ribbon. Click the icon again to make the pane reappear.
3. **Main screen:** Consists of one or more sections and displays the core record data stored in Perspective (depending on the currently active component). For instance, the main screen in the Data Forms, and the Gateway components, consists of a Listing pane with a list of records and a Viewing pane, where data of the record selected in the Listing pane is displayed.
4. **Status bar:** Contains your system and login information, including your username, role, and your current Perspective's system and connection status (e.g., Connected/Disconnected). After performing an action on a record, check the status bar at the bottom of the screen for a confirmation message. The status bar will indicate when Perspective is in the process of completing an action



(e.g., Loading, Saving, Deleting) and also specify if an action is complete and successful (e.g., Record is successfully saved), or unsuccessful (e.g., Please provide required fields before saving).



## Main System Components


You can access all of Perspective's features and functionality from the Navigation pane. Just click on the buttons to switch between components, and then further explore each component by clicking on the options displayed.

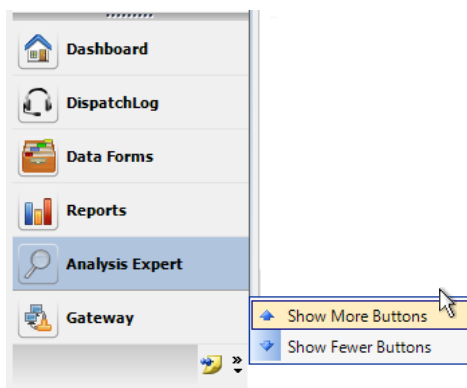
*Note: The components any particular user sees are dependent on that user's privileges and access rights. Refer to [User Privileges and Access Rights](#) for more information.*

### Main System Components

<p><b>Dashboard</b></p>	<p>Dashboard is Perspective's opening screen. Use it to track ongoing projects in the Assignments section, and quickly review selected records' trends and statistics in the Charts area.</p>
-------------------------	---

<p><b>DispatchLog</b></p>	<p>Opens a separate DispatchLog console window that assists in centralized dispatching of officers and organizations. See the <b>Perspective DispatchLog User's Guide</b> on the <a href="#">Resolver Support</a> site for more information.</p>
<p><b>Data Forms</b></p>	<p>Enter, update, and review your Activity, Incident, Case, Item, Person, Organization, and Vehicle records in Data Forms.</p>
<p><b>Analyze and Report</b></p>	<p>Use Analysis Expert to query records for specific data, and then turn your results into a printed grid, spreadsheet, chart, or report. Choose from a number of pre-set reports to generate statistics and analyze trends in your data. Or use Custom Reports to create your own reports.</p>
<p><b>Gateway</b></p>	<p>Gateway serves as an inbox for all electronically submitted reports. Selected users assess each report before accepting it into Perspective or deleting it from the system.</p>
<p><b>Administration</b></p>	<p>Designated Administrators use this component to manage system settings, workgroups, roles, users, officers, auditing, languages, some components of the system interface, and visual alerts. The functions of the Administration component are described in the <i>Perspective Administrator's Guide</i>.</p>

Customize visibility of the components by dragging the top border of the component section in the Navigation pane, or by clicking the configure arrow buttons. This will hide the bottom components one by one. Click on the **pin** icon  to return the hidden component back to the pane.



## User Privileges and Access Rights


Every Perspective user's visibility and access rights are customized by a user, or users, designated as the Administrator(s).

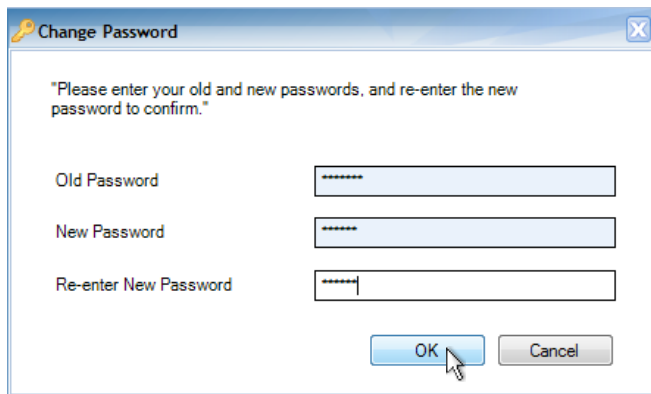
Some basic users may only be authorized to read and add new records, without any editing, locking, unlocking, or deleting privileges. The records they are permitted to read may also be restricted by various security controls, and some forms may not be visible (e.g., Investigations forms or the Controls tab). Furthermore, these basic users may be restricted from advanced components, such as Analysis Expert or Reports. On the other hand, highly advanced users may have full access to all system components, forms, fields, and functions.

If you are unable to view a particular component or form, or if you are not permitted to perform a certain function, it may be a result of your assigned user privileges. For more information on how data is segregated within Perspective and how user visibility and access rights are assigned, refer to the Security Layer Overview chapter in the [Perspective Administrator's Guide](#), or, if you possess appropriate access rights, in the online **Admin Help**.

## Account Settings


### Changing Your Password

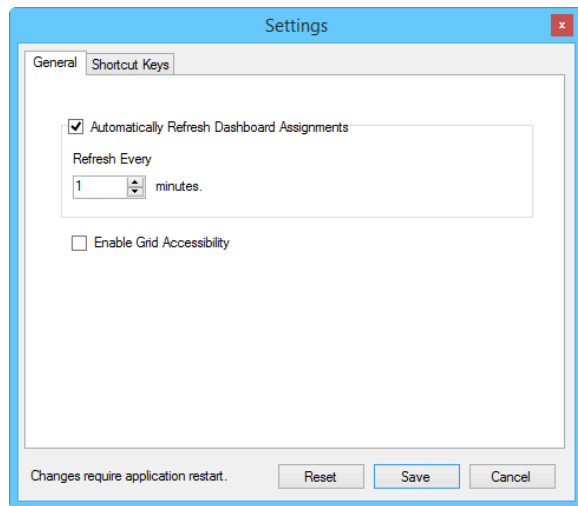
1. To initiate the change of your current account password, click the **File** icon  on the Ribbon.
2. Select **Change Password**.
3. In the dialog window, enter your **Old Password** and your **New Password**.
4. Re-enter your new password in the field below to confirm the password configuration.
5. Click **OK** to save the change and verify your new password.



## Dashboard Settings


By default, your Dashboard is set to automatically refresh once every minute. You may set your Dashboard to automatically refresh less frequently or to require manual reloading.

1. Click the **Settings** icon  on the Ribbon. The Settings window will open with the General tab open by default.
2. To modify how often your Dashboard refreshes, ensure the **Automatically Refresh Dashboard Assignments** box is checked, and in the field below, specify how frequently you would like the Dashboard to refresh (from once every minute to once every sixty minutes).  
To set your Dashboard to require manual reloading, uncheck the Automatically Refresh Dashboard Assignments box.
3. Click **Save**. At any time, you may click **Reset** to return your Dashboard to its default refresh settings.
4. Restart Perspective (log out, then log back in) to enforce any changes that you have made.



## Shortcut Keys

Shortcut keys enable you to map commonly used Perspective functions to shortcut key combinations for quick access.

1. Click the **Settings** icon  on the Ribbon. The Settings window will open.
2. Select the **Shortcut Keys** tab.
3. For every key you want to change, do the following:
  - a. Click the function's button.
  - b. Tap the new key combination you want to use. If the shortcut is being used elsewhere, you'll be prompted to confirm your selection.
4. Click **Save**. At any time, you may click **Reset** to return your shortcut key settings to their original system defaults.

The default settings for shortcut keys are as follows:

### Shortcut Keys

Function Name	Default Key Combination
<b>Global</b>	
Navigation Mode	Ctrl + N
Ribbon Menus *	Alt/F10
<b>Navigation Keys</b>	
Go to Data Forms	D
Go to DispatchLog	L
Go to Dashboard	H
Go to Analysis Expert	E
Go to Gateway	G
Go to Administration	M
Go to Activities	A
Go to Incidents	I
Go to Cases	C
Go to Items	S
Go to Persons	P
Go to Organizations	O
Go to Vehicles	V
List All Records	W
Open Quick View	Q
Show Saved Views	K

Focus on List Pane	F
Hide List Pane	Y
Change Password	1
Exit Perspective	2
Admin Help	8
User Help	9
Toggle Navigation Pane	3
Logoff	4
Settings	5
Quick Find	6
Open Visual Analysis	7
About Perspective	0
Hide Ribbon Menu	Minus
View Legal Notice	F3
View Privacy Policy	F2
Go to Client Site	F5
Maps	F6

***Record Details***

Save	Ctrl + S
Edit	Ctrl + E
Merge	Ctrl + U

Add From Source	Ctrl + G
Delete	Ctrl + Minus
Add	Ctrl + Plus
Cancel	Ctrl + K
Create Incident	Ctrl + I
Lock/Unlock	Ctrl + L
Print	Ctrl + P
Send	Ctrl + M
View Record Audit Info	Ctrl + D
Focus on Details Tabs	Ctrl + F
Back to List Pane	Ctrl + B

**List Pane**

Select Top Record	Ctrl + T
Print List	Ctrl + P
Sort List	Ctrl + O
Next Page	Ctrl + Right Arrow
Last Page	Ctrl + Down Arrow
Previous Page	Ctrl + Left Arrow
First Page	Ctrl + Up Arrow
Jump to Page	Ctrl + 1
Focus on Selected Record	Ctrl + L



Add *	Ctrl + Plus
Edit *	Ctrl + E
Focus on Details Tabs *	Ctrl + F
Delete *	Ctrl + Minus

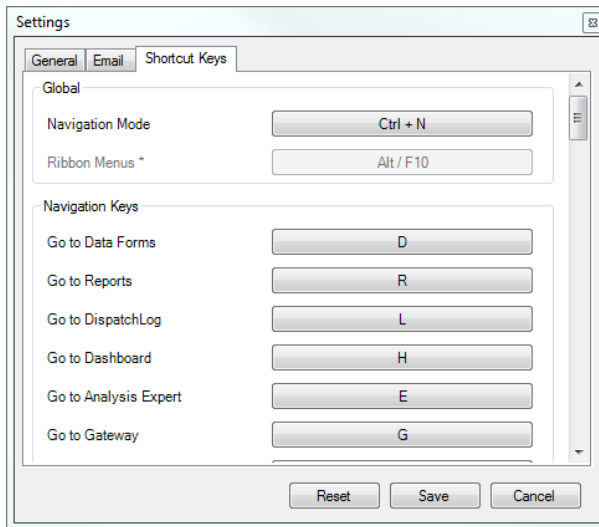
***Controls***

Link Record: Open List	Ctrl + W
Link Record: Quick View	Ctrl + Q
Large Text Field: Spell Check	Ctrl + Q
URL Field: Open URL	Ctrl + Q
Interview: Toggle Fields	Ctrl + F

***Analyze and Report***

Reports	Ctrl + R
Queries	Ctrl + Q
Custom Reports	Ctrl + E


*\* Not configurable or must be set in another section.*



## Quick Find Tool

The Quick Find tool is an advanced search that can locate records containing your specified text. The tool will check text fields across your Perspective database (such as summaries, narratives, and text attachments) for the words or phrases you enter. The Quick Find attachment indexing supports the following file formats: .doc, .docx, .docm, .xls, .xlsx, .pdf, .txt, .text, .rtf, .sms, .log, .msg, .wpd, and .wps.

*Note: The Quick Find tool requires an indexed database to function properly. Contact your Perspective Administrator for further information.*

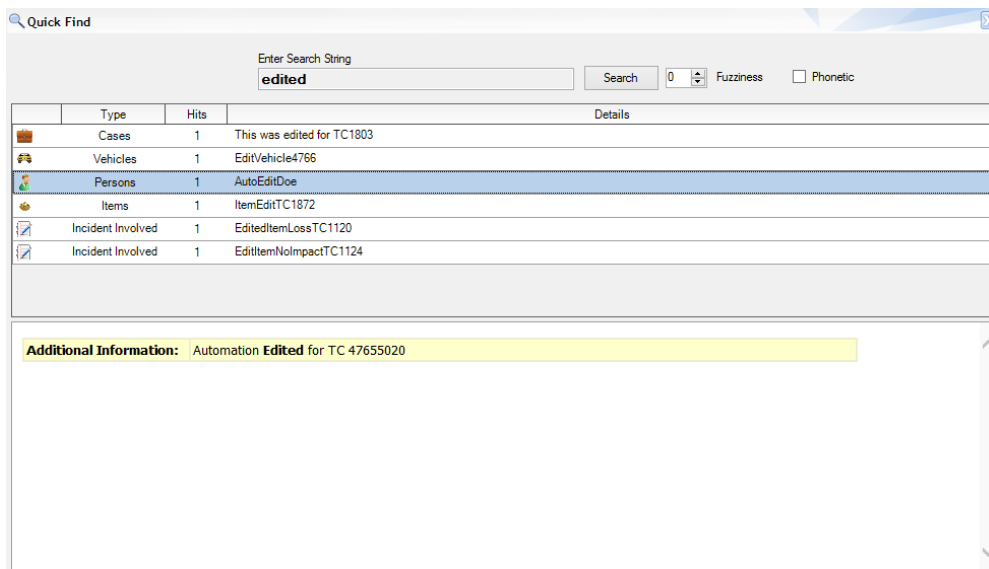
1. Click the **Quick Find** button  on the Ribbon.
2. In the **Enter Search String** field, type the text you want to find. You can customize your search as follows:
  - To search for an exact matching phrase, enclose it in quotation marks.

- To search for records containing two or more words or phrases, join the words or phrases with the AND operator. For example, if you want to search for records containing the words black and coat, use the following search string: black AND coat.
- To search for records containing either one word or phrase or another word or phrase, join the words or phrases with the OR operator. For example, if you want to search for records containing either the word laptop or the word computer, use the following search string: laptop OR computer.
- Use wildcards to search for words and phrases that start, end, or simply contain particular characters. Perspective's Quick Find supports the \* (asterisk) wildcard as a substitute for zero or more characters. For example, if you want to search for records containing words (numbers, names, cities, etc.) that start with san, use the following search string: 'san\*'. If you want to search for records with words that contain the pattern ger, use the following search string: '\*ger\*'.  
*Note: Previews for matching records found with the help of the wildcards will not be displayed.*

- Searches can be customized further using the **Fuzziness** and **Phonetic** settings.
- Select a Fuzziness setting (default value is zero; maximum value is 10) to determine how broadly your search terms will be applied. A higher Fuzziness value will return results which are less exact than your search text. This can help to discover records even if they have typos in them. For example, a fuzzy search for 'vehicle' would include the results 'vehcile' or 'vehickle'. Enabling the Fuzziness setting may increase the time it takes to perform a search.
- Select the Phonetic checkbox to include search results that sound the same as the search term. This can be helpful when searching for names that sound the same but have different spellings (e.g., Aaron/Erin, Smith/Smyth). Enabling the Phonetic setting may increase the time it takes to perform a search.

### 3. Click **Search**.


- A list of records containing the specified word or phrase will appear in the grid below. The number of times the word or phrase appears in each record will be noted in the Hits column. As well, the specific form that the word or phrase was found in will be listed (e.g., Incident Narrative, Investigation Summary, Person Attachment).
4. To quickly scan the results, select a record in the list.
    - A preview of the record segment containing the word or phrase will appear in the pane below.
  5. Double-click a record in the list to open it.
    - Perspective will advance to the selected record in Data Forms, with focus on the form containing the word or phrase. (The Quick Find window may still be opened in the foreground; in this case, minimize the Quick Find window to view Perspective.)
  6. Click the **Close [x]** button in the top-right corner to close the Quick Find window.



## Custom Search Feature

The Custom Search feature allows you to launch the Infoglide Identity Resolution Engine™ (IRE) from Perspective, to search within several data sources at once.

*Note: Custom Search must first be configured in the Perspective Service Manager before it may be accessed in Perspective. For further details, please see the Perspective Installation Guide.*

1. Click the **Custom Search** icon  on the Ribbon.
  - The Infoglide Identity Resolution Engine will open in a new window.
2. Following the basic search principles described in the [Quick Find Tool](#) section of this chapter, perform the custom search required.
3. When finished, close the window to return to Perspective.

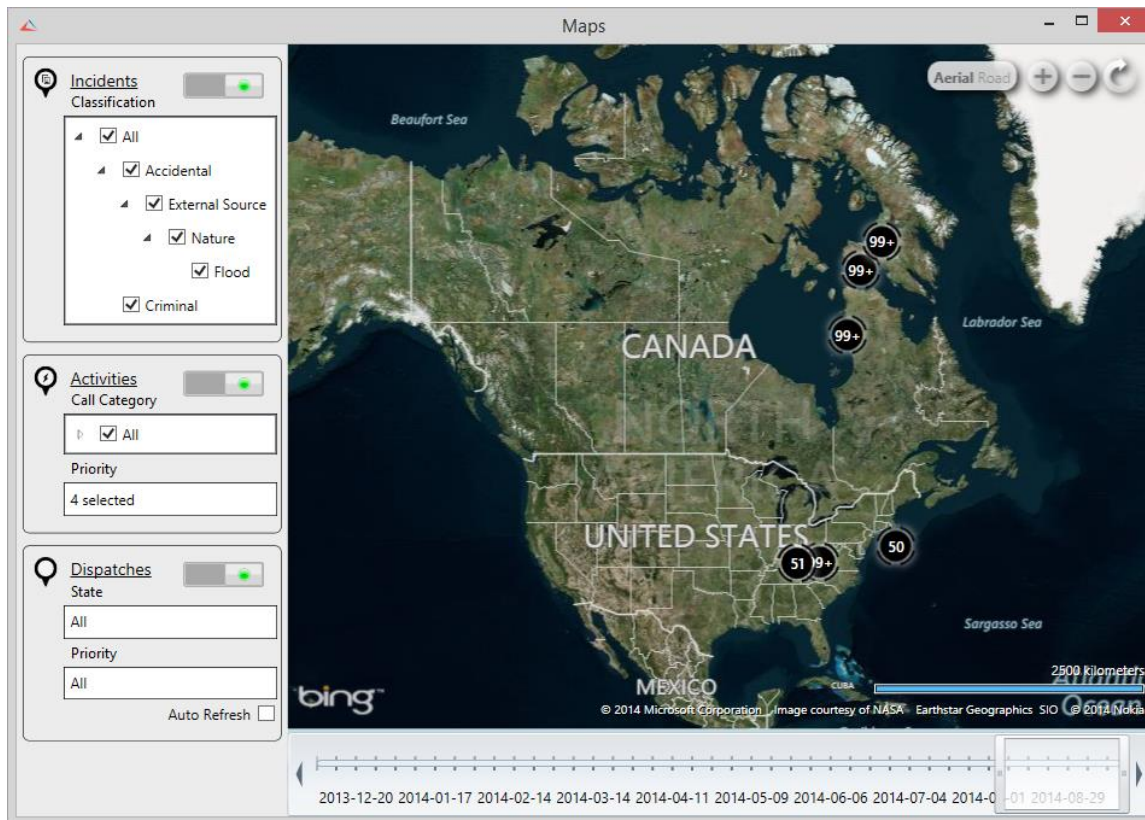
## Maps

Perspective Maps allows you to quickly see where a Dispatch is occurring, or where an Activity or Incident has occurred. Perspective's mapping tool allows you to quickly access any record you want.

All Dispatches, Activities, and Incidents will appear on the map. You can easily define the records you want displayed with the filter option.

From the mapping tool, you can see relevant tooltips that contain information like the Class, Category, Occurred Time, Priority, and Status (the information you are able to see depends on if you are looking at an Incident, Activity, or Dispatch). From here, you can select the record you want to open and look at it in more detail.


*Note: The Mapping option requires an internet connection.*



## Features

**Map view:** The Aerial map is the default map. To switch to Road map, click the button Aerial/Road button **Aerial Road** on the top right corner of the Maps window.

**Zoom:** You can zoom in or out on the map by using the **+** or **-** buttons, or by using the scroll button on your mouse.



**Incidents and Activities auto refresh:** The map automatically refreshes Incidents and Activities every 15 minutes, but if you want to refresh it sooner, click the refresh button . Pressing the F5 button will also refresh the Incidents and Activities.

**Dispatches auto refresh:** To automatically refresh Dispatches on the map, you need to have the Auto Refresh checkbox  selected (located in the Dispatches section on the Maps page). If this checkbox is selected, the Dispatches will refresh in less than one minute.

*Note: Dispatch auto refresh only works if the date range is set to the last seven days. If your date range is set to the last 14 days and you check the Dispatch auto refresh checkbox, your timeline will be reset to the last 7 days, or auto refresh will deselect automatically if you expand your date range to over 7 days with auto refresh enabled.*

**Date Range:** Use the left and right arrows on the date range to move backwards in time, or drag and drop the date range bar to the occurred dates of Incidents, Activities, and/or Dispatches you want to see on the map.

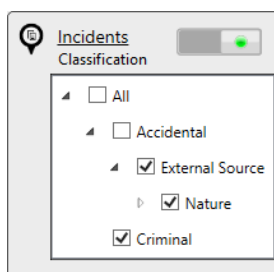
**Scale:** Your map's scale will be automatically set to go off of your computer's system settings.

**Filters:** To filter what you want to see displayed on the map, turn the switch to on  or off . For example, if you only want Incidents to be displayed, turn the Activities and Dispatches filter switch to the off position. By filtering out Incidents, Activities, or Dispatches, it will make it easier for you to find exactly what you are looking for.

## Incidents

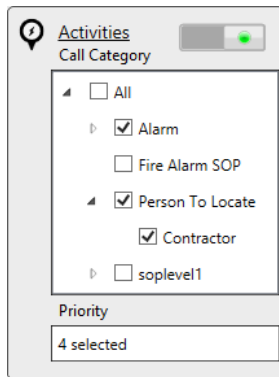
*Note: If you do not have privileges for Incidents, Activities, particular Workgroups, etc., those records will not display in Mapping.*

You can search by all Class Rollups, or drill down to only search for specific Classifications (i.e., Criminal Incidents).



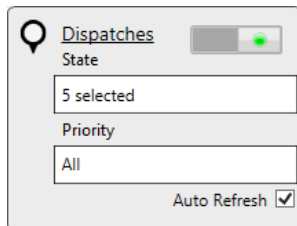
## Activities

You can search by all Call Categories and Priorities, or drill down to only search for specific Call Categories or Priorities.




## Dispatches

You can search by all States and Priorities, or drill down to only search for specific States or Priorities.



## Tooltips

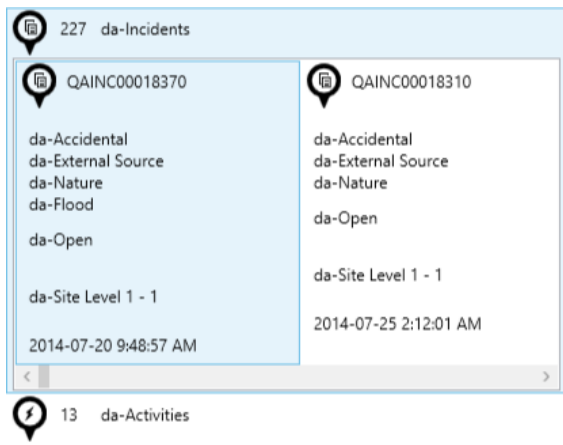
Tooltips are how you dig deeper into an Incident, Activity, or Dispatch, to determine if it is the one you are looking for. To look at tooltips, simply hover over the pin  on the map. A pin is a circle with a number in the middle, where the number represents how many Incidents or Activities have occurred in that location, or how many Dispatches are occurring in that location.

When you hover over the pin, the tooltip will appear. First, you will be shown a count of the number of Activities, Incidents, and Dispatches that are in that pin.

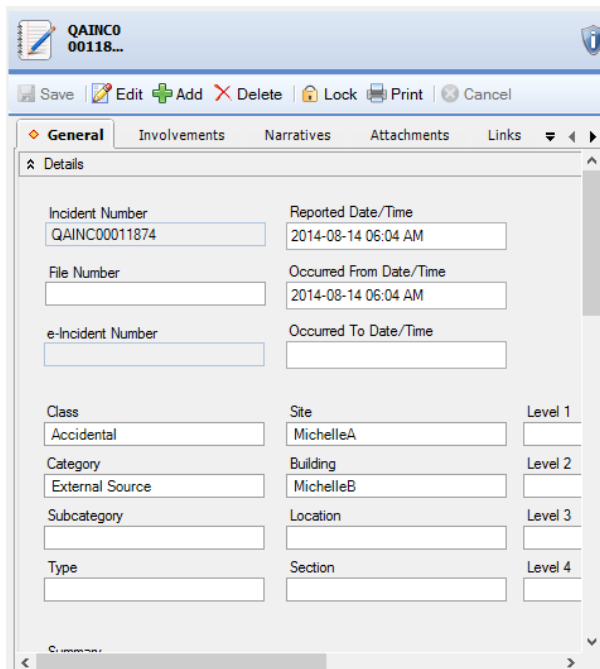




From here, click once on the word Activities, Incidents, or Dispatches, depending on what you want to look at. For example, if you click on the word Incidents, all the Incidents in that pin will open in greater detail. To scroll through them, use the scrollbar that appears in the window.





Once you have found the record you are looking for, click on it, and it will open in Perspective. The map will remain opened in another window.




*Note: A pin will only go up to 99+. However, you can hover over the pin and the tooltip will open, allowing you to scroll through all Incidents, Activities, and Dispatches that have occurred or are occurring in that location. Double click on pin clusters to zoom in.*

## Exiting Perspective

There are two options to exit Perspective:

- **Logoff option:** Log off the current user while leaving the Perspective system running. To log off, click the **Logoff** key icon  on the Ribbon, or use the keyboard shortcut **Ctrl+Shift+L**.
- **Exit option:** Completely exit Perspective, which requires a full system reload upon the next login. To exit Perspective, close the Perspective window, use the keyboard shortcut **Alt+F4** (or click on the **File** icon ) , and select **Exit**.

*Note: While the Logoff option requires an additional confirmation of your choice to exit Perspective via a confirmation window, the Exit option will simply terminate the work of Perspective as soon as you choose to exit.*

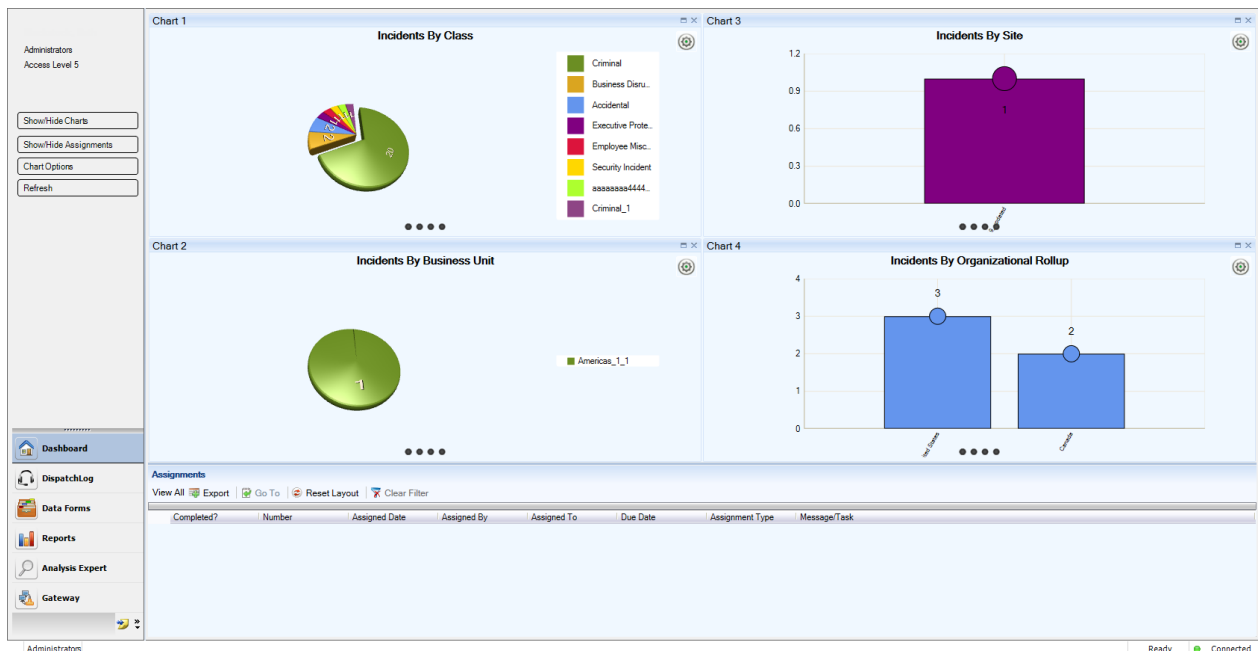
*Before exiting Perspective (regardless of which exit option you choose), you have to press the **Save** button  to save any changes you have made to records while working in Perspective.*

# Dashboard

The Dashboard is Perspective's default screen. Like the dashboard of an automobile with its various gauges and indicator lights, Perspective's Dashboard keeps users informed about what is happening in their organization and alerts them of important changes. It helps to track ongoing projects and tasks, and includes a statistics snapshot section for the incidents the user has access to. The two elements of the Dashboard are Charts and Assignments.

## User Interface

1. **Charts:** Get a quick overview of incident trends and statistics with the help of up to four selected bar or pie charts.
2. **Assignments:** Track activities or projects assigned to you, as well as those you have assigned to others, from start to finish.







- Resize the individual elements by dragging the borders surrounding them.

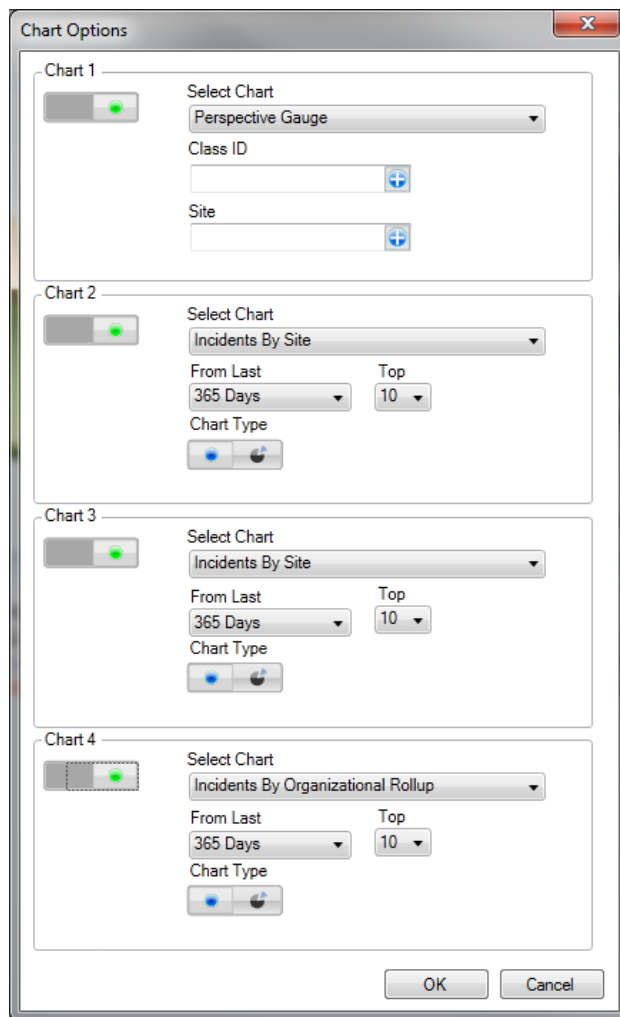
- To display/hide one of the Dashboard elements, click **Show/Hide Charts**, or **Show/Hide Assignments** on the Navigation pane.
- To refresh the view of the Dashboard, click the **Refresh** button on the Navigation pane.




## Charts

The four pre-set charts on the Dashboard give you a quick overview of trends found in the Perspective database records you have access to. To select the combination of up to four charts for display on the Dashboard, follow the steps described below.

1. Click the **Chart Options** button on the Navigation pane.
2. In the Chart Settings window, click on the **ON/OFF**  switch to display or hide one of the chart sections.
3. Within the relevant chart field (e.g., Chart 1), choose the chart you would like to appear in the selected chart section (e.g., Incident by Class).
  - For a complete list of available pre-configured charts and their descriptions, see [Appendix A: Dashboard Chart Types](#).
4. Depending on the chart specified, a number of further settings will be displayed, which may (or may not) include the following:
  - **From Last:** Select the time period for which you would like to see the statistics on the chart (e.g., 365 days).
  - **Top:** Specify the number of categories you would like to display on your chart (e.g., top 10 classes).

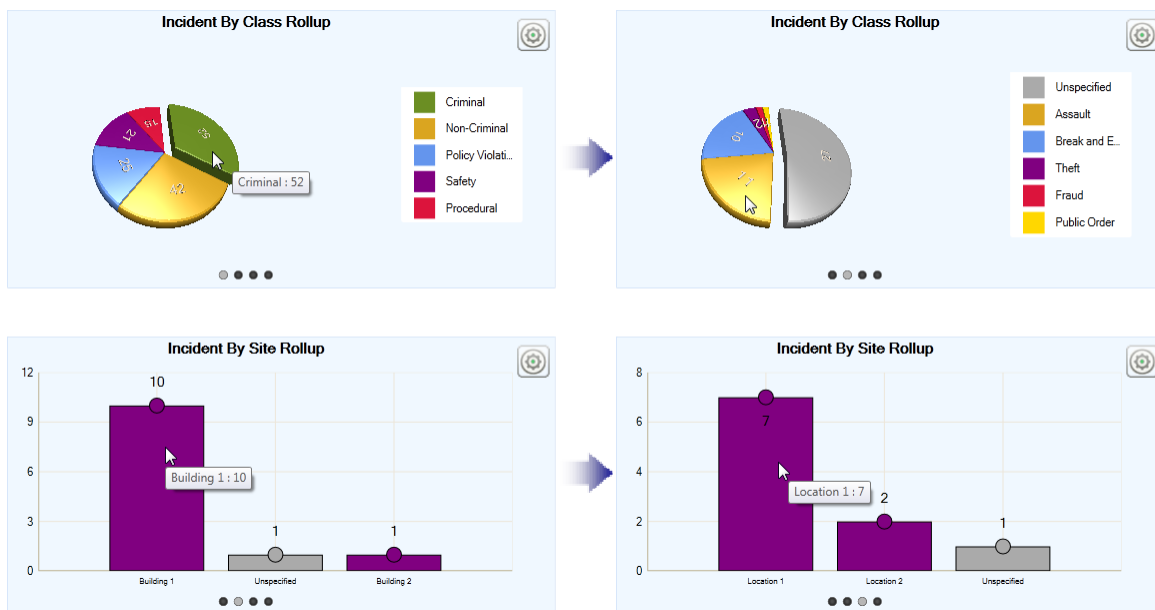
- **Call Category:** Restrict your data to a specific Call Category, making it as narrow as necessary. Click the **plus** icon  next to the Call Category field, and select the required number of levels of category by which you would like to restrict the data in the chart.
- **Class ID:** Restrict your data to a specific Class, making it as narrow as necessary. Click the **plus** icon  next to the Class ID field, and select the required number of class levels (i.e., Class/Category/Subcategory/Type) by which you would like to restrict the data in the chart.
- **Site:** Restrict your data to a specific Site, making it as detailed as necessary. Click the **plus** icon  next to the Site field, and select the required number of site levels (i.e., Site/Building/Location/Section) by which you would like to restrict the data in the chart.
- **Category ID:** Restrict the Case data in your chart to either Internal or External cases.
- **Year:** Select the specific year you want to display your data for (e.g., 2011)
- **Chart Type:** Choose either the pie or bar chart type.



5. Click **OK** to see the results displayed on the Dashboard.
6. At any time, you may change the chart options for each individual chart displayed on the Dashboard by clicking the corresponding **Settings** icon .
  - This will open the options window for the chart that you chose to modify.
7. Examine one particular chart in detail by clicking the **Maximize** icon  in the upper right corner of the relevant chart section. To dock it back together with the rest of the charts, click the equivalent **Minimize** icon .

8. If the chart you selected is either a uni-coloured bar chart or a pie chart, you may be able to explore the information contained in the chart further. By clicking on a bar or a pie sector that corresponds to a specific category, class, organization, or site, you may expand the data that is hierarchically subordinate to the data currently displayed on the screen. For example, if you are viewing the Incident By Class chart, you may click on the green pie sector that corresponds to the Criminal class of incidents to open a pie chart for all incidents contained under the Criminal class (e.g., Assault, Theft, Fraud). To explore the data even further, you may click on the yellow pie sector that corresponds to the Assault category of incidents.

The number of subordinate charts corresponds to the number of tiers under the corresponding rollup (in our example, the Class Rollup). To navigate within the hierarchy, click on one of the dark gray circle icons displayed below the chart. Each circle represents one tier of the rollup, in ascending order.



9. To copy a chart image, right-click the chart and select **Copy to Clipboard**.

## Assignments

When you receive or delegate an assignment to another user, the assignment is displayed on your Dashboard. You may also receive an email notification about the assignment, and if you are logged on to

Perspective at the time, a pop-up will appear in the bottom right corner of your screen alerting you to the email. Incomplete assignments that are past their due date are listed in red font.



Along with your assignment's associated Activity, Incident, or Case Number, the Dashboard's Assignments section displays the following information:

- **Completed:** A checkbox indicating whether or not the assignment has been completed.
- **Assigned Date:** The date the assignment was delegated to the user.
- **Assigned By:** The user who created the assignment.
- **Assigned To:** The user who is responsible for completing the assignment.
- **Due Date:** The date the assignment must be completed.
- **Assignment Type:** The nature of the assignment, such as Correction Notice, Follow-up Activity, Information Request, Investigative Action, or Verification.
- **Message:** The details of the assignment.


Completed?	Number	Assigned Date	Assigned By	Assigned To	Due Date	Assignment Type	Message / Task
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	24/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	24/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	22/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input type="checkbox"/>		2010	St. Jean, Clint	180, Deb F		Follow-up Activity	
<input checked="" type="checkbox"/>		2010	St. Jean, Clint	180, Deb F		Follow-up Activity	
<input type="checkbox"/>		2010	Jabbar, Abdul	St. Jean, Clint		Follow-up Activity	
<input type="checkbox"/>	INCLDUUUUUUU 172	02/08/2007	Kemper, Dale	St. Jean, Clint	30/11/2007	Follow-up Activity	Attend court for th

You may perform a number of assignment-related tasks directly from your Dashboard:



- To add an assignment to your email application's calendar, select the assignment and click **Export** . A window will open allowing you to schedule the assignment using external applications.
- To open an assignment's corresponding Activity, Incident, or Case record, double-click the assignment record, or highlight the assignment and click **Go To** . Perspective will leave Dashboard and advance to the applicable record in Data Forms.
- Once the assignment has been completed, highlight the assignment on the Dashboard, then right-click and select **Mark Completed**. A pop-up window will appear asking if you would like to send the Assigned By person an email notifying them of the assignment's completion. Click **Yes** or **No**.
- By default, only incomplete assignments will appear in the Assignments section of the Dashboard. To display all assignments, complete and incomplete, click **View All**. Click **View All** again to hide completed assignments.

Like the other grids, Perspective provides several sorting options for Assignments:

- To reorder the grid columns in the Assignments section, drag the column headings to the desired location. Drop them into place once the indicator arrows have appeared pointing to the correct spot. To reset the order of columns to their default position, click **Reset Layout** .
- To sort assignments by a particular column (e.g., Incident Number, Assignment Type, Due Date), click the column heading once. Click the heading again to sort the data in reverse order. Click **Clear Filter** to return to the unsorted view.
- To group assignments by Assigned Date, Assigned By, Assigned To persons, Due Date, Assignment Type, or to group complete and incomplete assignments separately, click the thick vertical bar located at the top of the Assignments grid and drag the relevant column heading to the **Group By Area**. In our example, assignments have been grouped by their status as either complete (True) or incomplete (False). If necessary, you may build up on internal grouping, dragging additional headings to the blue field and arranging them in the required hierarchy. For instance, you may group the complete and the incomplete assignments by Assigned By persons, and so on. Click **Clear Filter** to return to the default view.

**Assignments**

View All | Export | Go To... | Reset Layout | Clear Filter

Completed? Assigned By

False (3 items)

Completed?	Number	Assigned Date	Assigned By	Assigned To	Due Date	Assignment Type	Message / Task
<input type="checkbox"/>	PPMI-2009-000260	01/10/2010	St. Jean, Clint	180, Deb F		Follow-up Activity	
<input type="checkbox"/>	LACP-2010-000012	27/09/2010	Jabbar, Abdul	St. Jean, Clint		Follow-up Activity	
<input type="checkbox"/>	INCD0000000172	02/08/2007	Kemper, Dale	St. Jean, Clint	30/11/2007	Follow-up Activity	Attend court for th

True (4 items)

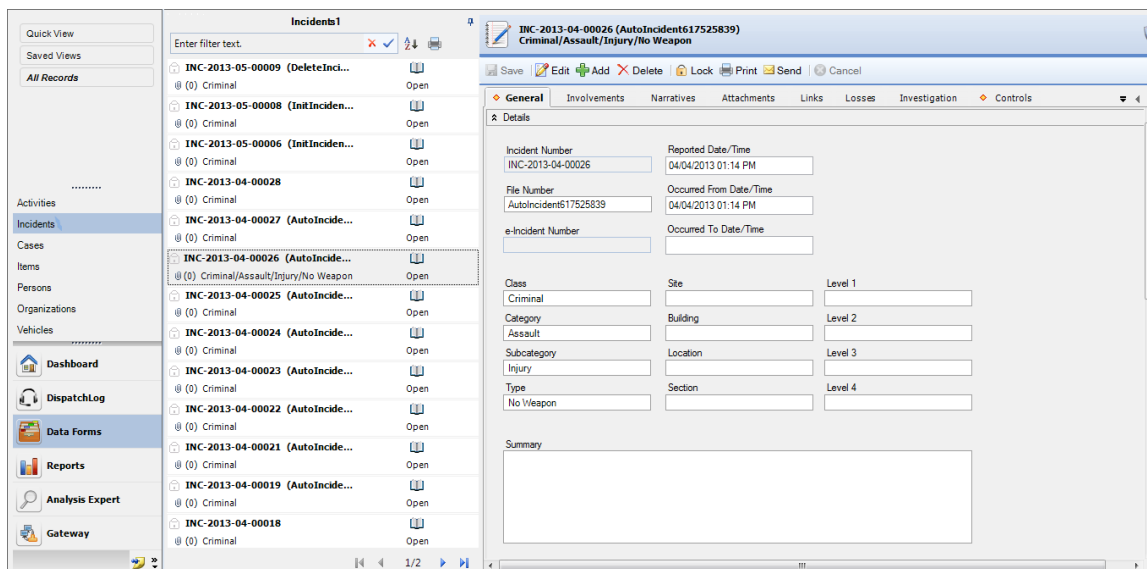
Completed?	Number	Assigned Date	Assigned By	Assigned To	Due Date	Assignment Type	Message / Task
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	24/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	24/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input checked="" type="checkbox"/>	CCWI-2011-02-00057	22/02/2011	St. Jean, Clint	111, Admin		Follow-up Activity	
<input checked="" type="checkbox"/>	PPMI-2009-000260	01/10/2010	St. Jean, Clint	180, Deb F		Follow-up Activity	

# Data Forms

Data Forms is the data entry component of Perspective. These data are used for analysis and comparison to create reports and charts. Information in the Data Forms is organized into sections, so it is easy to find, review, and update records. The data forms include Activities, Incidents, Cases, Items, Persons, Organizations, and Vehicles. To access the Data Forms component, select it from the bottom part of the Navigation pane.

## User Interface

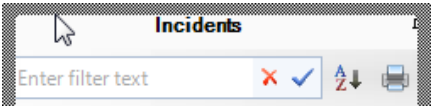
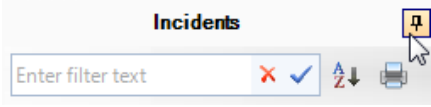



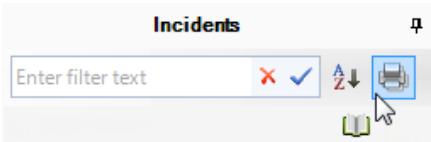
The Data Forms interface is divided into three sections: Navigation pane, Listing pane, and Viewing pane.



1. **Navigation pane:** Allows you to move between the various data forms (e.g., Activities, Incidents, Items). To display a particular record subset in the middle Listing pane, choose a data form from the Navigation pane and select your record view (i.e., specify a Quick View, view All Records, or select a view from the Saved Views menu).

2. **Listing pane:** Provides a list of records that are available for viewing. Once you select a record in the Listing pane, the corresponding record information will be displayed in the Viewing pane on the right.

### Listing Pane

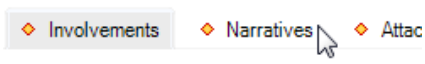
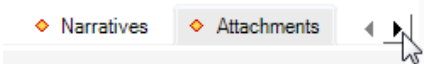
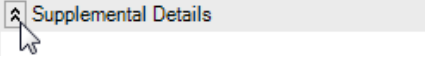


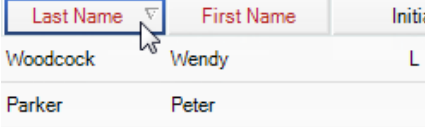
<p>Change the orientation of the current component's (e.g., Incidents) Listing pane by dragging it to a different part of the screen. Display the pane in a separate dialog by double-clicking it or dragging it outside of the screen. To dock it back in, double-click the pane.</p>	
<p>To hide the Listing pane, click the Auto Hide pin icon. Once the pane is hidden, access it by clicking the pane's newly-created shortcut button on the left side of the screen, and unpin it by clicking the pin icon again.</p>	
<p>If Perspective displays a list of entities (e.g., incidents, persons) that consists of multiple pages, use the left/right navigation arrows at the bottom of the list, or type a page number in the <b>Page</b> field, to move through the pages. The total number of pages will be provided for your reference. To quickly move to the first or the last page, click the <b>first arrow</b>  or the <b>last arrow</b> icons  respectively.</p>	
<p>To print the record list as it appears in the Listing pane, click the <b>Print</b> button located at the top of the Listing pane.</p>	

3. **Viewing pane:** Displays information of a record selected in the Listing pane and provides options for saving, editing, adding, deleting, (un)locking, printing, sending, and merging individual records.

*Note: Merge is only available for the Item, Person, Organization, and Vehicle records.*

Every record consists of a set of customized forms and subforms designed specifically for the data form type. For example, a Person record contains a separate Contact(s) tab, which is absent in such data forms as Vehicles or Items.

### Viewing Pane

<p>To view a particular segment of a selected record (e.g., Narratives), click the appropriate tab at the top of the record. The diamond symbol appearing on a tab indicates that the tab contains data. Tabs without the diamond symbol contain no saved data.</p>	
<p>View more tabs. If these arrows appear next to a row of tabs in a form, there are more tabs available than are currently visible on-screen.</p>	
<p>Expand or collapse a section to view or hide its contents.</p>	
<p>To resize a grid column, place the cursor between column headings. When an arrow appears, drag the column border to the desired width. To resize a column to fit its content, double-click the border of the column.</p>	
<p>To reorder the grid columns, drag the column heading to a new position. Drop it into place once the thick arrows have appeared, pointing to the correct spot.</p>	
<p>To sort the grid data by a particular column, click the column heading once. Click it again to sort the data in reverse order.</p>	

## Navigating Data Forms Overview

Every data entry/editing action in Data Forms requires you to first choose one data form type in which you intend to work in: Activities, Incidents, Cases, Items, Persons, Organizations, or Vehicles.

Navigating the Data Forms component is a logically flowing process:

1. Select the appropriate data form type by clicking the corresponding banner located in the bottom part of the Navigation pane.
2. Using the **Quick View**, **Saved Views**, and **All Records** buttons located at the top of the Navigation pane, manage the view of the records displayed in the Listing pane. Here you may choose from either displaying all records, or a subset of records, with an option to filter and save the view for future reference.
3. Select an existing record from the Listing pane, or create a new record for the chosen data form type (e.g., a new Incident record).
4. Enter and/or modify the data contained in your active record.
5. Print your record in the form of a report.

The following chapters will address the options available for each of these steps in greater detail.

## Select a Data Form

### *Activities Form*

Use this form to create records of dispatched activities, or to manage activities imported from **DispatchLog** or **Dispatch** (See the [Resolver Support](#) site for more information on **DispatchLog** and **Dispatch**). Before creating a new record, do a record search to ensure that the information has not already been entered.

#### Activities Form

General

- Specify the category, priority, and location of the dispatched activity.
- Track the times of the dispatching progress.
- Identify the persons directly involved in the processing of the activity.
- Fill in the user-defined fields required by your organization.
- Post notes on the activity tracking progress.

**Responses**

*Officer Responses*

- View, create a new, or edit the details of an existing officer response to the selected activity.

*Organization Responses*

- View, create a new, or edit the details of an existing organization response to the selected activity.

**Requests**

- Note an action request sent to an organization in response to the selected activity.

**Involvements**

*Persons*

- Identify all persons involved in the activity.
- Record injuries sustained during the activity.
- Flag the involved person.

*Organizations*

- Identify all organizations involved in the activity.

*Vehicles*

- Document all vehicles involved in the incident.

*Items*

- Identify all items involved in the incident.

**Attachments**

<ul style="list-style-type: none"> <li>• Attach a file to the Activity record.</li> </ul>
<b>Links</b>
<i>Activity Links</i>
<ul style="list-style-type: none"> <li>• Link the activity to another activity.</li> </ul>
<i>Incident Links</i>
<ul style="list-style-type: none"> <li>• Link the activity to an incident.</li> </ul>
<b>Controls</b>
<i>Details</i>
<ul style="list-style-type: none"> <li>• Set security controls and status of the Activity record.</li> <li>• Define which workgroups can access the Activity record.</li> </ul>
<i>Standard Operating Procedures</i>
<ul style="list-style-type: none"> <li>• Review the Standard Operating Procedures available for the activity's call category, site, and/or status.</li> <li>• Check off complete procedures, view relevant attachments, and access related links.</li> <li>• View mass notifications and/or email notifications sent in relation to the activity.</li> </ul>
<i>Assignments</i>
<ul style="list-style-type: none"> <li>• Give an activity-related assignment to another user.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>• View the history of all changes made to the Activity record. Visibility of Audit History depends on user permissions.</li> </ul>



## Incidents Form

Use this form to record the details of an incident and track the progress of its investigation. Every Incident record is given a unique number so it is easy to find, identify, and organize. Before creating a new record, do a record search to ensure that the information has not already been entered.

### Incidents Form

General
<ul style="list-style-type: none"> <li>• Create a new Incident record.</li> <li>• Indicate which authorities have been notified of the incident.</li> <li>• Flag the incident.</li> </ul>
Involvements
<i>Persons</i>
<ul style="list-style-type: none"> <li>• Identify all persons involved in the incident.</li> <li>• Record injuries sustained during the incident.</li> <li>• Record an involved person's clothing details.</li> <li>• Flag an involved person.</li> <li>• Add losses, recoveries, or potential no impact losses associated with an involved person, and review their summary.</li> </ul>
<i>Organizations</i>
<ul style="list-style-type: none"> <li>• Identify all organizations involved in the incident.</li> <li>• Note an action request sent to an organization.</li> <li>• Log organization response details.</li> <li>• Add losses, recoveries, or potential no impact losses associated with an involved organization, and review their summary.</li> </ul>
<i>Vehicles</i>
<ul style="list-style-type: none"> <li>• Document all vehicles involved in the incident.</li> <li>• Add losses, recoveries, or potential no impact losses associated with an involved vehicle, and review their summary.</li> </ul>

<b><i>Items</i></b>
<ul style="list-style-type: none"> <li>• Identify all items involved in the incident.</li> <li>• Add losses, recoveries, or potential no impact losses associated with an involved item, and review their summary.</li> </ul>
<b>Narratives</b>
<ul style="list-style-type: none"> <li>• Add procedure summaries (e.g., Executive Summary, Follow-up, or Interview) to the Incident record.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>• Attach a file to the Incident record.</li> </ul>
<b>Links</b>
<ul style="list-style-type: none"> <li>• Link the incident to another incident.</li> <li>• Link the incident to a case.</li> <li>• Link the incident to an activity.</li> </ul>
<b>Losses</b>
<ul style="list-style-type: none"> <li>• Record losses (i.e., Losses, Recoveries, and No Impact losses) involved in an incident.</li> <li>• View a summary of losses involved in the incident.</li> </ul>
<b>Investigation</b>
<b><i>Details</i></b>
<ul style="list-style-type: none"> <li>• Open a new incident investigation.</li> <li>• View a summary of the incident's key investigative data.</li> <li>• Assign an investigator to the incident's investigation.</li> </ul>
<b><i>Summaries</i></b>
<ul style="list-style-type: none"> <li>• Summarize the incident's investigation.</li> </ul>
<b><i>Logs</i></b>
<ul style="list-style-type: none"> <li>• Log investigative tasks and expenses for the incident.</li> </ul>

<b><i>Interviews</i></b>
<ul style="list-style-type: none"> <li>• Document investigation interviews for the incident.</li> </ul>
<b><i>Evidence/Property</i></b>
<ul style="list-style-type: none"> <li>• Track investigation evidence for the incident, including the evidence chain of custody.</li> </ul>
<b>Controls</b>
<b><i>Details</i></b>
<ul style="list-style-type: none"> <li>• Set security controls and status of the Incident record.</li> <li>• Define which workgroups can access the Incident record.</li> </ul>
<b><i>Outcome</i></b>
<ul style="list-style-type: none"> <li>• Describe the incident's causes and subsequent policy changes or corrective actions.</li> </ul>
<b><i>Reviews</i></b>
<ul style="list-style-type: none"> <li>• Document an incident-related review.</li> </ul>
<b><i>Assignments</i></b>
<ul style="list-style-type: none"> <li>• Give an incident-related assignment to another user.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>• View the history of all changes made to the Incident record. Visibility of Audit History depends on user permissions.</li> </ul>

***Cases Form***

Use this form to record the details of a case, track the progress of its investigation, and access information on its linked incidents. Every Case record is given a unique number so it is easy to find, identify, and organize. Before creating a new record, do a record search to ensure that the information has not already been entered.

### Cases Form

<b>General</b>
<ul style="list-style-type: none"> <li>• Create a new Case record.</li> <li>• Assign an investigator to the case's investigation.</li> <li>• View a quick summary of the case's key data.</li> </ul>
<b>Involvements</b>
<i>Persons, Organizations, Vehicles, and Items</i>
<ul style="list-style-type: none"> <li>• View all persons, organizations, vehicles, or items involved in the case's linked incidents.</li> </ul>
<b>Narratives</b>
<ul style="list-style-type: none"> <li>• Summarize the case or an incident linked to the case.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>• Attach a file to the case or an incident linked to the case.</li> </ul>
<b>Links</b>
<ul style="list-style-type: none"> <li>• Link the case to an incident.</li> <li>• Link the case to another case.</li> </ul>
<b>Losses</b>
<ul style="list-style-type: none"> <li>• View a summary of losses, recoveries, and no impact losses involved in the case's linked incidents.</li> </ul>
<b>Investigation</b>
<i>Details</i>
<ul style="list-style-type: none"> <li>• View key investigative data from the case's linked incidents.</li> </ul>
<i>Summaries</i>
<ul style="list-style-type: none"> <li>• Summarize the case's investigation or the investigation of an incident linked to the case.</li> </ul>
<i>Logs</i>

<ul style="list-style-type: none"> <li>Log investigative tasks and expenses for the case or an incident linked to the case.</li> </ul>
<b><i>Interviews</i></b>
<ul style="list-style-type: none"> <li>Document investigation interviews for the case or an incident linked to the case.</li> </ul>
<b><i>Evidence/Property</i></b>
<ul style="list-style-type: none"> <li>Track investigation evidence for the case or an incident linked to the case.</li> </ul>
<b>Controls</b>
<b><i>Details</i></b>
<ul style="list-style-type: none"> <li>Set the security controls and status of the Case record.</li> <li>Define which workgroups can access the Case record.</li> </ul>
<b><i>Reviews</i></b>
<ul style="list-style-type: none"> <li>Document a case-related review.</li> </ul>
<b><i>Assignments</i></b>
<ul style="list-style-type: none"> <li>Give a case-related assignment to another user.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>View the history of all changes made to the Case record. Visibility of Audit History depends on user permissions.</li> </ul>

***Items Form***

Use this form to record the details of an item. Before creating a new record, do a record search to ensure that the information has not already been entered.

**Items Form**

<b>General</b>
<ul style="list-style-type: none"> <li>Create a new Item record.</li> </ul>

<b>History</b>
<ul style="list-style-type: none"> <li>• View the incidents the item has been involved in.</li> <li>• Add an incident associated with the item into a case.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>• Attach a file to the Item record.</li> </ul>
<b>Controls</b>
<i>Details</i>
<ul style="list-style-type: none"> <li>• Set security controls for the Item record.</li> <li>• Define which workgroups can access the Item record.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>• View the history of all changes made to the Item record. Visibility of Audit History depends on user permissions.</li> </ul>

**Persons Form**

Use this form to record the details of a person. Every person, from general maintenance users to suspects and officers, must have their own record. Records can be created for persons who have the same name, as well as for persons who are unknown. Before creating a new record, do a record search to ensure that the information has not already been entered.

**Persons Form**

<b>General</b>
<ul style="list-style-type: none"> <li>• Create a new Person record.</li> <li>• Note the person's unique features or distinguishing marks.</li> <li>• Record the person's identification details.</li> <li>• Document the person's trespass details.</li> <li>• Flag the person.</li> </ul>

<b>Contact(s)</b>
<ul style="list-style-type: none"> <li>List the person's known addresses, phone numbers, and email addresses.</li> </ul>
<b>Links</b>
<ul style="list-style-type: none"> <li>Link the person to another person.</li> <li>Link the person to an organization.</li> <li>Link the person to a vehicle.</li> </ul>
<b>History</b>
<ul style="list-style-type: none"> <li>View the incidents the person has been involved in.</li> <li>Add an incident associated with the person into a case.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>Attach a file to the Person record.</li> </ul>
<b>Controls</b>
<b><i>Details</i></b>
<ul style="list-style-type: none"> <li>Set security controls for the Person record.</li> <li>Define which workgroups can access the Person record.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>View the history of all changes made to the Person record. Visibility of Audit History depends on user permissions.</li> </ul>

### ***Organizations Form***

Use this form to record the details of an organization. Before creating a new record, do a record search to ensure that the information has not already been entered.

#### **Organizations Form**

<b>General</b>
<ul style="list-style-type: none"> <li>Create a new Organization record.</li> </ul>

<b>Contact(s)</b>
<ul style="list-style-type: none"> <li>List the organization's known addresses, phone numbers, and email addresses.</li> </ul>
<b>Links</b>
<ul style="list-style-type: none"> <li>Link the organization to a person.</li> <li>Link the organization to another organization.</li> <li>Link the organization to a vehicle.</li> </ul>
<b>History</b>
<ul style="list-style-type: none"> <li>View the incidents the organization has been involved in.</li> <li>Add an incident associated with the organization into a case.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>Attach a file to the Organization record.</li> </ul>
<b>Controls</b>
<i>Details</i>
<ul style="list-style-type: none"> <li>Set security controls for the Organization record.</li> <li>Define which workgroups can access the Organization record.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>View the history of all changes made to the Organization record. Visibility of Audit History depends on user permissions.</li> </ul>



## Vehicles Form

Use this form to record the details of a vehicle. Before creating a new record, do a record search to ensure the information has not already been entered.

### Vehicles Form

<b>General</b>
<ul style="list-style-type: none"> <li>• Create a new Vehicle record.</li> </ul>
<b>Links</b>
<ul style="list-style-type: none"> <li>• Link the vehicle to a person.</li> <li>• Link the vehicle to an organization.</li> <li>• Link the vehicle to another vehicle.</li> </ul>
<b>History</b>
<ul style="list-style-type: none"> <li>• View the incidents the vehicle has been involved in.</li> <li>• Add an incident associated with the vehicle into a case.</li> </ul>
<b>Attachments</b>
<ul style="list-style-type: none"> <li>• Attach a file to the Vehicle record.</li> </ul>
<b>Controls</b>
<b><i>Details</i></b>
<ul style="list-style-type: none"> <li>• Set security controls for the Vehicle record.</li> <li>• Define which workgroups can access the Vehicle record.</li> </ul>
<b>Audit History</b>
<ul style="list-style-type: none"> <li>• View the history of all changes made to the Vehicle record. Visibility of Audit History depends on user permissions.</li> </ul>

## Common Record Functions

Although most data entry operations are specific to the individual data forms and will be described under the corresponding sections (e.g., Incidents, Activities, Items), some functions are identical for a number of

data forms, and these will be described only once and then cross-referenced throughout this guide. For instance, as you proceed through the Case data form, you will notice that procedures for some operations for cases are identical to the ones that are available for incidents. Whenever this is so, the Cases section will provide cross-references to the relevant chapters in the Incidents section instead of the full descriptions of the corresponding operations.

The common record functions/forms include the following:

- Recording related contact information (the **Contact(s)** tab).
- Specifying all involvements of an occurrence (the **Involvements** tab).
- Reviewing related record's involvements (the **History** tab).
- Linking a record to another record (the **Links** tab).
- Attaching a file to a record (the **Attachments** tab).
- Setting major record's control options (the **Controls** tab).
- Auditing the changes made to a record (the **Audit History** tab).

## Merging records' duplicated data (the Merge button).

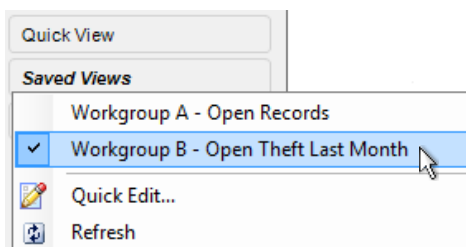
### *Display All Records in the Listing Pane*

1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. To display all of the entity's records in the Listing pane, with no filters applied, click **All Records**.



### *Access a Saved Record View*

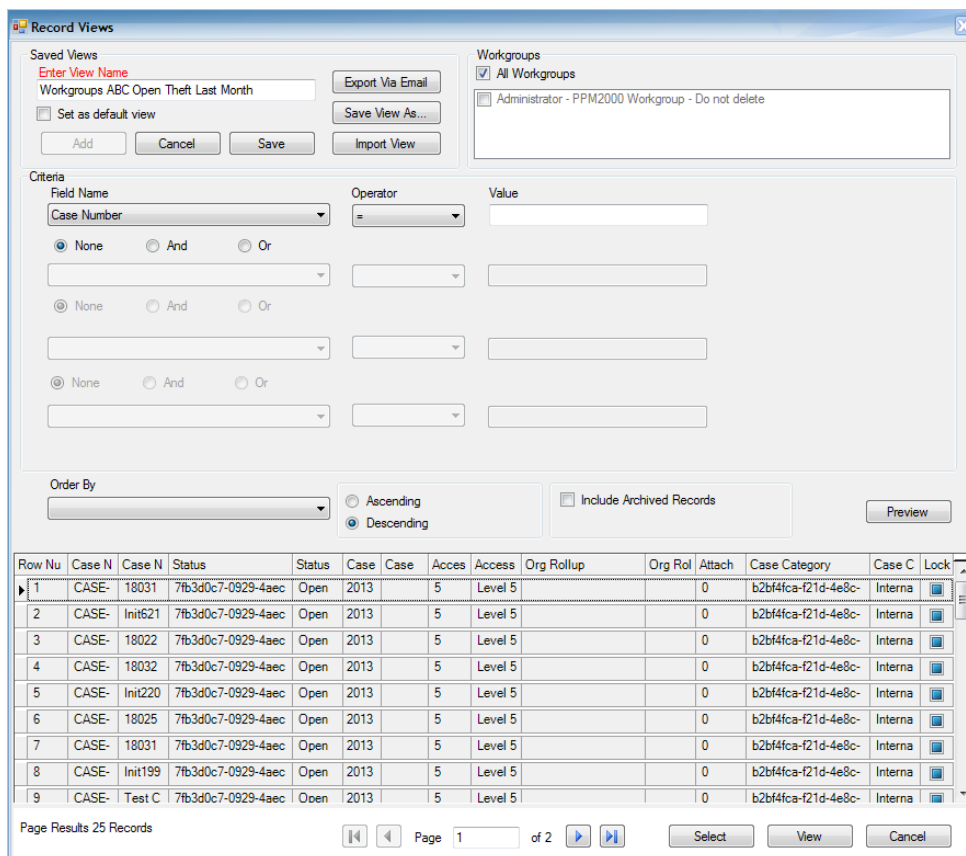
1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. Click **Saved Views** and select the particular record view that you want to access.
  - The record view will now appear in the Listing pane.




### *Create and Save a New Record View*

1. In the Navigation pane, choose the record entity you intend to work with (e.g., Incidents).
2. In the view menu, click **Quick View**.
  - The Record Views window will open. This is where you specify the parameters of your record view.

3. Click the **Add** button in the Saved Views section.
4. Type a name for your customized view in the active **Enter View Name** field.
5. Customize your desired view starting with the **Workgroups** section.
  - By default, the All Workgroups box is checked to include records for all workgroups in your customized view. If you want to restrict your view to the records of a particular group, uncheck the All Workgroups box and proceed to select the desired workgroups.



6. Specify the **Criteria** for your view:
  - a. In the top **Field Name** lookup list, select the field that you want to set as the main criterion for narrowing your record view.

- b. Choose an **Operator** for the field (e.g., *equal (=)*, *greater than (>)*, *less than or equal to (<=)*, *starts with, like*).
- c. Enter the compared criterion Value. If the **Selector** button  is available, click it to display a tree of Value options in a separate window. For example, if you are creating a Saved View of Incident records and your chosen Field Name is Access Level, you may select an Operator of *equal (=)* and a Value of Level 2, in order to restrict your view to only those records with an Access Level 2.

*Note: You may choose any node of the tree as the defining criterion, making your comparison value as narrow hierarchically as you want. For example, when specifying a Value for the Class Rollup, you may select any node in the Class Rollup hierarchy, ranging from the broadest category values, like Criminal, to the narrowest sub-class type values, like Company Property/Over \$1000.*

If you choose to select a date field in the Field Name lookup list, you have the option of using a floating date (e.g., Yesterday), rather than a fixed date to narrow your record view by. The **Floating Date** checkbox is only visible once a date field has been selected. For example, if you want your view to display incident activity that occurred during a floating period of a previous month, choose Occurred From Date/Time as Field Name, *equal (=)* as the Operator, and then check the Floating Date box and select Previous 30 Days as your Value.

- d. If you want to include an additional field in your record view criteria, select the **And** or **Or** radio buttons and complete the Field Name, Operator, and Value fields below. You may include up to four fields in your record view criteria.

To specify a static date range, specify two temporal criteria (e.g., one for the *greater than (>)*, and one for the *less than or equal to (<=)* Operator), using the **And** logic between them to combine the criteria into a set date range.

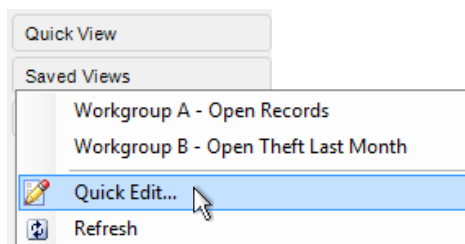
7. Choose a display order for your record view by selecting a field from the **Order By** lookup list (e.g., order records by Incident Number, Access Level, Status).

8. Select either the **Ascending** or **Descending** radio button to further define the record order.
  - The ascending radio button lists the records according to the chosen Order By field in alphabetical order, or from lowest number to highest. The descending radio button lists the records according to the selected Order By field in reverse alphabetical order, or from highest number to lowest.
9. Include archived records in your record view by checking **Include Archived Records**.
10. Click the **Preview** button to generate a list of records meeting your set criteria in the order specified.
  - The number of records found will be provided under Page Results.
11. To quickly view a particular record in read-only mode, select the record in the Preview list and click **View**.
  - A separate window will open with the record details displayed.
12. If you want to save the record view for future use, complete the **Saved Views** section. Otherwise, proceed to the next step. Perspective provides three saving options for your newly created view:
  - To save your record view for future use in Perspective, click Save. Your newly-created record view will now be available under the Saved Views menu.
  - If you want to set this customized view as your default view (the record view that will automatically load each time you enter this data form), click the Set as default view box, and click Save again.
  - To save your record view as an XML or TXT file, click Save View As and select the location for the export. The record will be assigned an automatically generated number.

13. To return to the Data Forms window and transfer your record view to the Listing pane, click the **Select** button.
14. Click on a record in the Listing pane to display it in the Viewing pane.
  - If you clicked on a particular record in the Record Views window prior to clicking Select, the record will be highlighted in the Listing pane and will already be opened in the Viewing pane.

### *Edit an Existing Record View*

1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. Expand the **Saved Views** menu.
3. Select **Quick Edit**. The Record Views window will open.
4. If you have not yet opened a saved record view and your Listing pane is blank, select an existing view you want to edit under the **Saved Views** menu.
  - Its settings will be displayed. However, if your Listing pane displays a selected record view, the Record Views window will open with the active record view's parameters displayed.




5. Modify the parameters as required. For options, see the [Create and Save a New Record View](#) section in the current chapter.
6. To save the view replacing the parameters previously set, click **Save**.  
To save the modified record view as a new view, complete the Saved Views section, as follows:

- a. Click **Add**. A pop-up will appear asking you if you want to clear the current view criteria.
- b. Click **No** to save the criteria specified. If you click Yes, the view will be reset to its original settings.
- c. Type a name for your edited view in the active **Enter View Name** field. This way, when you save your new view, it will not overwrite the original view.
- d. Click **Save**. Your newly-created record view will now be available in the Saved Views menu.

If you do not want to save the modified view, proceed to the next step.

6. To return to the Data Forms window and transfer your record view to the Listing pane, click the **Select** button.
7. Click on a record in the Listing pane to display it in the Viewing pane.
  - If you clicked on a particular record in the Record Views window prior to clicking Select, this record will be highlighted in the Listing pane and will already be opened in the Viewing pane.



If you opened an existing view in the Listing pane, made changes to it, saved it, and then re-opened the modified view, you may need to click the **Refresh** button  in the **Saved Views** menu to refresh the view of your Listing pane with the new settings.

### *Import a View*

1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. Click **Quick View** in the Navigation pane.

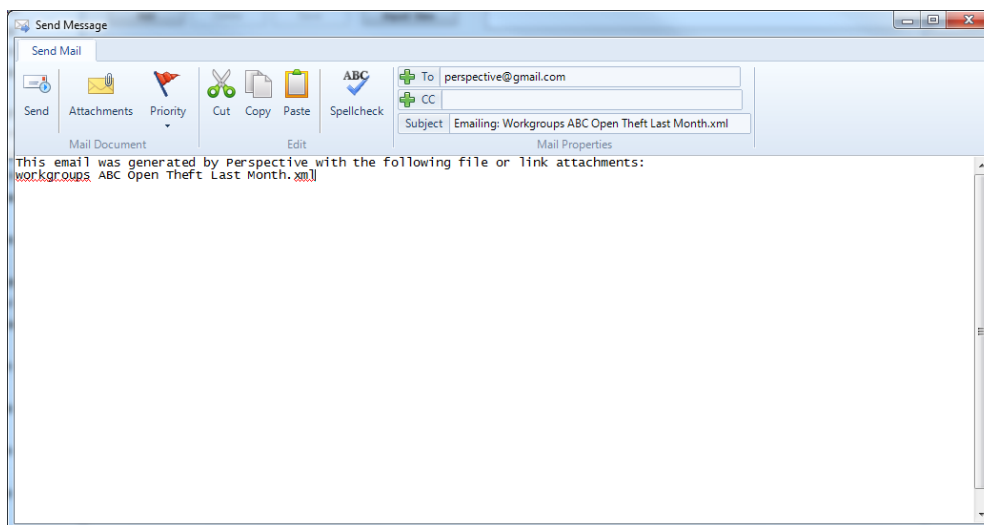


3. In the Record Views window, click the **Import View** button and browse for the file that contains the view in XML or TXT format that you want to import.
  - Once you import the view, its settings will be displayed.
4. Optionally, modify the parameters of the newly imported view and/or save them under a new view name. For editing and saving options, please see the [Create and Save a New Record View](#) section in the current chapter.
5. Click the **Select** button to transfer your record view to the Listing pane.
6. Click on a record in the Listing pane to display it in the Viewing pane.
  - If you clicked on a particular record in the Record Views window prior to clicking Select, this record will be highlighted in the Listing pane and will already be opened in the Viewing pane.

### *Email a Record View*

1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. Click **Quick View** in the Navigation pane.
3. In the Record Views window, specify the settings of a new record view and save them, as described above, or select an existing view you want to email in the **Saved Views** menu.
4. Click the **Export Via Email** button.
  - A Send Message window will open with your view specifications formatted as an XML attachment.
5. Edit the text of the original message, review attachments, and set the message priority, as needed.
6. Specify the recipient's email address.

7. You may type in a recipient's email address directly into the To and/or CC fields, or import a contact from Perspective's database by clicking To and/or CC and selecting a person from the displayed Entity List.
  - The Entity List will be populated with user records that contain an email address with the **Primary Email** box checked.
8. Click **Send**.
9. Close the Record Views window to return to the Data Forms window.




### *Delete a Record View*

1. In the Navigation pane, choose the record entity you intend to work on (e.g., Incidents).
2. Expand the Saved Views menu
3. Click **Quick Edit**. The Record Views window will open.
4. If you have not yet opened a saved record view and your Listing pane is blank, select an existing view you want to edit under the **Saved Views** menu.






- Its settings will be displayed. However, if your Listing pane displays a selected record view, the Record Views window will open with the active record view's parameters displayed.
5. Click the **Delete** button.
  6. In the Delete confirmation box, click **Yes**.
  7. Close the Record Views window to return to the Data Forms window.

## Select a Record from the List

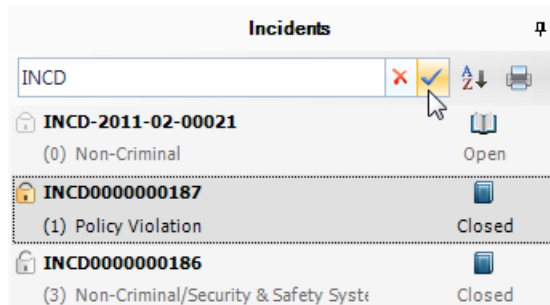
If the record database displayed in the Listing pane exceeds three pages, you may consider further filtering the record list using the following sorting options:

- Use the **A to Z** sorting icon  located at the top of the Listing pane to switch the record list view in the Listing pane between the ascending and the descending alphanumeric order.

*Note: If you are using a Quick View or a Saved View and want to re-sort your records list, you must use the Order By and Ascending/Descending options available in the Record Views window.*

- If you know a part of the name or number of the required record(s), enter a string of alphanumeric characters in the filter field at the top of the Listing pane. Since this function only filters text in the record name (e.g., the incident number, person name, vehicle license plate number), the filter string must correspond to a supposed part of the record number that you require (e.g., INCD00 or 18 for the record numbers INCD00000187, INCD00100185). To apply the filter, click the **checkmark** icon . To remove the filter, click the clear icon  and then the checkmark icon, to view the original list.
- Use the visual cues provided for each record entry to select the record that best suits your needs. In the Listing pane, records are displayed as either **locked from editing** , **unlocked from previous locking** , or as **unaltered** , the latter meaning that the record has never been locked before. The number of files attached to a record is displayed in parentheses. The status of the record may be displayed as either Closed or Open. Drawn from the Controls tab, a record's Closed status generally

means that the record has been processed up to a point where no further action is required. By default, records are created as Open.








Once you have found the record you would like to work with, click on the record entry in the Listing pane to display it in the Viewing pane.







*Note: If you clicked on a particular record in the Record Views window prior to clicking Select, this record will be highlighted in the Listing pane and will already be opened in the Viewing pane.*

## Enter and/or Edit Record Data

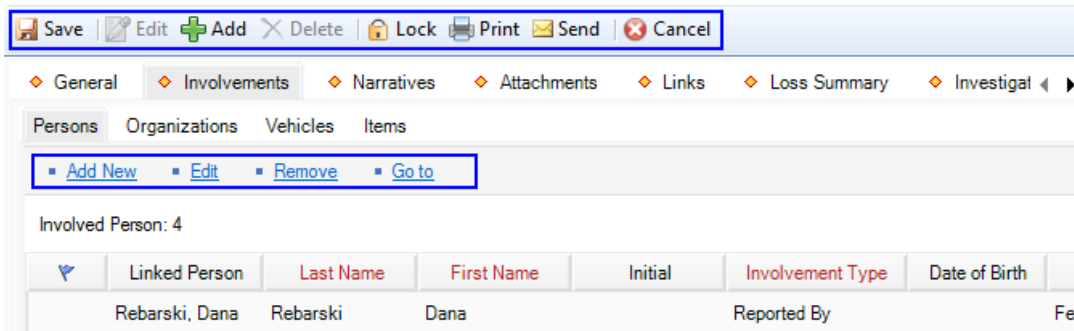
Depending on the data form that is currently open and on your user privileges, a variety of buttons are available on the Viewing pane toolbar, allowing you to perform a number of record functions.


### Viewing Pane Toolbar

 <b>Save</b>	Saves changes made to a record.
 <b>Edit</b>	Switches a record into the edit mode. After clicking Edit, select the field you want to edit and make the necessary change.
 <b>Add</b>	Creates a new record from scratch.
 <b>Delete</b>	Removes an entire record from the database.
 <b>Lock</b>	Bars a record from editing.

 <b>Unlock</b>	<p>Makes a record available for editing. (This button will only appear if the record is currently locked.)</p>
 <b>Print</b>	<p>Prints, displays, or saves the PDF copy of a record in the report form. After clicking Print, specify which part of the report you would like to print. On the Report Visibility form, specify which record sections you would like included in the report and whether you want to download attachments, and then click OK. Finally, choose to either view a printable copy of the report (Open) or save a copy of the report to the location of your choice (Save).</p>
 <b>Send</b> (Activity, Incident, and Case forms only)	<p>Emails record details. After clicking Send, a new email window will open with general record details included in the body of the message. To format the message details in plain text rather than the default HTML table, click the <b>Format</b> icon. Specify the user or email address you would like the message to be delivered to, review the message details, and click <b>Send</b>. For further details on operating the Send Message editor, consult <a href="#">Appendix B: Text Editor Navigation</a> at the end of this guide.</p>
 <b>Merge</b> (Items, Persons, Organizations, and Vehicles forms only)	<p>Merges partially duplicate records that correspond to a single physical referent that is an item, a person, an organization, or a vehicle. The function is represented by the Merge Items, Merge Persons, Merge Organizations, and Merge Vehicles buttons on the respective Viewing pane toolbars. For details on merging of records, see the <a href="#">Merge Records</a> section.</p>
 <b>Cancel</b>	<p>Switches the record from edit to read-only mode without saving changes.</p>
 <b>Audit</b>	<p>To find out who created the record (Created By) and who last modified it (Last Modified), click the record's top shield icon. To access similar information for one of the record's entities (e.g., a specific Narrative or an Involved Person entry), select the appropriate entity in the grid and hover your mouse over the bottom shield icon. You may also click the icon to view the information in a pop-up window with added detail.</p>

Some tabs consist of sub-tabs for further grouping of the data contained within. Whenever data in tabs is further subdivided into sub-tabs, Perspective enables editing of the sub-tabbed data (e.g., Involved Persons) with an additional sub-tab-specific toolbar. The quantity and the names of the functions included in this toolbar vary depending on the type of information contained in the sub-tab, although they may be similar to the ones performed by the buttons included in the Viewing pane toolbar.



To start editing details inside the record, you have to first put the record into the edit mode by clicking **Edit**  on the Viewing pane toolbar. Then, to apply changes to a record's entity (e.g., an Involved Person), select the entity in the grid and use the functions displayed in the sub-tabbed toolbar. The following table presents the common functions that are available in all data form types (the rest of the buttons that you may encounter in a sub-tabbed toolbar will be discussed in sections that describe the specific entities in detail).

### Common Data Form Functions

<b>Edit</b>	Opens a pop-up form that contains the data of the entity. Make necessary changes to the fields (or plain text) in the form and click OK (or Accept & Return) to return to the main record.
<b>Add New</b>	Creates a new entity within a record (e.g., a new Involved Person entity).
<b>Remove</b>	Removes an entity within a record (e.g., an invalid Involved Person entity).

<p><b>Go To</b></p>	<p>Opens an entity's corresponding record, typically, in a different data form component. For example, going to the Involved Person entity involves opening the associated editable Person record in the Persons component of Perspective. In order to return the original data form (i.e., Incidents), select the required component from the Navigation pane. The views of both forms will be preserved.</p>
<p><b>Read/View</b></p>	<p>The Read and View options function similarly to Go To, with the only difference being that they open the entity in a read-only mode, where you may be able to zoom its contents, and/or print it, but not edit it. View allows an attachment to be saved to your computer, or opened and viewed in an appropriate application (i.e., an attached .doc file would open in Microsoft Word). You may scroll through the other entities of the same type (e.g., narratives, investigation summaries), without leaving the pop-up window, using the Previous and Next buttons.</p>
<p><b>Seal/Unseal</b></p>	<p>Removes/restores editing rights from/for an entity.</p> <p><i>Note: Once you seal the entity, and then save and leave the corresponding record, it can never be unsealed. A new entity must be created in order to record amendments to the original one. Even if an entity is left unsealed, the Author is the only user authorized to edit the entity, unless special privileges have been granted to another user to do so. (If this button is not visible to you, your Administrator has not granted you the right to seal entities.)</i></p>
<p><b>History</b></p>	<p>To see the history of incidents in which a particular case-involved person, organization, vehicle, or item has been involved, select the entity of interest in the grid and click History. A new window will appear that displays a table of the entity's involvement in the incidents stored in your organization's Perspective database. For further details, see the <a href="#">View All Case's Involvements</a> section.</p>

In a new data form, field with red titles are required to be completed (Figure 3.2.9). If you save the record before completing all required fields, the system will display a system message requesting completion of these fields. To see the classification and navigation of the available field types, see [Appendix C: Data Field Types](#) at the end of the guide.


Incident Number	Reported Date/Time
<input type="text"/>	08/14/2013 10:50 AM
File Number	Occurred From Date/Time
<input type="text"/>	08/14/2013 10:50 AM
e-Incident Number	Occurred To Date/Time
<input type="text"/>	_/_/ :_:_

*Note: Your organization's data forms may contain additional fields, the so-called User Defined Fields. Usually, they appear under a separate like-named section. These fields will require entering additional pieces of information that may not be covered in this guide.*

## Incidents

### Create a New Incident Record

#### *Note General Details of the Incident*

1. Click the **Add** button  in the Viewing pane toolbar.
  - Perspective will automatically assign an Incident Number when the record is saved. The e-Incident Number field is reserved for electronic reports that have been accepted from the Gateway into Perspective. Once the report is accepted as a valid Incident record, it is automatically assigned a new Perspective Incident Number, while its original e-Incident Number is preserved for cross-referencing purposes.
2. If applicable, input a file or reference number under **File Number**.
3. Indicate when the incident was reported to supervisors under **Reported Date/Time**.



4. Note when the incident began under **Occurred From Date/Time** and when the incident ended under **Occurred To Date/Time**.
  - The Incident Duration will automatically be calculated when the record is saved.
5. Identify the incident's classification using the **Class**, **Category**, **Subcategory**, and **Type** lookup lists.
  - These fields are hierarchical, meaning that the option selected in the first field (i.e., Class) determines the options that are available in the second field (i.e., Category) and so on. The options that appear in these lists have been customized by your organization.
  - Specify where the incident occurred by making selections from the **Site**, **Building**, **Location**, and **Section** lookup lists.
  - Like the fields in the incident's classification section, these fields are hierarchical.
6. Identify which business unit the incident affected by selecting options from the **Level 1** to **Level 4** lookup lists, if applicable.
7. Type a brief overview of the incident in the **Summary** box.
  - To enter a more detailed description of the incident, outline the sequence of events under the Narratives tab.

**Indicate Which Authorities Have Been Notified of the Incident**

1. In the Supplemental Details section, check the **Reported to Police** box if the police have been notified of the incident, and then input the **Police File Number**.
2. If another division in your organization has been notified of the incident, check the **Reported to Division** box and specify the **Division Reported To**.
3. If you reported the incident to your supervisor, check the **Reported to Supervisor** box. Then, select the name of your supervisor from the **Supervisor Reported To** pick list. If no relevant Person record is found in the database, use the Quick Add function to create one.
4. If the incident requires follow-up, check the **Follow-up Required** box and enter the **Follow-up Date**.

**General** | Involvements | Narratives | Attachments | Links | Losses | Investigation | Controls

Details

Supplemental Details

Reported to Police      Police File Number  
 Reported to Division      Division Reported To  
 Reported to Supervisor      Supervisor Reported To  
 Follow-up Required      Follow-up Date

Police File Number: OCC-131-94  
 Division Reported To: Security  
 Supervisor Reported To: Brown, Joe  
 Follow-up Date: 08/29/2013

Flags

### Flag the Incident

1. In the Flags section, select each flag's **Status** (i.e., Yes, No, or Unknown), depending on whether or not the flag applies to the incident.
  - Examples of flags include Hate Crime, Drugs/Alcohol Involved, and Weapon Involved.
2. Add any applicable notes under **Flag Notes**.

**General** | Involvements | Narratives | Attachments | Links | Losses | Investigation

Details

Supplemental Details

Flags


Description	Status
<b>V</b> Workplace Violence	No
<b>K</b> Suspect Known to Victim	Unknown
<b>H</b> Hate Crime	No
<b>D</b> Drugs/Alcohol Involved	No
<b>N</b> DHS	No

Flag Notes  
 The incident did not involve violence.

## Identify All Involved Persons

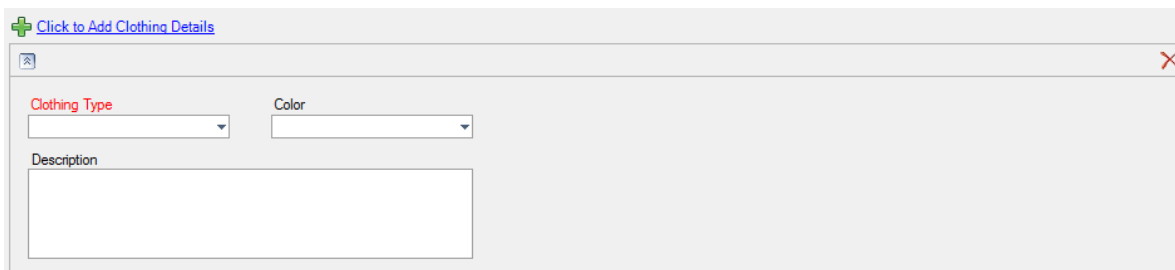
### *Note General Details of an Involved Person*

1. Select the **Involvements** tab.
2. Select the **Persons** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Select the involved person's record from the **Linked Person** pick list. If a Person record does not already exist for this individual, use the Quick Add function to create one.
  - The First Name and Last Name fields will now automatically populate with the linked person's name. Depending on the data available, some additional fields may also populate with information drawn from the linked person's record.
5. From the **Involvement Type** lookup list, choose the appropriate description.
6. Enter the person's **Initial**, **Title** (e.g., Mr.) and **Designation** (e.g., Chartered Accountant).
7. Specify the involved person's **Date of Birth**, **Gender**, and **Marital Status**.

8. Identify the person's physical characteristics, including **Hair Color**, **Eye Color**, **Height**, and **Weight**.
9. If the person is an employee of your organization, check the **Employee?** box and enter the **Employee Number**.
10. If the person was interviewed regarding the occurrence, check the **Interviewed?** box.
11. If the person received first aid, or was injured or hospitalized as a result of the occurrence, check the **First Aid Administered?**, **Injured**, and/or **Person Hospitalized?** boxes.
12. Enter notes about the person's involvement in the occurrence in the **Notes** text box.
13. To add a photo of the involved person to the record, click the **Add** icon  in the image box.
14. Locate the image file in the browser window and click **Open**.

### *Add the Involved Person's Clothing Details*

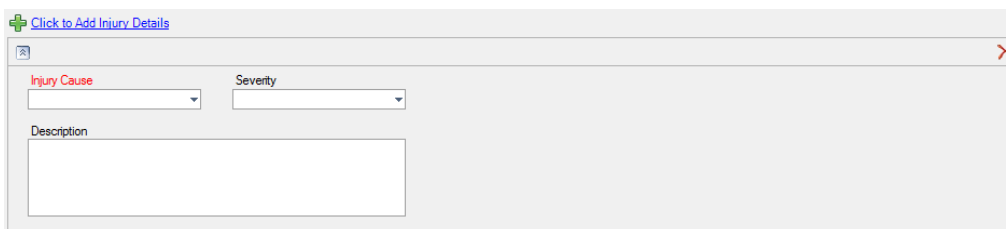
1. Open the **Click to Add Clothing Details** link.
2. Choose the **Clothing Type** and **Color** from the lookup lists.
3. Enter a detailed description of the item in the **Description** box.
4. Repeat for as many articles of clothing as necessary.



The screenshot shows a window titled "Click to Add Clothing Details". Inside the window, there are two dropdown menus: "Clothing Type" and "Color". Below these is a large text area labeled "Description".

### *Record the Involved Person's Sustained Injuries*

1. Open the **Click to Add Injury Details** link.
2. Specify the **Injury Cause** and **Severity**.
3. Include a detailed description of the injury in the **Description** text box.

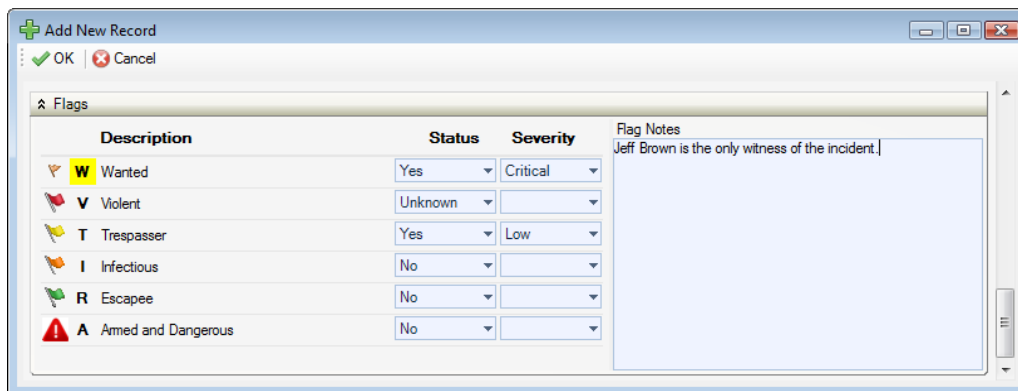


The screenshot shows a window titled "Click to Add Injury Details". Inside the window, there are two dropdown menus: "Injury Cause" and "Severity". Below these is a large text area labeled "Description".

4. Repeat for as many injury entities as necessary.

### Flag the Involved Person

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



4. As you click OK, the newly created entity will be displayed in the Involved Persons list, each entity occupying a single row in the list.
  - To display the entity's general information in the bottom Viewing pane, select the corresponding row in the list.

The screenshot shows a software interface with a top navigation bar containing 'General', 'Involvements', 'Narratives', 'Attachments', 'Links', 'Losses', 'Investigation', 'Controls', and 'Audit History'. Below this is a 'Persons' section with sub-tabs for 'Organizations', 'Vehicles', and 'Items'. The 'Involved Person: 1' section includes buttons for 'Add New', 'Edit', 'Remove', and 'Go To'. A table lists persons with columns for 'Last Name', 'Linked Person', 'First Name', 'Initial', 'Involvement Type', 'Date of Birth', 'Gender', 'Employee?', 'Interviewed?', 'Person Loss?', and 'Notes'. The first row shows 'Brown', 'Jeff', 'L', 'Witness', '03/07/1974', 'Male', and 'The only availab...'. Below the table is a detailed form for 'Jeff Brown' with fields for 'Title' (Mr.), 'First Name' (Jeff), 'Initial' (L), 'Last Name' (Brown), 'Involvement Type' (Witness), 'Date of Birth' (3/7/1974), 'Gender' (Male), 'Marital Status', 'Designation(s)', 'Hair Color' (Brown), 'Eye Color' (Brown), 'Injuries' (0), and 'Clothing' (1). A 'Notes' field contains the text: 'The only available witness is Jeff Brown, who sits in the cubicle section (ADMIN-77) three rows over from Kathy.'

**Add Losses and Recoveries Associated with an Involved Entity**

1. Before you continue with entering losses or reviewing their summary, make sure that you saved the involved entity's sub-record by clicking **OK** and that you saved the Incident record by clicking **Save**. This will update the calculations the system stores on the previously recorded losses.
2. Double-click the involved entity in the list that you want to associate a loss with (e.g., the Jeff Brown's Person record).
  - In the **Associated Losses** section in the top right corner you will see the summary of the losses previously associated with the open entity, including a summary of the entity's recovery (**Exposure and Averted Loss**), **Total Loss**, **Total Recovered** loss, and **Net Loss**.



The screenshot shows the 'Edit Record' window for a person named Jeff Brown. The 'Associated Losses' section is highlighted, showing a summary of financial impacts:

Associated Losses	
Exposure	\$ 0.00
Averted Loss	\$ 0.00
Total Loss	\$ 300.00
Total Recovered	\$ 50.00
Net Loss	\$ 250.00

Below the losses, there is a 'View Losses and Recoveries' button. The 'Details' section includes a photo of Jeff Brown and various personal and professional attributes:

- Personal Info:** First Name: Jeff, Last Name: Brown, Initial: L, Title: Mr., Date of Birth: 03/07/1974, Gender: Male, Hair Color: Brown, Eye Color: Brown, Marital Status: (blank).
- Physical Attributes:** Height: 5' 11", Weight: 200 lbs.
- Professional Info:** Designation(s): (blank), Employee Number: 38671, Employee?:
- Notes:** The only available witness is Jeff Brown, who sits in the cubicle section (ADMIN-77) three rows over from Kathy.

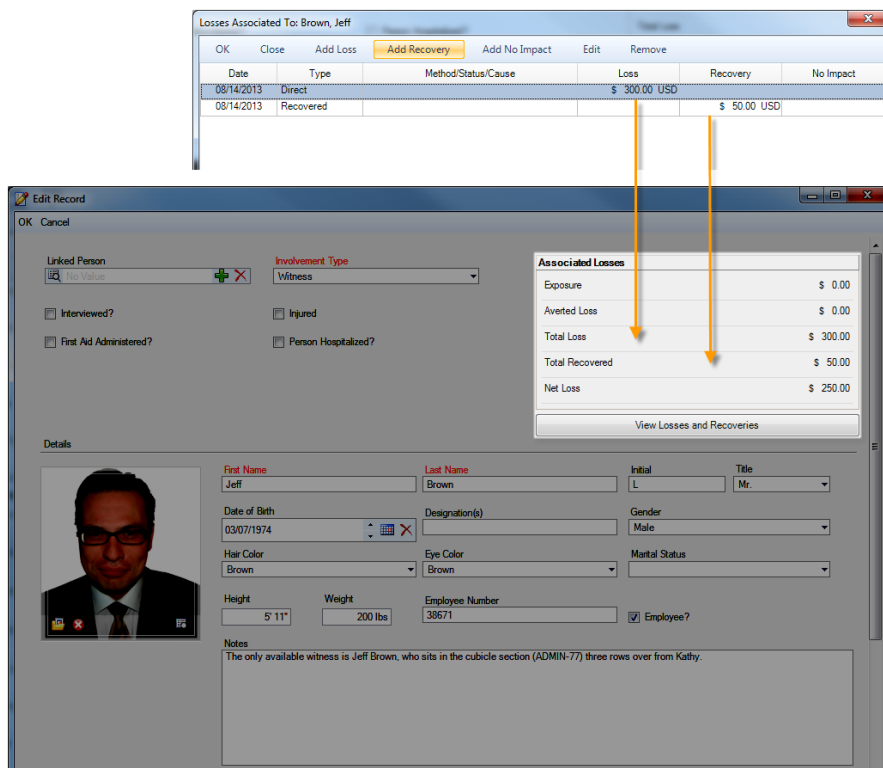
3. To review the details of the losses associated with the entity, click on the **View Losses and Recoveries** button under the **Losses Associated To** summary grid.
  - A new window will open where you will be able to see the **Date** a loss was recorded, the **Type** of the loss, the **Method/Status/Cause** the loss was or could have incurred, and the relevant value of the loss.

The screenshot shows a window titled 'Losses Associated To: Brown, Jeff' with a table of financial data:

Date	Type	Method/Status/Cause	Loss	Recovery	No Impact
08/14/2013	Direct		\$ 300.00 USD		
08/14/2013	Recovered			\$ 50.00 USD	

4. To add a loss, select one of the following three options:
  - To add a loss that has occurred, click **Add Loss**.
  - To add a loss that has occurred and has been recovered, click **Add Recovery**.

- To add a potential exposure loss or an averted loss that is associated with the involved entity, click **Add No Impact**.
5. Depending on the option you choose, a new screen will display a subform designed for the type of loss you selected. Fill out the form's fields following the guidelines in the [Record Losses Involved in an Incident and View Their Summary](#) section.
  6. Click **OK**.
    - Once the changes are saved, the recorded loss data will populate the relevant columns of the **Losses Associated To** grid.
  7. Add as many loss entries as necessary, repeating steps 4 - 6. Then, click **OK** to save the associated losses on the involved entity's record and see updated summary calculations in the **Associated Losses** section of the subform:
    - **Exposure:** The total value of the Exposure No Impact loss associated with the involved entity.
    - **Averted Loss:** The total value of the Averted No Impact loss associated with the involved entity.
    - **Total Loss:** The total value of the Loss amounts associated with the involved entity.
    - **Total Recovered:** The total value of the Recovery loss associated with the involved entity.
    - **Net Loss:** The value determined by subtracting the Total Recovery amount from the Total Loss.



8. Click **OK** on the main involved entity's subform.

- The entity's entry in the list will be updated with a checkmark under the **Person/Organization/Vehicle/Item Loss?** Column. The loss will also be recorded as a separate entry under the **Losses** tab.


9. Click **Save** to synchronize the recorded data across the Perspective's components.

Last Name	Linked Person	First Name	Initial	Involvement Type	Date of Birth	Gender	Employee?	Interviewed?	Person Loss?	Notes
Brown		Jeff	L	Witness	03/07/1974	Male	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The only avail...

## Identify All Involved Organizations

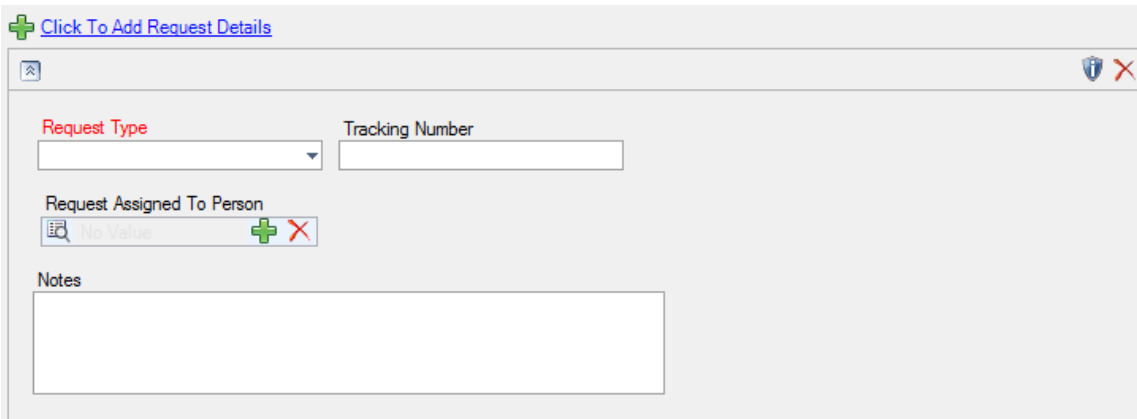
### *Note General Details of an Involved Organization*

1. Select the **Involvements** tab.
2. Select the **Organizations** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Select the involved organization's record from the **Linked Organization** pick list. If an Organization record does not already exist, use the Quick Add function to create one.
  - The **Organization Name** field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.
5. Specify how the organization became involved in the occurrence by selecting a description from the **Involvement Type** lookup list.
6. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.
7. Select an **Organization Type** from the lookup list.
8. Specify the means by which the organization has been notified of the occurrence in the **Notified By** lookup list.
9. If there is any documentation associated with the organization's involvement in the occurrence (e.g., a work order), note the associated tracking number in the **Reference Number** field.

10. Select the name of the organization’s primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
11. Enter the contact person’s phone number under **Contact Phone**. Ensure that you use a consistent format when entering phone numbers.
12. Enter notes in the **Comments** box.
13. To add the organization’s logo to the record, click the **Add** icon  in the image box.
14. Locate the image file in the browser window and click **Open**.

***Note an Action Request Sent to the Involved Organization***

1. Open the **Click to Add Request Details** link.
2. Choose the appropriate description for the requested action from the **Request Type** lookup list.
3. If there is a tracking or other ID number, enter it in the **Reference Number** field.
4. Enter the date the request was made in the **Assigned Date** field.
5. Select the record of the person who has been administered the request from the **Request Assigned To Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
6. When the action is complete, input the **Completed Date**.
7. Add any necessary **Notes**.



Click To Add Request Details

Request Type

Tracking Number

Request Assigned To Person  
No Value

Notes

### *Log the Involved Organization's Response to the Incident*

1. Open the **Click to Add Response Details** link.
2. Select the record of the person in the organization who responded to the incident from the **Responding Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
3. Select the record of the person who called the organization from **Notified By Person**.
4. Enter the date and time the organization was contacted in the **Called Date/Time** field.
5. Enter the date and time the organization arrived on site in the **Arrived Date/Time** field.
6. When the organization's response is complete and they have vacated the site, enter the completion date and time in the **Cleared Date/Time** field.
7. Click the **Calculate Time** link to determine how long it took the organization to respond (Response Time) and how long they remained on site (Time On Site).
8. Add any useful **Response Notes**.
9. Click **OK**.

- As you click OK, the newly created entity will be displayed in the Involved Organizations list, each entity occupying a single row in the list. To display the entity's general information in the bottom Viewing pane, select the corresponding row in the list.


### *Add Losses and Recoveries Associated with the Involved Organization*

Complete the operation, as described in the [Add Losses and Recoveries Associated with an Involved Entity](#) sub-section in the [Identify All Involved Persons](#) section.

## Document All Involved Vehicles

### *Note General Details of an Involved Vehicle*

- Select the **Involvements** tab.
- Select the **Vehicles** sub-tab.

3. Click **Add New**. A pop-up window will open.
4. Select the involved vehicle from the **Linked Vehicle** pick list. If a Vehicle record does not already exist, use the Quick Add function to create one.
  - The License Plate field will now automatically populate with the linked vehicle's license plate number. Depending on the data available, some additional fields may also populate with information drawn from the linked vehicle's record.
5. Indicate how the vehicle became involved in the occurrence by selecting a description from the **Involvement Type** lookup list.
6. Select the most appropriate description of the vehicle's current status from the **Disposition** lookup list (e.g., Seized, Stolen, Released to Owner).
7. Specify the vehicle's **Year, Make, Model, Style, and Color**. Your selection in the Model field will depend on the value recorded in the Make field.
8. If known, enter the vehicle's **VIN** and approximate **Vehicle Value**.
9. If the vehicle belongs to your organization, check the **Company Vehicle?** box.
10. If known, indicate where the vehicle's license plate is registered in the **Country** and **State/Province** fields.
11. If the vehicle's driver was identified, check the **Driver Identified** box. Then, select the driver's name from the **Vehicle Driver** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
12. Enter any applicable notes under **Comments**.
13. To add a photo of the vehicle to the record, click the **Add** icon  in the image box.



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

The screenshot shows a software window titled "Add New Record" with "OK" and "Cancel" buttons. The window is divided into several sections:

- Linked Vehicle:** A search field containing "UDK665" with a magnifying glass icon and a plus-minus icon.
- Image:** A small image of a red pickup truck with a magnifying glass icon and a plus-minus icon.
- Company Vehicle?:** A checked checkbox.
- Country:** A dropdown menu set to "Canada".
- State \ Province:** A dropdown menu set to "Alberta".
- License Plate:** A text field containing "UDK665".
- Disposition:** A dropdown menu set to "Towed/Impounded".
- Make:** A dropdown menu set to "Honda".
- Model:** A dropdown menu set to "Ridgeline".
- VIN:** A text field containing "4LUKPI2222M33333".
- Involvement Type:** A dropdown menu set to "Suspect".
- Year:** A dropdown menu set to "2008".
- Style:** A dropdown menu set to "4 Door Sedan".
- Color:** A dropdown menu set to "Red".
- Vehicle Value:** A text field containing "\$ 40,000.00 USD".
- Driver Identified:** A checked checkbox.
- Vehicle Driver:** A search field containing "Brown, Rosie" with a magnifying glass icon and a plus-minus icon.
- Associated Losses:** A table with the following rows: Exposure, Averted Loss, Total Loss, Total Recovered, and Net Loss.
- View Losses And Recoveries:** A button located below the Associated Losses table.
- Comments:** A text area containing the text "Abandoned on premises. Stolen items found inside." with a scroll bar.

16. As you click OK, the newly created entity will be displayed in the Involved Vehicles list, each entity occupying a single row in the list. To display the entity's general information in the bottom Viewing pane, select the corresponding row in the list.

The screenshot shows a software interface with a navigation menu at the top containing: General, Involvements, Narratives, Attachments, Links, Losses, Investigation, Controls, and Audit History. Below the menu are tabs for Persons, Organizations, Vehicles, and Items. The 'Vehicles' tab is active, showing 'Involved Vehicles: 1'. A table lists the vehicle details:

Linked Vehicle	License Plate	Involvement Type	Year	Make / Model	Vehicle Loss?	Comments
UDK665 - Honda/Ridgeline	UDK665	Indirectly Involved	2007	Honda/Ridgeline	<input checked="" type="checkbox"/>	Abandoned on premises. Stolen items...

Below the table is a detailed form for the selected vehicle, including a small image of a red pickup truck. The form fields are:

- License Plate: UDK665
- Style: 4 Door Wagon
- Year: 2007
- Disposition: Towed/Impounded
- Involvement Type: Indirectly Involved
- Color: Red
- VIN: 4LUKPI22222M333333
- Vehicle Value: \$ 40,000.00 USD

At the bottom, there is a timestamp: CB: keith - 2/24/2012 1:33:46 PM - LM: keith - 2/24/2012 1:33:46 PM.

### Add Losses and Recoveries Associated with the Involved Vehicle

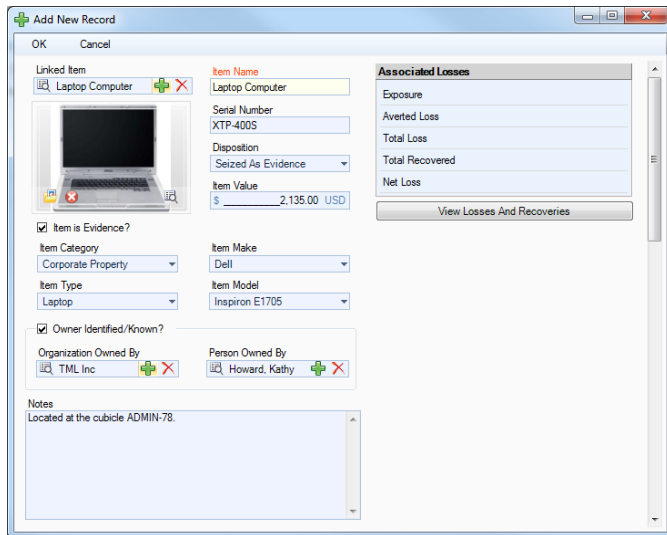
Complete the operation, as described in the [Add Losses and Recoveries Associated with an Involved Entity](#) sub-section in the [Identify All Involved Persons](#) section.


## Identify All Involved Items

### Note General Details of an Involved Item

1. Select the **Involvements** tab.
2. Select the **Items** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Select the involved item's name from the **Linked Item** pick list. If an Item record does not already exist, use the Quick Add function to create one.
  - The Item Name field will now automatically populate with the linked item's name. Depending on the data available, some additional fields may also populate with information drawn from the linked item's record.
5. If known, enter the serial or ID number of the item in the **Serial Number** field.

- Select the most appropriate description of the item's current status from the **Disposition** lookup list (e.g., Seized as Evidence, Destroyed, Returned to Owner).



- Enter the item's exact or estimated value in the **Item Value** field.
- If applicable, check the **Item is Evidence?** box.
- Identify the general classification of the item by making selections from the **Item Category** and **Item Type** lookup lists. These fields are hierarchical.
- Specify the **Item Make** and **Item Model**. These fields are hierarchical.
- If the item's owner is known, check the **Owner Identified/Known?** box. Then, select the name of the organization or person that owns the item from either the **Organization Owned By** or **Person Owned By** pick lists. If an Organization or a Person record does not already exist, use the Quick Add function to create one.
- Add comments about the item in the **Notes** field.
- To add a photo of the item to the record, click the **Add** icon  in the image box.

14. Locate the image file in the browser window and click **Open**.
15. Click **OK**.
16. As you click **OK**, the newly created entity will be displayed in the Involved Items list, each entity occupying a single row in the list. To display the entity's general information in the bottom Viewing pane, select the corresponding row in the list.

The screenshot displays a software interface with a top navigation bar containing tabs: General, Involvements, Narratives, Attachments, Links, Losses, Investigation, Controls, and Audit History. Below this is a sub-navigation bar with 'Persons', 'Organizations', 'Vehicles', and 'Items'. The 'Involved Items: 1' section shows a table with one row:

Linked Item	Item Name	Category / Type	Disposition	Item is Evidence?	Item Loss?	Notes
Laptop Computer	Laptop Computer	Corporate Property/Laptop	Seized As Evidence	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Located at the cubicle...

Below the table, a detailed view of the selected item is shown. On the left is an image of a laptop. On the right, the following fields are populated:

- Item Name: Laptop Computer
- Category / Type: Corporate Property/Laptop
- Item Value: 2,135.00
- Make / Model: Dell/Inspiron E1705
- Disposition: Seized As Evidence
- Serial Number: XTP-400S

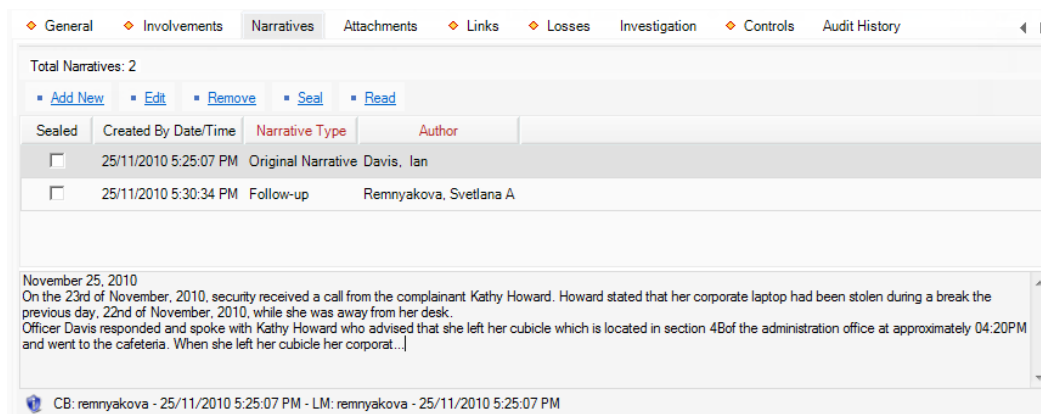
### *Add Losses and Recoveries Associated with the Involved Item*

Complete the operation, as described in the [Add Losses and Recoveries Associated with an Involved Entity](#) sub-section in the [Identify All Involved Persons](#) section.

## Summarize an Incident or a Case

1. Select the **Narratives** tab.
2. Click the appropriate **Add** link. The Narrative Editor window will open.
3. Choose the applicable description from **Narrative Type** (e.g., Executive Summary, Original Narrative, Follow-up). By default, your name will appear in the Author field.
4. Type your narrative in the text box.

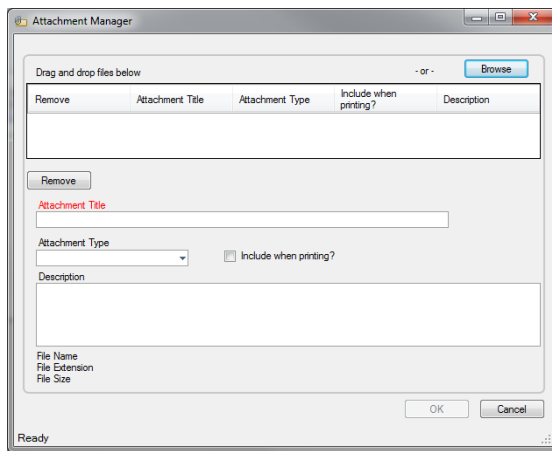
- For details on operating the Narrative Editor, consult [Appendix B: Text Editor Navigation](#) at the end of this guide.
5. When finished composing your narrative, click **Accept & Return**. The Narrative Editor window will close, and the new narrative record will populate the Narratives grid.



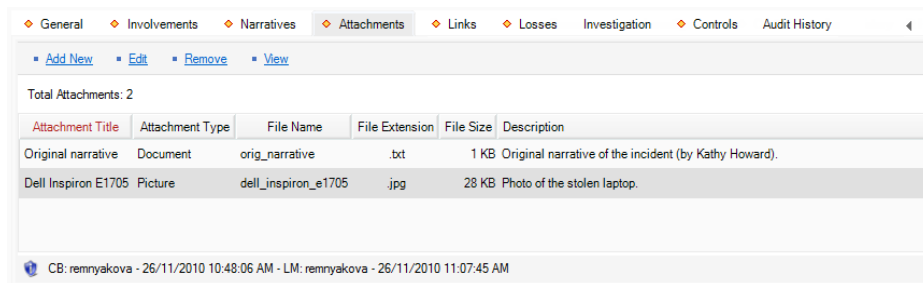
## Attach a File to a Record

1. Select the **Attachments** tab.
2. Select the **Files** sub-tab.
3. Click the applicable **Add** link. A pop-up window will open.
4. Add attachments by either dragging and dropping or clicking **Browse**.
5. For each attachment, do the following:
  - a. The **Attachment Title** field will automatically populate with the name of the attached file. If necessary, modify the name.
  - b. From the **Attachment Type** lookup list, select the appropriate designator for the attachment (e.g., Document, Picture, Video, Voice Recording).

- c. Give an overview of the attachment in the **Description** text box.
  - d. For image files (e.g., .bmp, .gif, .jpg, .png), check the **Include when Printing?** box to have a copy of the image included with every print-out of the record.
  - e. Click **Remove** to remove any unwanted attachments.
6. Once you are finished working with attachments, click **OK**.



- 7. To preview an attachment, ensure the attachment is highlighted in the grid and click **View**.
- 8. Once the attachment is loaded, click **Open**. The attachment file will open in a separate window.
- 9. Close the window to return to the record.



Attachment Title	Attachment Type	File Name	File Extension	File Size	Description
Original narrative	Document	orig_narrative	.bt	1 KB	Original narrative of the incident (by Kathy Howard).
Dell Inspiron E1705	Picture	dell_inspiron_e1705	.jpg	28 KB	Photo of the stolen laptop.

## View Attachments

There are two ways to view attachments in Perspective. The first way to view an attachment is the following:

1. Select the **Attachments** tab.
2. Select the **Files** sub-tab.
3. Click the file name you want to view from the list of attached files.
4. Click the **View** link.
5. Click **Open**.

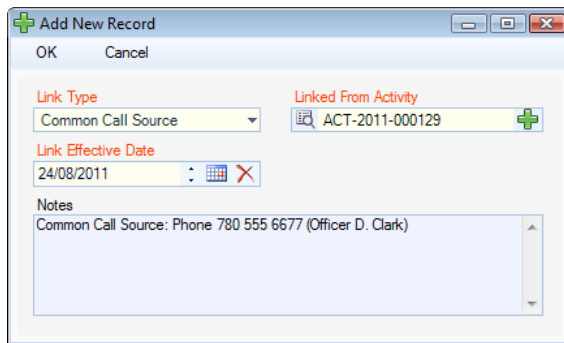
The second way to view an attachment is the following:

1. Select the **Attachments** tab.
2. Select the **Pictures** sub-tab. Thumbnails of attached files will be visible.
3. Left-click the thumbnail for a full screen view of the attachment.
4. To close the full screen view of the attachment, click the X icon in the top right corner.
  - a. Right-click the thumbnail to view the title and description of the attachment. Right-click to go back to the thumbnail.

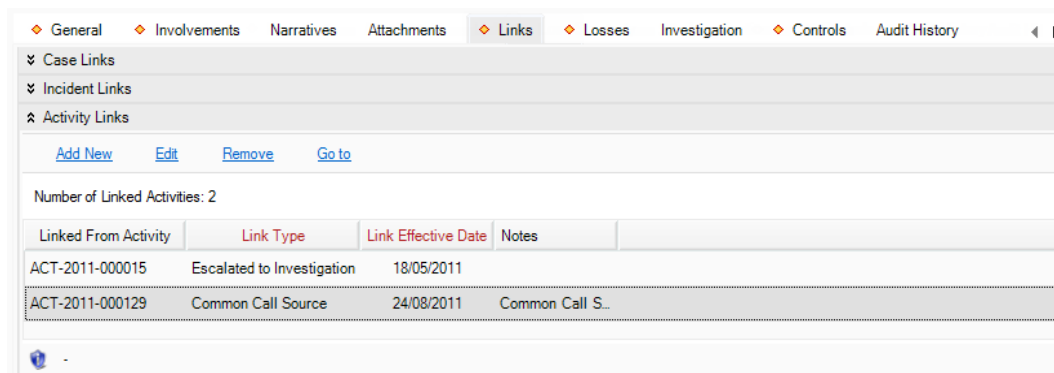
## Link the Incident to an Activity

1. Select the **Links** tab.

2. In the Activity Links section, click **Add New**. A pop-up window will open.
3. Specify how the incident and activity are related in the **Link Type** field (e.g., Common Call Source, Common Location).
4. Select the appropriate activity from the **Linked From Activity** pick list.
5. Indicate the date that the incident became associated with the activity in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.
7. Click **OK**.



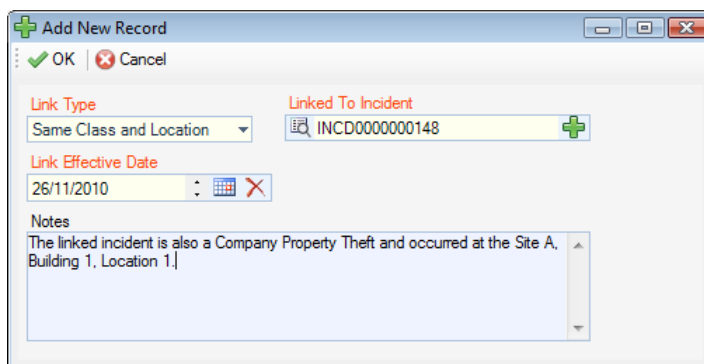
8. Click **Save**, after which this link will be automatically cross-referenced in the linked activity's record under the Links tab.





## Link an Incident to Another Incident

1. Select the **Links** tab.
2. In the Incident Links section, click **Add New**. A pop-up window will open.
3. Select the appropriate incident from the **Linked To Incident** pick list.
4. Specify how the two incidents are related in the **Link Type** field (e.g., Common Suspect, Similar Description).
5. Indicate the date that the two incidents became associated with each other in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.
7. Click **OK**.



The screenshot shows a dialog box titled "Add New Record" with a close button (X) in the top right corner. Below the title bar are "OK" and "Cancel" buttons. The dialog contains the following fields:

- Link Type:** A dropdown menu with "Same Class and Location" selected.
- Linked To Incident:** A pick list showing "INCD0000000148" with a search icon and a plus sign.
- Link Effective Date:** A date field showing "26/11/2010" with a calendar icon and a close icon.
- Notes:** A text area containing the text: "The linked incident is also a Company Property Theft and occurred at the Site A, Building 1, Location 1."

8. Click **Save**, after which this link will be automatically cross-referenced in both Incident records under the Links tab.

Case Links

Incident Links

Number of Linked Incidents: 2

Linked To Incident	Link Type	Link Effective Date	Notes
INCD0000000148	Same Class and Location	26/11/2010	The linked incident is also a Company Property Theft and occurred at...
INCD0000000057	Common Suspect	27/11/2010	Common Suspect and M.O.

CB: remnyakova - 26/11/2010 11:07:45 AM - LM: remnyakova - 26/11/2010 11:07:45 AM

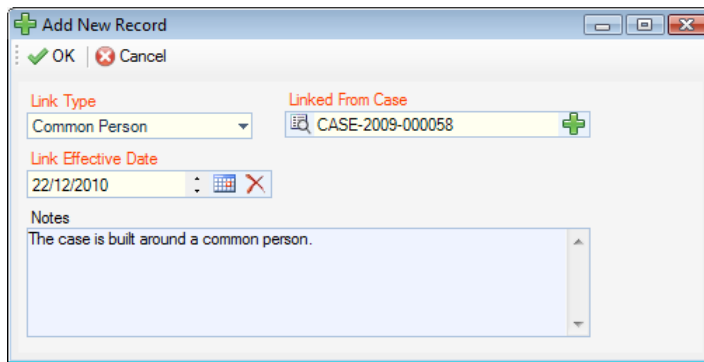
Activity Links

To link all incidents in the grid and then open Incident record to a case, follow the procedures described below:

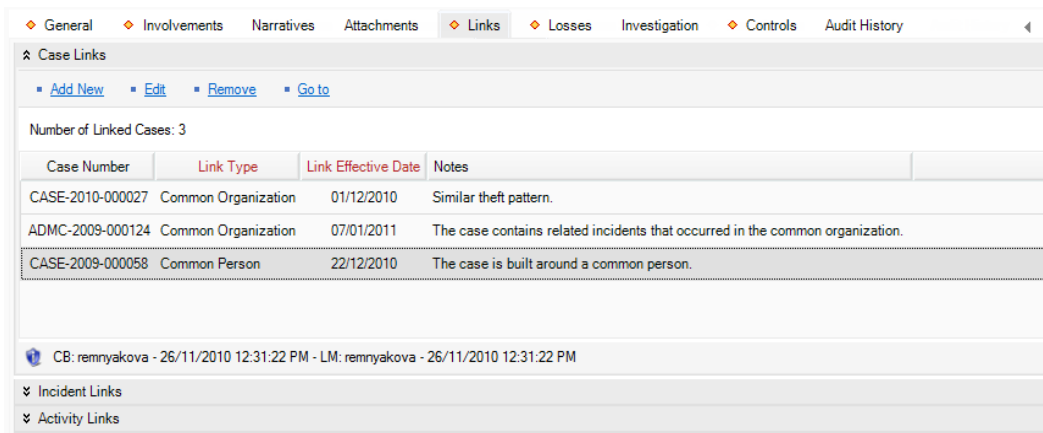
1. Click **Add to Case**. A pop-up window will open.
2. Specify how the incidents are related to the case in the **Link Type** field (e.g., Common Person, Related Incidents).
3. Select the appropriate case from the **Linked To Case** pick list.
4. Indicate the date that the incidents became associated with the case in the **Link Effective Date** field.
5. Type any additional information about the link in the **Notes** field.
6. Click **OK**.
7. A confirmation message will notify that links were created successfully. Click **OK**. These links will be automatically cross-referenced in the linked Case record under the Links tab.

## Link an Incident to a Case

1. Select the **Links** tab.
2. In the **Case Links** section, click **Add New**. A pop-up window will open.
3. Specify how the incident and case are related in the **Link Type** field (e.g., Common Person, Related Incidents).
4. Select the appropriate case from the **Linked From Case** pick list.
5. Indicate the date that the incident became associated with the case in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.
7. Click **OK**.



- Click **Save**, after which this link will be automatically cross-referenced in the linked case's record under the Links tab.



## Record Losses Involved in an Incident and View Their Summary

The **Losses** tab within an Incident record can be used to add the following types of incident losses:

- Loss:** A monetary loss that occurred in the course of the incident.
- Recovery:** A loss amount associated with an incident that has been restored or regained as a result of an action that had been implemented after the incident took place.
- No Impact Loss:** A loss that has been associated with an incident that has either been prevented or remains a potential loss and, hence, does not impact the Net Loss amount.\

1. To add a loss, open the **Losses** tab and click on the **Add Loss**, **Add Recovery**, or **Add No Impact** hyperlink, depending on the type of loss that you want to record. Depending on the option you choose, a new screen will display a subform designed for the type of loss you selected.

*Note: Some of the following fields may not be available on the form that you see on the screen; those fields will be supplied with additional directions.*

2. In the process of adding a loss, you may choose to either associate the loss with the broader Incident record or with one of the incident's existing involvements (i.e., an involved person, organization, vehicle, or item). To specify the type of data you want to associate your loss entry with, select one of the options from the **Associated Type** lookup.

*Note: If you want to add a loss associated with an incident's involvement that has not been recorded yet, you must first create an involved record under the Involvements tab before creating the loss record. For a detailed description of the procedure of adding involved persons, organizations, vehicles, or items to an Incident record, see the [Identify All Involved Persons](#), [Identify All Involved Organizations](#), [Document All Involved Vehicles](#), and [Identify All Involved Items](#) sections.*

3. If you chose to associate the loss with any of the incident's involvements (e.g., Person Involvement), select the specific unit of involvement that has been previously recorded under the Incident form from the **Associated To** lookup (e.g., Brown, Jeff).

*Note: The options available on the lookup have been cross-populated from each of the involvement's sub-tabs and can only contain involvement records that had been created and saved prior to adding the loss.*

*The same function is available under each of the involvements' sub-tabs. For details, please see the [Add Losses and Recoveries Associated with an Involved Entity](#) section.*

4. Enter the **Date** that is associated with the loss (e.g., a date when the loss or the recovery occurred, or a date when the no impact loss is most probable).

5. Enter the number of loss units, as well as the approximate value of each unit in the **Unit(s)** and **Value Per Unit** fields. The Total field below will automatically calculate the total value of loss multiplying the Unit(s) by the Value Per Unit values.
6. Identify the nature of the loss under **Loss Type** (e.g., Direct or Indirect, Averted, or Exposure).
7. If applicable, specify the reason for the actual or the potential loss you are recording under **Loss Cause** (e.g., Accident, Deliberate, or Unintentional Act).
8. If you are recording a loss that has actually occurred, determine the current state of the lost unit(s) under **Loss Status** (e.g., Compromised, Lost, Stolen, or Damaged).
9. Under **Method**, select a descriptor that best defines the way in which the loss occurred or can potentially occur (e.g., Wired Transfer or Cash).
10. For actual and no impact losses, select the name of the person who recovered the loss or defined the incident as incurring potential loss from the **Recovered/Determined By Person** pick list. By default, the field will contain the name of the person recording the loss.
11. If you are recording a recovery, also complete the **Recovered From Person** and the **Recovered From Organization** fields, as applicable.
12. Enter any additional comments under **Notes**.
13. Click **OK**. Once the changes are saved, the recorded loss data will populate the relevant columns of the Losses grid. For optimal analysis, you may arrange the loss entries by a column header (e.g., Associated To, Date, or Type) and change the position of the columns in the grid.
14. Click **Save** to synchronize the recorded data within the relevant involvement records and update the summary calculations displayed to the right of the grid.

- **Total:**

- **Total Exposure:** The total value of the *Exposure No Impact* loss associated with the incident and the involved entities.
- **Total Averted:** The total value of the *Averted No Impact* loss associated with the incident and the involved entities.
- **Total Loss:** The total value of the *Loss* amounts associated with the incident and the involved entities.
- **Total Recoveries:** The total value of the *Recovery* loss associated with the incident and the involved entities.
- **Net Loss:** The value determined by subtracting the *Total Recoveries* amount from the *Total Loss*.
- **Losses:** The total values of *Loss* amounts arranged by *Loss Type* (e.g., Direct or Indirect).
- **Recoveries:** The total values of *Recovery* amounts arranged by *Recovery Type* (e.g., Physical or On-line Purchase).
- **No Impact:** The total values of *Recovery* amounts arranged by *No Impact Type* (i.e., Averted or Exposure).

Loss And Recovery Details							
Incident Loss Summary: 7 Losses: 3 Recoveries: 2 No Impact: 2							
<a href="#">Add Loss</a> <a href="#">Add Recovery</a> <a href="#">Add No Impact</a> <a href="#">Edit</a> <a href="#">Remove</a>							
Date	Associated To	Type	Method/Status/Cause	Loss	Recovery	No Impact	
01/19/2012	Incidents	Direct	ACH/Stolen/Deliberat	\$ 2,492.00 US			
02/15/2012	Item Involve Wallet	Direct	Wired Transfer/Lost/A	\$ 3,225.00 US			
01/25/2012	Organization I Cape Breton Re	On-line Purcha	Merchant Credit		\$ 80.00 USD		
01/30/2012	Organization I Sydney Police S	Exposure	Cheque/Stolen/Intenti			\$ 2,125.00 USD	
01/25/2012	Person Involve Brown, Jeff	Indirect	ACH/Lost/Intentional	\$ 2,725.00 US			
02/23/2012	Person Involve Hatfield, Carme	Averted	Cash/Unintentional -			\$ 790.00 USD	
02/24/2012	Vehicle Involve UDK665	Physical	Wright-off		\$ 600.00 US		

Total	
Total Exposure	\$ 2,125.00 USD
Total Averted	\$ 790.00 USD
Total Loss	\$ 8,442.00 USD
Total Recoveries	\$ 680.00 USD
Net Loss	\$ 7,762.00 USD
Losses	
Direct	\$ 5,717.00 USD
Indirect	\$ 2,725.00 USD
Recoveries	
Physical	\$ 600.00 USD
On-line Purchase	\$ 80.00 USD
No Impact	
Exposure	\$ 2,125.00 USD
Averted	\$ 790.00 USD

## Record Incident Investigation Data

### *Note General Details of an Investigation*

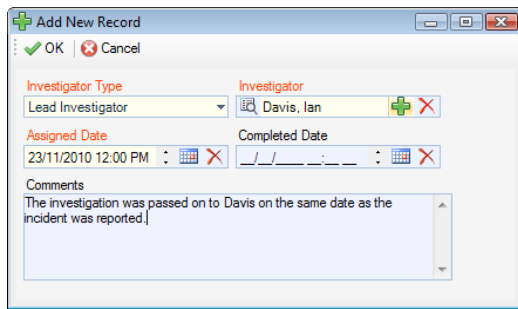
1. Select on the **Investigation** tab.
2. Select on the **Details** sub-tab.
3. In the General section, select the name of the person who ordered the investigation from the **Investigation Initiated By Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
4. Enter the date the investigation was initiated under **Investigation Start Date**.
5. If the investigation has undergone a review, enter the applicable date in the **Investigation Last Review Date** field.
6. When the investigation is complete, enter this date in the **Investigation Closed Date** field.
7. Input general notes in the **Investigation Comments** box.



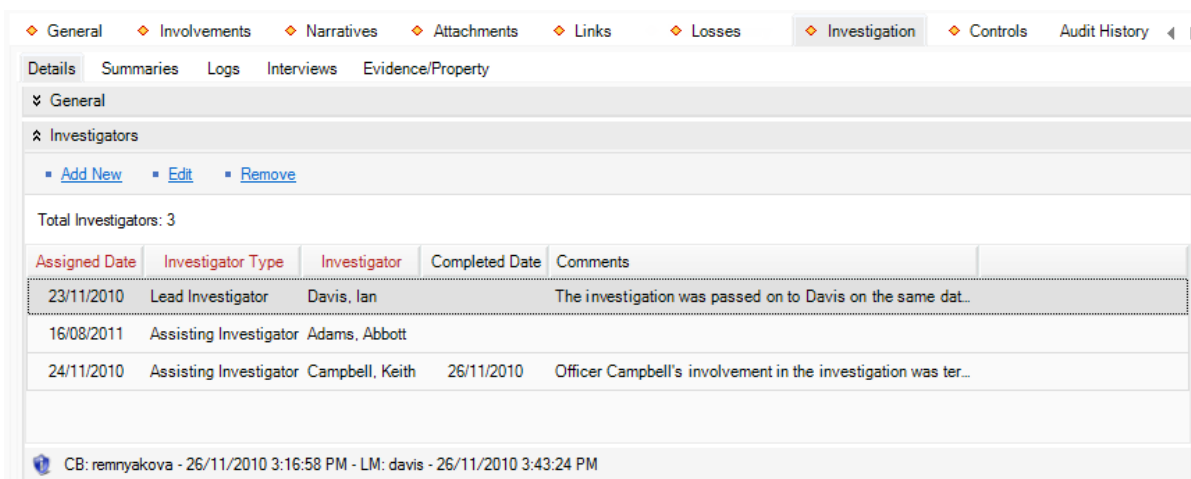
Total Time Spent:	0 Hrs.
Total Expenses:	\$ 0.00 USD
Total Evidence:	0
Number of Interviews:	0
Number of Investigators:	0
Investigation Duration:	3 day(s)

### *Assign an Investigator to an Incident's Investigation*

1. In the Investigators section, click **Add New**. A pop-up window will open.
2. Specify the applicable role of the investigator in the **Investigator Type** field (e.g., Lead Investigator, Assisting Investigator, Forensic Specialist).
3. Select the record of the investigator from the **Investigator** pick list.
4. In the **Assigned Date** field, enter the date and time the person was assigned to the investigation team.
5. If the investigator is removed from the investigation team at some point, you may enter the applicable date and time in the **Completed Date** field.
6. Enter any relevant notes in the **Comments** box.
7. Click **OK**.

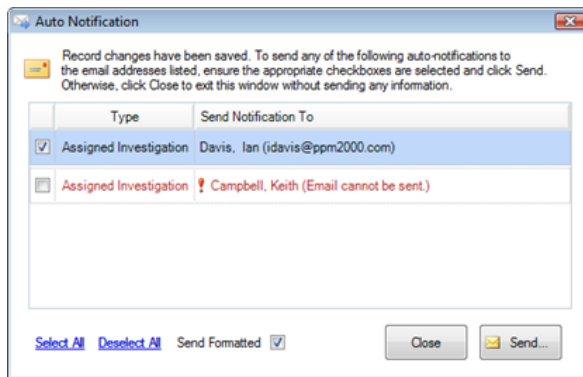


8. Add as many investigators to the Investigators list as necessary.



9. Click **Save**. An Auto Notification pop-up window will appear.

- To send an email notification of the assigned investigation to the investigator, ensure the appropriate checkbox is selected and click **Send**. Notifications are automatically sent in HTML. Deselecting the **Send Formatted** box, prior to clicking Send, will format the notification details in plain text rather than the default HTML table.
- If the investigator does not have a primary email address entered in the system, an error message appearing beside the investigator's name will indicate that an email cannot be sent. In this case, click **Close** to exit the window.

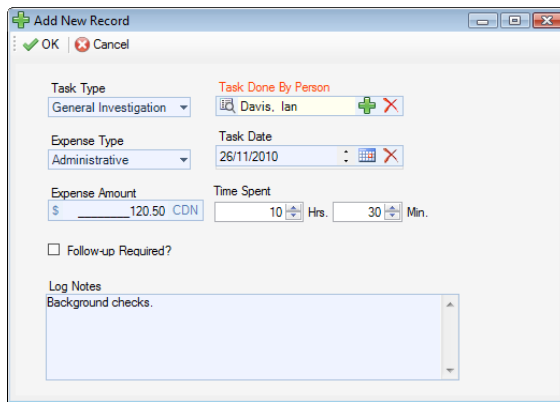


### *Summarize an Incident's or a Case's Investigation*

1. Select the **Investigation** tab
2. Select the **Summaries** sub-tab.
3. Click the appropriate **Add** link. The Summary Editor window will open.
4. In the window, choose the applicable description from the **Summary Type** lookup list (e.g., Investigation Summary, Follow-up). By default, your name will appear in the Author field.
4. Type your summary in the text box. For details on operating the Summary Editor, consult [Appendix B: Text Editor Navigation](#) at the end of this guide.
5. When finished with your summary, click **Accept & Return**. The Summary Editor window will close, and the Summary's grid will populate with the new investigation summary.

### Log Investigative Tasks and Expenses

1. Select the **Investigation** tab.
2. Select the **Logs** sub-tab.
3. Click the appropriate **Add** link. A pop-up window will open.
4. Specify the nature of the task in the **Task Type** field.
5. Select the name of the person who completed or must complete the task from the **Task Done By Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
6. If applicable, specify the date the task was finished under **Task Date**, and the time it took to complete under **Time Spent**.
7. If there is an expense associated with the task, enter the **Expense Type** and the total **Expense Amount**.
8. Check the **Follow-up Required?** checkbox, if applicable.
9. Enter any additional information about the task under **Log Notes**.



10. Click **OK**. The investigative task and/or expense will be added to the Logs grid.

General Involvements Narratives Attachments Links Losses Investigation Controls Audit History

Details Summaries **Logs** Interviews Evidence/Property

▢ Add New ▢ Edit ▢ Remove

Total: 3

Follow-up Required?	Task Date	Task Type	Task Done By Person	Time Spent	Expense Type	Expense Amount
<input checked="" type="checkbox"/>	25/11/2010	General Investig..	Campbell, Keith	8.0 hrs		\$ 0.0 USD
<input checked="" type="checkbox"/>	26/11/2010	Interview	Davis, Ian	2.0 hrs	Administrative	\$ 5.5 USD
<input type="checkbox"/>	26/11/2010	General Investig..	Davis, Ian	10.5 hrs	Administrative	\$ 120.5 USD

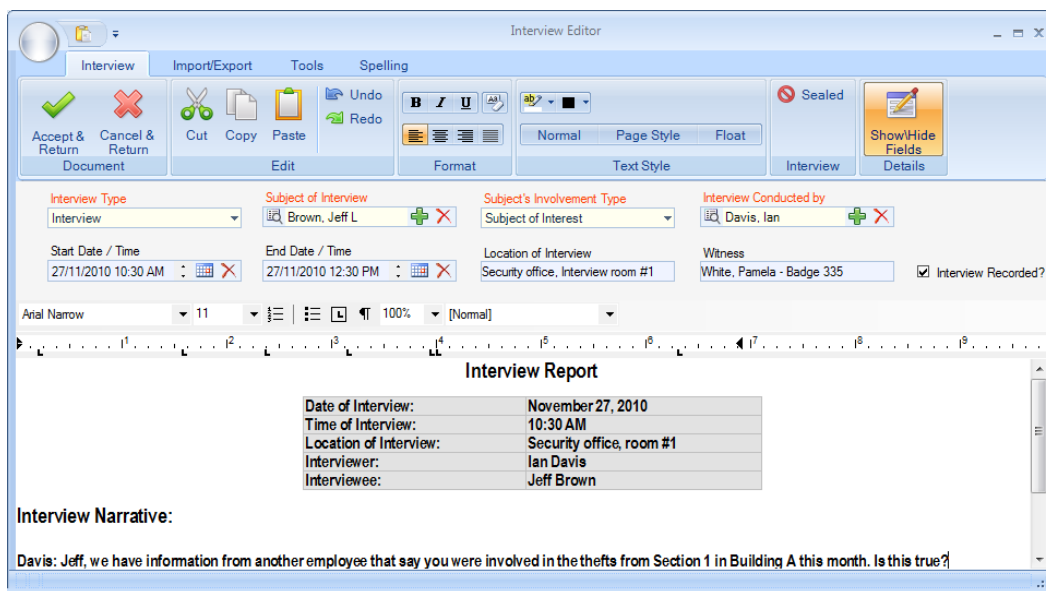
Background checks.

CB: davis - 26/11/2010 4:55:59 PM - LM: davis - 26/11/2010 4:55:59 PM

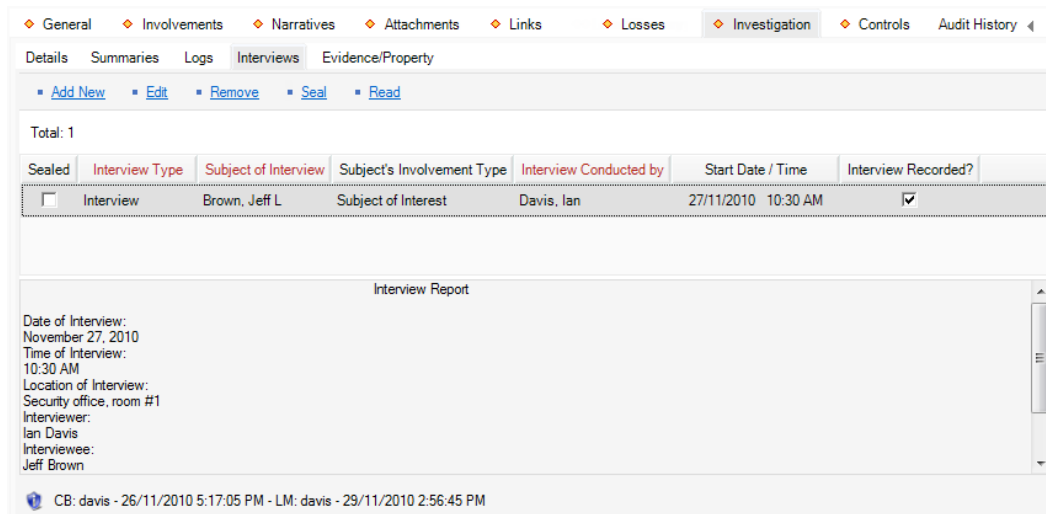
### Document Investigation Interviews

1. Select the **Investigation** tab.
2. Select the **Interviews** sub-tab.
3. Click the appropriate **Add** link. The Interview Editor window will open.
4. In the window that appears, choose the applicable description from the **Interview Type** lookup list (e.g., Interview or Interrogation).
5. Select the name of the person who was interviewed from the **Subject of Interview** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.

6. From the **Subject's Involvement Type** lookup list, specify the nature of the interviewee's involvement in the occurrence.
7. Select the name of the person who conducted the interview from the **Interview Conducted By** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
8. Specify the **Start Date/Time** and the **End Date/Time** of the interview.
9. State where the interview was conducted in the **Location of Interview** field.
10. Identify the person who formally witnessed the interview in the **Witness** field.
11. Check the **Interview Recorded?** box, if applicable.
12. Type the interview transcript in the text box. For details on operating the Interview Editor, consult [Appendix B: Text Editor Navigation](#) at the end of this guide.



- When finished composing the transcript, click **Accept & Return**. The Interview Editor window will close, and the new interview record will be entered in the Interviews grid.




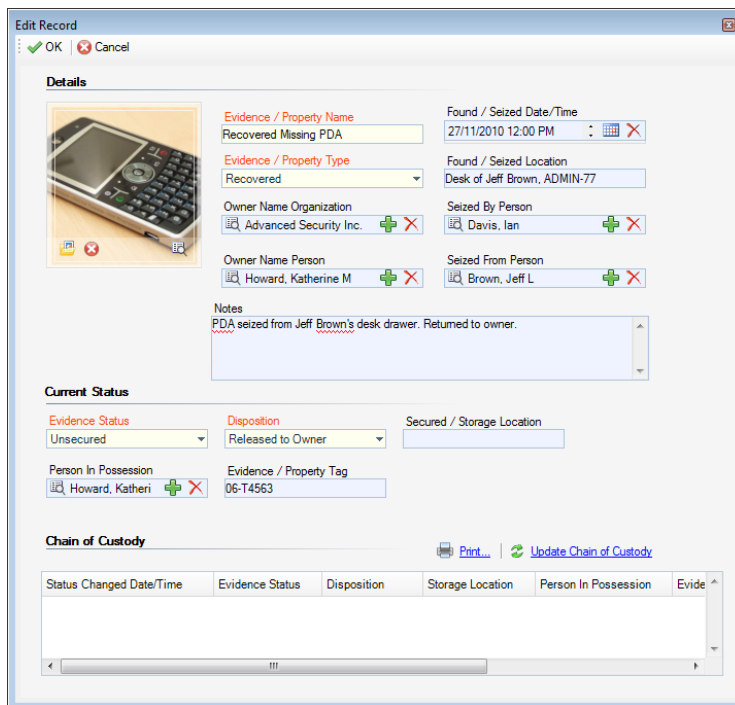
### Track Investigation Evidence

- Select the **Investigation** tab.
- Select the **Evidence/Property** sub-tab.
- Click the appropriate **Add** link. A pop-up window will open.
- Input the item name under **Evidence/Property Name**.
- Choose the applicable description from the **Evidence/Property Type** lookup list (e.g., Found, Recovered, Seized).

If known, select the name of the organization or person who owns the item from the **Owner Name Organization** or **Owner Name Person** pick lists. If an Organization or Person record does not already exist, use the Quick Add function to create one.


- Specify the date and time the item was found/seized in the **Found/Seized Date/Time** field.
- Describe where the item was found or seized in the **Found/Seized Location** field.

8. Select the person who seized the item from the **Seized By Person** pick list.
9. Indicate who the item was seized from by making a selection from the **Seized From Person** pick list.
10. Type any additional information about the item in the **Notes** textbox.
11. To add an image of the item to the record, click the **Add** icon  in the image box.
12. Locate the image file in the browser window and click **Open**.
13. In the Current Status section, choose the appropriate descriptors from the **Evidence Status** and **Disposition** lookup lists.
14. If the item is secured, enter the current location of the item in the **Secured/Storage Location** field.
15. Select the person who is currently in possession of the item from the **Person In Possession** pick list.
16. Input the applicable number in the **Evidence/Property Tag** field.



**Edit Record**  
 OK  Cancel

**Details**



Evidence / Property Name: Recovered Missing PDA  
 Found / Seized Date/Time: 27/11/2010 12:00 PM  
 Evidence / Property Type: Recovered  
 Found / Seized Location: Desk of Jeff Brown, ADMIN-77  
 Owner Name Organization: Advanced Security Inc.  
 Seized By Person: Davis, Ian  
 Owner Name Person: Howard, Katherine M  
 Seized From Person: Brown, Jeff L

Notes  
 PDA seized from Jeff Brown's desk drawer. Returned to owner.

**Current Status**

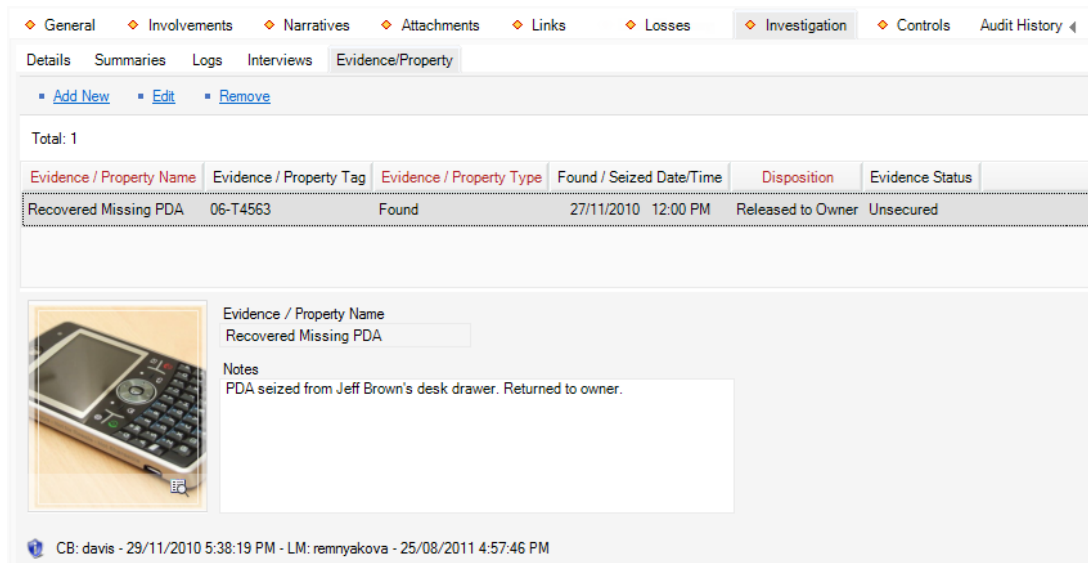
Evidence Status: Unsecured  
 Disposition: Released to Owner  
 Secured / Storage Location:   
 Person In Possession: Howard, Katheri  
 Evidence / Property Tag: 06-T4563

**Chain of Custody**

Status Changed Date/Time	Evidence Status	Disposition	Storage Location	Person In Possession	Evide
--------------------------	-----------------	-------------	------------------	----------------------	-------

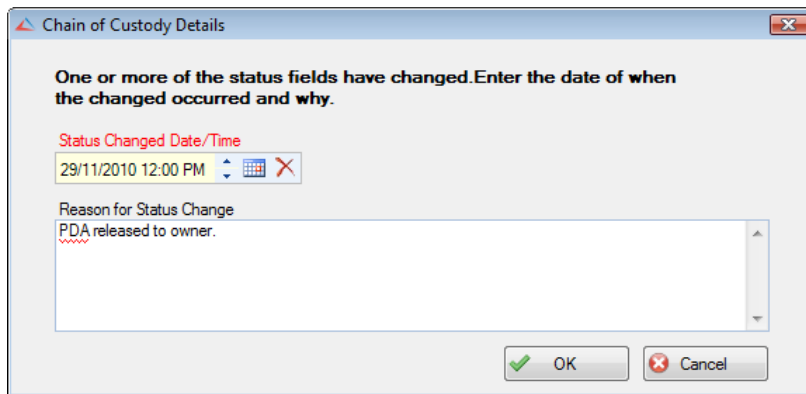


17. Click **OK** to save the entity in the Evidence/Property grid.



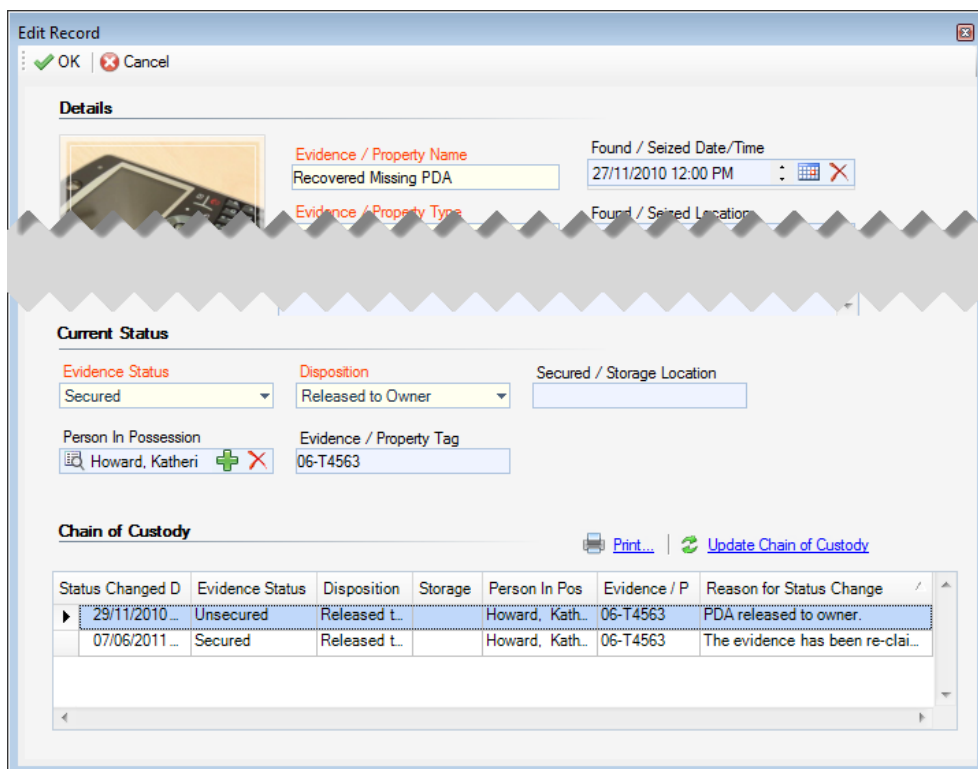
If you need to update the evidence's current standing, you have to open the relevant evidence entity in the edit mode, make the necessary changes to the fields listed under **Current Status**, and follow the procedures described below:

1. Click the **Update Chain of Custody** link. A pop-up window will open indicating that one or more of the status fields have been changed.
2. By default, the current date will appear in the Status Changed Date/Time field. Modify this if the item's status actually changed at an earlier date.
3. Explain the change to the item's status in the **Reason for Status Change** textbox.



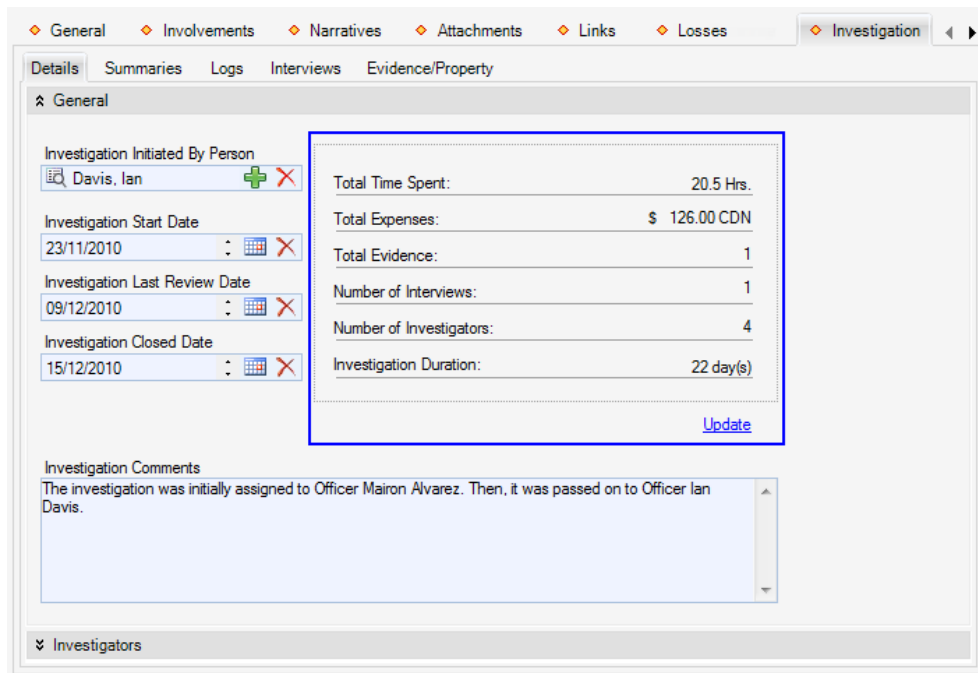
4. Click **OK**. A new entry will now appear in the evidence record's Chain of Custody section, detailing, among other things, when and why the change was made.
5. If you want to print the Chain of Custody grid, click the **Print** hyperlink.

*Note: The Chain of Custody is not included in the Investigation Report. Therefore, this printing option is only available via the Evidence/Property sub-tab.*



### *View an Incident's Key Investigative Data Summary*

1. Select the **Investigation** tab.
2. Select the **Details** sub-tab. The incident's key investigative data will be displayed in the form of a table next to the general details of the investigation:
  - **Total Time Spent:** The total number of hours spent on the investigation to date, drawn from the Logs sub-tab.
  - **Total Expenses:** The total cost of investigation to date, drawn from the Logs sub-tab.
  - **Total Evidence:** The total number of evidence pieces that investigators have collected to date, drawn from the Evidence/Property sub-tab.
  - **Number of Interviews:** The total number of interviews that investigators have conducted to date, drawn from the Interviews sub-tab.
  - **Number of Investigators:** The total number of investigators examining the incident, drawn from the Investigators section of the Details sub-tab.
  - **Investigation Duration:** The length of the investigation, based on the time elapsed from the Investigation Start Date to the Investigation Closed Date (or current date if the investigation is not yet closed).
3. To refresh the information in the summary table, click the **Update** link.
4. Every time a review of the investigation is conducted, make sure to change the **Investigation Last Review Date** field.
5. Once the investigation is completed, enter the relevant date in the **Investigation Closed Date** field.



## Control a Record's Processing Options

### *Set the Security Controls and Status of a Record*

1. Select the **Controls** tab; the Details sub-tab will open by default.
2. In the Controls section, fill out the **Org Level** fields to set the record visibility settings for the various groups within your organization. Organizational rollups are hierarchical, so the option you select in the Org Level 1 field will determine what options are available in the Org Level 2 field, and so on. As you move down the hierarchy, organizational rollups become more specific, naming groups within your organization that are increasingly specialized by company division or region. Only users with organizational rollups *corresponding to or higher than* the organizational rollup you select for the record will have access to it. For example, if a record's rollup is North America/Canada/Alberta, the user whose organizational rollup is North America or North America/Canada/Alberta will have access to the record, while the user whose organizational rollup is North America/Canada/Alberta/Edmonton will not.

3. In the **Access Level** field, set the security level from 1 to 5. Each security level corresponds to a specific security description, such as Classified. Only users with the same security Access Level as the one you select (or higher) will be able to view the record.
4. If you want to archive the record making it unavailable for users to access, check the **Archive (Record is not visible)** box.
5. Set the **Status** of the record to Open or Closed. Meanings of open and closed are dependent on your organization's definition of these statuses. Generally, an *open* record means that it is actively being worked on or, possibly, is inactive for a finite amount of time. The *closed* status in this case would mean that the record is no longer being worked on due to completion or inactivity for an indefinite amount of time.
6. Select the most appropriate description of the record's current standing in the **Disposition** field (e.g., Inactive, Pending Court, Waiting for Approval).
7. If any policy, legislation, or business rule pertinent to your organization's procedures requires information about the record, or the persons involved in the record, to be kept for a certain length of time, enter the end date of that period in **Expiry Date**.

*Note: No information will automatically be deleted on this date; it is for tracking purposes only.*

8. From the **Record Owner** pick list, select the Person record that corresponds to the individual who is responsible for the closing the record. If a Person record does not already exist for this individual, use the Quick Add function to create one.

◇ General ◇ Involvements ◇ Narratives ◇ Attachments ◇ Links ◇ Losses ◇ Investigation

Details Outcome Reviews Assignments

▲ Controls

Org Level 1  
North America

Org Level 2  
Canada

Org Level 3  
Alberta

Org Level 4  
Edmonton

Access Level  
Level 3

Status  
Open

Disposition  
Under Investigation

Expiry Date  
24/11/2011

Archive (Record is not visible)

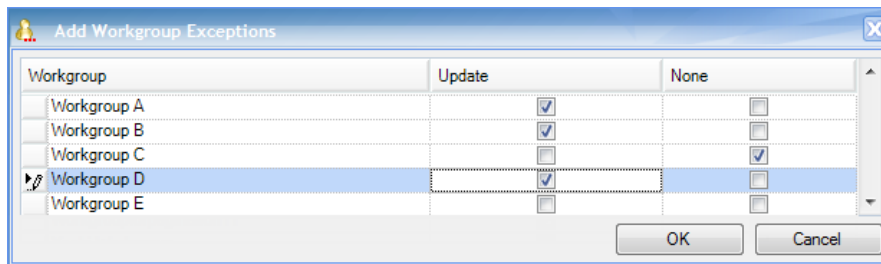
Record Owner  
Abrams, Terry

▼ Workgroup Visibilities

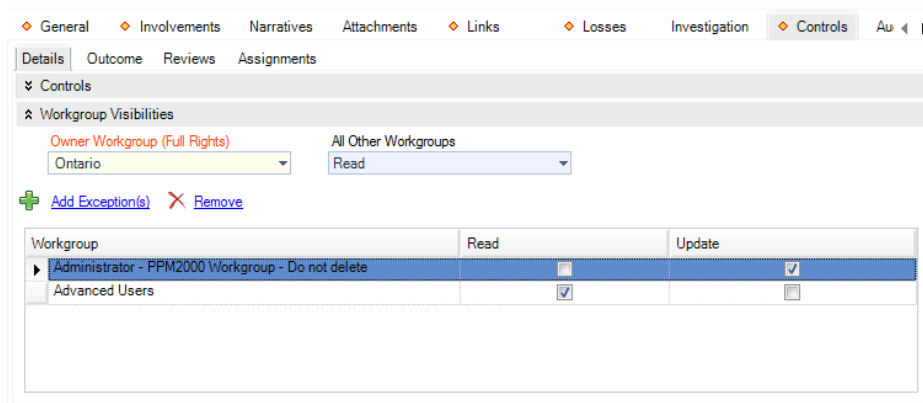
### Define Which Workgroups Can Access a Record

1. In the **Workgroup Visibilities** section, give one workgroup the ability to read and modify the record by selecting them under **Owner Workgroup (Full Rights)**. Initially, the field will contain the name of your default workgroup. Once you attempt to change it, the system will display a confirmation dialog asking you if the Full Access rights that belong to the original owner workgroup should be transferred to the workgroup you have chosen.
2. Click **OK** if the change was intentional.
3. Determine the access right for **All Other Workgroups**, selecting from the Read, Update, or None access right options.
4. To set customized access for a workgroup that does not conform to the other control settings specified, click **Add Exception(s)**. A pop-up window will open.
5. Select the workgroup and then select the workgroup's visibility for this record (Read, Update, or None). Continue to customize workgroup visibility for as many workgroups as you like.

*Note: Workgroup visibility exceptions override the access settings assigned under All Other Workgroups.*

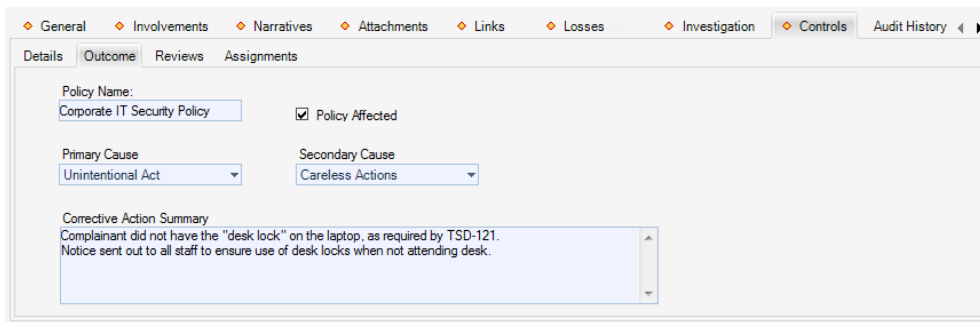


- Click **OK**. The selected workgroups and their corresponding modified access settings will be transferred to the Workgroup Visibilities grid.



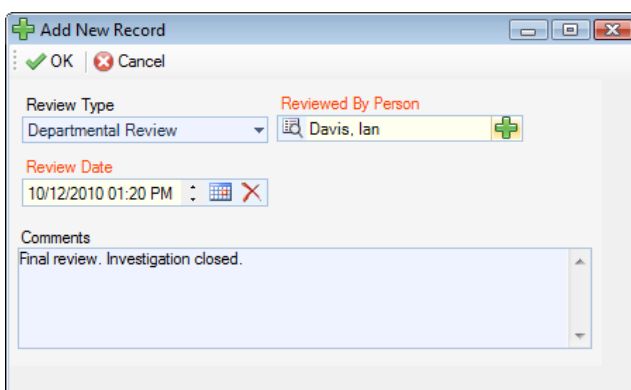
*Describe the Incident's Causes and Consequences*

- Select the **Outcome** sub-tab.
- If any policies or procedures were implemented, breached, or affected as a result of the incident, note this by checking the **Policy Affected** box and entering the **Policy Name**.
- Once you have established why the incident occurred, select your conclusions from the **Primary Cause** lookup list and, if applicable, the **Secondary Cause** lookup list.
- Add new policy information or action taken in the **Corrective Action Summary** text box.



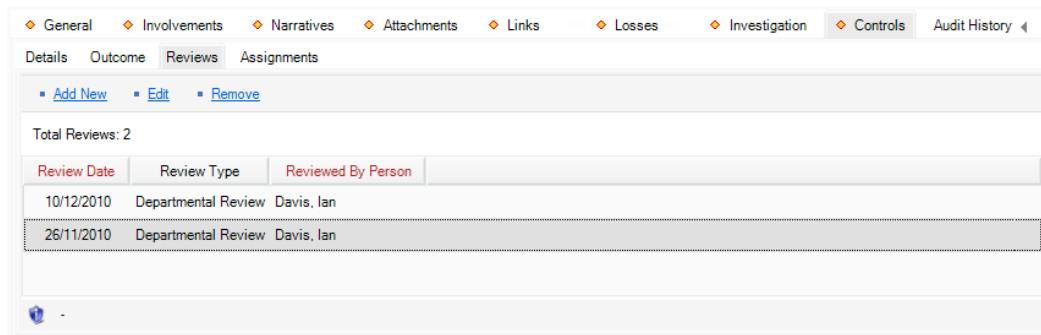
### Document a Record-Related Review

1. Select the **Reviews** sub-tab.
2. Click **Add New**. A pop-up window will open.
3. Choose the applicable description from the **Review Type** lookup list.
4. By default, your name will appear in the Reviewed By Person field. If you are not the person who conducted the review, select the applicable person from the pick list.
5. Enter the date and time that the review was completed in the **Review Date** field.
6. Enter observations, results, notes, or other details pertaining to the review in the **Comments** box.



7. Click **OK**. The review entry will be added to the list of existing reviews in the main window.





The screenshot shows a software interface with a navigation bar at the top containing tabs: General, Involvements, Narratives, Attachments, Links, Losses, Investigation, Controls, and Audit History. Below this is a sub-tab bar with Details, Outcome, Reviews, and Assignments. Under the Reviews sub-tab, there are links for Add New, Edit, and Remove. A summary line indicates 'Total Reviews: 2'. Below this is a table with the following data:

Review Date	Review Type	Reviewed By Person
10/12/2010	Departmental Review	Davis, Ian
26/11/2010	Departmental Review	Davis, Ian

### *Give a Record-Related Assignment to Another User*

1. Select the **Assignments** sub-tab.
2. Click **Add New**. A pop-up window will open.
3. Choose the applicable option from the **Assignment Type** lookup list.
4. By default, your name will appear in the Assigned By Person field. If you are not the person who created the assignment, select the applicable person from the pick list.
5. Select the user who must complete the assignment from the **Assigned To Person** pick list.
6. Complete the **Assigned Date**, and enter the date the assignment must be completed under **Due Date**.
7. When the assignment is finished, check the **Completed?** box and enter the appropriate date in the **Completed Date** field.
8. Enter notes or instructions in the **Message/Task** text box.

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

◇ General ◇ Involvements ◇ Narratives ◇ Attachments ◇ Links ◇ Losses ◇ Investigation ◇ Controls Audit History ◀ ▶

Details Outcome Reviews **Assignments**

▣ Add New ▣ Edit ▣ Remove ▣ Notify

Total Assignments: 3 Completed Assignments: 1

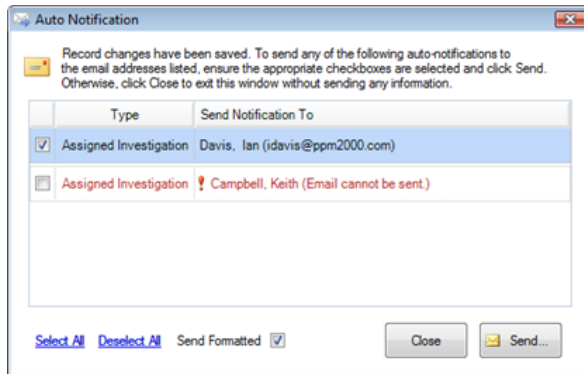
Completed?	Assigned Date	Assignment Type	Assigned By Person	Assigned To Person	Message / Task
<input type="checkbox"/>	13/12/2010	Verification	Davis, Ian	Baker, Susan	Please, verify the necessary data has b...
<input type="checkbox"/>	23/11/2010	Follow-up Activity	Baker, Susan	Davis, Ian	Please, interview the complainant and o...
<input checked="" type="checkbox"/>	24/11/2010	Information Request	Davis, Ian	Campbell, Keith	Background check on Jeff Brown.

CB: davis - 01/12/2010 12:55:45 PM - LM: davis - 01/12/2010 12:55:45 PM

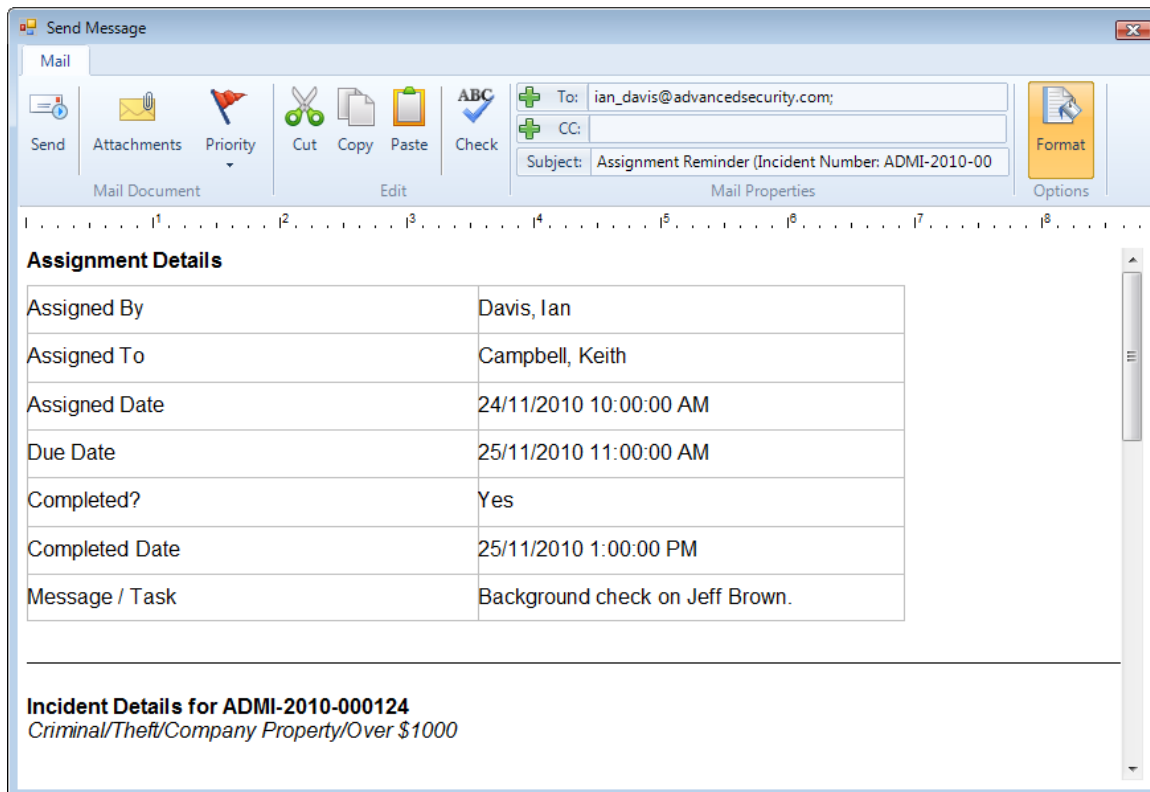
10. Click **Save**. An Auto Notification pop-up window will appear.

- To send email notifications of the assignments to the Assigned To Persons and/or of the completed assignments to the Assigned By Persons, ensure the appropriate checkboxes are selected and click **Send**. Notifications are automatically sent in HTML. Deselecting the **Send Formatted** box prior to clicking Send will format the notification details in plain text rather than the default HTML table. Once the notifications are sent, the Dashboards of the persons involved in the assignment will be populated with relevant Assignment records.

- If the person does not have a primary email address entered in the system, an error message appearing beside the person's name will indicate that an email cannot be sent. In this case, click **Close** to exit the window.



11. Every time you add a new assignment to the Assignments list or edit the old one and click Save, the system will automatically prompt you to send an email notification about the changes made. However, if you want to send an email notification of any of the record's old unedited assignments, you will need to select the specific assignment in the list and click **Notify**. An email message will open that contains the assignment and the record details.
12. Check the message details, adding any other information that you think is necessary, and then click **Send**.



## Track Changes Made to a Record

1. Select the **Audit History** tab.
  
2. Click **Get Audit History** to view all modifications made to the record since its creation. The Viewing pane will display entries for each change made to the record. Among the available data categories are the following:
  - **DateTime** indicates the time when the change was made in GMT.
  
  - **UserID** reveals who made the change.
  
  - **Record Action** describes what type of change was made.
  
  - **Control Changes** displays any modifications made under the Controls tab.

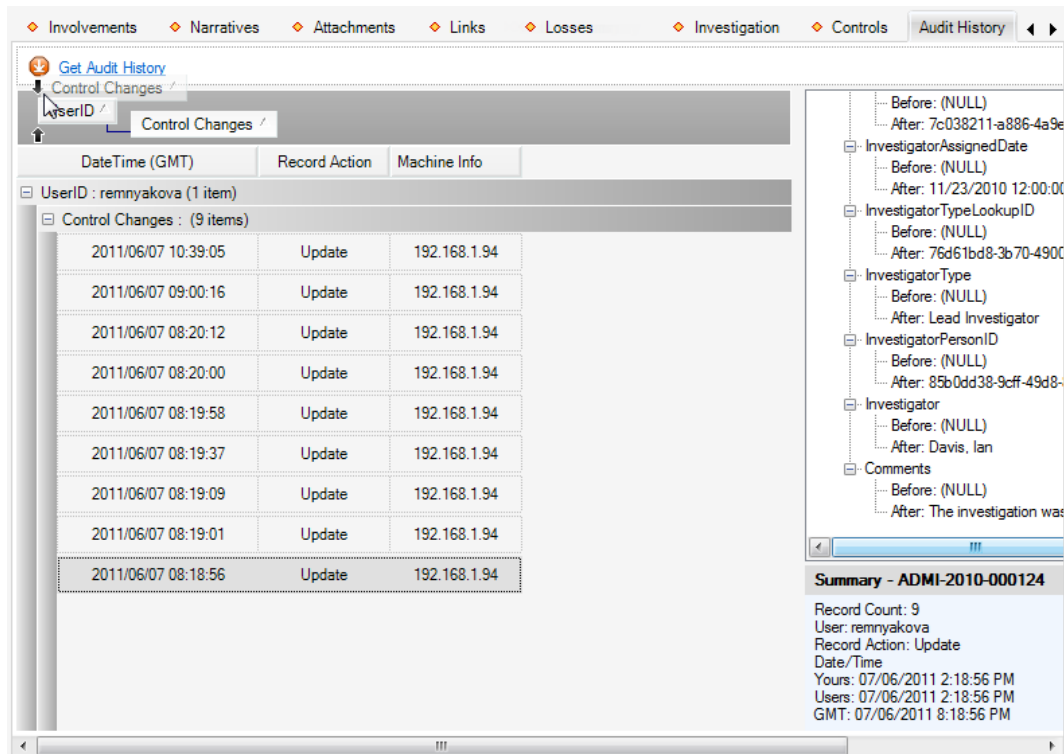
- **Machine Info** specifies which computer was used to make the change.

The screenshot shows the 'Audit History' tab in a software application. At the top, there are navigation tabs: Involvements, Narratives, Attachments, Links, Losses, Investigation, Controls, and Audit History. Below the tabs is a 'Get Audit History' button and a search field for 'UserID'. A table displays audit records with columns: DateTime (GMT), UserID, Record Action, Control Changes, and Machine Info. The table contains several rows of 'Update' actions performed by 'remnyakova' from IP address '192.168.1.94'. To the right of the table is an 'Audit tree' showing a hierarchical view of the selected record. The tree includes nodes for 'InvestigatorAssignedDate', 'InvestigatorTypeLookupID', 'InvestigatorType', 'InvestigatorPersonID', 'Investigator', and 'Comments'. The 'Investigator' node is highlighted with a blue box, showing 'Before: (NULL)' and 'After: Davis, Ian'. Below the tree is a 'Summary - ADMI-2010-000124' section with the following details:

- Record Count: 9
- User: remnyakova
- Record Action: Update
- Date/Time
- Yours: 07/06/2011 2:18:56 PM
- Users: 07/06/2011 2:18:56 PM
- GMT: 07/06/2011 8:18:56 PM

3. Select an entry to view further details in the Audit tree displayed on the right.
4. Expand the nodes of the audit tree to see exactly what the data value was Before and After the change was made.
5. To group entries of the Audit History by one of the column headers, drag the header to the field at the top of the grid. The black arrows will indicate a legitimate place for dropping the header. The entries will be grouped under the criteria available in the column, each criterion corresponding to a single group of entries.
6. If you want to further subgroup the entries in the available groups, drag the next column header to the grouping field. In this case, the first column header will remain the main grouping option, while all the subsequently added headers will create an internal grouping hierarchy within the main grouping.

- You may invert the hierarchy at any time by dragging the corresponding column header to the appropriate node in the grouping tree.



## Cases


A case is a convenient tool that organizes multiple incidents that have a common reference subject or object (e.g., a common subject of interest, a similar organization where incidents took place) into a single entity that is designed for a more effective investigation process. Multiple incidents can make up one case. Therefore, many operations implied in completing a Case data form require you to choose if you would like to add data to the currently open Case record, or to an Incident that is linked to the currently open Case record.

This choice is controlled by the relevant functions on the Viewing pane:

- Click **Add to Cases** to connect a data entry operation to the currently open case.

- Click **Add to Incident** and select the appropriate incident from the pick list to connect the data entry operation to an incident linked to the currently open case.

## Create a new Case record

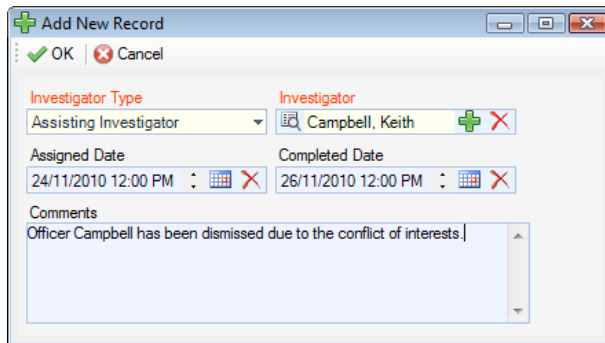
1. Click the **Add** button  on the Viewing pane toolbar.
2. Give the case a descriptive **Case Name**.
3. Identify the general classification of the case under **Case Category**.
4. Indicate when the case was opened under **Case Start Date**.
5. If the case has undergone a review, enter the applicable date in the **Last Reviewed Date** field.
6. When the case has been closed, enter this date in the **Case Closed Date** field.
7. Select the name of the **Case Manager**, as well as the **Case Supervisor**, from the applicable pick list fields.
8. Type a very brief overview of the case in the **Case Description** box. To enter a more detailed description of the case, use the Narratives tab.
9. Perspective will automatically assign the case a Case Number when the record is saved.

## Assign an Investigator to a Case's Investigation

1. In the Investigators section of the General tab, click **Add New**. A pop-up window will open.
2. Specify the applicable role of the investigator in the **Investigator Type** field (e.g., Lead Investigator, Assisting Investigator, Forensic Specialist).
3. Select the name of the investigator from the **Investigator** pick list.
4. In the **Assigned Date** field, enter the date and time the person was assigned to the investigation team.



5. If the investigator is removed from the investigation team at some point, you may enter the applicable date and time in the **Completed Date** field.
6. Enter any relevant notes in the **Comments** field.

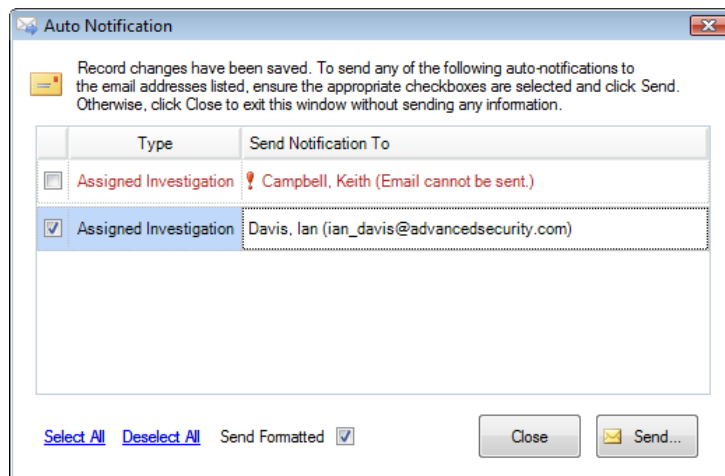


7. Click **OK** and proceed to enter as many investigators as necessary.

General					Investigation																
Details					Case Summary																
<b>Investigators</b> <a href="#">Add New</a>   <a href="#">Edit</a>   <a href="#">Remove</a> Total Investigators: 2					Status: Open Case Duration: 9 month(s) 13 day(s) Number of Case Investigators: 2 Number of Linked Incidents: 3 Initial Incident Occurred: 13/10/2009 5:32:04 PM Disposition: Active																
<table border="1"> <thead> <tr> <th>Assigned Date</th> <th>Investigator</th> <th>Investigator Type</th> <th>Completed Date</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>24/11/2010</td> <td>Campbell, Keith</td> <td>Assisting Investigator</td> <td>26/11/2010</td> <td>Officer Campbell has been disr</td> </tr> <tr> <td>23/11/2010</td> <td>Davis, Ian</td> <td>Lead Investigator</td> <td></td> <td></td> </tr> </tbody> </table>					Assigned Date	Investigator	Investigator Type	Completed Date	Comments	24/11/2010	Campbell, Keith	Assisting Investigator	26/11/2010	Officer Campbell has been disr	23/11/2010	Davis, Ian	Lead Investigator			<b>Investigation Summary</b> Total Time Spent: 65 hour(s) 50 minute(s) Total Expense: \$ 426.00 USD Total Evidence: 2 Number of Interviews: 3	
Assigned Date	Investigator	Investigator Type	Completed Date	Comments																	
24/11/2010	Campbell, Keith	Assisting Investigator	26/11/2010	Officer Campbell has been disr																	
23/11/2010	Davis, Ian	Lead Investigator																			
CB: davis - 01/12/2010 5:51:07 PM - LM: davis - 01/12/2010 5:51:07 PM																					

8. If you save the Case record changes at the time of entering a new Investigator, an Auto Notification pop-up window will appear.
  - To send an email notification of the assigned investigation to the investigators, ensure the appropriate checkboxes are selected and click **Send**. Notifications are automatically sent in HTML. Deselecting the **Send Formatted** box prior to clicking Send will format the notification details in plain text rather than the default HTML table.

- If the investigator does not have a primary email address entered in the system, an error message appearing beside the investigator's name will indicate that an email cannot be sent. In this case, click **Close** to exit the window.



## View All Case's Involvements

1. Select the **Involvements** tab.
2. Depending on the type of involvement data required, select the **Persons, Organizations, Vehicles,** or **Items** sub-tab. A list of all corresponding entities contained in the case's linked incidents, as well as their essential details, will appear in form of a grid.
3. Select an entity in the grid to display its details in the form at the bottom of the window.
4. To view the history of the entity's involvements, select the entity in the grid, and click **History**. All incidents the entity has been involved in will be displayed in a pop-up window.

The screenshot shows a window titled 'History' with a 'Close' button. It contains a table with the following data:

IncidentNumber	FileNumber	ClassName	Class	Category	OccurredDateTime	SiteName	IncidentStatus	InvolvementType	InvestigationStartDate
ADMI-2010-0001...	TH-3079-B	Criminal/Th...	Criminal	Theft	22/11/2010	Site A/Buil...	Open	Victim	23/11/2010
ADMI-2011-01-00...		Criminal/Th...	Criminal	Theft	20/01/2011	Acme Univ...	Open	Witness	
INCD0000000183	ABC	Criminal/Fire	Criminal	Fire	09/03/2009	Site A/Buil...	Closed	Complainant	28/04/2009

5. To transfer to an entity's main record, select the entity in the grid and then click **Go To Persons/Organizations/Vehicles/Items**. To return to the Case record, select Cases in the Navigation pane.
  
6. To transfer to an entity's Involvement subform within its Incident record that is linked to the currently open Case record, select the entity in the grid and click **Go To Incidents**. To return to the Case record, select Cases in the Navigation pane.

[General](#)
[Involvements](#)
[Narratives](#)
[Attachments](#)
[Links](#)
[Losses](#)
[Investigation](#)
[Controls](#)
[Audit History](#)


[Persons](#)
[Organizations](#)
[Vehicles](#)
[Items](#)

[History](#)
[Go to Persons](#)
[Go to Incidents](#)

Involved Person(s): 3    Employee(s): 3    Interviewed: 3

Incident Number	Last Name	First Name	Involvement Type	Birthdate	Gender	Employee	Interviewed
ADMI-2010-000124	Howard	Katherine	Victim	03/06/1983	Female	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
INC-2009-000265	Anderson	Peggy Sue	Reported By		Female	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ADMI-2010-000124	Brown	Jeff	Witness	26/03/1980	Male	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Title	First Name	Initial	Last Name	Involvement Type
Mr.	Jeff	L	Brown	Witness
Birthdate	Gender	Marital Status	Designation(s)	
26/03/1980	Male	Divorced		
Hair Color	Eye Color			
Brown	Blue			

Notes

The only available witness is Jeff Brown who is seated in the cubicle section (ADMIN-77) three rows over Kathy Howard.

- Interviewed?
- Employee?
- First Aid Administered?
- Injured
- Person Hospitalized?

*Note: If an involvement is added to multiple incidents and then you create a case with one of those incidents, the Linked Incidents tab will display all incidents with the involvement.*

## Summarize a Case or an Incident Linked to a Case

Open the **Narratives** tab and complete the operation, as described in the [Summarize an Incident or a Case](#) section in the [Incidents](#) chapter.

## Attach a File to a Case Record

Open the **Attachments** tab and complete the operation, as described in the [Attach a File to a Record](#) section in the [Incidents](#) chapter.

## Link an Incident to a Case

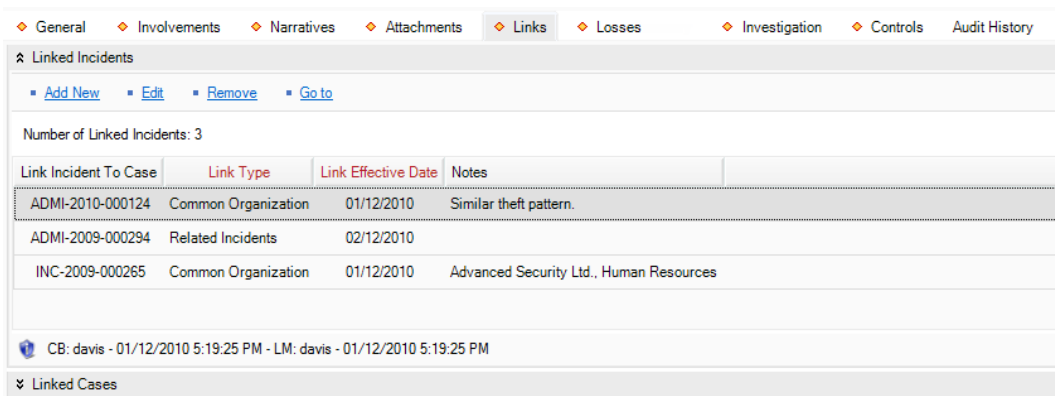


*Note: This function is also accessible via **Link New Incident** under the **General** tab.*

1. Select the **Links** tab.
2. In the Linked Incidents section, click **Add New**. A pop-up window will open.
3. Specify how the incident and the case are related in the **Link Type** field (e.g., Common Suspect, Similar M.O.).
4. Select the appropriate incident from the **Link Incident To Case** pick list.
5. Indicate the date that the incident became associated with the case in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.
7. Click **OK**.

8. After saving, the created link will be automatically cross-referenced in the linked Incident record under the Links tab.

*Note: The data contained in the linked Incident record (including Involvements, Narratives, Attachments, Investigation, and Loss Summary) will be automatically imported into your Case record. This will be reflected in the Summary section on the right side of the Viewing pane under the General tab.*



The screenshot shows a software interface with a navigation bar at the top containing tabs: General, Involvements, Narratives, Attachments, Links (selected), Losses, Investigation, Controls, and Audit History. Below the navigation bar is a section titled 'Linked Incidents' with sub-headers: Add New, Edit, Remove, and Go to. It indicates 'Number of Linked Incidents: 3'. A table displays the following data:

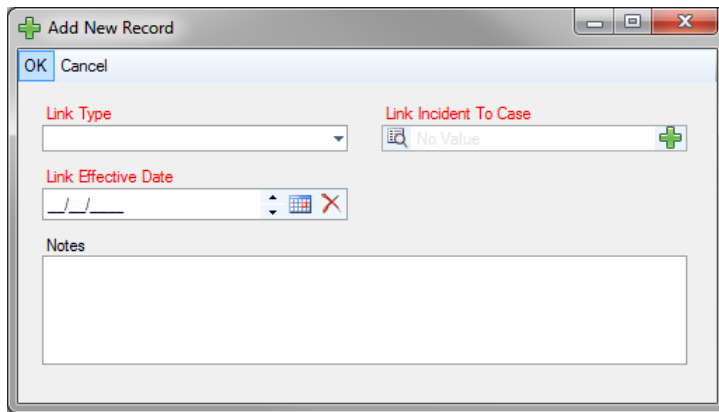
Link Incident To Case	Link Type	Link Effective Date	Notes
ADMI-2010-000124	Common Organization	01/12/2010	Similar theft pattern.
ADMI-2009-000294	Related Incidents	02/12/2010	
INC-2009-000265	Common Organization	01/12/2010	Advanced Security Ltd., Human Resources

At the bottom of the table, there is a status bar: CB: davis - 01/12/2010 5:19:25 PM - LM: davis - 01/12/2010 5:19:25 PM. Below the table is a section for 'Linked Cases'.

## Link a Case to Another Case

*Note: This function is also accessible via **Link New Case**  under the **General** tab.*

1. Select the **Links** tab.
2. In the Linked **Cases** section, click **Add New**. A pop-up window will open.
3. Specify how the two cases are related in the **Link Type** field (e.g., Common Suspect, Similar M.O.).
4. Select the case that you want to link to the open case from the **Linked To Case** pick list.
5. Indicate the date that the two cases became associated with each other in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.
7. Click **OK**.



- After saving, the created link will be automatically cross-referenced in both Case records under the Links tab.

[General](#)
[Involvements](#)
[Narratives](#)
[Attachments](#)
[Links](#)
[Losses](#)
[Investigation](#)
[Controls](#)
[Audit History](#)

▼ Linked Incidents  
 ▲ Linked Cases

[Add New](#)
[Edit](#)
[Remove](#)
[Go to](#)

Number of Linked Cases: 2

Linked From Case	Linked To Case	Link Case Name	Link Type	Link Effective Date	Notes
CASE-2010-000028	CASE-2010-000027	Internal Thefts	Common Suspect	02/12/2010	
CASE-2010-000027	ADMC-2010-000016	4534534	Same Class and Location	01/12/2010	Both cases involve theft at the s...

ⓘ CB: davis - 01/12/2010 5:19:25 PM - LM: davis - 01/12/2010 5:19:25 PM

## View a Summary of Losses Involved in a Case

- Select the **Losses** tab.
- If involvement losses have been recorded for any of the case's linked incidents, the Loss and Recovery Details grid will display each recorded loss entry arranged by Incident ID and supplied with such information as the Date the loss was recorded, the record or sub-record type the loss has been Associated To, the Type of loss, and the relevant value of the loss by loss category (i.e., Loss,

Recovery or No Impact). For optimal analysis, you may arrange the loss entries by a column header (e.g., Associated To, Date, or Type) and change the position of the columns in the grid.

3. Click **Save** to update the summary calculations displayed to the right of the grid:

- **Totals:**

**Total Exposure:** The total value of the *Exposure No Impact* loss associated with Incident records linked to the case.

**Total Averted:** The total value of the *Averted No Impact* loss associated with Incident records linked to the case.

**Total Loss:** Total value of *Loss* amounts associated with Incident records linked to case.

**Total Recoveries:** The total value of the *Recovery* loss associated with Incident records linked to the case.

**Net Loss:** The value determined by subtracting the *Total Recoveries* amount from the *Total Loss*.

- **Averages:**

**Average Exposure:** The average value of the *Exposure No Impact* loss across the Incident records linked to the case (i.e., *Total Exposure* divided by *Total Incidents*).

**Average Averted:** The average value of the *Averted No Impact* loss across the Incident records linked to the case (i.e., *Total Averted* divided by *Total Incidents*).

**Average Loss:** The average value of the *Loss* amount across the Incident records linked to the case (i.e., *Total Loss* divided by *Total Incidents*).



**Average Recoveries:** The total value of the *Recovery* loss across the Incident records linked to the case (i.e., *Total Recoveries* divided by *Total Incidents*).

**Average Net Loss:** The value determined by subtracting the *Average Recoveries* amount from the *Average Loss*.

Loss And Recovery Details

Total Incidents:4 Incident With Losses:2 Losses:4 Recoveries:2 No Impact:2

Go To Incident

IncidentID	Date	Associated To	Type	Loss	Recovery	No Impact
INCD0000000167	01/19/2011	Incidents	Direct	\$ 2,492.00 USD		
SHI-2011-000018	01/27/2011	Item Involvement	Car Stereo	Direct	\$ 1,311.78 USD	
INCD0000000167	02/15/2012	Item Involvement	Wallet	Direct	\$ 3,225.00 USD	
INCD0000000167	01/25/2012	Organization Inv...	Cape Breton Re...	On-line Purc...	\$ 80.00 USD	
INCD0000000167	01/30/2012	Organization Inv...	Sydney Police S...	Exposure		\$ 2,125.00 USD
INCD0000000167	01/25/2012	Person Involve...	Brown, Jeff	Indirect	\$ 2,725.00 USD	
INCD0000000167	02/23/2012	Person Involve...	Hatfield, Carmen	Averted		\$ 790.00 USD
INCD0000000167	02/24/2012	Vehicle Involve...	UDK665	Physical	\$ 600.00 USD	

**Totals**

Total Exposure \$ 2,125.00 USD

Total Averted \$ 790.00 USD

Total Loss \$ 9,753.78 USD

Total Recoveries \$ 680.00 USD

Net Loss \$ 9,073.78 USD

**Averages**

Average Exposure \$ 531.25 USD

Average Averted \$ 197.50 USD

Average Loss \$ 2,438.45 USD

Average Recoveries \$ 170.00 USD

Average Net Loss \$ 2,268.45 USD

## View and Record Case Investigation Data

### View Key Investigative Data From a Case's Linked Incidents

Select the **Investigation** tab, and then select the **Details** sub-tab.

The General section lists all incident investigations that have been linked to the case, including such details as Incident Number, name of the person who initiated the investigation (Initiated By), and Investigation Start Date, Review Date, Close Date, and Duration.

In the Linked Incident Investigators section, you will find a list of all the investigators of incidents linked to the case. The grid lists such details as Incident ID, Investigator Type, date, and time the investigator was assigned to the incident (Assigned Date), date the investigator was removed from the incident's investigation (Completed Date), and Comments.

*Note: Do not confuse the Linked Incident Investigators with the Investigators that are assigned to the currently open case added under the case's General tab.*

<span>◇ General</span> <span>◇ Involvements</span> <span>◇ Narratives</span> <span>◇ Attachments</span> <span>◇ Links</span> <span>◇ Losses</span> <span>◇ Investigation</span> <span>◇ Controls</span> <span>Audit History</span>						
Details   <b>Summaries</b>   Logs   Interviews   Evidence/Property						
▲ General						
<a href="#">Go to Incidents</a>						
Total Number of Investigations: 2		Total Duration: 98.57 day(s)		Average Duration: 49.28 day(s)		
Incident Number	Start Date	Initiated By	Review Date	Close Date	Investigation Duration	
▶ ADMI-2010-000124	23/11/2010	Davis, Ian	09/12/2010	15/12/2010	22.0 day(s)	
MPDI-0000000085	24/03/2011	Smith, Jane			76.57 day(s)	
▲ Linked Incident Investigators						
Total Number of Investigators Assigned: 5		Number Investigators Involved: 4				
IncidentID	Assigned Date	Investigator Type /	Investigator	Completed Date	Comments	
ADMI-2010-0001...	24/11/2010	Assisting Investigat...	Campbell, Keith	26/11/2010	Officer Campbell's involvem...	
ADMI-2010-0001...	23/11/2010	Lead Investigator	Davis, Ian		The investigation was pass...	
ADMI-2010-0001...	07/06/2011	Lead Investigator	Remnyakova, Sv...			
ADMI-2010-0001...	23/11/2010	Lead Investigator	Davis, Ian		The investigation was pass...	

***Summarize a Case's Investigation or the Investigation of an Incident Linked to a Case***

Select the **Investigation** tab, the **Summaries** sub-tab, and complete the operation, as described in the [Summarize an Incident's or a Case's Investigation](#) section in the [Incidents](#) chapter.

***Log Investigative Tasks and Expenses for a Case or an Incident Linked to a Case***

Select the **Investigation** tab, the **Logs** sub-tab, and complete the operation, as described in the [Log Investigative Tasks and Expenses](#) section in the [Incidents](#) chapter. The summary of all tasks and expenses data associated with the related records will be calculated above the grid.

***Document Investigation Interviews for a Case or an Incident Linked to a Case***

Select the **Investigation** tab, the **Interviews** sub-tab, and complete the operation, as described in the [Document Investigation Interviews](#) section in the [Incidents](#) chapter.

***Track Investigation Evidence for a Case or an Incident Linked to a Case***

Select the **Investigation** tab, the **Evidence/Property** sub-tab, and complete the operation, as described in the [Track Investigation Evidence](#) section in the [Incidents](#) chapter.

## Control a Case Record's Processing Options

For control options available for Case records, refer to the [Control Record's Processing Options](#) section.

*Note: The option to describe an occurrence's causes and consequences under the Outcome sub-tab is only available within the Incidents component, and is absent on a Case form.*

## View a Quick Summary of a Case's Key Data

As you open your Case record, click the **General** tab. Key information, summarizing data from a number of forms within the Case record, will be collected along the right side of the Viewing pane.

### *Case Summary*

- **Status:** The status of the case (e.g., Open or Closed), drawn from the Controls tab.
- **Case Duration:** The length of the case, based on the time elapsed from the Case Start Date to the Case Closed Date (or current date if the case is not yet closed), drawn from the General tab > Details section.
- **Number of Case Investigators:** The total number of investigators assigned to the case, drawn from the General tab > Investigators section.
- **Number of Linked Incidents:** The total number of incidents linked to the case, drawn from the Links tab > Linked Incidents section.
- **Initial Incident Occurred:** The earliest date and time that any of the incidents linked to the case occurred (i.e., the earliest Occurred From Date/Time), drawn from the Links tab > Linked Incidents section.
- **Disposition:** The current standing of the case (e.g., Active, Pending Court, etc.), drawn from the Controls tab.

^ Case Summary	
Status	Open
Case Duration	6 month(s) 14 day(s)
Number of Case Investigators	2
Number of Linked Incidents	2
Initial Incident Occurred	22/11/2010 4:20:00 PM
Disposition	Active

### Investigation Summary

The data for the Investigation Summary section is drawn from the **Investigation** tab.

- **Total Time Spent:** The total number of hours spent on the case's investigation to date, plus the investigations of all incidents linked to the case, drawn from the Logs sub-tab.
- **Total Expense:** The total cost of the case's investigation to date, plus the investigations of all incidents linked to the case, drawn from the Logs sub-tab.
- **Total Evidence:** The total number of evidence pieces collected in the case's investigation to date, plus the investigations of all incidents linked to the case, drawn from the Evidence/Property sub-tab.
- **Number of Interviews:** The total number of interviews conducted in the case's investigation to date, plus the investigations of all incidents linked to the case, drawn from the Interviews sub-tab.
- **Number of Incident Investigators:** The total number of investigators assigned to the case's linked incidents, drawn from the Details sub-tab > Linked Incident Investigators section.
- **Total Investigation Duration:** The total length of the investigations of all incidents linked to the case, based on the time elapsed from each of their Investigation Start Dates to their Investigation Close Dates (or current date if an investigation is not yet closed), and drawn from the Details sub-tab > General section.

- **Number of Incidents Investigated:** The total number of incidents linked to the case that are undergoing (or have already undergone) investigation, drawn from the Details sub-tab > General section.
- **Incidents Not Investigated:** The total number of incidents linked to the case that are not undergoing (or have not undergone) investigation, determined by subtracting the Number of Incidents Investigated (stated above) from the Number of Linked Incidents (listed in the preceding Case Summary section).

⚡ Investigation Summary	
Total Time Spent	71 hour(s) 15 minute(s)
Total Expense	\$ 2,426.00 CDN
Total Evidence	3
Number of Interviews	3
Number of Incident Investigators	5
Total Investigation Duration	98.57 days
Number of Incidents Investigated	2
Incidents Not Investigated	0

### *Involvement Summary*

The data for the Involvement Summary section is drawn from the Involvements tab.

- **Number of Persons:** The total number of involved persons from all the incidents linked to the case, drawn from the Persons sub-tab.
- **Number of Organizations:** The total number of involved organizations from all the incidents linked to the case, drawn from the Organizations sub-tab.
- **Number of Items:** The total number of involved items from all the incidents linked to the case, drawn from the Items sub-tab.
- **Number of Vehicles:** The total number of involved vehicles from all the incidents linked to the case, drawn from the Vehicles sub-tab.

^ Involvement Summary	
Number of Persons	3
Number of Organizations	2
Number of Items	3
Number of Vehicles	2

## Loss Summary

The data for the Loss Summary section is drawn from the **Losses tab > Totals** section.

^ Loss Summary	
Total Exposure	\$ 2,125.00 USD
Total Averted	\$ 790.00 USD
Total Loss	\$ 9,753.78 USD
Total Recoveries	\$ 680.00 USD
Net Loss	\$ 9,073.78 USD


## Track Changes Made to a Case Record

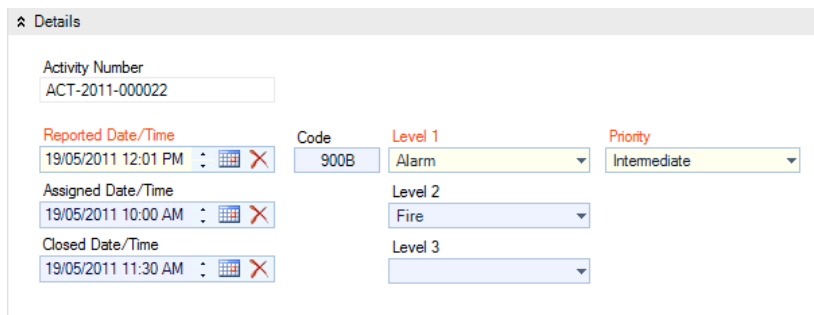
Open the **Audit History** tab and complete the operation, as described in the [Track Changes Made to a Record](#) section in the [Incidents](#) chapter.

## Activities

### Create a New Activity Record

Generally, activities are created and dispatched using the **DispatchLog** module embedded in Perspective or **Dispatch**, the separately managed application. (See the [Resolver Support](#) site for more information on **DispatchLog** or **Dispatch**). Once an activity is closed in DispatchLog or Dispatch, it is transferred to the main Activities database in Perspective, maintaining any information that has been recorded in DispatchLog or Dispatch. The information that is imported from DispatchLog or Dispatch includes general activity details, location and responsible persons, officers' and organizations' responses, involvements, attachments, activity notes, and the basic Controls options (i.e., Activity Status, Owner Workgroup, Access Level, and Workgroup Visibilities). However, if required, an Activity record may be created from scratch within the centralized database in Perspective.

1. Click the **Add** button  in the Viewing pane toolbar.
2. Indicate when the activity was reported to supervisors under **Reported Date/Time**. By default, the field will populate with the current date and time.
3. Indicate when the activity call was assigned to an officer or organization under **Assigned Date/Time**.
4. Select the activity category under the **Level 1**, **Level 2**, and **Level 3** lookups. These fields are hierarchical, meaning that the option selected in the first field (i.e., Level 1) determines the options that are available in the second field (i.e., Level 2), and so on. The options that appear in these lists have been customized by your organization.
5. Depending on the category specifications selected for the activity, the system will build the appropriate activity Code. Alternatively, you may quickly enter the code to auto-populate the activity category Levels.
6. Specify the **Priority** for the activity, selecting from the lookup options. The default value in the Priority field is determined by the category specifications/code selected for the activity.
7. If the activity has been closed, enter the date of its closure in the **Closed Date/Time** field. For the Activity records that have previously been closed within the DispatchLog or Dispatch, this field will already contain the date of closure.



The screenshot shows a 'Details' form with the following fields and values:

- Activity Number:** ACT-2011-000022
- Reported Date/Time:** 19/05/2011 12:01 PM
- Assigned Date/Time:** 19/05/2011 10:00 AM
- Closed Date/Time:** 19/05/2011 11:30 AM
- Code:** 900B
- Level 1:** Alarm
- Level 2:** Fire
- Level 3:** (empty)
- Priority:** Intermediate

8. Specify the location of the activity by making selections from the **Site**, **Building**, **Location**, and **Section** lookup lists.

9. The address fields (i.e., **Address**, **Address 2**, **Postal Code**, **Country**, **State/Province**, and **City**) will automatically populate according to the site specifications entered. Alternatively, you may enter/edit the address manually. If the activity took place off site, mark the corresponding checkbox and enter the exact address of the off-site activity location.
10. In the **Description** text field, type in a detailed description of the activity.

Location

Site Acme University	Address 3 Main Street	Country Canada
Building Administration Building	Address 2	State \ Province Alberta
Location East Wing	Postal Code T5H 1Y6	City Edmonton
Section Front Entrance	<input type="checkbox"/> Off Site	

Description

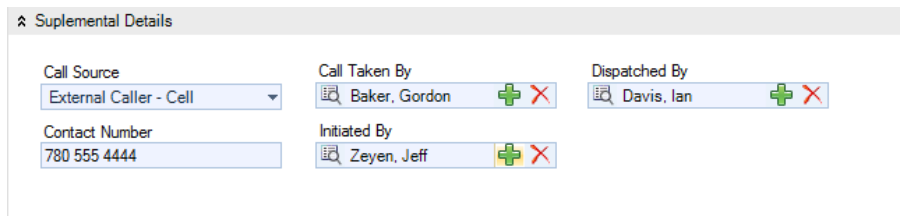
The fire alarm sounded at 9:58 am. Most staff had evacuated the building by 10:20 am. Employees working in Level 7/Section 2 discovered that their fire exit was locked, so they had to walk to the other side of the building to find an exit. This delayed their evacuation by 10 minutes.

11. In the Supplemental Details section, select the **Call Source** for the activity (e.g., Alarm, External Caller – Cell).

12. Click the corresponding **Add** icons  and select the names of the following responsible persons:

- **Call Taken By**—The user who is responsible for recording the call. Usually, the call taker is the person who creates the original Activity record.
- **Initiated By**—The user who initiated the call and provided basic information for creation of the activity. Enter the initiator's **Contact Number** in the field on the left.
- **Dispatched By**—The person who dispatches officers/organizations for the activity.





The screenshot shows a 'Supplemental Details' form with the following fields:

Call Source	Call Taken By	Dispatched By
External Caller - Cell	Baker, Gordon	Davis, Ian
Contact Number	Initiated By	
780 555 4444	Zeyen, Jeff	

13. To enter a brief update to the activity's disposition or status, type the notes in the **Activity Notes** text box and click **Add Notes**. Each note will be supplied with a date stamp and the user name of the reporting person.

*Note: Perspective will automatically supply the Activity record with an Activity Number when the record is saved.*

## Record an Officer's Response to an Activity

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

- **Arrived Date/Time**—The date and time the officer arrived on the activity's site.
  - **Cleared Date/Time**—The date and time the officer completed the activity and vacated the site.
7. Once the appropriate dates and times have been entered, the system will calculate how long it took the officer to respond (Response Time) and how long they remained on site (Time On Site).
  8. Enter any additional information about the officer's response in the **Officer Response Notes** text box.


9. Click **OK**. The new officer's response entity will be saved as an entry in the Officer Responses grid.

Officer Name	Call Sign	Assigned Date/Time	Start Date/Time	Arrived Date/Time	Cleared Date/Time	Response Time	Time On Site
Norton, John	130C	19/05/2011 10:00 AM	19/05/2011 10:00 AM	19/05/2011 10:05 AM	19/05/2011 11:00 AM	0.08 hrs	0.92 hrs
Durov, Alex	135A	19/05/2011 11:30 AM	19/05/2011 12:00 AM	19/05/2011 12:20 AM	19/05/2011 12:50 AM	0.17 hrs	0.5 hrs

Conducted evacuation of staff from the building.

## Record an Organization's Response to an Activity

1. Select the **Responses** tab.

2. Select the **Organization Responses** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Select the responding organization's record from the **Organization** pick list. If the corresponding Organization record does not already exist, use the Quick Add function to create one.
5. The Organization Name field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.
6. To add the organization's logo to the record, click the **Add** icon  in the image box.
7. Locate the image file in the browser window and click **Open**.
8. Specify the category of the organization's response (e.g., Emergency Service, Responding Service/Agency, Indirectly Involved) by selecting a description from the **Involvement Type** lookup list.
9. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.
10. Select the applicable **Organization Type** from the lookup list.
11. Specify the mode by which the organization has been notified of the activity in the **Notified By** lookup list.
12. If there is any documentation associated with the organization's response to the activity (e.g., a work order), note the associated tracking number in the **Reference Number** field.
13. Select the name of the organization's primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use Quick Add to create one.

14. Enter the contact person's phone number under **Contact Phone**.
15. Select the record of the person in the organization who responded to the activity from the **Responding Person** pick list and the record of the person who called the organization from the **Notified By Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
15. Track the temporal progress of the organization's response by specifying the following time points:
  - **Called Date/Time**—The date and time the organization was contacted about the activity. Check the **No Responses** box if the organization did not respond.
  - **Arrived Date/Time**—The date and time the organization arrived on site.
  - **Cleared Date/Time**—The date and time the responding organization vacated the site after having had completed the response.

The screenshot shows a software window titled "Add New Record" with "OK" and "Cancel" buttons. The form is divided into several sections:

- Organization:** Includes a search field with "Metropolitan Fire an", a logo for "Metropolitan Fire and Rescue Service", and fields for "Organization Name" (Metropolitan Fire and Rescue Service), "Organization Number" (C-9971-L), "Involvement Type" (Responding Service/Agency), and "Organization Type" (Municipal Agency).
- Notification:** Includes "Notified Type" (Control Center) and "Reference Number" (FR-378).
- Contact:** Includes "Contact Person" (Dalton, Trevor) and "Contact Phone" (780 555 7777).
- Personnel:** Includes "Responding Person" (Dalton, Trevor) and "Notified By Person" (Baker, Gordon).
- Timeline:** Includes "Called Date/Time" (19/05/2011 10:20 AM), "Arrived Date/Time" (19/05/2011 10:30 AM), "Cleared Date/Time" (19/05/2011 11:30 AM), "Response Time" (0 hr(s) 10 min(s)), and "Time On Site" (1 hr(s) 0 min(s)). There is also a "No Responses" checkbox.
- Notes:** A text area titled "Organization Response Notes" containing the text "Arrived at 10:30, checked the building and left at 11:30."

16. Once the appropriate dates and times are entered, the system will calculate how long it took the organization to respond (Response Time) and how long they remained on site (Time On Site).
17. Enter any additional information about the organization's response in the **Response Notes** text box.
18. Click **OK**. The new organization's response entity will be saved as an entry in the Organization Responses grid.

Officer Responses   Organization Responses

▢ Add New   ▢ Edit   ▢ Remove


Total: 2

Organization Type	Organization Name	Involvement Type	Called Date/Time	Arrived Date/Time	Cleared Date/Time	Response Time	Time On Site
Municipal Agency	Public Security Ser...	Responding Serv...	19/05/2011 10:1...			0.0 hrs	0.0 hrs
Municipal Agency	Metropolitan Fire a...	Responding Serv...	19/05/2011 10:2...	19/05/2011 10:30...	19/05/2011 11:30...	0.17 hrs	1.0 hrs

Arrived at 10:30, checked the building and left at 11:30.

CB: remnyakova - 20/05/2011 11:39:58 AM - LM: remnyakova - 20/05/2011 11:39:58 AM

## Note an Action Request for an Activity

1. Select the **Requests** tab.
2. Select **Add New**. A pop-up window will open.
3. Select the requested organization's record from the **Organization** pick list. If the corresponding Organization record does not already exist, use the Quick Add function to create one.
4. The **Organization Name** field will now automatically populate with the linked organization's name. Depending on the data available, some additional fields may also populate with information drawn from the linked Organization record.
5. To add the organization's logo to the record, click the **Add** icon  in the image box.

6. Locate the image file in the browser window and click **Open**.
7. Specify the type of services offered by the requested organization selecting a description from the **Involvement Type** lookup list.
8. If applicable, input the organization's file, ID, or other tracking number in the **Organization Number** field.
9. Select the applicable **Organization Type** from the lookup list.
10. Specify the mode by which the action has been requested in the **Notified Type** lookup list (e.g., via Perspective DispatchLog, Investigator, or Control Center).
11. Note the organization's associated **Reference Number**.
12. Select the name of the requested organization's primary contact from the **Contact Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
13. Enter the contact person's phone number under **Contact Phone**.
14. Choose the appropriate description for the requested action (e.g., Maintenance, Escort, Window Repair) from the **Request Type** lookup list.
15. Select the record of the person who has been administered the request from the **Request Assigned To Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
16. Enter the date and time the request was made in the **Assigned Date/Time** field.
17. When the action is complete, input the **Completed Date/Time**.

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

The screenshot shows a 'Add New Record' dialog box with the following fields and values:

- Organization:** Campus Security
- Organization Name:** Window Glass Repair Service
- Involvement Type:** Responding Service/Agency
- Organization Number:** S-796-1
- Organization Type:** Corporation
- Notified Type:** Dispatch
- Reference Number:** 4238-F
- Contact Person:** O'Sullivan, Elaine
- Contact Phone:** 780 555 7809
- Request Type:** Window Repair
- Request Assigned To Person:** Thiessen, Ryan
- Assigned Date/Time:** 20/05/2011 09:08 AM
- Tracking Number:** 780 555 7805
- Completed Date/Time:** 20/05/2011 10:00 AM
- Request Notes:** During the fire alarm evacuation 19/05/2011, an unknown person broke the second left window at the Front Entrance. North Campus Security has been called in to repair the window.

- Enter any additional **Request Notes**.
- Click **OK**. The new action request entity will be saved as an entry in the Organization Responses grid.

Organization Type	Organization Name	Involvement Type	Request Type	Assigned Date/Time	Completed Date/Time	Request Assigned To Person
Corporation	Window Glass Repair...	Responding Servic...	Window Repair	20/05/2011 9:08 AM	20/05/2011 10:00 AM	Thiessen, Ryan

During the fire alarm evacuation 19/05/2011, an unknown person broke the second left window at the Front Entrance.

CB: remnyakova - 20/05/2011 11:39:58 AM - LM: remnyakova - 20/05/2011 11:39:58 AM

## Identify All Persons Involved in an Activity

The Persons sub-tab in the Involvements tab provides space to record persons that have been involved in the selected activity. The procedures of identifying persons involved in an activity are identical to the processes described for Incident records with one exception: in an Activity record, there is no option to add a loss or recovery associated with the involved person. For details, please refer to the [Identify All Involved Persons](#) section.

## Identify All Organizations Involved in an Activity

The Organizations sub-tab in the Involvements tab provides space to record organizations that have been involved in the selected activity. The procedures of identifying organizations involved in an activity are identical to the processes described for Incident records with one exception: in an Activity record, there is no option to add a loss or recovery associated with the involved organization. For details, please refer to the [Identify All Involved Organizations](#) section.

To note an action request sent to the organization, use the options under the Requests tab. For details, refer to the [Note an Action Request for an Activity](#) section.

To log the organization's response to the activity, use the options under the Responses tab. For details, refer to the [Record an Organization's Response to an Activity](#) section.



## Document All Vehicles Involved in an Activity

The Vehicles sub-tab in the Involvements tab provides space to record vehicles that are involved in the selected activity. The procedures of identifying these vehicles are identical to the processes described for Incident records with one exception: in an Activity record, there is no option to add a loss or recovery associated with the involved vehicle. For details, please refer to the [Document All Involved Vehicles](#) section.

## Identify All Items Involved in an Activity

The Items sub-tab in the Involvements tab provides space to record items that are involved in the selected activity. The procedures of identifying these items are identical to the processes described for Incident records with one exception: in an Activity record, there is no option to add a loss or recovery associated with the involved item. For details, please refer to the [Identify All Involved Items](#) section.

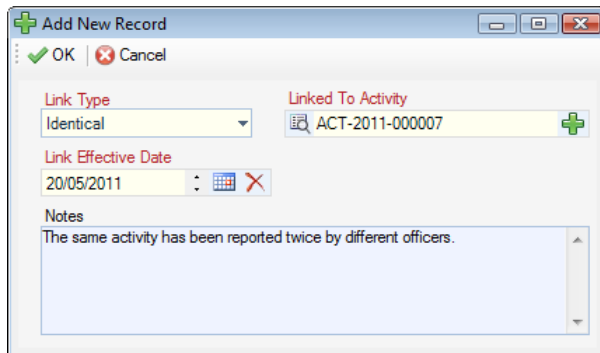
## Attach a File to an Activity Record

Open the **Attachments** tab and complete the operation, as described in the [Attach a File to a Record](#) section in [Incidents](#) chapter.

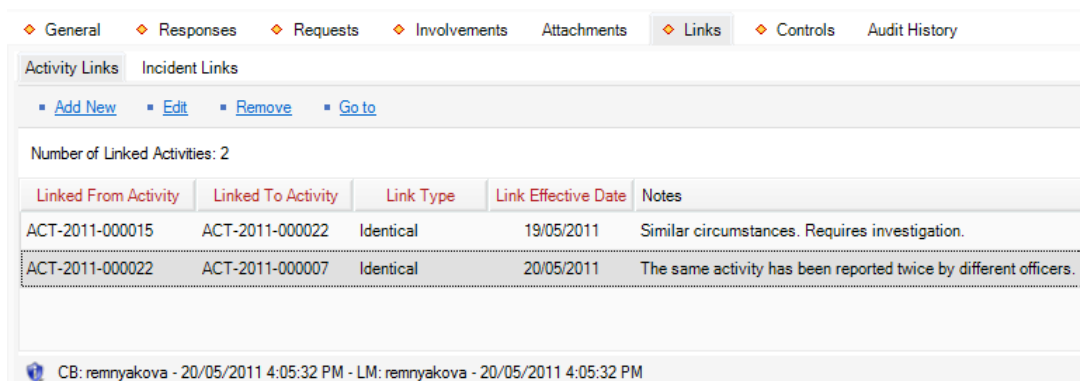
## Link an Activity to Another Activity

1. Select the **Links** tab.
2. Select the **Activity Links** sub-tab.
3. Click **Add New**. A pop-up window will open.
4. Specify how the two activities are related in the **Link Type** field (e.g., Identical, Common Location).
5. Select the activity that you want to link to the open activity from the **Linked to Activity** pick list.

6. Indicate the date that the two activities became associated with each other in the **Link Effective Date** field.
7. Type any additional information about the link in the **Notes** field.
8. Click **OK**.



9. After saving, the created link will be automatically cross-referenced in both Activity records under the Links tab. To review a complete record of an activity linked to the currently open activity, select the correct link from the list of Linked Activities and click **Go To**.



## Link an Activity to an Incident

1. Select the **Links** tab.
2. Select the **Incident Links** sub-tab.

- To create the link between an existing Incident record and your Activity record, click **Add New**. A pop-up window will open.
- Specify how the activity and the incident are related in the **Link Type** field (e.g., Escalated to Investigation, Follow-up).
- Select the appropriate incident from the **Linked To Incident** pick list.
- Indicate the date that the activity became associated with the incident in the **Link Effective Date** field.
- Type any additional information about the link in the **Notes** field.

The screenshot shows a dialog box titled "Add New Record" with standard window controls. It contains the following fields:

- Link Type:** A dropdown menu with "Escalated to Investigation" selected.
- Linked To Incident:** A pick list showing "ADMI-2010-000102" with a search icon and a plus icon.
- Link Effective Date:** A date field showing "27/05/2011" with a calendar icon and a close icon.
- Notes:** A text area containing the text "The activity has been escalated to an Incident record for further investigation."

- Click **OK**. After saving, the created link will be automatically cross-referenced in the linked Incident record under the Links tab.

Linked To Incident	Link Type	Link Effective Date	Notes
ADMI-2010-000102	Escalated to Investigation	27/05/2011	The activity has been escalated to an Incident record for further investigation.
ADMI-2010-000016	Common Location	21/05/2011	Both the activity and the linked incident occurred at the East Wing Front Entrance o...

## Control an Activity Record's Processing Options

### *Set the Security Controls and Status of the Activity Record*

1. Select the **Controls** tab; the Details sub-tab will open by default.
2. In the Controls section, fill out the **Org Level** fields to set the record visibility settings for the various hierarchically organized groups within your organization. Only users with organizational rollups corresponding to, or higher than, the organizational rollup you select for the record will have access to it.
3. In the **Access Level** field, set the security level from 1 to 5. Each security level corresponds to a specific security description, such as Classified. Only users with the same security Access Level as the one you select (or higher) will be able to view the record.
4. Set the **Activity Status** to one of the following descriptors:
  - **Open - Report Required**—The meaning of open is dependent on your organization's definition of this status. Generally, an open record means that it is actively being worked on or, possibly, is inactive for a finite amount of time. This status would normally be assigned to an open activity that requires additional information.
  - **Closed - Report Completed**—The meaning of closed is dependent on your organization's definition of this status. Generally, a closed status means that the record is no longer being worked on due to completion or inactivity for an indefinite amount of time. This status would

normally be assigned to a closed activity that is no longer being worked on and that contains a report.

- **Closed - No Report**—This status would normally be assigned to a closed activity that is no longer being worked on and that does not contain a report.
5. Select the most appropriate description of the activity's current standing in the **Disposition** field (e.g., Inactive, Under Investigation, Waiting for Approval).
  6. From the Record Owner pick list, select the Person record that corresponds to the individual who is responsible for the closing the record. If a Person record does not already exist for this individual, use the Quick Add function to create one.
  7. If you want to archive the Activity record making it unavailable for users to access, check the **Archive (Record is not visible)** box.
  8. If any policy, legislation, or business rule pertinent to your organization's procedures requires information about the record, or the persons involved in the record, to be kept for a certain length of time, enter the end date of that period in **Expiry Date**.

*Note: No information will automatically be deleted on this date; it is for tracking purposes only.*

The screenshot shows the 'Controls' tab within the 'Details' sub-tab of the 'Standard Operating Procedures' section. The form contains several fields:

- Org Level 1-4:** Four dropdown menus, all currently empty.
- AccessLevel:** A dropdown menu set to 'Level 4'.
- Activity Status:** A dropdown menu set to 'Open - Report Required'.
- Disposition:** A dropdown menu set to 'Under Investigation'.
- Expiry Date:** A date field set to '20/05/2011' with a calendar icon and a red 'X' icon.
- Archive:** A checkbox labeled 'Archive (Record is not visible)' which is currently unchecked.
- Record Owners:** A field containing the name 'Remnyakova, Svetl' with a search icon, a green plus icon, and a red minus icon.
- Workgroup Visibilities:** A section at the bottom of the form, currently collapsed.

### *Define Which Workgroups Can Access the Activity Record*

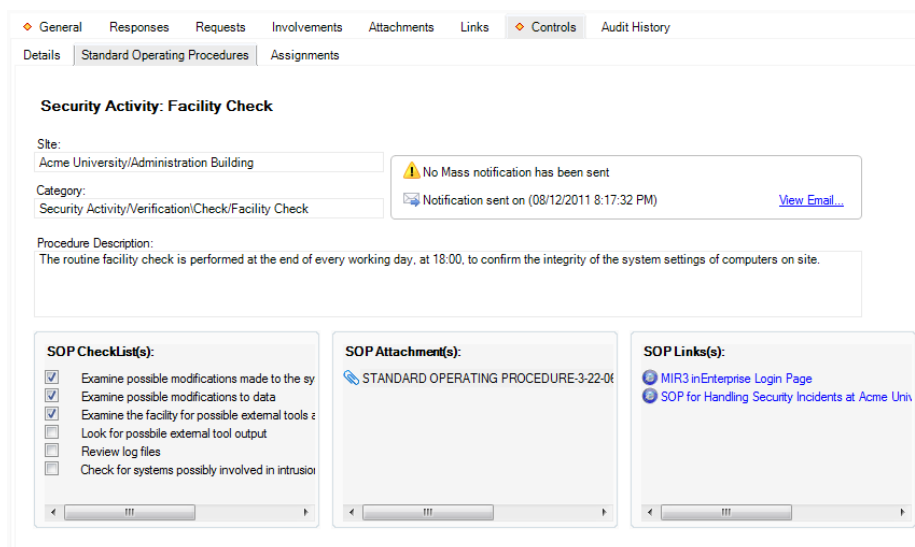
In the Workgroup Visibilities section of the Details sub-tab, define access options for the record, as described in the [Define Which Workgroups Can Access the Record](#) section in the [Incidents](#) chapter.

### *Review the Standard Operating Procedures for the Activity Record's Specifications*

*Note: The function to review the Standard Operating Procedures (SOPs) for an Activity record is only available if the Activity's specifications correspond to a SOP that was previously recorded in the Administration component of Perspective. For further details, see the Perspective Administrator's Guide. If the Standard Operating Procedures sub-tab is absent, then there are no specific procedures to follow for this type of activity.*

1. Select the **Controls** tab.
2. Select the **Standard Operating Procedures** sub-tab.
3. Review the **Procedure Description** of the Standard Operating Procedures (SOP) available for the activity's Call Category, Site, and/or Status.
4. Check off the SOP procedures that have been completed under **SOP Checklist**.
5. Click **Save**.

6. View the relevant **SOP Attachments** by double-clicking on them.
7. Click on the individual **SOP Links** to open the related network locations, files, or Web links.
8. To view mass notifications and/or individual email notifications that have been sent in relation to the activity, click on the **View Details** and the **View Email** hyperlinks correspondingly. The record of the selected notification will appear in a separate window.



### *Give an Activity-Related Assignment to Another User*


In the Assignments sub-tab, give an activity-related assignment to another user, as described in the [Give a Record-Related Assignment to Another User](#) section in the [Incidents](#) chapter.

## Track Changes Made to an Activity Record

Open the Audit History tab and complete the operation, as described in the [Track Changes Made to a Record](#) section in the [Incidents](#) chapter.

## Escalate an Activity Record to an Incident

If an Activity record has exceeded the scope of the provided Activity data form functions and requires a more detailed analysis and investigation, you may escalate it to a full-fledged Incident record on the basis of the information stored in the original Activity record.

To perform this operation, click on the **Create Incident**  button on the Viewing pane and complete the remaining Incident form data, as described in the [Incidents](#) chapter. All the data contained in the original Activity record that matches a regular Incident form will be copied to the new Incident record, while the Activity Notes will be saved as unsealed *Original Activity Notes* under the Narratives tab.


Click **Save** to assign the new Incident record an Incident Number and save it in the system. The new Incident record creation information will be documented under the Audit History tab as a *new* record action.

*Note: The original Activity record will remain intact.*


## Items

### Create a New Item Record

Perspective provides two ways to create a new Item record: with the help of the standard Add function, and by importing an Item record from the Gateway. To create an Item record using the standard Add function, follow the steps described below.

1. Click the **Add** button  on the Viewing pane toolbar.
2. Give the item a descriptive **Item Name**.
3. If known, type in the item's **Serial Number**.
4. Enter the item's exact or estimated value in the **Original Value** field.




5. Identify the general classification of the item by making selections from the **Item Category** and **Item Type** lookup lists. These fields are hierarchical.
6. Specify the **Item Make** and **Item Model**. These fields are hierarchical.
7. If the item's owner is known, check the **Owner Identified** box.
8. Then, select the name of the organization or person that owns the item from either the **Owner Name Organization** or **Owner Name Person** pick lists. If an Organization or Person record does not already exist, use the Quick Add function to create one.
9. Add comments about the item in the **Notes** field.
10. To add an image of the item to the record, click the **Add** icon  in the image box.
11. Locate the image file in the browser window and click **Open**.

The screenshot shows a web-based data entry form for a 'Laptop'. The form is titled 'Laptop Corporate Property/Laptop' and has a toolbar with options like Save, Edit, Add, Delete, Lock, Print, Merge Items, and Cancel. The 'General' tab is active, showing various fields:
 

- Item Name:** Laptop
- Serial Number:** XTP-400S
- Original Value:** \$ 2,900.00 CDN
- Item Category:** Corporate Property
- Item Type:** Laptop
- Item Make:** Dell
- Item Model:** Inspiron E1705
- Owner Identified:**
- Owner Name Organization:** Advanced Security I
- Owner Name Person:** Howard, Katherine
- Notes:** Located at the cubicle ADMIN-66.

To import a record from the Gateway, consult the [Import Record's Settings From the Gateway](#) section.

## Import Record's Settings from the Gateway


The function to add a record by importing it from the Gateway is an additional method of creating a record that complements the standard method of the **Add** button . Both can be accessed from the Viewing pane toolbar.

1. Open the appropriate data form.
2. Click the small arrow to the right of the Add icon, and select **From Source**. The Import pop-up window will appear.

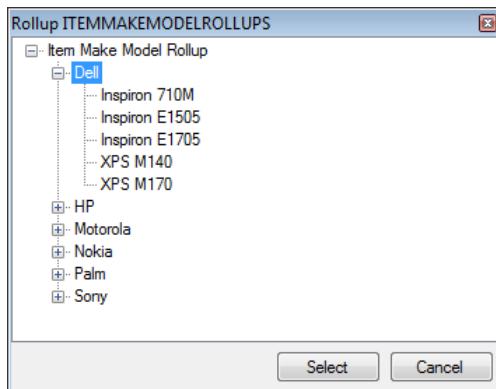



3. Select the **Gateway** sub-tab, if it is not displayed by default.
4. To display the top 1000 imported records that have been added to Perspective or are available to be added, click **Search**.

*Note: Only items with the Available status in Gateway will be searched and displayed.*


5. To search for a particular imported record, set specific search criteria:
  - a. In the **Field Name** lookup list, select the field that you want to set as the main criterion for narrowing your results.
  - b. Choose an **Operator** for the field (e.g., =, <>, Starts With, Ends With, Like).
  - c. Enter the compared criterion **Value**. If the Selector button  is available, click it to display a tree of Value options in a separate window.



*Note: You may choose any node of the tree as the defining criterion, making your comparison value as narrow hierarchically as you want.*



- d. If you want to include a second field as an additional search criterion, select the **And** or **Or** radio buttons and complete the Field Name, Operator, and Value fields below. You may add as many search criteria as you want. To remove a field from your search criteria, click the Delete button .
- e. By default, your search will display the top 1000 imported records matching the criteria that you set. To display more or less than the top 1000 records, adjust the number in the **Select Top** field (from 1 to 2000).
- f. Click **Search** to generate a list of records matching your search criteria. A count of the number of records in the list, as well as the total number of imported records matching your search criteria, will be displayed at the bottom of the window.

To make changes to the ongoing search, click **Stop Search** first, and then make the necessary changes to the search criteria.

If you change your search criteria at some point, click **Refresh**  to update the record list according to the changes made.

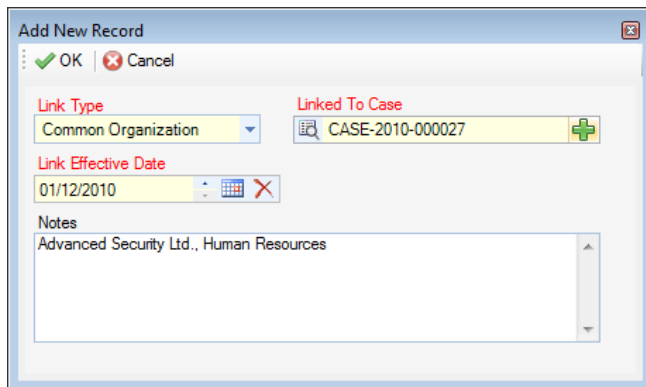
6. Choose the correct record from the list and click **Import** . The pop-up window will close and the form fields of the new record will automatically populate with the selected record's information. To cancel the selection at any time, click **Close** .

State	Submit ID	Record ID	Item Name	Item Make/Model	Notes
Added	Source System ID	78755343	Laptop Computer	Dell/Inspiron E1705	Item Notes
Added	Source System ID	78755342	Laptop	Dell/Inspiron 710M	
Available	Source System ID	101010101	Laptop	Dell/Inspiron E1505	
Available	Source System ID	5251122448	Laptop Computer	Dell/Inspiron E1705	
Available	Source System ID	5251122443	Laptop Computer	Dell/Inspiron E1705	
Available	Source System ID	5251122442	Laptop	Dell/Inspiron E1505	Item Notes

## View Record's Incident Involvements

1. Select the **History** tab. The Activity History sub-tab opens with a list of entities (i.e., Persons, Organizations, Vehicles, and Items) that have been involved in the record you are viewing.
  - a. The Incident History sub-tab displays a list of any modifications that have been made to the record since its creation.
2. To link all of an incident in the grid to a case, select any incident in the grid and click **Add to Case**. A pop-up window will open.
3. Specify how the incidents are related to the case in the **Link Type** field (e.g., Similar M.O., Same Class, Location).
4. Select the appropriate case from the **Linked to Case** pick list.
5. Indicate the date that the incidents became associated with the case in the **Link Effective Date** field.
6. Type any additional information about the link in the **Notes** field.

- Click **OK**.



- Click **Save**.

*Note: These links will automatically be cross-referenced in the linked case's record, as well as in each of the linked incidents' records, under the Links tab.*

Incident Number	Class	Category	Occurred From Date/Time	Site	IncidentStatus	LossStatus	Investigation Start Date
ADMI-2010-000124	Criminal	Theft	22/11/2010 4:20 PM	Site A/Building 1/Location 1/Se...	Open	Stolen	23/11/2010
ADMI-2010-000125	Criminal	Break a...	24/11/2010 10:12 AM	British Columbia/Salmon Arm	Open		
ADMI-2011-01-00006	Criminal	Theft	20/01/2011 12:00 PM	Acme University/Administration...	Open		
INC-2009-000262	Non-C...		13/10/2009 4:36 PM		Open	Damaged	

## Attach a File to an Item Record

Open the Attachments tab and complete the operation, as described in the [Attach a File to a Record](#) section in the [Incidents](#) chapter.

## Control Record's Processing Options

### *Set the Security Controls and Status of the Record*

- Select the **Controls** tab; the Details sub-tab will open by default.

2. In the Controls section, fill out the **Org Level** fields to set the record visibility settings for the various hierarchically organized groups within your organization. Only users with organizational rollups corresponding to or higher than the organizational rollup you select for the record will have access to it.
3. In the Access Level field, set the security level from 1 to 5. Each security level corresponds to a specific security description, such as Classified. Only users with the same security Access Level as the one you select (or higher) will be able to view the record.
4. If you want to archive the record making it unavailable for users to access, check the **Archive (Record is not visible)** box.

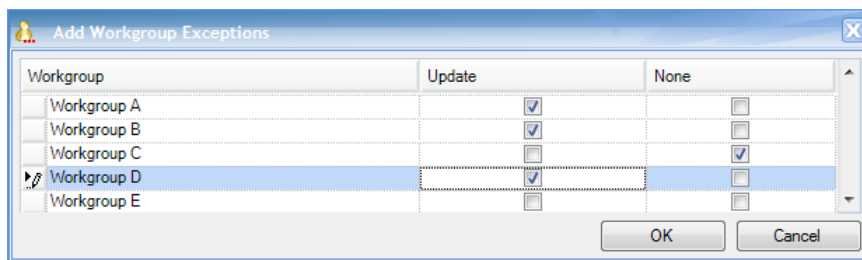
The screenshot shows a web interface with a navigation bar containing 'General', 'History', 'Attachments', 'Controls', and 'Audit History'. The 'Controls' tab is active. Below the navigation bar is a 'Details' section with a sub-section for 'Controls'. This section contains four dropdown menus labeled 'Org Level 1' through 'Org Level 4' with values 'North America', 'Canada', 'Alberta', and 'Edmonton' respectively. To the right of these is an 'Access LevelID' dropdown set to 'Level 3' and an unchecked checkbox labeled 'Archive (Record is not visible)'. At the bottom of the 'Controls' section is a collapsed section for 'Workgroup Visibilities'.

**Define which workgroups can access the record**

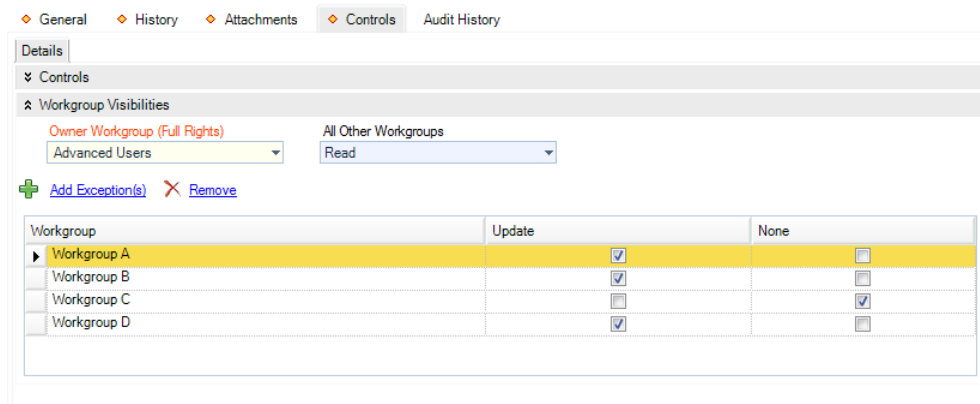
1. In the **Workgroup Visibilities** section, give one workgroup the ability to read and modify the record by selecting them under **Owner Workgroup (Full Rights)**. Initially, the field will contain the name of your default workgroup. Once you attempt to change it, the system will display a confirmation dialog asking you if the Full Access rights that belong to the original owner workgroup should be transferred to the workgroup you have chosen. Click **OK** if the change was intentional.
2. Determine the access right for All Other Workgroups, selecting from the Read, Update, or None access right options.

3. To set customized access for a workgroup that does not conform to the other control settings specified, click **Add Exception(s)**. A pop-up window will open.
  - a. Select the workgroup and then select the workgroup's visibility for this record (Read, Update, or None). Continue to customize workgroup visibility for as many workgroups as you like.

*Note: Workgroup visibility exceptions override the access settings assigned under All Other Workgroups.*



- b. Click **OK**. The selected workgroups and their corresponding modified access settings will be transferred to the grid in the Viewing pane of the main window.



## Track Changes Made to an Item Record

Open the Audit History tab and complete the operation, as described in the [Track Changes Made to a Record](#) section in the [Incidents](#) chapter.



## Persons

## Create a New Person Record

### *Note General Details of the Person*


Perspective provides three ways to create a new Person record: using the standard Add function, by importing a Person record through your Microsoft Active Directory®, or from the Gateway.

To create a Person record using the standard Add function, follow the steps described below:

1. Click the **Add** button  on the Viewing pane toolbar.
2. Enter the person's **Title** (e.g., Mr. or Mrs.) and **Designation** (e.g., B.Sc. or Chartered Accountant).
3. Type their **First Name**, **Last Name**, and middle **Initial**.
4. Specify their **Date of Birth**, **Gender**, and **Marital Status**.
5. Identify the person's physical characteristics, including **Eye Color**, **Hair Color**, **Height**, and **Weight**.
6. Add any other relevant personal information or notes in the **Additional Information** box.
7. To add a photo of the person to the record, click the **Add** icon  in the image box.
8. Locate the image file in the browser window and click **Open**.

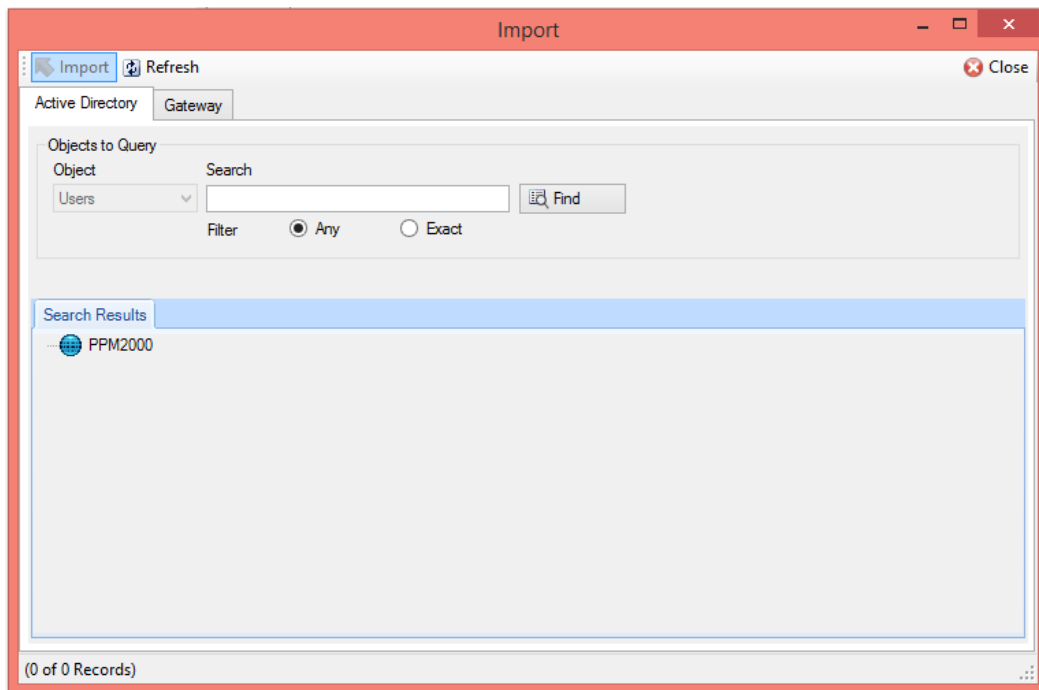


To add a person imported through your Microsoft Active Directory:

1. Click the down arrow to the right of the **Add** icon .
2. Click **From Source**.



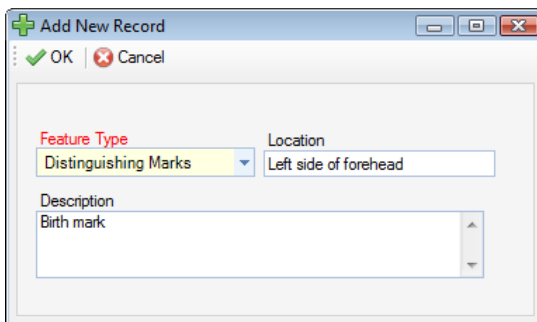
3. In the pop-up window, select the **Active Directory** tab.
4. Find and select the correct person from the source list.
5. Click **Import**. The pop-up window will close and some of the Person form's fields will automatically populate with the selected person's information.



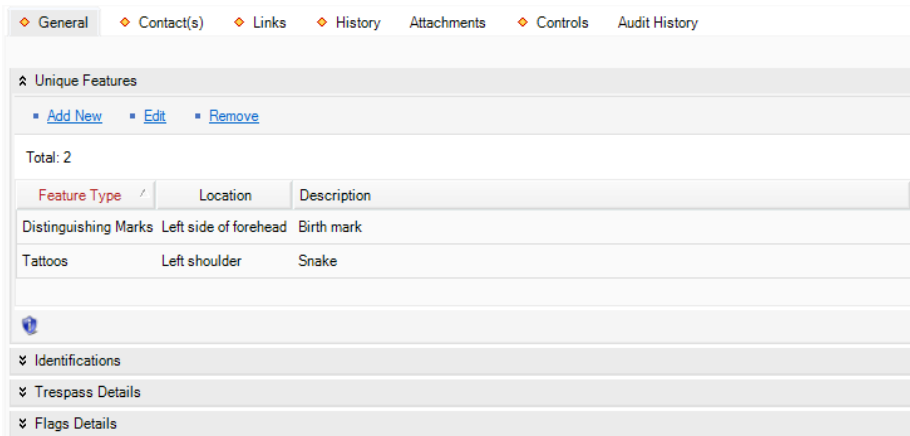
To import person's settings from the Gateway, perform the steps described in the [Import Record's Settings From the Gateway](#) section in the [Items](#) chapter.

### *Identify the Person's Unique Features*

1. In the Unique Features section, click **Add New**. A pop-up window will open.
2. Select the appropriate descriptor of the person's unique feature from the **Feature Type** lookup list (e.g., Distinguishing Marks, Ethnic/Racial, Scars/Disfigurements, Tattoos).
3. Specify the **Location** of the unique feature on the person's body, and provide its **Description**.

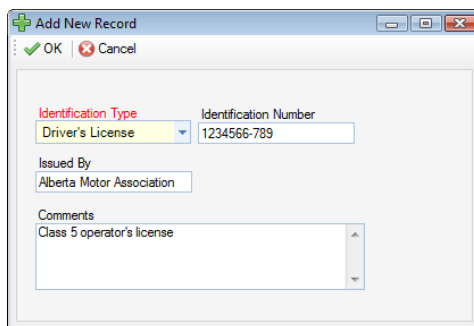


- Click **OK**.



### *Record the Person's Pieces of ID*

- In the Identifications section, click **Add New**. A pop-up window will open.
- Specify the **Identification Type** (e.g., Driver's License or Birth Certificate) and the **Identification Number**.
- Identify the organization/governing body that issued the identification in the **Issued By** field.
- Add any other notes in the **Comments** text box.



- Click **OK**.

[General](#)
[Contact\(s\)](#)
[Links](#)
[History](#)
[Attachments](#)
[Controls](#)
[Audit History](#)

Unique Features  
 Identifications


[Add New](#)
[Edit](#)
[Remove](#)

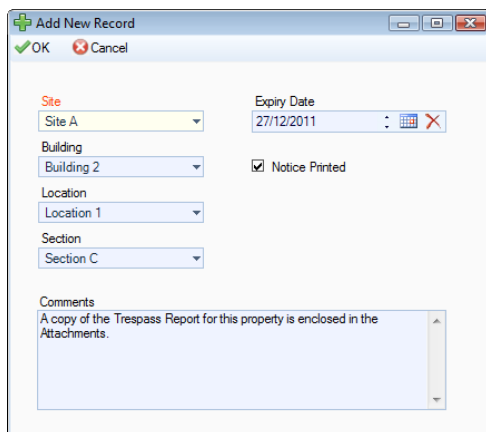
Total: 2

Identification Type	Identification Number	Issued By	Comments
Driver's License	1234566-789	Alberta Motor Association	Class 5 operator's license
Birth Certificate	59-01-012345	Regina, Saskatchewan, Department of Public Health	Birth date: March 27, 1980

[Trespass Details](#)  
[Flags Details](#)

### Document the Person's Trespass Details

1. In the Trespass Details section, click **Add New**  pop-up window will open.
2. Specify the **Site, Building, Location, and Section** where the trespass occurred.
3. If a trespassing notice was created, check the **Notice Printed** box.
4. If there is an expiry date for the trespassing notice, or for the offence, enter this in the **Expiry Date** field.
5. Include any additional information about the trespass under **Comments**.



6. Click **OK**.

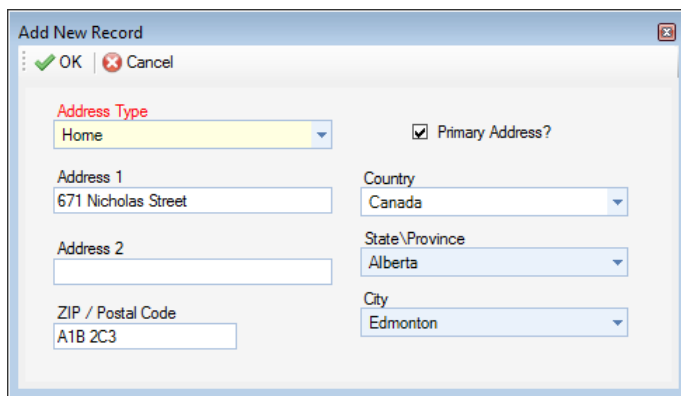
### Flag the Person

1. In the Flag Details section, select each flag's **Status** (i.e., Yes, No, or Unknown), depending on whether or not the flag applies to the person. Also, select the **Severity** of the flag. Examples of flags include Violent, Trespasser, and Wanted.
2. Type any other comments under **Flag Notes**.

### Record Contact Information

1. Select the **Contact(s)** tab.
2. In the Address section, click **Add New**. A pop-up window will open.

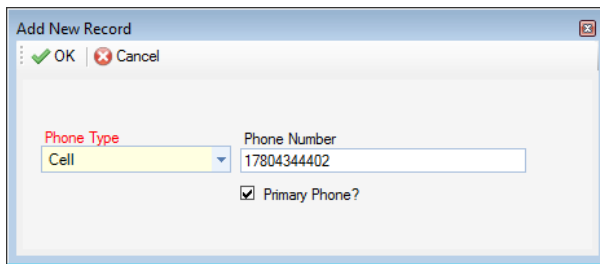
- a. Specify the **Address Type** (e.g., Business, Head Office).
- b. Enter the person's full address in the fields provided.
- c. If the address entered is the person's main address, check the **Primary Address** box.
- d. Click **OK**.



The screenshot shows a dialog box titled "Add New Record" with "OK" and "Cancel" buttons. The form contains the following fields:

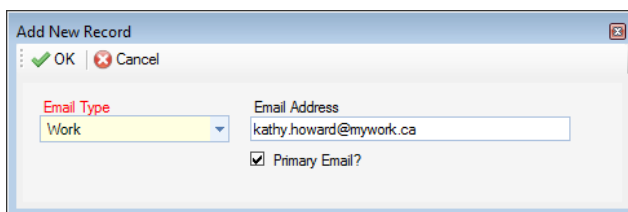
- Address Type:** A dropdown menu with "Home" selected.
- Primary Address?:** A checked checkbox.
- Address 1:** A text box containing "671 Nicholas Street".
- Country:** A dropdown menu with "Canada" selected.
- Address 2:** An empty text box.
- State/Province:** A dropdown menu with "Alberta" selected.
- ZIP / Postal Code:** A text box containing "A1B 2C3".
- City:** A dropdown menu with "Edmonton" selected.

3. In the Phone Numbers section, click **Add New**. A pop-up window will open.
  - a. Select the **Phone Type** (e.g., Main, Work).
  - b. Enter the person's **Phone Number**. To avoid duplicate entries and to facilitate accurate searches, it is best to use a consistent format when entering phone numbers (e.g., hyphens in place of spaces, no parentheses).
  - c. If the phone number entered is the person's main number, check the **Primary Phone** box.
  - d. Click **OK**.



The screenshot shows a dialog box titled "Add New Record" with a close button in the top right corner. At the top left, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon. Below these buttons, there are two input fields. The first is a dropdown menu labeled "Phone Type" with "Cell" selected. The second is a text box labeled "Phone Number" containing the value "17804344402". Below the text box is a checked checkbox labeled "Primary Phone?".

4. In the **Email Address** section, click **Add New**. A pop-up window will open.
  - a. Specify the **Email Type** (e.g., Home, Work, etc.).
  - b. Enter the person's **Email Address**.
  - c. If the email address is the person's main email address, check the **Primary Email** box.
  - d. Click **OK**.



The screenshot shows a dialog box titled "Add New Record" with a close button in the top right corner. At the top left, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon. Below these buttons, there are two input fields. The first is a dropdown menu labeled "Email Type" with "Work" selected. The second is a text box labeled "Email Address" containing the value "kathy.howard@mywork.ca". Below the text box is a checked checkbox labeled "Primary Email?".

5. Add as many contact entries as you want.

The screenshot shows the 'Contact(s)' tab with three main sections: Address, Phone Numbers, and Email Address. Each section has 'Add New', 'Edit', and 'Remove' links. The Address section shows one record with a primary address of 'Home' at '671 Nicholas Street' in 'Canada/Alberta/Edmonton' with ZIP 'A1B 2C3'. The Phone Numbers section shows two records: a primary home phone at '17805550987' and a cell phone at '17804344402'. The Email Address section shows one primary work email at 'kathy.howard@mywork.ca'.

Primary Address?	Address Type	Address 1	Address 2	Geographic Rollup	ZIP / Postal Code
<input checked="" type="checkbox"/>	Home	671 Nicholas Street		Canada/Alberta/Edmonton	A1B 2C3

Primary Phone?	Phone Type	Phone Number
<input checked="" type="checkbox"/>	Home	17805550987
<input type="checkbox"/>	Cell	17804344402

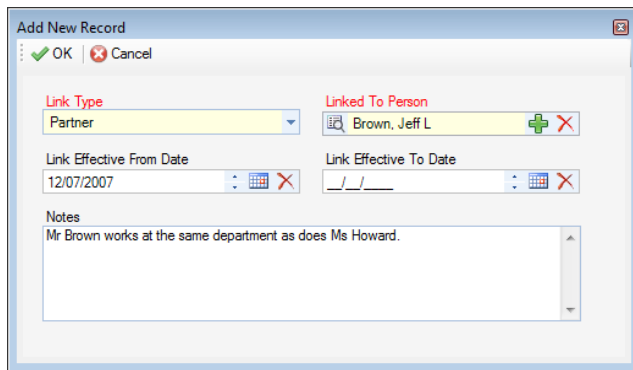
  

Primary Email?	Email Type	Email Address
<input checked="" type="checkbox"/>	Work	kathy.howard@mywork.ca

## Link a Record to a Person

1. Select the **Links** tab.
2. In the **Person Links** section, click **Add New**. A pop-up window will open.
3. Indicate how the record is related to the person in the **Link Type** field (e.g., Partner, Employer, Driver).
4. Select the person you want to link to the record from the **(Linked To) Person** pick list. If a Person record does not already exist for the individual, use the Quick Add function to create one.
5. Enter the date that the person became associated with the record in the **Link Effective From Date** field. If this association no longer exists, indicate the date that it terminated in the **Link Effective To Date** field.
6. Type any additional information about the link in the **Notes** text box.
7. Click **OK**.





- Once you click **Save** to save the changes made to the record, this link will automatically be cross-referenced in both the current record and linked Person record under the Links tab.

◇ General ◇ Contact(s) ◇ **Links** ◇ History Attachments ◇ Controls Audit History

Person Links

[Add New](#)
[Edit](#)
[Remove](#)
[Go to](#)

Total: 2

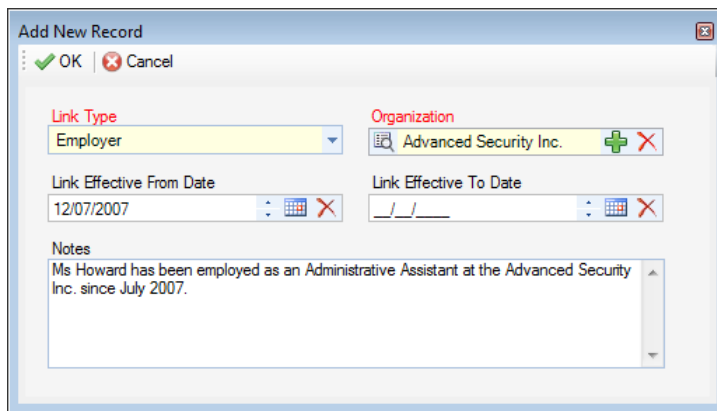
Linked From Person	Linked To Person	Link Type	Link Effective From Date	Link Effective To Date	Notes
Howard, Katherine M	Brown, Jeff L	Partner	12/07/2007		Mr Brown works at the same department as does Ms...
Howard, Katherine M	Freemark, Craig G	Associate	05/10/2010	25/11/2010	

Organization Links  
 Vehicle Links

## Link a Record to an Organization

- Select the **Links** tab.
- In the **Organization Links** section, click **Add New**. A pop-up window will open.
- Specify how the record and the organization are related in the **Link Type** field (e.g., Employer, Parent Company, Owns/Owned By).
- Select the organization you want to link to the record from the **Organization** pick list. If an Organization record does not already exist, use the Quick Add function to create one.

5. Enter the date that the record and the organization became associated with each other in the **Link Effective From Date** field. If this association no longer exists, indicate the date that it terminated in the **Link Effective To Date** field.
6. Type any additional information about the link in the **Notes** text box.
7. Click **OK**.



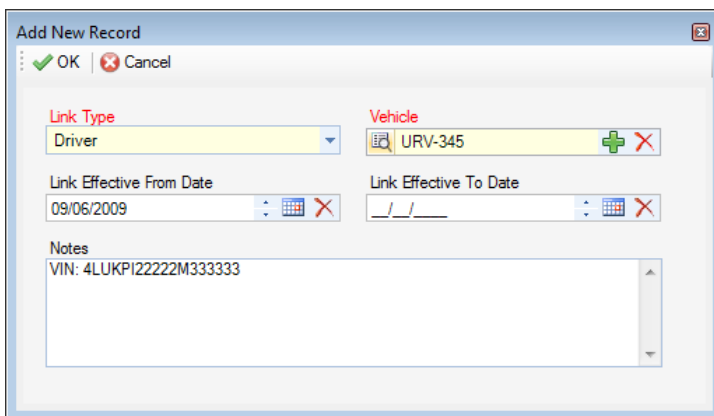
8. Once you click **Save** to save the changes made to the record, this link will automatically be cross-referenced in both the current record and the linked Organization record under the Links tab.

Organization	Link Type	Link Effective From Date	Link Effective To Date	Notes
Advanced Security Inc.	Employer	12/07/2007		Ms Howard has been employed as an Administrative Assistant at the Adv..
PPM 2000 Inc.	Affiliate	24/08/2005		

## Link a Record to a Vehicle

1. Select the **Links** tab.

2. In the **Vehicle Links** section, click **Add New**. A pop-up window will open.
3. Specify how the record and the vehicle are related in the **Link Type** field (e.g., Registered Owner, Owns/Owned By, Same Fleet).
4. Select the vehicle you want to link to the record from the **Vehicle** pick list. If a Vehicle record does not already exist, use the Quick Add function to create one.
5. Enter the date that the record and the vehicle became associated with each other in the **Link Effective From Date** field. If this association no longer exists, indicate the date that it terminated in the **Link Effective To Date** field.
6. Type any additional information about the link in the **Notes** text box.
7. Click **OK**.



The screenshot shows a dialog box titled "Add New Record" with a close button in the top right corner. Below the title bar are "OK" and "Cancel" buttons. The main area contains the following fields:

- Link Type:** A dropdown menu with "Driver" selected.
- Vehicle:** A pick list with "URV-345" selected, including a search icon and a plus sign.
- Link Effective From Date:** A date field with "09/06/2009" and a calendar icon.
- Link Effective To Date:** A date field with a calendar icon.
- Notes:** A text area containing "VIN: 4LUKPI2222M333333".

8. Once you click **Save** to save the changes made to the record, this link will automatically be cross-referenced in both the current record and linked Vehicle record under the Links tab.

<a href="#">General</a> <a href="#">Contact(s)</a> <a href="#">Links</a> <a href="#">History</a> <a href="#">Attachments</a> <a href="#">Controls</a> <a href="#">Audit History</a>					
Person Links					
Organization Links					
Vehicle Links					
<a href="#">Add New</a> <a href="#">Edit</a> <a href="#">Remove</a> <a href="#">Go to</a>					
Total: 2					
Vehicle	Link Type	Link Effective From Date	Link Effective To Date	Notes	
PPP-616 - Honda/Odyssey	Passenger	06/02/2008	10/02/2009		
URV-345 - BMW/M3	Driver	09/06/2009		VIN: 4LUKPI2222M333333	

## View Person's Incident Involvements

Access the **History** tab and complete the operation, as described in the [Items](#) section, the [View Record's Incident Involvements](#) chapter.

The Persons Data Form has an additional sub-tab; Detailed Person History. This sub-tab shows a detailed history view of every time the person in the record you are looking at was linked or referenced in Perspective.

## Attach a File to a Person Record

Open the **Attachments** tab and complete the operation, as described in the [Incidents](#) section, the [Attach a File to a Record](#) chapter.

## Control a Person Record's Processing Options

### *Set the Security Controls and Status of the Person Record*

1. Select the **Controls** tab; the **Details** sub-tab will open by default.
2. In the **Controls** section, fill out the **Org Level** fields to set the record visibility settings for the various hierarchically organized groups within your organization. Only users with organizational rollups corresponding to or higher than the organizational rollup you select for the record will have access to it.

3. In the **Access Level** field, set the security level from 1 to 5. Each security level corresponds to a specific security description, such as Classified. Only users with the same security Access Level as the one you select (or higher) will be able to view the record.
4. If you want to archive the record making it unavailable for users to access, check the **Archive (Record is not visible)** box.
5. Check the **Employee** box, if the person is employed by your organization, and then enter the person's **Employee Number**.

The screenshot shows a web interface with a navigation bar at the top containing tabs: General, Contact(s), Links, History, Attachments, Controls (selected), and Audit History. Below the navigation bar is a 'Details' section with a sub-tab 'Controls'. The Controls section contains the following fields:

- Org Level 1: North America (dropdown)
- Org Level 2: Canada (dropdown)
- Org Level 3: Alberta (dropdown)
- Org Level 4: Edmonton (dropdown)
- Access Level: Level 1 (Lowest) (dropdown)
- Employee Number: ADMIN-5687 (text input)
- Archive (Record is not visible):
- Employee:

At the bottom of the Controls section is a collapsed section labeled 'Workgroup Visibilities'.

### *Define Which Workgroups Can Access the Person Record*

In the **Workgroup Visibilities** section, define access options for the record, as described in the [Incidents](#) section, the [Define which workgroups can access the record](#) chapter.

## Track Changes Made to a Person Record




Open the **Audit History** tab and complete the operation, as described in the [Incidents](#) section, the [Track changes made to a record](#) chapter.

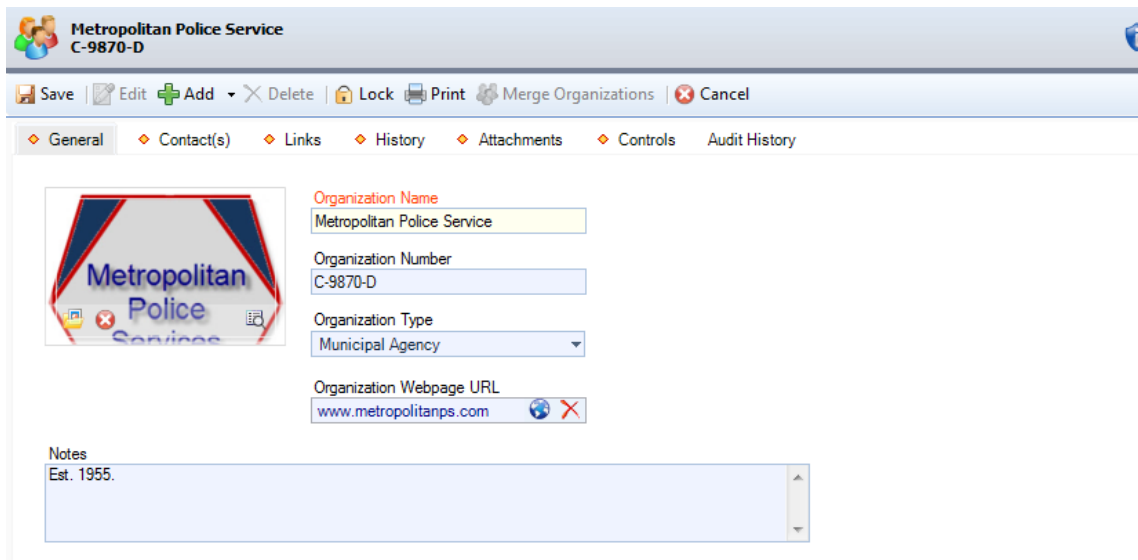
## Organizations

## Create a New Organization Record

Perspective provides two ways to create a new Organization record: with the help of the standard Add function, and by importing an Organization record from the Gateway.

To create an Organization record using the standard Add function:

1. Click the **Add** button  on the Viewing pane toolbar.
2. Enter the **Organization Name**.
3. If known, input the organization's file, ID, or other tracking number in the **Organization Number** field.
4. Choose the appropriate description from the **Organization Type** lookup list.
5. If the organization has a Web site, specify the Web address under **Organization Webpage URL**. Clicking the adjacent Microsoft Internet Explorer® icon  will open the Web page in a separate browser window.
6. Enter any additional information about the organization in the **Notes** box.
7. To add an **image** to the Organization record, click the **Add icon**  in the image box. Locate the image file in the browser window and click **Open**.



The screenshot shows a software interface for editing an organization record. The title bar reads "Metropolitan Police Service C-9870-D". Below the title bar is a menu bar with options: Save, Edit, Add, Delete, Lock, Print, Merge Organizations, and Cancel. A tabbed interface is visible with tabs for General, Contact(s), Links, History, Attachments, Controls, and Audit History. The "General" tab is active, displaying a logo for "Metropolitan Police Services" on the left. To the right of the logo are several form fields: "Organization Name" (Metropolitan Police Service), "Organization Number" (C-9870-D), "Organization Type" (Municipal Agency), and "Organization Webpage URL" (www.metropolitans.com). Below these fields is a "Notes" section containing the text "Est. 1955."

To import organization's settings from the Gateway, perform the steps described in the [Items](#) section, the [Import Record's Settings from the Gateway](#) chapter.

## Record an Organization's Contact Information

Open the **Contact(s)** tab and complete the operation, as described in the [Persons](#) section, the [Record Contact Information](#) chapter.

## Link an Organization to a Person

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a Record to a Person](#) chapter.

## Link an Organization to Another Organization

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a Record to an Organization](#) chapter.

## Link an Organization to a Vehicle

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a record to a vehicle](#) chapter.

## View Organization's Incident Involvements

Access the **History** tab and complete the operation, as described in the [Items](#) section, the [View Record's Incident Involvements](#) chapter.

## Attach a File to an Organization Record

Open the **Attachments** tab and complete the operation, as described in the [Incidents](#) section, the [Attach a File to a Record](#) chapter.

## Control an Organization Record's Processing Options

For control options available for Organization records, refer to the [Items](#) section, the [Control Record's Processing Options](#) chapter.

## Track Changes Made to an Organization Record

Open the **Audit History** tab and complete the operation, as described in the [Incidents](#) section, the [Track Changes Made to a Record](#) chapter.



# Vehicles

## Create a New Vehicle Record

Perspective provides two ways to create a new Vehicle record: with the help of the standard Add function, and by importing a Vehicle record from the Gateway.

To create a Vehicle record using the standard Add function, do the following steps:



1. Click the **Add** button  on the Viewing pane toolbar.
2. Enter the **License Plate** number. To avoid duplicate entries and to facilitate accurate searches, it is best to use a consistent format for entering license plate numbers (e.g., no spaces or special characters).
3. If known, indicate where the vehicle's license plate was registered in the **Country** and **State/Province** fields.
4. If known, enter the vehicle's **VIN**, **Vehicle Value**, and **Year**.
5. Specify the vehicle's **Make**, **Model**, **Style**, and **Color**.
6. If the vehicle is a company vehicle, specify the **Division** and **Branch** it belongs to.
7. Add any additional information in the **Comments** text box.
8. To add a **photo** of the vehicle to the record, click the **Add** icon  in the image box. Locate the image file in the browser window and click **Open**.

The screenshot shows a web-based data form for a vehicle. At the top, it identifies the vehicle as 'URV-345 BMW/M3'. Below this is a toolbar with icons for Save, Edit, Add, Delete, Lock, Print, Merge Vehicles, and Cancel. The form has several tabs: General, Links, History, Attachments, Controls, and Audit History. The 'General' tab is active. It features a small image of a green car. The form fields are as follows:

- License Plate:** URV-345
- VIN:** 4LUKPI2222M333333
- Vehicle Value:** \$ 103,250.00 USD
- Year:** 2007
- License Plate Registered In:**
  - Country:** Canada
  - State/Province:** Alberta
- Make:** BMW
- Style:** 2 Door
- Division:** Security
- Model:** M3
- Color:** Green
- Branch:** Operations
- Comments:** Bought in 2010.

To add a vehicle imported through the Gateway, perform the steps described in the [Items](#) section, the [Import Record's Settings From the Gateway](#) chapter.

## Link a Vehicle to a Person

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a Record to a Person](#) chapter.

## Link a Vehicle to an Organization

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a Record to an Organization](#) chapter.

## Link a Vehicle to Another Vehicle

Select the **Link** tab and complete the operation, as described in the [Persons](#) section, the [Link a Record to a Vehicle](#) chapter.

## View Vehicle's Incident Involvements

Access the **History** tab and complete the operation, as described in the [Items](#) section, the [View Record's Incident Involvements](#) chapter.

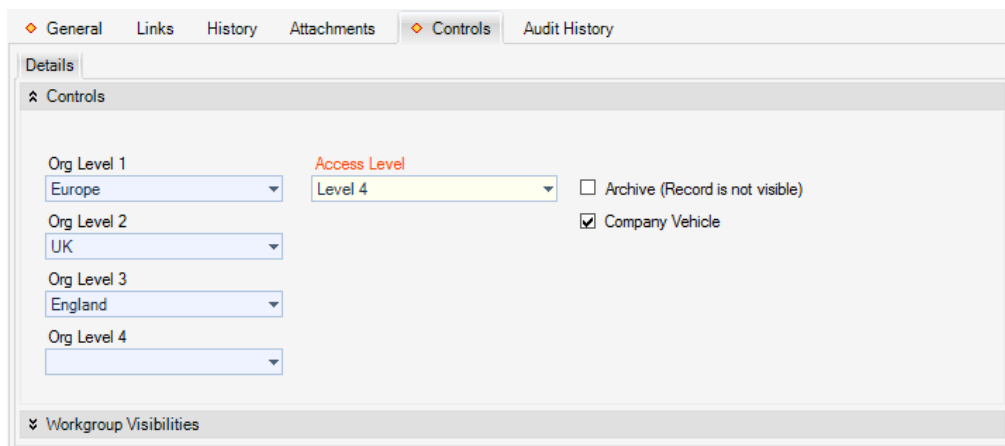
## Attach a File to a Vehicle Record

Open the **Attachments** tab and complete the operation, as described in the [Incidents](#) section, the [Attach a File to a Record](#) chapter.

## Control a Vehicle Record's Processing Options

### *Set the Security Controls and Status of the Vehicle Record*

1. Select the **Controls** tab; the **Details** sub-tab will open by default.
2. In the **Controls** section, fill out the **Org Level** fields to set the record visibility settings for the various hierarchically organized groups within your organization. Only users with organizational rollups corresponding to or higher than the organizational rollup you select for the record will have access to it.
3. In the **Access Level** field, set the security level from 1 to 5. Each security level corresponds to a specific security description, such as Classified. Only users with the same security Access Level as the one you select (or higher) will be able to view the record.
4. If you want to archive the record making it unavailable for users to access, check the **Archive (Record is not visible)** box.
5. Check the **Company Vehicle** box if the vehicle belongs to your organization.



The screenshot shows a software interface with a top navigation bar containing tabs: General, Links, History, Attachments, Controls (selected), and Audit History. Below the navigation bar is a 'Details' section with a sub-tab 'Controls'. Under 'Controls', there are four 'Org Level' dropdown menus: Org Level 1 (Europe), Org Level 2 (UK), Org Level 3 (England), and Org Level 4 (empty). To the right of these is an 'Access Level' dropdown menu set to 'Level 4'. Further right are two checkboxes: 'Archive (Record is not visible)' which is unchecked, and 'Company Vehicle' which is checked. At the bottom of the 'Controls' section is a collapsed 'Workgroup Visibilities' section.

### *Define Which Workgroups Can Access the Vehicle Record*

In the **Workgroup Visibilities** section, define access options for the record, as described in the [Incidents](#) section, the [Define Which Workgroups Can Access the Record](#) chapter.

## Track Changes Made to a Vehicle Record

Open the **Audit History** tab and complete the operation, as described in the [Incidents](#) section, the [Track Changes Made to a Record](#) chapter.

## Merge Records

The **Merge** function is only available on four Perspective's data forms, i.e., Items, Persons, Organizations, and Vehicles. It is a method of merging partially duplicate records that correspond to a single physical referent (e.g., an item, a person, an organization, or a vehicle). The function is represented by the **Merge** button on the Viewing pane toolbar.

*Note: The Merge function is irreversible and cannot be undone. Be absolutely certain you want to merge records before proceeding!*

1. Open a record that will function as the **primary record** of your merging process, typically, the one with the most accurate information and the most details.

2. Click the **Merge** button on the Viewing pane. A Quick Merge form will open with the general details of the selected record on the left, and an equivalent blank record form on the right.
3. Select the appropriate **Secondary Record** with which you would like to merge the primary record from the pick list at the top of the blank form.

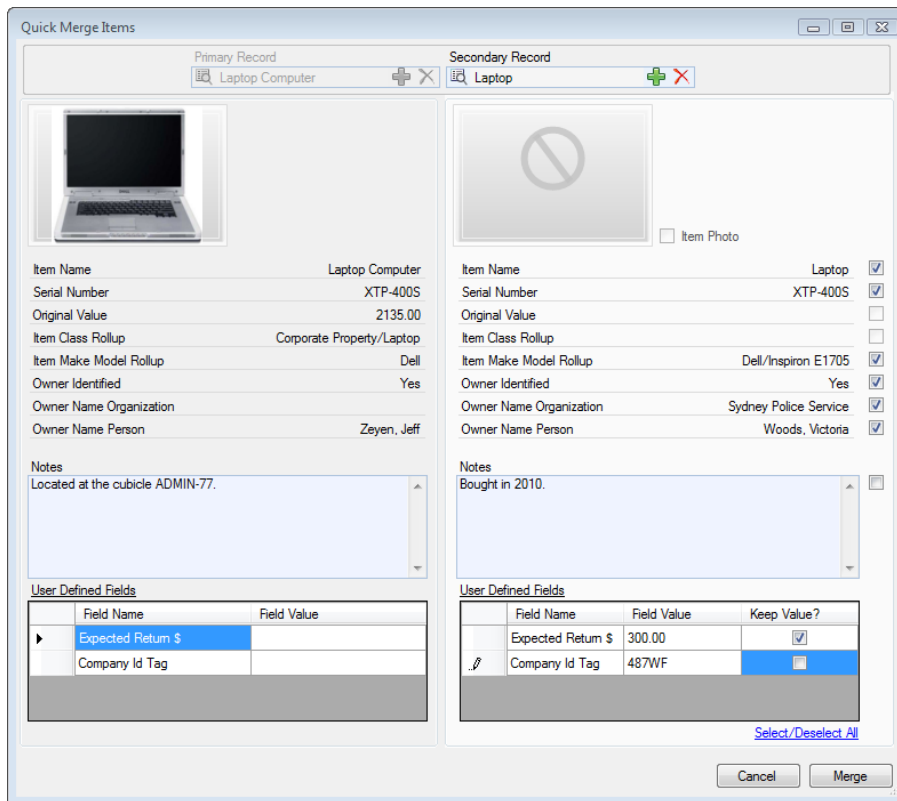
The blank form will populate with the data contained in the General tab of the selected record. The checkmarks will mark the pieces of information that can be merged between the records. For the fields, where the secondary record contains no information, the checkmarks will be inactive. This means that the corresponding values in the primary record will remain unchanged.

4. Select (or deselect) the fields in the second form you want to save (or leave out) using the appropriate checkmarks.

Click **Select/Deselect All** to toggle the selection of all the available data fields for merging.

*Note: Deselecting all fields in the secondary record form does not mean that the merging of the records will not occur. The Merge function performs both merging of the general data that is displayed in the Quick Merge form, as well as the rest of the data that is contained in the merging records and hidden from the Quick Merge forms (e.g., contacts, attachments, links, history).*

5. Click **Merge**.



6. Once the merging of the selected records is complete, a confirmation dialog will be displayed. Click **OK**. The secondary record will disappear from the Listing pane, while the resulting merged record will display in the Viewing pane in editing mode.



The result of the merge will be a single record that contains the following components:

- a. The values from the primary record data (including the image of the record's reference item, person, organization, or vehicle, and the user defined fields) that were not selected for merging on the secondary record form;
- b. The values of the secondary record data (including the image of the record's reference item, person, organization, or vehicle, and the user defined fields) that were selected for merging on the secondary record form;

- c. The *hidden* data entries pulled from *both* the primary and the secondary record that correspond to all or some of the following data types:

The records' **Contacts**: Addresses, Phone Numbers, Email Addresses;

The records' **Links**: Person, Organization, and Vehicle Links;

The records' **Histories** of all incident involvements;

The records' **Attachments**;

If you were merging two Person records, the data will also be pulled from the **Unique Features**, **Identifications**, and **Trespass Details** sections from both records.

The data that never gets merged (i.e., that is left unchanged, with the primary record's values) includes the settings of the **Controls** tab. If you were merging two Person records, the **Flags Details** contained in the primary record will be saved as the default settings for the resulting merged record too.

Under the **Audit History** tab, the occurred merge is documented with the help of two Record Action entries: the Merge entry stands for the occurred merging of the records' general and hidden data, whereas the Update entry documents the merging of the specific fields in the primary and the secondary record forms.

The screenshot shows the 'Laptop Corporate Property/Laptop' application interface. At the top, there is a title bar and a ribbon with buttons for Save, Edit, Add, Delete, Lock, Print, Merge Items, and Cancel. Below the ribbon are tabs for General, History, Attachments, Controls, and Audit History. The 'Audit History' tab is active, displaying a table with columns: DateTime (GMT), UserID, Record Action, Control Changes, and Machine Info. The table contains three records, with the second record highlighted. To the right of the table is a 'Details (Updated)' tree view showing a hierarchy of fields and their 'Before' and 'After' values. Below the tree is a 'Summary - Laptop' section with the following data:


DateTime (GMT)	UserID	Record Action	Control Changes	Machine Info
2011/08/26 10:51:53	remnyakova	Update		192.168.1.94
2011/08/26 10:51:53	remnyakova	Merge		192.168.1.94
2011/08/26 10:44:23	remnyakova	New		192.168.1.94

**Summary - Laptop**  
 Record Count: 3  
 User: remnyakova  
 Record Action: Update  
 Date/Time  
 Yours: 26/08/2011 4:51:53 PM  
 Users: 26/08/2011 4:51:53 PM  
 GMT: 26/08/2011 10:51:53 PM

- Scan the final record for possible repetitions of data that were merged and resulted in unintentional duplication of the same information.
- Click **Save** to save the changes made.

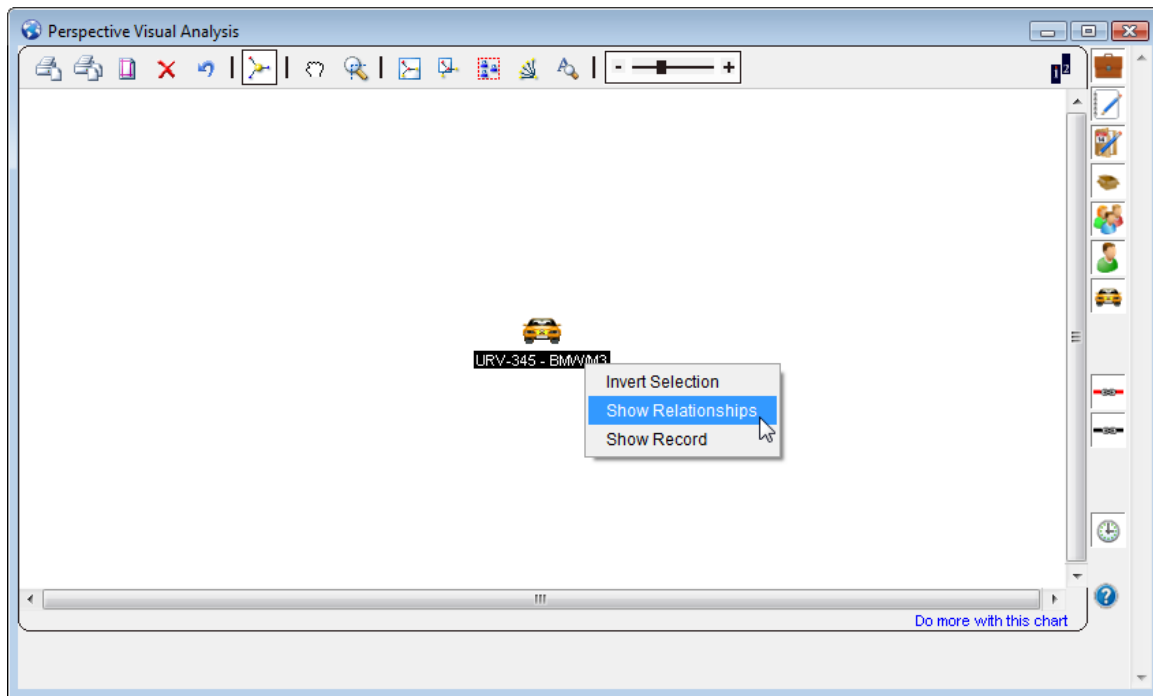
## Construct a Visual Link Chart for a Record

Visual Analysis allows you to create a visual link chart representing the data relationships between the selected types of records.

To activate this function, select the main record of focus (e.g., a Person record) in the Viewing pane and click the **Visual Analysis** icon  on the Ribbon. A separate Perspective Visual Analysis window will open with the selected record displayed as an icon in the centre.

See the [Perspective Visual Analysis](#) section for further information on building a link chart.





# Analyze and Report

The Analyze and Report module includes three components: Analysis Expert, Reports, and Custom Reports.

**Analysis Expert:** Analysis Expert is an internal search engine that scans the data in all Activity, Incident, Case, Item, Person, Organization, and Vehicle records, and returns results that meet the defined search requirements.

**Reports:** Perspective contains a number of preset reports that you may use to generate statistics and analyze trends in your data.

**Custom Reports:** You have the ability to take queries that you've built in Analysis Expert and customize them into custom reports.

# Analysis Expert

Analysis Expert is an internal search engine that scans the data in all Activity, Incident, Case, Item, Person, Organization, and Vehicle records, and returns results that meet the defined search requirements. Search results reflect assigned user access rights and privileges. Use Analysis Expert to create a query, and then turn your query's results into a spreadsheet, a chart, a printed grid, or a report.

## User Interface

The interface of the Analysis Expert component transforms according to the stages of query building, by which it evolves into two separate screens – the initial **query designer** window and the subsequent **query results** window.

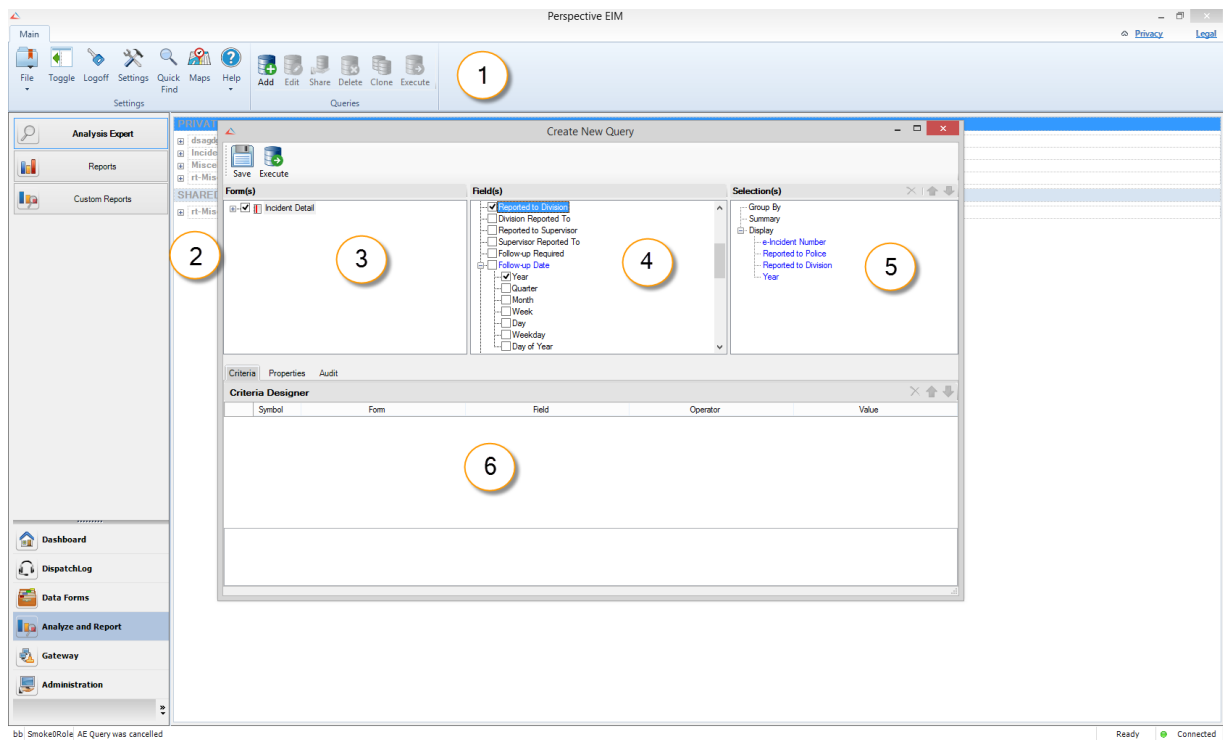
The query designer window of Analysis Expert enables you to set specific query criteria, grouping and search options, and is aimed at producing optimal query results. It is divided into the following six sections:

1. **Ribbon:** Contains an additional set of buttons that perform saving, adding, cloning, deletion, sharing, and execution of queries.

*Note: Some functions of the Ribbon buttons are accessible directly from the right-click menu of a record entry or a query. Specifically, you may add, clone, share, remove, rename, execute it, and edit a query by right-clicking the corresponding query entry and selecting the relevant option in the menu.*

2. **Listing pane:** Arranges queries that you create according to their access options (i.e., Shared Queries or Private Queries) and query category. By default, all new queries are Private Queries available only to the user who created them. In order to make a saved query available to users across your organization, you must share it. Refer to the [Share a Query](#) chapter for more information on how to do this.

3. **Form(s) pane:** Depending on the query selected in the Viewing pane, displays a list of forms available for querying. Once you select a form in the Form(s) pane, the corresponding fields will be checked in the Field(s) pane and recorded in the Selection(s) pane.
4. **Field(s) pane:** Depending on the form selected in the Form(s) pane, displays specific fields that can be selected for display in the query results. The selected fields will automatically populate the Selection(s) pane under Display. The Field(s) pane also enables sorting and grouping of the query results by specific fields that are imported as query criteria into the Selection(s) pane and Criteria Designer.
5. **Selection(s) pane:** Displays the selected query criteria, as well as grouping and display options for the query results.
6. **Criteria Designer:** Contains three tabs (Criteria, Properties, and Audit) that control the process of query building.
  - The Criteria tab displays the fields that were selected as search criteria from the Field(s) pane and enables settings of their search values.
  - The Properties tab displays the text expression of the criteria selected under the Criteria tab.
  - The Audit tab tracks the history of the runs of the query.



## Navigating Data Forms Overview

To complete a full cycle of creating a query in Analysis Expert and then using the resulting data for further analysis, follow the general navigation principles described below:

1. In the initial query designer window, create a customized query that exactly corresponds to your specific criteria. From this window, you may also edit, clone, share, delete, save, and/or execute your query.
2. Once the query is executed, a new window will pop up with the results of the query displayed in the form of a grid. At this point, you may start working with your query results, which includes searching, grouping, exporting, charting, and printing them, as well as performing an internal analysis (i.e., building a visual link chart or performing calculations) of the individual records that compose the query results.

3. If you chose to chart your results, a new charting window will appear with a set of standard charting tools and an option to elaborate the design of the chart even further with the Chart Wizard tool. When your chart is complete, you may choose to print it or copy it to clipboard.

The following chapters will address the options available for each of these steps in greater detail.

## About Operators

Analysis Expert uses operators to determine what data to display. The following table explains what each operator means.

Symbol	Read as	Explanation of Result
=	equals	Will display records where the field's value is equal to the value specified. Note that only exact matches will be displayed.
>=	is greater than or equal to	Will display records where the field's value is greater than or equal to the value specified. This operator is only available for criteria with numerical values, such as dates, quantities, amounts of money, etc.
<=	is less than or equal to	Will display records where the field's value is less than or equal to the value specified. This operator is only available for criteria with numerical values.
>	is greater than	Will display records where the field's value is greater than the value specified. This operator is only available for criteria with numerical values.

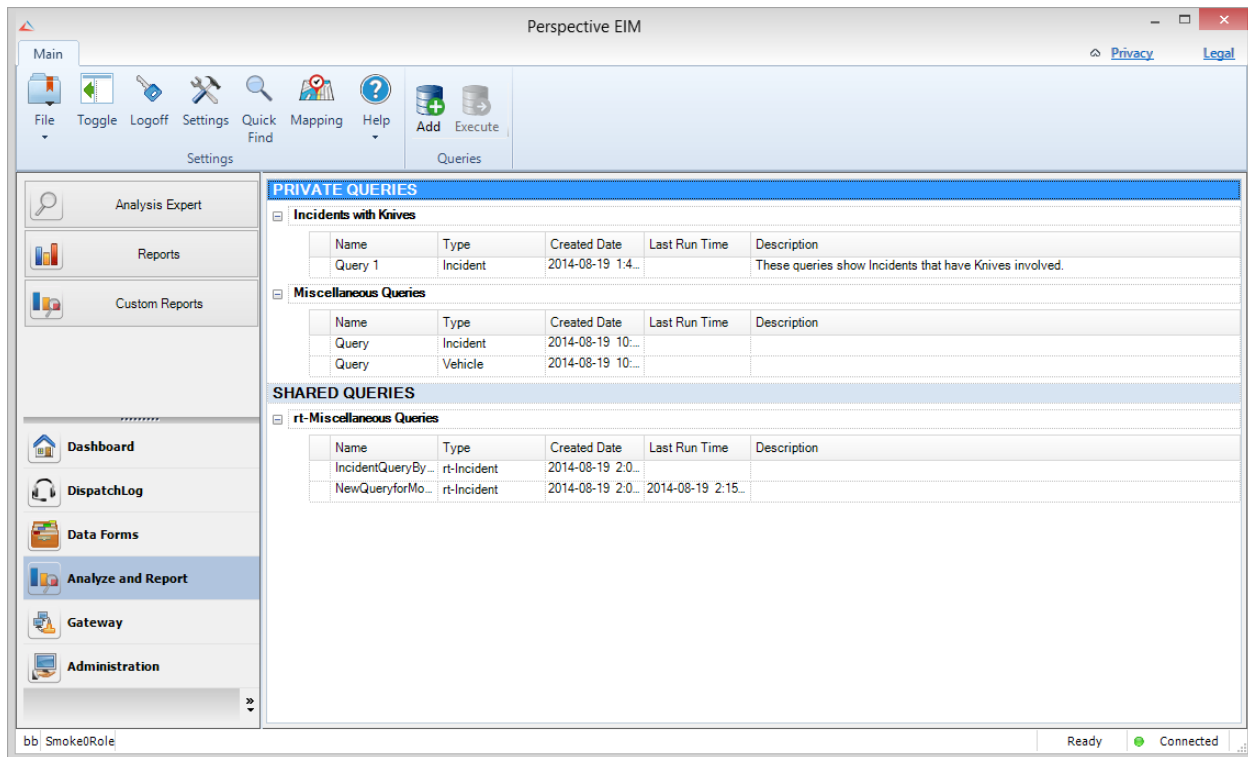
<	is less than	Will display records where the field's value is less than the value specified. This operator is only available for criteria with numerical values.
<>	is not equal to	Will display records where the field's value is not equal to the value specified.
Like	like	Will display records where the value specified is contained somewhere in the selected field.
Starts with	starts with	Will display records where the field's value starts with the value specified.
Ends with	ends with	Will display records where the field's value ends with the value specified.
Between	between	Will display records where the field's value is between the dates specified.
Not Between	not between	Will display records where the field's value is not between the dates specified.
Today	today	Will display records where the field's value is today's date.
Yesterday	yesterday	Will display records where the field's value is yesterday's date.
This Week	this week	Will display records where the field's value contains records from this week.
This Month	this month	Will display records where the field's value contains records from this month.
This Year	this year	Will display records where the field's value contains records from this year.

<b>Last # Days</b>	last # days	Will display records where the field's value contains records from the last specified number of days. Will not display the day you are currently in.
<b>Last # Weeks</b>	last # weeks	Will display records where the field's value contains records from the last specified number of weeks. Will not display the week you are currently in (reads as Sunday-Saturday).
<b>Last # Months</b>	last # months	Will display records where the field's value contains records from the last specified number of months. Will not display the month you are currently in.
<b>Last # Years</b>	last # years	Will display records where the field's value contains records from the last specified number of years. Will not display the year you are currently in.
<b>Is Empty</b>	is empty	Will display records where the field's value is N/A. Using the operator is empty will lock (make uneditable) the Value field.

### Create a Query Category

You can create query categories so that similar queries appear in a table together. For example, you may have a Quarterly category for all queries you run every quarter, or a Thefts category for any Activity, Incident, or Case query pertaining to thefts. Any queries that you do not put into a category will automatically be placed under the Miscellaneous Queries category. You can create query categories when you create or edit a query.

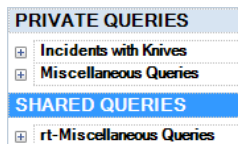




## Query Design Process

### Create a Query

1. Make sure the query category you want your created query to appear under is highlighted (i.e., Private Queries, Shared Queries).

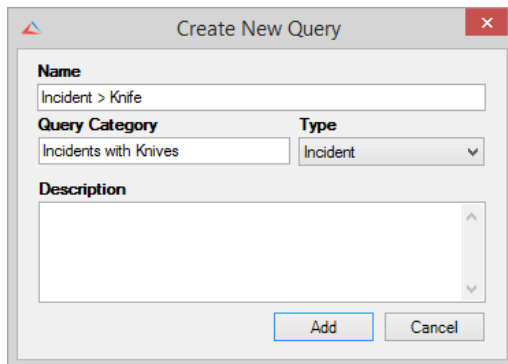


2. To start a new query, choose one of the following options:

- Click **Add**  on the Ribbon.
- Right-click in the listing pane, and select **Add** from the drop-down menu that appears.

3. A Create New Query dialog box will open.
4. Enter a title for the query in the **Name** field.
  - By default, the system will name the new query, according to the template <New Query>.
5. Make sure the Query Category is correct. If you want to create a new Category, type it in this field.
6. From the **Type** lookup list, choose the record entity you would like Analysis Expert to search (e.g., Incident, Person, Case).
7. In the **Description** text box, identify the type of query and/or its purpose.

*Note: The Description field can be left blank. The Name and Query Category fields must be filled in.*



8. Click **Add**.
9. The new query entry will be added to the relevant record entry node. The Form(s) pane will automatically populate with the names of the selected record entity's respective forms (e.g., Incident Details, Incident Flags, Incident Losses).

## Specify Query Criteria

Before specifying criteria for your query, take some time to think about the design of your query by considering the following questions:


- Do you want to search the whole database or just a portion of data (e.g., incident data recorded within a particular time period, person data for employees only)?
- If you want to search a portion of data, what parameters do you want in your search?
- What type of data do you want to see in your query results (e.g., incident time, place, losses)?
- How do you want to present your data? Do you want to summarize your results or see lists of actual data values?

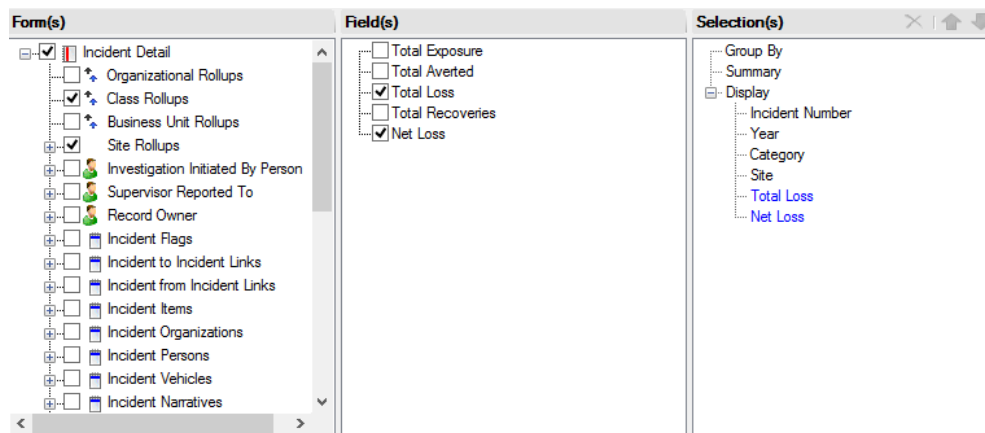
In the example below, we will be looking at a query design with the following specifications:

- **Type of query:** Incident query.
- **Scope of data:** Incidents that happened since 2007 and involved net losses (e.g., Net Loss of each incident is above 0.50 cents).
- **Data of interest:** Number of incidents, Year, Category, Site, Total Loss, and Net Loss.
- **Data grouped by:** Year, Category, and Site.

**OPTION 1a:** *If you want to search the whole database, proceed to select the specific types of data that you want to see in your query results.*

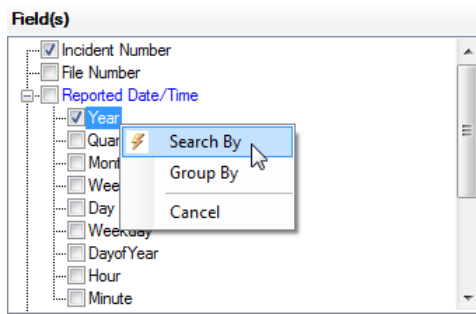
1. Expand the relevant form nodes in the Form(s) pane to see all constituent subforms.
2. To view fields available in a form in the Field(s) pane, click once on the name of the relevant form. To select all the fields in a particular form, check the form box.

3. In the Field(s) pane, check the boxes of the fields you want to see as headers in your query results and reports. The field names will automatically populate the Selection(s) pane under Display in the order they were selected.
  - To reorder the fields appearing in your query results, select the field in the Selection(s) pane and then use the up and down arrows in the top right corner of the pane to rearrange the field's position in the Display list.
  - To delete a field from display in your query results, select the field name in the Selection(s) pane and click the **Remove** icon  in the top right corner of the pane, or uncheck the field's checkbox in the Field(s) pane.



**OPTION 1b:** *If you want to search a portion of data, set the parameters of your data sample.*

1. In the Field(s) pane, right-click a field that corresponds to the parameter of interest, and select the **Search By** option from the menu. If you do not want a parameter field to be displayed in the query results, unselect the checkbox beside the field's name in the Field(s) pane.



The selected field will now appear in the **Criteria Designer** pane below.

Criteria Designer					
Symbol	Form	Field	Operator	Value	
A	Incident Detail	Year	=		

(A)

- To **specify a comparison value** for the selected parameter, select the relevant **Operator** from the lookup list (e.g., =, <>, >, Like, Starts With, Ends With). Depending on the type of parameter, you will have an option of either entering the comparison value in the **Value** field, or selecting it from the lookup list.
- Add as many parameters for your data sample as needed.

Criteria Designer					
Symbol	Form	Field	Operator	Value	
A	Incident Detail	Year	>=	2007	
B	Incident Loss Summary	Net Loss	>=	0.05	

(A AND B)


- As you continue to specify the parameters, the system will edit the corresponding Boolean logic statement at the bottom of the Criteria Designer pane. By default, Perspective searches for data that meets both criterion A AND criterion B, and so on. If you want to only generate results that

meet either criterion A OR criterion B, or some variation thereof, you must modify the statement to reflect this. It is best to modify the statement after you have entered all your data parameters first.

*Note: Deleting a parameter symbol (e.g., A, B, C) from the statement will not remove the corresponding parameter from the list. However, if a parameter is deleted from the statement, it will not appear in the executed query results. Ultimately, the Boolean logic statement contains the defining formula for your data sample, while the list of parameters provides the parameters you may search by, and serves as a reference point for the statement.*

Symbol	Form	Field	Operator	Value
A	Incident Detail	Year	>=	2007
B	Incident Loss Summary	Net Loss	>=	0.05
D	Incident Detail	Reported to Supervisor	=	YES
C	Incident Detail	Reported to Division	=	YES

((A AND B) AND (C OR D))

- To reorder the parameters in the Criteria Designer list, select the corresponding row and use the up and down arrows in the top right corner of the pane to rearrange the parameter's position in the list.
- To delete a parameter from the list, select the corresponding row and click the **Remove** icon  in the top right corner of the pane, or uncheck the field's checkbox in the Field(s) pane.
- To view the text expression of the Boolean logic statement for your data, select the **Properties** tab of the Criteria Designer pane.

Criteria **Properties** Audit

**Criteria Text Expression**

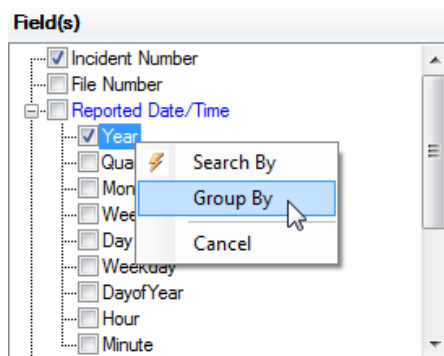
(( ( A >= 2007 AND B >= 0.05 ) AND ( C = YES OR D = YES ) ))

**OPTION 2a:** *If you want to see lists of raw data values in your query results, proceed to execute your query.*

**OPTION 2b:** *If you want to see your query results summarized, select the fields by which you would like to group your results.*

1. To group your query results by a particular field, ensure the field's box in the Field(s) pane is checked. Then, right-click the field and select **Group By** from the menu.

*Note: Not all fields are available for group by. In order to group by a particular field, it must have only one reference value, i.e., its value cannot be cumulatively derived from several fields. For example, an incident's Total Loss field cannot be grouped by, since it potentially draws data from multiple involved items and vehicles with recorded losses. In contrast, the Site field in an Incident record can refer to only one site value, which makes it a legitimate candidate for a Group By criterion. Moreover, it is not possible to group by a child data field (e.g., Assigned Date of Incident Investigators).*



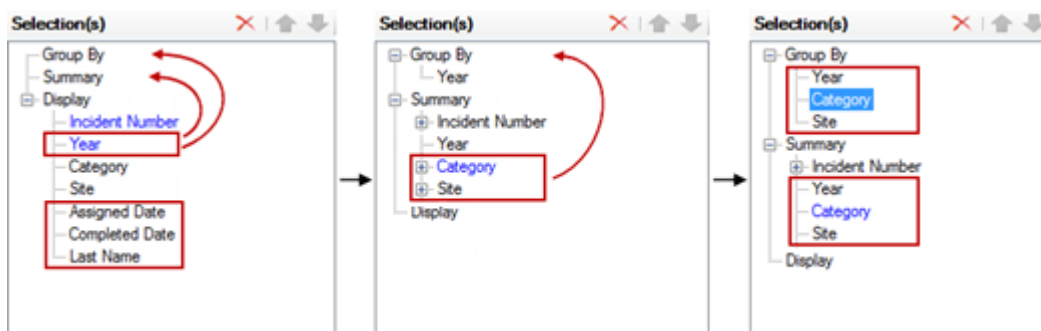
The Summary function is activated when at least one Group By field is selected. This will reflect in the view of the Selection(s) pane: the selected field name will automatically populate the pane under *both* Group By and Summary, while the field names that were listed under Display, will all be transferred to the Summary list.

If you delete a field name from the Group By list, all the fields contained under Summary will be transferred back to Display.

*Note: If your Display list contains fields from **child data** (e.g., Incident Investigators' Assigned Date, Completed Date, or Last Name), selecting a Group By field (e.g., Year) will transfer all the parent data fields to the Summary list and delete all the child data fields.*

- In the query results, the system will perform data calculations on all the fields that appear under Summary. The fields' actual data values will not appear in the query results (unlike when they were selected for Display); only the products of the specified data calculation for the fields will appear. In order to see the actual data values *together* with the calculations, you will need to duplicate all the relevant field names under Group By using the Field(s) pane, as described above.

To quickly locate the field names in the Field(s) pane, one by one click on the field names in the Section(s) pane. The system will automatically display the relevant field list in the Field(s) pane. Right-click the field you want to import to the Group By list of the Selection(s) pane and select Group By from the menu.




Some of these calculations are meaningful; for instance, the COUNT for Incident Number will produce counts of Incident records for specific categories by which you chose to group your query results (e.g., Category, Site). Others may refer to unique categorical entries (e.g., DISTINCT COUNT for Site or Year), and will not produce meaningful results, unless you choose to display the actual values of the field (i.e., transfer the field to the Group By list). Therefore, you will need to think very carefully about selecting the right fields for summaries (e.g., sums and averages for losses, counts for items), and leaving the rest as actual values (e.g., names of categories, sites, years).



*Note: Once a field appears in both Summary and Group By lists, its calculation node disappears, which means that the system will display the actual value of the field (not a calculation) in the query results.*

3. Proceed to save or execute the query.


## Save a Query

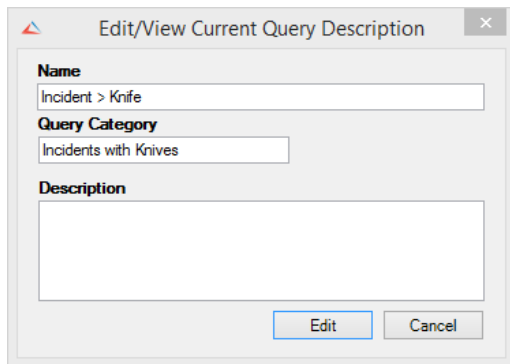
1. Complete the design of your query.
2. Store the query for access at a later date by clicking **Save**  on the Ribbon.


## Edit a Query

1. Make sure the query you want to edit is highlighted.

PRIVATE QUERIES					
[-] dsagdg					
Name	Type	Created Date	Last Run Time	Description	
adsg	Vehicle	2014-08-20 5:1...		adsg	
[-] Incidents with Knives					
Name	Type	Created Date	Last Run Time	Description	
Incident > Knife	Incident	2014-08-21 10:...			
Query 1	Incident	2014-08-19 1:4...		These queries show Incidents that have Knives involved.	

2. To open and begin editing the query, choose one of the following options:
  - Click **Edit**  on the Ribbon.
  - Right-click in the listing pane, and select **Edit** from the drop-down menu that appears.
3. The Query dialog box will open.




- You can change the query Name, Category, and/or Description.
4. Click the **Edit** button to open the query or the **Cancel** button if you have selected the wrong query.
  5. To view a query's specifications, select the query from the tree on the Navigation pane. Review the Form(s), Field(s), Selection(s), and Criteria information and make changes to the selected checkboxes, if necessary.
  6. Store the query for access at a later date by clicking  **Save** on the Ribbon.

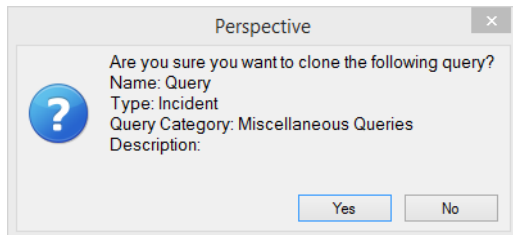
## Clone a Query

1. Make sure the query you want to clone is highlighted.

PRIVATE QUERIES					
[-] dsagdg					
	Name	Type	Created Date	Last Run Time	Description
	adsg	Vehicle	2014-08-20 5:1...		adsg
[-] Incidents with Knives					
	Name	Type	Created Date	Last Run Time	Description
	Incident > Knife	Incident	2014-08-21 10:...		
	Query 1	Incident	2014-08-19 1:4...		These queries show Incidents that have Knives involved.

2. To clone the query, choose one of the following options:
  - Click **Clone**  on the Ribbon.
  - Right-click in the listing pane, and select **Clone** from the drop-down menu that appears.

3. A prompt will appear, asking if you are sure you want to clone the query. Click the **Yes** button to clone the query, or **No** to cancel the cloning process.




*Note: If you do not have Manage rights, you will be unable to clone a query. Additionally, you are only able to clone a query that has already been shared to you.*

## Share a Query

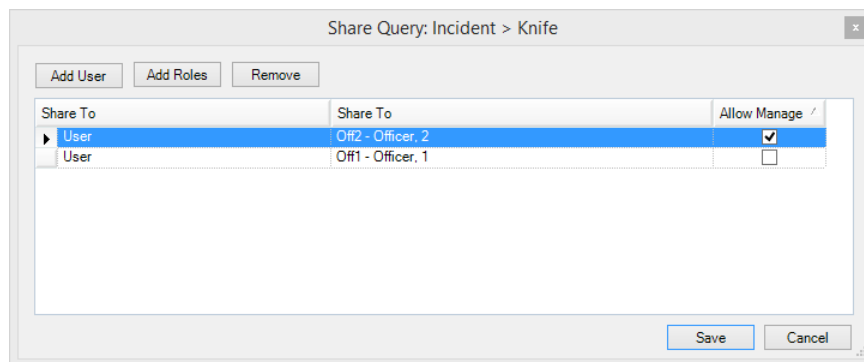
1. Make sure the query you want to share is highlighted.

PRIVATE QUERIES				
[-] dsagdg				
Name	Type	Created Date	Last Run Time	Description
adsg	Vehicle	2014-08-20 5:1...		adsg
[-] Incidents with Knives				
Name	Type	Created Date	Last Run Time	Description
Incident > Knife	Incident	2014-08-21 10:...		
Query 1	Incident	2014-08-19 1:4...		These queries show Incidents that have Knives involved.

2. To share the query, choose one of the following options:
  - Click **Share**  on the Ribbon.
  - Right-click in the listing pane, and select **Share** from the drop-down menu that appears.
3. The Share Query dialog box will open.
4. Click the **Add User** button and/or **Add Role** button.

5. Select the user(s) and/or role(s) you want to share the query to by typing his/her name and/or role in the text field, or scrolling through all users and/or roles.
6. Double-click the user's name and/or role to confirm your selection.
  - Click the **Allow Manage** checkbox if you want the user or users in a particular role to have the ability to edit, share, delete, or clone the shared query.
  - If you share to a user and a role, and that user is in the role as well, the query will be shared to him/her twice.


*Note: If you give a user Manage rights when sharing a query, the user is able to modify the original query. To keep a copy of the original query that cannot be edited, clone it for yourself.*



7. Click the **Add Roles** button.
8. Select the role you want to share the query with by typing its name in the text field, or scrolling through all roles.
9. Double-click the role's name to confirm your selection.
  - Click the **Allow Manage** checkbox if you want those with that role to have the ability to edit, share, delete, or clone the shared query.

10. Click **Save**.

- Shared queries will have the  **Share** icon displayed beside the title.


Incidents with Knives		
Name	Type	Created Date
 Incident > Knife	Incident	2014-08-21 10:...
Query 1	Incident	2014-08-19 1:4...

## Delete a Query

1. Make sure the query you want to delete is highlighted.

PRIVATE QUERIES					
dsagdg					
Name	Type	Created Date	Last Run Time	Description	
adsg	Vehicle	2014-08-20 5:1...		adsg	
Incidents with Knives					
Name	Type	Created Date	Last Run Time	Description	
Incident > Knife	Incident	2014-08-21 10:...		These queries show Incidents that have Knives involved.	
Query 1	Incident	2014-08-19 1:4...			


2. To delete the query, choose one of the following options:

- Click **Delete**  on the Ribbon.
- Right-click in the listing pane, and select **Delete** from the drop-down menu that appears.

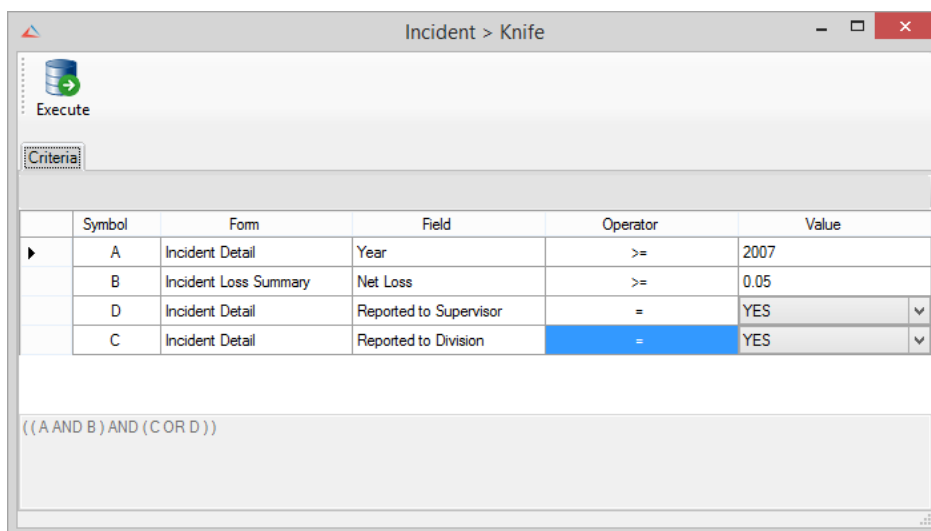
3. A prompt will appear, asking if you are sure you want to delete the query. Click the **Yes** button to delete the query, or **No** to cancel the deletion process.

## Execute a Query

1. Once your query is created, you may either run it immediately, or save it for further use, and then run it. To run a saved query, select the name of the query you want to run from the query list in the listing pane.

2. To execute the query, choose one of the following options:
  - Click **Execute**  on the Ribbon.
  - Right-click in the listing pane, and select **Execute** from the drop-down menu that appears.
3. A new window will open displaying the Criteria for the query. You do have the ability to modify the Criteria values if needed. Click the **Execute** button inside this window.

*Note: Queries can be run in the background. As a result, you can set up the next query, design a report, or review a record while waiting for the results notification to appear.*



## Track Query Runs

To track the history of query runs, open the **Audit** tab of the **Criteria Designer** pane. The tab will display the following information:

- **Last Run By User:** The user who last ran the query.
- **Last Run Time:** The time when the query was last run.

- **Last Run Returned Rows:** The number of data entries in the query results.
- **Last Run Duration (second):** The time Analysis Expert needed to generate the query.
- **Where Clause and SQL Statement:** Technical data on the query data, criteria, and location.

Criteria
Properties
Audit

Last Run By User	Last Run Time	Last Run Returned Rows	Last Run Duration (second)
Clint	23/02/2011 7:55:35 AM	2	0

**Where Clause**

```
SELECT ID_PK FROM dbo.fcnTblPersonsSecuredByUser('0a0e4c81-7b70-4261-9ff6-0ab2ce47578c') AEPersons WHERE ( (ID_PK IN (SELECT PersonID_FK FROM tblPerson Trespasses AEPerson Trespass WHERE (Convert(vchar(10),ExpiryDate_DT,111) = '2011/02/23')))) |
```

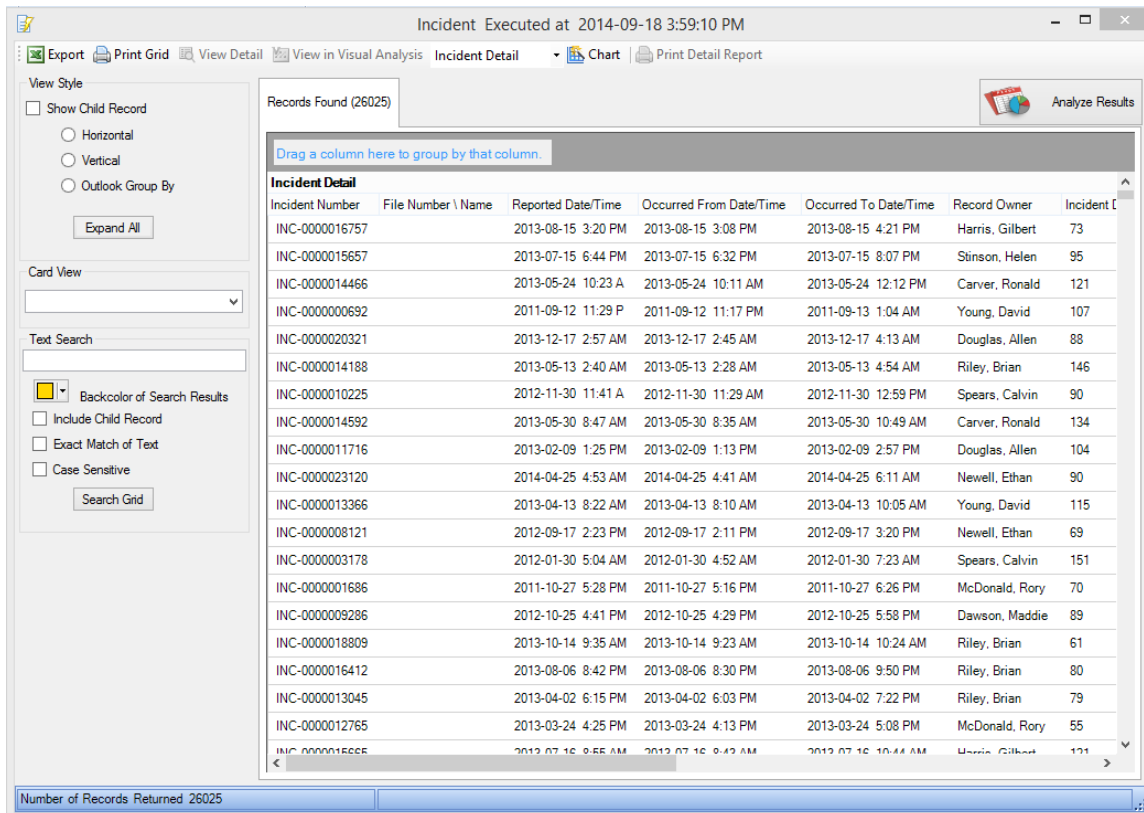
**SQL Statement**

```
SELECT AEPersonDetail.ID_PK AS ID,AEPersonDetail.ID_PK AS PersonID,AEPersonDetail.FirstName_NV AS [FName],AEPersonDetail.LastName_NV AS [JD Last Name] FROM dbo.fcnTblPersonsSecuredByUser('0a0e4c81-7b70-4261-9ff6-0ab2ce47578c') AEPersonDetail WHERE AEPersonDetail.ID_PK IN ( 'df2abbf2-9684-45c4-847a-c1065bcb4716)', (df2abbf2-9684-45c4-847a-c1065bcb4716)); SELECT AEPerson Trespass.ID_PK AS ID,AEPerson Trespass.PersonID_FK AS LinkID,CONVERT(VARCHAR(25),AEPerson Trespass.ExpiryDate_DT,126) AS [Expiry Date] FROM tblPerson Trespasses
```

## Working with Query Results

## View Query Results

Once the query is executed, a new window will open with the results of the query displayed in the form of a grid. The number of returned records will be displayed at the bottom of the screen.



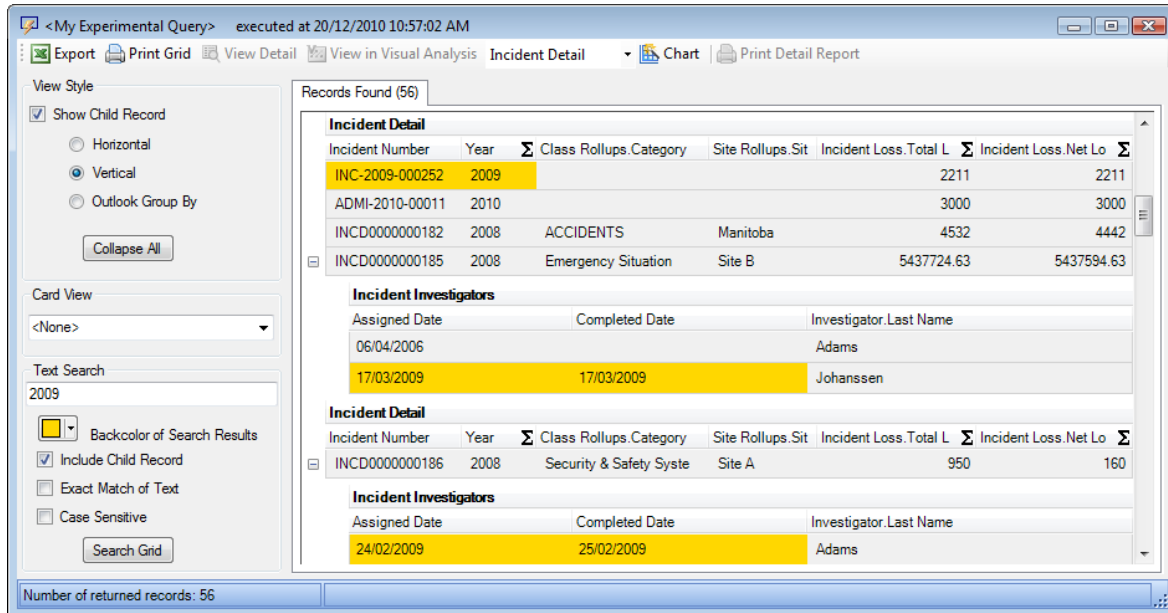
## Search for Specific Data in Query Results

To search for specific data in your query results, use the **Text Search** function. Type a keyword in the Text Search field, and click **Search Grid**.

- The color of the highlighted search text can be modified using the **Backcolor of Search Results** lookup list.
- Check **Include Child Record** to search all records in the query results.

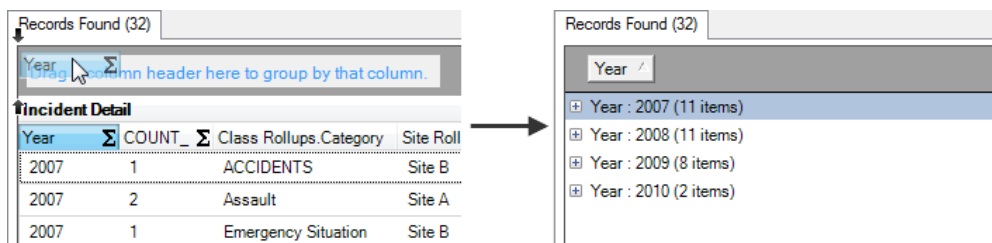


- Check **Exact Match of Text** to search only for text that corresponds exactly to the text entered in the Text Search field.
- Check **Case Sensitive** to only search for text containing the correct uppercase or lowercase characters specified in the search text.

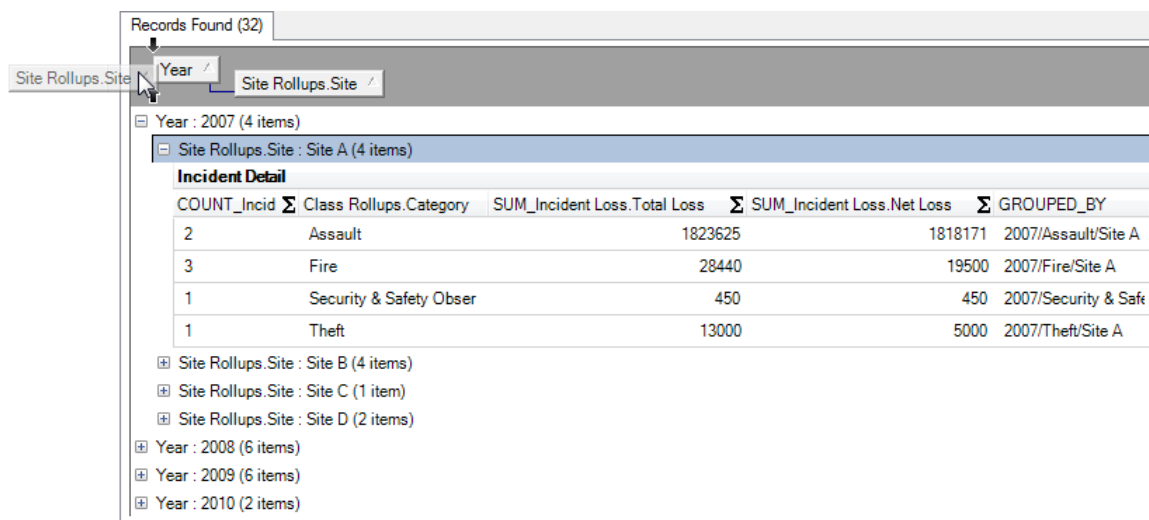


## Group Query Results by a Field

- To **group the results by a field**, drag the column heading to the gray box above the grid and drop it. All query results will automatically collapse, grouped by the column heading you just selected. Grouped By query results may contain child records. To view child records, click **Expand All** to view all records contained under nodes. Once clicked, the name of this button will change to **Collapse All**. Click this to hide all child records again.



- To **add another tier to the grouping**, first expand one of the nodes to view its data in grid format. Then, click and drag a different column heading to the gray box. The query results will once again collapse, grouped first by your initial selection, and then by your second selection. You may continue to add tiers to your grouping using the same method.
- To **reorder the tiers in your grouping**, click and drag the column headings in the gray bar.

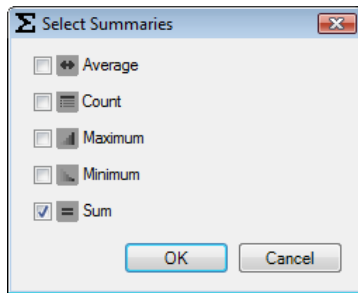


- To **remove a field from your grouping**, drag the column heading in the top gray bar and place it anywhere in the query results screen.

## Perform Calculations on Query Results

1. To perform calculations on data in query results that were created using the Group By option, select the **Outlook Group By** radio box in the View Style section. The **Sigma (Σ)** symbol will appear on all column headings. (If the Group By function was used to build the query, Sigma will automatically appear on column headings.)
2. To perform data calculation on a column of data, click the **Σ** button at the top of the respective column. The Select Summaries dialog box will open.
3. Select the type of calculation that is required for the column (Average, Count, Maximum, Minimum, and/or Sum). You can select more than one calculation option.

4. Click OK.




The calculation results will be displayed below the appropriate columns at the bottom of the query results. If your results were grouped by a field within the query results window, then the calculations will apply and be displayed for each group.



Records Found (32)

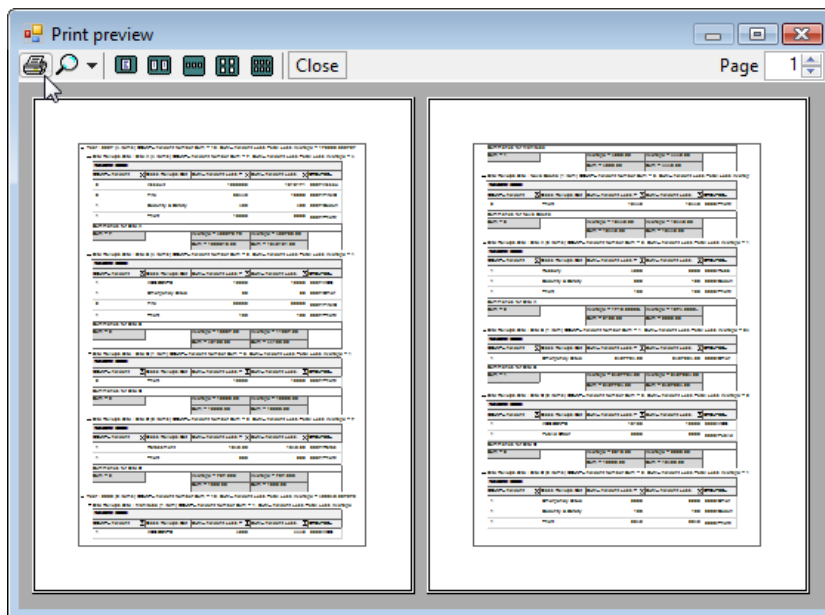
Year	Site Rollups.Site	COUNT_Incident Number	SUM_Incident Loss.Total Loss	Average	SUM_Incident Loss.Net Loss	Average
2007 (4 items)		Sum = 16		175396.36272727272727272727273		
2007 (4 items)	Site A	Sum = 7		466378.75		460780.25
<b>Incident Detail</b>						
COUNT_Incident Number	Class Rollups.Category	SUM_Incident Loss.Total Loss	SUM_Incident Loss.Net Loss	GROUPED_BY		
2	Assault	1823625	1818171	2007/Assault/Site		
3	Fire	28440	19500	2007/Fire/Site A		
1	Security & Safety Observ	450	450	2007/Security &		
1	Theft	13000	5000	2007/Theft/Site A		
Summaries for Site A						
Sum = 7		Average = 466378.75	Average = 460780.25			
		Sum = 1865515.00	Sum = 1843121.00			
2007 (4 items)	Site B	Sum = 5		12287.50		11037.50
<b>Incident Detail</b>						
COUNT_Incident Number	Class Rollups.Category	SUM_Incident Loss.Total Loss	SUM_Incident Loss.Net Loss	GROUPED_BY		
1	ACCIDENTS	19000	19000	2007/ACCIDENT		
1	Emergency Situation	50	50	2007/Emergency		
2	Fire	30000	25000	2007/Fire/Site B		
1	Theft	100	100	2007/Theft/Site B		
Summaries for Site B						
Sum = 5		Average = 12287.50	Average = 11037.50			
		Sum = 49150.00	Sum = 44150.00			
2007 (1 item)	Site C	Sum = 2		13099.00		
2007 (2 items)	Site D	Sum = 2		797.995		
2008 (6 items)		Sum = 13		498942.057272727272727272727		
2009 (6 items)		Sum = 18		162944.625		
2010 (2 items)		Sum = 9		515642.45		

## Export Query Results

1. To export query results, click  **Export** on the top toolbar. A Windows Explorer window will open.
2. Choose the location for the new file and name the file and indicate the file type (e.g., Excel-Data (\*.xls)). Click **Save**.
3. You will receive a confirmation message stating the export was successful. Click **OK**.


## Print Query Results

1. To **print the query results**, first estimate the layout of your grid in relation to the **portrait layout**. If deemed necessary, scale the query results window to fit one portrait page.
2. Click  **Print Grid** on the top toolbar. A Print Preview window will open.
3. Review the layout of the grid using the toolbar at the top of the screen.
4. Click the **Print** icon  to print the grid.




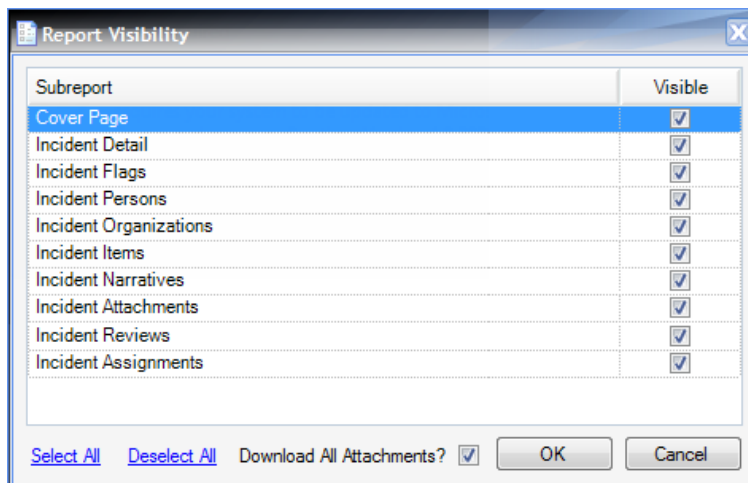
## Access Records in Query Results and Print Reports

*Note: These functions are not available if the Group By function was used to build the query.*

To view a record from the list of records contained in your query results, select the record and click  **View Detail**. The record will open in a separate window in the read-only mode.

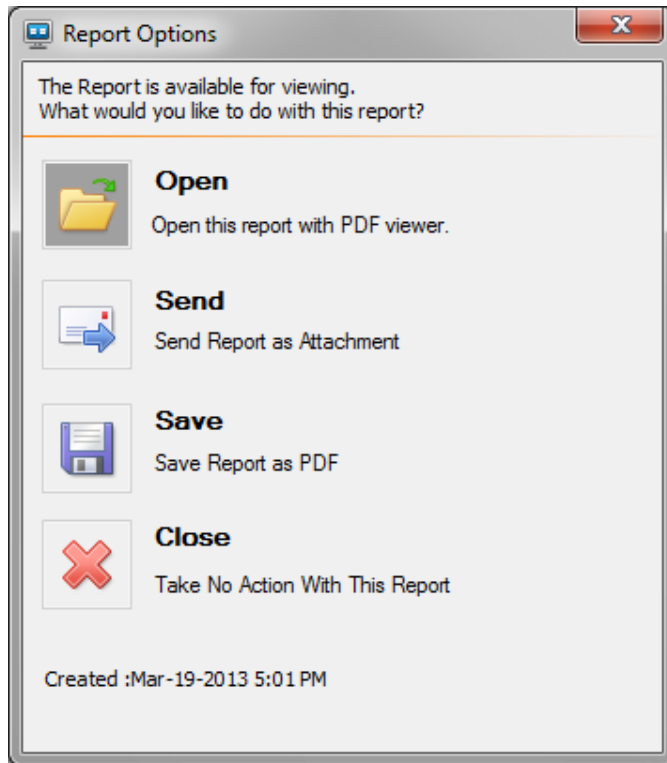
To **print**, **email**, or **save** one of the records listed in the query results, follow the steps below:

1. Select the record and click  **Print Detail Report**.
2. A Report Visibility window will appear. This window contains checkboxes for all report sections containing data. By default, all boxes will be checked. Uncheck the boxes for any sections you do not want to appear in your report. Check the **Download All Attachments?** box if you want to download the attachments included in the record for printing. Then, click **OK**.



- a. The **Report Options** window will open.
- b. Click the **Open** icon to instantly view a printable PDF copy of the report.
- c. Click the **Send** icon to send an email message with a PDF copy of the report attached.
- d. Click the **Save** icon to save a PDF copy of the report to the location of your choice.


- e. Click the **Close** icon to cancel the report.



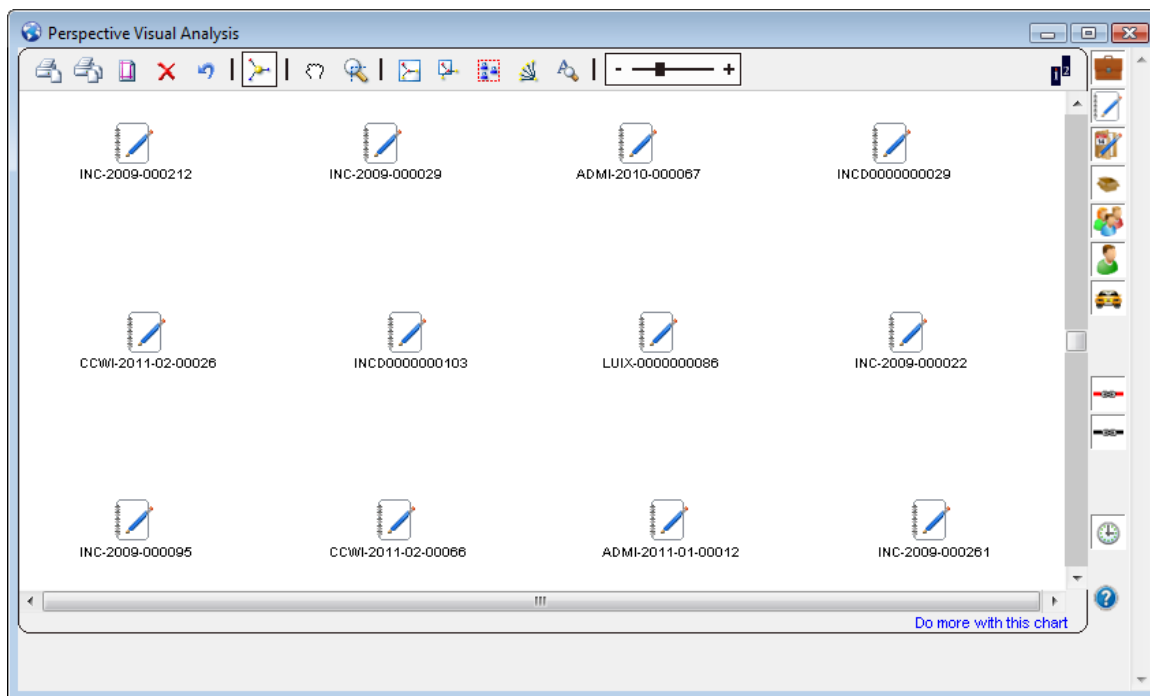
## Construct a Visual Link Chart From Query Results

With Perspective Visual Analysis, you can create a visual link chart representing the data relationships between records listed in the query results.


*Note: If the Group By function was used to build the query, this feature will be disabled.*

Click anywhere in the query results and then select  **View in Visual Analysis**. A separate Perspective Visual Analysis window will open with all the records listed in the query results contained within.

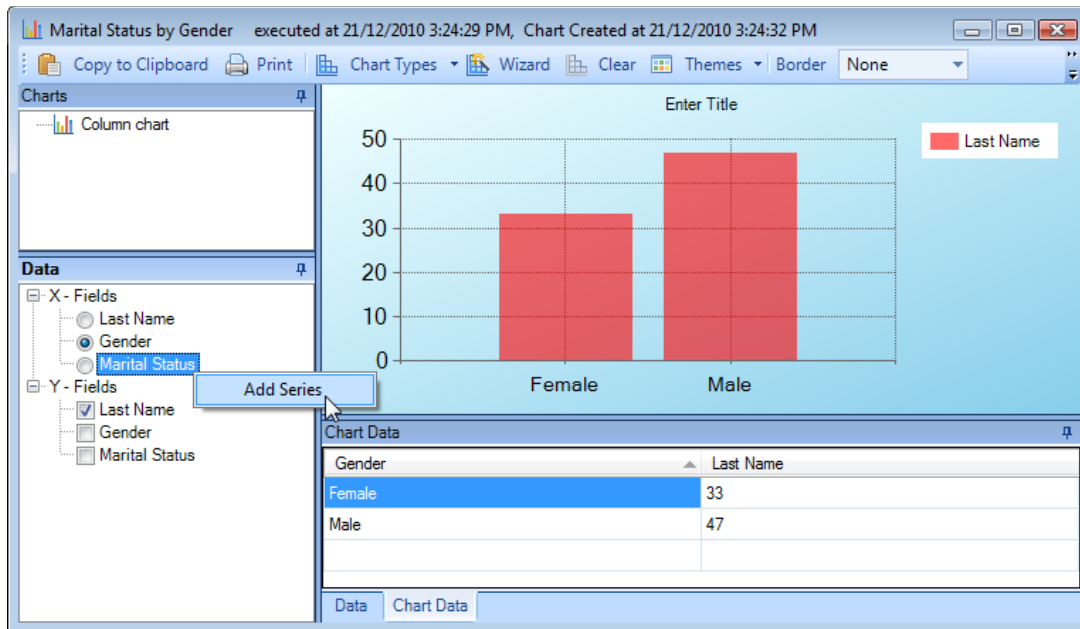
See the [Perspective Visual Analysis](#) section for further information on building a link chart, or click the Help icon in the Visual Analysis window.



## Chart Query Results

1. To begin charting your query results, click  **Chart**. If your query results contain child data, you may choose to chart either parent records (e.g., Person Detail) or child records (e.g., Person Incidents Involvement) by selecting the appropriate data label under the attached lookup.
2. A charting window will open with a blank Viewing pane, a list of variables available for charting listed in the **Data pane** on the left, and a grid with raw chart data listed at the bottom **Data tab**. (In this section, we will be looking at the case of an organization that wants to know the proportions of marital statuses of their employees by gender.)
3. In the Data pane, select an **X-Field** (e.g., Gender) and a **Y-Field** or multiple Y-Fields (e.g., Last Name) for your chart from the available options. The X-Field data will appear on the horizontal x-axis of your chart. The Y-Field data will appear on the vertical y-axis of your chart. If you select more than one Y-Field, ensure that they have the same unit of value (e.g., dollars, items). Note that Y-Fields are always charted as numerical values. Generally, text fields are counted (e.g., quantity of Incident Numbers or Last Names), while numerical fields are summed (e.g., amounts of Incident Losses).

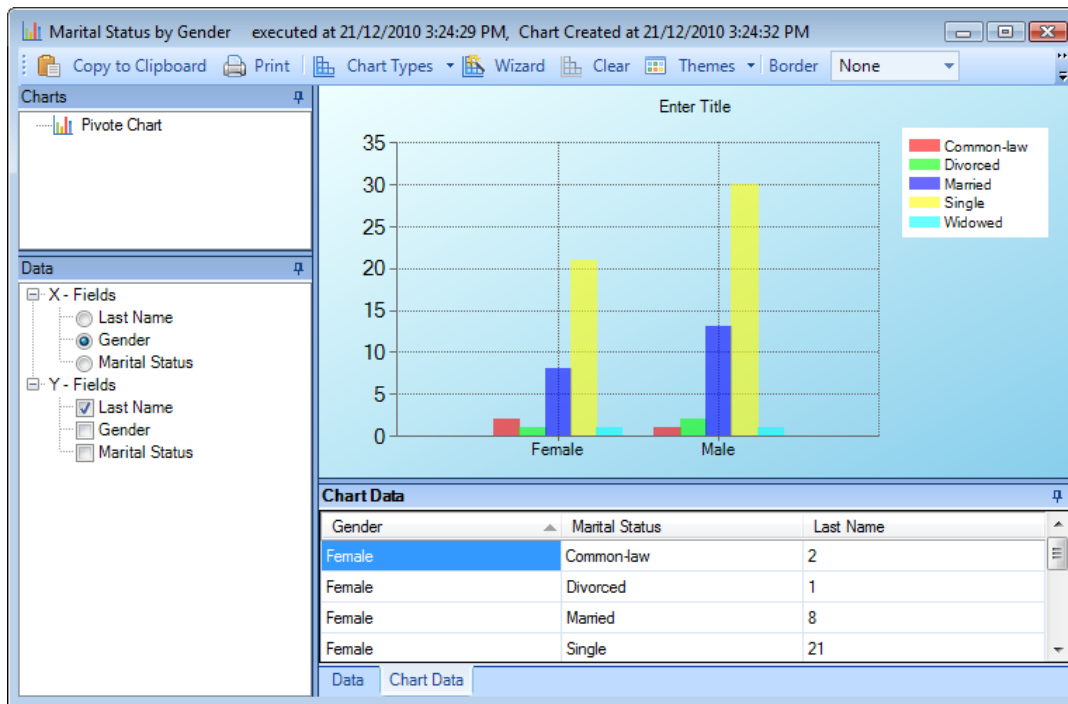
4. Your chart will appear in the Viewing pane. By default, your initial chart will be formatted as a column chart. The bottom pane will display your selected **Chart Data**.
5. You may copy and paste data from the Data or Chart Data tabs into Excel by highlighting the data and then using the Ctrl+C and Ctrl+V keyboard commands.





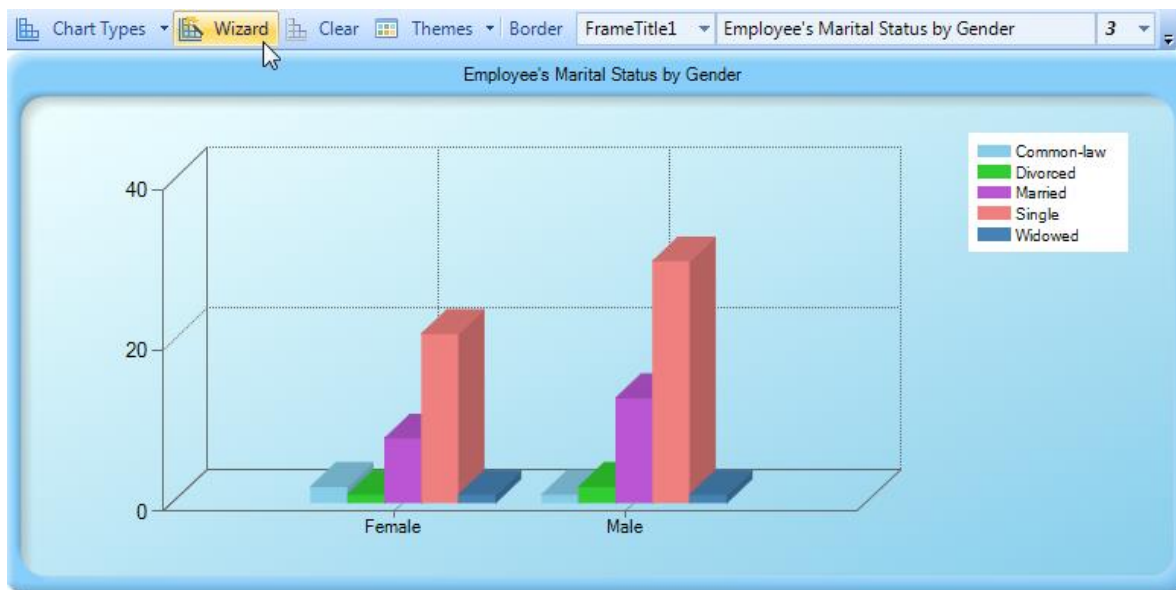
6. If you want to select an additional variable for your chart (e.g., Marital Status) to see the distribution of one of your variables by another (e.g., Marital Status by Gender), right-click the variable under X-Fields, and select **Add Series**. The chart type will switch to a pivot chart. The new variable will be added to the x-axis and will be explained in the chart's legend.

*Note: Once a Series variable is incorporated into your chart, only one Y-Field will be charted. Additional Y-Fields will automatically be dropped from your chart.*








7. If the chart **does not have a series field**, you may use the available toolbar options to adjust its appearance. These options are also available with a greater range of functionality in the Chart Wizard. For description of the various chart customization options in Chart Wizard, see [Appendix D: Chart Wizard](#).
  - a. To change the default column chart to a different chart type, choose an option from the  **Chart Types** lookup list (e.g., pie, bar, area). The Charts pane will automatically populate with the name of the selected chart.
  - b. To change the default **2D** (two-dimensional) chart to a **3D** (three-dimensional) chart, choose **3D** in the drop-down menu on the toolbar. Click and drag the chart to rotate it and adjust its perspective.
  - c. Enter a name for the chart in the **Title** text box.
  - d. From the **Border** lookup list, select a border or frame style for the chart.
  - e. In the  **Themes** lookup list, select a color theme for your chart.



If the chart **does include a series field**, any customizing of the chart, including changing the chart type, must be done in the Chart Wizard.



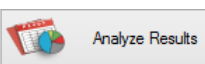
8. To **copy your chart to clipboard**  or **print it** , click the appropriate icon on the toolbar.
9. If you want to **erase this chart** and construct a new chart of the query results, click  **Clear** on the toolbar, or right-click in the chart area and select Clear.

## Analyze Results

Analyze Results allows you to choose how you view your query results. You can filter by variables and continually modify the results displayed. You can change the appearance of your results, as well as narrow or expand your results by hierarchy levels, building locations, criminal activity type, etc. The Pivot Grid in the Analyze Results module allows you to determine the data you want displayed, while the Data Chart section and Pie Chart section gives you the ability to dig deeper into your results and display them in a visually appealing way.

## Table

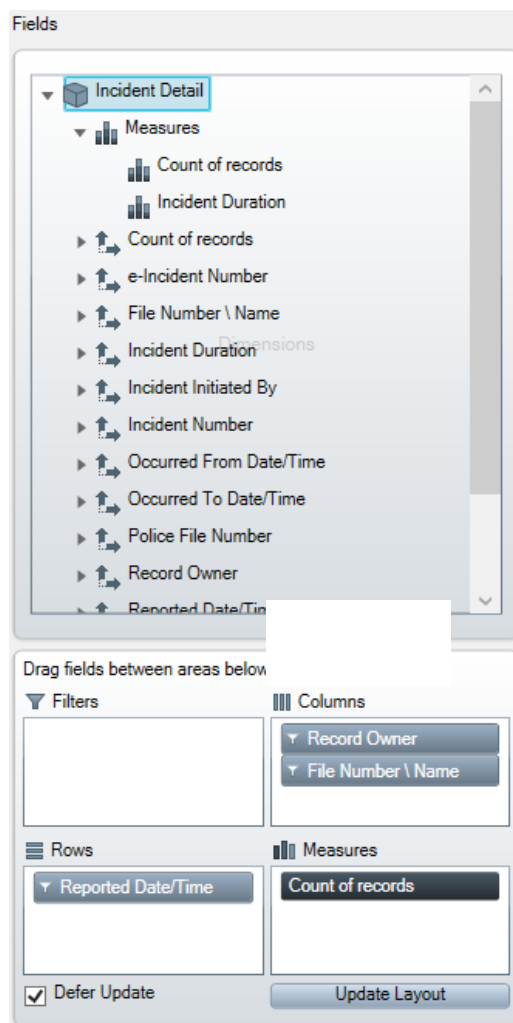
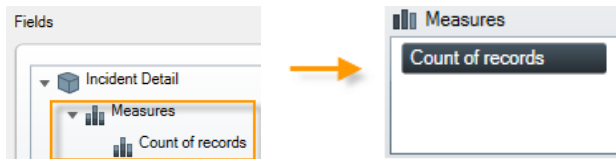
The table section of Analyze Results is where you decide what to analyze and how you want it to be displayed.

1. In the Navigation pane, open the **Analyze and Report** module.
2. From Analysis Expert, choose the query record that you want to view. To execute the query, do one of the following:
  - Click **Execute**  on the Ribbon.
  - Right-click in the listing pane, and select **Execute** from the drop-down menu that appears.
3. If you have user rights, you may make modifications to the **Value** field in the window that appears. Then click the **Execute**  button.
4. Click the **Analyze Results**  button.
5. The Analyze Results window will open. By default, you will be in the **Show as Table** tab. From here, you can begin organizing and filtering your data into a table.
6. Choose the variables you want to see displayed in your table by dragging them from the **Fields** section into the **Filters**, **Columns**, **Rows**, or **Measures** windows.

*Note: You can change the variables on the Tables, Data Charts, and Pie Charts tab.*




- **Columns:** Organizes the selected fields into columns.

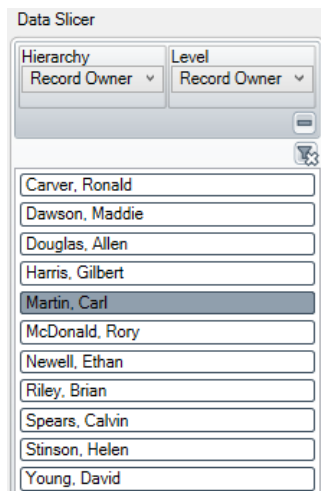
- **Rows:** Organizes the selected fields into rows.
- **Measures:** Shows a count of the data you want displayed.





*Note: Selecting the Defer Update checkbox will prevent your data from automatically being shown on your screen. If this checkbox is selected, you will have to click the Update Layout button whenever you want to see a current display of your data.*

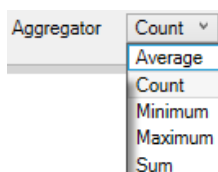
7. Once you have selected the data you want to appear in the table, you can dig deeper by using the Data Slicer to narrow or expand your results by hierarchy and level.
  - Once you have decided how you want to slice your data, click on the specific hierarchy and level you want to view.

*Note: To hide the hierarchy and level drop-down menus, click the  button. To bring it back into view, click the  button. Additionally, if you want to reset the hierarchy and level, click the  button.*



*Note: You can hide the Data Slicer section of Analyze Results by clicking the  button, found in the top left corner of the Analyze Results window. Click the  button to bring the Data Slicer back into view.*

8. To show different counts of your data (Average, Count, Minimum, Maximum, or Sum), use the Aggregator drop-down menu.



9. Now that you have organized your data by the information you want displayed, you can do any of the following:

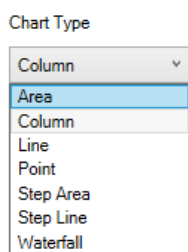
- Click the **Export to Excel** button.
- Click the **Show as Data Chart** tab to view your results in a chart.
- Click the **Show as Pie Chart** tab to view your results in a pie chart.

*Note: You can save how your results are displayed by clicking the Add button in the upper left corner of the Analyze Results window. Type a name for your saved view and press the Save button (which appears after you click Add). To cancel, click the Cancel button. Saved views are visible to people you share the queries with. Each shared query has a common set of saved views. This means that if anyone adds a view to a shared query, everyone that query is shared to will be able to see it.*







## Data Chart

The data chart tab allows you to modify how you view your data results. The following section will give you an in-depth understanding of the options you can use in the Data Chart section of Analyze Results.

1. Click the **Show as Data Chart** tab.
2. From the **Chart Type** drop-down menu, select the type of chart you want your results to be displayed in.

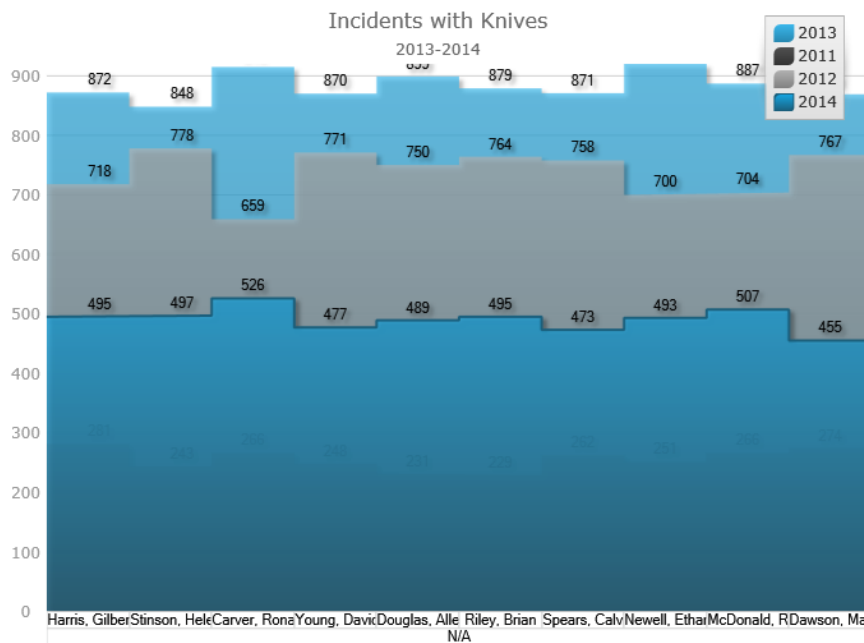




3. Enter a title for your chart in the **Title** field.

4. Enter a subtitle for your chart in the **Subtitle** field.
5. Select the **Show Marker Values** checkbox to see exact counts.
6. Select the **Enable DataPoint Tracking** checkbox to allow you to track exact numbers for different variables. Hover over the chart to have these numbers displayed.
7. Select the **Show Shadows** checkbox to better define particular variables on your chart.
8. Select the **Show Zoom Options** checkbox if you want to be able to zoom into specific areas of your chart. To do this, hover over the small replica of your chart to decide if you want to:
  - Zoom out 
  - Zoom in 
  - Reset your zoom to default , or
  - Select the default mouse drag interaction by right-clicking the  button (zoom into selection area , or pan )
9. By default, the Show Legend checkbox is selected. To hide the legend, deselect the **Show Legend** checkbox.
10. From the **Legend Position** drop-down menu, select where you want your legend to appear in relation to the chart.

*Note: If you Copy Chart as Image, you need to deselect the Show Zoom Options checkbox or else it will appear in your copied image.*

- You can copy the chart and paste it into a document (e.g., Microsoft Word or Excel). To do this, click the **Copy Chart as Image** button, open the program that you want to copy the chart to, and paste it. Or, you can save your chart to your desktop by clicking the **Save Chart as Image** button.



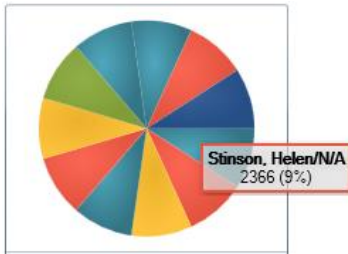
*Note: Hide the charting options by clicking the Chart Options  button. Bring the options back into view by clicking the  button.*

## Pie Chart



The Pie Chart tab, while a different type of chart from the Data Charts tab (with different options to view your results by), allows you to modify how you view your data results. The following section will give you an in-depth understanding of the options you can use in the Pie Chart section of Analyze Results.

- Click the **Show as Data Chart** tab.
- Enter a title for your chart in the **Title** field.
- If you want to see exact numbers, hover your mouse over the pie chart.





4. You can copy the chart and paste it into a document (e.g., Microsoft Word or Excel). To do this, click the **Copy Chart as Image** button, open the program that you want to copy the chart to, and paste it. Or, you can save your chart to your desktop by clicking the **Save Chart as Image** button.

*Note: Hide the charting options by clicking the Chart Options  button. Bring the options back into view by clicking the  button.*

# Reports

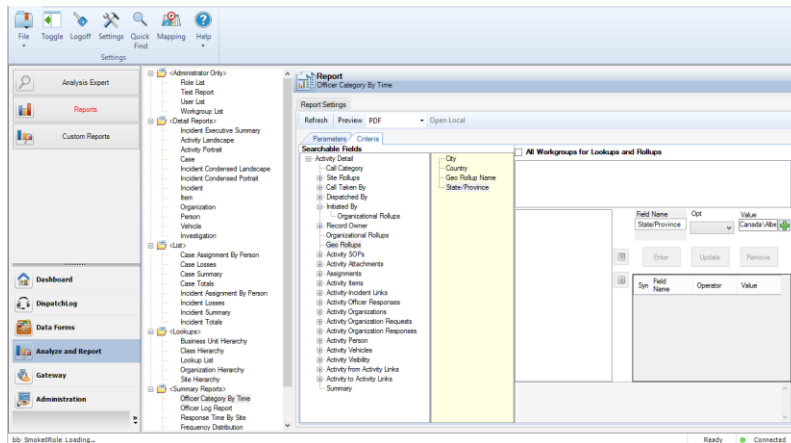
Perspective contains a number of preset reports that you may use to generate statistics and analyze trends in your data.

## User Interface

The interface of the Reports component of Perspective is built around the specific type of report that is selected from the Navigation pane, and can be roughly divided into three parts:

1. **Navigation pane:** Allows you to select various preset reports from five general categories. Once selected, the name of the report will appear at the top of the Report System pane.
  - **Administrator Only:** Reports that list groups of administrative hierarchies available in Perspective (e.g., Roles, Users, etc.).
  - **Detail Reports:** Condensed summaries of individual records stored in Perspective.
  - **List:** Reports that contain lists of records, assignments and losses.
  - **Lookups:** Reports that list values available in various Perspective's lookups.
  - **Summary Reports:** Reports with a summary of data analysis; results are summarized in assorted bar and pie charts.
2. **Report System pane:** Assists in filtering data for future reports and executes their creation.
3. **Report Settings toolbar:** The invariable part of the Report System pane that provides options for refreshing the report settings view, generating reports in PDF, and opening previously run reports locally.

4. **Report Settings pane:** The variable part of the Report System pane that displays tabs, panes, and tools for specifying parameters for the data used in your report.



## Types of Reports

### Administrator Only

- **Role List.** Lists all system roles, along with their respective descriptions and organizational rollups.
- **Test Report.** For testing purposes only; successfully running this report demonstrates that SQL Reporting Services is operating properly.
- **User List.** Lists all system users, along with their assigned security controls (roles, workgroups, organizational rollups, and access levels), and groups them by a security control of your choice.
- **Workgroup List.** Lists all workgroups, along with their respective descriptions, organizations, and Perspective e-Reporting access status.

### Detail Reports

- **Incident Executive Summary.** Displays the selected Incident record in brief detail, providing a short summary of the incident, its investigation and outcome, which is intended for managerial review.

- **Activity Landscape:** Displays the selected Activity record in great detail in a landscape-format report.
- **Activity Portrait:** Displays the selected Activity record in great detail in a portrait-format report.
- **Case:** Displays the selected Case record.
- **Incident Condensed Landscape:** Displays the selected Incident record in great detail in a landscape-format report.
- **Incident Condensed Portrait:** Displays the selected Incident record in great detail in a portrait-format report.
- **Incident:** Displays the selected Incident record, including some of its investigation data.
- **Item:** Displays the selected Item record.
- **Organization:** Displays the selected Organization record.
- **Person:** Displays the selected Person record.
- **Vehicle:** Displays the selected Vehicle record.
- **Investigation:** Displays investigation data from the selected Incident record.

## List

- **Case Assignment By Person:** Lists all case-related assignments along with key assignment details, such as the particular case in which the assignment was created, the user who created the assignment, and the user who was given the assignment.
- **Case Losses:** Groups and totals case loss values by category, manager, supervisor, status, or workgroup; results are displayed in list form and are summarized in a bar chart.

- **Case Summary:** Groups and totals cases by category, manager, supervisor, status, or workgroup; results are displayed as brief case summaries.
- **Case Totals:** Groups and totals cases by category, manager, supervisor, status, or workgroup; results are displayed in list form and are summarized in a bar chart.
- **Incident Assignment By Person:** Lists all incident-related assignments, along with key assignment details, such as the particular incident in which the assignment was created, the user who created the assignment, and the user who was given the assignment.
- **Incident Losses:** Groups and totals incident loss values by business unit, class, organizational rollup, site, or workgroup; results are displayed in list form and are summarized in a bar chart.
- **Incident Summary:** Groups and totals incidents by business unit, class, site, status, or workgroup; results are displayed as brief incident summaries.
- **Incident Totals:** Groups and totals incidents by business unit, class, disposition, organizational rollup, owner workgroup, or site; results are displayed in list form and are summarized in a bar chart.

## Lookups

- **Business Unit Hierarchy:** Lists all combinations of lookup list values for the four-tier business unit rollup.
- **Class Hierarchy:** Lists all combinations of lookup list values for the four-tier class rollup.
- **Lookup List:** Lists all System English values for the selected lookup list, as well as their alternative labels in other languages.
- **Organization Hierarchy:** Lists all combinations of lookup list values for the four-tier organizational rollup.

- **Site Hierarchy:** Lists all combinations of lookup list values for the four-tier site rollup.

## Summary Reports

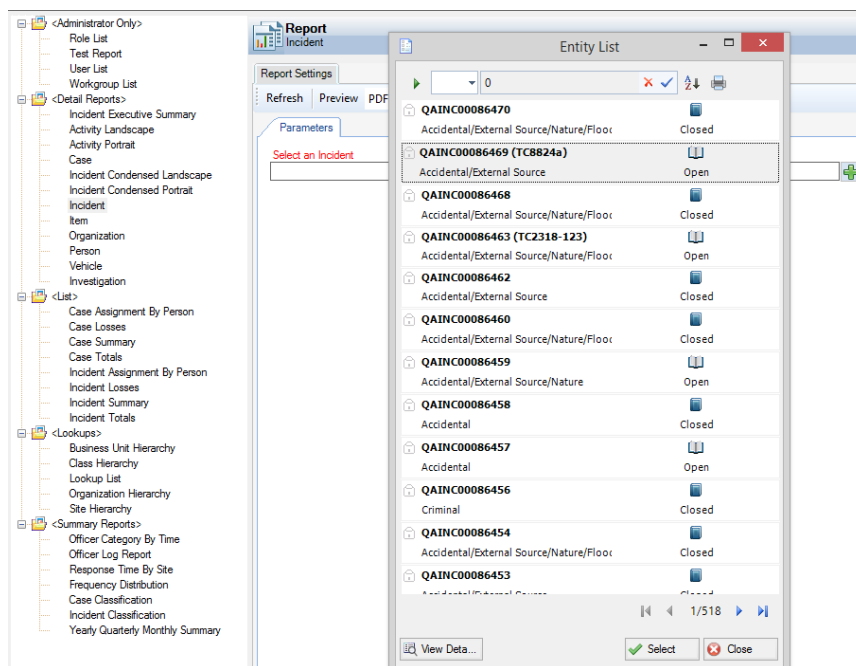
- **Officer Category By Time:** Calculates the time officers spent on activities providing the number of activities, the total and the average time, and the percentage of the total time per activity category.
- **Officer Log Report:** Lists the officer log status changes by officer, including such details as Call Sign, Location, Status, Date/Time of the change, and Notes.
- **Response Time By Site:** Provides short activity processing summaries by activity category, including activities' Start Time, Arrive Time, End Time, and calculating the Response Time and the Total Time per activity and per category.
- **Frequency Distribution:** Compares the total number of incidents that took place in two separate time periods by year, quarter, month, weekday, and hour; results are summarized in bar charts.
- **Case Classification:** Groups and totals case loss values by category; results are summarized in assorted bar and pie charts.
- **Incident Classification:** Groups and totals incident loss values by class and category; results are summarized in assorted bar and pie charts.
- **Yearly/Quarterly/Monthly Summary:** Provides descriptive statistics for the number of incidents that took place during the time periods of years, quarters, and months; results are summarized in bar charts.

## Creating a Report

1. Select a report from the list in the Navigation pane.


2. The **Parameters** tab will open by default. Each report has a unique set of one or more parameters that can be specified before running your report. As in all other Perspective forms, red parameter fields are required and all others are optional.
  - **Select a Language:** Choose a label set or a language of your report (e.g., System English).
  - **Select Group By:** Choose the entity your report's results will be grouped or organized by (e.g., Access Level, Role, Workgroups, Status, Class Rollup).
  - **Select a Date Range:** Set a date range(s) your report's data will be drawn from. Some reports may provide an option of selecting more than one date range for comparison.
  - **Year/Quarter/Month (for the Frequency Distribution Report):** Select the time period for which you would like your report to display statistics.
  - **Workgroups** checkboxes: Select the workgroups you would like the report to generate statistics from. Check All Workgroups to select all workgroups in the list.
  - **Select a Business Type, Class Type, Lookup Type, Org Type, or Site Type:** Specify the particular lookup list or rollup for which you would like to view available options or values.
  - **Select an Officer (only for Officer reports):** Choose the officer for which you would like to see the report data.
  - **Select an Activity, Incident, Case, Item, Organization, Person, or Vehicle:** Indicate the particular entity your report will be based on (e.g., Incident record INC-2010-000124, Jane Doe's Person record).
  - **Select Series (only for Totals reports):** Specify the entity that your report's charts will be grouped or organized by, next to the selected Group By field (i.e., Status, Disposition, Access Level, or Workgroups).

- **Select Net Loss Over/Under** (only for the Yearly / Quarterly / Monthly Report): Specify the Net Loss threshold value by which you would like to organize your report.
- **Completed?** (only for Assignment reports): Indicate whether you would like completed, incomplete, or both completed and incomplete assignments to be included in your report.
- **Include Locked?** (only for the Role List report): Indicate whether or not you would like locked roles to be included in your report.

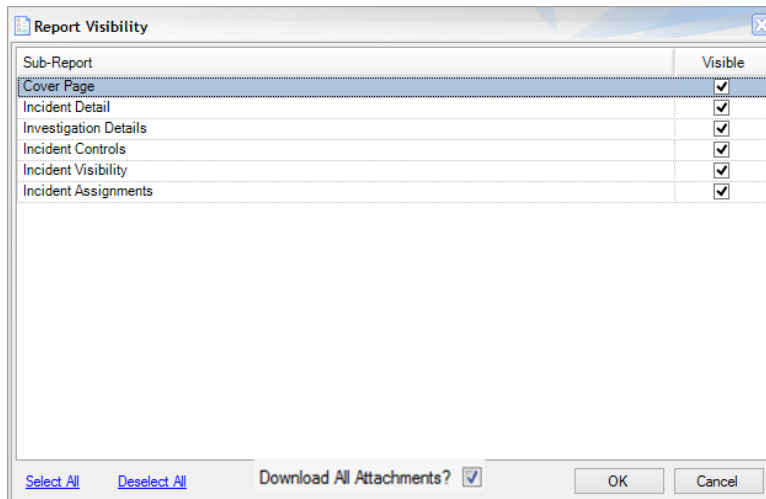


3. In addition to the Parameters tab, some **Summary Reports** have an option of filtering data that you would like to include in your report. To further qualify your report results, select the **Criteria** tab.
  - a. Check the **All Workgroups for Lookups and Rollups** box to search across lookup lists and rollup values for all workgroups.
  - b. In the **Searchable Fields** pane, select a form entity to display its available fields in the yellow pane to the right.

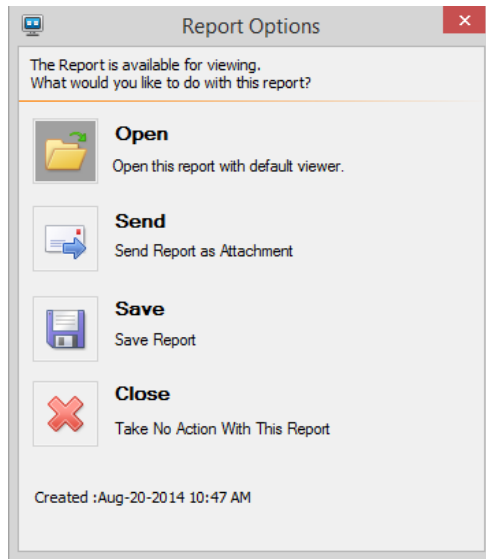


- c. Highlight and right-click a field you would like to specify settings for, and select **Search By** to add the field to your search criteria. The chosen field will automatically populate the **Field Name** box in the search pane on the right half of the screen.
  - d. Select a field operator from the **Opt** lookup list (e.g., =, >).
  - e. Enter the comparative value in the **Value** field or select an option from the list by clicking on the plus icon .
  - f. Click **Enter** to add the field specification to your report search criteria.  
Every time you add a new field specification to the search criteria, the pane on the left will populate with a new symbol associated with the added criterion (e.g., A, B, C). The arrangement of the symbols in the pane defines the relationships between the criteria, which are also reflected in the Boolean logic statement outlined below. By default, every criterion added is in the OR relationship with the previous and next.
  - g. To modify these relationships (and the logic statement), creating an internal hierarchy within the criteria, select a symbol from the pane on the left and click the adjacent up or down arrows. Criteria that appear in separate nodes are in the OR relationship to each other, while criteria that appear in sub-nodes are in the AND relationship to the main criterion at the top of the node.
  - h. To modify your search criteria, select the criteria you want to modify, make changes in the Opt and Value fields, and click **Update**. The changes will be applied to the criterion on both the level of the criteria list and the Boolean logic statement.
  - i. To remove a field from your search criteria list, select the field and click **Remove**.
4. Click **Preview** in the Report Settings toolbar to generate the report.
  5. For some reports, you will have to select parts of the report that you want to include in the report from the **Report Visibility** window. This window contains checkboxes for all report sections containing data. By default, all boxes will be checked. Uncheck the boxes for any sections you do

not want to appear in your report. Check the **Download All Attachments?** box if you want to download the attachments included in the record for printing (this checkbox only appears if the report includes attachments). Click **OK**.



6. A **Report Options** window will open.
  - a. Click the **Open** icon to instantly view a printable PDF copy of the report.
  - b. Click the **Send** icon to send an email message with a PDF copy of the report attached.
  - c. Click the **Save** icon to save a PDF copy of the report to the location of your choice.
  - d. Click the **Close** icon to cancel the report.



7. To access the most recently generated report, click the **Open Local** button in the Report Settings toolbar.

*Note: The Preview button should always be used to generate new reports with the most up-to-date data available in Perspective. The Open Local button should only be used to quickly reference recently run reports.*

# Custom Reports

You have the ability to take queries that you've built in Analysis Expert and customize them into custom reports. You define what information goes into the report and how it looks.

*Note: You need user permissions to access Custom Reports.*

## User Interface


The interface of the Custom Reports component evolves into separate screens depending on how far along you are in building your custom report – the initial **custom reports** window and the subsequent **reports designer** window. The reports designer window of the Custom Reports component is where you modify the appearance of your report, including changing the background, font colors and sizes, adding logos, etc. The initial custom reports window is divided into the following sections:

1. **Ribbon:** Contains the buttons that perform adding and execution of custom reports.  
*Note: Right-click the listing pane to open a menu with the following options: Add, Edit, Share, Delete, Clone, and Execute your custom report.*
2. **Listing pane:** Arranges custom reports that you create according to their access options (i.e., Shared Custom Reports or Private Custom Reports) and Custom Report category. By default, all new Custom Reports are Private Queries available only to the user who created them. In order to make a saved Custom Report available to users across your organization, you must share it. Refer to the [Share a Custom Report](#) chapter for more information on how to do this.

## Custom Report Design Process

The following chapter involves working with Perspective's Report Designer. To understand how to use the Report Designer, please refer to the [Report Designer](#) section for details.

## Create a Custom Report

1. Make sure the custom report category you want your created custom report to appear under is highlighted (i.e., Private Queries, Shared Queries).
2. To start a new custom report, choose one of the following options:
  - Click **Add**  on the Ribbon.
  - Right-click in the listing pane, and select **Add** from the drop-down menu that appears.
3. A Create New Custom Report dialog box will open.

4. Enter a title for the custom report in the **Report Name** field.

*Note: Use specific names for your custom reports, because if same-named reports are shared, the user will only see the first query with that name.*

5. Make sure the Report Category is correct. If you want to create a new Category, type it in this field.
6. In the **Report Description** text box, identify the type of custom report and/or its purpose.

*Note: The Report Description field can be left blank. The Report Name and Report Category fields must be filled in.*

Report Name  
Incident Report

Report Category  
Incidents

Report Description

Please select a query or queries for your report.

PRIVATE QUERIES


Miscellaneous Queries

Name	Type	Description
New Query	Incident	
New Query	Incident	
New Query	Vehicle	

Design Cancel



7. Click **Design**.
8. The new custom report entry will be added to the relevant record entry node. The Perspective Report Designer window will open (refer to the [Report Designer](#) section for details on how to use the Report Designer).

## Save a Custom Report

1. Complete the design of your custom report.
2. Store the custom report for access at a later date by doing one of the following actions:
  - Click **Save**  on the Ribbon.
  - Click **File**, and from the drop-down menu that appears, click **Save**.


## Edit a Custom Report

1. Make sure the custom report you want to edit is highlighted.

2. To open and begin editing the custom report, choose one of the following options:
  - Click **Edit**  on the Ribbon.
  - Right-click in the listing pane, and select **Edit** from the drop-down menu that appears.
3. The Custom Report dialog box will open.
4. Make changes to the **Report Name**, **Report Category**, and **Report Description** fields as needed.
5. If the report's query has been modified in **Analysis Expert**, click **Update Queries** at the bottom of the window. This will modify the report to reflect the updated query.
6. To modify the design of the report, click **Design** at the bottom of the window.
7. Make the appropriate changes in the Custom Report Designer.
8. Store the custom report for access at a later date by clicking **Save**  on the Ribbon, or click **File** and then **Save** from the drop-down menu that appears.



## Clone a Custom Report

*Note: If you do not have Manage rights, you will be unable to clone or edit a custom report.*

1. Make sure the custom report you want to clone is highlighted.
2. To clone the custom report, choose one of the following options:
  - Click **Clone**  on the Ribbon.
  - Right-click in the listing pane, and select **Clone** from the drop-down menu that appears.

3. A prompt will appear, asking if you are sure you want to clone the custom report. Click the **Yes** button to clone the report, or **No** to cancel the cloning process.


## Share a Custom Report

1. Make sure the custom report you want to share is highlighted.
2. To share the custom report, choose one of the following options:
  - Click **Share**  on the Ribbon.
  - Right-click in the listing pane, and select **Share** from the drop-down menu that appears.
3. The Share Custom Report dialog box will open.
4. Click the **Add User** or the **Add Role** button.
5. Select the user you want to share the custom report with by typing his/her name and/or role in the text field, or scrolling through all users and/or roles.
6. Double-click the user's name and/or role to confirm your selection.
  - Click the **Allow Manage** checkbox if you want the user or a particular role to have the ability to edit, share, delete, or clone the shared custom report.
7. Click **Save**.
  - Shared custom reports will have the  **Share** icon displayed beside the title.


## Delete a Custom Report

*Note: A custom report that has been shared to you by another user cannot be deleted.*



1. Make sure the custom report you want to delete is highlighted.
2. To delete the custom report, choose one of the following options:
  - Click **Delete**  on the Ribbon.
  - Right-click in the listing pane, and select **Delete** from the drop-down menu that appears.
3. A prompt will appear, asking if you are sure you want to delete the custom report. Click the **Yes** button to delete the report, or No to cancel the deletion process.

## Execute a Custom Report

1. Once your custom report is created, you may either run it immediately, or save it for further use, and then run it. To run a saved custom report, select the name of the report you want to run from the custom reports list in the listing pane.
2. To execute the query, choose one of the following options:
  - Click **Execute**  on the Ribbon.
  - While in the Report Designer, click **File, Export** and from the menu that appears, select the file type you want the report to be run in.

## Report Designer

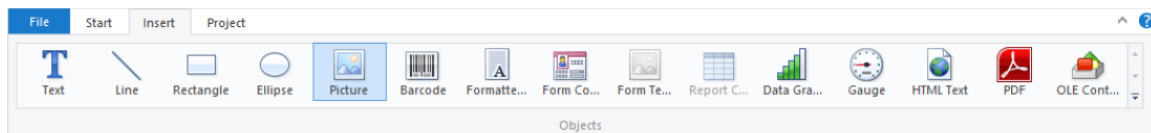
In the Report Designer, you have all your query data at your disposal and can prepare it for printing in different ways.

## Getting Started

### *Insert a Company Logo into the Report*

For the company logo, please use the sunshine.gif file, which you will find in the directory for the Sample Application. We also need a Picture object. Proceed as follows:

1. Click **Insert > Picture** (Objects > Insert > Picture).



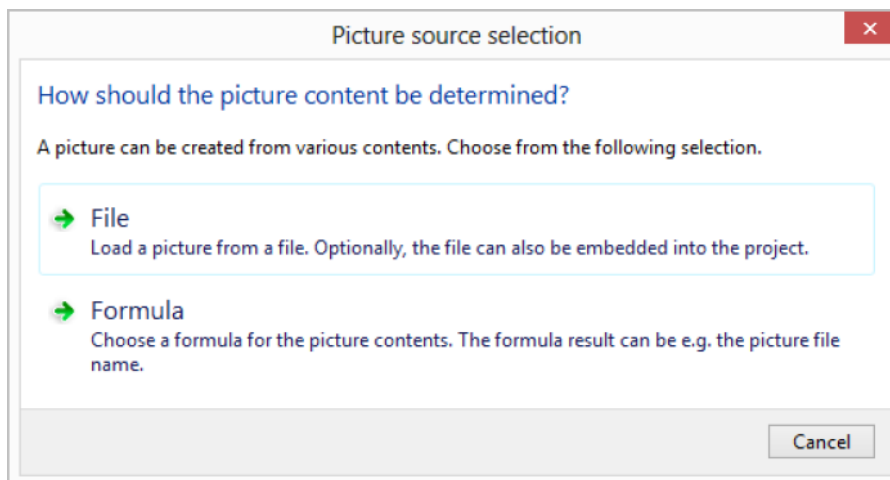
*Note: Objects are your project's building blocks. They are generated in the workspace where they are also given a border with which their size and position can be changed. This border defines the space that the object takes up and thus also the maximum size to which the contents of the respective object can be expanded. Objects may overlap fully or partly.*

2. In the workspace, point the mouse to the position where the upper left corner of the object is to begin. The mouse cursor changes to a crosshair. Hold down the left mouse button and drag the crosshair to the lower right corner of the planned object. Release the mouse button when the object (the dashed border) is the right size.

*Note: Objects can be added to the workspace in different ways: via the menu Objects > Insert, via the toolbar or via keyboard shortcuts, or with Drag and Drop from the list of variables.*

3. Select if the picture is loaded from a file or if the content is defined by a formula/variable.

*Note: This dialog is not available in Windows XP, the file selection dialog will appear directly.*

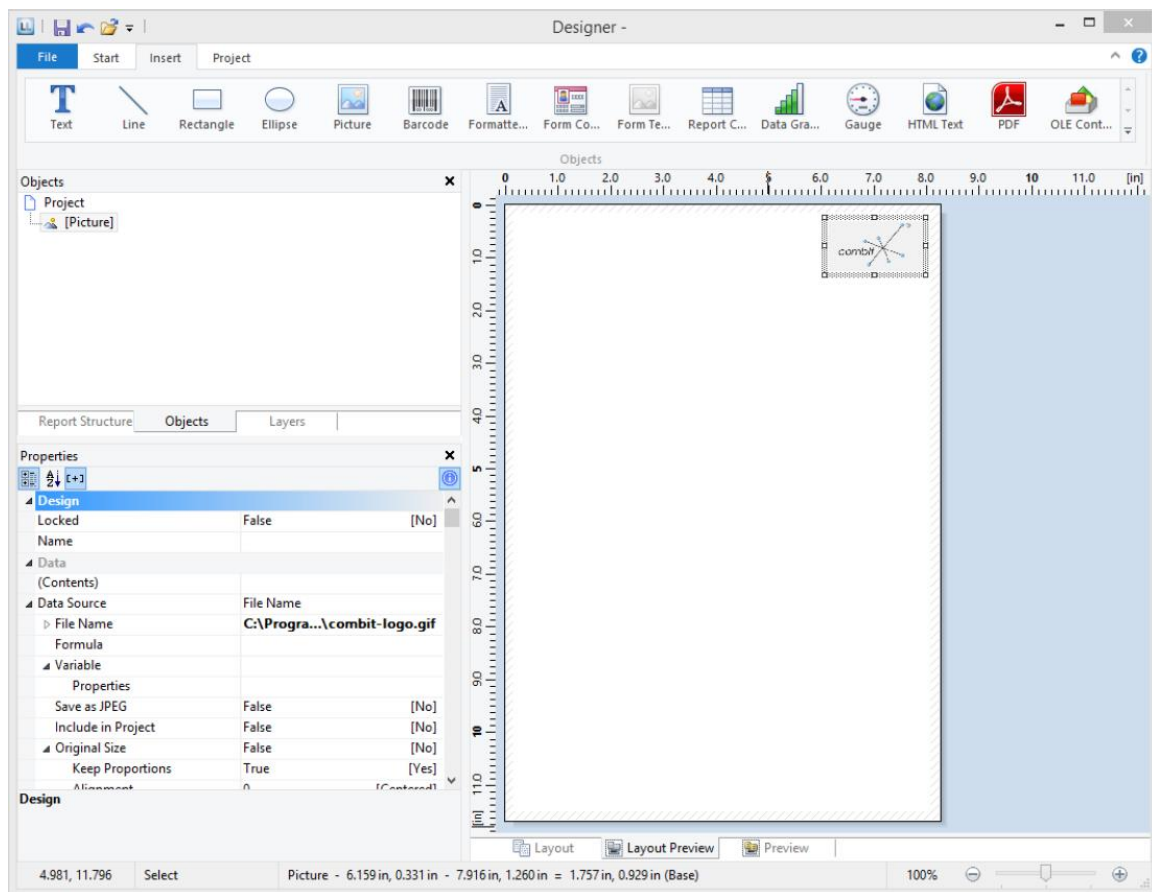


4. If you select **File**, a file selection dialog will appear. Select the image file.

*Note: The following formats are available: LL, BMP, DOCX, HTML, JPG, PDF, PNG, RTF, SVG, TXT, TIFF, XLS, XLSX, XML, and XPX. As a general rule, you should use the RGB color space (not CYMK). Transparency in PNG files is supported by using the corresponding Windows functions. In our experience the majority of printer drivers do not support transparency so that reports with e.g., partly transparent PNG files should thoroughly be tested on the actual hard-software combination. If that is not possible we recommend doing without the alpha channel. Insert the picture into the project by enabling the **Embed image in project file** checkbox option.*



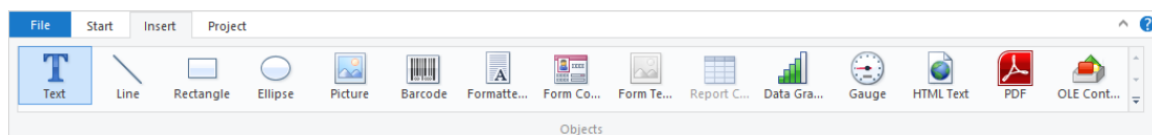
5. After you select the file, select the **Embed image in project file** checkbox, and click **Open**, the logo will be inserted into your report.



## Add a Title to the Report

Use a text object to add a title to the report. Text objects let you place text in the workspace. As well as fixed text, you can also insert the contents of fields (variables) from the database (e.g., company name), or you can use functions (page number, date, etc.).

1. Click **Insert > Text** (Objects > Insert > Text).



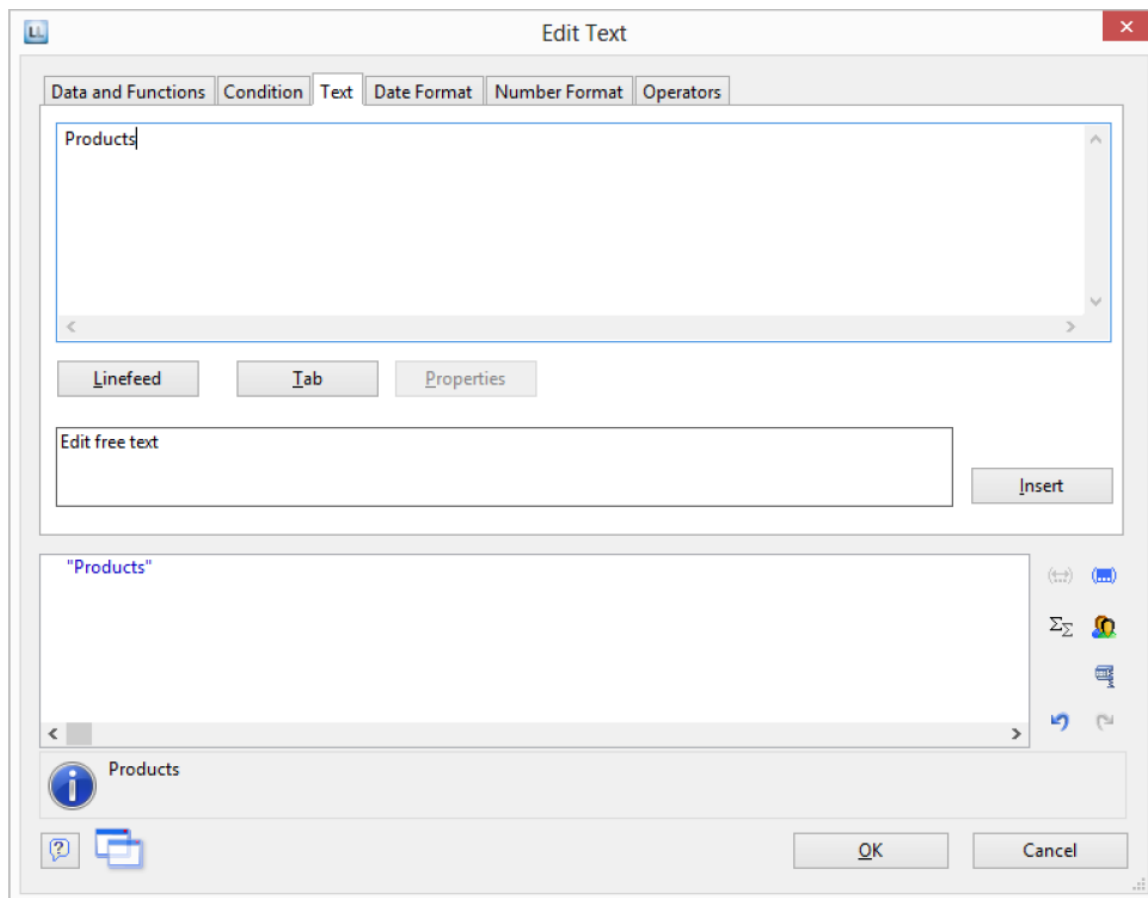
2. In the workspace, hold down the left mouse button and pull the object to the required size. Text objects should always be created in the maximum size you want, the object shrinks at print time to the required size.

3. The formula wizard will now appear which you can use to define the contents of the text object. This dialog consists of a series of tabs each containing different elements to be edited. The following chapters explain the meanings of these elements in more detail.

- **Data and Functions:** the available variables, fields, and functions.
- **Condition:** for defining IF-THEN-ELSE conditions.
- **Text:** for entering fixed text and tabs.
- **Date Format:** different date formats.
- **Number Format:** different number formats.
- **Operators:** available conjunction operators.

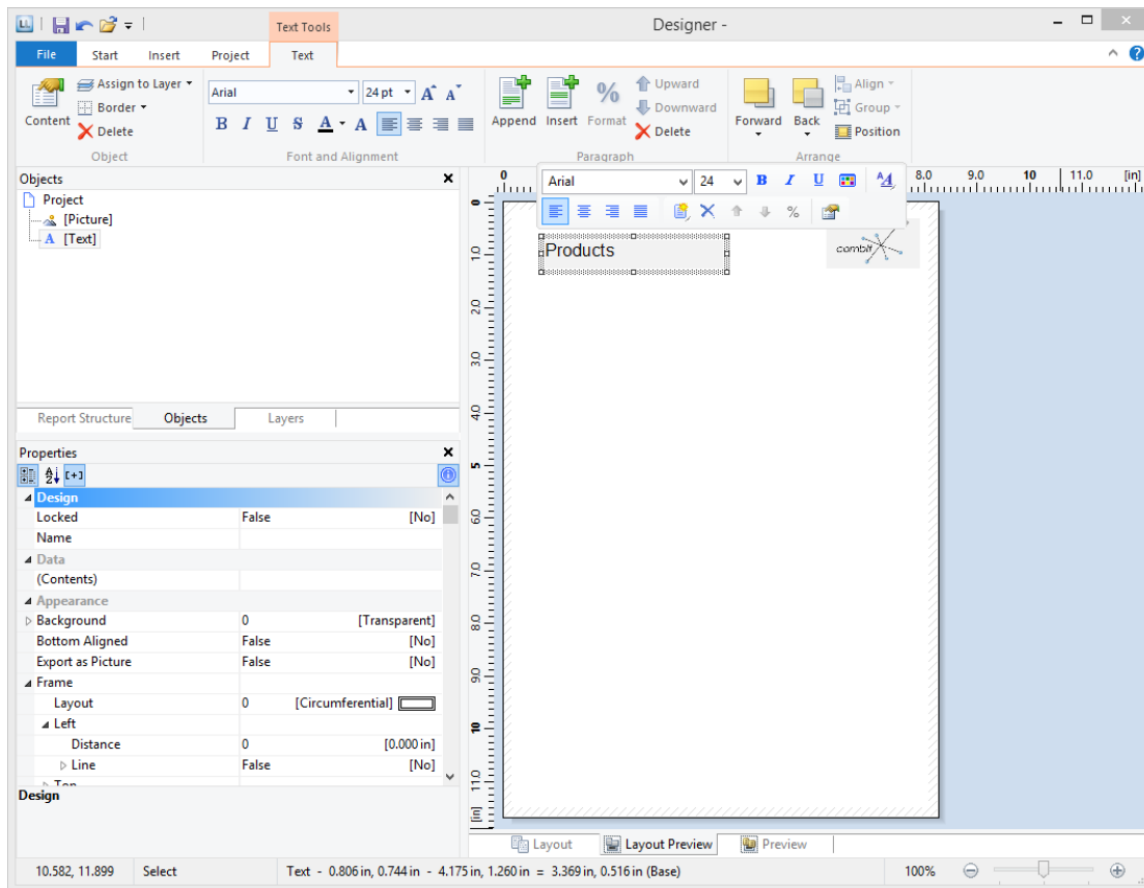
You can also enter the expression that you want directly in the edit box or modify the text that is there (e.g., put something in brackets).

Therefore, enter our title Products directly. Fixed text must be enclosed in quotation marks. Enter names of data and functions without brackets.



*Note: Please note that there are two ways of writing expressions, depending on their use. You will find more information about this in the chapter Variables, Fields and Expressions.*

4. The title will be displayed when you close the dialog with OK.
5. Use the tab **Texttools** > **Text** (mini-toolbar) to enlarge the font size.
6. You have now added the title:

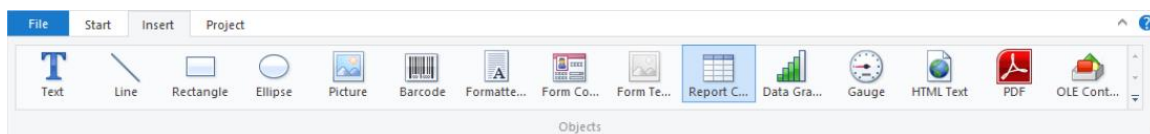


### *Insert the Table for the Product List*

Use the Report Container object to add a table to the report. As the name says, a report container can hold several objects: tables, charts and crosstabs can be added in any order.

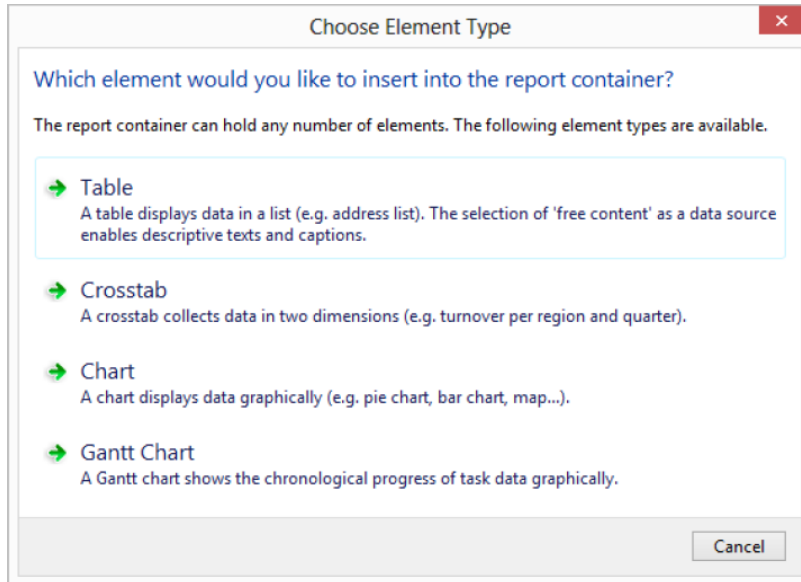
*Note: The report container is not available in all applications. In applications that don't have the report container, use the Table object.*

1. Click **Insert > Report Container** (Objects > Insert > Report Container).

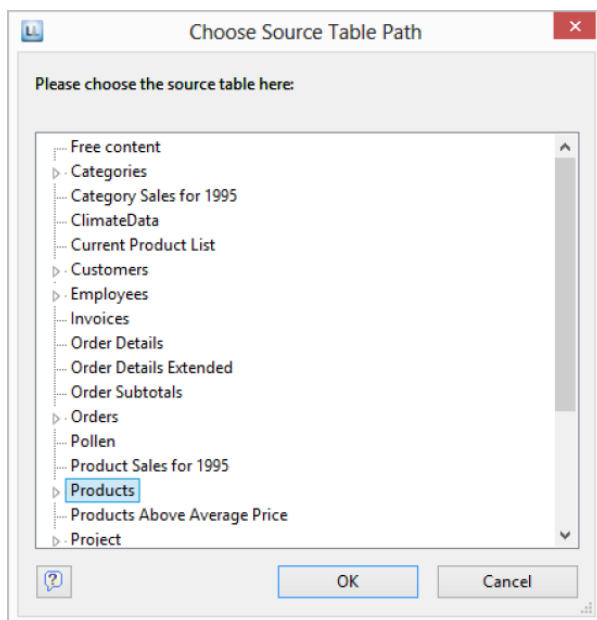


2. In the workspace, hold down the left mouse button and pull the object to the required size.

3. A selection dialog will appear for the chosen element type. Choose the **Table** element type.



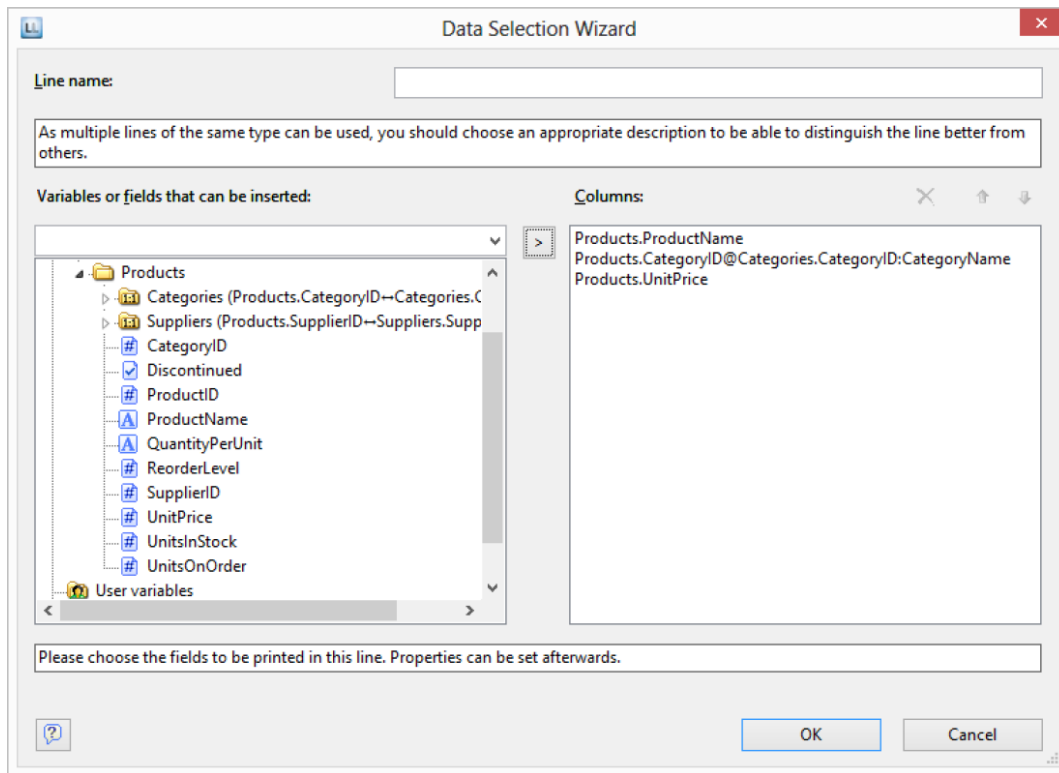
4. Now supply the data source in the following dialog. All available tables are shown hierarchically; in other words, under the tables, you will find the relational tables in each case.



Select the **Products** table because it contains the fields that we want for our product list.



5. A selection wizard will appear with all the fields in the Products table. In addition, underneath the Products table, you will also find the fields in the tables Categories and Suppliers which have a 1:1.relationship with Products.

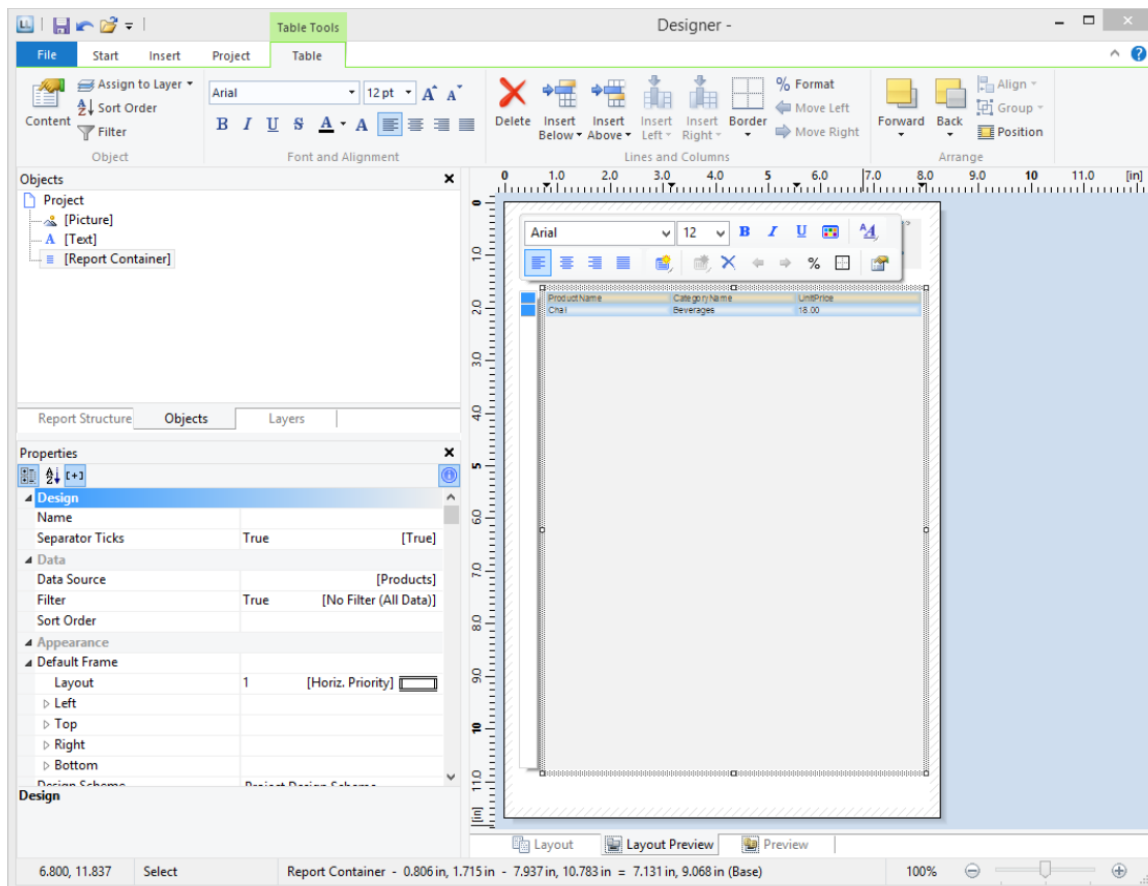


In this dialog, now choose the columns for the table. Double-click a field, e.g., **ProductName**. The field will be added to the Columns area.

6. Repeat this step for all fields that are to be shown in the table; i.e., also the **CategoryName** field from the linked table **Categories** and the **UnitPrice** field for the unit price. Confirm your selection by clicking **OK**.
7. The table will now be displayed in the workspace.
  - The selected fields are displayed in the data line, in other words, the data line contains the data.

- In addition, a header line is automatically produced. Header lines are used mostly as column titles, i.e., the selected field names are now shown here as text.
- If you pull the report container widthwise to make it wider or narrower while holding down the CTRL key, the columns will be adjusted proportionally to fit.
- The width of the columns adjusts automatically. You can adjust the width of a column manually by moving the separating line to the right or the left with the mouse.

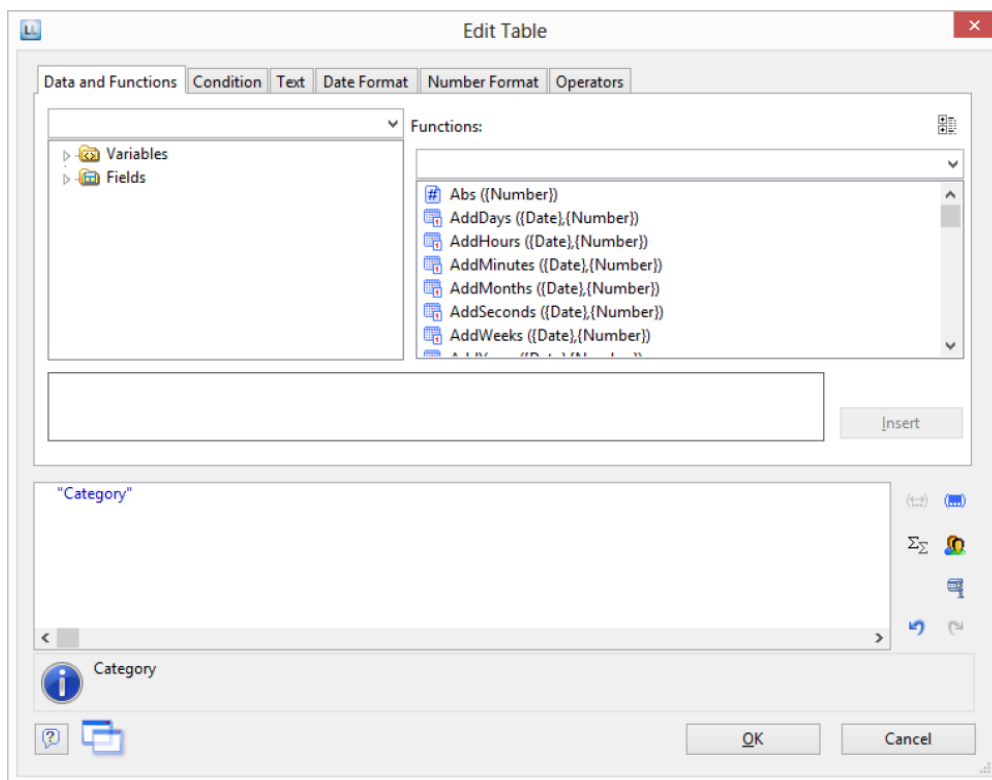
*Note: This changes all table columns, whose separators are within +/-2 mm from the mouse position. If you hold down the CTRL key, the action will only be carried out for the line on which the mouse is positioned. If the Column width modification affects next column option is enabled (File > Options > Workspace), you can alter the column width while making the next column smaller.*



## Format Table Fields

Only a few basic formatting options are explained here.

1. In the product category column title, the field name `CategoryName` is shown. Click the respective field in order to change this text to `Category`. The formula wizard will now appear, which you can use to change the contents of the field. Text must be enclosed in quotation marks.

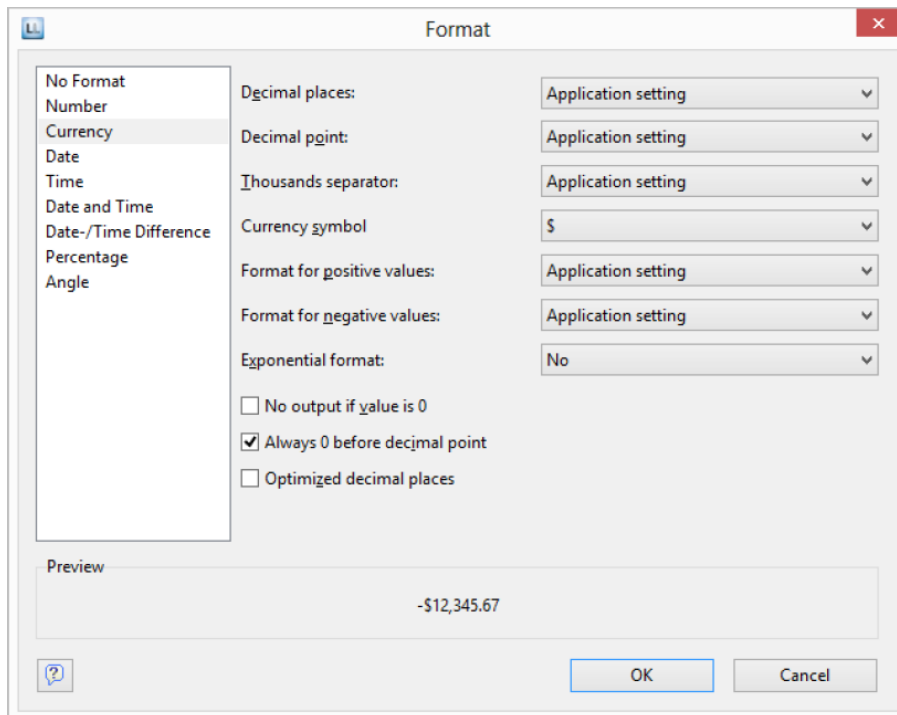


2. In addition, we want to format the unit price as currency and align the entire column to the right. You will find both formatting options in the tab **Table Tools > Table** (mini-toolbar). Click in the upper left corner to select the field containing the unit price.

Product Name	Category	Unit Price
Chai	Beverages	\$1.00

3. Click the button **% Format** for the formatting dialog

4. A selection dialog will now appear in which you can select the formatting that you want for the numeric field. To do this, choose the type on the left hand side i.e., **Currency**. In the right pane, you can specify the currency formatting in detail. The settings for the relevant application will be used in each case as standard. Alternatively, you can choose the system setting or a user defined setting.



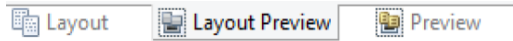
5. Finally, select both fields (the header and the data line) to align them to the right. To do this, hold down the **CTRL** key and select both fields by clicking in the upper left corner in each case. Then click the button for right alignment.

ProductName	Category	Unit Price
Chai	Beverages	18.00

### Display a Preview of the Report

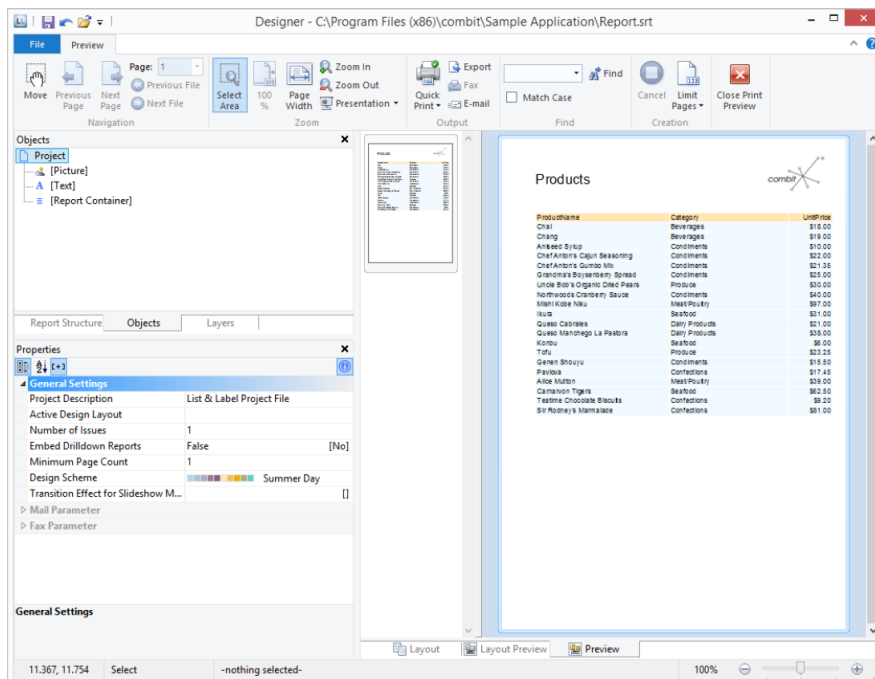
Until now, you have only seen the report in layout view as a structure with a record. To get an impression of the result, you can display a preview of the report. Use the tabs in the bottom margin of the workspace to change to the preview.

*Note: Real data preview mode is not supported by all applications.*



The report will now be displayed with the data from the Products table. You can also change the number of products or data records in the Sample Application.

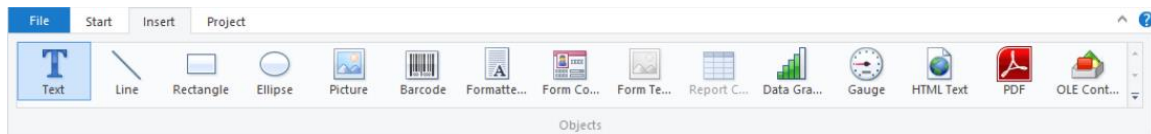
1. To do this, save the report with **File > Save**.
2. End the Designer with **File > Close**.
3. In the Sample Application, choose **Options > Settings**, and increase the maximum number of root records to 50.
4. Open the print template that you created again via **Design > Extended Samples**, and switch to preview mode. Your report will look roughly like this:



## Add a Page Number

It's a good idea to add a page number in the lower area of the page. To do this, add a new text object. You will be using functions (such as the page number function) as well as fixed text with this object.

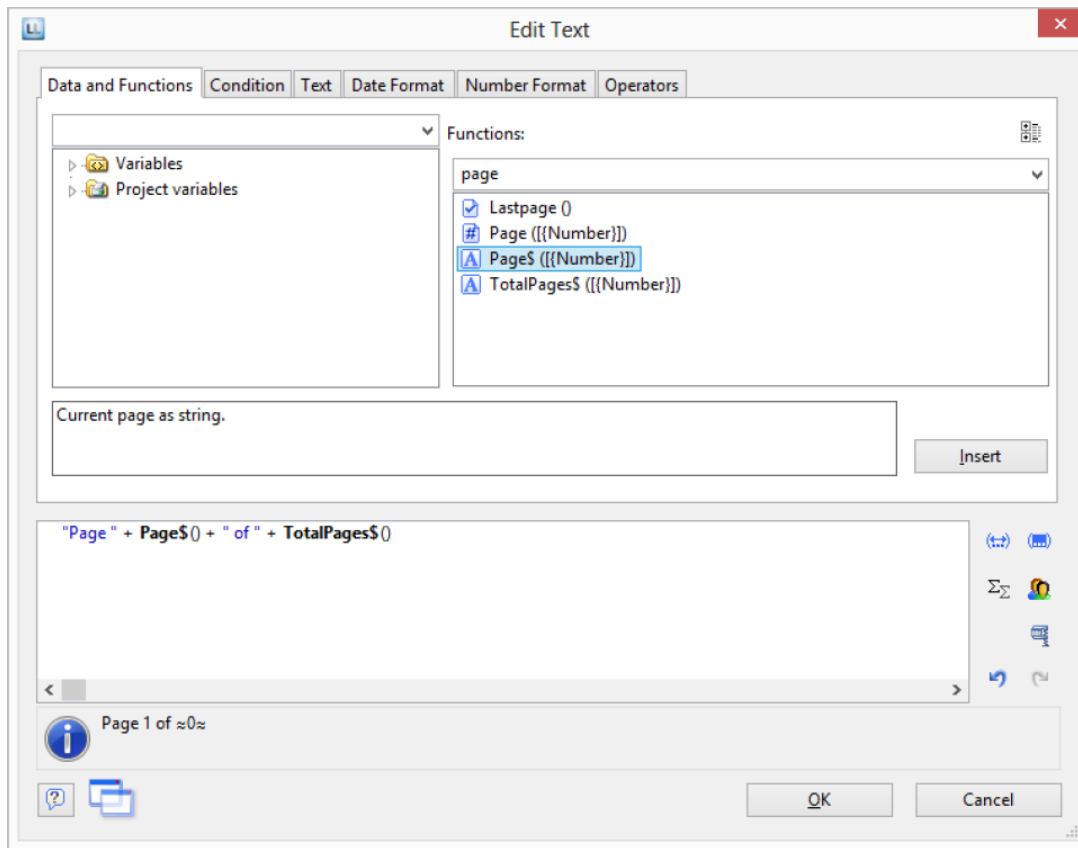
1. Choose Insert > Text (Objects > Insert > Text).



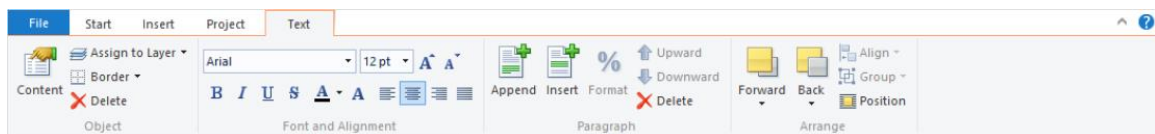
2. In the workspace, hold down the left mouse button and pull the object to the required size.
3. The formula wizard will now appear which you can use to define the contents of the text object. The available functions are shown in the right pane. You can use an auto filter with this list. Type page in the filter field. This will cause all functions containing the expression page to be displayed.
  - The Page\$ () function returns the page number.
  - The TotalPage\$ () function returns the total number of pages.

Add the Page\$ () function to the result area by double-clicking.

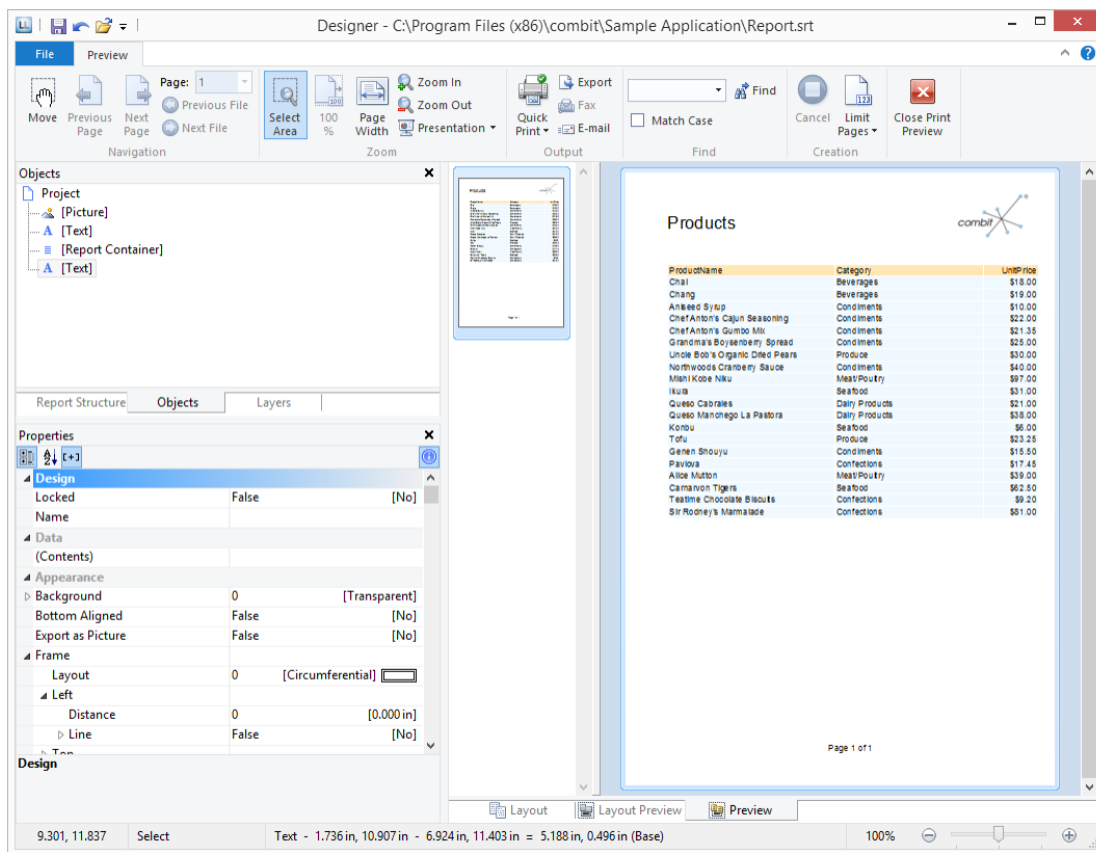
4. If you now want to output a footer in the form of Page 1 of 2, you can enter the text of directly in the usual way. Please consider that individual parts must be joined with a + and that text must be enclosed in quotation marks.
5. Now add the TotalPages\$ () function by double-clicking to get the total number pages. The formula will look like this:



6. You can center this line in the report in the usual way:



7. Switch to preview mode to view the result:



## General Procedures

### Choose a Page Layout

The first task in a new project is to set up the page layout that you want. Click **Project > Layout Regions** (Project > Page Layout) to specify properties such as the choice of printer, paper size, and orientation.

If multiple layout areas are defined, the active workspace can be selected via the Active Design Layout project property.

### Zoom

It is possible to zoom in on the workspace. Use Zoom In, Zoom Out, and 100% to adjust the view in the workspace. Use the Zoom slider in the status bar to slide to the zoom percentage you requires (50% - 500%).



Use Select Area to select the view area with the left mouse button. Click **Start> Select Area** (objects toolbar > Select).

### ***Status Line***

The status line is divided in three sections.

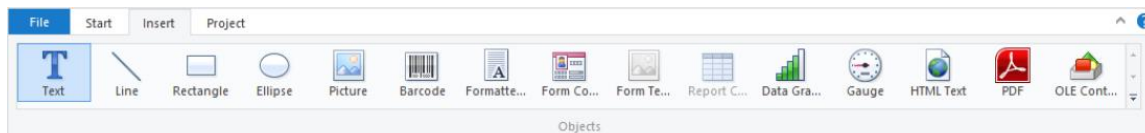
- The current mouse position from upper left.
- The active operation (e.g., selection).
- Name, position upper left, position lower right, width, height, and layer of the selected object.
- Zoom slider for Workspace and Preview.

8.635, 14.339 | Select | Text - 0.725in, 1.629in - 3.520in, 2.709in = 2.795in, 1.080in (Base)

### ***Ribbon***

The Ribbon contains command buttons on different tabs. The commands are arranged according to how often they are used. Frequently used commands are available prominently; less frequently used commands are located on less prominently.

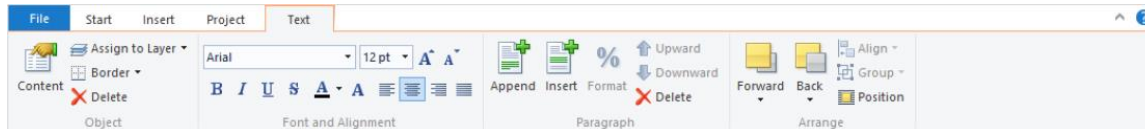
*Note: Alternatively, you can work with a classic menu and toolbars. Select the type of display in the project options (Project> Options> Workspace).*



Some other commands are displayed only when you might need them, in response to an action.

## Text Tools

If you insert a text object, the Text Tools and the tab Text are displayed. The tab contains the commands you need for working with text objects. When you have finished the work on the text object, the Text Tools are hidden.

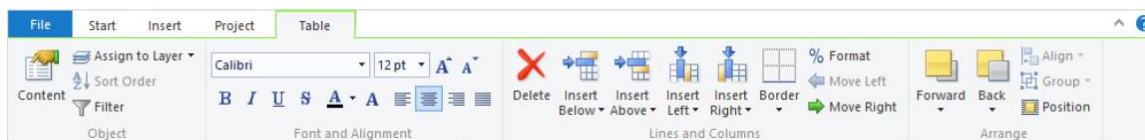


With the Text Tools you can append/insert a paragraph, move paragraphs upwards/downwards, apply fonts, font sizes, text colors and formatting as well as arrange objects.

- To select a complete paragraph, click onto the bar on the left. Hold CTRL or SHIFT to select multiple paragraphs or a complete range.

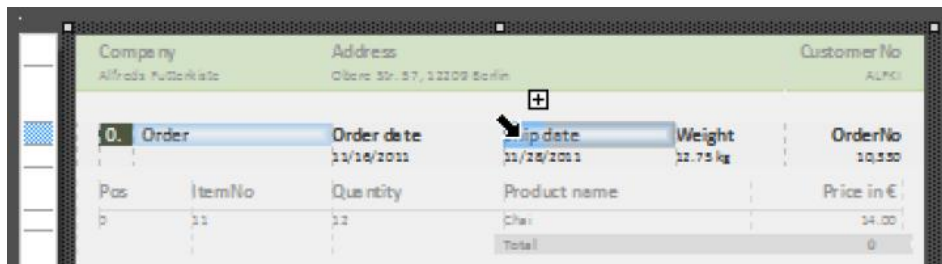
## Table Tools

If you insert a table, the Table Tools and the tab Table are displayed. The tab contains the commands you need for working with table objects. When you have finished the work on the text object, the Table Tools are hidden.

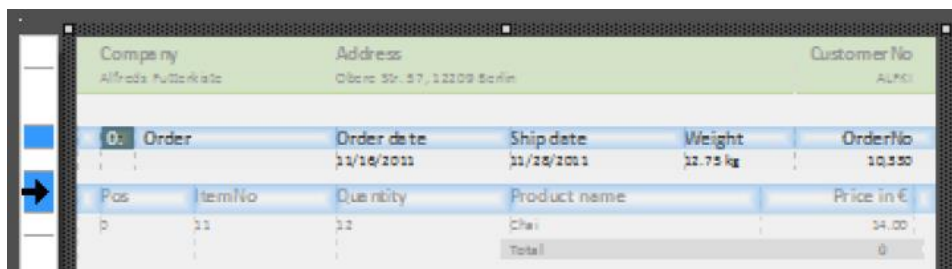


With the Table Tools you can define a new line, insert a new row, move selected rows/cells to the left/right, borders, apply fonts, font sizes, text colors, and formatting, as well as arrange objects.

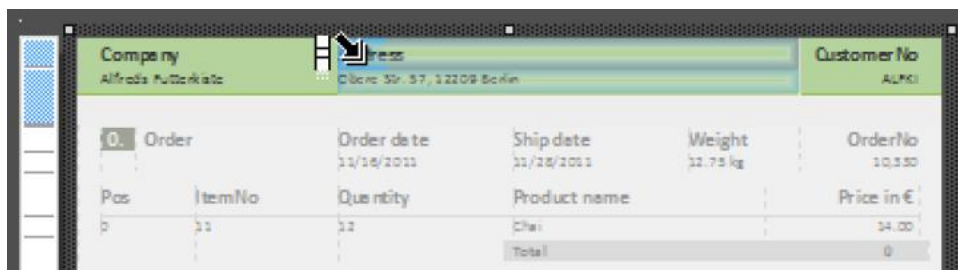
- To select a field, click in the top left corner of the field. Hold CTRL or SHIFT to select multiple fields or a complete range.



- To select a complete line, click onto the bar on the left. Hold CTRL or SHIFT to select multiple paragraphs or a complete range.

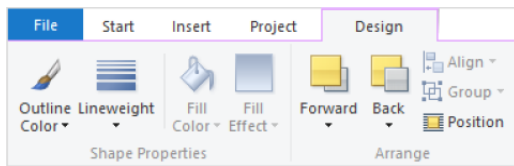


- To select a complete column, hold ALT. Hold CTRL or SHIFT to select multiple columns or a complete range.



### Drawing Tools

If you insert a drawing object, the Drawing Tools and the tab Design are displayed. The tab contains the commands you need for working with drawing objects (e.g., Outline color, Lineweight).



### Minimize the Ribbon

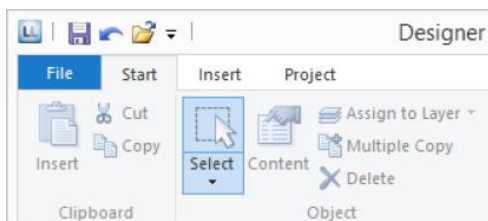
The ribbon can be minimized in order to save screen space.

- Right-click the ribbon, and then click Minimize the Ribbon.
- To quickly minimize the ribbon, double-click the name of the active tab. Double-click a tab again to restore the ribbon.
- To minimize or restore the ribbon via Keyboard shortcut press CTRL+F1.

To use the ribbon while it is minimized, click the tab you want to use, and then click the option or command you want to use.

### File Menu

The File menu contains commands for saving, printing, exporting the project, and the project options.



## Quick Access Toolbar

The Quick Access Toolbar is a customizable toolbar that contains a set of commands that are independent of the tab on the ribbon that is currently displayed. You can move the Quick Access Toolbar from one of the two possible locations, and you can add buttons that represent commands to the Quick Access Toolbar.

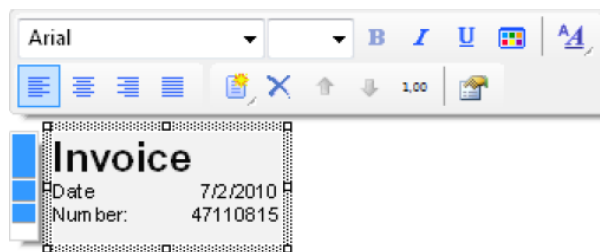
On the ribbon, click the appropriate tab or group to display the command that you want to add to the Quick Access Toolbar. Right-click the command, and then click Add to Quick Access Toolbar on the shortcut menu. In order to delete a command, right-click the command you want to remove from the Quick Access Toolbar, and then click Remove from Quick Access Toolbar on the shortcut menu.

## Mini-toolbar

When you select a text object or a table object, a convenient toolbar in miniature format is displayed, the mini-toolbar.

*Note: The Mini toolbar is especially useful if you use the classic menu and toolbars instead of the ribbon. You can select the type of display in the project options (Project > Options > Workspace). When using the ribbon, the functions of the mini-toolbar will be displayed in the tabs Text Tools and Table Tools.*

- With the mini-toolbar you can add a text paragraph, define a new table line, insert a new table row, apply fonts, font sizes, orientations, text colors and formatting as well as open the object dialog.
- You can close the mini-toolbar by pressing ESC. With the project option Show mini-toolbar (File > Options > Workspace) it can be suppressed permanently.



## ***Default Settings for Font and Frame***

Click **File > Options > Objects**.

The Select button under Object font lets you choose the default font to be used for objects. Under Color preferences, you can specify the border and the filling for objects.

New objects will be created according to these settings. However, you can change the settings later individually for each object.

When you start a new project, it's a good idea to configure these settings using suitable values to keep the effort required for making manual changes to a minimum. The settings only apply for the current project.

The Default parameter in the respective object properties (Font/Frame/Background) is active as standard for all objects. Therefore, if the default values are changed later, this will also affect all objects whose font has not been changed manually.

## **Create a Professional Table**

In this chapter, we will extend the previous examples to include more functions, output grouped data, use appearance conditions and layers to allow multiple pages to be output and add more elements to the report container.

### ***Use Advanced Features with the Report Structure***

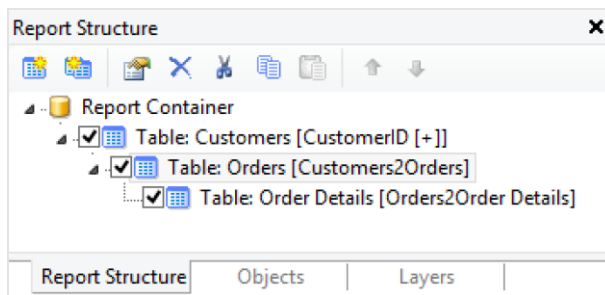
You use the Report Container object to add a table. As the name says, a report container can hold several objects.

Tables, charts, crosstabs and Gantt charts can be added in any order, even as sub-elements of tables. This lets you define sub-reports with almost any relationships between tables.

However, only one report container is permitted and you cannot define any separate tables, charts, crosstabs or Gantt charts.

You define new elements in the Report Structure tool window along with the hierarchical structure that you want. All elements and respective sub-elements of a report structure are shown here, with object type and data source [relation name, sort name], in the order in which they will later be printed (sequence plan).

The currently selected item will be highlighted in the workspace. By using the checkboxes in the tool window Report Structure, you can toggle the visibility of elements, sub elements and branches.



All actions are available in a context menu. There are additional buttons in the top toolbar for the frequently used actions.

To add a new element to the report container, select the Append an element or the Append a sub-element button. Sub-elements are only possible with tables.

Only one element is displayed at any time in the workspace. This means that with the Report Structure toolbar, you select the element that you want to be displayed in the workspace.

### ***Practice: Define the Report Structure Correctly***

Let's assume that you want to produce a list of all customers, showing the orders of the respective customers and all order items.

You want the result to look roughly like this:

# Order Overview

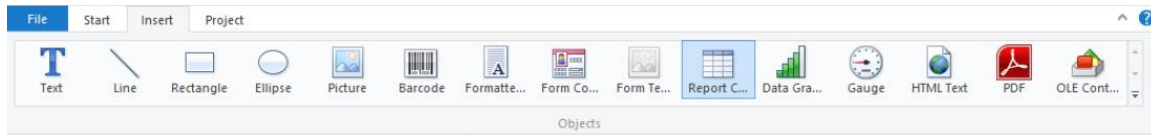
Customer orders

Company		Address			CustomerNo
Alfreds Futterkiste		Obere Str. 57, 12209 Berlin			ALFKI
<b>1.</b>	<b>Order</b>	<b>Order date</b>	<b>Ship date</b>	<b>Weight</b>	<b>OrderNo</b>
		25.09.2012	08.10.2012	29.46 kg	10643
Pos	Item No	Quantity	Product name	Price in €	
1	28	15	Rössle Sauerkraut	45,60	
2	39	21	Charreuse verte	18,00	
<b>Total</b>				<b>63,60</b>	
<b>2.</b>	<b>Order</b>	<b>Order date</b>	<b>Ship date</b>	<b>Weight</b>	<b>OrderNo</b>
		08.11.2012	18.11.2012	61.02 kg	10692
Pos	Item No	Quantity	Product name	Price in €	
1	63	20	Vegie-spread	43,90	
<b>Total</b>				<b>43,90</b>	
<b>Total of orders</b>					<b>107,50</b>
Company		Address			CustomerNo
Ana Trujillo Emparedados y helados		Avda. de la Constitución 2222, 05021 México D.F.			ANATR
<b>1.</b>	<b>Order</b>	<b>Order date</b>	<b>Ship date</b>	<b>Weight</b>	<b>OrderNo</b>
		19.10.2011	25.10.2011	1.61 kg	10308
Pos	Item No	Quantity	Product name	Price in €	
1	69	1	Gudbrandsdalsost	28,80	
2	70	5	Outback Lager	12,00	
<b>Total</b>				<b>40,80</b>	
<b>2.</b>	<b>Order</b>	<b>Order date</b>	<b>Ship date</b>	<b>Weight</b>	<b>OrderNo</b>
		08.09.2012	14.09.2012	43.90 kg	10625
Pos	Item No	Quantity	Product name	Price in €	
1	14	3	Tofu	23,25	
2	42	5	Singaporean Hokkien Fried Mee	14,00	
<b>Total</b>				<b>37,25</b>	
<b>Total of orders</b>					<b>78,05</b>
<b>Total of all customers</b>					<b>185,55</b>

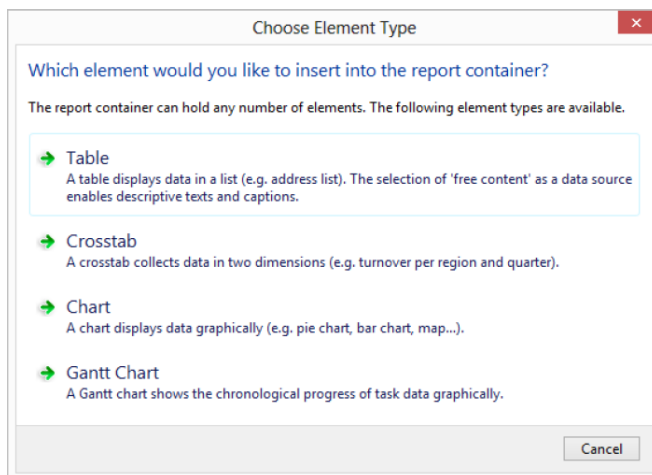


To achieve this, proceed as follows:

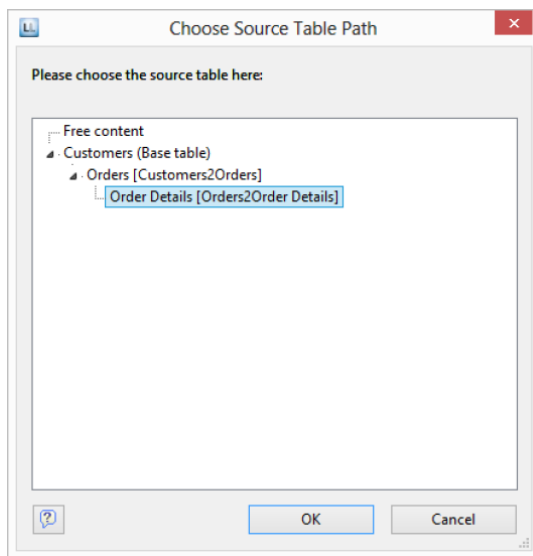
1. Click **Insert > Report Container** (Objects > Insert > Report Container).



2. In the workspace, hold down the left mouse button and pull the object to the required size.
3. A selection dialog will appear for the chosen element type. Choose the Table element type.



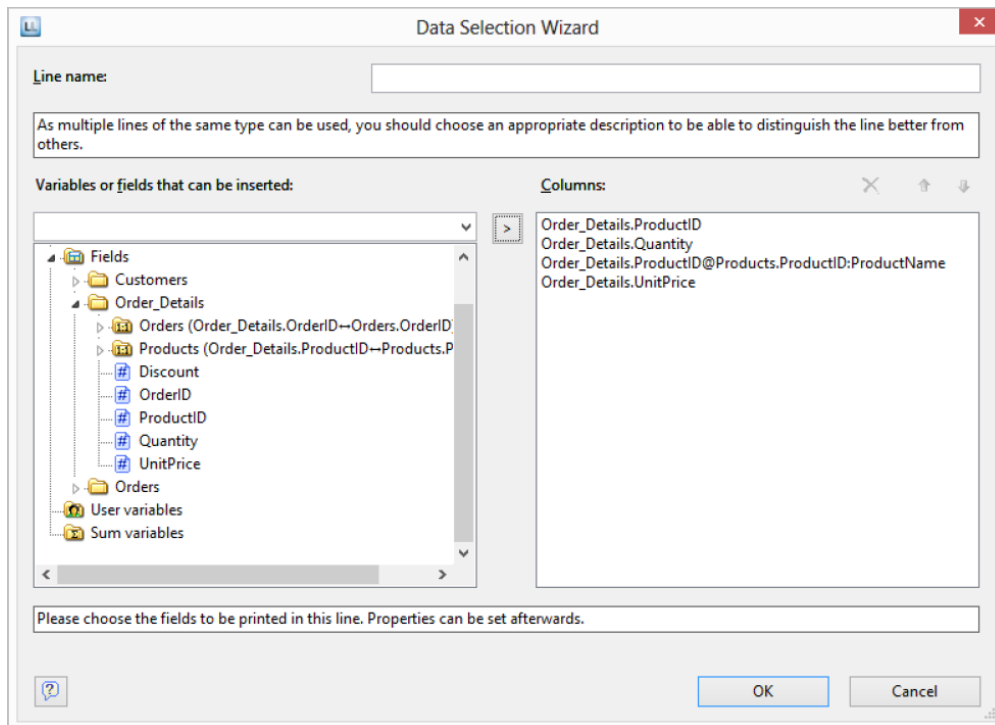
4. You specify the data source in the following dialog. All available tables are shown hierarchically, in other words, under the tables, you will find the relational tables in each case.



For the list of invoices, you need the following structure: Customers > Orders > Order\_Details.

You have two alternative procedures at this point:

- a. You select the Customers table to first create the top table. This corresponds to a top-down procedure; meaning that you then add the Orders sub-table followed by the Order details sub-table by means of the Report Structure tool window.
  - b. Or you choose the structure that you want right from the start by selecting the lowest table. This corresponds to a bottom-up procedure, meaning that you create all three tables starting by designing the lowest table.
5. You will be using the second method in this example. Accordingly, you select the table Customers > Orders > Order\_Details.
  6. A selection wizard will appear with all the fields in the Order\_Details table.



In this dialog, now choose the columns for this sub-table. For example, double-click the ProductID, Quantity, UnitPrice and ProductName fields from the Products table which has a 1:1 relationship. This will add the fields to the Columns area. You can change the order with the arrow button.

7. All tables will now be displayed in the workspace, the currently selected item Order\_Details will be highlighted in the workspace.
  - The selected fields are displayed in the data line, in other words, the data line contains the data.
  - In addition, a header line is automatically produced. Header lines are used mostly as column titles, i.e., the selected field names are now shown here as text.
  - The width of the columns adjusts automatically. You can adjust the width of a column manually by moving the separating line to the right or the left with the mouse.

*Note: This changes all table columns whose separators are within +/-2 mm from the mouse position. If you hold down the CTRL key, the action will only be carried out for the line on which the*

mouse is positioned. The Column width modification affects next column option lets you alter the column width while making the next column smaller.

- To define the columns of the Orders table, double-click the table in the Report Structure tool window.

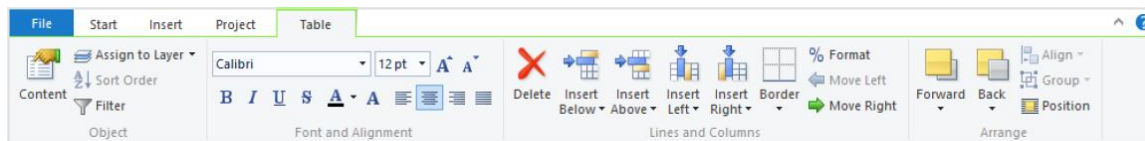
### ***Modify Fields and Columns***

There are two possibilities for adding additional columns to tables or for editing and formatting them in detail.

### ***Table Tools and Mini-toolbar***

If you insert a table, the Table Tools and the tab Table are displayed. The tab contains the commands you need for working with table objects. When you have finished the work on the text object, the Table Tools are hidden.

Optionally, you can activate a mini-toolbar for the tabel-objects (File > Options > Workspace).



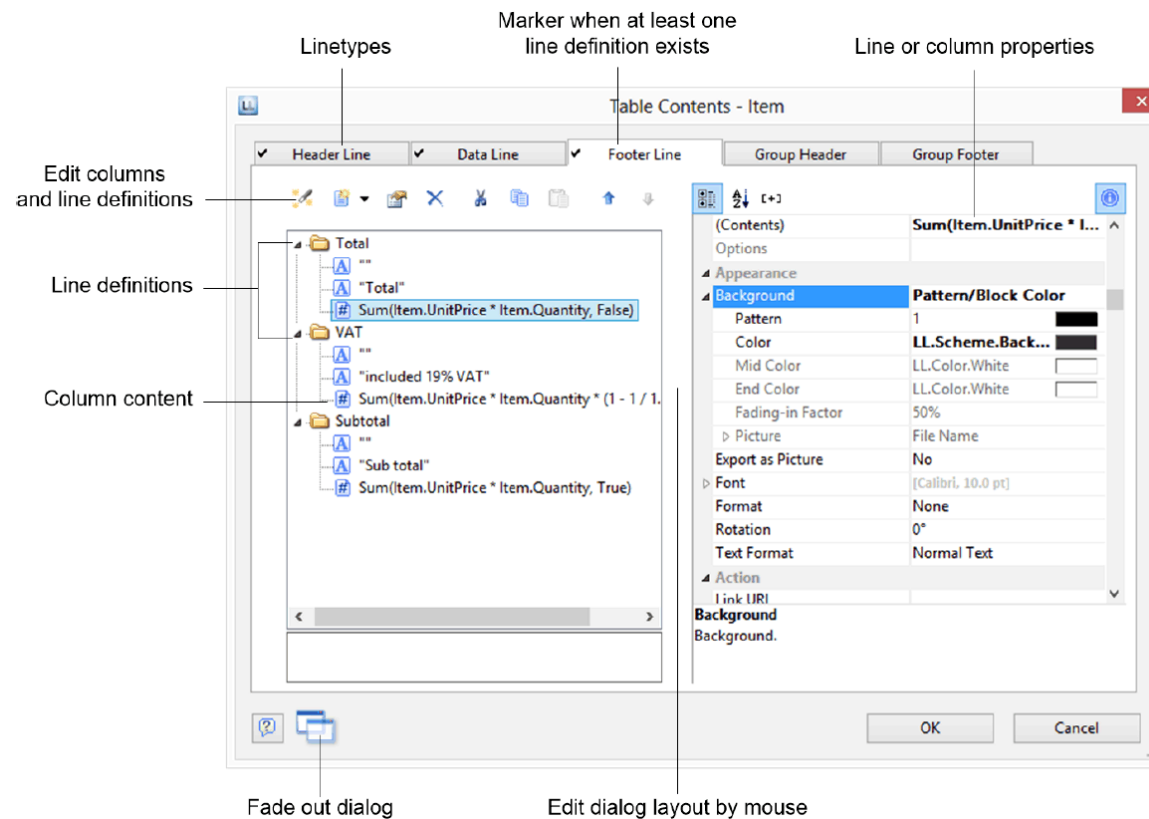
With the Table Tools you can define a new line, insert a new row, move selected rows/cells to the left/right, borders, apply fonts, font sizes, text colors and formatting as well as arrange objects.

- To select a field, click in the top left corner of the field. Hold CTRL or SHIFT to select multiple fields or a complete range.
- To select a complete line, click onto the bar on the left. Hold CTRL or SHIFT to select multiple paragraphs or a complete range.

- To select a complete column, hold ALT. Hold CTRL or SHIFT to select multiple columns or a complete range.

### Object Dialog

Use the object dialog for more advanced functionalities. You open this dialog via the corresponding button in the mini-toolbar or by double-clicking the element in the report structure.



There is a tab for each type of line where you can specify the different definitions and columns for the respective line. The following types of line are available: header line, data line, footer line, group header, group footer. A checkmark on the tab indicates that a line type has one or more line definitions.

- Header lines are mostly used as titles for the columns of the table.
- Data lines contain the formatting for the actual table rows and the data that is to be shown in the table.

- Footer lines are displayed at the very end of the table and can hold final information about the data lines that are output above.
- Group header and footer lines are used to structure the data lines by means of Intermediate headings and Intermediate footers.

All line types can be defined independently of one another.



- This means that the columns of a header line can have a different appearance as the data lines or footers that follow.
- You can also create different line layouts or line definitions for the individual line types. It is then possible to activate the different line definitions with special appearance conditions as required.

### *Variables-/Field-List, and Drag and Drop*

The Variables-/Field-List (Project > Variables/Fields) shows all available variables and fields of the current project. To add more columns to existing rows you can simply drag the desired fields from the list onto the corresponding position with the mouse (drag and drop). The field can be inserted to the left or right of the corresponding column, a symbol shows the insert position. The column (standard width 30mm) will be inserted in the corresponding row. Please note that columns could be created in the non-visible area.

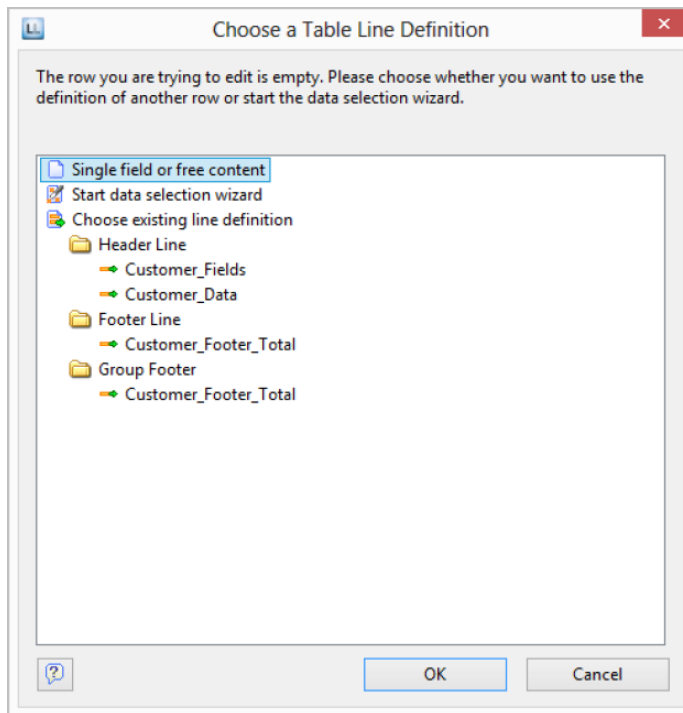
### *Define Multiple Line Layouts*

You can define different layouts for each type of line. Depending on the appearance conditions, the appropriate layout is used in each case according to the situation. For example, you can output two table lines for each data record in this way:

ItemNo	Description	Price in €
<b>EXPSA01</b>	<b>Southern Africa Explorer: 20-day tour from Cape Town to Victoria Falls excluding flight</b>	<b>1500.00</b>
	 <p>Safari: Travel through the Okavango Delta in dug-out canoes, climb sand dunes in Namibia, visit Etosha National Park, Victoria Falls.</p>	★★★★★
<b>EXPCH01</b>	<b>Northern &amp; Southern Chile: 23-day tour from Santiago to Punta Arenas including flight</b>	<b>3500.00</b>
	 <p>Travel from the Atacama desert in Northern Chile, the metropolis of Santiago, across the lakes and volcanoes region to the Strait of Magellan and the huge Torres del Paine National Park. Patagonia: Carretera Austral (Southern Highway) with spectacular natural scenery, visit the second largest lake in South America, marble caves.</p>	★★★★★

Proceed as follows to create table lines in the object dialog.

1. First select the line type that you want to edit by clicking the relevant tab, e.g., Data Line.
2. Now choose Insert Table Line in the context menu. Alternatively, you can select an existing Line definition and then click the New (Append line definition) button.
3. In the Choose a Table Line Definition dialog that follows, you have the option of:
  - using an already existing layout as a template for the new line definition (very useful if the layout is similar).
  - starting the data selection wizard (very useful if you want to create several columns in one operation)
  - or creating an empty line definition so that you can then add the columns by means of the object dialog.



4. You have now created the new line. Edit the columns as described in Defining Column Contents. Change the order of the line with the arrow button or with Drag & Drop.
5. You can then specify the appearance of the new line as a whole. Various properties are available for this including:
  - Appearance Condition with which you can specify when the line is to be printed. This is useful if you define multiple line layouts that are to be printed depending on certain values. The familiar dialog for defining logical expressions opens up here.

---

*Example line 1: Subtotal not on last page*

---

Appearance condition: not Lastpage()

---

*Example line 2: Grand total only on last page*

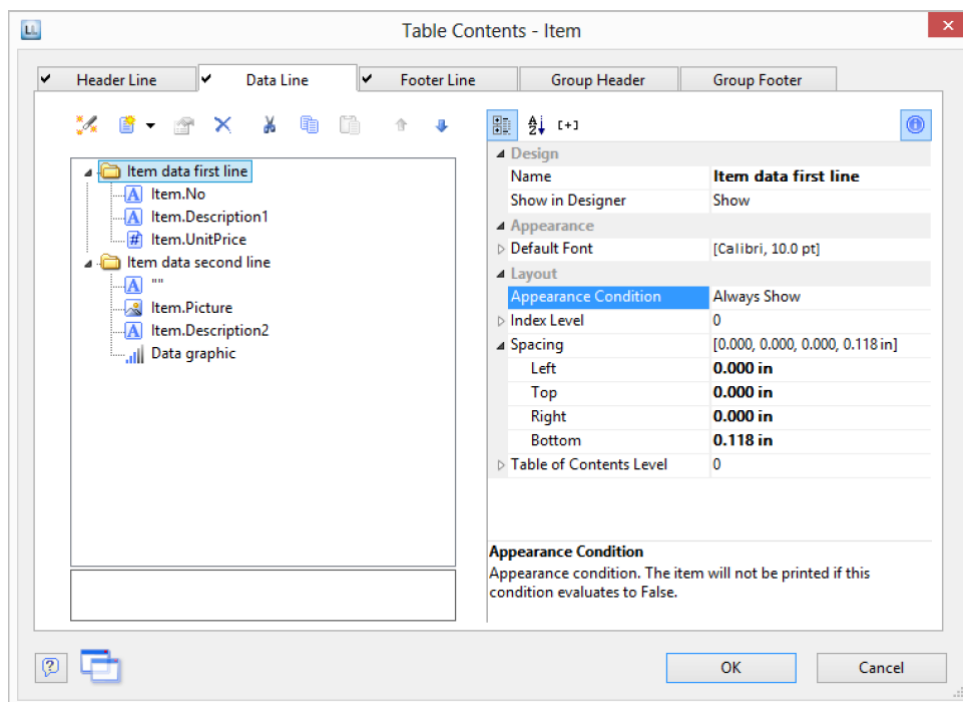
---

Appearance condition: Grand total only on last page

- Name of the line e.g., data first line. This makes it easier to find the line in complex layouts.



- Display in Designer: with this property, you can hide the lines in the workspace – this is very useful if you have a lot of line definitions.
- Spacing (margins): here you define the top, bottom, right and left spacing of the line. The top or bottom values cause a corresponding space between the individual table rows. With the left and right spacing values, you can specify the margin in relation to the table object, i.e., you can indent lines or columns.
- The Default Font property sets the font for the entire table row. Newly inserted columns appear initially in this font.
- Outline Level (index level) of the bookmark in preview mode or for PDF export.



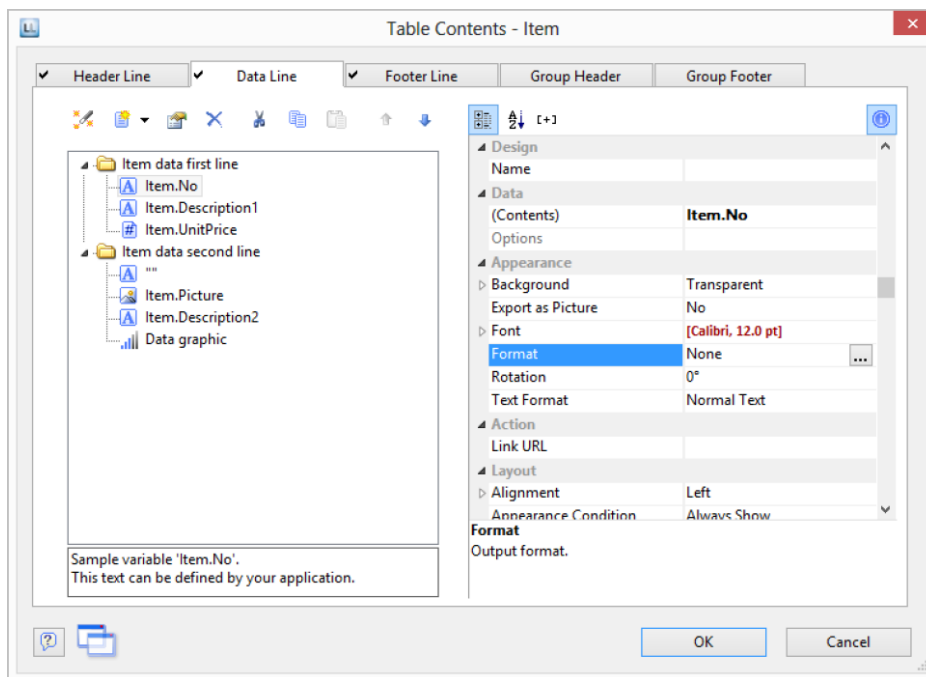
### Define Column Contents

You can define as many columns as you want for each line. You must only make sure that these columns can be displayed within the width defined for the table.

The individual columns are shown in the object dialog as a tree structure. The buttons let you edit, delete, cut, copy, insert and move the selected columns. You can also move columns outside of the line definitions by using Drag and Drop.

Proceed as follows to create new columns in the object dialog:

1. First select the line in which you want to insert a new column.
2. Now choose Append column in the context menu. (ALT+INS). Alternatively, you can select an existing Column definition and then click the New (Append column) button or the small downwards arrow next to this button to specify the type.
3. Each column has a certain type. Various properties are available for the column type including: text, drawing, barcode, RTF text, chart, gauge, HTML text and OLE container. When selecting a field, this data type will be set automatically.
4. To define the contents, the familiar formula wizard will appear in which you can define the column contents in the form of expressions. You will find more information about this under Variables, Fields and Expressions.
5. Now define the column's properties. Each column in a line can be edited and formatted separately. Select the column that you want in the tree structure in the object dialog.



To select multiple columns, hold down the ALT or the SHIFT key. Various properties are available including:

- Formatting e.g., as number or currency.
- Name of the column: this will help you to maintain an overview with complex expressions. If you change the name directly in the tree structure, your change will also be applied as content where appropriate.
- You can specify when this column is to be printed with an appearance condition. This is useful if you define multiple columns that are to be printed depending on certain values. The familiar dialog for defining logical expressions opens up here.
- Rotation of the content in increments of 90°.
- Background, frame, font, vertical and horizontal alignment.
- A fixed height for the field irrespective of the content.

- The column width.

### Define Group Lines

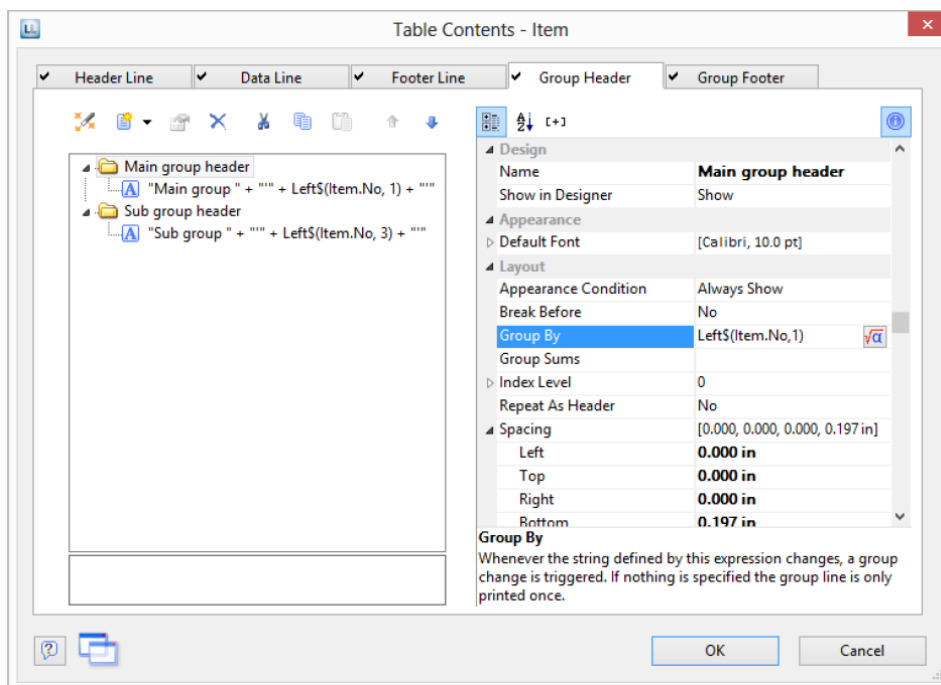
Group lines are a special type of line. They are used to group together the data lines that are to be printed.

You can use the Group by line property to specify how the data is to be grouped. This means that the line is printed whenever the result of the expression changes from one data line to the next. If you don't enter an expression, the line will not be printed and the property is highlighted in red in the property window.








A group header is printed accordingly before the data line is output, e.g., Item group XYZ group heading.

A group footer appears after the condition of the Group By property has changed, in other words, after outputting the data line. Group footers are suitable e.g., for totals of data within a group.

In the report container you can also output a group sum in the group header with the Precalc() function, e.g., Precalc(Sum(Item.UnitPrice, <GroupBy-String>)).



Example: Grouping by the first letter of the "Item.No" field.

Item no	Barcode	Description	Price in €
<b>Main group 'E'</b>			
Sub group 'EXP'			
EXPSA01		Southern Africa Explorer: 20-day tour from Cape Town to Victoria Falls excluding flight	1500.00
EXPCH01		Northern & Southern Chile: 23-day tour from Santiago to Punta Arenas including flight	3500.00
EXPMAL01		Maldives diving trip: 14 days, southern Male Atoll, Paradise Beach **** excluding flight	1800.00
EXPHK01		Hong Kong and Bali: 2 weeks, including flights, accommodation, excursions	1760.00
EXPYUC01		Yucatan, On the Trail of the Maya, 2-week round trip, excluding flight	1200.00
EXPLON01		London, sightseeing tour with boat trip on the Thames	60.00
6 Items in 'EXP' =			9820.00
Sub group 'EXC'			
EXCPAR01		Paris, visit to the Louvre including guided tour and admission	40.00
1 Items in 'EXC' =			40.00
7 Items in 'E' =			9860.00
7 Items in total			9860.00

1. Create a new line definition on the Group header tab. Enter the following expression for the content of the column:

Main group: ' + Left\$(Item.No,1)

The result of the expression Left\$(Item.No,1) is the first character of the Item.No variable.

Whenever the first letter of Item.No changes, the text Main group: and the first letter in each case will be printed.

2. Enter Left\$(Item.No,1) as the condition for the Group By property.  
With each new first letter, a corresponding intermediate header will be printed in the list.
3. Multiple line layouts are possible with group headers as well. In this way, you can produce hierarchically structured intermediate headers. For example, you can define a line layout that is produced, as in the above example, based on the first letter of the Item.No variable. In addition, you define a second line layout that produces intermediate headers based on the first three characters of Item.No.

4. Create a new line grouping for the sub-group header in the same way. Enter Left\$ (Item.No,3) as the condition for the Group By property.  
Enter the sub-group for the content of the column: ' + Left\$ (Artikel.Nr,3): When the first 3 letters change, a corresponding intermediate header will be printed in the list.

Along with the properties of the normal lines, you also have the following at your disposal:

- Group sums: You can set sum variables to 0 here once they have been output in order to produce group sums.
- Page break before outputting a group header or break after outputting a group footer.
- The option of always displaying the group header additionally at the start of the table if the group has been separated by a page break.

### ***Table Layouts***

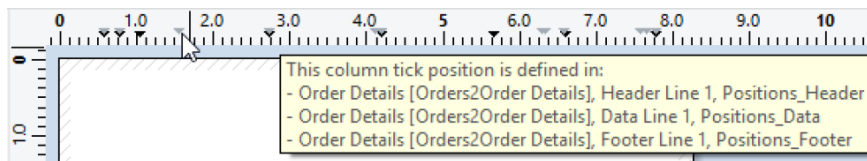
There are various properties and functions which you can use to influence the layout of a table.

### ***Align Columns***

There are various ways of simplifying the use of table objects.

- If you hold down the CTRL key when reducing the size of a table, all columns will be automatically reduced in size by the same factor.
- The width of the columns adjusts automatically. You can adjust the width of a column manually by moving the separating line to the right or the left with the mouse. This changes all table columns, whose separators are within +/-2 mm from the mouse position. If you hold down the CTRL key, the action will only be carried out for the line on which the mouse is positioned. If the Column width modification affects next column option is enabled (File > Options > Workspace), you can alter the column width while making the next column smaller.

- If you move the first column separator to the right with the mouse, an empty column will be created in all line definitions.
- Use the function `TableWidth()` to define the column widths relatively. It returns the width of the table object. Example: With `TableWidth()*30/100` the Column takes 30% of the width.
- You can hide Line Types (header, data, footer, group lines) in the workspace. To do this, select the table object and use Visible Line Types in the context menu or the corresponding menu item `View>Visible Line Types`.
- To align (sub) tables easier with one another, additional tick marks can be shown on the ruler by means of an element property.



### ***Fixed Size***

The Fixed Size property lets you specify that the size of the table is not to be adjusted automatically when fewer data lines are printed than the available space in the table object.

This property is useful to ensure that footers are always printed at the bottom of the page, e.g., if the page number is output in the footer. If the property is disabled, the end of the table automatically moves upwards (and the footer therefore also).

### ***Print Header Lines and Footer Lines Again***

If the print of a table is continued on the following page, the header lines of this table and the outer table will be printed again. To suppress repeated printing of the header lines on the following page, use the `FirstHeaderThisTable()` function as an appearance condition.

This functionality is also available for footer lines, here you use the `LastFooterThisTable()` function as the appearance condition. This ensures that footer lines are only output on the last page of the table in the event that the print is continued on the following page due to lack of space.

### *Define the Size of the Table Variably*

You can define the height and width of the report containers variably to avoid data being truncated when the page format is changed (e.g., from portrait to landscape).

To do this, select the report container in the Report Structure tool window and use the `LL.Device.Page` variables and the `UnitFromSCM()` function to specify the height and width.

Position	[0.591, 2.086, 7.790, 10.762 in]		
Left	<code>UnitFromSCM(15000)</code>		<b>[0.591 in]</b>
Top	<code>UnitFromSCM(52980)</code>		<b>[2.086 in]</b>
Width	<code>LL.Device.Page.Size.cx - UnitFromSCM(27130)</code>		<b>[7.199 in]</b>
Height	<code>LL.Device.Page.Size.cy - UnitFromSCM(76600)</code>		<b>[8.676 in]</b>
<b>Position</b>			
Position of the object.			

### *Force a New Page*

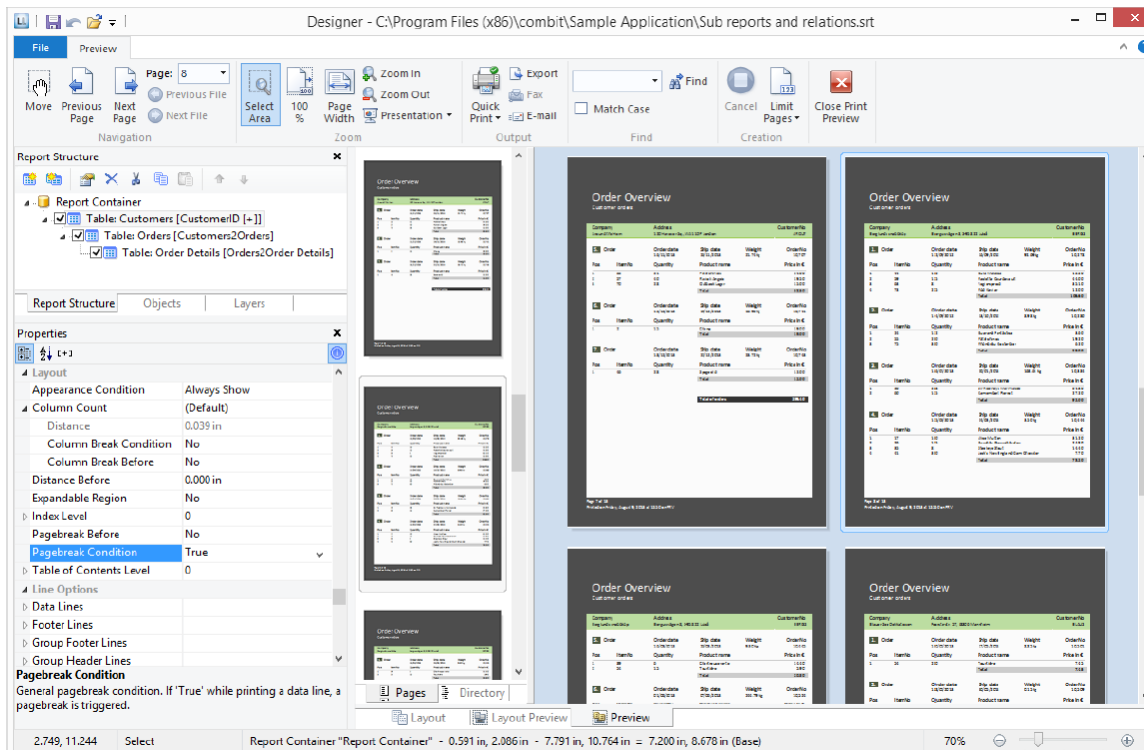
With complex projects containing hierarchical tables, it is sometimes wise to create a page break before outputting a line of the top table.

Alternatively, you may want to have a new page if, after outputting a data line of the top table, there is not enough room for the following data lines of the sub-table.

You can handle both cases with the Pagebreak Condition property.

For example, in the case of a hierarchical table, in order to output each data line of the main table on a new page, select the main table in the Report Structure tool window and set the Pagebreak Condition property to True.





### Create a Conditional Page Break

Let's assume that you want to create a continuous table. However, you want to avoid printing data lines from the main table at the bottom of the table unless there is enough room for at least 3 data lines from the sub-table.

You do *not* want it to look like this:

## Product categories

<b>1</b>	<b>Beverages</b>	
1.1	Chai	
	Type of bearing	10 boxes x 20 bags
	Supplier	Exotic Liquids
1.2	Chang	
	Type of bearing	24 - 12 oz bottles
	Supplier	Exotic Liquids
1.3	Chartreuse verte	
	Type of bearing	750 cc per bottle
	Supplier	Aux joyeux ecclésiastiques
1.4	Côte de Blaye	
	Type of bearing	12 - 75 cl bottles
	Supplier	Aux joyeux ecclésiastiques
1.5	Guaraná Fantástica	
	Type of bearing	12 - 355 ml cans
	Supplier	Refrescos Americanas LTDA
1.6	Ipoh Coffee	
	Type of bearing	16 - 500 g tins
	Supplier	Leka Trading
1.7	Lakkalikööri	
	Type of bearing	500 ml
	Supplier	Karkki Oy
1.8	Laughing Lumberjack Lager	
	Type of bearing	24 - 12 oz bottles
	Supplier	Bigfoot Breweries
1.9	Outback Lager	
	Type of bearing	24 - 355 ml bottles
	Supplier	Pavlova, Ltd.
1.10	Rhönbräu Klosterbier	
	Type of bearing	24 - 0.5 l bottles
	Supplier	Plutzer Lebensmittelgroßmärkte AG
<b>2</b>	<b>Condiments</b>	

You can avoid this by means of the RemainingTableSpace() function. This function returns a value showing the available space. If you set the parameter to True, the value will be returned as 1/1000 mm.

If you want to specify that a new page should be started before outputting the data line of the main table if the space remaining is less than 3 cm, enter the following formula for the Pagebreak Condition property:

```
RemainingTableSpace(True)<30000
```

### ***Keep Lines Together***

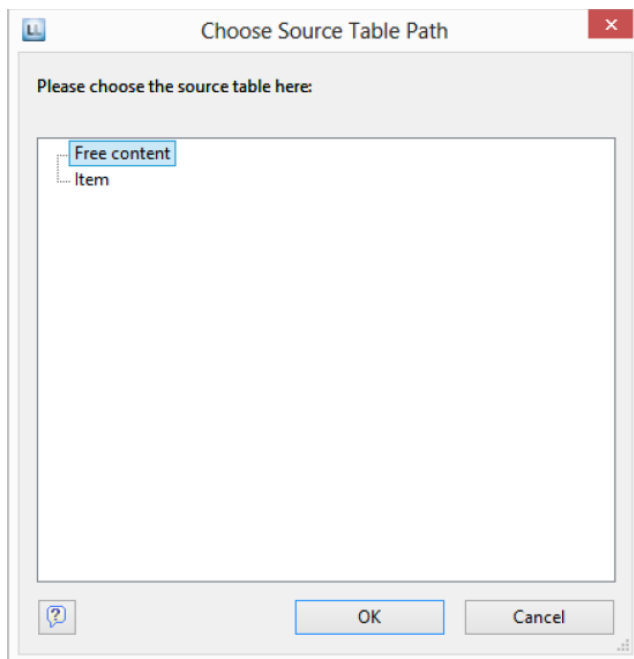
If the print of a table is continued on the following page due to lack of space, you can decide whether the lines are to be separated or kept together if possible.

This option is useful for multi-line data lines or for invoice footer lines containing totals. You can use this option with data lines, footer lines, group footers and group headers.

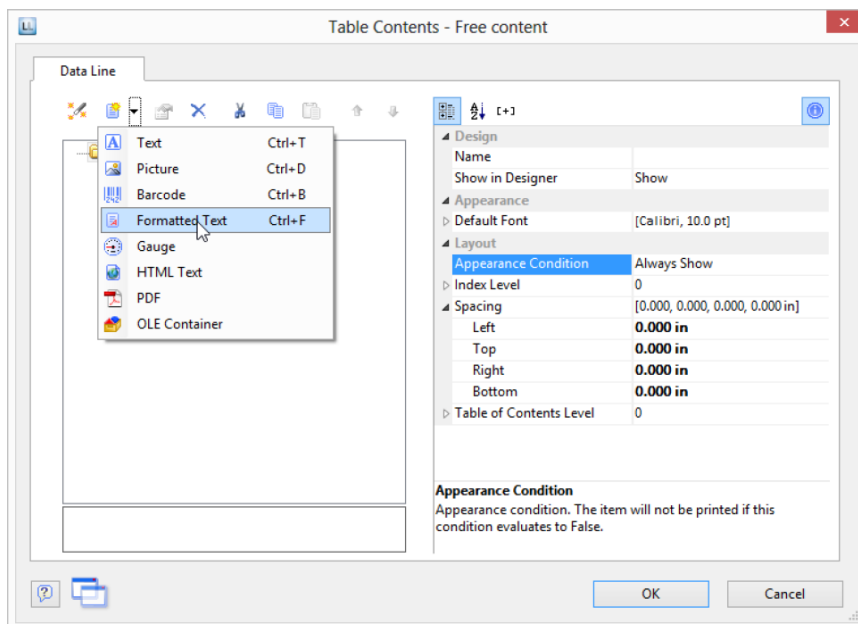
### ***Output Free Content Before and After a Table***

You can output free text before and after a table. To do this, use the RTF object and link the object to the project as free text via the report container.

1. To add a new element to the report container, select the Append an element or the Append a sub-element button in the Report Structure tool window.
2. A selection dialog will appear for the chosen object type. Choose the Table object type.
3. In the following dialog, select Free content as the data source.



- Then add a column via the properties dialog for the table object. In our case, we want to create the covering letter as formatted text. Therefore, click the small arrow on the right of the button and choose the Formatted Text option.

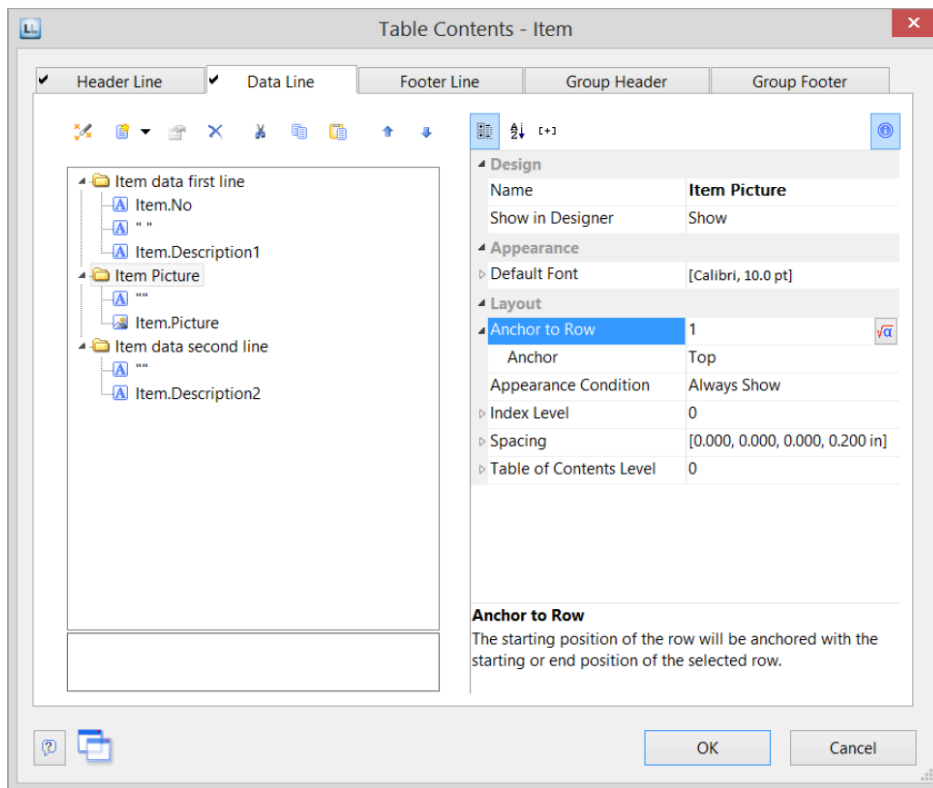


5. A dialog appears where you can type in the covering letter in the form of continuous text. You will find detailed instructions for working with formatted text in Chapter Practice: Create a Mail Merge Project.
6. Please don't forget to remove the (column) frame for free content. The best way is to remove the frame via the Default Frame property in the element properties.
7. You may also have to change the layer condition as the covering letter will now be output on the first page.
8. If the General Terms and Conditions are also to be output at the end of the invoice, you must add another free content object to the container after the item table. Then you have several options:
  - a. Use the Formatted Text object here as well.
  - b. Use the PDF object and include the General Terms and Conditions in PDF format.
  - c. Use the LoadFile\$() function to load a linked file and enter the path of the file as the parameter as follows LoadFile\$ (ProjectPath\$()+\gtc.txt).
  - d. For the issue on a reverse side, see Reverse Side in Chapter Report Sections.

### ***Anchored Lines (Overlapping Cells)***



Let us assume that you want to output the contents of a column across two lines. You can achieve this by anchoring two lines to each other by the line property Anchor to row (Index (1-based) of the row; 0=no anchoring). So the beginning of the next line definition will be forced to the beginning or the end of another line definition. Hence the cells can overlap.

*Note: This function is not supported by all export formats.*



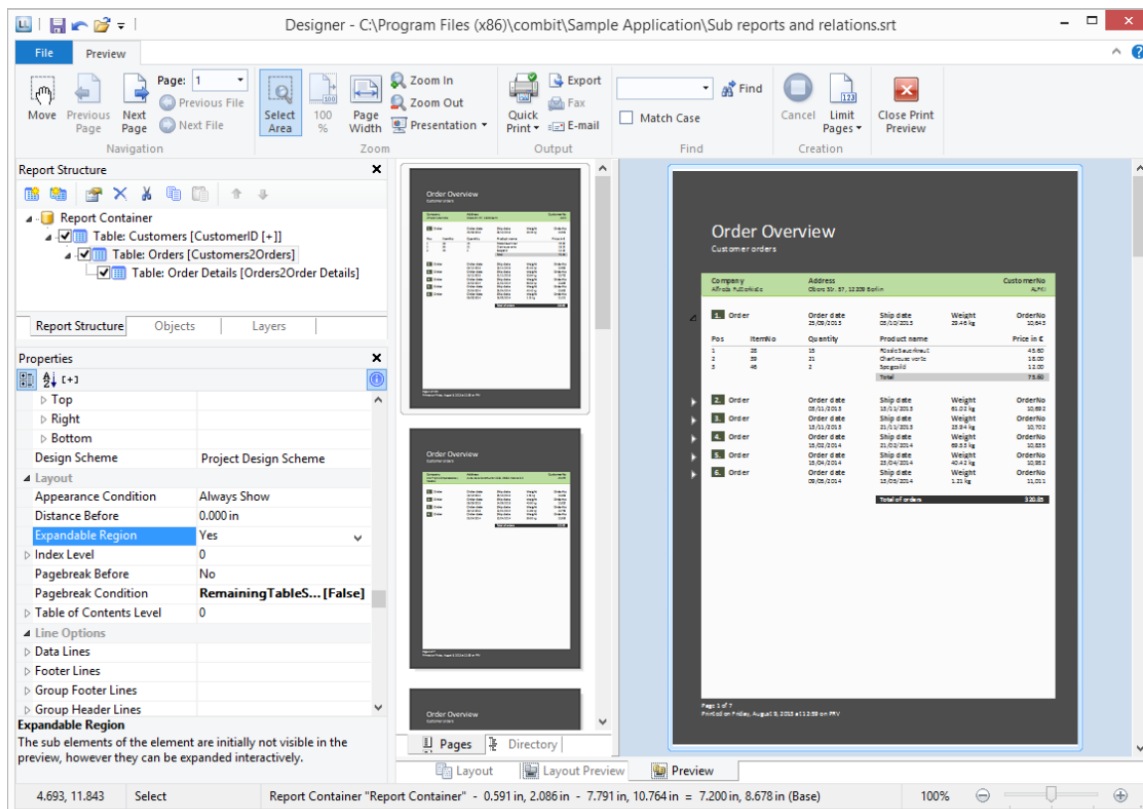
Let's assume that you want to create two lines next to an image column:

1. Define in the first line with 3 columns: Item.No (column width 1), empty content, a space (column width 1), Item.Description (column width 3).
2. Define in the second line with 2 columns: empty content, Item.Picture (both column width 1). in the line properties set Anchor to Row to 1 to anchor this line with the first line definition.
3. Define the third line also with 2 columns: empty content (column width 2), Item.Description2 (column width 3).
4. Thus, the second line is printed in the same starting position as the first line and the cells may overlap:

ItemNo	Description
<b>EXPSA01</b>	 <p><b>Southern Africa Explorer: 20-day tour from Cape Town to Victoria Falls excluding flight</b> Safari: Travel through the Okavango Delta in dug-out canoes, climb sand dunes in Namibia, visit Etosha National Park, Victoria Falls.</p>
<b>EXPCH01</b>	 <p><b>Northern &amp; Southern Chile: 23-day tour from Santiago to Punta Arenas including flight</b> Travel from the Atacama desert in Northern Chile, the metropolis of Santiago, across the lakes and volcanoes region to the Strait of Magellan and the huge Torres del Paine National Park. Patagonia:</p>

### Expandable Region

When you activate the property Expandable Region, the sub-elements of an element are not printed into the preview at first during printing, and a drop-down symbol will be displayed on the line itself. Clicking on the symbol expands the region for the corresponding line, providing a drill-down option without having to leave the current preview, and without having to design a separate project.



## Creating Charts

This object is used to evaluate and display data graphically in diagrams. This gives you an overview of your data and lets you recognize anomalies immediately.

For example, you can analyze sales trends, illustrate percentage shares and show data in multiple dimensions. You have a wide range of different types of diagrams at your disposal:

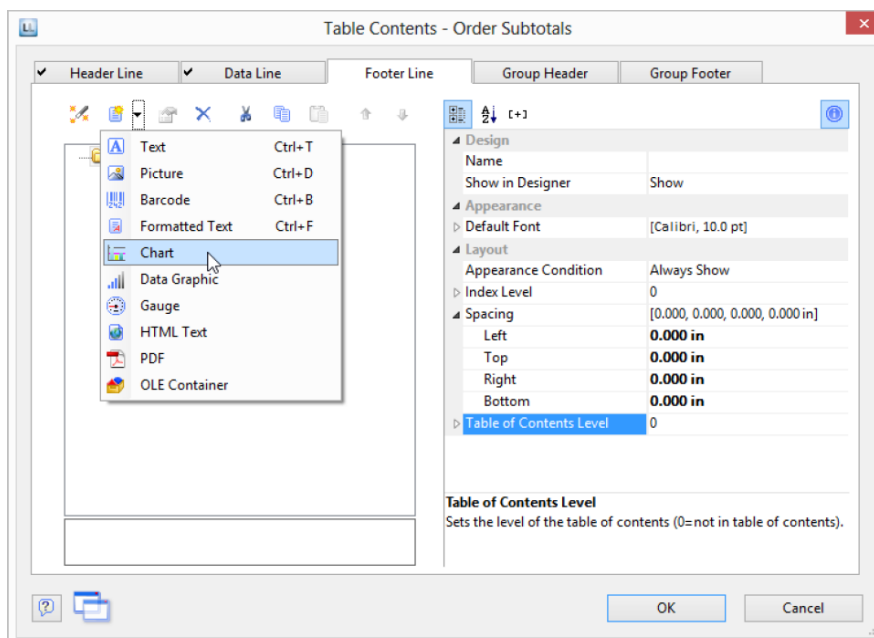
- Circle/Donut chart
- Bar/Ribbon chart (also displayed as cylinders, pyramids, cones, octahedrons)
  - Simple (e.g., sales per customer)
  - Multi-row (e.g., sales to various customers over the years, scaled by customer)
  - Clustered (e.g., sales to various customers over the years, grouped by year)
  - Stacked (e.g., percentage of sales to various customers stacked over the years)
  - 100% stacked (e.g., respective sales percentages for various customers over the years)
- Line/Symbol: Simple, Multi-row, Stacked, 100% stacked
- Area: Simple, Stacked, 100% Stacked
- Bubbles/Dots: Distributed, Sorted (Displayed as circle, drop or picture file)
- Funnel/Pipeline
- Map/Shapefile



## Insert a Chart Object

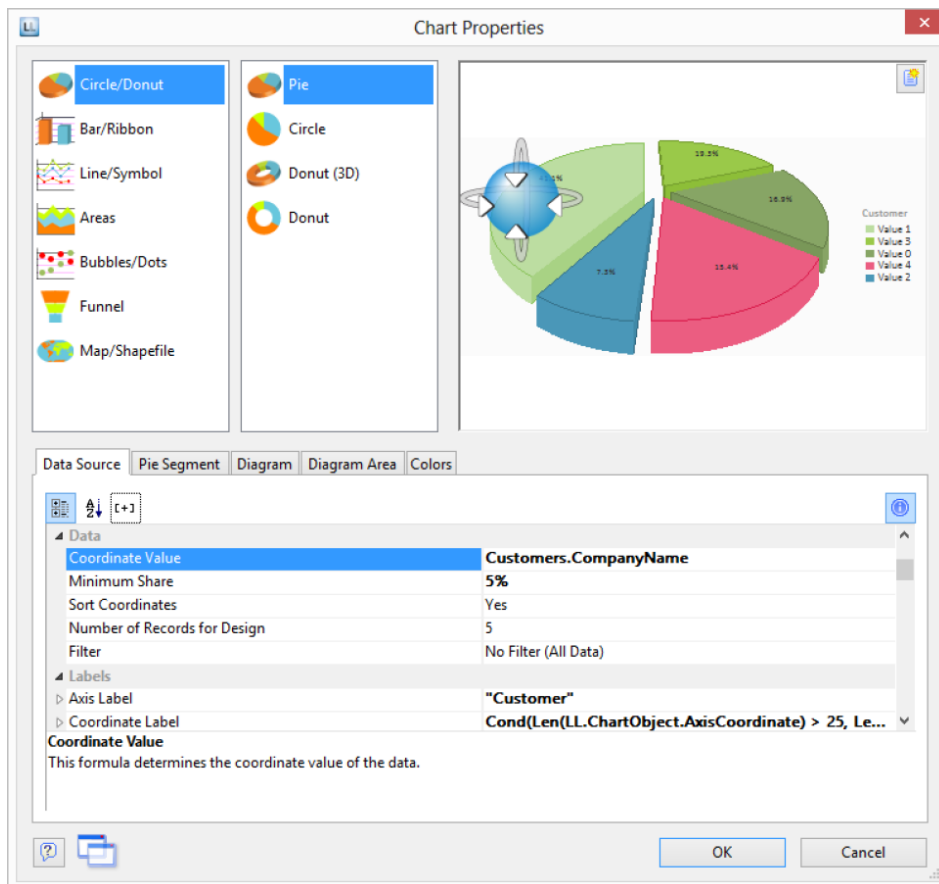
There are various ways of outputting chart objects:

1. A chart as an element in the report container. Add the object via the Report Structure tool window. If you have not yet added a report container to the workspace, select Insert > Report Container (Objects > Insert > Report Container) and pull the object to the right size in the workspace while holding down the left mouse button. A selection dialog will appear for the chosen element type. Choose the Chart element type.
2. You can output charts and gauges in a table cell. To do this, select the relevant entry by means of the context menu in the object dialog for the table. If you want to output the aggregated data, a good way of doing this is to use a footer line.



3. In the following dialog, now select the data source. All available tables are shown hierarchically, in other words, under the tables you will find the relational tables in each case. To evaluate sales per country, for example, choose the Customers > Orders > Order Details table in the Sample Application so that you have all three tables at your disposal. The Customers table contains the country, the Orders table the order date and the Order\_Details table the sales.

4. The chart object dialog is displayed. In the drop down lists in the top left you can select the base type and the corresponding sub type.
5. The axes are defined in the tabs (Category Axis, Series Axis, Value Axis, Data Source, Segment, Funnel Segment, Shapefile Selection). You can click directly into the live preview (e.g., onto the title or axis label) to quickly jump to the corresponding property.



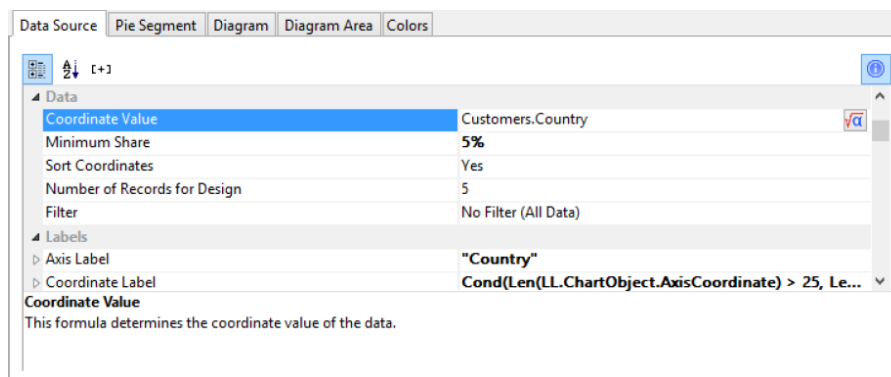
6. On the Diagram tab, select the general diagram options (e.g., perspective, color mode).
7. On the Object tab, select the general layout options for the entire chart object (e.g., Title, Background).
8. On the Colors tab, you can specify the colors for the display:

- Design Scheme: Specifies the colors and color sequences for the data rows that are not specified by the Fixed Colors. You can select a predefined color set from the drop down list. These colors can still be adjusted in the properties.
- Fixed Colors: You can assign fixed colors to particular axis values. If you click the New button, you can create a new assignment e.g., Customers.Country = Germany.

### *Pie, Donut, or Circle Chart*

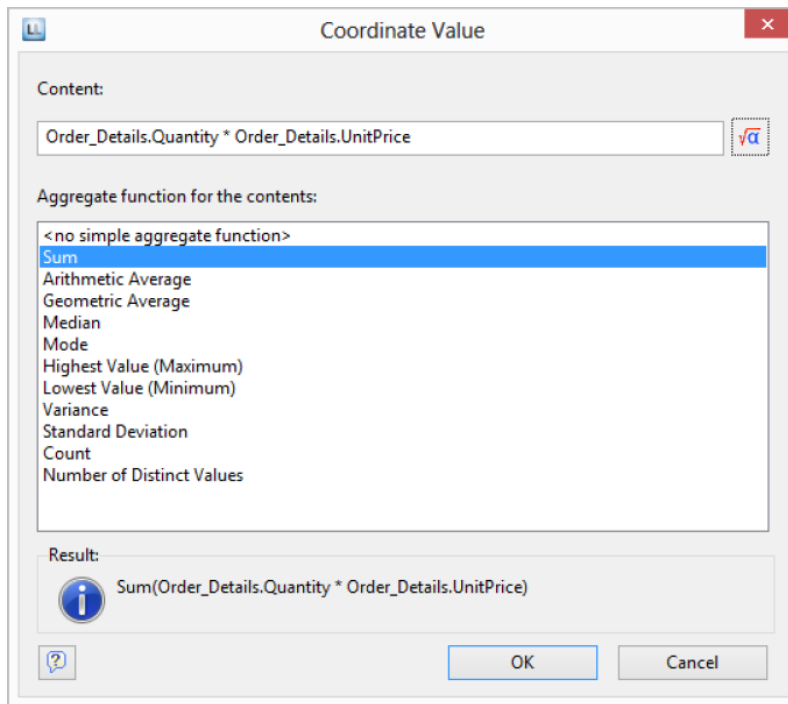
Let's assume that you want to evaluate the sales per country. The pie chart is the right choice for this. It lets you read off the percentages immediately. Proceed as follows in the Sample Application:

1. As the data source, select the Customers > Orders > Order\_Details table.
2. For the diagram type, click Circle/Donut > Pie.
3. You should first specify the coordinate values for the data source, i.e., the values that define the individual segments, e.g., Customers.Country.

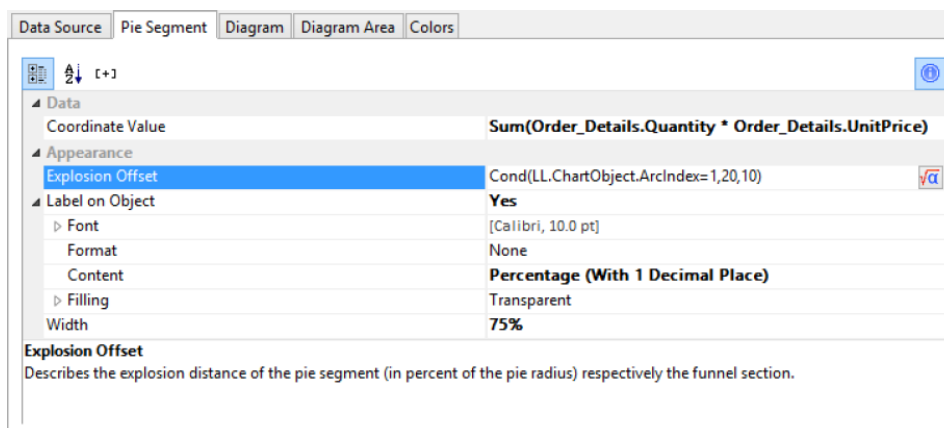


4. Switch to the Segment tab to specify the coordinate values for size of the segment, i.e., the sales. Double-click the Coordinate Value property.

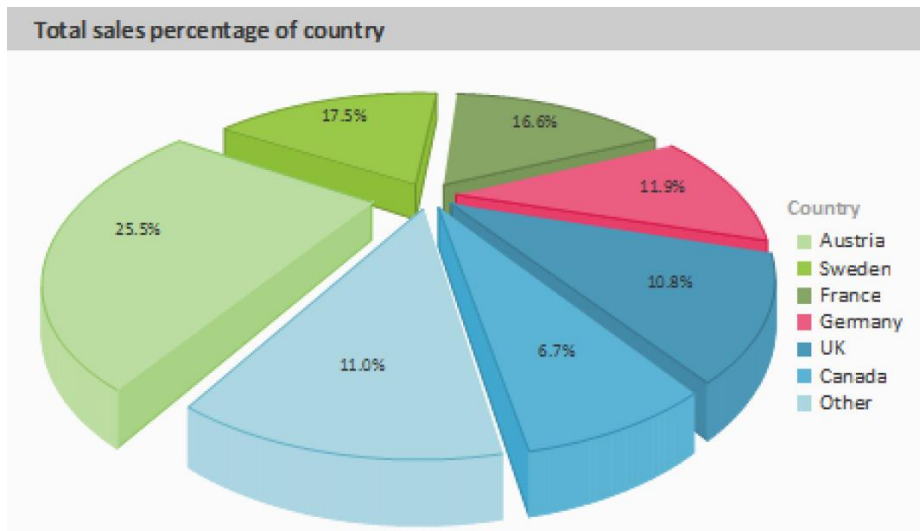
Now select the aggregate function that you want for the contents in the Coordinate Value dialog that follows. You want to create a sales evaluation so choose the Sum function.



5. In the upper part of the dialog, you can specify the contents by clicking the formula button to start the formula wizard. In the Sample Application, the sales per order value is not supplied directly as a field so you must calculate it using the `Order_Details.Quantity * Order_Details.UnitPrice` formula.
6. The Label on Object property is already set to Yes so that a label with the percentage value is shown on the segments. Define the value as percent without decimal places by means of the Format property.



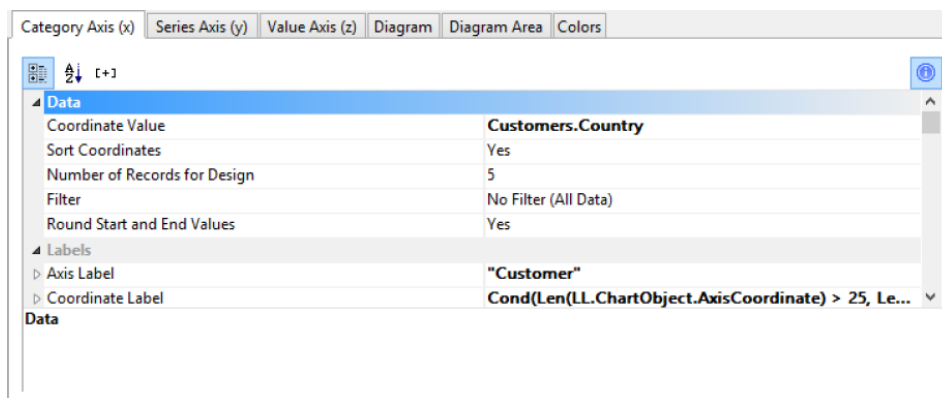
7. The Explosion Offset property lets you specify a distance to the center for the segment. With the ArcIndex chart field, which numbers the segments according to their size, you can even display the largest segment with a greater offset. Example:  
Cond (LL.ChartObject.ArcIndex=1,20,10)
8. On the Diagram tab, select the general diagram options. Various properties are available including:
  - The degree of perspective, e.g., strong.
  - The color mode, e.g., single color
9. On the Diagram Area tab, select the general layout options for the entire chart object. Various properties are available for this including:
  - Title
  - Background including filling, border and shadow, e.g., border = transparent
10. On the Colors tab, you can specify the colors for the display:
  - Design Scheme: Specifies the colors and color sequences for the data rows that are not specified by the Fixed Colors. You can select a predefined color set from the drop down list. These colors can still be adjusted in the properties.
  - Fixed Colors: You can assign fixed colors to particular axis values. If you click the New button, you can create a new assignment e.g., Customers.Country = Germany.
11. The pie chart now looks like this:



### Multi-Row Bar Chart

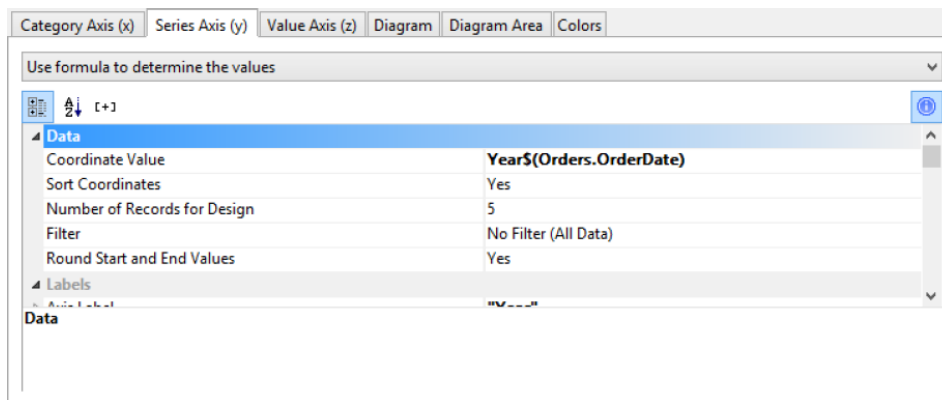
Let's assume that you want to evaluate the sales for various countries over the years, scaled by country. A multi row bar chart is perfect for this. You get a diagram in which you can see the turnover achieved in the respective country for each quarter. Proceed as follows in the Sample Application:

1. As the data source, select the Customers > Orders > Order\_Details table.
2. Choose Bar/Ribbon > Multi-Row (3D) as the diagram type.
3. First specify the coordinate value for the category axis, i.e., the value of the x-axis. Select the Customers.Country field via the formula wizard.



- Now specify the coordinate value for the series axis, i.e., the value of the y-axis. In the Sample Application, the order year is not supplied directly as a field so you must calculate it using the Year\$(Orders.OrderDate) formula.

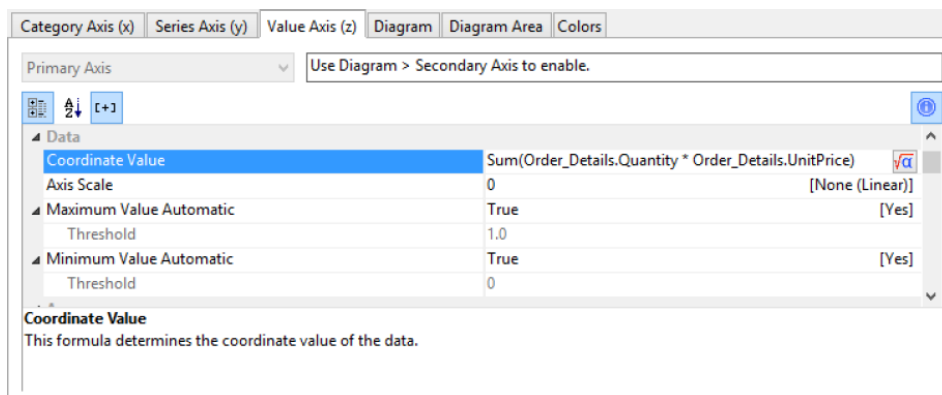
If you want to evaluate the data by year, simply enter Year\$(Orders.OrderDate) as the coordinate value. Type Year as the text for the Axis Label.



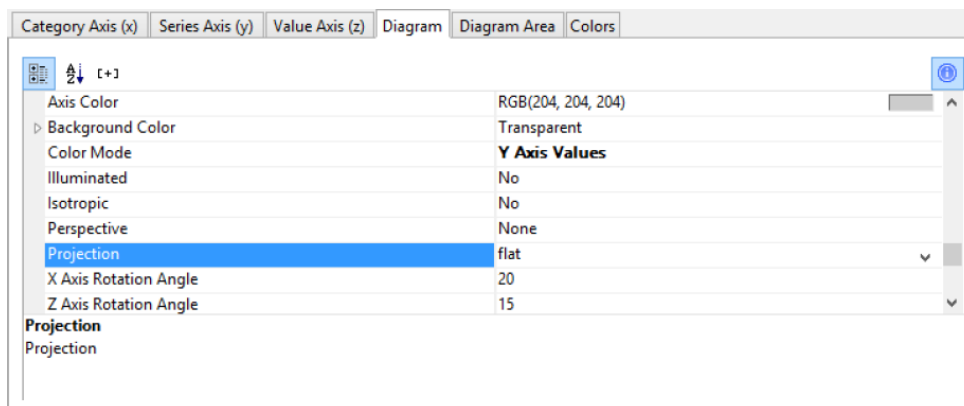
- Now specify the coordinate values for the value axis (z-axis), i.e., the height of the bars representing the turnover. Double-click the Coordinate Value property.

Now select the aggregate function that you want for the contents in the Coordinate Value dialog that follows. You want to create a sales evaluation so choose the Sum function.

- In the upper part of the dialog, you can specify the contents by clicking the formula button to invoke the formula wizard. In the Sample Application, the sales per order value is not supplied directly as a field so you must calculate it using the Order\_Details.Quantity \* Order\_Details.UnitPrice formula.



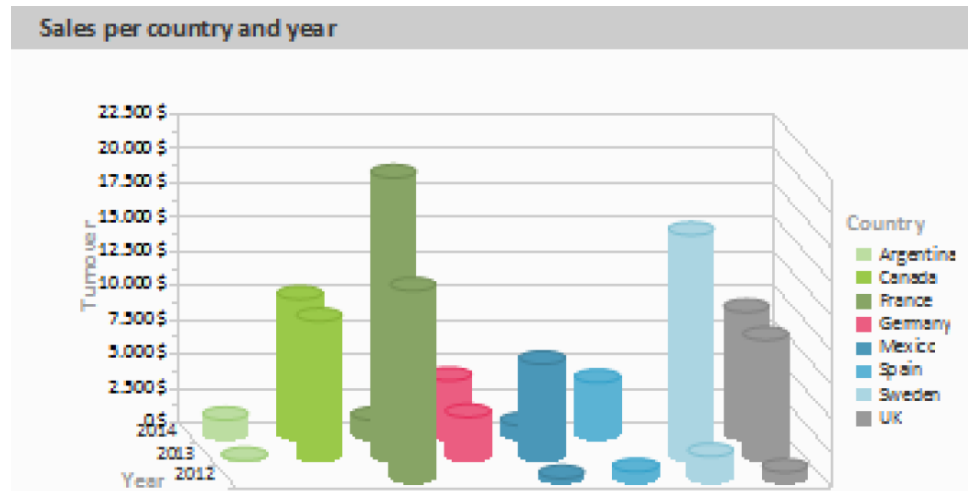
7. Various other properties are available on this tab including the following layout options:
- Maximum Value Automatic: You can limit the height of the displayed area, e.g., to cater for anomalies.
  - Presentation: The data can be presented in various ways: cylinders, bars, pyramids, ribbons, octahedrons, cones
  - Thickness of the bars
  - Zebra mode for the background
8. On the Diagram tab, select the general diagram options. Various properties are available including:
- The Projection, e.g., flat.
  - Color Mode: Specifies which axis determines the color, e.g., the y-axis values.



9. On the Diagram Area tab, select the general layout options for the entire diagram. Various properties are available for this including:
- Title
  - Background including filling, border and shadow, e.g., border = transparent



10. The multi-row bar chart now looks like this:



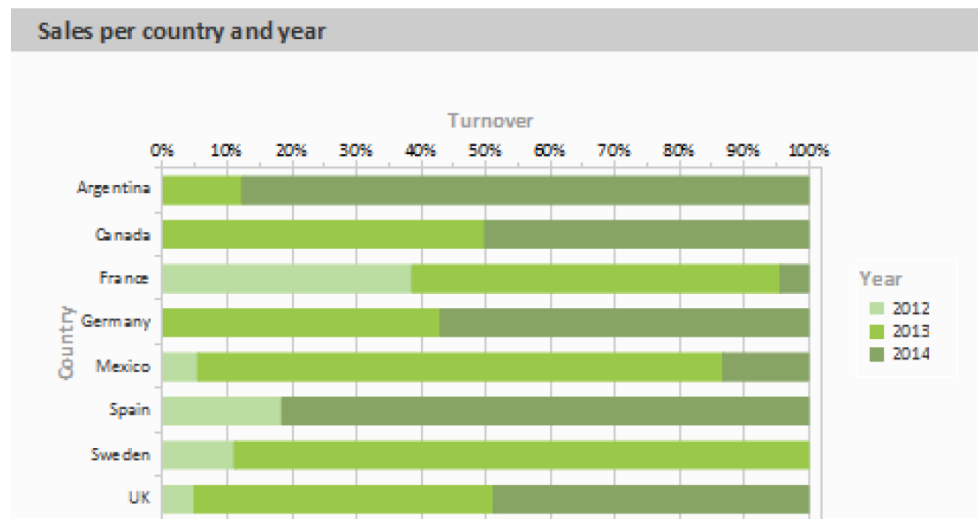
### 100% Stacked Bar Chart

The pie chart in the first example gave you an overview of the percentages for the entire evaluation period. But in order to be able to recognize trends, it would be good to see how the percentages have changed during the course of the evaluation period. The 100% stacked bar chart can be used for precisely these types of applications. The respective percentage of the length of the bars relates directly to the turnover percentage of the respective country.

Proceed as follows in the Sample Application:

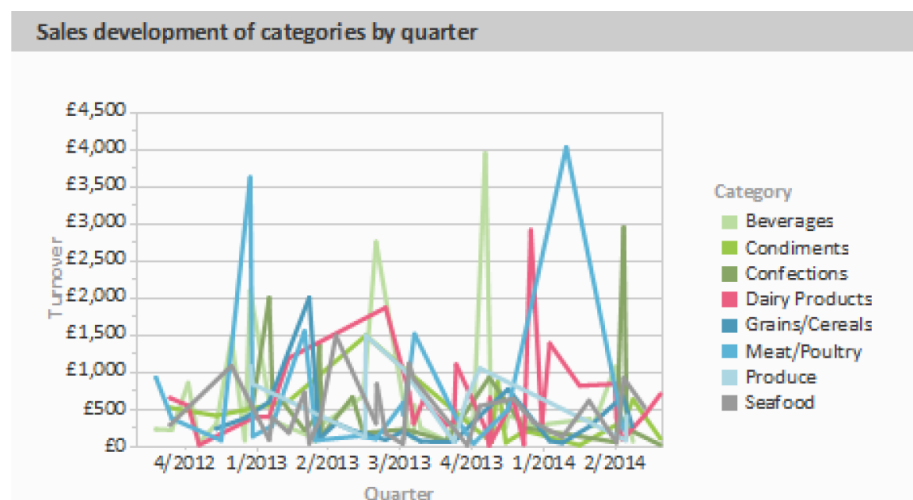
1. As the data source, select the Customers > Orders > Order\_Details table.
2. Choose Bar/Ribbon > 100% stacked as the diagram type.
3. First specify the coordinate values for the category axis, i.e., the values of the x-axis. Select the Customers.Country field via the formula wizard.
4. Now specify the coordinate values for the series axis, i.e., the values of the y-axis. In the Sample Application, the order year is not supplied directly as a field so you must calculate it using the Year\$(Orders.OrderDate) formula.

5. Specify the coordinate values for the value axis (z-axis), i.e., calculate the turnover with  $\text{Sum}(\text{Order\_Details.Quantity} * \text{Order\_Details.UnitPrice})$ .
6. On the Diagram tab, choose Left to Right for the Alignment to create a horizontal diagram.
7. The multi-row bar chart now looks like this:



**Multi-Row Line Chart**

A line diagram offers an alternative to a multi-row bar chart. You can read off the values faster here.

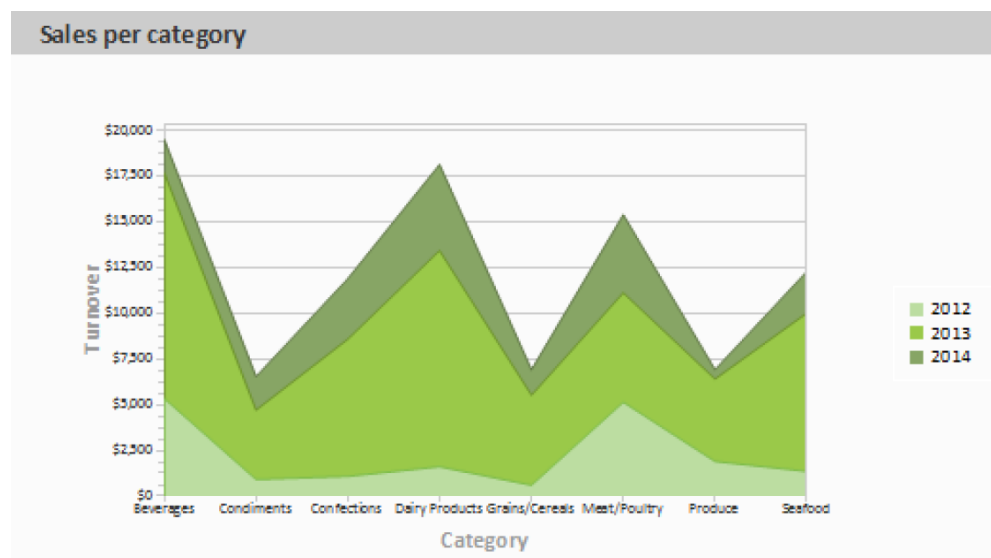


Proceed as follows in the Sample Application:

1. As the data source, select the Customers > Orders > Order\_Details table.
2. Choose Line/Symbol > Multi-Row as the diagram type.
3. First specify the coordinate value for the category axis. Select the Orders.OrderDate field via the formula wizard.
4. Select the property Coordinate Label > Format and select %q/%y in the Date-section (user-defined).
5. Now specify the coordinate value for the series axis. Select the CategoryName field via the formula wizard.
6. Specify the coordinate values for the value axis and calculate the turnover with the  $\text{Sum}(\text{Order\_Details.Quantity} * \text{Order\_Details.UnitPrice})$  formula.

### Stacked Area Chart

The stacked area chart is available as an alternative to the multi row line chart. This chart allows you to compare statistical relationships more swiftly as the areas between the lines are colored in.

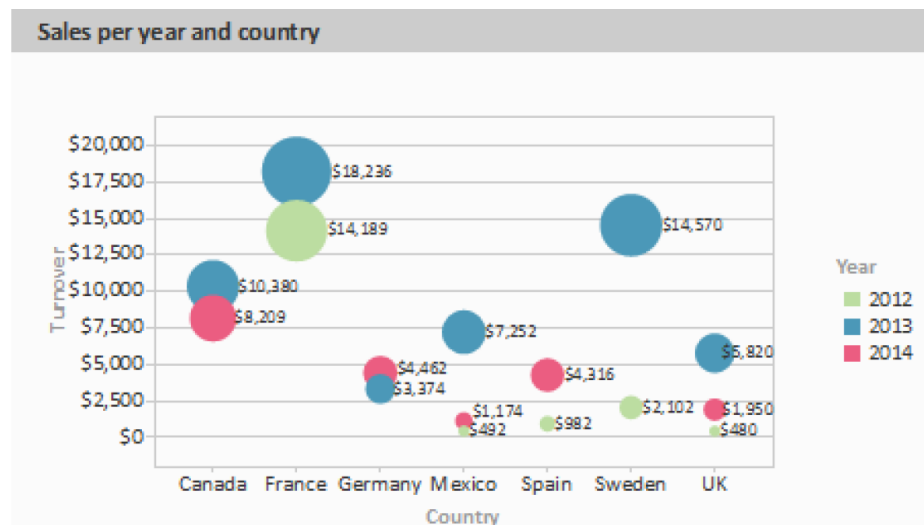


Proceed as follows in the Sample Application:

1. Select the Customers > Orders > Order Details table as the data source.
2. Select Area > Stacked as the chart type
3. First specify the coordinate value for the category axis. Select the CategoryName field via the formula wizard.
4. Specify the coordinate values for the series axis. In the Sample Application, the order year is not supplied directly as a field, so you must calculate it using the Year\$(Orders.OrderDate) formula.
5. Specify the coordinate values for the value axis (z-axis), i.e., calculate the turnover with the Sum(Order\_Details.Quantity \* Order\_Details.UnitPrice) formula.

### *Distributed Bubble Chart*

Bubble charts allow for a four-dimensional representation of statistics in that, along with the position on the y and x axes, the color and the size can be defined by statistical information. Diverse options are available regarding how you would like the bubbles to be displayed.



Proceed as follows in the Sample Application:

1. Select the Customers > Orders > Order Details table as the data source.
2. Select Bubbles/Dots > Distributed as the chart type
3. First specify the coordinate value for the category axis. Select the Customers.Country field via the formula wizard.
4. Specify the coordinate values for the series axis. In the Sample Application, the order year is not supplied directly as a field so you must calculate it using the Year\$(Orders.OrderDate formula.
5. Specify the coordinate value for the value axis and the value for the Bubble Size and calculate for both the turnover with the Sum(Order\_Details.Quantity \* Order\_Details.UnitPrice) formula.
6. Under this tab you will also find the options for how you would like the bubbles to appear.

### ***Funnel***

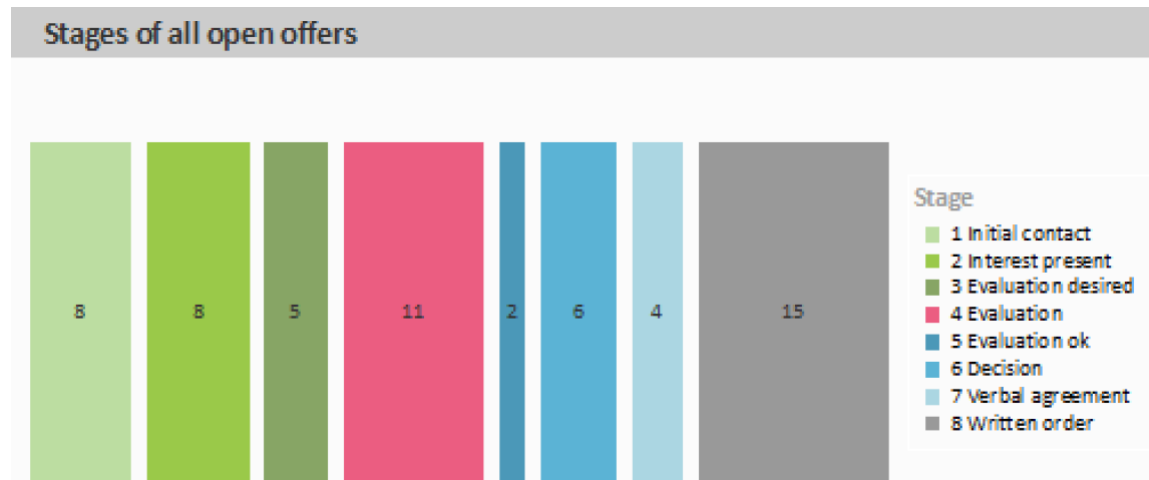
With a funnel or a pipeline, you can e.g., display your sales processes in the various phases. There are a variety of options for the way the data is presented.

To do so, proceed as follows:

1. Select the appropriate data source.
2. As the diagram type, select Funnel > Vertical Funnel.
3. First of all, define the coordinate value of the data source, i.e., the value that will define the individual funnel segments (the sales phase).
4. Switch to the tab Funnel Segment to define the coordinate value for the size of the funnel segment (number of sales opportunities). Double-click on the Coordinate Value property. Now, in the subsequent dialog Coordinate Value, select the desired aggregating function Count for the content.

5. For the labeling of the funnel segments with percentage values, the option Label on Object has already been set to Yes. Then, via the property Format, define the value as Percentage (Without Decimal Places) or as Absolute Value.
6. You can enter an offset for the funnel values via the property Explosion Offset.
7. In the Chart tab, select the general diagram options. The following properties are available (among others):
  - Relative Width of Funnel End/Start.
  - Color Mode, e.g., monochrome
8. In the Chart tab, select the general layout options of the entire object. The following properties are available (among others):
  - Title
  - Background incl. filling, border and shadow, e.g., border = transparent
9. In the Colors tab, you can configure the color options.



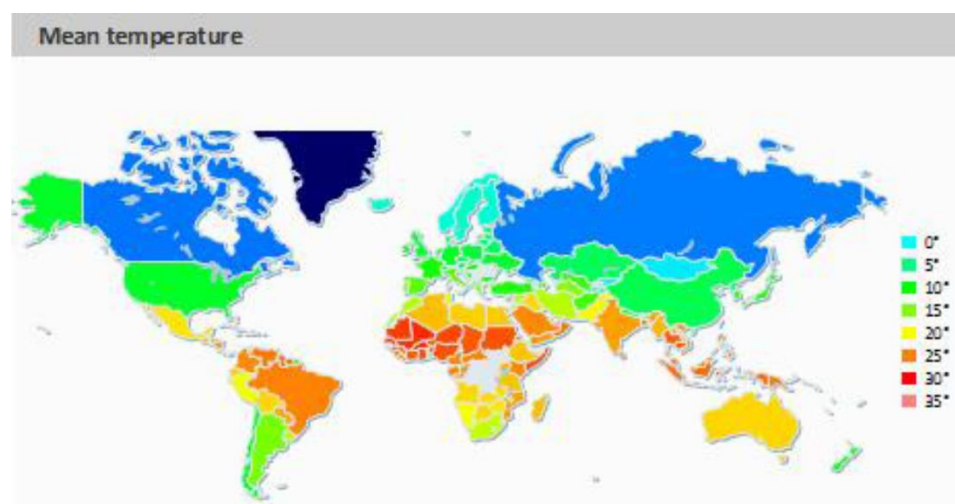


### Map/Shapefile

Shapefiles enable a diverse range of visualization options via a standardized vector description format. Via corresponding templates, a wide range of maps, seating charts or floor plans can be generated. The Shapefile determines the shape, and an associated attribute database enables the shapes to be referenced to the properties (e.g., country names).

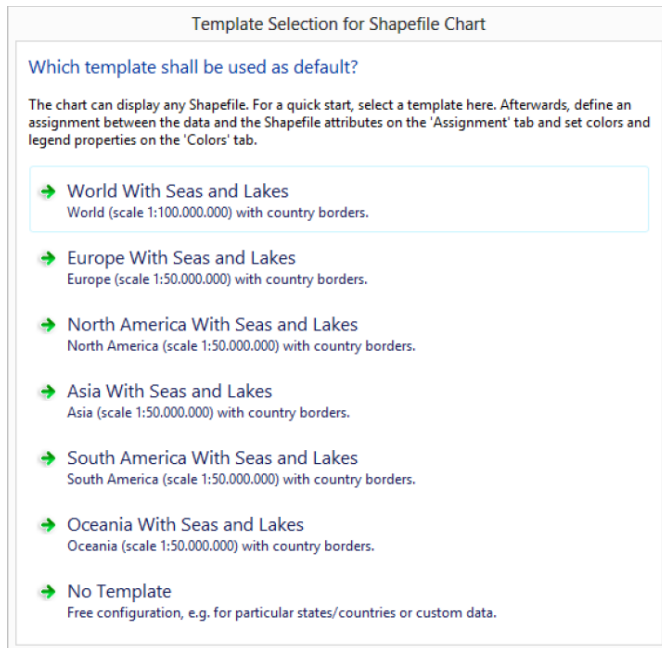
*Tip: The availability of this chart depends on the application.*

Example: A visualization of the temperature distribution of the earth is to be generated.



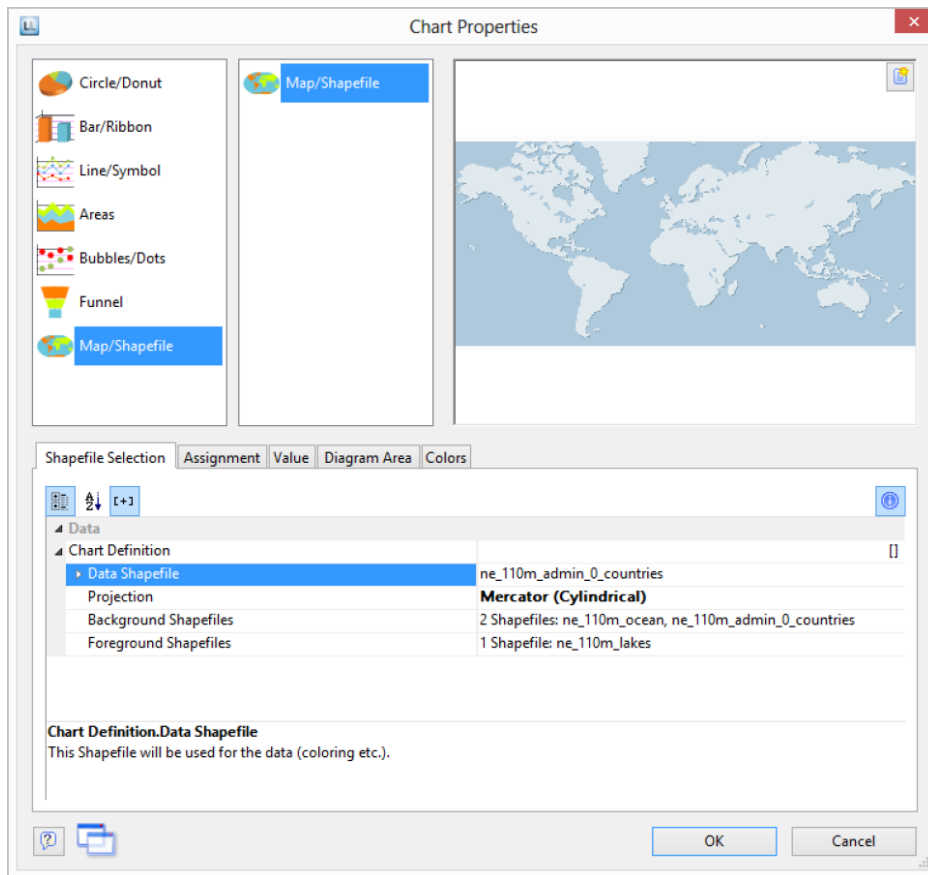
To do so, proceed as follows:

1. Select the table ClimateData as the data source.
2. As the diagram type, select Map/Shapefile. At this point, a selection dialog appears for the Shapefile templates provided with the software. Select World With Seas and Lakes.

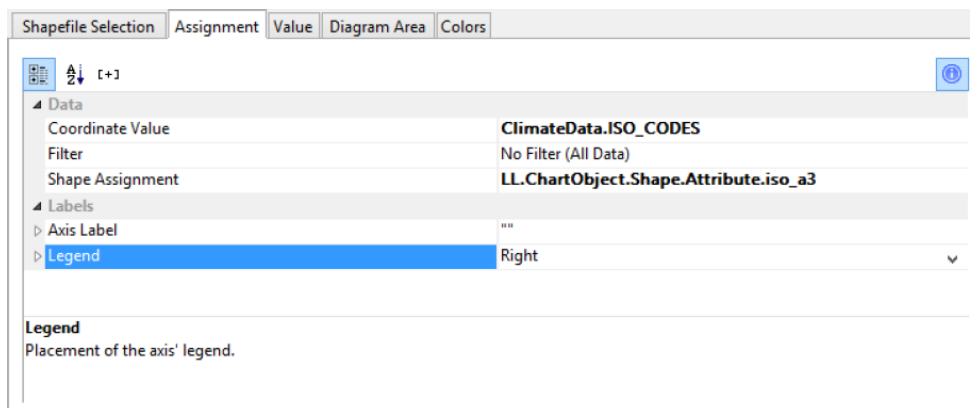


3. You will now see the preconfigured data Shapefile in the tab Shapefile Selection. In addition to the data itself, you can also select foreground and background Shapefiles in order to e.g., display the oceans in the background and the rivers and lakes in the foreground.



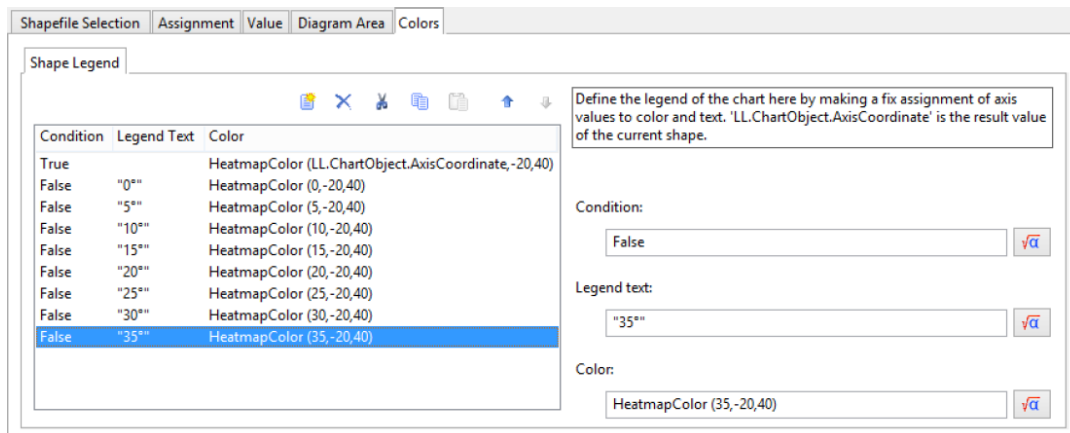


4. Click on the Assignment tab in order to link the data with the shapes.



Link the coordinate value ISO\_CODES from the data with the attribute iso\_a3 from the Shapefile. By doing this, the data that is related to e.g., USA is linked to the outline of USA; the temperature from United States of America is linked to United States of America, and so on.

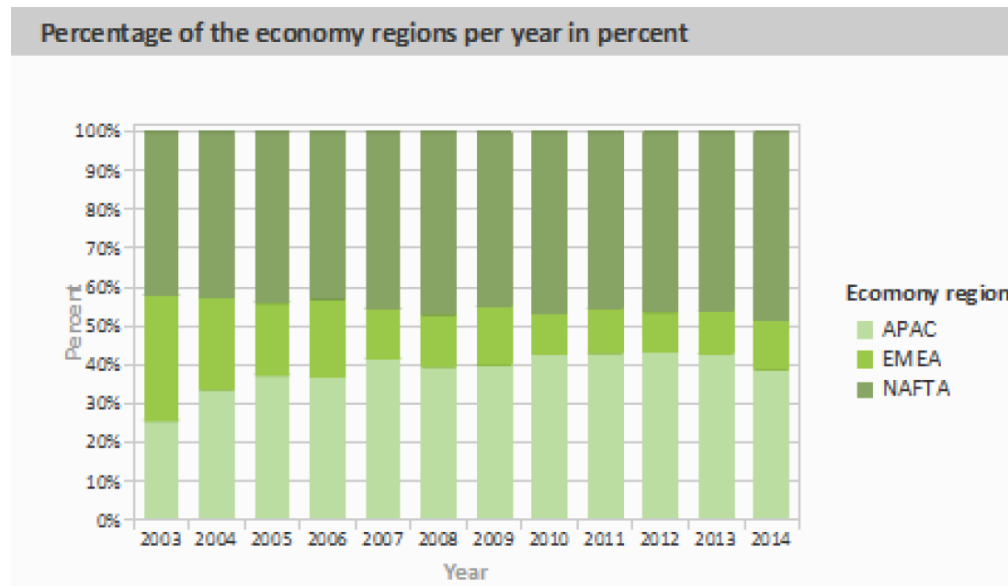
5. Go to the tab Value and select the mean temperature as the Value, i.e., the field ClimateData.Tmean.
6. Go to the tab Colors to define the legend. As the first entry, define the color via the function HeatmapColor(LL.ChartObject.AxisCoordinate,-20,40) and set the condition to True. The value will then be used for the actual color fill, and you will obtain a continuous fill color.
7. For the other discrete legend values, enter the corresponding functions, e.g., HeatmapColor(5,-20,40) with the legend text 5° and set their condition to False. This means that the value will only be used for the legend.



### Use Series to Determine the Values

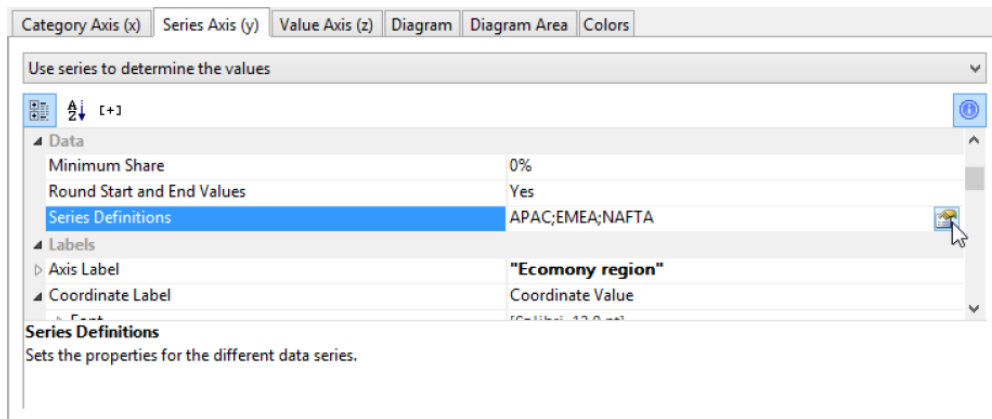
With three-axis diagrams, you can also determine the values of the series axis (y-axis) by means of rows. This means that you define the different rows (e.g., measured value/target value/actual value) with a single data record and can show them parallel e.g., in a bar chart.

As an example, we will create a diagram which shows the currency percentages of the 3 economic areas. Data for APAC, EMEA and NAFTA is supplied as rows.

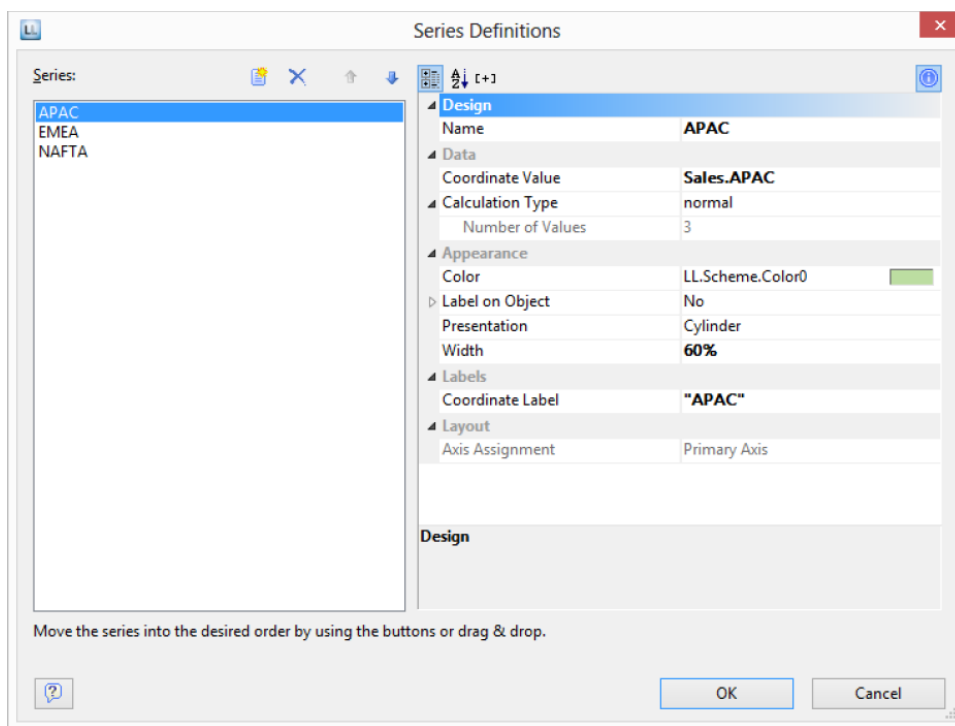


Proceed as follows in the Sample Application:

1. Select the Sales table as the data source.
2. Choose Bar/Ribbon > 100% stacked as the diagram type.
3. First specify the coordinate values for the category axis, i.e., the values of the x-axis. Select the Sales.Year field with the formula wizard. Remove the 2 decimal places using the Str\$(Sales.Year,0,0) formula.
4. Now specify the coordinate values for the series axis, i.e., the values of the y-axis. Select the Use rows as data source entry from the drop-down list above the properties.



This option changes the properties of the series axis and displays a dialog for defining the rows when you click the Row Definitions property. Create the individual rows choosing Sales.APAC, Sales.EMEA or Sales.NAFTA in each case as the coordinate value.



### Mixing Chart Types

You can mix bar charts with line charts. In addition to the ability to display another data series as a line at the same time as the bar chart, you may also make use of the calculation options such as moving

averages and aggregation options. This will allow you to see total turnover, trends in the data, or outliers (both upwards and downwards) at a glance.

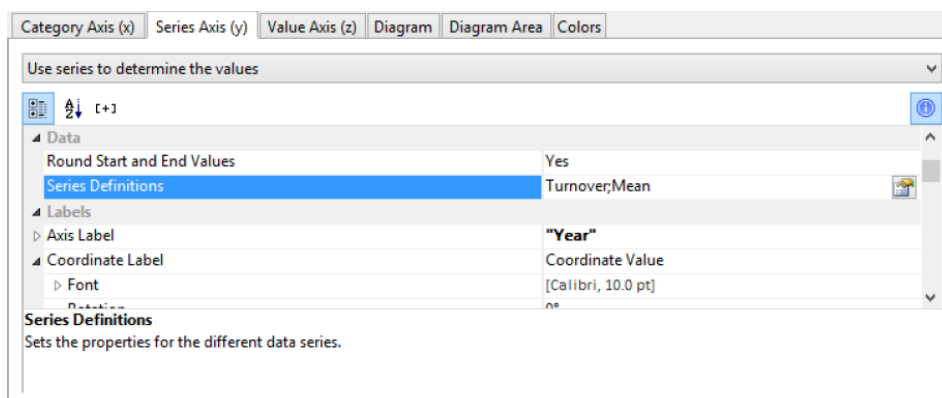
---

Example: Combining a straight line mean with a bar chart (turnover for each country)

---

1. Select the table Customers > Orders > Order Details as the data source.
2. As the diagram type, select Bar/Ribbon > Clustered
3. First, define the coordinate value of the category axis. Use the formula assistant to select the field Customers.Country.

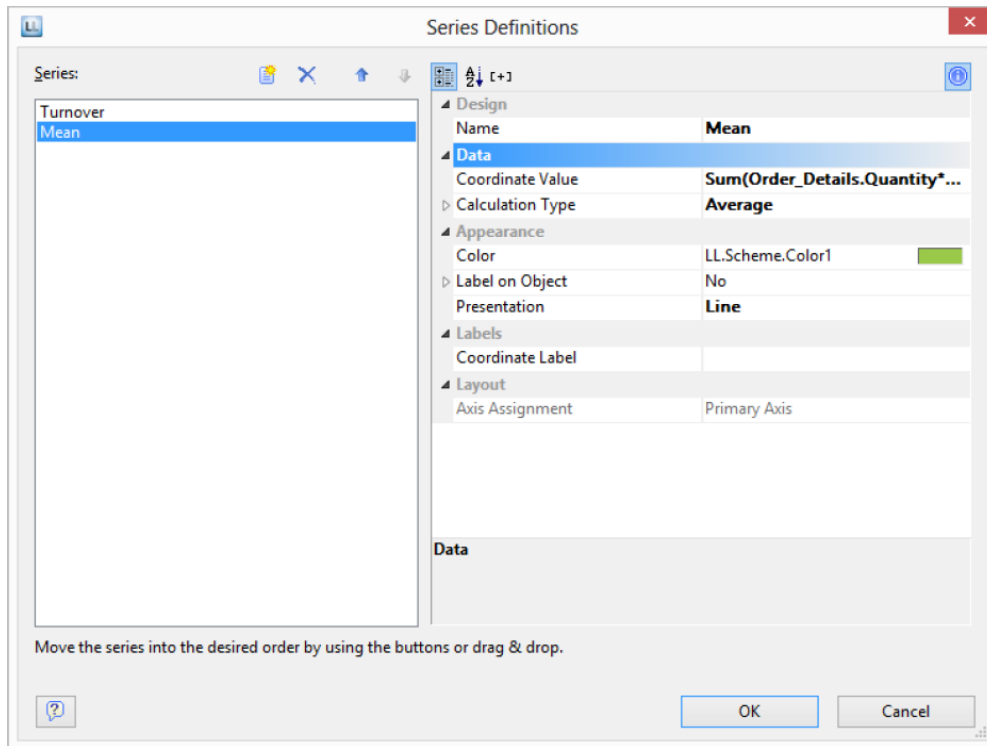
Now define the coordinate value of the series axis. Use the combo box above the property list to select the entry Use series to determine the values.



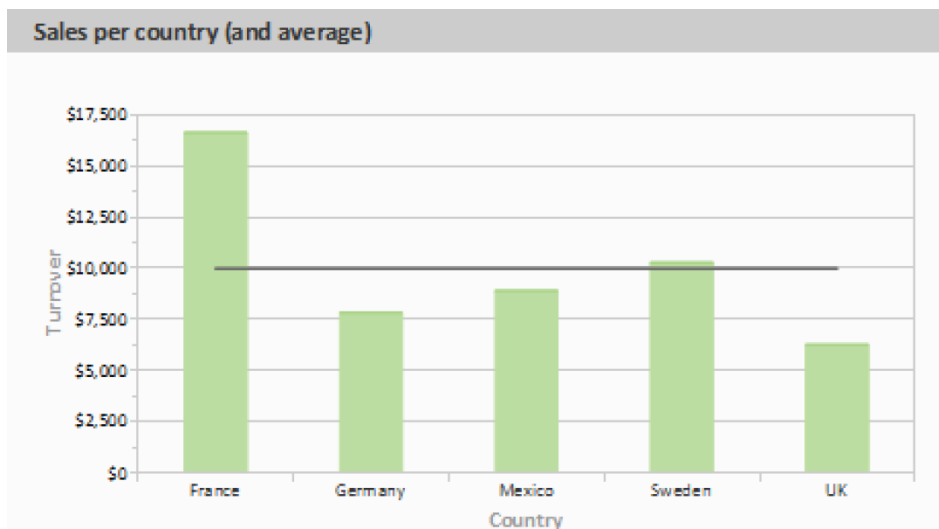
By doing this, the properties of the series axes change and a dialog appears for the property Series Definitions for the definition of the series.

4. Define a new series Single Turnover and calculate the turnover using the formula  $\text{Sum}(\text{Order\_Details.Quantity} * \text{Order\_Details.UnitPrice})$  with the calculation type normal and display type Cylinder.

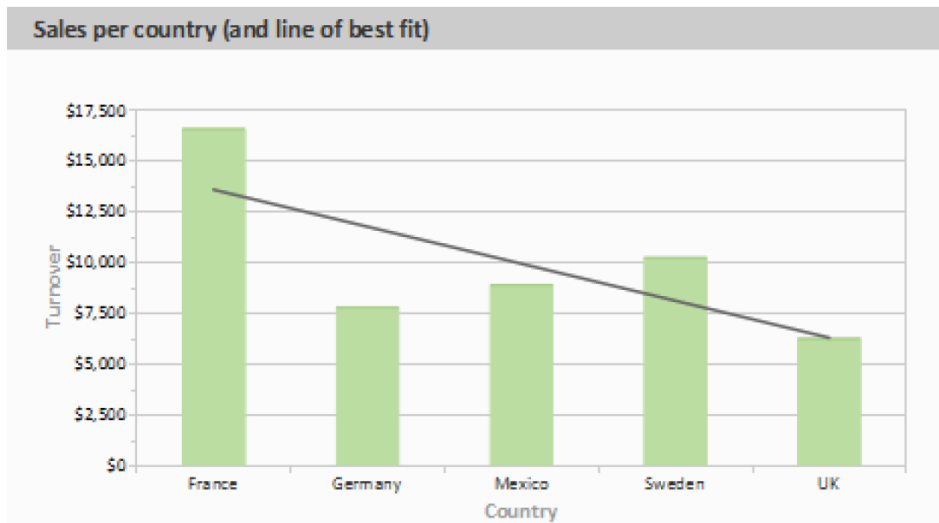
- Define another series named Mean and calculate the turnover using the formula  $\text{Sum}(\text{Order\_Details.Quantity} * \text{Order\_Details.UnitPrice})$  with the calculation type Average and display type Line.



- The result is a turnover analysis with a mean line.



- When using the calculation type Line of best fit, a trend line will be displayed:



## Create a Crosstab

Crosstabs are used for evaluating and presenting data in multiple dimensions. Crosstabs (or contingency tables) are tables containing information about the frequency of the occurrence of combinations of certain characteristics.

These frequencies are extended by their marginal totals which form contingencies. With a three-dimensional crosstab, (three characteristics), the table includes an additional column grouping. For example, you can examine turnover trends per year and region, evaluating sales according to quantities and customers, and create marginal totals for quarters and years.

A normal (flat) table has the attribute names in the first row and the occurrences of these attributes in all other rows. A crosstab is different. The titles of both columns and rows receive characteristic occurrences and, at the point of intersection of the respective column and row, a value is shown that depends on the characteristics specified for the column and row in each case.

### Customer turnover per year and quarter

	2008		2009				2010		Total
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Germany					1,086	1,208	851	491	3636
Mexico		492		3,038	2,562			514	7883
Sweden	2,102		3,429						5531
UK		480	1,352		2,143	1,704			5679
Total	2102	972	4781	3038	5791	4189	851	1006	22729

For the schematic presentation of two-dimensional crosstabs, the 3D multi-row bar chart is the best choice.

### Create a Crosstab Object

Let's assume that you want to examine the development of turnover per year, quarter and country.

Proceed as follows in the Sample Application:

1. Crosstabs are elements in the report container. Therefore, you add these objects in the Report Structure tool window. If you have not yet added a report container to the workspace, select Insert > Report Container (Objects > Insert > Report Container) and pull the object to the right size in the workspace while holding down the left mouse button.
2. A selection dialog will appear for the chosen element type. Choose the Crosstab element type.
3. In the following dialog, now select the data source. All available tables are shown hierarchically, in other words, under the tables you will find the related tables in each case.  
For our turnover analysis, e.g., choose the Customers > Orders > Order Details table so that you have all three tables at your disposal. The Customers table contains the country, the Orders table the order date and the Order Details table the turnover.
4. A wizard appears which will lead you through the 3 configuration dialogs for crosstabs.

### Define Groupings

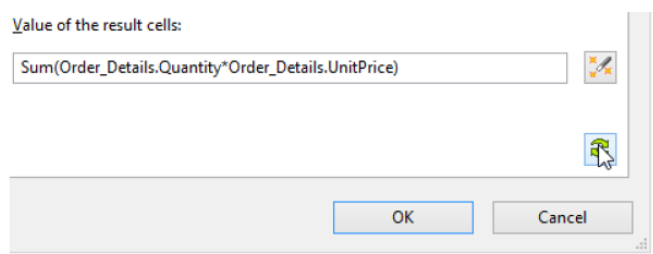
In the wizard's first dialog, or alternatively on the Axis Definition tab, you first define the grouping for the rows and columns, i.e., the characteristics.



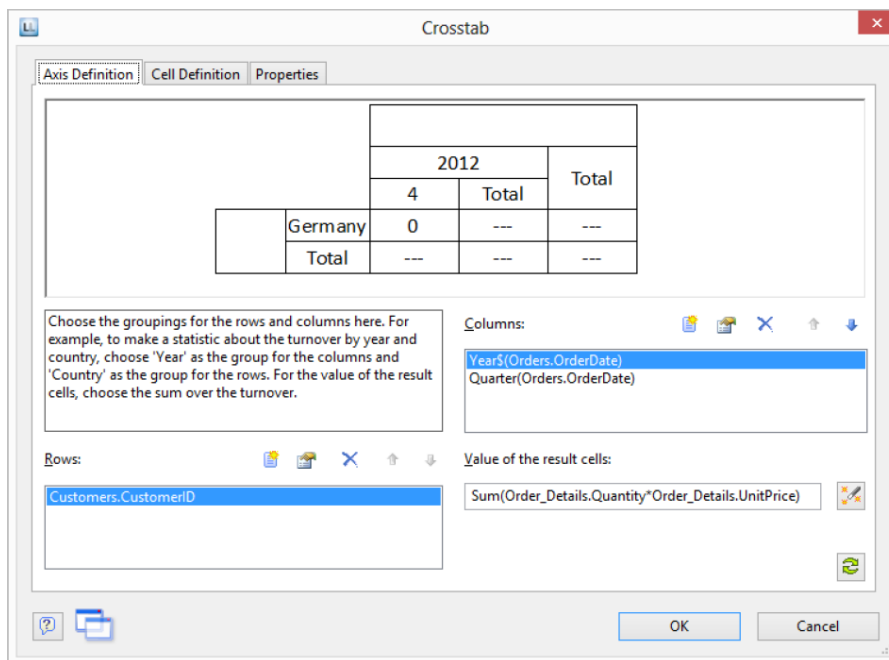
1. In the Rows pane, click on the Insert a row grouping button.
2. In the formula wizard, you now enter the field or the expression for the row grouping e.g., Customers.Country. You have now created a row grouping and the data will be grouped by this characteristic.
3. In the Columns pane, click on the Insert a column grouping button.
4. In the formula wizard, you now enter the field or the expression for the column grouping.
5. Since you first want to group the data by year, you must enter an expression here that returns the year of the order date. You have the Year() function in the formula wizard at your disposal; i.e., you select this function from the list and insert the order date as the parameter by double-clicking. The formula looks like this: Year(Orders.OrderDate).
6. Since we also want to examine the data at another level, insert an additional column grouping via the Insert a column grouping button.
7. Now enter an expression to return the quarter of the order date. You can use the Quarter() function in the formula wizard for this. The formula then looks like this: Quarter(Orders.OrderDate).

*Note: You can change the order of the groupings with the arrow button. The column at the bottom is the inner grouping.*

*To swap lines and rows (Pivot function) use the button on the lower right on the Axis Definition tab. This button is only available in the object dialog, not in the wizard.*



8. You have now created the groupings and you can go on to define the value for the intersection of the respective columns and rows. Click on the Edit group result formula button located under Value of the result cells.
9. Now select the aggregate function that you want for the contents in the Cell Contents dialog that appears. You want to create a sales evaluation so choose the Sum function. In the upper part of the dialog, you can specify the contents by clicking the formula button to start the formula wizard.
10. In the Sample Application, the sales per order value is not supplied directly as a field so you must calculate it using the `Sum(Order_Details.Quantity * Order_Details.UnitPrice)` formula.



### Define Cell Properties

In the wizard's second dialog or, alternatively, on the Cell Definition tab, you edit the properties of the different cells.

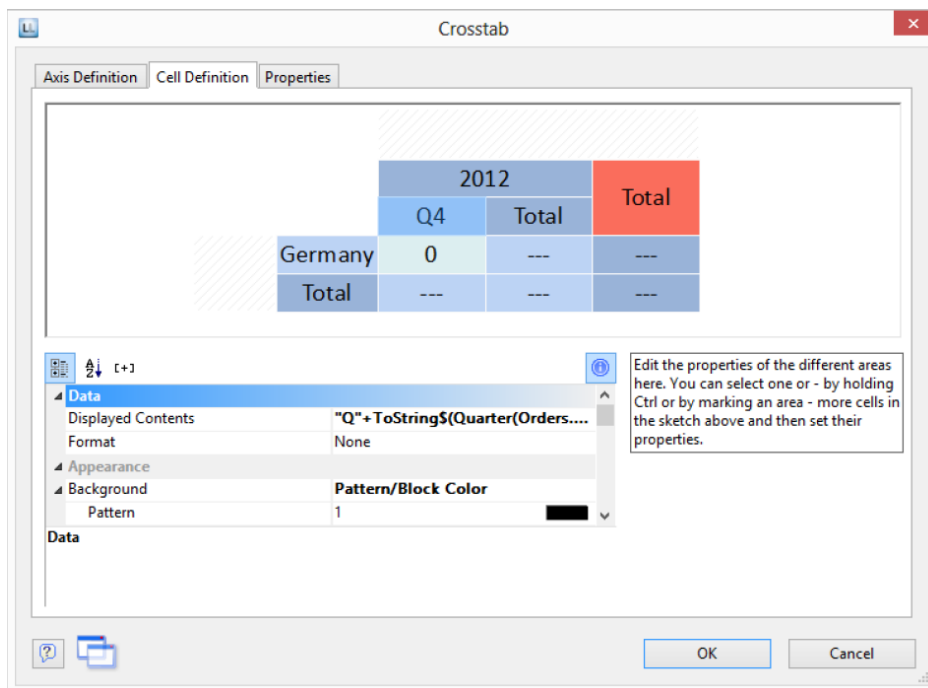
You can select the cells directly in the drawing in the upper pane of the dialog and then edit their properties. To select multiple cells, hold down the CTRL key or you can draw a border around the cells with the mouse.

- Let's assume that the countries shouldn't be listed alphabetically but descending by turnover. Select the corresponding line header (here: Germany) and select the value Result Descending in the property Sort Order then. In combination with the property Limit To you will get a Top-N analysis by that.
- Assuming that you want to prefix the number of the quarter with a Q as the title of a column. Select the respective column title and then double-click on the Displayed Contents property.

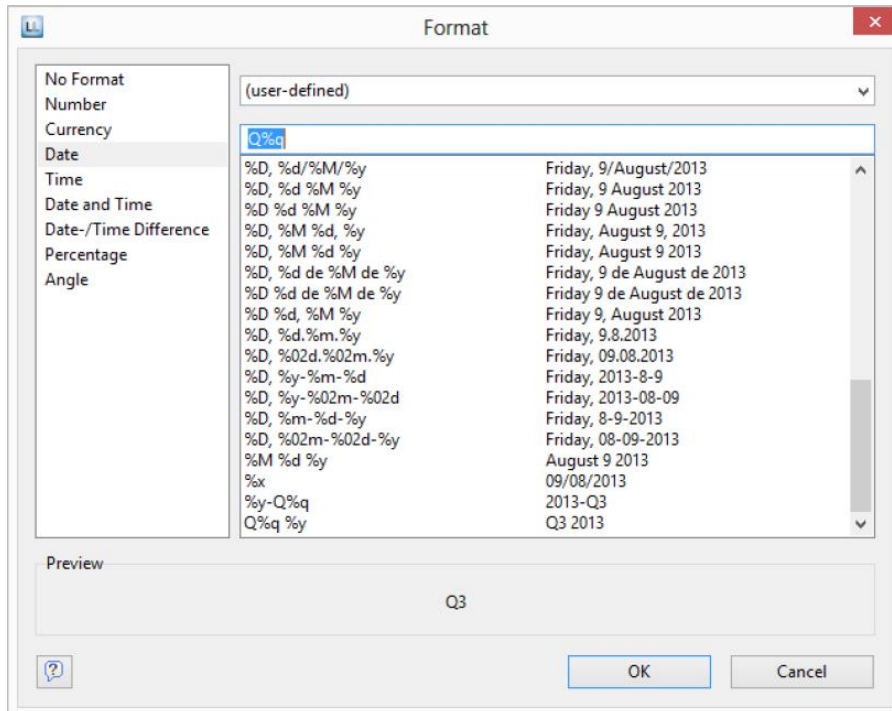
With this property, you can now specify the text that is to be displayed in this cell (independent of the value that you have defined for this column grouping).

Now define either a suitable formula, e.g., Q + Str\$(Quarter(Orders.OrderDate)) in the formula wizard

- Alternatively use the Format property. Then remove the Quarter\$( ) here, i.e., only the date field remains in the field, and format the value by means of the property.



To do this, click the Formatting property, choose Date as the formatting type, and finally select the User-defined entry from the drop-down list. At the end of the list you will find an example for formatting a quarter plus the number of the year. Since we don't need the number of the year, shorten the formula's string to Q%q.



4. This cell is now formatted and you can go on to format all other cells in the same way. Various properties are available including:

- Rotation of the content in increments of 90°
- Background
- Frame
- Font
- Vertical and horizontal alignment

- Maximum width, minimum width and minimum height

### *The Layout Option and Wrapping Behavior*

In the wizard's third dialog or, alternatively, on the Properties tab, you edit the layout properties and specify the wrapping behavior.

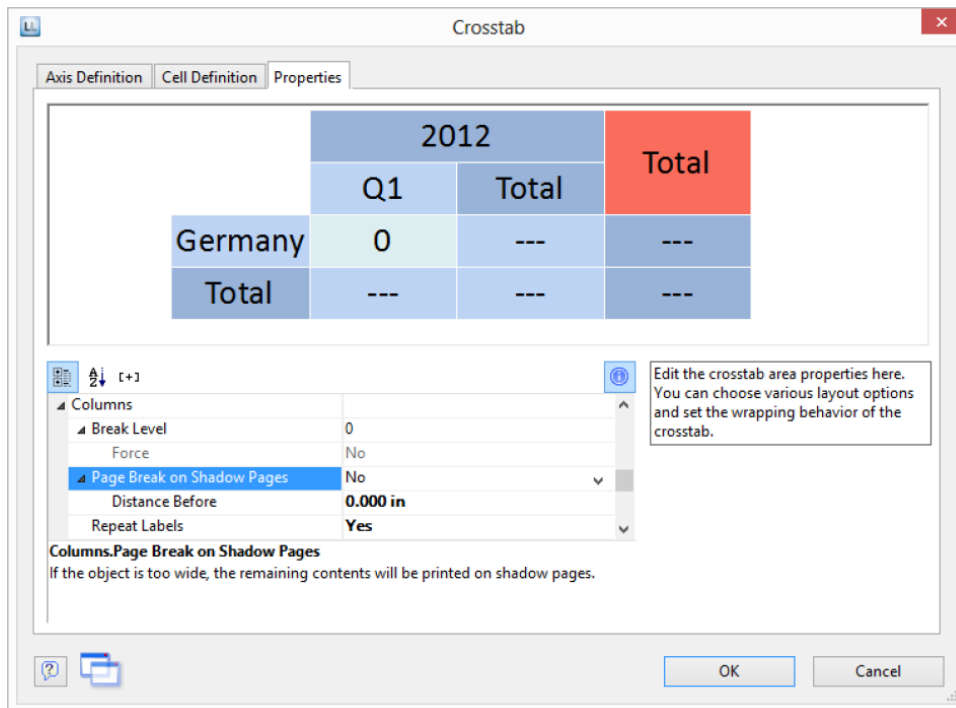
Various layout properties are available including:

- Background
- Default frame
- Minimum size (%) and minimum height

In addition, as crosstabs are often wider and higher than the specified page format, you can also specify the wrapping behavior for columns and rows. It creates as many pages (shadow pages) as necessary. The row labels are repeated on all pages as standard while the column labels are not repeated.

Various wrapping properties are available including:

- Repeat Labels: Specifies whether the labels of columns or rows are to be printed again in the case of a page break.
- Break Level: Specifies the optimum break level, e.g., 0. This corresponds to the lowest group, i.e., the quarter.
- Column > Page Break on Shadow Pages: If the cross table is too wide, the wrapped parts are printed on shadow pages. A shadow page does not count as a real page and therefore does not have a page number. The default setting specifies that the wrapped parts are to be output below the table.



### Special Functions

Various additional functions are available in crosstabs including:

- `Crosstab.Value()` returns the content of the cell (as a value).
- `Crosstab.Cells.Avg()` returns the average value of the volume of data.
- `Crosstab.Col$()` or `Crosstab.Row$()` returns the description of the column or the row for the current cell.

With this, you can, for example, assign a particular color to the background of a column or row. The following example sets the background color to orange for all cells in a row where the cell descriptor is Germany:

```
Cond(Crosstab.Row$()=Germany,LL.Color.Orange,LL.Color.White)
```

### Customer turnover per year and quarter

	2008		2009				2010		Total
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Germany					1,086	1,208	851	491	3636
Mexico		492		3,038	2,562	1,277		514	7883
Sweden	2,102		3,429						5531
UK		480	1,352		2,143	1,704			5679
Total	2102	972	4781	3038	5791	4189	851	1006	22729

- Crosstab.Cells.Max() or Crosstab.Cells.Min() returns the largest or smallest value in the entire crosstab. With this, you can, for example, emphasize the largest or smallest value of the volume of data or perform calculations. The following example sets the background color of the cell with the largest value to green:

Cond(Crosstab.Value=Crosstab.Cells.Max(),LL.Color.Green,

Cond(Crosstab.Row\$()=Germany,LL.Color.Orange,LL.Color.White))

### Customer turnover per year and quarter

	2008		2009				2010		Total
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Germany					1,086	1,208	851	491	3636
Mexico		492		3,038	2,562	1,277		514	7883
Sweden	2,102		3,429						5531
UK		480	1,352		2,143	1,704			5679
Total	2102	972	4781	3038	5791	4189	851	1006	22729

- Crosstab.Col() or Crosstab.Row() returns the index of the column or the row for the current cell. Here, for example, you can set the background color of alternate rows thereby producing a zebra pattern. Example: Cond(Odd(Crosstab.Row()),LL.Color.LightGray,LL.Color.White)

### Customer turnover per year and quarter

	2008		2009				2010		Total
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Germany					1,086	1,208	851	491	3636
Mexico		492		3,038	2,562	1,277		514	7883
Sweden	2,102		3,429						5531
UK		480	1,352		2,143	1,704			5679
Total	2102	972	4781	3038	5791	4189	851	1006	22729

- Join\$() returns a collection of strings, separated by a particular character. For example, you can output the individual turnover amounts in addition to the total turnover. Example:

Fstr\$(Sum(Order\_Details.Quantity\*Order\_Details.UnitPrice),-##,###,###) + ¶[+  
 Join\$(Fstr\$(Sum(Order\_Details.Quantity\*Order\_Details.UnitPrice),-##,###,###))+]

**Customer turnover per year and quarter**

	2008		2009				2010		Total
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Germany					1,086 [684; 1,062; 1,086]	1,208 [878; 938; 1,208]	851 [825; 851]	491 [400; 491]	3636
Mexico		492 [29; 89; 492]		3,038 [690; 881; 1,931; 2,115; 2,213; 3,038]	2,562 [70; 140; 480; 1,182; 1,742; 2,562]	1,277 [320; 1,257; 1,277]		514 [42; 102; 166; 514]	7883
Sweden	2,102 [248; 908; 1,189; 1,489; 1,532; 1,916; 2,102]		3,429 [1,814; 2,222; 2,534; 2,908; 3,023; 3,254; 3,341; 3,429]						5531
UK		480 [90; 480]	1,352 [96; 291; 899; 1,052; 1,352]		2,143 [238; 1,298; 1,508; 2,098; 2,143]	1,704 [504; 1,284; 1,704]			5679
Total	2102	972	4781	3038	5791	4189	851	1006	22729

- You can use Total() for calculations across all cells. Otherwise, calculations are always made across all values that affect the respective cell.



# Gateway

All new electronically submitted reports flow through the Gateway. It serves as an inbox, where designated **Gateway Administrators** and **Gateway Approvers** assess each electronic report before accepting it into Perspective or deleting it from the system.

Electronic reports in the Gateway can be submitted from a number of sources. If your organization uses **Perspective e-Reporting** or **Portal**, Incident reports may be submitted from a workgroup's e-Reporting Web page. Otherwise, Incident, Item, Person, Organization, and Vehicle reports may be imported using Perspective's built-in **Import Manager**. Imports may originate from a computer, Web site, PDA, mobile phone, or any electronic medium that enables creation and transfer of files in XML format.

Once the Gateway Administrator and Gateway Approver have been granted appropriate user rights by the System Administrator, they will have access to the Gateway and the electronic reports stored in it. Their respective roles involve the authority to review these reports and perform their associated functions.

### Gateway Administrator and Gateway Approver both can:

Edit Incident reports (or e-Incidents).

View imported Item, Person, Organization, or Vehicle reports.

Make the imported reports available for authorized users to add to the Perspective database.

Delete the imported reports from the system.

### Only Gateway Administrator can:

Assign e-Incidents to the Gateway Approver for follow-up.

### Only Gateway Approver can:

Accept e-Incidents into Perspective as valid incidents.

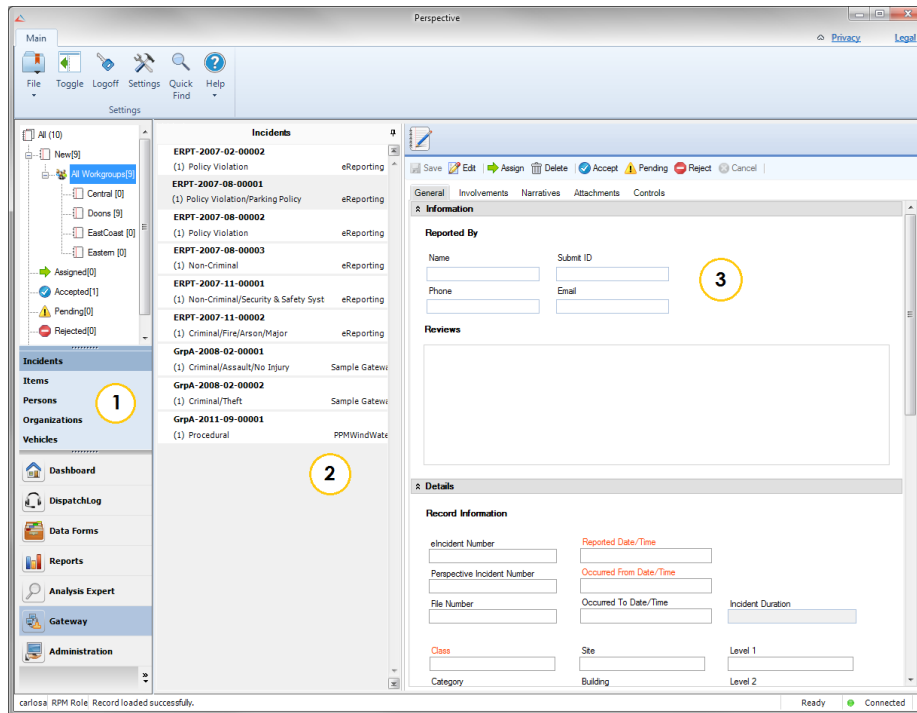
Delete e-Incidents from the system.	Send e-Incidents back to the Gateway Administrator for reassignment.
	Store e-Incidents in a Pending folder for review at a later date, if they contain insufficient information to accept or reject them.

## User Interface

The Gateway interface is divided into three sections:

- Navigation pane:** Allows you to move between various types of Gateway electronic reports corresponding to the major Data Forms (i.e., Incidents, Items, Persons, Organizations, and Vehicles). To display folders containing reports for a particular Gateway report type (i.e., New, Assigned, Accepted, Pending, Rejected, and Deleted for Incidents; and New, Available, Added, and Deleted for Items, Persons, Organizations, and Vehicles), choose the required banner from the Navigation pane. Click on a folder in the Navigation pane to see all the reports contained within it listed in the Listing pane. If more than one workgroup's electronic reports are contained in the folder, subfolders for the appropriate workgroups will be listed beneath the folder name in the Navigation pane. Expand the **All Workgroups** subfolder and select a workgroup to see only its particular reports in the Listing pane.
- Listing pane:** Provides a list of electronic reports selected in the Navigation pane for viewing. On the right side of every report entry the system records a corresponding source of a report's import (e.g., e-Reporting). Once you select an e-Report in the Listing pane, the report's contents will be displayed in the Viewing pane on the right. (For Incident e-Reports, the submitted XML data is saved under the Attachments tab.)
- Viewing pane:** Displays the contents of an e-Report selected in the Listing pane and provides options for saving, editing, assigning, deleting, accepting, rejecting, and closing individual reports, as well as transferring them into Available or Pending modes and viewing their XML versions. Every Incident report consists of a set of tabs (i.e., General, Involvements, Narratives, Attachments,

Controls, and Audit History), while data for every Item, Person, Organization, and Vehicle report is provided on one simple form.





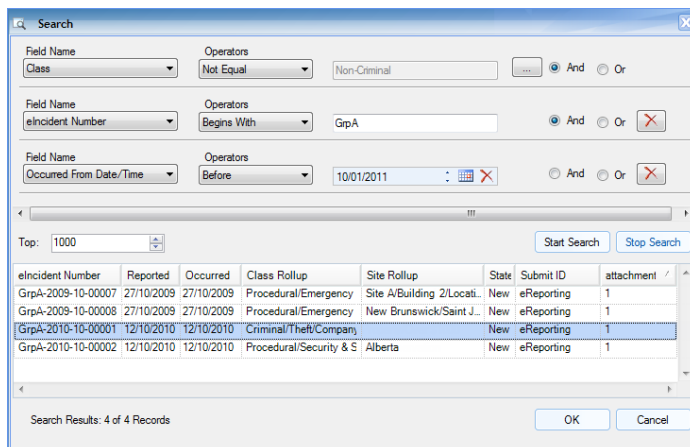
*Note: If a folder in the Navigation pane contains more than 1000 e-Reports, you must first filter the report list before viewing it in the Listing pane. Once you click on the folder in the Navigation pane, a pop-up window will appear allowing you to filter the e-Incident list.*

To display the top 1000 e-Reports (based on the reports' identification numbers), click **Start Search**. Click OK to transfer the list to the Listing pane.

To search for a particular e-Report or a set of e-Reports, set specific filtering criteria:

1. In the **Field Name** lookup list, select the field that you want to set as the main criterion for narrowing your e-Report list.
2. Choose an **Operator** for the field (e.g., Equal, Not Equal, After, Begins With, Like, etc.).

3. Enter the compared criterion **Value**. If the **Selector** button  is available, click it to display a tree of Value options in a separate window. Note that you may choose any node of the tree as the defining criterion, making your comparison value as narrow hierarchically as you want.
4. If you want to include a second field as an additional filtering criterion, select the **And** or **Or** radio buttons and complete the Field Name, Operator and Value fields below. You may add as many filtering criteria as you want. To remove a field from your filtering criteria, click the **Delete** button .
5. By default, only the top 1000 reports matching the criteria that you set will be displayed. To display more or less, adjust the number in the **Top** field (from 1 to 2000).
6. Click **Start Search** to generate a list of reports matching your filtering criteria. A count of the number of e-Reports in the list, as well as the total number of e-Reports matching your filtering criteria, will be displayed at the bottom of the window.
7. To make changes to the ongoing search, click **Stop Search** first, and then make the necessary changes to the filtering criteria.
8. When you are satisfied with the list of e-Reports displayed, click **OK** to transfer the list to the Listing pane in the Gateway.



## Incidents



Under the Incidents banner, the following folders will be displayed:


- **New:** New e-Incidents that have not yet been assessed.
- **Assigned:** e-Incidents assessed and assigned to a Gateway Approver for follow-up.
- **Accepted:** e-Incidents that have been accepted into Perspective as valid Incident records by the Gateway Approver assigned to them (the only e-Incidents not available for editing).
- **Pending:** e-Incidents that require further information before being assigned or deleted.
- **Rejected:** e-Incidents that have been returned to the Gateway Administrator by the Gateway Approver.
- **Deleted:** e-Incidents that have been marked for deletion upon purge. These can be re-assigned by the Gateway Administrator before the purge occurs.

*Note: Not all folders will be visible to the Gateway Approver.*



After selecting an e-Report in the Incidents Listing pane of the **New** folder, you can use the buttons available on the Viewing pane toolbar to perform a number of report functions.

**Common functions available for both Gateway Administrator and Gateway Approver:**

 <b>Save</b>	Preserves the changes you made to an e-Report.
 <b>Edit</b>	Transfers an editable e-Report into the editing mode.  After clicking Edit, select the field you want to edit and make the necessary change. Editing of e-Reports functions similarly to the data entry in Incidents data forms, including the use of a similar set of sub-tabbed toolbar functions, like <b>Edit</b> , <b>Add New</b> , <b>Remove</b> and <b>Read/View</b> . Remember to complete every report editing action with saving the changes applied to the report by clicking <b>Save</b> on the Viewing pane toolbar.

	<p><i>Note: For further details on the sections of the e-Incident report and functions performed by the toolbar functions that are available for certain sub-tabs (i.e., Involved Persons, Organizations, Vehicles, and Items), see the <a href="#">Incidents</a> and <a href="#">Common Record Functions</a> chapters.</i></p> <p><i>Note: The only editing function that is exclusively under the authority of the <b>Gateway Administrator</b> is setting of the e-Incident's security controls in the <b>Controls</b> tab (access level, organizational rollup and workgroup visibility). Although the e-Incident will have some default security controls, the Gateway Administrator may choose to re-set these in order to restrict both the Gateway Approver the e-Incident is assigned to (the Approver's access rights must match those of the e-Incident in order to assess it), as well as users who have access to the record within Perspective if it is accepted as a valid Incident record.</i></p>
 <b>Close</b>	<p>Exits the e-Report without saving changes.</p>

**Functions available for Gateway Administrator only:**

 <b>Assign</b>	<p>Assigns the e-Incident to the Gateway Approver for further review by transferring the e-Incident to the <b>Assigned</b> folder.</p> <p>Once you click the Assign button, a pop-up confirmation window will appear. Make any necessary notes on the assignment of this e-Incident in the <b>Comments</b> text box. Your notes will appear in the Reviews section of the e-Incident under the General tab. Click <b>Assign</b> to confirm your choice.</p> <p><i>Note: The <b>Gateway Approver's access rights</b> must match those designated under the e-Incident's <b>Controls</b> tab.</i></p>
 <b>Delete</b>	<p>Deletes an e-Incident as an invalid submission by transferring the e-Incident to the <b>Deleted</b> folder.</p> <p>Once you click the Delete button, a pop-up confirmation window will appear. Make any necessary notes on the deletion of this e-Incident in the <b>Comments</b> text box.</p>

Your notes will appear in the Reviews section of the e-Incident under the General tab. Click **Delete** to confirm your choice.

*Note: e-Incident can be recovered anytime prior to the end of **Deleted Retention Period** specified for the e-Incident's workgroup by the System Administrator.*

### Functions available for Gateway Approver only:





#### Accept


Accepts an e-Incident into Perspective as a valid Incident record, by transferring it to the **Accepted** folder. The accepted e-Incident will be available to users whose access rights match those designated under the e-Incident's Controls tab.

Once you click the Accept button, a pop-up confirmation window will appear. Make any necessary notes on the acceptance of this e-Incident in the **Comments** text box. Your notes will appear in the Reviews section of the e-Incident under the General tab. Click **Accept** to confirm your choice.

A dialog box will appear displaying the e-Incident's *new* **Perspective Incident Number**. For cross-referencing purposes, both the original **e-Incident Number** (e.g., INC-2010-000269) and the new **Incident Number** (e.g., EINC-2010-12-00001) will appear under the Record Information in the General tab of both the e-Incident record and the actual Incident data form. Click **OK**.

*Note: The accepted e-Incident will be purged from the Gateway at the end of the **Accepted Retention Period** specified for the e-Incident's workgroup by the System Administrator. The original e-Incident form will remain in Perspective as an attachment to the newly created Perspective Incident record.*

<p> <b>Reject</b></p>	<p>Sends an e-Incident back to the Gateway Administrator for further review by transferring it to the <b>Rejected</b> folder, so that it could be re-assigned or deleted.</p> <p>Once you click the Reject button, a pop-up confirmation window will appear. Make any necessary notes on the rejection of this e-Incident in the <b>Comments</b> text box. Your notes will appear in the Reviews section of the e-Incident under the General tab. Click <b>Reject</b> to confirm your choice.</p> <p>To evaluate the reasons for the e-Incident's rejection by the Gateway Approver, edit the e-Incident, and/or delete or assign it again, the <b>Gateway Administrator</b> hat to access the rejected e-Incident from the Rejected folder.</p>
<p> <b>Pending</b></p>	<p>Sets an e-Incident to Pending status, by storing it in the <b>Pending</b> folder. This function is used when there is insufficient information to accept or reject the e-Incident, and the Gateway Approver intends to make its review at a later date.</p> <p>Once you click the Pending button, a pop-up confirmation window will appear. Make any necessary notes on the pending of this e-Incident in the <b>Comments</b> text box. Your notes will appear in the Reviews section of the e-Incident under the General tab. Click <b>Pend</b> to confirm your choice.</p>

When an incident is submitted using e-Reporting or Portal, you must manually link the name of the driver (Vehicles), supervisor (Incident General), notified by person (Organizations), or the owner, person, or organization (Items), in Gateway. This is done by clicking the **plus** icon .

Then, select the corresponding record from the pick list. If a record does not already exist, use the Quick Add function to create one.

*Note: If this is not done before acceptance to Perspective, the information will not get transferred into Perspective.*






## Items, Persons, Organizations and Vehicles

*Note: Item, Person, Organization, and Vehicle reports can only be imported to the Gateway using the Import Manager.*

To view imported Item, Person, Organization, or Vehicle reports, click on the appropriate banner in the Navigation pane. The following folders will be displayed:

- **New:** New imported reports that have not yet been assessed.
- **Available:** Imported reports that have been deemed valid, and made available for authorized users to add to the Perspective database.
- **Added:** Imported reports that were first made available within Perspective, and then added by authorized users to the database as valid Item, Person, Organization, or Vehicle records.
- **Deleted:** Imported reports that have been marked for deletion upon purge. These can be made available for adding to the database before the purge occurs.

After selecting an e-Report in the appropriate Listing pane of the **New** folder, you can use the buttons available on the Viewing pane toolbar to perform the three basic report functions that are available for both the Gateway Administrator and the Gateway Approver.

 <b>Available</b>	<p>Makes a report available for authorized users to add to the Perspective database, while transferring it to the <b>Available</b> folder. If an authorized user chooses to add a new record to one of the Data Forms components, the data in the added report will be displayed as available for adding. Simultaneously, the report will be moved from the Available folder to the <b>Added</b> folder.</p> <p>At the end of the <b>Added Retention Period</b> specified for the report's workgroup by the System Administrator, the imported report will be purged from the Gateway. However, the <b>original XML report</b> will remain in Perspective as an attachment to the newly created Perspective Item, Person, Organization, or Vehicle record.</p>
 <b>Delete</b>	<p>Deletes a report from the Gateway as invalid.</p> <p>Once you click the Delete button, a pop-up confirmation window will appear. Choose the <b>Mark As Delete</b> radio button to store the imported report in the <b>Deleted</b> folder, where it can be recovered at any time prior to the end of the <b>Deleted Retention Period</b> specified for the report's workgroup by the System Administrator. Otherwise, choose the <b>Immediate Delete</b> radio button to permanently delete the report. Click <b>Delete</b> to confirm your choice.</p>
 <b>XML View</b>	<p>Displays the imported report in its original XML format including hidden data, if available. Click the XML View button again to return to the standard view.</p>

# DispatchLog and Dispatch

For more information on **DispatchLog**, the built-in Perspective dispatch component, see the **Perspective DispatchLog User's Guide** on the [Resolver Support](#) site.

For more information on **Dispatch**, the separately managed application, see the **Dispatch User's Guide** and **Dispatch Administrator's Guide**.

# Visual Analysis

Welcome to Perspective Visual Analysis™, an optional component of Perspective by Resolver. Perspective not only records and tracks incident data, but assesses and analyzes it to chart trends and report statistics. Visual Analysis complements Perspective by enabling it to render data relationships into powerful visual elements.

The resulting visual data can be easily analyzed and interpreted, bringing clarity to complex investigations and scenarios. Seemingly unrelated events are mapped, and new connections are found. Perspective Visual Analysis significantly increases the productivity of your investigators saving time and resources along the way.

## Use Visual Analysis to Build a Link Chart

Using dynamic link analysis, Perspective Visual Analysis reveals the complex, and seemingly disparate, associations hidden amidst hundreds, even thousands, of incidents, cases, items, persons, organizations and vehicles.


The complex relationships that exist between your data are mapped in easy-to-read link charts. You can zero in on specific information, or keep expanding the web until all avenues have been explored. To save, print, or copy your link charts, transfer them into **IBM i2 ChartReader** and continue to view the associations in your Perspective data.

Perspective Visual Analysis was developed in an exclusive partnership between Resolver and IBM i2—the world's leading provider of Visual Investigative Analysis software for law enforcement, intelligence, military, and Fortune 500 organizations. All of the visualizations created in Perspective Visual Analysis can be carried into IBM i2 applications, including **Analyst's Notebook**. From there, you can connect to other databases in your organization for advanced analysis and in-depth visual analytics.

For more information on IBM i2 products, or to download i2 ChartReader, visit the following links:

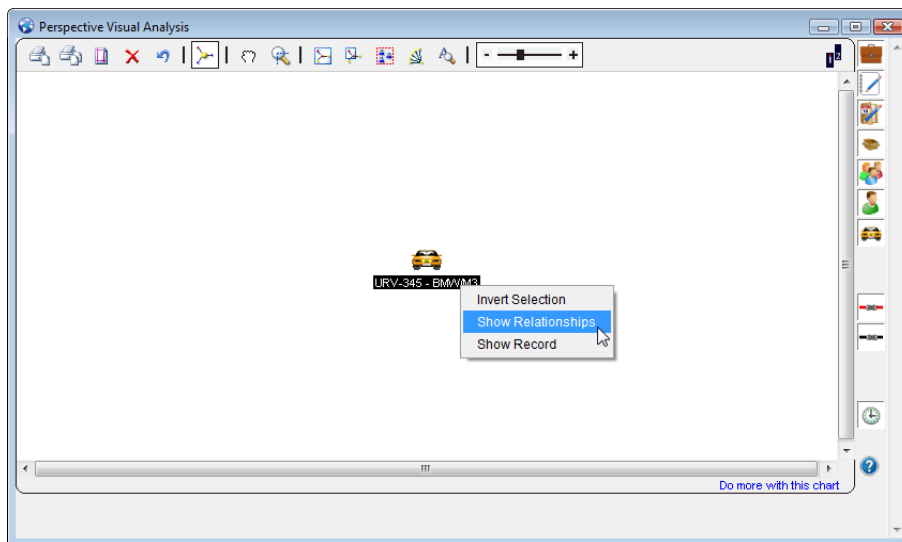
- Short link:  
<http://ibm.co/W8rK1l>.
- Long link:  
[http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S\\_TACT=&S\\_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=](http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S_TACT=&S_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=).

## Access Visual Analysis

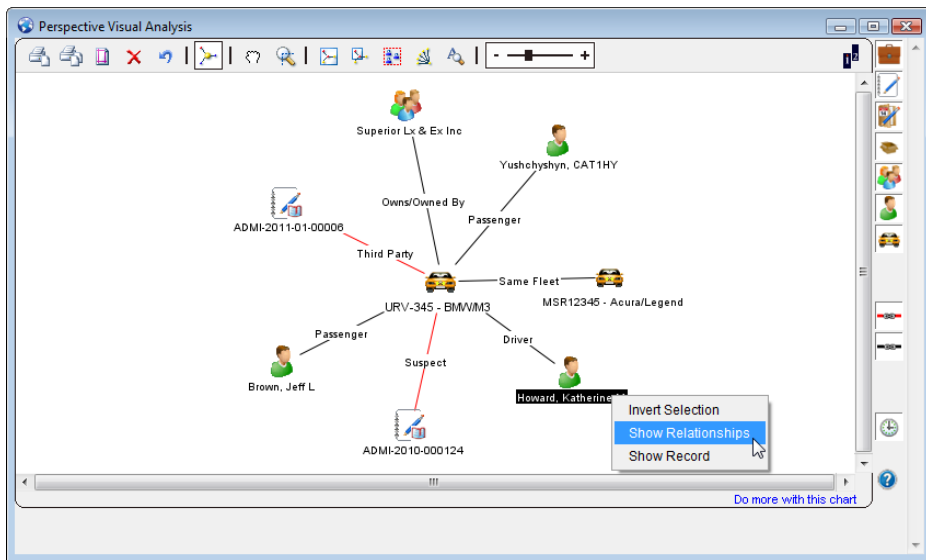
1. Log on to Perspective.
2. In the Navigation pane, open the **Data Forms** component and choose the record entity that you want to view (i.e., Activities, Incidents, Cases, Items, Persons, Organizations, or Vehicles).
3. Set your record view for the Listing pane using the **Quick View**, **Saved Views**, or **All Records View** function. If your Perspective system contains a large number of records, it is recommended that you use the Quick View or Saved Views function.
4. In the Listing pane, find and select the record you want to build your link chart from.
5. Click the **Visual Analysis** icon  on the Ribbon. A separate window for Perspective Visual Analysis will open with the selected record displayed as an icon in the center.

## Create a Link Chart








1. Right-click the icon in the center of the Visual Analysis window, and select **Show Relationships**.








2. A link chart of related records will appear in the window, with the original record at the center. Right-click any icon in the link chart, and then select one of the following options:
  - **Invert Selection:** Selects all records except the current one.
  - **Show Relationships:** Displays all Incident, Case, Item, Person, Organization, or Vehicle records linked to the selected record.
  - **Show Record:** Opens the selected record in Perspective. (The Visual Analysis window may still be open in the foreground. In this case, minimize the Visual Analysis window to view the record in Perspective.)






3. Click on the top toolbar options to customize the appearance of your chart for clear visual analysis, or to find, select, or remove a particular record from your chart:





	<b>Print on Single Page</b>	Prints all details of your chart on a single page.
	<b>Print at 100% Scale</b>	Prints your chart at 100% scale, which would usually occupy more than one page.
	<b>Page Setup</b>	Enables you to adjust margins and page setup settings before printing.
	<b>Delete Selection</b>	Removes the highlighted record(s) from the chart.
	<b>Undo Delete</b>	Brings back the record(s) that were just deleted.
	<b>Key Entity Emphasis</b>	Enlarges the central records in your link chart placing focus back on them. Click again to restore the central records to regular size.
	<b>Panning Tool</b>	Enables dragging of the entire link chart allowing you to quickly view different areas of the chart.



 <b>Zoom to Area</b>	<p>Click the Zoom to Area button, and then click and drag on the chart to select an area with the help of the mobile zoom box. The window will fill with an enlarged display of the selected area.</p>
 <b>Fit to Window</b>	<p>Fits the entire link chart in the window, making it easier to see the overall shape and the number of connections in the chart.</p>
 <b>Fit Selection to Window</b>	<p>Click and drag on the chart to select an area of interest with the help of a box. Alternatively, select multiple records holding down the Ctrl key while clicking the record icons. Then, click the Fit Selection to Window button. The window will fill with all records that are currently selected in the link chart.</p>
 <b>Select All</b>	<p>Selects all the records in the link chart.</p>
 <b>Reorganize</b>	<p>Changes the arrangement of the record icons restoring the link chart to its original layout.</p>



 <p><b>Find</b></p>	<p>Searches for a chart entity and/or link that contains a particular string of text. The Find function only searches the text displayed in the window; it does not search actual records. Once you click the Find button, the Find dialog will open.</p> <ol style="list-style-type: none"> <li>Type the search text in the <b>Find Text</b> field.</li> <li>Choose to search <b>Entities</b> (e.g., incident numbers, person names, license plate numbers), <b>Links</b> (e.g., suspects, associates, subjects of interest), or <b>Both</b>.</li> <li>Select <b>Exact Match</b> to only search for text that matches the search string precisely.</li> <li>To execute your search, click <b>OK</b>. The window will select and zoom in on any entities and/or links matching your search criteria.</li> </ol> 
 <p><b>Zoom</b></p>	<p>Click and drag the slider back and forth to zoom the window in and out.</p>

- Click the buttons on the right toolbar to hide particular entities from your link chart. By default, these entities are displayed in your link chart. Click again to restore the original link chart layout and/or to re-display the entities.

 <p><b>Case</b></p>	<p>Hides cases from your link chart.</p>
 <p><b>Incident</b></p>	<p>Hides incidents from your link chart.</p>
 <p><b>Activity</b></p>	<p>Hides activities from your link chart.</p>
 <p><b>Item</b></p>	<p>Hides items from your link chart.</p>

	<b>Organization</b>	Hides organizations from your link chart.
	<b>Person</b>	Hides persons from your link chart.
	<b>Vehicle</b>	Hides vehicles from your link chart.
	<b>Involvements</b>	Hides involvements from your link chart. Involvements, represented by red connecting lines, show that an item, organization, person, or vehicle was involved in a particular incident (e.g., Suspect, Responding Service, Indirectly Involved).
	<b>Associations</b>	Hides associations from your link chart. Associations, represented by black connecting lines, show that particular incidents, cases, items, organizations, persons, or vehicles are associated with each other by relationship or ownership (e.g., Alias, Contracted To/By, Similar M.O.).
	<b>Timeline</b>	Transfers your link chart into the timeline mode (see the image below). All entities and links will be reorganized sequentially, allowing for time series analysis.

## Use IBM i2 ChartReader to Manipulate Your Link Chart

After using Perspective Visual Analysis to build and develop your link chart—customizing its appearance to suit your needs—you can use IBM i2 ChartReader to share your chart with other people in your organization, or at the very least, to save or print your chart for access at a later date.

If ChartReader is not already installed on your computer, you can download the product from the IBM i2 website:

- Short link:  
<http://ibm.co/W8rK1l>.

- Long link:

[http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S\\_TACT=&S\\_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=](http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S_TACT=&S_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=).

ChartReader offers many of the same navigation functions as Visual Analysis, allowing you to zoom in and out on particular areas of your chart, resize your chart to fit your screen, and search for information contained within your chart. However, ChartReader does not have any editing functionality. You cannot add, eliminate, or reorganize chart items, and you cannot access any of your Perspective data to supplement your chart.

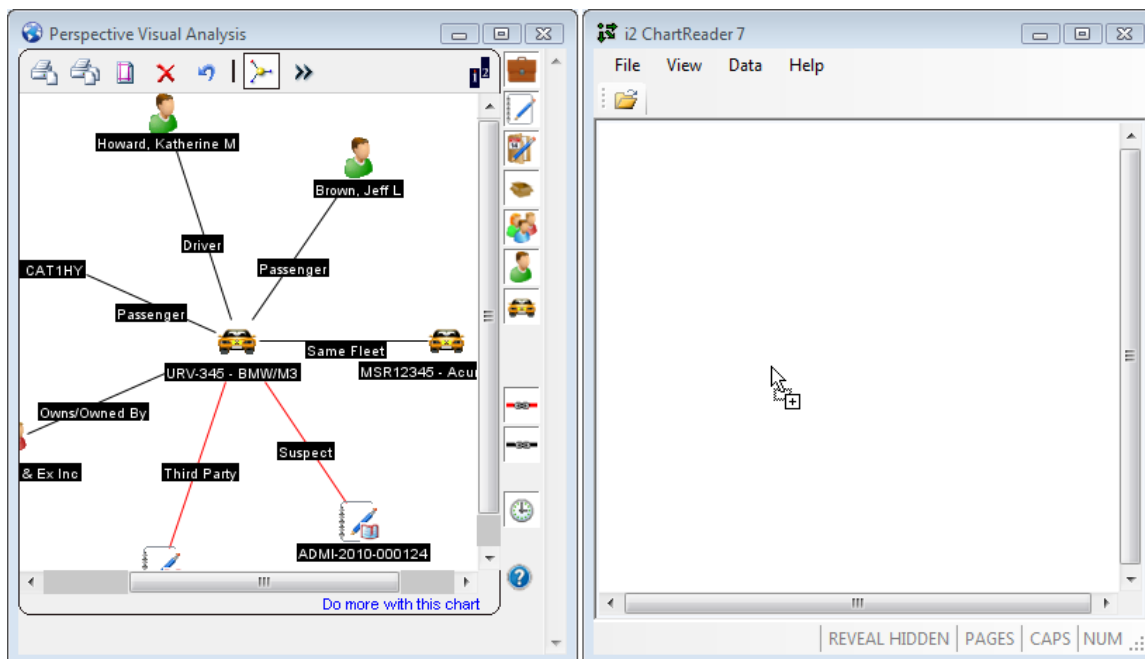
Ensure that your chart is complete when you transfer it into ChartReader, and then simply use ChartReader to do the following:

- Save your chart for later access.
- Print your chart using a variety of page configuration and printing options.
- Copy and paste your chart into Windows® applications, including Microsoft® Word, PowerPoint®, and Excel®, for inclusion in reports and other documents.

In other words, use Perspective Visual Analysis to create and develop your visual research, and then employ ChartReader to document it and distribute it to others.

## Transfer Your Link Chart into IBM i2 ChartReader

1. Launch **ChartReader**.
2. Using the record selection options described in the Create a Link Chart chapter, select the chart items you would like to transfer into ChartReader.
3. Drag and drop the link chart selection into the ChartReader blank window.



4. A status bar will appear, indicating that ChartReader is in the process of transferring your link chart. ChartReader uses another IBM i2 product, **Online iLink**, to retrieve data from online sources. When the bar disappears, your link chart will appear in the ChartReader window. There may be some differences in the icons used to represent the chart's entities.
5. Open the ChartReader's **Help menu** to learn how to save, copy, and print your chart, as well as how to perform other relevant charting functions.

## Additional IBM i2 ChartReader Resources

In addition to the **online Help** provided in ChartReader, the following documents are included with ChartReader's download in PDF format:

- ***Embedding in a Web Page***: Contains instructions for embedding charts into Web pages.
- ***User Guide***: Provides detailed information about working with ChartReader.
- ***Release Notes***: Includes information on ChartReader's latest features and updates.

- ***i2 Online iLink Release Notes***: Supplies details on Online iLink's most recent release. Online iLink is the program used to transfer data from Perspective Visual Analysis to ChartReader.

For more information on IBM i2 and its products, visit the links below:

- Short link:

<http://ibm.co/W8rK1l>.

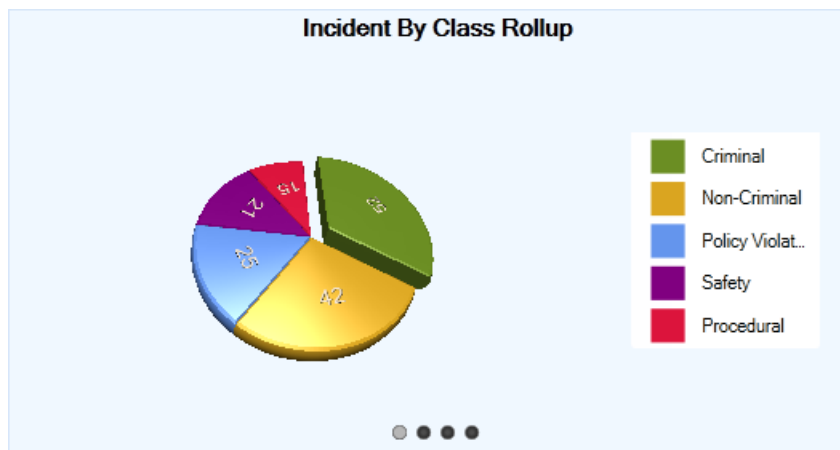
- Long link:

[http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S\\_TACT=&S\\_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=](http://www14.software.ibm.com/webapp/download/nochargesearch.jsp?S_TACT=&S_CMP=&s=&k=ALL&pid=&q=Chart+Reader+&ibm-search=Search&pf=&b=&q0=).



# Appendix A: Dashboard Chart Types

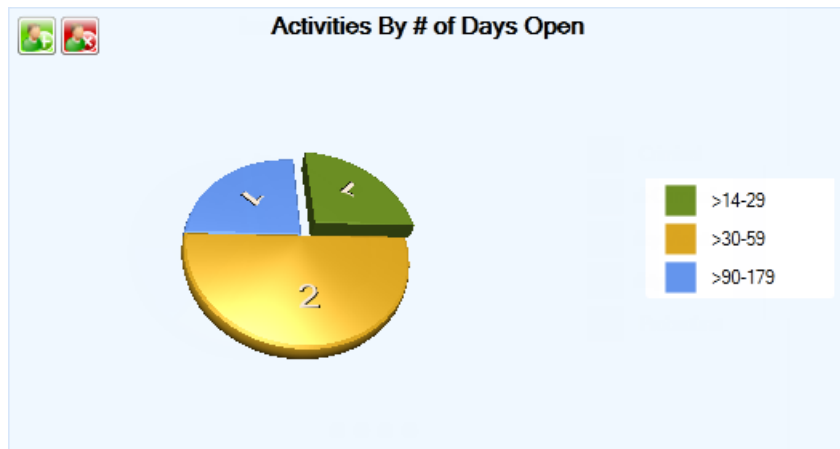
The Dashboard component of Perspective can be populated with up to four charts that show trends and statistics for a selected portion of records found in Perspective's database for a specified period of time. The data you may select for display include the following chart types.

<p><b>Incident by Class</b></p>	<p>Displays the number of incidents by the specified number of incident classes (e.g., Criminal, Procedural, Policy Violation) that have taken place during the specified period of time.</p>
<p><b>Incident by Business Unit</b></p>	<p>Displays the number of incidents by the specified number of business units (e.g., North America, Europe, Asia) that have taken place during the specified period of time.</p>
<p><b>Incident by Site</b></p>	<p>Displays the number of incidents by the specified number of sites (e.g., Alberta, Ontario, British Columbia) that have taken place during the specified period of time.</p>
<p><b>Incident by Organization</b></p>	<p>Displays the number of incidents by the specified number of organizations (e.g., Edmonton, Leduc, Sherwood Park) that have taken place during the specified period of time.</p>



<p><b>Activities by Number of Days Open</b></p>	<p>Displays the number of activities with an Open status arranged by the set periods of time for which the Activity records have been open (e.g., &gt;14-29 days, &gt;30-59 days).</p>
<p><b>Cases by Number of Days Open</b></p>	<p>Displays the number of cases without a Closed Date/Time arranged by the set periods of time for which the Case records have been open.</p>
<p><b>Incidents by Number of Days Open</b></p>	<p>Displays the number of incidents with an Open status arranged by the set periods of time for which the Incident records have been open.</p>
<p><b>Investigations by Number of Days Open</b></p>	<p>Displays the number of investigations without a Closed Date/Time arranged by the set periods of time for which the investigations have been open.</p>

When one of these charts is displayed on the Dashboard, you may choose to view the Activity/Case/Incident/Investigation data filtered for a specific user. To filter the Activity data for a Record Owner, the Case, the Incident data for a Case Investigator/Case Manager/Case Supervisor, or the Investigation data for an Investigator, click on the plus icon  in the chart section and select the required user from the entity list. To reset the filter and show the data that applies to all users in the system, click the x icon .

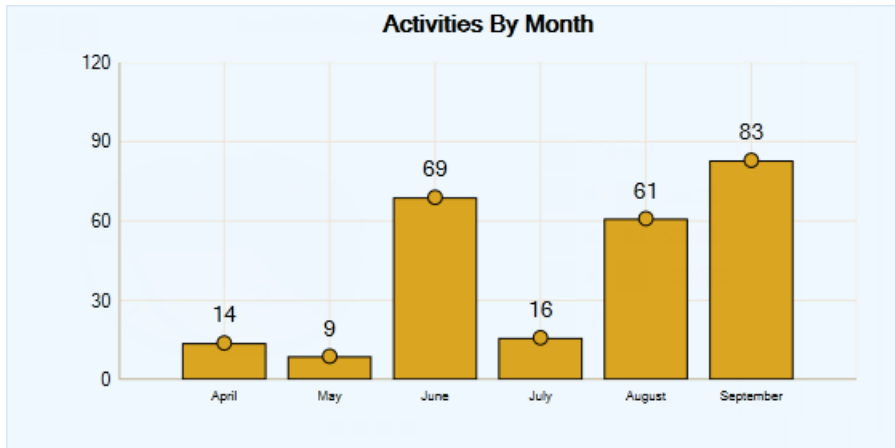


<b>Activities by Month</b>	Displays the number of the specified portion of activities that have been recorded in each of the twelve months of the selected year. If no data has been recorded for a specific month, it will be absent from the chart.
<b>Incidents by Month</b>	Displays the number of the specified portion of incidents that have been recorded in each of the twelve months of the selected year. If no data has been recorded for a specific month, it will be absent from the chart.
<b>Investigations by Month</b>	Displays the number of the specified portion of investigations that have been recorded in each of the twelve months of the selected year. If no data has been recorded for a specific month, it will be absent from the chart.



**Cases by Month**

Displays the number of the specified portion of cases that have been recorded in each of the twelve months of the selected year. If no data has been recorded for a specific month, it will be absent from the chart.



**Loss by Month**



Shows the monetary losses (Total Loss, Total Recovered, and Net Loss), in dollars, resulting from the selected portion of incident activity in each of the past twelve months of the specified year. This chart is only available in the bar chart form.

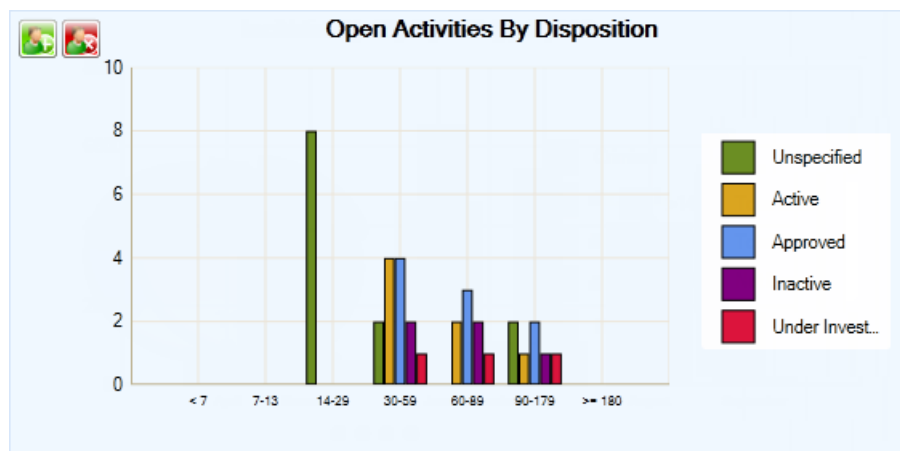


**Open Activities by Disposition**

This preset chart does not have any further chart settings and is only available in the bar chart form. It displays the number of activities with an Open status colour-coded for specific Disposition (e.g., Under Investigation) and arranged by the set periods of time

	<p>for which the Activity records have been open (e.g., &gt;14-29 days, &gt;30-59 days).</p>
<p><b>Open Incidents by Disposition</b></p>	<p>This preset chart does not have any further chart settings and is only available in the bar chart form. It displays the number of incidents with an Open status colour-coded for specific Disposition (e.g., Unsolved) and arranged by the set periods of time for which the Incident records have been open.</p>
<p><b>Open Cases by Disposition</b></p>	<p>This preset chart does not have any further chart settings and is only available in the bar chart form. It displays the number of cases without a Closed Date/Time colour-coded for specific Disposition (e.g., Active) and arranged by the set periods of time for which the Case records have been open.</p>



When one of these charts is displayed on the Dashboard, you may choose to view the Activity/Case/Incident data filtered for a specific user. To filter the Activity data for a Record Owner, or the Case or Incident data for a Case Investigator/Case Manager/Case Supervisor, click on the plus icon  in the chart section and select the required user from the entity list. To reset the filter and show the data that applies to all users in the system, click the x icon .

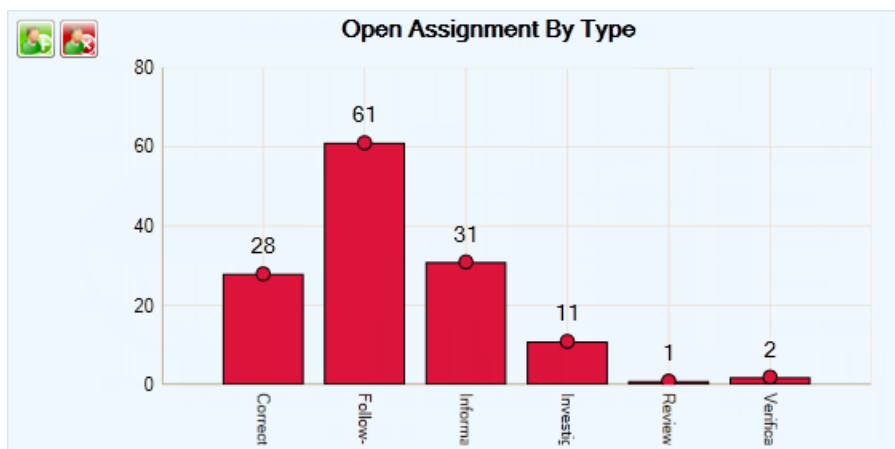


<p><b>Open Assignments by Due Date</b></p>	<p>Displays the number of assignments that have not been checked off as Completed arranged by their closeness to the Due Date (e.g., Overdue, Tomorrow, Others).</p>
--	--

**Open Assignments by Type**

Displays the number of assignments that have not been checked off as Completed arranged by specific assignment Type (e.g., Correction Notice, Information Request).

When one of these charts is displayed on the Dashboard, you may choose to view the Incident, Case, and Activity assignment data that have been filtered for a specific recipient of assignments. To filter the data for a specific Assigned To user, click on the plus icon  in the chart section and select the required user from the entity list. To reset the filter and show the data that applies to all users in the system, click the x icon .



**Perspective Gauge**

Resembles an automobile speedometer gauge, displaying the proportion of the number of incidents that has been recorded for the current year to the number of incidents that had been recorded in the year of your selection effectively comparing the two values. You can change the compared to year using the chart's attached lookup.

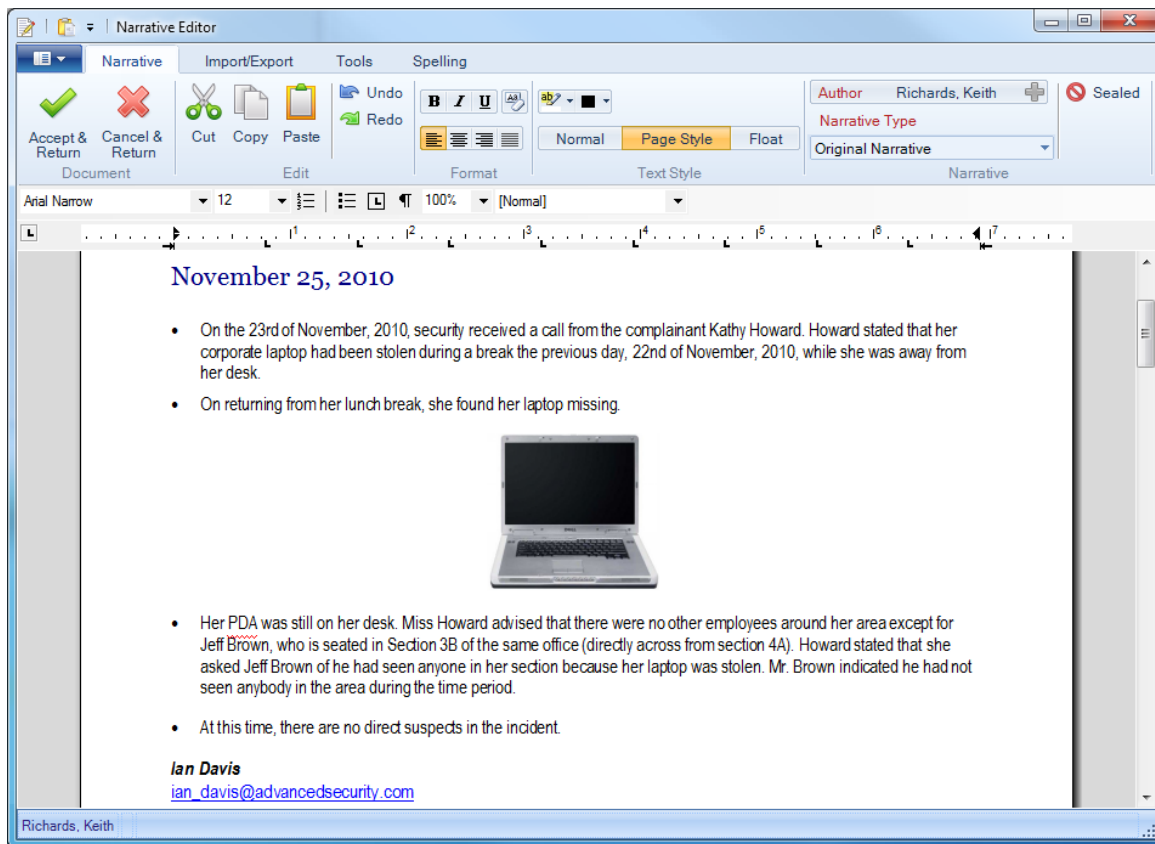
The **Total Year** diagram compares the number of incidents for the total calendar years (e.g., the periods of January 1 to December 31).

The **Year to Date** diagram compares the number of incidents for the years to the current date (e.g., if today's date is October 1, then it will compare the periods of January 1 to October 1 only).

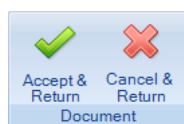
The **This Month** diagram compares the number of incidents for the current month (e.g., if today is October, then it will compare the months of October only).

# Appendix B: Text Editor Navigation

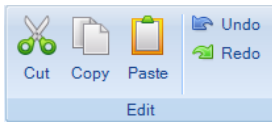
In Perspective, there are four types of text editor windows: **Narrative Editor**, **Summary Editor**, **Interview Editor**, and **Send Message**. The corresponding editors enable entering and editing of (typically) large texts that convey incident or case narratives, investigation summaries and interviews, and descriptive email messages. Typing the content of a narrative, summary, interview, or email, you can format your text with any of the options available under the editor's tabs (e.g., Narrative, Import/Export, Tools, and Spelling).



## Narrative/Summary/Interview tab



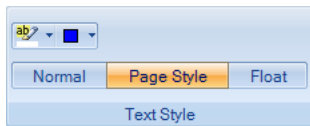
Click **Accept & Return** to save the changes made to the document and return to the main screen of the entry. If you want to discard the changes made, click **Cancel & Return**.



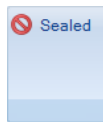
Edit position of parts of the entered text by selecting the portion of the text and applying the **Cut**, **Copy**, or **Paste** options. The **Undo** and **Redo** buttons toggle the changes you have made to the document.




Format appearance of the text by making it **bold**, **italic**, or **underlined**. **Clear** the formatting as needed. Apply the **centered**, **left**, **right**, or **justified** text alignment.



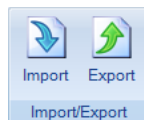
Choose the text **highlight** and **font color**. Toggle document views, choosing between the **Normal**, **Page Style**, or **Float** (default) view.



The **Sealed** option is available in the Narrative, Summary, and Interview Editors only. It functions similarly to the Seal/Unseal button  in the Viewing pane, by which clicking on it removes/assigns editing rights from/to the text.

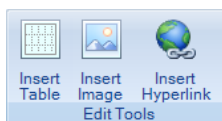
*Note: Once you seal the text, and then save and leave the corresponding record, it can never be unsealed.*

### Import/Export tab

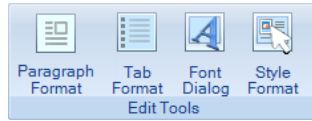


Alternatively to entering the text yourself, you may choose to **Import** an existing text document and its formatting into your text field. When finished with editing the text, you may also **Export** the text as an autonomous text document in multiple text formats.

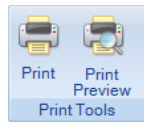
### Tools tab



To enhance the content of your text, you can insert **tables**, **images**, and **hyperlinks**. To display editing options of the default table frame, select the portion of the table you want to edit and click the **Insert Table** button again.

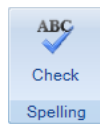


To edit the structure of your text, use the various **Paragraph** and **Tab Format** options. To format the font of your text and edit available text styles, use the **Font Dialog** and **Style Format** dialogs. Some of the most important text editing functions (e.g., text font, size, style, numbering, tabbing, visibility of formatting symbols) are also accessible directly from the autonomous toolbar that is located above the text field and that is not a part of any one particular tab.



If you want to print your document, click the **Print** button. To preview the document before printing, click **Print Preview**.

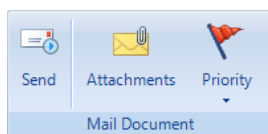
### Spelling tab



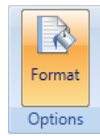
Although the spell check option is automatically applied to the text you enter (the incorrect text is underlined with a red wavy line), you can correct each spelling error one by one using the **Spelling** dialog box.

### Additional Send Message options

The Send Message editor provides very basic options for editing a short email message that are all collected under one **Mail** tab. Typically, this message serves the purpose of providing some description to an automatically generated attachment that is sent out with the email (e.g., a record view or an assignment). In this case, the descriptive text will be provided by the system. If you want, you may, however, edit the default text for it to correspond to the document requirements set at your organization.



To add an attachment to your email or view it, click **Attachments**. A window will appear where you can add or remove existing attachments. Click **Proceed** to return to the main message screen. To set a priority for the message you are sending, click **Priority** and select from the High, Normal (default), and Low priority option. When finished with editing of your email message, click **Send**.



If you want to format the message details in plain text rather than the default HTML table, unclick the **Format** button. By default, the formatting option is active.

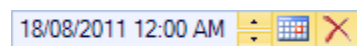


# Appendix C: Data Field Types

## *Yes/No Fields*

Yes/No fields include both checkboxes  and radio buttons . Click a checkbox or radio button to select it. Once selected, checkboxes will contain a checkmark and radio buttons will contain a dot.

## *Date/Time Fields*

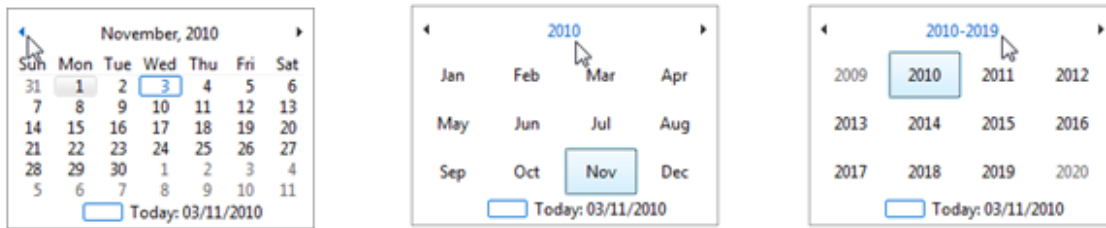


To enter a date in a Date/Time field, you have the following three options:

- Manually type the date in the field in MM/DD/YYYY format. Place your cursor in the month section and type two digits for the month, two for the day, and four for the year, using leading zeros if necessary. Specify the time in TT:TT format adding AM or PM, if relevant.
- Place your cursor anywhere in the date or time field and click on the **up** and **down arrows** attached to the field to increase or decrease the time value accordingly.
- Choose the appropriate date from the field's built-in **calendar**.

To display the field's calendar, click the calendar icon to the right of the Date/Time field. The calendar will open on the current month and year with the current day highlighted. Use the adjacent scrolling arrows to adjust time, month, or year.

If you are running Windows XP or Windows Vista, you may quickly advance the calendar to a different month or year. Click the appropriate time label to display a list of all the months in the year (or years) in a decade. Select the desired month or year to advance to the next level of time hierarchy (i.e., day or month).

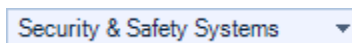


After selecting a date, the calendar will close and the Date/Time field will automatically populate with the selected date, while the time portion will display 12:00 AM (or 00:00, depending on your machine's regional settings).

Note that at any time, you may select the current date by clicking the date marked Today at the bottom of the calendar, or by right-clicking the calendar and selecting Go to today.

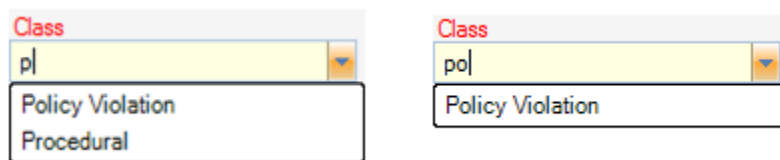
To clear the field of all values, click the Remove button  to the right of the Calendar icon.

### Lookup List Fields



To display all options contained within a lookup list, simply click the down arrow beside the lookup field or use the keyboard shortcut Alt+↓.

For more efficient data entry, you may automatically narrow focus in any lookup list to values beginning with the letters that you type. Simply start typing the value appropriate for the lookup field to display a lookup list containing only those values that begin with the letter(s) that you have typed.



If you are changing a lookup field value, you may hit the Esc key at any time to populate the field with the value that was saved previously.

*Note: If the lookup field is part of a hierarchy, any unsaved field values lower in the hierarchy may be erased.*

### Number Fields

Serial Number ADMIN-55-678	Quantity 3	Recovered Amount \$ 5,000.00 CDN	Height 5' 40"
-------------------------------	---------------	-------------------------------------	------------------

Perspective includes number fields for both whole numbers and numbers with up to two decimal places, as well as special fields configured for height, weight, value, and year data.

In any of these fields, you may type the desired value directly in the field. If up and down arrows are available, you may use them to adjust the value by increments of one.

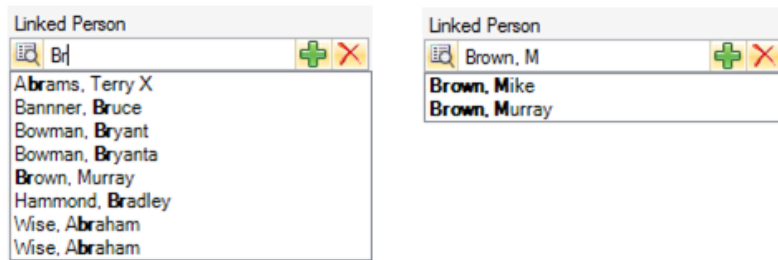
### Pick List Fields


Baker, Jess	+	-
-------------	---	---

Pick list fields can be populated with values linked from the common database. There are two ways to link a pick list field to a value from the database.

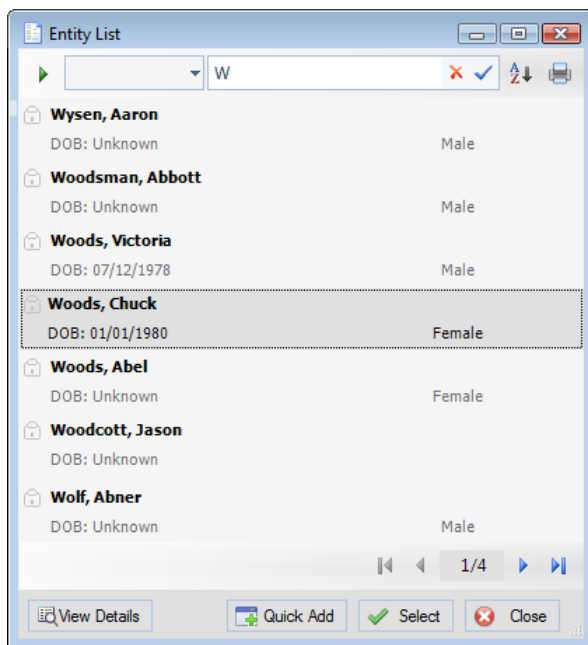
First, you may start typing an approximate value directly in the pick list field to display a list of records showing only those values that contain the letter(s) that you have typed.


*Note: This option is not available if you are selecting an Investigator.*











Second, you may select the data entry from the appropriate Entity List that opens when you click the Add icon  to the right of the field.

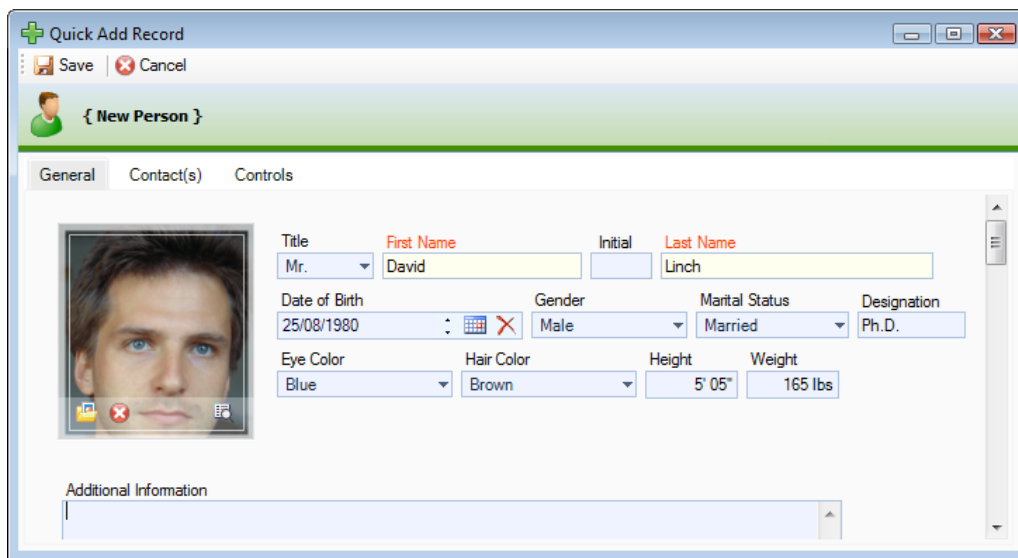
*Note: Some Person pick lists only allow persons designated as Perspective users, or Perspective users with specific privileges (e.g., Investigators) to be selected. In these pick lists, all persons available for selection will automatically be displayed in the window, and there will be no option to change the view.*





- If you have a default view specified for the data entity, this view will be displayed in the pick list. If not, the window will be blank. You may select or change the view by choosing a preset view from the Entity List lookup. To reset the view to display all records, click the green arrow icon .

- To find a specific user in the list, start typing the name in the search field to automatically filter the user list by the letter(s) that you have typed. To apply the filter, click the checkmark icon . To remove the filter, click the clear icon  and then the checkmark icon to view the original list.
- To arrange the list alphabetically, click the A to Z icon .
- To print the list, click the Print icon .
- To quickly view a particular entity's record, select the entity in the pick list and click the **View Details** button  located at the bottom of the dialog box. The record will open in read-only mode in a separate window. Close the window to return to the pick list.  
*Note: If you do not have permission to view a particular entity's record, the View Details button will be grayed out when you select the entity.*
- Once you have found the correct entity, double-click it, or select it in the pick list and click the **Select** button . The pick list window will close and the field will populate with your selection.
- Alternatively, if the entity you are looking for does not have an existing record, you may use the pick list's Quick Add function to create one. Click the Quick Add button , and a blank data form will open in a separate window. Enter all known information, ensuring that all required fields (marked red) have been populated, and click Save  when you are finished. The Quick Add form and the pick list window will close, and the field will populate with your entry. You can further edit your entity from there.

*Note: The Quick Add function is only available in Item, Person, Organization, and Vehicle pick lists. Further, some Person pick lists only allow persons designated as Perspective users, or Perspective users with specific privileges, to be selected; these pick lists do not offer the Quick Add function.*




After populating a pick list field with a selected entity, you may click the **View Details** icon  to the left of the field to quickly view the entity's record. The entity's record will open in read-only mode in a separate window. If you are not authorized to view the entity's record details, you will receive a message indicating this, and the record will not open.

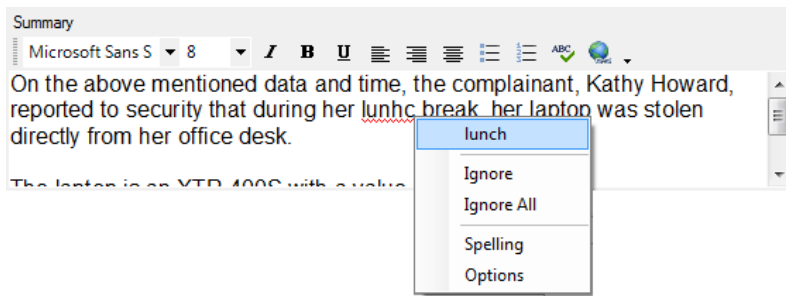
At any time, you may click the **Remove** button  located next to the Add button to clear the field of the current selection.

### ***Multi-Line Text Areas***

To enter a value in a text field, type inside the field. For additional options, including cut, copy, and paste, highlight the applicable text, right-click and select the desired option from the menu.

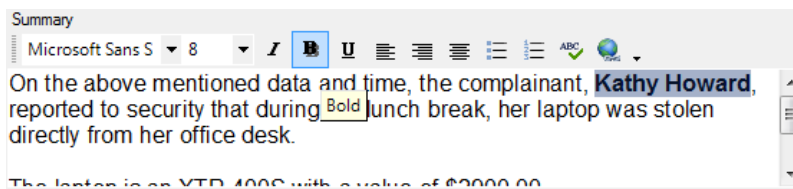
All multi-line text fields include a spell-check option. Perspective will underline misspelled text in red.

Right-click the applicable text to access suggested spelling corrections. Or, click the **ABC** button  on the formatting toolbar, and Perspective will run a spell-check on all words in your multi-line text area.



You can use the following tools to format all multi-line text areas in Perspective:


- Font face
- Font size
- Italics
- Bold
- Underline
- Text alignment (left, right, or center)
- Bullets
- Numbers
- Hyperlinks

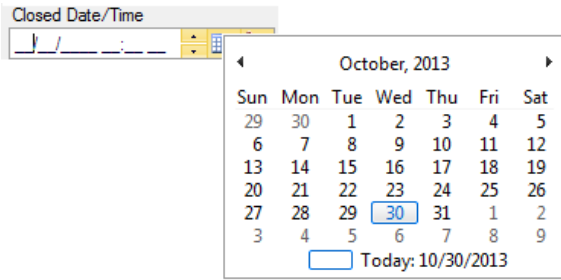


*Note: By clicking the drop-down arrow on the right of the formatting toolbar, you can individually hide or show buttons (by hovering on **Buttonbar**), or you can customize the appearance and functionality of your toolbar (by selecting **Customize...**).*




### Calendar

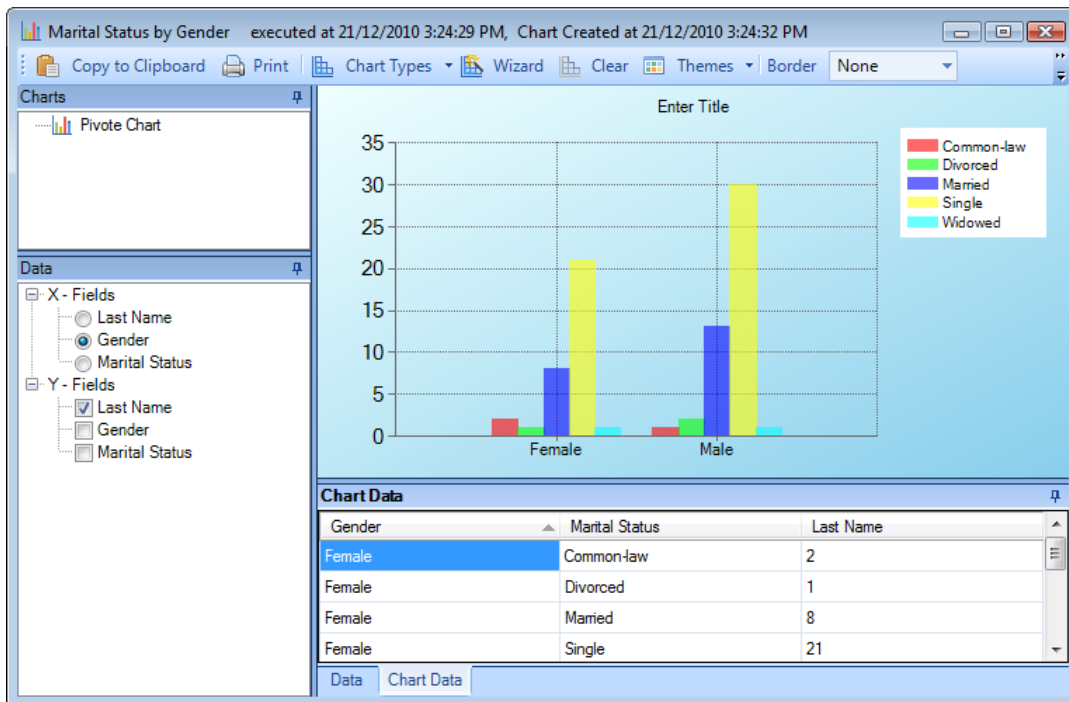
To select a date and time using the calendar function, click the **calendar** button  and navigate to the day, month, and year you want to select. Click on the date to populate the corresponding field with the date you have selected.



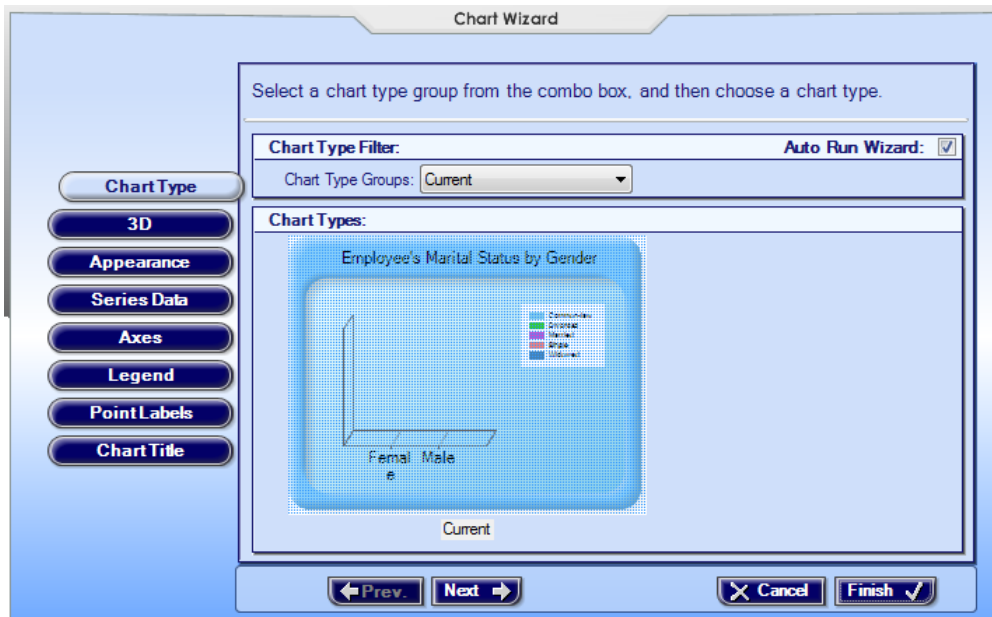


# Appendix D: Chart Wizard

The Chart Wizard tool embedded in the Analysis Expert contains a number of options that allow you to fully customize your chart. To access the Chart Wizard, click  **Wizard** on the chart toolbar, or right-click in the chart area and select Wizard.

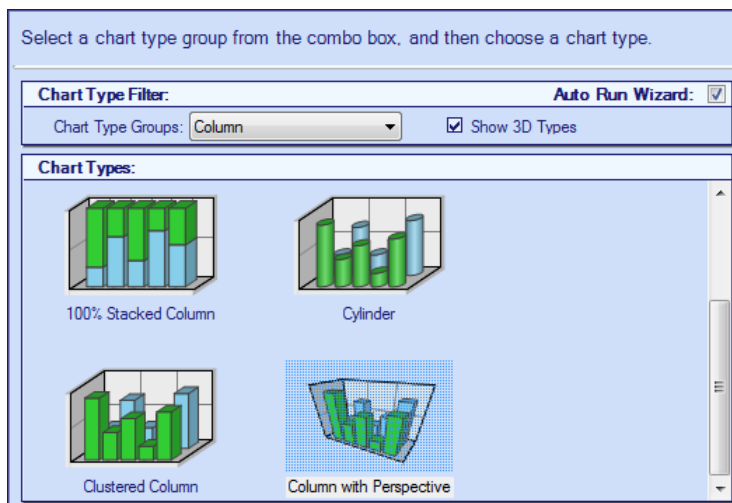


Specify your chart options, selecting the appropriate modes from the toolbar on the left. Click **Previous** and **Next** to navigate between the modes.



### Chart Type

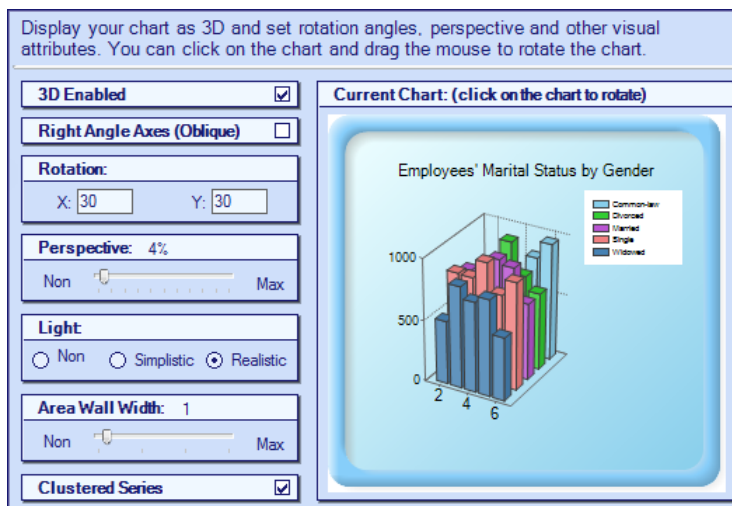
- Choose the general **Chart Type Group** (e.g., Column), and then select the specific **Chart Type** (e.g., Column with Perspective).
- Click the **Show 3D Types** box to see the chart type images in 3D.



### 3D

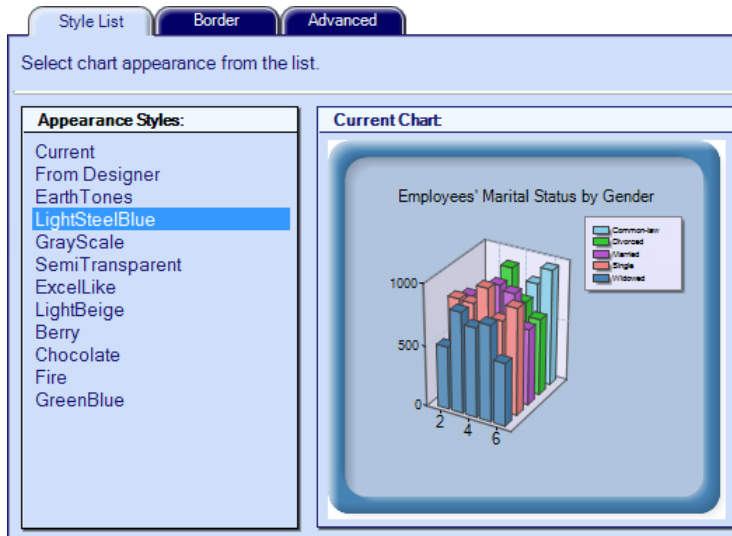
- To start editing three-dimensional properties of your chart, ensure the **3D Enabled** box is checked.

- Check the **Right Angle Axes (Oblique)** box to make your X and Y axes perpendicular to each other. Uncheck the box to set them at an angle other than 90 degrees.
- Drag the chart or alter the numbers in the X and Y **Rotation** fields to change the viewpoint of the chart.
- Adjust the degree of **Perspective** that corresponds to the distance and spatial relationship of image in relation to you.
- Adjust the degree of the **Light** or shading applied to the chart.
- Adjust the width between marked values on the X and Y axes under **Area Wall Width**.
- If your chart includes a series variable, check the **Clustered Series** box if you want to cluster the variables separately.

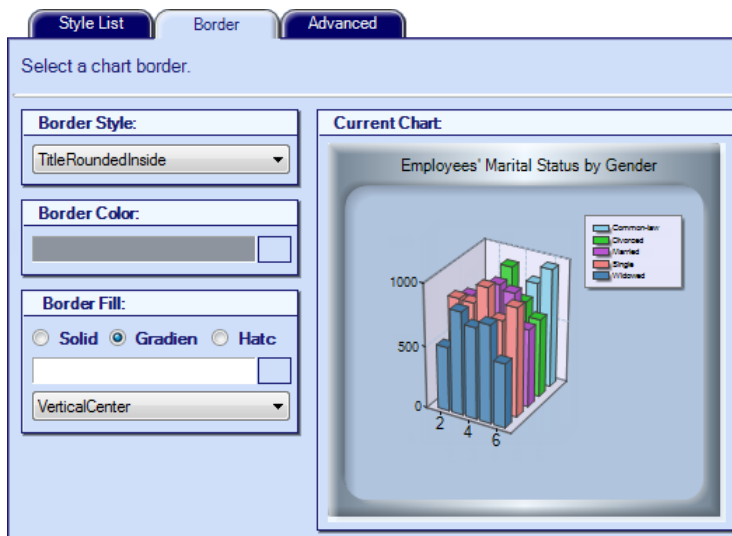


### Appearance

- Under the **Style List** tab, indicate what color scheme you want to apply to your chart.

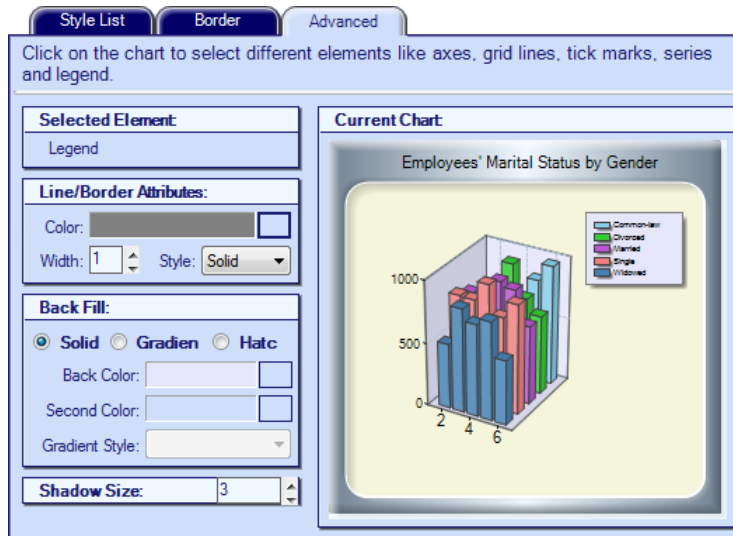


- Under the **Border** tab, choose a **Border Style** and, if applicable, the **Border Color** and **Fill**.



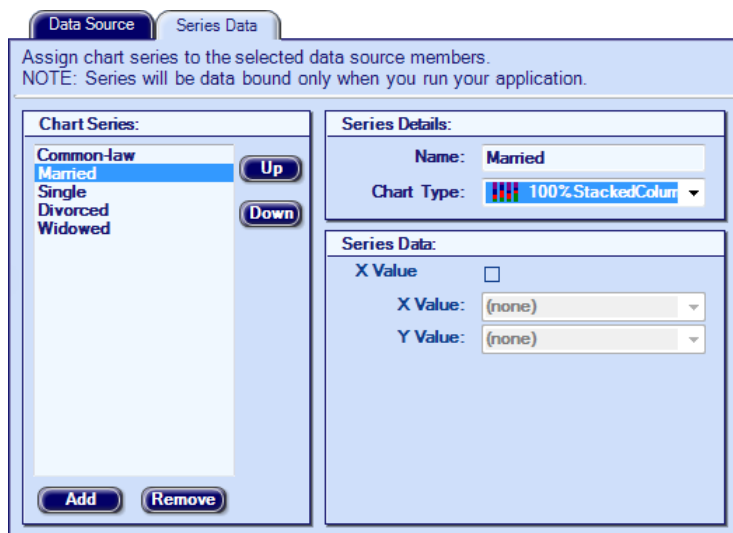
- Under the **Advanced** tab, select an element of the chart you would like to edit clicking on the chart image. In the **Line/Border Attributes** section, select the **Color**, **Width**, and **Style** of the line border of the element. In the **Back Fill** section, adjust the chart elements' background colors and color

schemes (Solid, Gradient, or Hatch Background). In the **Shadow Size** section, set the depth of the shadow for the element.



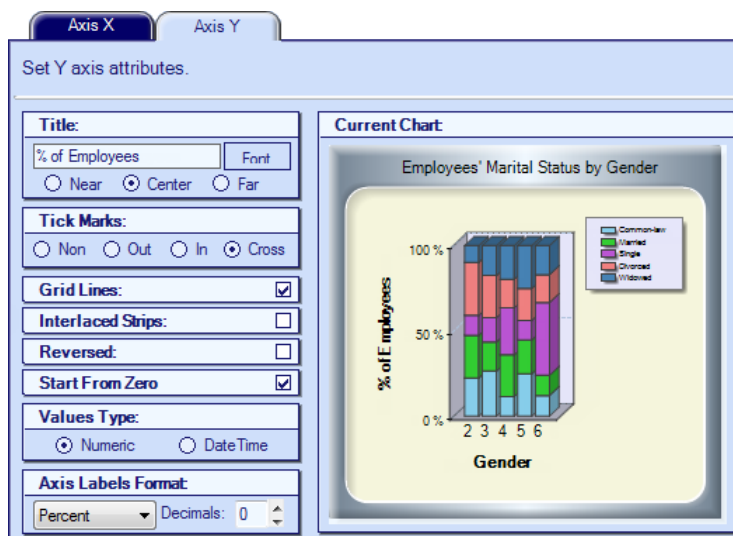
### Series Data

- Under the **Series Data** tab, add, remove, move, rename, and select Chart Types for the series variables included in your chart.



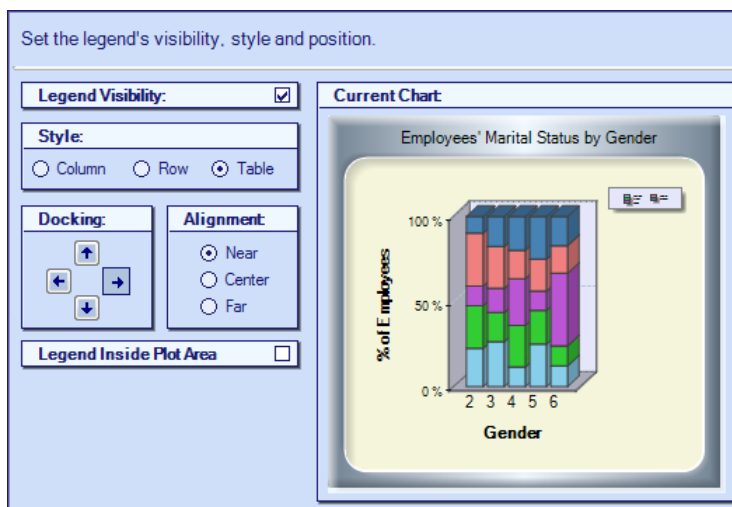
## Axes

- Under the **Axis X** and **Axis Y** tabs, assign formatted axes **Titles**.
- Choose the placement of **Tick Marks** for axes values.
- Make **Grid Lines** visible or invisible.
- Apply **Interlacing Strips** of gray shading to every other grid column or row.
- Make the chart axes **reversed**.
- Maintain or eliminate any white space between the charted elements and the edges of the chart area with the **Side Margin** or **Start at Zero** option.
- Set the axes **Values Type** as Numeric or Date/Time.
- Select the correct **Axis Labels Formats** and the number of **Decimals** for these values.



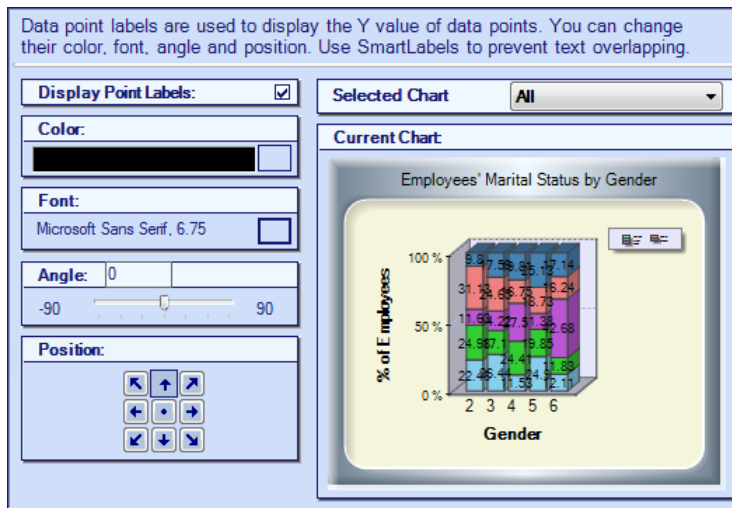
### Legend

- If your chart has a legend, ensure the **Legend Visibility** box is checked to display the legend.
- Choose the legend's presentation **Style**.
- Select the legend's position relative to the chart in **Docking** and **Alignment**. Check **Legend Inside Plot Area** to display the legend inside the chart area.



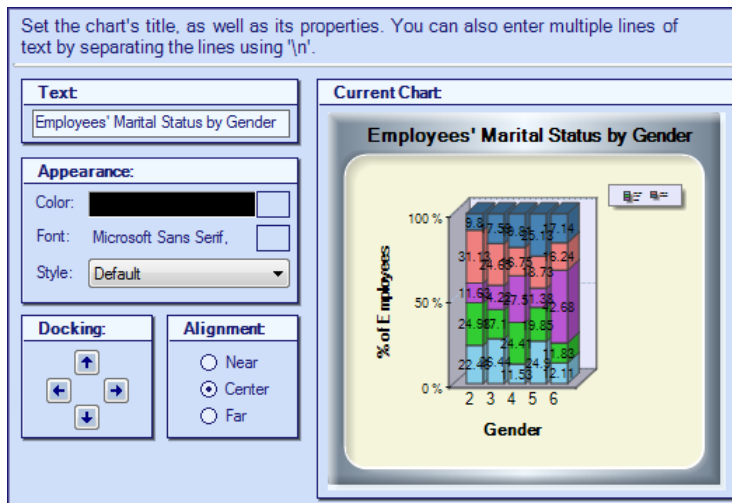
### Point Labels

- Check **Display Point Labels** if you want to label charted values for columns, bars, and so forth. Under **Selected Chart**, choose to format series of labels for each variable separately or apply the same formatting to all charted point labels.
- Select the **Color** and **Font** of labels.
- Set the **Angle** and **Position** of the label text relative to the point charted.



### Chart Title

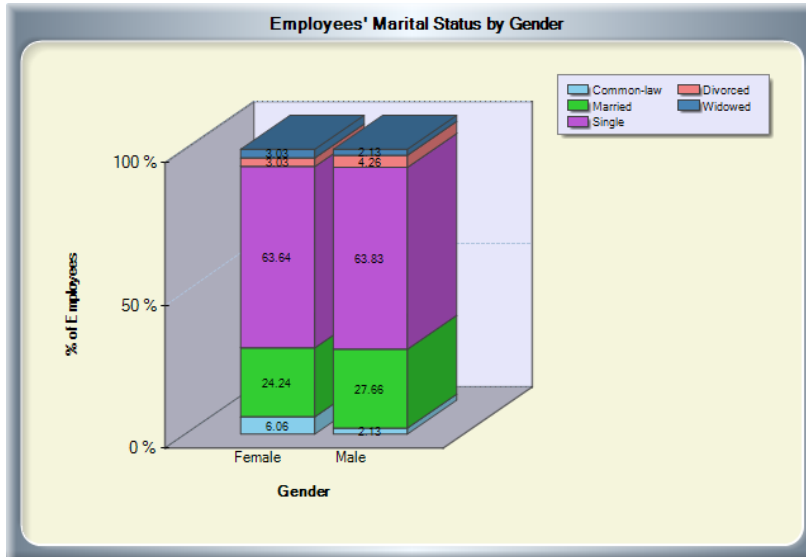
- Enter or edit the chart title's **Text**.
- Choose its **Color**, **Font**, and **Style**.
- Select the title's position relative to the chart with the **Docking** and **Alignment** options.





### Finish

Once the design of your chart is complete, click **Finish** to exit the Wizard and see your chart results. Click **Cancel** to restore the chart to its original view.



# Glossary

<i>TERM</i>	<i>DEFINITION</i>
<b>Activity</b>	An activity is an event or series of events with which security personnel may become involved. In Perspective, activities are created, scheduled, and assigned to officers or organizations with the help of the Perspective DispatchLog or Dispatch module. When an activity has been closed, the corresponding Activity record is transferred to the Activities component within Data Forms, where it can be further described, investigated, and analyzed.
<b>Administrator</b>	An Administrator sets up Perspective, changes settings, and assigns security protocols to users. Administrators have the highest level of access to all records, forms, and fields; they have no visibility or access restrictions within the program.
<b>Assignment</b>	An assignment is a task that is given to a user by his or her supervisor. Only authorized users can create assignments.
<b>Authentication</b>	Authentication refers to a security measure requiring a user to enter proof of identity (e.g., a User Name and Password) before accessing a network, program, file, or other information.
<b>Averted Loss</b>	In Incident and Case records, a loss that is associated with an involved entity and that is avoided in the course of an incident as a result of a preventative action.
<b>Banner</b>	A banner is a long rectangular button that opens a new section of the program when clicked (e.g., the Data Forms banner, the Analysis Expert banner).

<i>TERM</i>	<i>DEFINITION</i>
<p><b>Call Category</b></p>	<p>A Call Category rollup describes an activity according to its type specifications: Level 1, Level 2, and Level 3. Call Category rollups are hierarchical, meaning that the option selected in the first level of the hierarchy, Level 1, determines what options are available in the second level of the hierarchy, Level 2, and so forth.</p>
<p><b>Call Code</b></p>	<p>A Call Code is a combination of alphanumeric symbols that are used in your organization to code the Call Category, optionally combined with the call's Priority and Site. In Perspective, entering a call code on the new Activity record form will populate the Call Category, Priority, and Site fields. Also, entering the three latter fields may automatically calculate the appropriate Call Code, given its availability in the system. The Call Code specifications can be set in the Administration component of Perspective.</p>
<p><b>Case</b></p>	<p>A case is a grouping of incidents related by person, item, location, class, or other commonality, generally requiring further investigation.</p>
<p><b>Chain of Custody</b></p>	<p>Chain of custody refers to the complete and thorough documentation of an evidence piece's seizure or collection, possession, control, transfer, and disposition. When the process is carried out correctly, documented chain of custody verifies that a piece of evidence is authentic, that the evidence is indeed connected to a particular incident, involved person, or organization, and that the evidence has not been tampered with, compromised, or misplaced at any point from its initial collection to its appearance in court.</p>
<p><b>Child Data</b></p>	<p>Child data refers to the data that are recorded on Perspective's subforms, or that could potentially correspond to more than one referent. Examples of child data include information about involved Persons, involved Vehicles, and so on.</p>

<i>TERM</i>	<i>DEFINITION</i>
<b>Child Node</b>	A child node is a node that can only be accessed when its associated parent node has been expanded.
<b>Class Rollup</b>	A Class Rollup describes an incident according to its Class, Category, Subcategory, and/or Type. Class Rollups are hierarchical, meaning that the option selected in the first level of the hierarchy, Class, determines what options are available in the second level of the hierarchy, Category, and so forth.
<b>Client</b>	A client computer is the computer used to access a software program or application. It is connected to a network of other computers and may request information from a remote computer, called a server, in order to run the application.
<b>Component</b>	A component is a program subdivision represented by a specific type of form. For example, the Data Forms <i>component</i> of Perspective contains such forms, or <i>components</i> , as Incidents, Cases, Activities, Items, etc. The components within Data Forms are graphically represented by <i>banners</i> accessible from the Navigation pane.
<b>Dashboard</b>	The Dashboard is like the Home page or main screen of Perspective. It displays charts summarizing incident information, as well as messages and assignments from supervisors.
<b>Data</b>	Data is information.
<b>Data Entry</b>	Data entry is the process of placing information, or data, in a database. This is usually accomplished by typing data into fields in data forms.
<b>Database</b>	A database is a collection of data stored in a structured format. A database might be compared to an electronic filing cabinet. Databases are often organized into tables that store related information in the form of records (e.g., Incident records, Person records, Item records).

<i>TERM</i>	<i>DEFINITION</i>
<b>Database Management System (DBS)</b>	A program that allows you to manage information in databases.
<b>Desktop</b>	Generally, when a computer is turned on, the screen opens on the desktop. This is the area where icon shortcuts are found, including My Computer and the Recycle Bin. All types of files can be saved onto the desktop.
<b>Dialog Box</b>	A dialog box is a window that appears on screen when a particular selection is made. It generally provides further options for the selected program feature.
<b>Dispatch</b>	Dispatch has the core functionality of DispatchLog, but is a separately managed application that, like DispatchLog, enables Security Departments to quickly and easily dispatch personnel and agencies, and to create work orders associated with dispatching activities.
<b>DispatchLog</b>	DispatchLog is an integrated module of Perspective that enables Security Departments to quickly and easily dispatch personnel and agencies, and to create work orders associated with dispatching activities. As calls come in, you may use DispatchLog to easily track the location, category, and priority of the activities, and to keep up-to-the-minute records on your officers' activities, including which officers are available for response, when they arrive on scene, and when they return. Once an activity has been closed in DispatchLog, it is transferred to the Activities component of Data Forms, where it can be further described and investigated. The banner that opens DispatchLog is located on the Navigation pane.
<b>Drop-Down</b>	A drop-down list, or menu, offers a range of selections that have been condensed to save screen space. Click on the down arrow on the right side of a drop-down field, and the field will expand to display a list of options. Select an option by clicking it.

<i>TERM</i>	<i>DEFINITION</i>
<b>e-Incident</b>	An e-Incident is an electronic Incident report. It may be created in one of Perspective's optional modules (e.g., Perspective e-Reporting or Perspective Portal), or it may be imported via Perspective's Import Manager tool.
<b>e-Report</b>	An e-Report is an electronic Incident report submitted from Portal by an employee to inform an employer of an incident or suspicious activity. Once an e-Report reaches the Gateway, it is assessed to determine whether or not it should be accepted as a valid Incident record.
<b>Electronic Report</b>	An electronic report is an Incident, Item, Person, Organization, or Vehicle report submitted electronically to the Gateway. Electronic reports may arrive from a number of sources. Incident reports may be submitted from Portal. Incident reports, as well as Item, Person, Organization, or Vehicle reports, may be imported using Perspective's Gateway access point. Once an electronic report reaches the Gateway, it is assessed to determine whether or not it should be accepted as a valid Incident, Item, Person, Organization, or Vehicle record.
<b>Entity</b>	An entity is an object, person, event, or other concept that provides information about a larger category recorded in Perspective. For example, in order to create a detailed Incident record, you may need to enter involved persons and items, attachments, assignments, losses, or pieces of evidence that help to create a full picture of the larger category—the incident.
<b>Entity Record</b>	An entity record is a collection of data related to a particular entity (e.g., the record of an Involved Person, Assignment, Loss). In Perspective, entity records are stored as rows in a table that can be expanded into editable, or viewable, subforms.

<i>TERM</i>	<i>DEFINITION</i>
<b>Export</b>	To export a file is to convert a file created in one software program or application into a format that is usable in another application. For example, exporting a set of query results to Microsoft® Excel® involves converting the results into a format suitable for use in Excel.
<b>Exposure</b>	In Incident and Case records, the amount of potential monetary loss associated with an involved entity.
<b>Field</b>	A field is an element within a form that allows you to enter or access a specific nugget of information related to the record type. One field in an address record might be Street.
<b>Filter</b>	When filters are applied in directory searches, they tell the program to return only records in which the content of a specific field matches the criteria set by the user.
<b>Focal Point</b>	Perspective Focal Point is an optional module of Perspective, offering instant access to incident, investigation, and case data, summarized in a series of dynamic charts and graphs. Users can analyze their data to see the big picture, or drill down to review specific details, getting the facts they need, while uncovering areas of concern and sudden trends.
<b>Form</b>	A form is a part of the user interface that allows you to interact with the information contained in the database via a screen populated with related fields and designed to perform specific program functions, like reporting an incident, conducting searches, preparing reports, and so forth.

<i>TERM</i>	<i>DEFINITION</i>
<b>Gateway</b>	<p>The Gateway serves as an inbox for all electronic reports generated using Perspective's Portal. Once an electronic report lands in the Gateway, the Gateway Administrator and/or Gateway Approver are responsible for assessing it and determining whether or not the report should be accepted into Perspective as a valid Incident, Item, Person, Organization, or Vehicle record.</p>
<b>Gateway Administrator</b>	<p>The Gateway Administrator initially reviews all new electronic Incident reports (e-Incidents) submitted to the Gateway. The Gateway Administrator can edit e-Incidents, including customizing their security controls, and can either assign them to a Gateway Approver for follow-up or delete them from the system. For all other imported reports (Item, Person, Organization, or Vehicle), the Gateway Administrator may make them available within Perspective for authorized users to add to the main database, or delete them from the system.</p>
<b>Gateway Approver</b>	<p>The Gateway Approver is responsible for following up on all e-Incidents he or she has been assigned by the Gateway Administrator. The Gateway Approver can edit e-Incidents, and can either accept them into Perspective as valid Incident records, or send them back to the Gateway Administrator for reassignment. If an e-Incident contains insufficient information to accept or reject it, the Approver can store the e-Incident in a Pending folder for review at a later date. For all other imported reports (Item, Person, Organization, or Vehicle), like the Gateway Administrator, the Gateway Approver may make them available within Perspective for authorized users to add to the main database or delete them from the system.</p>
<b>Grid</b>	<p>Search results and query results display in the form of a grid, or list, with each entity occupying a row.</p>



<i>TERM</i>	<i>DEFINITION</i>
<b>Hierarchy</b>	A hierarchy is organized into successive levels, or layers, with each level subject to the preceding levels in the hierarchy. For example, the Class Rollup is divided into four fields ordered hierarchically (Class, Category, Subcategory, and Type); a selection made in the Class field determines what options are available in the Category field, and so forth.
<b>Hyperlink</b>	A hyperlink refers to an image or a string of text that retrieves a file, Web page, or other related information when clicked.
<b>Icon</b>	An icon is a small graphic used to represent a particular file, program, or function. Clicking the icon will open the file or program, or perform the appropriate function.
<b>Import</b>	To import a file is to bring a file into the currently active application. For example, importing an electronic report into the Gateway involves converting the file into a format that is usable within Perspective, and then uploading the properly formatted file into the Gateway.
<b>Incident</b>	An incident is an unusual action or situation affecting persons or property, either accidental or purposeful, which requires notice or follow-up by a security or human resources department.
<b>Integration Services</b>	Perspective Integration Services is a Web Service Application Programming Interface (API) that is designed as a tool for communicating with Perspective data across multiple external interfaces or systems. Integration Services enables secure creation, reading, updating, deleting, and querying of Perspective data across the supported systems.

<i>TERM</i>	<i>DEFINITION</i>
<b>Interface</b>	Interface in Perspective refers to the visual on-screen means (e.g., windows, dialog boxes, buttons, banners, panes, or icons) by which Perspective modules and components communicate with the user to allow for a seamless entry, display, analysis, and transfer of data.
<b>Investigation</b>	An investigation is a follow-up or close examination of an incident (or of a case linked to one or more incidents) in order to gather facts and learn more about the incident's causes, sequence of events, involvements, and so forth.
<b>Investigator</b>	An investigator is a person assigned to work on the investigation of an incident (or of a case linked to one or more incidents). Within Perspective, users designated as investigators are permitted access to investigation forms, tabs and functions.
<b>Label Set</b>	See Language.
<b>Language</b>	In Perspective, a language refers to a set of field labels. Custom languages with unique field labels can be created and assigned to particular users. The default language, or label set, in Perspective is System English.
<b>Link</b>	A link is a connection to a specific file, form, or program level.
<b>Link Chart</b>	A link chart, in Perspective Visual Analysis, visually represents the involvements and associations between related Incident, Case, Item, Person, Organization, and Vehicle records. Icons signify the record entities, and colored lines identify the nature of their relationships.
<b>Listing Pane</b>	The Listing pane is the area of Perspective where users view lists of records available for selection; the record entity displayed depends on the selection made in the Navigation pane. The Listing pane is located in the middle of the screen, between the Navigation pane and the Viewing pane.

<i>TERM</i>	<i>DEFINITION</i>
<b>Logic Formula</b>	A logic formula expresses the reasoning Perspective will use when applying search criteria. It uses letter symbols to represent each set of search criteria and applies AND/OR operators and parentheses to define the relationship of search criteria to each other. For example, the simple logic formula (A AND B) shows that Perspective will only search for results that meet both criteria A and B; in order to include results that meet criterion A or criterion B, the logic formula would need to be modified.
<b>Lookup List</b>	See Drop-Down.
<b>Narrative</b>	A narrative is the story or explanation of an event.
<b>Navigate</b>	To navigate a program refers to using navigational tools, such as menus, buttons, tabs, and links to move between windows and other structural elements of the program.
<b>Navigation Pane</b>	The Navigation pane is the area of Perspective where users navigate to major program components (e.g., the Dashboard, Data Forms, Analysis Expert), and, to some extent, within the program components. The Navigation pane is located on the left side of the screen.
<b>Net Loss</b>	In Incident and Case records, the value determined by subtracting the Total Recovered amount (if any) from the Total Loss amount.
<b>No Impact Loss</b>	In Incident and Case records, any loss that has been associated with an incident that has either been prevented, or remains a potential loss and, hence, does not impact the Net Loss amount.

<i>TERM</i>	<i>DEFINITION</i>
<p><b>Node</b></p>	<p>A node is a point of intersection in a tree that allows users to navigate through the tree to access increasingly specific levels of data or program function. A node can be identified by the small square box to the left of its position in the tree. Clicking the box when it has a plus (+) sign inside will expand the entity and display all its sub-entities underneath. Clicking the box when it has a minus (-) sign inside will collapse all the sub-entities and hide them under the main entity. When a sub-entity also has a small square box to its left, it is known as a child node.</p>
<p><b>Officer</b></p>	<p>An officer is a security personnel representative who can be dispatched and responds to activities created in Perspective DispatchLog.</p>
<p><b>Officer Alert</b></p>	<p>In Perspective DispatchLog or Dispatch, an Officer alert determines the amount of time set for a dispatched officer to respond to an activity when the officer reaches a specific Status (e.g., On Route, On Scene), Location, and/or when the activity's Priority matches a specific priority set in the Officer alert. The combination of settings that triggers a specific Officer alert can be set in the Administration component of Perspective. Once activated in DispatchLog or Dispatch, the settings defined for the alert will cause the Officer alert timer to start counting the time for the officer to respond to the current combination of conditions before their status must be modified.</p>

<i>TERM</i>	<i>DEFINITION</i>
<b>Operator</b>	<p>An operator is used to create a more refined search. Like the calculation symbols used in mathematical formulae, where operators define the relationship between the formula's parts (e.g., A is equal to B), operators in Perspective express the relationship of the field to the value when setting search criteria. For example, if the Class field is selected and Criminal is the chosen value, an operator of equal to would stipulate that any records appearing in your search results would have a Class equal to Criminal. Examples of other operators include not equal to, less than, starts with, and like.</p>
<b>Organization</b>	<p>In the context of Perspective, an organization is any agency, company, or group.</p>
<b>Organizational Rollup</b>	<p>An organizational rollup indicates the company division or region that a user belongs to, or when assigned to a record, the particular division or region that is permitted to access the record. A user can only view records with the same, or lower, organizational rollup as his or her own. Organizational rollups are multi-tier or hierarchical; the option selected in the first tier determines what options are available in the second tier, and so forth. Moving down the hierarchy, organizational rollups become increasingly specific. A user with an organizational rollup higher on the hierarchy will have greater access to records than a user with a more specific organizational rollup lower on the hierarchy.</p>
<b>Pane</b>	<p>A pane is an area within an on-screen window that contains specific type of information in the form of interconnected files, fields, messages, banners, buttons, formulae, or other information. For example, Data Forms interface is expressed through the functionalities contained in the Navigation, Listing, and Viewing panes.</p>

<i>TERM</i>	<i>DEFINITION</i>
<b>Parent Data</b>	Parent data refers to the basic data that are recorded on Perspective's main forms, or that correspond to only one referent. Examples of parent data include, but are not limited to, an incident's Class, Site, Business Unit, Reported Date/Time, Status, and Created by User.
<b>Pick List</b>	A pick list requires users to select an incident, item, person, organization, or vehicle from a range of records displayed in a separate window. If the desired entity does not appear in the pick list, some pick lists allow users to create a new entity record for selection. A pick list effectively links data entered in a field to an entity record. Click on the green Add icon on the right side of a pick list field to display a window containing a list of records for selection. Once a record is selected, the window will close and the pick list field will automatically populate with the record's name.
<b>Pop-Up</b>	A pop-up is a window that opens automatically when a particular option is selected in the previous window.
<b>Portal</b>	Perspective Portal is a module for Perspective, enabling any employee, onsite or in a distant location, to report an incident or suspicious activity as soon as it occurs, through the Portal webpage set up specifically for their workgroup. Once an electronic report has been submitted from Portal, it lands in the Perspective Gateway, where it is assessed to determine whether or not it should be accepted as a valid Incident record.
<b>Priority</b>	The level of importance assigned to an incident, activity, or email message (e.g., High, Low, or Normal). The list of available priority levels can be set in the Administration component of Perspective.

<i>TERM</i>	<i>DEFINITION</i>
<b>Query</b>	A query is a request for information. In Analysis Expert, when the Execute button is clicked, the program sends a message to the database where all information is stored, requesting results matching the query's specified criteria.
<b>Quick Find</b>	The Quick Find tool allows users to easily locate records containing a particular text string. Quick Find searches text fields across the Perspective database (such as summaries, narratives, and text attachments) for the word or phrase specified, and returns a comprehensive list of records for review.
<b>Radio Button</b>	A radio button allows users to select one option out of a set of options. Before a radio button has been selected, it will look like an open circle, and after it is selected, a dot will appear inside the circle. Once a user has selected one radio button, selecting any other radio button in the same set will deselect the first option.
<b>Record</b>	A record is a subsection of database, holding information about one entity or a member of a category within the database that is stored as one unit (e.g., an Incident, Activity, Item, or Person record).
<b>Record View</b>	A record view is a particular list of records that a user is permitted to access. In Perspective, users are able to create and save their own customized record views in the Data Forms component, allowing them to better organize and manage the records they need to view on an ongoing basis.
<b>Recovery</b>	In Incident and Case records, an entity that corresponds to a loss amount associated with an incident that has been restored or regained, as a result of an action that had been implemented after the incident took place.

<i>TERM</i>	<i>DEFINITION</i>
<p><b>Regulated Time to Act (RTA) Alert</b></p>	<p>In Perspective DispatchLog or Dispatch, a Regulated Time to Act alert determines the amount of time set for a dispatcher to react to and modify an activity when the dispatched officer reaches a specific Status (e.g., On Route, On Scene), Location, and/or when the activity's Priority matches a specific priority set in the Regulated Time to Act alert. The combination of settings that triggers a specific RTA alert can be set in the Administration component of Perspective. Once activated in DispatchLog or Dispatch, the settings defined for the alert will cause the RTA timer to start counting the time the dispatcher is left to check, and modify, the status of the dispatched officer in Perspective DispatchLog or Dispatch.</p>
<p><b>Ribbon</b></p>	<p>The Ribbon locates the most frequently used general administration, navigation, help, and search tools for you to refer to sections of the integrated Help files. In the Data Forms component, the Visual Analysis icon is added, which assists in visual representation of relationships between the records stored in the Perspective's database. In the Analysis Expert component, the Ribbon is populated with an additional set of icons that perform saving, adding, cloning, deletion, sharing, and execution of queries.</p>
<p><b>Role</b></p>	<p>Every user is assigned to a role, which determines how much access the user has to Perspective's functions and features, and what he or she uses the program for. Examples of roles include Administrator, Investigator, or General User.</p>



<i>TERM</i>	<i>DEFINITION</i>
<b>Rollup</b>	<p>A rollup is also known as a multi-tier or hierarchical lookup list. Rollups are used to streamline the options and functions available to users when making selections from related lookup lists. Each rollup has up to four tiers. The first tier is known as the Root; the option selected in this first tier determines what options are available in the second tier, and so forth. A higher tier in the hierarchy is known as a Parent field and a lower tier is known as a Child field. Any Child fields that are on the same tier of the hierarchy are called Sibling fields.</p>
<b>Screen</b>	<p>A screen is a display of some portion of the program on your computer monitor. The term <i>screen</i> may be used to refer to the main program screen, a program form, or a subform (e.g., the Data Forms main screen, an Involved Item screen, the Analysis Expert screen).</p>
<b>Search</b>	<p>To search a database refers to the process by which the software program looks for data meeting the criteria specified by the user.</p>
<b>Search Engine</b>	<p>A search engine is a computer program that retrieves files or data from a database based on specified search criteria.</p>
<b>Server</b>	<p>A server is a computer that shares information with client computers in a network to help process a software program or application. The term server may refer to either the machine that shares the information, or to a particular software program designed for this purpose.</p>
<b>Sigma (<math>\Sigma</math>)</b>	<p>Sigma is the Greek symbol for sum. In Analysis Expert, the sigma symbol appears on the heading of a column when Group By is clicked, indicating that the data in the column can be added together.</p>

<i>TERM</i>	<i>DEFINITION</i>
<p><b>Single Sign-on (SSO)</b></p>	<p>Login authentication that, if configured by a Perspective administrator, allows you to enter one set of credentials to access multiple Resolver desktop applications (Perspective, Dispatch, 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 <b>Logout</b> in Dispatch, you will need to re-enter your login credentials to log into Perspective). Clicking the <b>X</b> at the top right of an application will keep your session token among the applications active.</p>
<p><b>Standard Operating Procedures (SOP)</b></p>	<p>A part of Perspective's interface that provides guidance on the course of actions in case of an activity with a specific Call Category, Location, and/or Status. The Standard Operating Procedures can be described in the Administration component of Perspective with the help of a brief description, a standardized checklist of actions to be performed under the specified activity conditions, additional attachments, hyperlinks, and automated notifications. The created SOP rule will subsequently feature in Activity records that correspond to the settings specified in both Perspective's Activity data forms and the SOP component in Perspective DispatchLog or Dispatch.</p>
<p><b>Status Bar</b></p>	<p>The Status bar is a part of Perspective's interface that displays your system and login information, including your username, role name, as well as Perspective's system and connection statuses (e.g., Connected/Disconnected). The Status bar is located at the bottom of the screen.</p>
<p><b>Sub-Administrator</b></p>	<p>A Sub-Administrator is permitted to create user accounts and modify User Details and User Defaults, but only for users who are within their default workgroup and who have the same (or lower) access level and organizational rollup as their own.</p>

<i>TERM</i>	<i>DEFINITION</i>
<b>Subform</b>	A subform is a sub-tabbed screen that contains child data, allowing you to enter a large amount of detailed information about an entity in an organized and coherent manner. A subform can only be accessed through its associated parent form. Like its parent form, the subform is designed to perform specific program functions (e.g., recording an involved person, registering a piece of evidence).
<b>Sub-tab</b>	A sub-tab is a tab that can only be accessed through a parent tab when navigating a form. For example, in the Incident form, the Involvements tab has four sub-tabs: Persons, Organizations, Vehicles, and Items.
<b>Supervisor</b>	A supervisor is permitted to access the Controls tab on all records. Among other things, this allows the supervisor to change the workgroups, organizational rollups, and access levels of records at will.
<b>Tab</b>	A tab in Perspective is used to mark a particular section within a data form. It looks like and operates like a tab in a file folder. To access the contents of a tab, users must simply click on the tab.
<b>Table</b>	A structure within a database designed for storing related information, often in the form of records or entity records. Simple databases may contain only one table; complex databases contain many.
<b>Toolbar</b>	A row of icons that activate functions or options when clicked. (e.g., The Ribbon).
<b>Total Loss</b>	In Incident and Case records, the sum value of all Loss amounts associated with an incident that corresponds to losses that actually took place.

<i>TERM</i>	<i>DEFINITION</i>
<b>Tree</b>	A tree is a hierarchical structure representing the links and relationships between program components. For example, expanding a single node reveals child nodes, which in turn yield further entities, until the user arrives at individual fields containing precise pieces of data. The hierarchical relationship between all these pieces, essentially a navigation map of one particular area of the program, can be described as a tree.
<b>User</b>	A user is a person who uses Perspective, and has his or her own User Name and Password to access the program.
<b>User Defined Field (UDF)</b>	A UDF is a special field developed by an organization to meet their specific needs.
<b>Value</b>	A value is the specific information, or data, entered into a field.
<b>Vehicle Identification Number (VIN)</b>	VIN is a unique tracking number that serves to identify a vehicle.
<b>Viewing Pane</b>	The Viewing pane is the area of Perspective where users view record contents. (Depending on their user privileges, users may also be authorized to edit, delete, or add records in the Viewing pane.) The record displayed in the Viewing pane depends on selections made in the Navigation pane and the Listing pane. The Viewing pane is located on the right side of the screen.
<b>Visual Analysis</b>	Perspective Visual Analysis allows data relationships between Incident, Case, Item, Person, Organization, or Vehicle records to be rendered into powerful visual link charts. These visual elements can easily be analyzed and interpreted, bringing clarity to complex investigations and scenarios.

<i>TERM</i>	<i>DEFINITION</i>
<b>Window</b>	A window is an enclosed rectangular on-screen viewing area that displays programs, files, fields, messages, or Web sites independently of other on-screen areas.
<b>Workgroup</b>	A workgroup, in Perspective, segregates users by department, division, corporate level, region, or any other criteria an organization wishes to use, and allows an organization to limit users' access to data. Users can only access records assigned to their respective workgroups.

# Index

## A

- Access Level ..... 95
- Accessing Perspective ..... 2
- Action Toolbar
  - Analysis Expert.....166, 211
  - Perspective ..... 6
- Activities
  - About ..... 33
  - Add an Action Request ..... 126
  - Add an Officer's Response ..... 122
  - Add an Organization's Response ..... 123
  - Adding Attachments ..... 74
  - Assignments..... 99
  - Audit History..... 102
  - Building Visual Analysis Link Charts ..... 163
  - Closing ..... 119
  - Creating ..... 119
  - Escalating to an Incident record ..... 135
  - Involved Items .....See also Involved Items
  - Involved Organizations .....See also Involved Organizations
  - Involved Persons..... See also Involved Persons
  - Involved Vehicles ... See also Involved Vehicles
  - Linking to Incidents..... 131
  - Linking to Other Activities ..... 130
  - Security Controls..... 132
  - Standard Operating Procedures ..... 134
  - Workgroup Access ..... 96
- Adding from Source ..... 136
- Administration ..... 9
- All Records View ..... 43
- Analysis Expert
  - About ..... 166

- Chart Wizard ..... See also Chart Wizard
- Criteria Designer ..... 175
- Field(s) ..... 167
- Form(s)..... 166
- Interface ..... 235
- Query Design .....See also Query Design
- Query Results.....*See also Query Results*
- Selections..... 167
- Tracking Query Runs ..... 183
- Workflow Overview ..... 168
- Archiving ..... 95
- Assignments..... 27
  - Emailing Notifications ..... 101
  - Exporting to an External Calendar ..... 28
  - Filtering and Grouping ..... 29
  - Mark Completed ..... 29
- Attachments
  - Adding..... 74
  - Printing ..... 75
- Audit History.....102, 162
- Averted Loss
  - Under Case ..... 112
  - Under Incident ..... 82
  - Under Involved Entity ..... 64

## B

- Boolean Logic Statement..... 175

## C

- Calendars ..... 317
- Cases
  - About ..... 37
  - Adding Attachments ..... 74
  - Adding Data to Cases ..... 104

Adding Data to Incidents .....	104	Checkboxes .....	317
Assignments.....	99	<i>Child Data</i> .....	177
Audit History.....	102	Child Records .....	185
Building Visual Analysis Link Charts .....	163	Contact Information	
Case Details Summary .....	116	Organizations.....	147
Closing .....	105	Persons .....	147
Creating .....	105	Corrective Actions .....	97
Data Summary .....	116	Criteria Operators	
Investigation Summary .....	117	Boolean logic .....	176
Investigations..... See also Investigations		Custom Search .....	18
Involvement Summary.....	118	<b>D</b>	
Linking to Incidents.....	109	Dashboard	
Linking to Other Cases .....	111	About .....	8, 24
Loss Summary .....	118	Assignments.....	27, 100
Losses.....	112	Chart Types .....	308
Narratives .....	73	Charts.....	25
Reviews.....	98	Refresh Settings.....	11
Security Controls.....	94	Data Fields	
Summaries .....	73	Date/Time.....	317
Viewing Entities' Involvements.....	55	Lookup Lists .....	318
Viewing Involvements.....	108	Number Fields.....	318
Workgroup Access .....	96	Pick Lists.....	319
Chain of Custody.....	92	Text Fields .....	322
Chart Wizard		Types.....	317
3D.....	326	Yes/No .....	317
Appearance.....	327	Data Forms	
Axes .....	328	About .....	8, 30
Chart Title .....	331	Activities .....	33, 119
Chart Type .....	325	Cases .....	37, 104
Finalizing.....	331	Common Record Functions .....	42
Legend .....	329	Data Editing .....	52
Point Labels.....	330	Data Entry .....	52
Series Data .....	328	Incidents .....	35, 56–55
Charts		Interface .....	30
Analysis Expert Query Results .....	191	Items .....	39, 135
Chart Wizard..... See also Chart Wizard		Organizations.....	41, 155–54
Dashboard .....	25		

Persons .....	40, 141	Involved Persons.....	61
Vehicles.....	42, 157	Persons .....	147
Viewing Pane Main Toolbar .....	52	From Source.....	136
Viewing Pane Sub-Tab Toolbar .....	53		
Workflow Overview .....	32	<b>G</b>	
DispatchLog		Gateway	
About .....	297	About .....	9, 287
Disposition .....	95	e-Incidents .....	<i>See also e-Incidents</i>
<b>E</b>		Interface .....	288–87
e-Incidents		Item, Person, Organization and Vehicle e-Reports	
Accepting .....	292	.....	<i>See also Imported Reports</i>
Assigning to Gateway Approver .....	292	<i>Searching e-Reports</i> .....	289
Deleting.....	292	Gateway Administrator ..	287, 291, 292, 293, 295
Editing .....	291	Gateway Approver .....	287, 292, 295
Exiting .....	291	Go To .....	54
Folders .....	290	Group By .....	177
Pending for Later Review.....	293		
Re-evaluation by Gateway Administrator .	293	<b>H</b>	
Rejecting .....	293	History .....	55, 138
Saving.....	291		
Entity List .....	319	<b>I</b>	
Evidence		Imported Reports	
Case Investigations .....	90	Deleting.....	295
Exiting Perspective.....	23	Displaying in XML.....	295
<b>Exit option</b> .....	23	Folders .....	294
Log off option .....	23	Making Available for Adding to Perspective	295
Exposure		Incidents	
Under Case .....	112	About .....	35
Under Incident.....	82	Adding Attachments .....	74
Under Involved Entity .....	64	Assignments.....	99
<b>F</b>		Audit History.....	102
Fields		Building Visual Analysis Link Charts .....	163
Required .....	55	Causes.....	97
<i>User Defined</i> .....	55	Corrective Actions.....	97
Flags		Creating .....	56
Incidents .....	58	Creating from an Activity record .....	135
		Flags .....	58
		Investigations.....	<i>See also Investigations</i>



Involved Items .....	See also Involved Items	
Involved Organizations .....	See also Involved Organizations	
Involved Persons.....	See also Involved Persons	
Involved Vehicles ...	See also Involved Vehicles	
Linking to Activities.....		76
Linking to Cases .....		79
Losses.....		80
Narratives .....		73
Noting General Details.....		56
Noting Notified Authorities .....		57
Outcomes .....		97
Policies Affected .....		97
Reviews.....		98
Security Controls.....		94
Summaries .....		73
Workgroup Access .....		96
Infoglide Identity Resolution Engine (IRE)	<i>See also Custom Search</i>	
Interview Editor .....		88, 314
Interviews		
Incident Investigations.....		88
Investigations		
Assigning Investigators to Cases.....		106
Assigning Investigators to Incidents .....		84
Case Evidence .....		90
Case Interviews.....		88
Case Investigation Summary.....		117
Case Investigative Data Summary .....		114
Case Statements .....		88
Case Summaries.....		86
Closing .....		84
Incident Evidence.....		90
Incident Interviews .....		88
Incident Investigative Data Summary .....		93
Incident Statements .....		88
Incident Summaries .....		86
Logging Incident Tasks and Expenses .....		87
Noting Incident General Details.....		83
Recording to Cases .....		114
Recording to Incidents.....		83
Investigators		
Assigning to Cases.....		106
Assigning to Incidents .....		84
Involved Items		
Adding to Activities.....		72
Adding to Incidents.....		72
Incident Losses.....		62, 80
Loss Summary .....		62
Viewing in Cases .....		108
Involved Organizations		
Adding to Activities.....		65
Adding to Incidents.....		65
Incident Action Requests .....		67
Incident Losses.....		62, 80
Incident Response .....		67
Loss Summary .....		62
Noting General Details.....		65
Viewing in Cases .....		108
Involved Persons		
Adding to Activities.....		59
Adding to Incidents.....		59
Clothing.....		60
Flags .....		61
Incident Losses.....		62, 80
Injuries .....		61
Loss Summary .....		62
Noting General Details.....		59
Viewing in Cases .....		108
Involved Vehicles		
Adding to Activities.....		69
Adding to Incidents.....		69
Incident Losses.....		62, 80
Loss Summary .....		62

Noting General Details.....	69	<b>Data Forms</b> .....	30
Viewing in Cases .....	108	Deleting Views .....	50
Items		Displaying All Records.....	43
About .....	39	Editing Views .....	47
Adding.....	135	Emailing Views .....	49
Adding Attachments .....	74	Filtering Record List .....	51
Adding from Gateway .....	136	Gateway .....	288
Audit History.....	102	Importing Views.....	49
Building Visual Analysis Link Charts .....	163	Saving New Views .....	47
Merging.....	160	Lookup Lists .....	318
Security Controls.....	140	Loss .....	80
Viewing Involvements.....	138	Losses	
Workgroup Access .....	141	Case Summary .....	112, 118
<b>L</b>		Case's Average Averted .....	113
Legal Notice .....	6	Case's Average Exposure .....	113
Legal Notices.....	344	Case's Average Loss .....	113
License Agreement .....	6, 344	Case's Average Net Loss .....	113
Linking		Case's Average Recovered .....	113
Activities to Activities .....	130	Incidents .....	80
Activities to Incidents .....	131	Involved Item Summary.....	62
Cases to Cases.....	111	Involved Items .....	62, 80
Cases to Incidents.....	109	Involved Organization Summary .....	62
Incidents to Activities .....	76	Involved Organizations .....	62, 80
Incidents to Cases .....	79	Involved Person Summary .....	62
Organizations to Organizations .....	150	Involved Persons.....	62, 80
Organizations to Persons .....	149	Involved Vehicle Summary .....	62
Organizations to Vehicles .....	152	Involved Vehicles .....	62, 80
Persons to Organizations .....	150	<b>M</b>	
Persons to Persons .....	149	Main Screen .....	7
Persons to Vehicles.....	152	<b>N</b>	
Vehicles to Organizations .....	150	Narrative Editor .....	74, 314
Vehicles to Persons.....	149	Narratives	
Vehicles to Vehicles .....	152	Cases .....	73
<b>Listing Pane</b>		Incidents .....	73
Accessing Saved Views.....	43	Navigation Pane	
Creating Views .....	44	Analysis Expert.....	166, 211

<b>Data Forms</b> .....	30	Adding.....	142
Gateway.....	288	Adding Attachments .....	74
Perspective .....	7	Adding from Gateway.....	136
Reports .....	202	Audit History.....	102
<b>Net Loss</b>		Building Visual Analysis Link Charts .....	163
Under Case .....	112	Contact Information .....	147
Under Incident.....	82	Employees.....	154
Under Involved Entity .....	64	Flags .....	147
No Impact Loss .....	80	Identification Documents .....	145
Number Fields.....	318	Import a Person from Microsoft Active Directory .....	143
<b>O</b>		.....	143
Order By.....	46	Linking to Organizations .....	150
Org Level.....	94	Linking to Persons.....	149
Organizational Rollups.....	94	Linking to Vehicles .....	152
<b>Organizations</b>		Merging.....	160
About .....	41	Security Controls.....	154
Adding.....	155	Trespass Details .....	146
Adding Attachments .....	74	Unique Features .....	144
Adding from Gateway.....	136	Viewing Involvements.....	138
Audit History.....	102	Workgroup Access .....	96
Building Visual Analysis Link Charts .....	163	Perspective Components.....	8
Contact Information .....	147	Perspective Services URL .....	2
Linking to Organizations .....	150	Pick Lists.....	319
Linking to Persons.....	149	Plus .....	319
Linking to Vehicles .....	152	Policies or Procedures Affected.....	97
Merging.....	160	<b>Printing</b>	
Security Controls.....	140	Analysis Expert Query Results Charts .....	194
Viewing Involvements.....	138	Attachments .....	75
Workgroup Access .....	141	Query Results.....	188
Outlook Sort By.....	186	Record Lists.....	31
Owner Workgroup.....	96	Records .....	53
<b>P</b>		Records from Analysis Expert .....	189
<b>Password</b>		Privacy Statement.....	6
Changing .....	10	Product Information .....	6, 344
<b>Persons</b>		<b>Q</b>	
About .....	40	Query Design	

Cloning .....	179, 213	Auditing Changes .....	53
Creating .....	172	Creating .....	52
Deleting.....	182, 214	Creating Views .....	44
<i>Displaying Calculated Data</i> .....	176	Deleting.....	52
<i>Displaying Raw Data</i> .....	176	Deleting Views .....	50
Editing Queries .....	178, 213	Displaying All.....	43
<i>Grouping Results</i> .....	176	Editing Views .....	47
Questions.....	173	Emailing Views.....	49
Saving.....	178, 213	Entity Edit Mode .....	54
<i>Searching the Whole Database</i> .....	174	Exiting .....	53
<i>Searching within a Data Sample</i> .....	174	Filtering on Listing Pane.....	51
Setting Criteria .....	173	Importing Views.....	49
Sharing .....	180, 214	Locking from Editing .....	52
<i>Specifying Types of Data for Query</i> .....	174	Merging.....	53, 160
Query Results		Opening Entity's Record .....	54
Building Visual Analysis Link Charts .....	190	Printing .....	53
Calculating .....	186	Record Edit Mode .....	52
Charting .....	236	Removing Entities .....	54
Executing .....	182, 215	Saving.....	52
Exporting.....	188	Saving Modified Views.....	48
Grouping.....	185	Saving New Views.....	47
Printing .....	188	<i>Sealing Entities</i> .....	55
Printing Charts .....	194	Searching .....	16, 18, 44
Printing Records.....	189	Sending .....	53
Searching within Results.....	185	Unlocking.....	52
Viewing .....	184	<i>Unsealing Entities</i> .....	55
Viewing Records .....	188	Viewing/Reading Entities.....	55
Quick Add .....	321	Recovery .....	80
Quick Find .....	16	Reports	
Quick View .....	44, 49	About .....	165, 202
<b>R</b>		Administrator Only .....	203
Radio Buttons .....	317	Criteria .....	208
Record Owner.....	95	Designing .....	206
Records		Detail Reports .....	203
Accessing Saved Views.....	43	Emailing .....	210
Adding Entities.....	54	Interface .....	235
		List.....	204

Lookups.....	205	Trespass Details .....	146
Open Local .....	210	<b>U</b>	
Parameters .....	206	<i>Unseal</i> .....	55
Saving.....	210	<i>User Defined Fields (UDF)</i> .....	55
Summary Reports .....	205, 208	User Interface	
Types.....	202	Analysis Expert.....	235
<b>S</b>		Data Forms.....	30
Saved Views .....	43, 50	Gateway .....	288–87
<i>Seal</i> .....	55	Perspective .....	2
Send Message .....	101, 314, 316	Reports .....	235
Shortcut Keys .....	12	User Privileges and Access Rights .....	10
Single sign-on.....	5	<b>V</b>	
Spell-check.....	322	Vehicles	
SSO.....	5	About .....	42
Statements		Adding.....	157
Incident Investigations.....	88	Adding Attachments .....	74
Status .....	95	Adding through Gateway.....	136
Status Bar.....	7	Audit History.....	102
Sub-tabs.....	53	Building Visual Analysis Link Charts .....	163
Summaries		Company Property.....	159
Case Investigations .....	86	Linking to Organizations .....	150
Cases .....	73	Linking to Persons.....	149
Incident Investigations.....	86	Linking to Vehicles .....	152
Incidents .....	73	Merging.....	160
Summary Editor .....	56, 86, 314	Security Controls.....	159
<b>T</b>		Viewing Involvements.....	138
Text Editors.....	314	Workgroup Access .....	96
Text Fields .....	322	Viewing Pane	
Total Loss		Data Forms.....	31
Under Case .....	112	Gateway .....	288
Under Incident .....	82	Viewing Pane Toolbar	
Under Involved Entity .....	64	Main.....	52
Total Recovered		Sub-Tabbed.....	53
Under Case .....	112	Visual Analysis .....	163, 190
Under Incident.....	82		
Under Involved Entity .....	64		

**W**

Workgroup Visibilities..... 96

# Contact Information

## Technical Support

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

## Resolver Inc.

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