

# **RESOLVER**

## DISPATCH USER'S GUIDE

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Dispatch by Resolver Inc.™

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# Introduction

Welcome to Dispatch™, an application designed specifically for dispatchers by providing a wide range of powerful dispatching functions while working tandem with Perspective and the Dispatch companion app for officers, Officer Mobile. Dispatch offers one of the most sophisticated and efficient cost-based dispatching and activity tracking methods by enabling security departments to quickly create activities and dispatch personnel and organizations to the scene of an event. Once a dispatch is closed, its record is stored in Perspective as an activity, where it can be edited or analyzed further.

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

## Officer Mobile

Officer Mobile is a mobile app that was designed to work closely with Dispatch, but was created specifically for officers. If your officers are using the app, they'll be able to view and manage their assigned tasks, bring themselves on or off duty, create logs and attach images to dispatches, have live conversations with dispatchers and other officers, and receive push notifications about high priority tasks, messages, and conversation invitations.

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

For more information on Officer Mobile, see the [Officer Mobile User's Guide](#).

## Perspective

Perspective is incident reporting and investigation management software that allows you to document, analyze, investigate, and manage incidents as they occur within an organization. When a dispatch is closed, its record is moved over to Perspective as an activity, where it's stored and can be further



analyzed. Though Dispatch and Perspective are separate applications, some Dispatch settings are configured in Perspective, such as call categories, call signs, and SOPs (Standard Operating Procedures). For more information on Perspective, see the **Perspective User's Guide** and **Perspective Administrator's Guide** from the [Resolver Support](#) site.

## Connect

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

Once these systems are integrated into Dispatch using Connect, Connect processes events at your organization and, based on the rules applied to those events and the options available in the source system, Connect can automatically create new records in Dispatch, acknowledge in the source system that an event has occurred, or close the event in the source system.

For more information about Connect-created dispatches, see the [Connect Dispatches](#) section. For more information on Connect, see the **Connect User's Guide** and the **Connect Installation Guide** on the [Resolver Support](#) site.

# Before You Begin




## Who Should Use This Guide

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

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

## Notes, Tips & Warnings

Throughout this guide, you'll see the following symbols:

	Indicates a NOTE.
	Indicates a TIP.
	Indicates a WARNING.

# Login

## Logging In

Your administrator can provide you with the **Perspective Services** URL, your username and password, as well as any **Database** and **Business ID** information.



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





The *Perspective* launch screen.

## To log into Dispatch:

1. Ensure Compatibility View is turned off in **Internet Explorer**:
  - a. Click the gear icon in the top right of the browser.

- b. Click **Compatibility View Settings**.
  - c. Ensure the **Display intranet sites in Compatibility View** checkbox is unchecked.
  - d. Click **Close**.
2. Use **Internet Explorer** to navigate to the **Perspective Services** URL.
  - **For On Premise customers:** `https://<servername>/IntegrationServices`  
<servername> refers to the web server installed during the Perspective installation.
  - **For Hosted customers:** `https://<businessID>.myincidents.com/Integration`
3. Click the **Dispatch** icon.
4. If launching Dispatch for the first time:
  - a. Click **Run** in the **Security Warning** window.
  - b. Configure your login settings:



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


- **For On Premise customers:**
  - i. Click the **Specify Server** tab, if it's not already open.
  - ii. If needed, enter the Perspective Services URL (e.g. `<servername>/IntegrationServices`) in the **Service Folder** field.

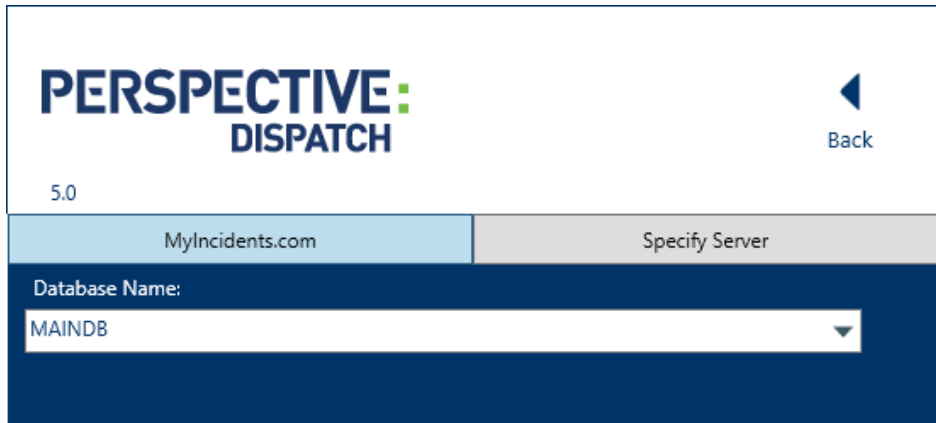
- iii. If your business ID is different from **default**, enter it in the **Business ID** field.



The screenshot shows the login interface for PERSPECTIVE DISPATCH. At the top left is the logo 'PERSPECTIVE DISPATCH' and the version number '5.1'. In the top right corner, there is a blue triangle icon labeled 'Back'. Below the logo, there are two tabs: 'MyIncidents.com' and 'Specify Server'. The 'Specify Server' tab is active. Under this tab, there are three input fields: 'Service Folder' with the value 'example/integrationservices', 'Business ID' with the value 'default', and 'Database Name' with a dropdown menu showing 'MAINDB'. Green checkmarks are visible to the right of the first two input fields.


The **Specify Server** section of the login screen for **On Premise** customers.

- iv. Select the database from the **Database Name** dropdown menu.
  - v. Click  **Back** to return to the previous screen.
- **For Hosted customers:**
    - i. Click the **MyIncidents.com** tab.
    - ii. Confirm the database selected in the **Database Name** dropdown is correct.



The screenshot shows the login interface for PERSPECTIVE DISPATCH version 5.0. At the top left is the logo and version number. On the right is a 'Back' button with a left-pointing arrow. Below the logo are two tabs: 'MyIncidents.com' (highlighted in light blue) and 'Specify Server' (grey). Under the 'MyIncidents.com' tab, there is a 'Database Name:' label and a dropdown menu showing 'MAINDB'.


The **MyIncidents.com** tab of the login screen for **Hosted** customers.

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



If the **Database Name** field is missing or login fails, click the **Specify Server** tab to confirm the **Service URL**, **Business ID**, and **Database** fields have populated correctly.

5. Enter your login credentials:

- a. If you're **not** logging in using single sign-on authentication (SSO):
  - i. Enter your user name and password in the **User Name** and **Password** fields.
  - ii. Click the  icon under **Remember Me** if you want Dispatch to remember your user name.
  - iii. Click **Login**.



The login screen (SSO not enabled).

- b. If you're logging in using [single sign-on \(SSO\)](#) authentication:
  - i. Click **Login**.
  - ii. Enter your username, password, and any other information required by your SSO provider to complete the login process.



The SSO login screen.



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

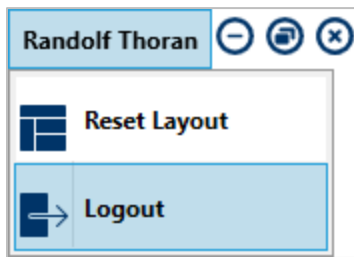
login screen, your Perspective administrator hasn't enabled both Perspective and SSO authentication.



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

## Logging Out

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



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



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

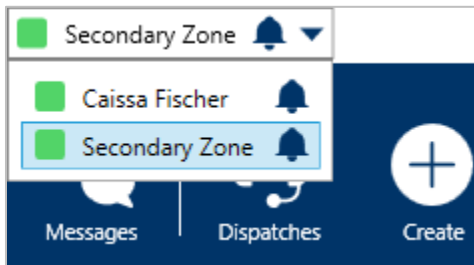
## Switching Operational Zones

If your administrator has given you access to more than one operational zone, you can switch between zones.

### To switch between operational zones:

1. Click the operational zone dropdown menu in the top left corner of the home screen.

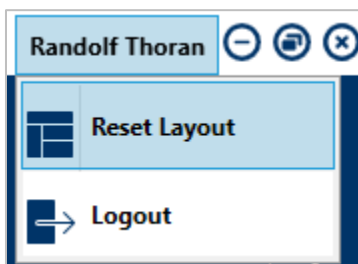




The **operational zone dropdown** menu.

2. **Optional:** To turn on notifications for any operational zones you're not currently working in, click the 🔔 icon next to the operational zone. To turn notifications off, click the 🔕 icon.
3. Click the name of the operational zone you want to switch to.
4. If you want to refresh the panels on the home screen to display data from the newly selected operational zone, click your user name in the top right corner of the home screen, then click **Reset Layout**.

If you don't reset the layout, you can continue to view the prior zone's data on the home screen, but still get data from the newly selected zone by opening the panels in the ribbon. For example, if you were working in the East Campus operational zone, but switched to South Campus without resetting the layout, the home screen would continue to show East Campus data, but you could view the active dispatches for South Campus by opening the **Dispatches** panel from the ribbon.




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



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

## Arranging the Panels

You can rearrange the panels on the home screen by dragging and dropping the panel in the location of your choosing. You can also select the **Floating**, **Dockable**, **Auto Hide**, or **Hide** options for by clicking the ▼ icon in the top left of the panel or by right-clicking the title bar. If needed, you can open all panels in Dispatch (except for **Settings**) and arrange them on your home screen (dockable) or view them separately (floating).

To filter what information is displayed in a panel, click the  icon to the right of the panel. To show or hide columns in the **Dispatches**, **Officers**, **Closed Dispatch**, **Location**, and **Organizations** panels, right-click a column and select or deselect the checkboxes that represent the columns.



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

# User Types

There are currently four available user types in Dispatch:

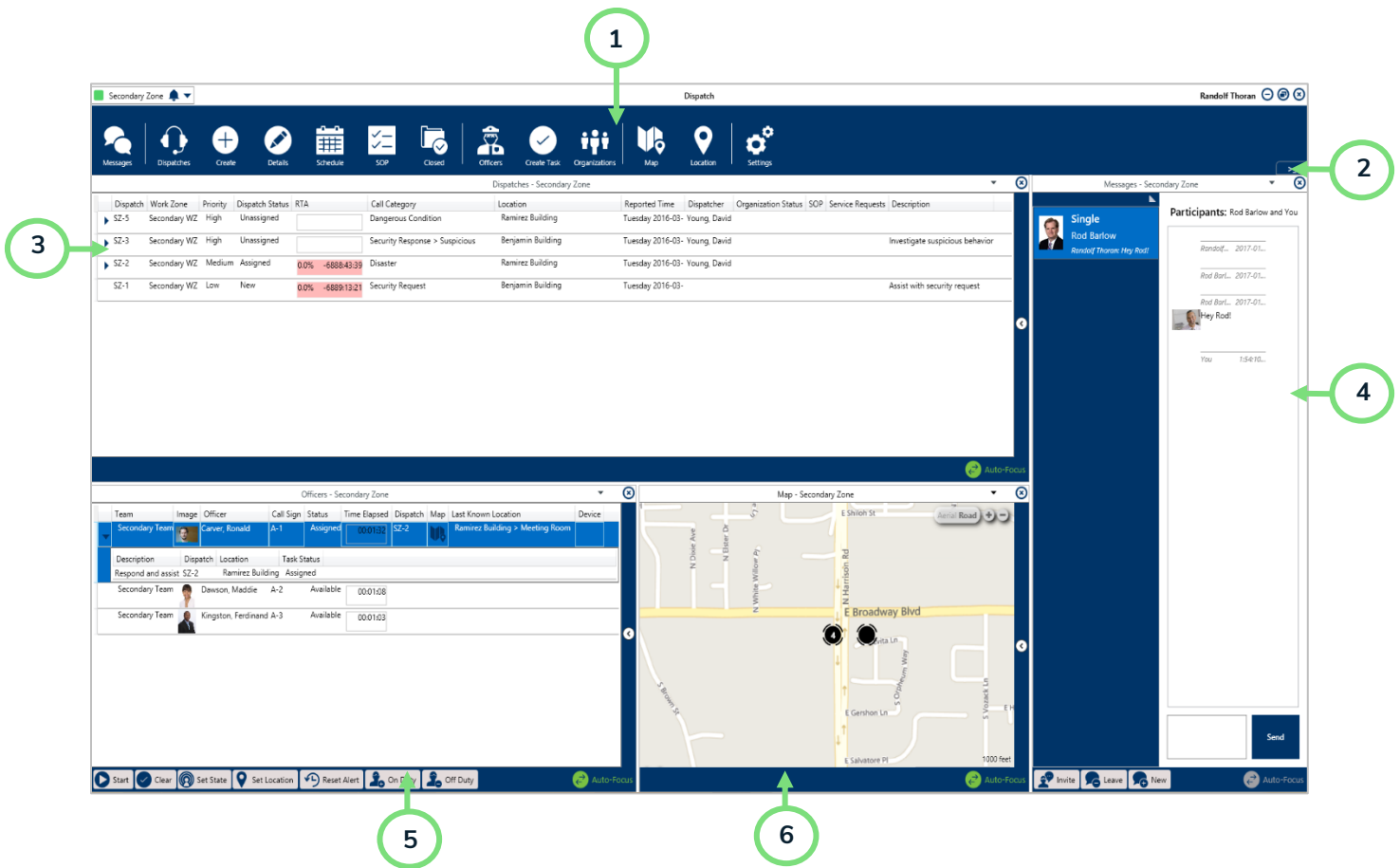
- **Administrator:** A user who can create and configure users, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a dispatcher.
- **Dispatcher:** A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, [create new locations](#), and manage user settings.
- **Officer:** A member of your organization's security team who is assigned tasks and dispatched to activities. If given login credentials, these users can log into the application as a dispatcher. If using the Officer Mobile app, an officer can log in using their Dispatch credentials and have conversations with the dispatcher and other officers, create logs, take themselves on or off duty, view dispatch details, attach photos, manage their tasks, and receive push notifications for new messages, conversation invitations, and high priority tasks.
- **Reviewer:** A user who can view all the panels (except for **Create** and **Create Task**), but cannot create or modify any dispatches, tasks, or any information contained in the panels.
- **Connect User:** A user who can log into [Connect](#) as an administrator and configure its settings, including registering and mapping devices and creating rules. These users log into Connect using their Dispatch username and password, but will also require the Dispatch database ID, service folder URL, and business ID. They may log into Dispatch as a dispatcher, administrator, or reviewer, depending on the additional settings selected in their user profile.

Your administrator is responsible for creating and configuring user profiles.

# User Interface

## Dispatch Home Screen

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





The Dispatch home screen.


### 1. The Ribbon

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

ICON	FUNCTION
	<p>Allows you to select another operational zone to work in and turn notifications on or off for other operational zones. Your administrator is responsible for granting you access to alternate operational zones.</p>
 <p>Messages</p>	<p>Opens the <b>Messages</b> panel, where you can have dispatch-related or personal conversations with other dispatchers.</p>
 <p>Dispatches</p>	<p>Opens the <b>Dispatches</b> panel and displays the information for all active dispatches, including the dispatch number, work zone, priority, status, RTA, category, and location.</p>
 <p>Create</p>	<p>Opens the <b>Create</b> panel where you can create a new dispatch and officer tasks.</p>
 <p>Details</p>	<p>Opens the <b>Details</b> panel and displays the details of a selected dispatch in the <b>Dispatches</b> panel, including the category, location, priority, call source, status, tasks, logs, attachments, and messages.</p>
 <p>Schedule</p>	<p>Opens the <b>Schedule Dispatch</b> panel to create or edit a scheduled dispatch and displays all previously saved scheduled dispatches in a list or on a daily, weekly, or monthly calendar.</p>
 <p>SOP</p>	<p>Opens the <b>SOP</b> panel and displays a <b>standard operating procedure (SOP)</b> for a selected dispatch and allows you to send dispatch-related emails to others in your organization. If the selected dispatch does not have an SOP associated with it, the panel will not display any SOP or email data.</p>
 <p>Closed</p>	<p>Opens the <b>Closed Dispatch</b> panel and displays the details of recently closed dispatches, including their Perspective activity numbers. Closed dispatches will remain in this panel for a pre-set amount of time determined by your administrator.</p>


ICON	FUNCTION
 <b>Officers</b>	<p>Opens the <b>Officers</b> panel and displays information for all on duty officers, including the team, name, call sign, status, last known location, and any assigned tasks.</p>
 <b>Create Task</b>	<p>Creates a new officer task for a selected dispatch in the <b>Dispatches</b> panel.</p>
 <b>Organizations</b>	<p>Opens the <b>Organizations</b> panel and displays a list of available organizations that can be quickly dispatched to an activity. You can also view and manage any tasks assigned to those organizations.</p>
 <b>Map</b>	<p>Opens the <b>Map</b> panel and displays the locations of officers, dispatches, tasks, and previously saved locations.</p>
 <b>Location</b>	<p>Opens the <b>Location</b> panel that displays a summary of all the current activities at the location of a selected dispatch in the <b>Dispatches</b> panel.</p>
 <b>Settings</b>	<p>Opens the <b>Settings</b> panel where you can select a theme, default location, and zoom level as well as configure the notification settings.</p>
<div data-bbox="347 1339 548 1398" style="border: 1px solid #0070C0; padding: 2px; display: inline-block;"> <b>Randolf Thoran</b> </div>	<p>The name of the currently logged in user. Clicking your username will show the <b>Reset Layout</b> option that refreshes/resets the panels and <b>Logout</b> to log out of the Dispatch application.</p>
	<p>Minimizes the application.</p>
	<p>Maximizes the application.</p>
	<p>Closes the application.</p>

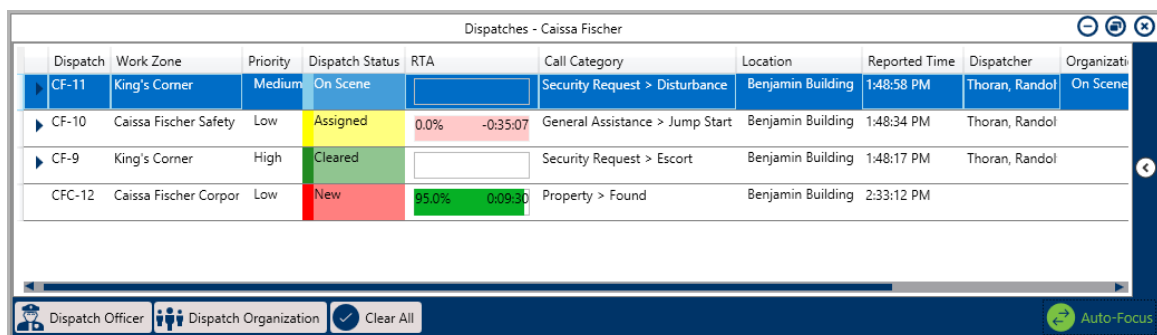
## 2. Command Line

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

## 3. Dispatches Panel

This panel displays a summary of active dispatches. You can double-click an activity to open the view its details or single-click a dispatch then click certain icons in the ribbon, such as **Details**, **SOP**, **Create Task**, or **Location** to perform additional actions.

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




Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location	Reported Time	Dispatcher	Organization
CF-11	King's Corner	Medium	On Scene		Security Request > Disturbance	Benjamin Building	1:48:58 PM	Thoran, Randol	On Scene
CF-10	Caissa Fischer Safety	Low	Assigned	0.0%	General Assistance > Jump Start	Benjamin Building	1:48:34 PM	Thoran, Randol	
CF-9	King's Corner	High	Cleared		Security Request > Escort	Benjamin Building	1:48:17 PM	Thoran, Randol	
CFC-12	Caissa Fischer Corpor	Low	New	35.0%	Property > Found	Benjamin Building	2:33:12 PM		


The screenshot shows a floating window titled "Dispatches - Caissa Fischer". The table above represents the data shown in this window. At the bottom of the window, there is a ribbon with buttons for "Dispatch Officer", "Dispatch Organization", "Clear All", and "Auto-Focus".

The **Dispatches** panel.

The columns in the **Dispatches** panel display details about the current activities. Clicking on any of these columns (except **Reported Time**) will arrange the dispatches alphabetically by the information contained in those columns. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns. These columns include:

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



- **Work Zone:** The area within the **operational zone** where the dispatch is occurring. An **operational zone** is a large area within your organization and work zones are smaller areas within the operational zone where the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the work zones within that campus.
- **Priority:** The level of urgency/importance of a dispatch (e.g. High, Medium, or Low).
- **Dispatch Status:** The status of the dispatch, which can be **New**, **Unassigned**, **Assigned**, **On Route**, **On Scene**, and **Cleared**.
- **RTA:** Short for **Regulated Time to Act**, this column displays a timer that indicates the amount of time a dispatch has change the status on a specific type of dispatch. If the appropriate status change hasn't occurred in the time allowed, the timer will flash red and begin counting the amount of time that's passed since the RTA expired. Hovering your cursor over this column then clicking the  icon will reveal the **RTA Details** window. In this window, the **RTA** column displays the RTA criteria, **Planned** indicates the time allowed, and the **+/-** column indicates the time left or how much time has passed since the RTA expired. If no RTA has been created for the dispatch, this column will be blank.

New to Assigned		-0:00:20
 Details		
RTA	Planned	+/-
From New to Assigned	5 Minutes	-0:00:20

The RTA Details window.






- **Call Category:** The type of dispatch, (e.g. Burglar Alarm, Theft, Emergency, etc.).
- **Location:** The location of the activity.
- **Reported Time:** The time and date the activity was created. Clicking this column will arrange the dispatches by the date/time the dispatch was created.


















- **Dispatcher:** The name of the dispatcher who created the activity and/or officer tasks.
- **Organization Status:** The status of an organization dispatched to the activity, including **Responding, On Scene, or Cleared.**
- **SOP:** Indicates if a dispatch has a **Standard Operating Procedure (SOP)** associated with it by displaying the  icon. Clicking this icon will open the **SOP** panel.
- **Service Requests:** Indicates if a dispatch has received a request from an organization to complete a dispatch-related task by displaying the  icon. Clicking this icon will open the service request details.
- **Description:** A description of the dispatch.

You can also perform additional tasks by clicking the icons that appear throughout the panel.

These icons include:

ICON	FUNCTION
 Dispatch Officer	Dispatches an officer on the selected dispatch and creates a non-specific task with a <b>Respond and assist</b> description. This icon appears after clicking a dispatch to select it.
 Dispatch Organization	Dispatches an organization on the selected dispatch. This icon appears after clicking a dispatch to select it.
 Assign Officer	Assigns an officer to a specific task. This icon appears after clicking the  icon next to a dispatch and selecting an <b>Unassigned</b> task.
 Arrive All	Changes the status of all started organization and officer tasks within a selected dispatch from <b>On Route</b> or <b>Responding</b> to <b>On Scene</b> . This icon appears after clicking a dispatch with one or more <b>On Route</b> or <b>Responding</b> tasks.

ICON	FUNCTION
 Clear All	Clears all officer and organization tasks within a selected dispatch. This icon appears after clicking a dispatch with one or more tasks.
 Start	Changes the status of an <b>Assigned</b> task to <b>On Route</b> . This icon appears after clicking the  icon and selecting an assigned task.
 Arrive	Changes the status of <b>On Route</b> tasks to <b>On Scene</b> . This icon appears after clicking the  icon and selecting a started task.
 Clear	Changes the status of <b>On Scene</b> , <b>On Route</b> , <b>Assigned</b> , or <b>Unassigned</b> tasks to <b>Cleared</b> . This icon appears after clicking the  icon and selecting a task.
 Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the  icon and selecting a task with an <b>On Route</b> or <b>On Scene</b> status.
 Close	Closes a selected dispatch. Dispatches with uncleared tasks <b>cannot</b> be closed.
 Auto-Focus	When <b>auto-focus</b> is enabled in the <b>Dispatches</b> panel, a dispatch will automatically be highlighted when a dispatch or task item is clicked on the <b>Map</b> or an officer task is selected in the <b>Officers</b> panel. Additionally, if open, the selected dispatch's details will appear in the <b>Details</b> window. This icon appears greyed out when auto-focus is disabled.
	This arrow appears next to a dispatch when there are officer and/or organization tasks for that dispatch. Clicking this icon will reveal the tasks and allow you to change their statuses.
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, which include <b>Work Zone</b> , <b>Dispatch Status</b> , <b>Priority</b> , or <b>Organization Status</b> . Click the arrow icon again to close the filter options.

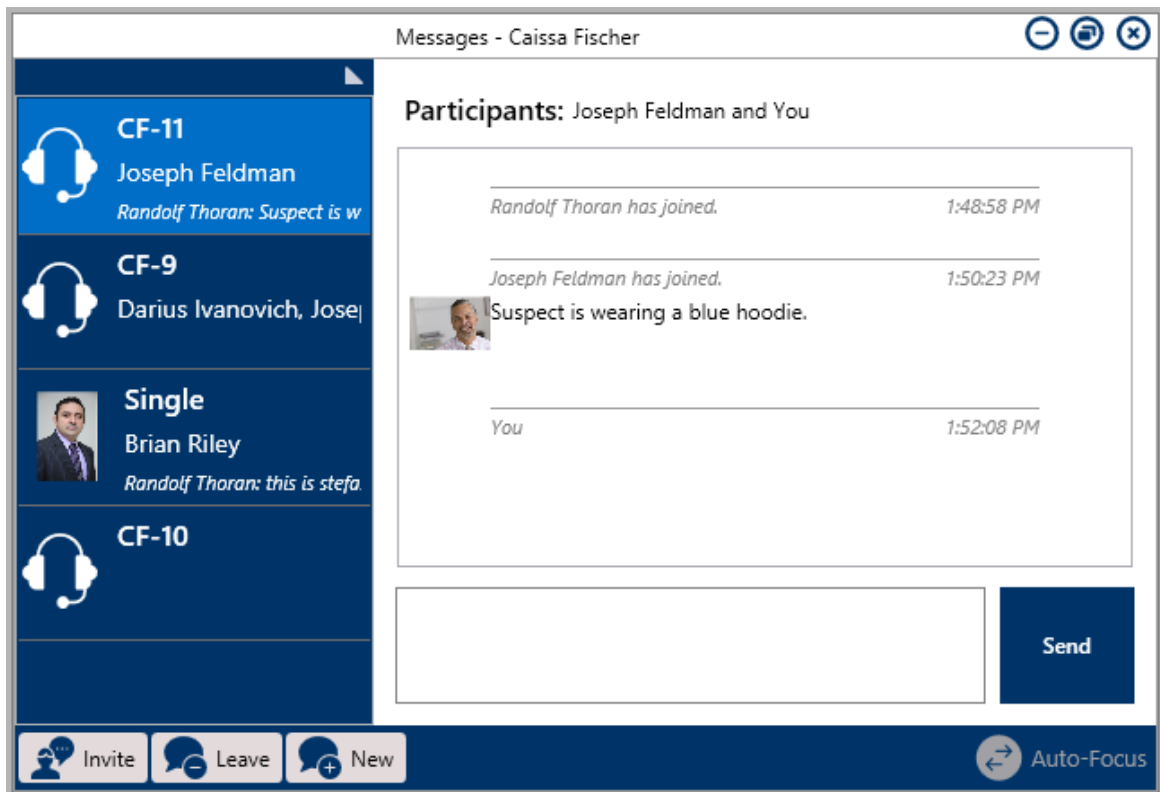
ICON	FUNCTION
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting <b>Auto Hide</b> will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

## 4. Messages Panel

The **Messages** panel contains all of your open conversations. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number. You and any officers assigned to tasks on the dispatch are automatically brought into the dispatch-related conversations. Conversations that are not related to a dispatch (personal conversations) may also be created in this panel.




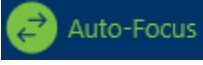
If your officers are using Officer Mobile and are not actively working in the app, they will receive a push notification on their devices when they receive a new message or invitation to join a conversation.

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



The Messages panel.


You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

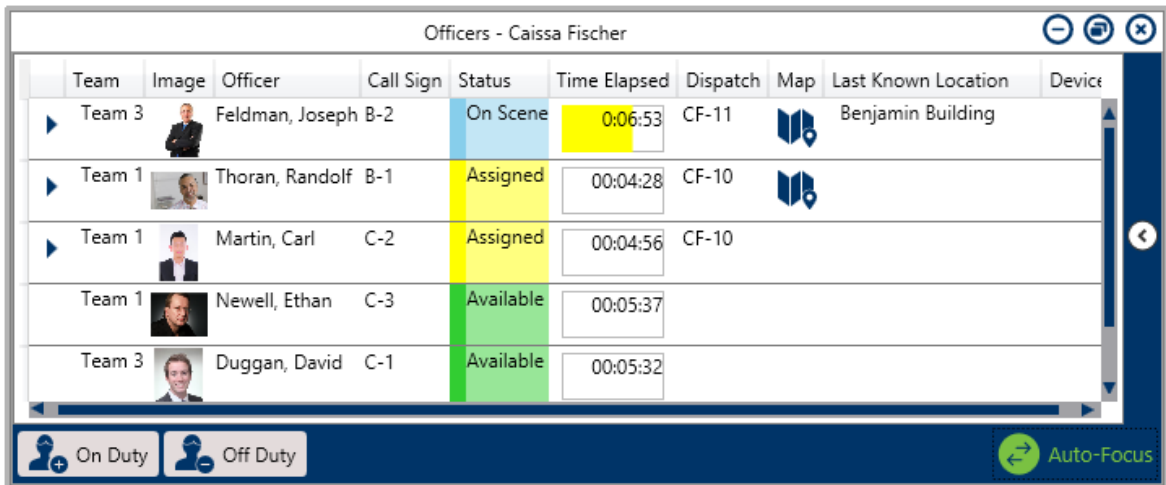
ICON	FUNCTION
 Invite	Invites another user to an existing conversation. This icon appears when an existing conversation is selected in the panel.
 Leave	Removes you from a conversation and deletes the conversation from the panel. This icon appears when a conversation is selected in the panel.
 New	Creates a personal conversation (a conversation that hasn't been automatically created with a dispatch).
 Auto-Focus	When <b>auto-focus</b> is enabled in this panel, a conversation will automatically be highlighted when the associated dispatch is selected in the <b>Dispatches</b> or <b>Map</b> panel. This icon appears greyed out when auto-focus is disabled.

ICON	FUNCTION
▼	Allows you to choose if the panel is floating, dockable, or hidden. Selecting <b>Auto Hide</b> will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
⊗	Closes the panel.

## 5. Officers Panel


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

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




The **Officers** panel.


Clicking on any of these columns (except **Image**, **Map**, or **Device**) will arrange the officers alphabetically by the information contained in those columns. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns. These columns in this panel include:

- **Team:** The officer's assigned team. Officers are assigned to teams when they're brought on duty.
- **Image:** An uploaded image of the officer. If no image has been uploaded to the officer's profile by your administrator, the  icon will appear in this column.
- **Officer:** The officer's name.
- **Call Sign:** The code assigned to the officer. Call signs are assigned to officers as they're brought on duty.
- **Status:** The status of the officer (e.g. Available, Assigned, Busy, Break).
- **Time Elapsed:** The amount of time an officer has been in their current status. Hovering your cursor over this column icon will reveal the **Officer Alerts Details** window. In this window, the **Status** column displays the alert criteria, **Planned** indicates the time allowed, **End Time** is when the alert is due to expire or the time it expired, and the **+/-** column indicates the time left or how much time has passed since the alert expired. If no officer alert has been created for the officer's current status, this column will display a timer only.

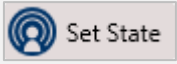
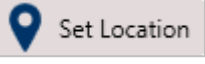


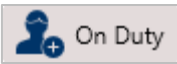
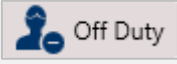
Officer Alerts Details			
Status	Planned	End Time	+/-
OnRoute	15 Minutes	2016-03-30 1:42:28 PM	-0:05:43









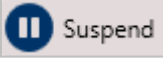





The **Officer Alert Details**.

- **Dispatch:** The dispatch number of an assigned dispatch. If the officer hasn't been assigned a dispatch, this column will be blank.
- **Map:** If the  icon appears in this column, the officer's **last known location** is a location is a saved location in Dispatch. Clicking this icon will open a map that is focused on the officer's location.

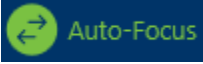


- **Last Known Location:** Displays the last known location of the officer. This can be set by a dispatcher by clicking **Set Location** in the panel.
- **Device:** If the officer is using the Officer Mobile app, the  icon will appear in this column.

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

ICON	FUNCTION
 Set State	Allows you to choose the status of the selected officer (e.g. Available, Break, Busy, etc.).
 Set Location	Allows you to select a saved location for an officer by entering a search term or by clicking the  icon to select a location from the map. After selecting a location, the map icon will appear in the <b>Map</b> column and the selected location will appear in the <b>Last Known Location</b> column. If an officer is using Officer Mobile and location tracking is enabled on their mobile device, that officer's location pin on the <b>Map</b> panel will be determined by their current GPS coordinates, however, the <b>Last Known Location</b> column will continue to show the last location selected by a dispatcher.
 Reset Alert	Resets the timer or officer alert 00:00:00 in the <b>Time Elapsed</b> column.
 On Duty	Opens the <b>Bring On Duty</b> window where you can select which officers to bring on duty then choose their teams and call signs. You can also take officers off duty from this window. Officers can also bring themselves on duty using Officer Mobile, but you may take them off duty at any time.
 Off Duty	Takes an officer off duty. If that officer is assigned to a task, the task's status will revert to <b>Unassigned</b> . Officers can also take themselves off duty using Officer Mobile, but you may bring them back on duty at any time.

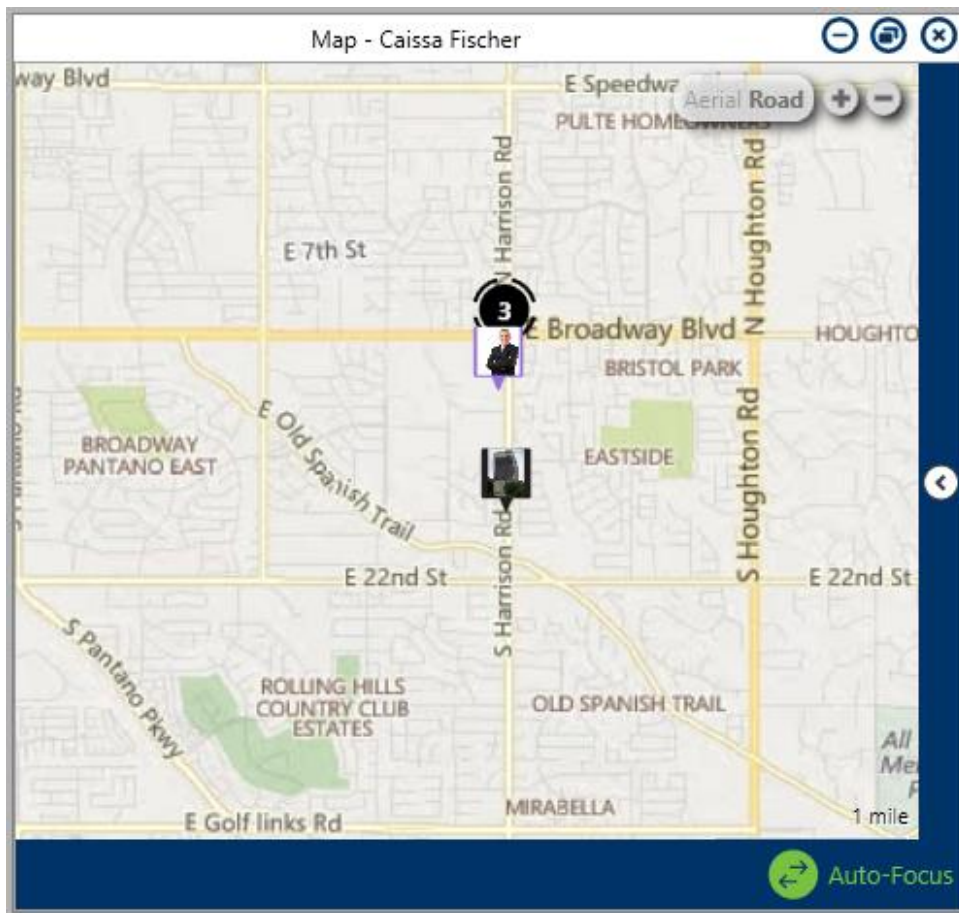
ICON	FUNCTION
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, including <b>Team</b> and <b>Officer State</b> . Click the arrow icon again to close the filter options.
	Appears next to an officer's name to indicate the officer has been assigned to one or more tasks. Clicking this icon will reveal those tasks and allow you to change the task status.
 Start	Changes an officer's status on a task from <b>Assigned</b> to <b>On Route</b> . This icon appears after clicking the  icon next to an officer's name then selecting an <b>Assigned</b> task.
 Arrive	Changes an officer's status on a task from <b>On Route</b> to <b>On Scene</b> . This icon appears after clicking the  icon next to an officer's name then selecting an <b>On Route</b> task.
 Clear	Changes a task status to <b>Cleared</b> on an <b>Assigned</b> , <b>On Route</b> , or <b>On Scene</b> task. This icon appears after clicking the  icon next to an officer's name then selecting a task.
 Suspend	Suspends a started task and creates a duplicate task to be completed by the same officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the  icon next to the officer's name then selecting a task with an <b>On Route</b> or <b>On Scene</b> status.
 Up	Rearranges an officer task by moving a selected task up in the list. This icon appears after clicking the  icon next to an officer's name to reveal the tasks then selecting one task in a group of two or more.
 Down	Rearranges an officer task by moving a selected task down in the list. This icon appears only after clicking the  icon next to an officer's name reveal the tasks then selecting one task in a group of two or more.





ICON	FUNCTION
	When <a href="#">auto-focus</a> is enabled, clicking an officer task in the <b>Dispatches</b> panel, an officer on the <b>Map</b> , or a task on the map will automatically select the associated officer in the panel. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting <b>Auto Hide</b> will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.


## 6. Map Panel

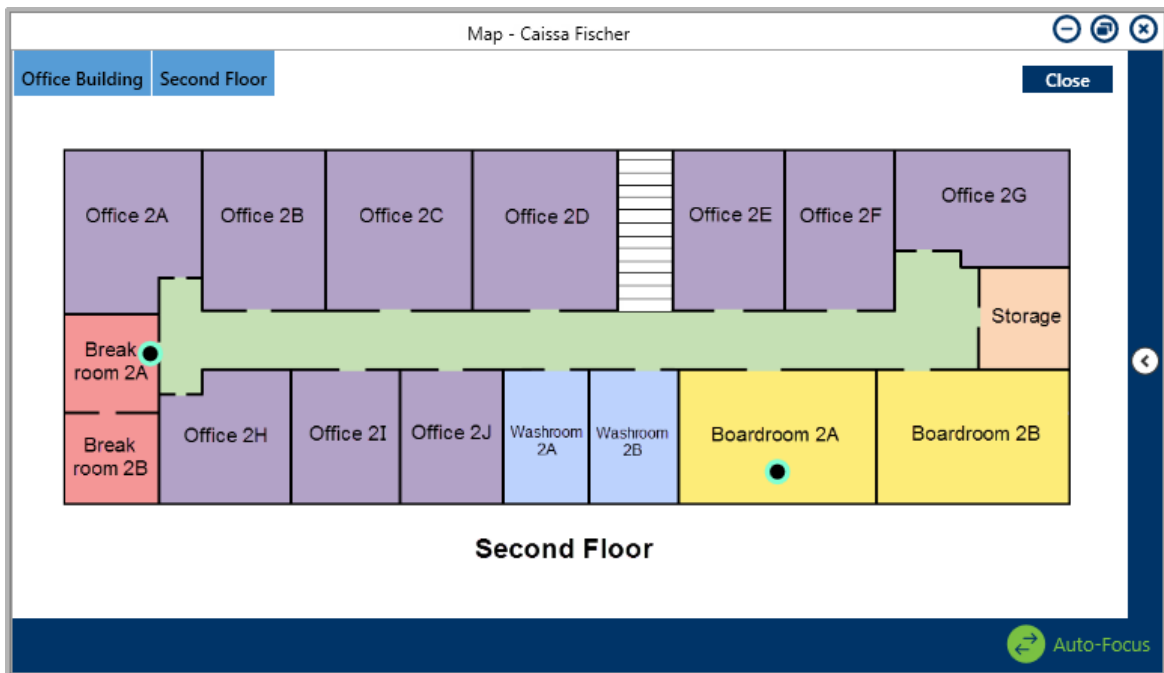
The map provides a visual representation of dispatches, officers, tasks, and saved locations. You can move around the map by clicking and dragging, by clicking the + or – icons to zoom in or out, or by clicking officer, organization, task, or dispatch pins on the map. You can choose a default location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






The **Map** panel.

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



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


















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


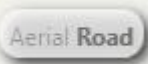





If **Connect** devices have been mapped to the location, the  (**Access Control**) and/or  (**Camera**) icon(s) will appear on the location's image.

You can also perform additional functions by clicking some of the icons (pins) that appear in the panel. These icons include:

ICON	FUNCTION
	Indicates that there are multiple pins in this area that could represent an officer, task, dispatch, and/or location. Zooming in on the map or using the filters to narrow down which pins are displayed will reveal each individual pin. If there are multiple locations clustered within the pin, clicking this icon will reveal a pop-up menu that you can click to select the location you wish to view.
	A location pin. If a photo is uploaded to that location, a thumbnail will appear in the pin. A number will appear on the pin to indicate the number of dispatches and/or officers currently in this area. Hovering your cursor over this pin will reveal


ICON	FUNCTION
	the name of the location, the number of any dispatches and tasks at the location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), and any officers at this location.
	A temporary pin on a location image placed by a dispatcher to indicate the exact location of a dispatch. These pins are placed by double-clicking a location image when creating or editing a dispatch. The colors of the pins are determined by the color selected for the dispatch's priority, if any.
	Indicates an indoor location is saved within this location. Clicking this icon will reveal the indoor location.
	An officer pin that displays the current location of the officer. This location is determined by setting the officers location in the <b>Officers</b> panel or <b>Command Line</b> . If the officer is using the Officer Mobile app and location tracking is activated on their mobile device, the pin on the map will show their location based on the GPS coordinates pulled from their phone. If a photo has been uploaded to that officer's profile, a thumbnail of that image will appear on the pin. Hovering your cursor over this pin will reveal the officer's last known location, the number of dispatches and tasks at that location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), as well as the officer's name and call sign. The color of the pin reflects the visual alert settings created for the officer's current status. In this example, the pin is green, indicating the officer is currently <b>Available</b> .
	Indicates an <b>Access Control</b> device from Connect has been mapped to the location. If Connect creates a dispatch for an activity logged by this device, the icon will flash the color assigned to the dispatch's priority. The icon will not flash if the priority has no assigned color or the dispatch no longer has a <b>New</b> status.
	Indicates a <b>Camera</b> device from Connect has been mapped to the location. If Connect creates a dispatch for an activity logged by this device, the icon will flash the color assigned to the dispatch's priority. The icon will not flash if the priority has no assigned color or the dispatch no longer has a <b>New</b> status.

ICON	FUNCTION
	An <b>Unassigned</b> task pin. Hovering your cursor over this pin will display a description of the task.
	An <b>Assigned</b> task pin. Hovering your cursor over this pin will display a description of the task.
	An <b>On Route</b> task pin. Hovering your cursor over this pin will display a description of the task.
	An <b>On Scene</b> task pin. Hovering your cursor over this pin will display a description of the task.
	A <b>Cleared</b> task pin. Hovering your cursor over this pin will display a description of the task.
	A <b>New</b> dispatch pin. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An <b>Unassigned</b> dispatch pin, indicating there are unassigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An <b>Assigned</b> dispatch pin, indicating there are assigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An <b>On Route</b> dispatch pin, indicating there are tasks with an <b>On Route</b> status. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An <b>On Scene</b> dispatch pin, indicating there are tasks with an <b>On Scene</b> status. Hovering your cursor over this pin will display the dispatch number and, if your

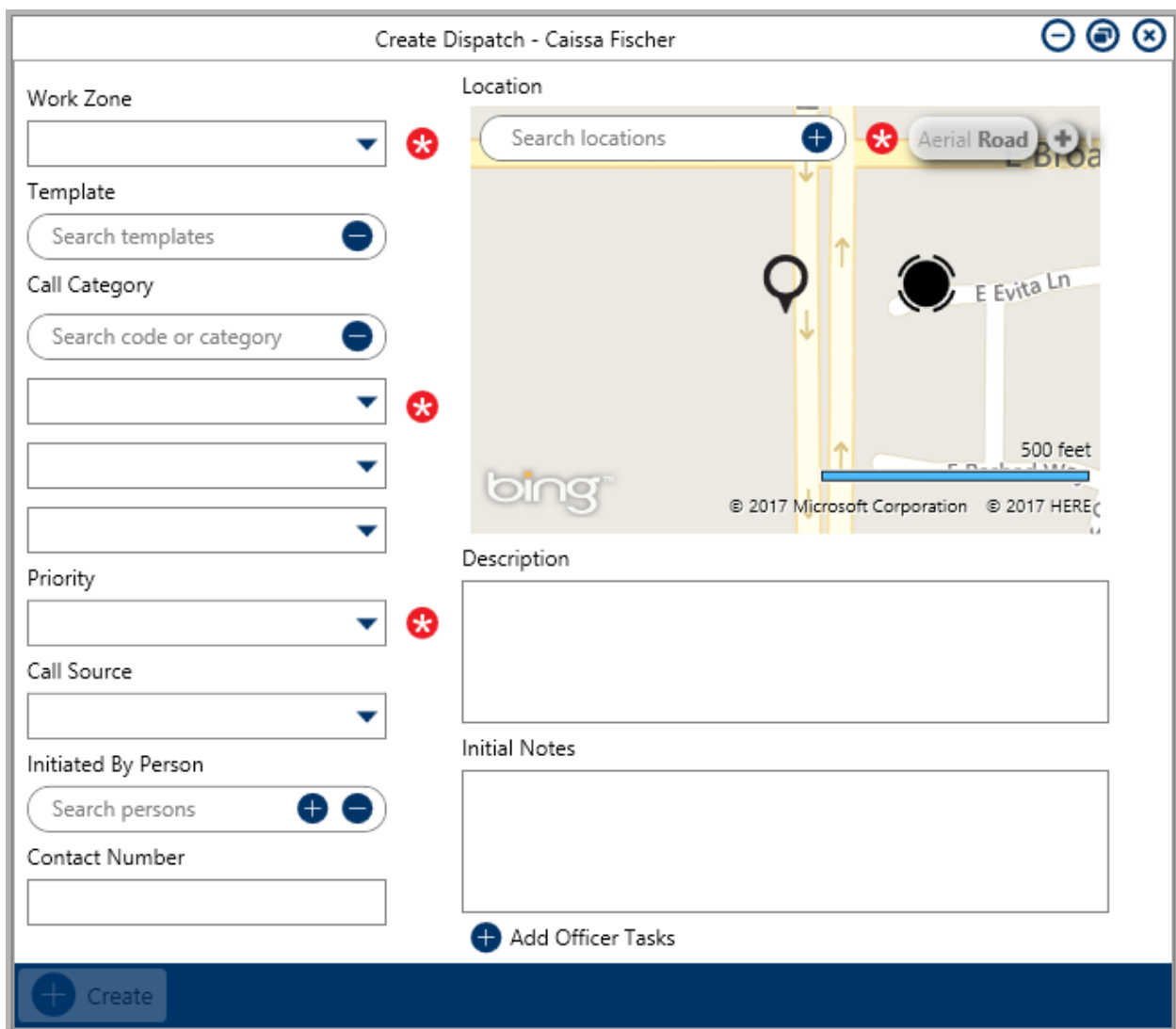
ICON	FUNCTION
	administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	A <b>Cleared</b> dispatch pin, indicating there are cleared tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	Switches the map from <b>Aerial</b> to <b>Road</b> view and vice versa.
	Zooms the map in or out.
	Appears to the far right of the panel and reveals the panel's filter options. You can filter what appears on the map by <b>Tasks, Officers, Dispatches, and Location</b> . Click the arrow icon again to close.
	When <b>auto-focus</b> is enabled in the <b>Map</b> panel, selecting a dispatch, officer task, organization task, or officer will automatically focus on the location of that dispatch, task, or officer on the map. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting <b>Auto Hide</b> will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

# Additional Panels

## Create Dispatch

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

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




The *Create Dispatch* panel

## Details

The **Details** panel displays the details of a selected dispatch in the **Dispatches** panel, including the date, time, location, and work zone, status, dispatcher's name, call category, priority, call source, and description.

From this panel, you may also:

- View officer and organization [tasks](#);
- Add [service requests](#);
- View the [details](#) of a [Connect-created dispatch](#), including the device, location, and trigger time;
- Add [person](#), [organization](#), [vehicle](#), or [item](#) logs.
- Add [attachments](#);
- Send and receive dispatch-related [messages](#).

This panel can be accessed by clicking  **Details** in the ribbon or by double-clicking a dispatch in the **Dispatches** panel.



Details - Caissa Fischer

CF-13 - Thursday February 02 2017

10:23 AM 10:23 AM 10:24 AM

New Unassigned Assigned **On Route** On Scene Cleared

Work Zone: King's Corner

Call Entered By: Thoran, Randolph

Dispatcher: Thoran, Randolph

Call Category: Biohazard

Emergency Response: [Dropdown]

ER03: Biohazard

Priority: High

Call Source: [Dropdown]

Initiated By Person: Search persons

Contact Number: [Text Field]

Location: Benjamin Building, 9474 East Lanterra Court, Tuscon, Arizona, United States, 85710

Description: [Text Field]

Auto-Focus

The **Details** panel.

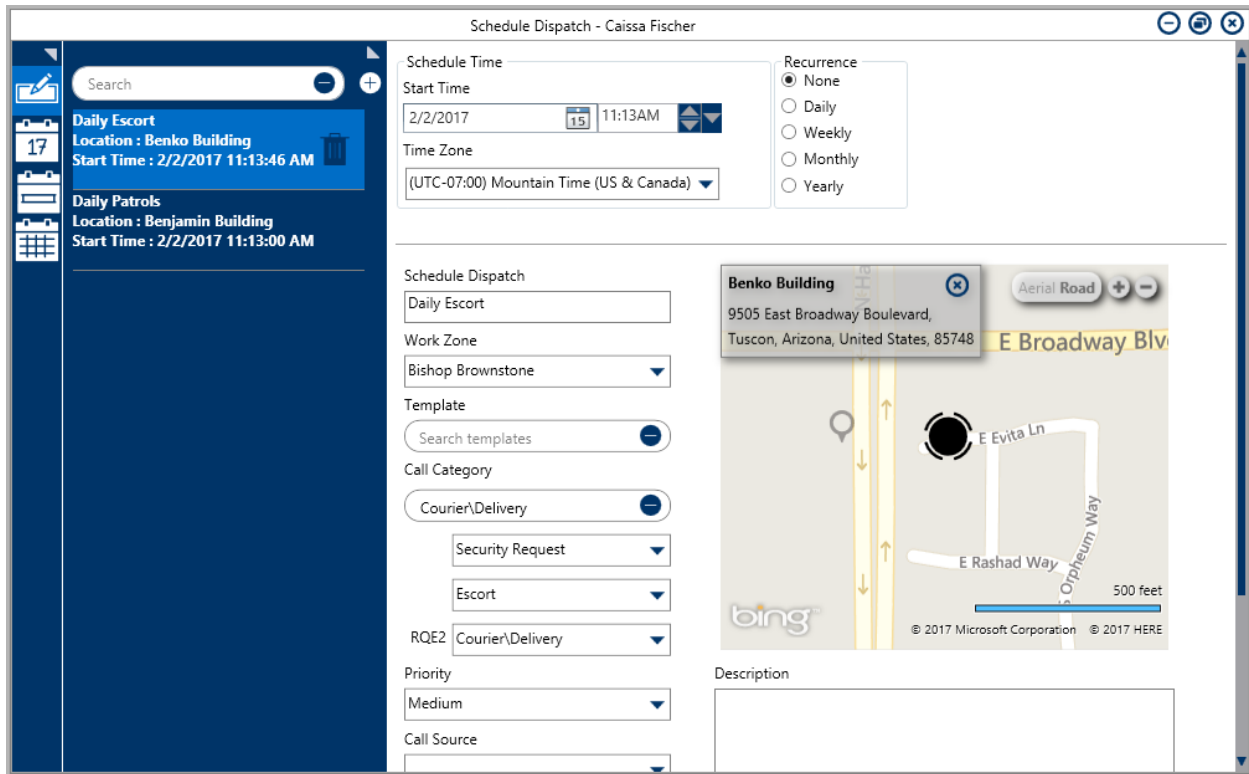
## Schedule Dispatch

The **Schedule** panel allows you to create a [scheduled dispatch](#) and provides a list and calendar view of all upcoming dispatches.



In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact [Resolver Support](#).




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



The **Schedule Dispatch** panel.

## SOP

The **SOP** panel allows you to view procedure descriptions, check off SOP checklist items, send emails to others with instructions or important information, and view attachments for dispatches with SOPs associated with them. SOPs are created and configured in Perspective. The associated dispatch's number at the top left and the call category in the top right of window.

This panel can be accessed by clicking  **SOP** in the ribbon or clicking the  icon in the **SOP** column in the **Dispatches** panel. If a dispatch does not have an SOP associated with it, the panel will not contain any data and the  icon will not appear in the **SOP** column.

SOP - Caissa Fischer

LAB11 Plumbing Issue

Procedure Description

Procedure for plumbing-related building issues/emergencies

Checklist Email

**SOP Checklist**

- Verify location and nature of issue
- Dispatch Facilities Management and Security
- Determine if floor/area closure is necessary
- Notify Emergency Services if necessary
- Cordon off effected area.
- If full or partial evacuation is necessary, use public address system to coordinate
- Where possible, verify nature and expected duration of area closure with facility management.

Auto-Focus

The SOP panel.

## Closed Dispatch

The **Closed Dispatch** panel displays recently closed dispatches. The amount of time closed dispatch records are retained in in this panel is determined by your administrator. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns.

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

Dispatch Number	Activity Number	Priority	Call Category	Location	Reported Time	Assigned Time	On Route Time	On Sc
BB-7	ACT-0000017395	High	Disaster	Benjamin Building	1/31/2017 1:58:03 PM	2/1/2017 1:47:21 PM	2/1/2017 1:47:12	
CF-1	ACT-0000017385	High	Escort	Benjamin Building	1/6/2017 9:56:33 AM	1/18/2017 3:12:21 PM	1/18/2017 3:10:5	1/6/21
CF-10	ACT-0000017396	Low	Jump Start	Benjamin Building	2/1/2017 1:48:34 PM	2/1/2017 2:31:41 PM	2/2/2017 10:23:0	
CF-2	ACT-0000017384	High	Dangerous Condition	Benjamin Building	1/18/2017 2:11:35 PM	1/18/2017 2:15:40 PM		
CF-3	ACT-0000017394	Medium	Dangerous Condition	Benjamin Building	1/18/2017 3:13:45 PM	2/1/2017 1:46:24 PM	1/18/2017 3:15:2	
CF-4	ACT-0000017386	High	Electrical	Benjamin Building	1/20/2017 1:26:57 PM	1/20/2017 1:29:56 PM		
CF-5	ACT-0000017387	High	Dangerous Condition	Benjamin Building	1/20/2017 1:33:31 PM			
CF-8	ACT-0000017393	Medium	Chemical	Benjamin Building	2/1/2017 12:20:18 PM	2/1/2017 1:47:12 PM	2/1/2017 1:47:21	
CF-9	ACT-0000017397	High	Escort	Benjamin Building	2/1/2017 1:48:17 PM	2/1/2017 2:30:06 PM	2/1/2017 2:30:02	2/1/21

The **Closed** panel.

## Create Task (Officer Tasks)

You can create one or more officer tasks for an existing dispatch through the **Create Task (Officer Tasks)** panel. The dispatch number of the selected dispatch appears in the top left of the panel.

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


Officer Tasks - Caissa Fischer



**CF-13**

Task Description

Assign Tasks To


Task Location


 Add Officer Tasks

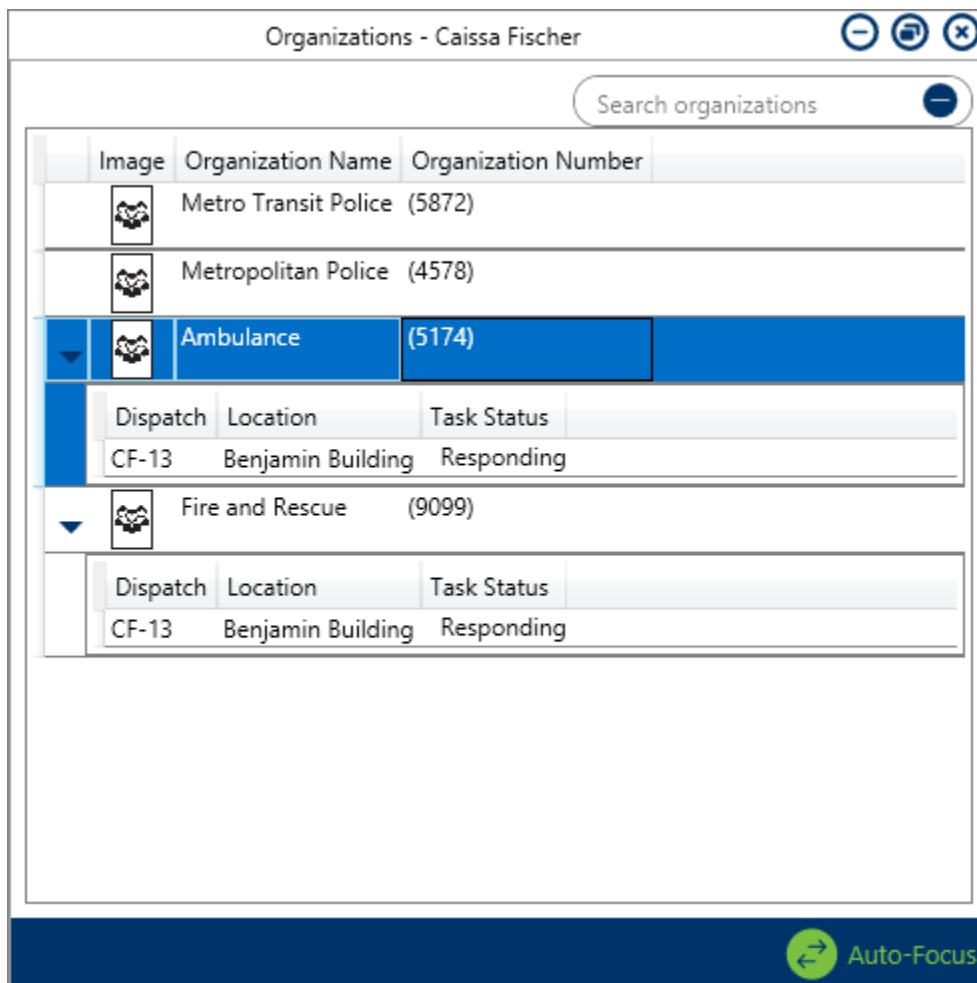
 Create Tasks
 Auto-Focus

The **Officer Tasks** panel.

## Organizations

This panel displays a list of [available organizations](#) (organizations that can be dispatched to the scene of an activity). Organization records are created and configured in Perspective. This panel also allows you to change the status on organization tasks by clicking the  icon to reveal all tasks, selecting the task, then clicking the appropriate icon. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns.

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




The **Organizations** panel displaying all available organizations and any tasks for those organizations.

## Location


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

If you're viewing a location that has indoor locations with active dispatches, you can click on those dispatches to view the indoor location's image and any of its pins.

Clicking on an officer task, dispatch, or location pin on the **Map**, a dispatch or officer task in the **Dispatches** panel, or an officer with a **Last Known Location** determines what location information will be displayed in this panel. You can also show or hide the columns by right-clicking a column, then selecting or de-selecting the checkboxes that represent the columns.

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

Location - Caissa Fischer ⊖ 🔒 ✕



**Benjamin Building**

Tuscon, Arizona, 85710


United States

32.2200, -110.7900

Dispatch Number	Dispatch Status	Location	Priority	Call Category
3810	New	Benjamin Building	Medium	Emergency Response
3811	New	Benjamin Building	Low	Security Request
3812	Assigned	Benjamin Building > Floor 2	Low	Property > Damage


Dispatch Number	Officer Name	Task Status	Location	Description
3812	Calvin Spears	Assigned	Benjamin Building > Floor 2	Respond and assist

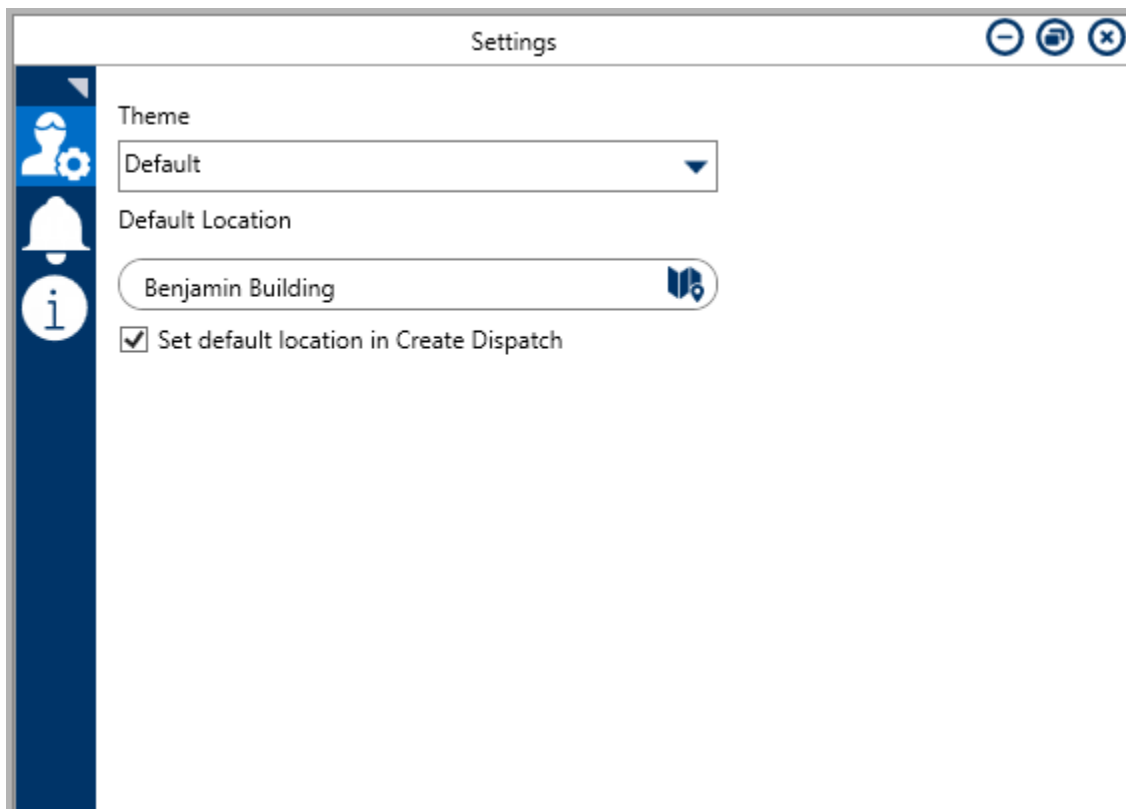
 **Auto-Focus**

The **Location** panel displaying dispatch and task information.

## Settings

The **Settings** panel allows you to choose a default location and zoom level on the **Map** panel, a default location and zoom level on the **Location** field when creating a new dispatch, select a theme, and configure your notification [settings](#).

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



The **Settings** panel.

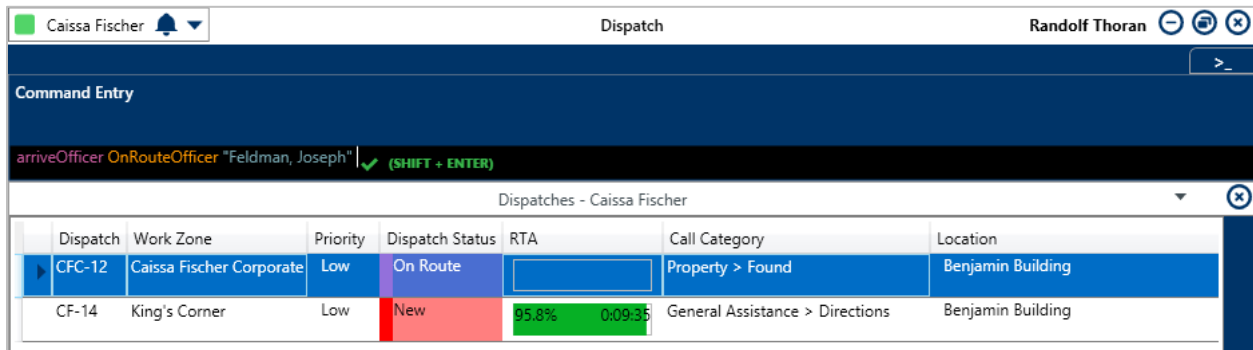
# Command Line

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

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

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





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

## Use the Command Line

### To use the Command Line:

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



The command dropdown menu.

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



*The parameter dropdown menu.*

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



*The value dropdown menu.*



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

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



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



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

## Available Commands

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

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

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

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

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




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



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

# Right-Click Functions

Right-clicking various components in the **Dispatches** and **Officers** panel will allow you perform certain functions, such as dispatch an officer or organization, change the status of a task, or rearrange tasks. The table below summarizes the available right-click functions.

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
DISPATCHES PANEL	Arrive All	Changes the status of all started officer or organization tasks within a selected dispatch to <b>On Scene</b> .	Right-click the dispatch in the <b>Dispatches</b> panel > click <b>Arrive All</b> .
	Clear All	Changes the status of all officer and organization tasks within a selected dispatch to <b>Cleared</b> .	Right-click the dispatch in the <b>Dispatches</b> panel > click <b>Clear All</b> .
	Close	Closes a <b>Cleared</b> or <b>New</b> dispatch with no outstanding tasks.	Right-click the <b>Cleared</b> dispatch in the <b>Dispatches</b> panel > click <b>Close</b> .
	Dispatch Officer	Dispatches an officer and assigns that officer to a non-specific task with a <b>Respond and assist</b> description.	Right-click the dispatch in the <b>Dispatches</b> panel > hover your cursor over <b>Dispatch Officer</b> > click the name of the officer.
	Dispatch Organization	Dispatches an organization and creates an organization task.	Right-click the dispatch in the <b>Dispatches</b> panel > hover your cursor over <b>Dispatch Organization</b> > click the name of the organization.
OFFICER TASK (DISPATCHES PANEL)	Arrive	Changes an officer's status from <b>On Route</b> to <b>On Scene</b> .	Click the  icon in the <b>Dispatches</b> panel > right-click the officer task > click <b>Arrive</b> .
	Assign Officer	Assigns an officer to an <b>Unassigned</b> task.	Click the  icon in the <b>Dispatches</b> panel > right-click the <b>Unassigned</b> task > click <b>Assign Officer</b> > click the name of the officer.
	Clear	Changes the task status to <b>Cleared</b> on an <b>Unassigned</b> , <b>Assigned</b> , <b>On Route</b> , or <b>On Scene</b> task.	Click the  icon in the <b>Dispatches</b> panel > right-click the officer task > click <b>Clear</b> .

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
	<b>Dispatch Officer</b>	Assigns an officer to a non-specific officer task with a <b>Respond and assist</b> description.	Right-click the dispatch in the <b>Dispatches</b> panel > hover your cursor over <b>Dispatch Officer</b> > click the name of the officer.
<b>OFFICER TASK (DISPATCHES PANEL)</b>	<b>Start</b>	Changes an officer's status from <b>Assigned</b> to <b>On Route</b> .	Click the ▶ icon in the <b>Dispatches</b> panel > right-click the officer task > click <b>Start</b> .
	<b>Suspend</b>	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the ▶ icon in the <b>Dispatches</b> panel > right-click the officer task > click <b>Suspend</b> .
<b>ORGANIZATION TASK (DISPATCHES PANEL)</b>	<b>Arrive</b>	Changes an organization's status from <b>Responding</b> to <b>On Scene</b> .	Click the ▶ icon in the <b>Dispatches</b> panel > right-click the organization task > click <b>Arrive</b> .
	<b>Clear</b>	Changes an organization's status from <b>On Scene</b> to <b>Cleared</b> .	Click the ▶ icon in the <b>Dispatches</b> panel > right-click the organization task > click <b>Clear</b> .
<b>OFFICERS PANEL</b>	<b>Arrive</b>	Changes an officer task status from <b>On Route</b> to <b>On Scene</b> .	Click the ▶ icon next to the officer in the <b>Officers</b> panel > right-click the officer task > click <b>Arrive</b> .
	<b>Clear</b>	Changes the officer task status from <b>Assigned</b> , <b>On Route</b> , or <b>On Scene</b> to <b>Cleared</b> .	Click the ▶ icon next to the officer in the <b>Officers</b> panel > right-click the officer task > click <b>Clear</b> .
	<b>Down</b>	Moves an <b>Assigned</b> task down one row in the officer's tasks.	Click ▶ icon next to the officer in the <b>Officers</b> panel > right-click the officer task > click <b>Down</b> .
	<b>Start</b>	Changes an officer's status from <b>Assigned</b> to <b>On Route</b> .	Click the ▶ icon in the <b>Officers</b> panel > right-click the officer task > click <b>Start</b> .
	<b>Suspend</b>	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the ▶ icon in the <b>Officers</b> panel > right-click the officer task > click <b>Suspend</b> .
	<b>Up</b>	Moves an <b>Assigned</b> task up one row in the officer's tasks.	Click ▶ icon next to the officer in the <b>Officers</b> panel > right-click the officer task > click <b>Up</b> .

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
OFFICERS PANEL	<b>Off Duty</b>	Takes an officer off duty.	Right-click the officer in the <b>Officers</b> panel > click <b>Off Duty</b> .
	<b>Reset Alert</b>	Resets an officer's clock to 0:00:00 in the <b>Time Elapsed</b> column.	Right-click the officer in the <b>Officers</b> panel > click <b>Reset Alert</b> .
	<b>Set State</b>	Changes the officer's current status (e.g. Available, Busy, Break, etc.).	Right-click the officer in the <b>Officers</b> panel > hover your cursor over <b>Set State</b> > click a status to select it.

# Auto-Focus

**Auto-Focus** is a tool that links the panels by automatically updating what information is displayed when a dispatch, task, or officer is selected in the **Dispatches**, **Officers**, or **Map** panels. For example, selecting an assigned officer task in the Dispatches panel will highlight the assigned officer in the Officers panel.

The table below summarizes how the information is automatically updated in a panel when auto-focus is enabled and when certain items are selected.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
DISPATCHES	A dispatch pin on the <b>Map</b> panel.	The associated dispatch row is highlighted in the <b>Dispatches</b> panel.
	A task pin on the <b>Map</b> panel.	The dispatch that contains the task is highlighted in the <b>Dispatches</b> panel.
	An officer task on the <b>Officers</b> panel.	The dispatch that contains the officer task is highlighted in the <b>Dispatches</b> panel.
DETAILS	A dispatch pin on the <b>Map</b> panel.	The details of the dispatch are displayed in <b>Details</b> panel.
	A dispatch in the <b>Dispatches</b> panel.	The details of the dispatch are displayed in the <b>Details</b> panel.
CREATE TASK	A dispatch pin on the <b>Map</b> panel.	Allows you to modify or create an officer task for that dispatch in the <b>Create Task</b> panel.
	A dispatch in the <b>Dispatches</b> panel.	Allows you to modify or create an officer task for that dispatch in the <b>Create Task</b> panel.
SOP (STANDARD OPERATING PROCEDURE)	A dispatch pin on the <b>Map</b> panel.	Loads any associated SOP in the <b>SOP</b> panel, if available.
	A dispatch in the <b>Dispatches</b> panel.	Loads any associated SOP in the <b>SOP</b> panel, if available.
OFFICERS	An officer pin on the <b>Map</b> panel.	The officer is highlighted in the <b>Officers</b> panel.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
	An assigned officer task pin on the <b>Map</b> panel.	The assigned officer is highlighted in the <b>Officers</b> panel.
	An assigned officer task in the <b>Dispatches</b> panel.	The assigned officer is highlighted in the <b>Officers</b> panel.
<b>ORGANIZATIONS</b>	An organization task in the <b>Dispatches</b> panel.	The assigned organization is highlighted in the <b>Organizations</b> panel.
<b>MAP</b>	A dispatch in the <b>Dispatches</b> panel.	The <b>Map</b> is panned to focus on the dispatch pin.
	An officer task in the <b>Dispatches</b> panel.	The <b>Map</b> is panned to focus on the officer task pin.
	An organization task in the <b>Dispatches</b> panel.	The <b>Map</b> is panned to focus on the organization task pin.
	An organization task in the <b>Organizations</b> panel.	The <b>Map</b> is panned to focus on the organization task pin.
	An officer in the <b>Officers</b> panel.	The <b>Map</b> is panned to focus on the officer pin.
	An officer task in the <b>Officers</b> panel.	The <b>Map</b> is panned to focus on the officer task.
<b>LOCATION</b>	An officer task pin in the <b>Map</b> panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the <b>Location</b> panel.
	A dispatch pin in the <b>Map</b> panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the <b>Location</b> panel.
	A location pin in the <b>Map</b> panel.	Loads the details, dispatches, and tasks for that location in the <b>Location</b> panel.
	A dispatch in the <b>Dispatches</b> panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the <b>Location</b> panel.
	An officer task in the <b>Dispatches</b> panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the <b>Location</b> panel.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
	An officer with an assigned <b>Last Known Location</b> in the <b>Officers</b> panel.	Loads the details, dispatches, and tasks at the last known location of the selected officer in the <b>Location</b> panel.
<b>MESSAGES</b>	A dispatch in the <b>Dispatches</b> panel.	Highlights the associated dispatch conversation (if you're a participant) in the <b>Messages</b> panel.
	A dispatch pin on the <b>Map</b> .	Highlights the associated dispatch conversation (if you're a participant) in the <b>Messages</b> panel.

# Locations

In Dispatch, locations are used primarily to:

- select the whereabouts of a dispatch, including dispatches created by [Connect](#);
- select the whereabouts of a dispatch-related task; and
- set an officer's last known location in the **Officers** panel.


Locations must have unique GPS coordinates in order to be saved in Dispatch. This is because when a location is selected for a dispatch, task, or officer, that location will be shown on the **Map** panel, using the coordinates saved to the location.

When a dispatch is closed and moved to Perspective as an activity, the location's address details will automatically populate in the **Location** section of the activity and the location's name, address, and coordinates will appear in the **Description** field. Your Dispatch administrator can also link locations to your Perspective site rollups. Doing so will automatically populate site information on the activity record, making it easier to track and analyze activities by site.

For more information about locations, see the [Dispatch: What Are Locations?](#) article on the Resolver Support site.

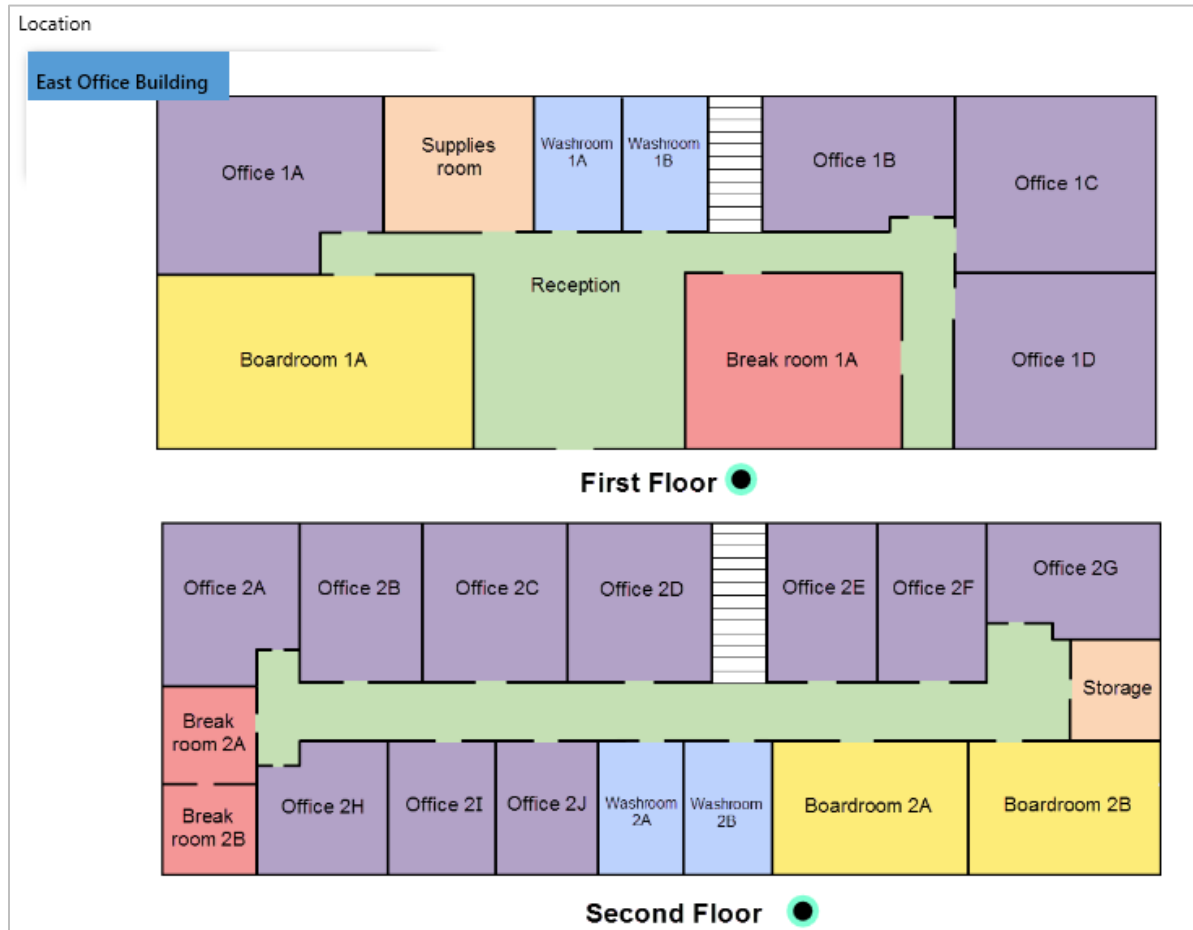
## Indoor Location Points

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

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



clicked, will reveal the indoor location points. Indoor location points are also viewable through the [Map](#) panel.



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

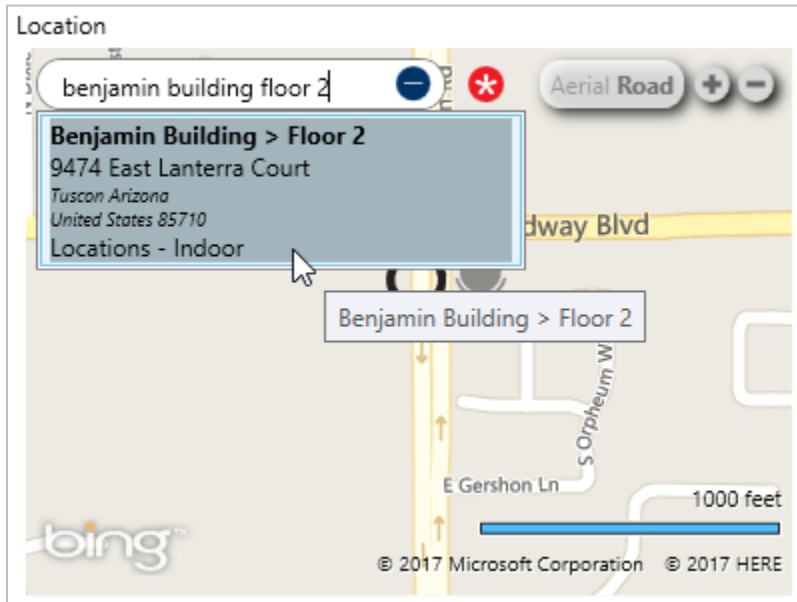
To select an indoor location point for a dispatch, choose one of the following methods:

### Method 1 – Search locations field

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





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




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

## Method 2 - Pins

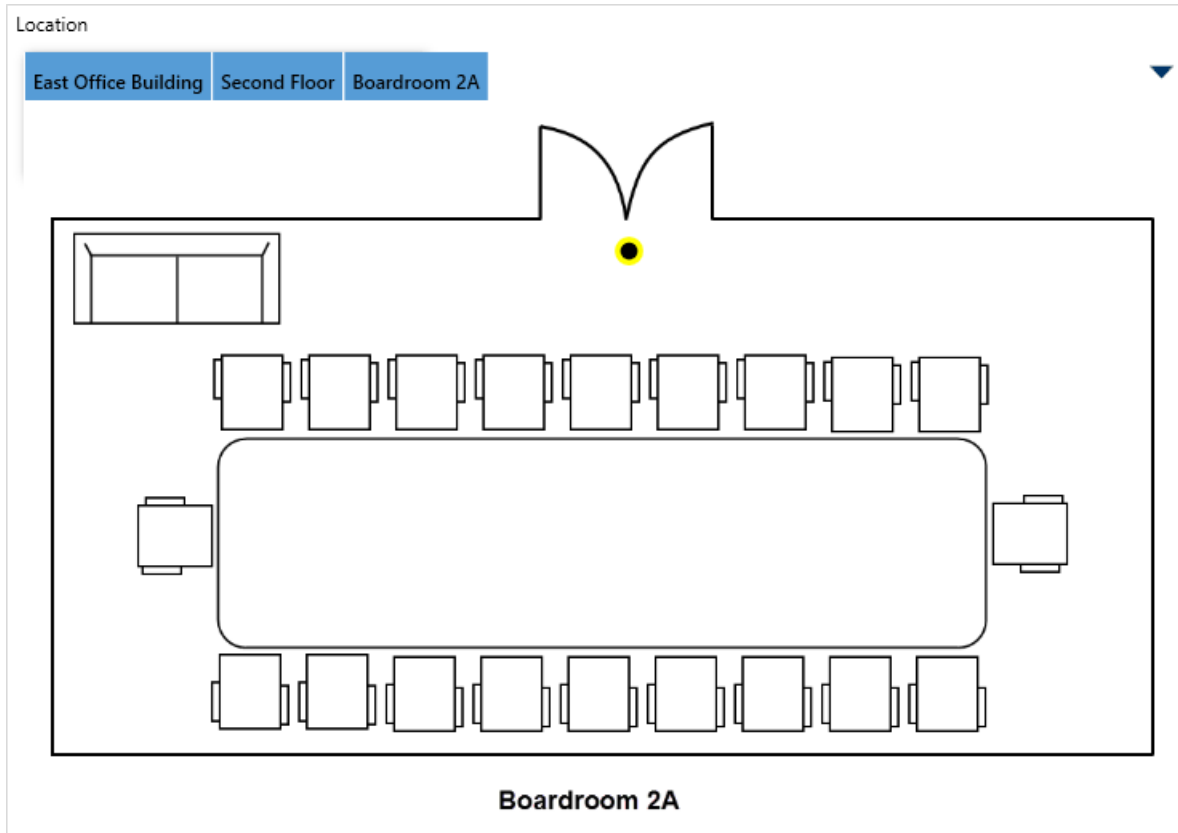
From the **Create Dispatch** panel, search for or click a location on the map with indoor location points, then click **Indoor Location Points** at the bottom right of the map. Click the  pin(s) to open an indoor location, then double-click on the image to place a temporary pin () to select that indoor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



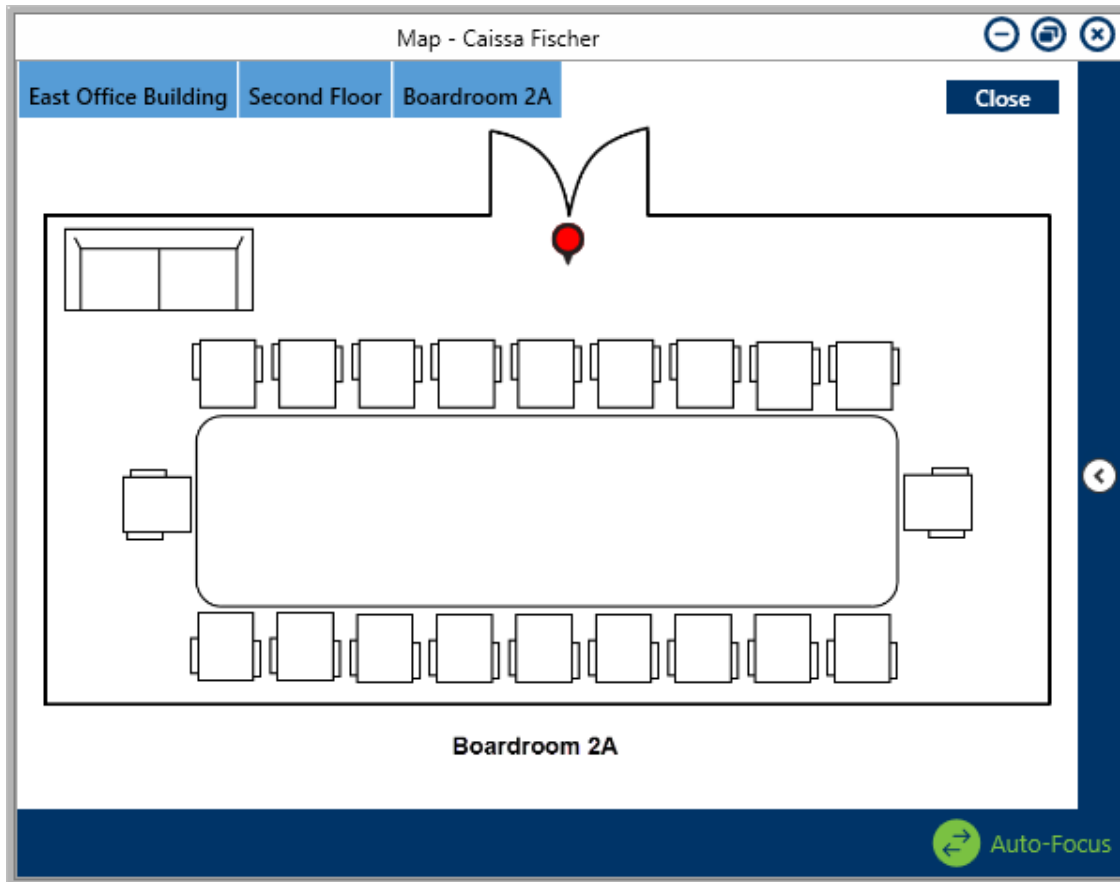
If a temporary pin is not placed on the indoor location image, the master location will be selected by default.

Temporary pins are used to indicate the exact location of a dispatch and appear as an  icon when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's

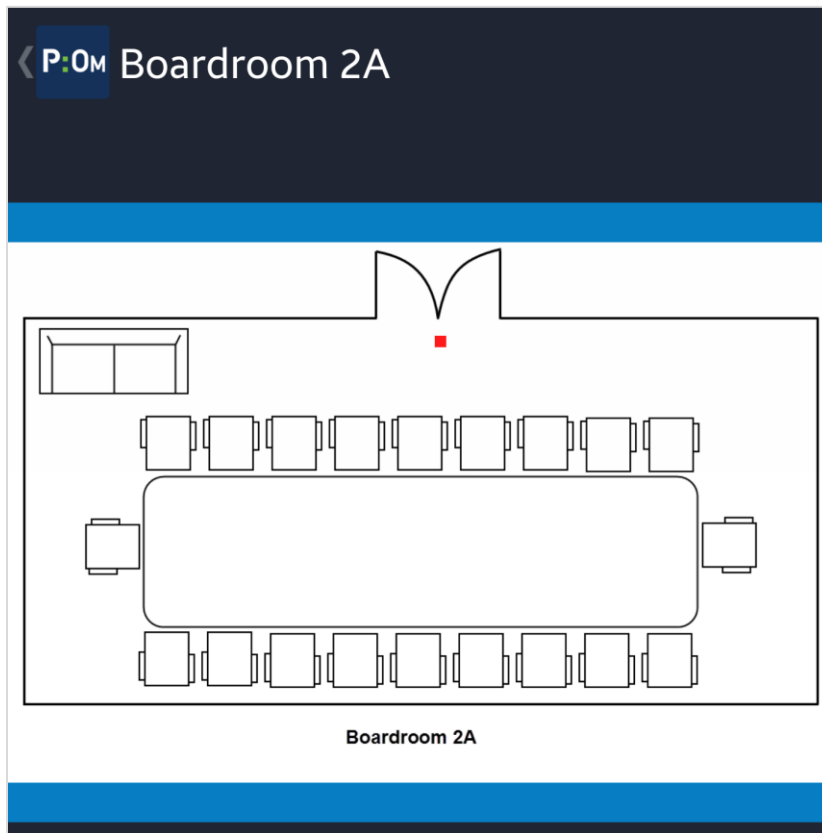
priority color, if any). For officers viewing the dispatch's details in the Officer Mobile app, the temporary pin appears as a red dot on the indoor location image.



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




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



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

## Quick Add Locations

Locations are generally created and edited by your Dispatch administrator, however, as a dispatcher, you have the ability to quick add locations through various panels by clicking the  icon in the locations field, placing a pin on the map, then entering a name for the location.

When locations are created using this method, only the name, address, and latitude and longitude are saved to the location. Because it's possible to save multiple locations with the same name and because the address and coordinates fields are populated based on the placement of the pin on the map, the data may be inaccurate. Therefore, **it's recommended that locations are created through the panels only when necessary and after consulting with your Dispatch administrator.**



To avoid multiple locations with the same name and/or inaccurate address and coordinate data, it's recommended that dispatchers avoid quick adding locations whenever possible. If locations are created using this method, they should be reviewed and edited by a Dispatch administrator to ensure the data is accurate. See the [Dispatch Administrator's Guide](#) for more information on editing locations.

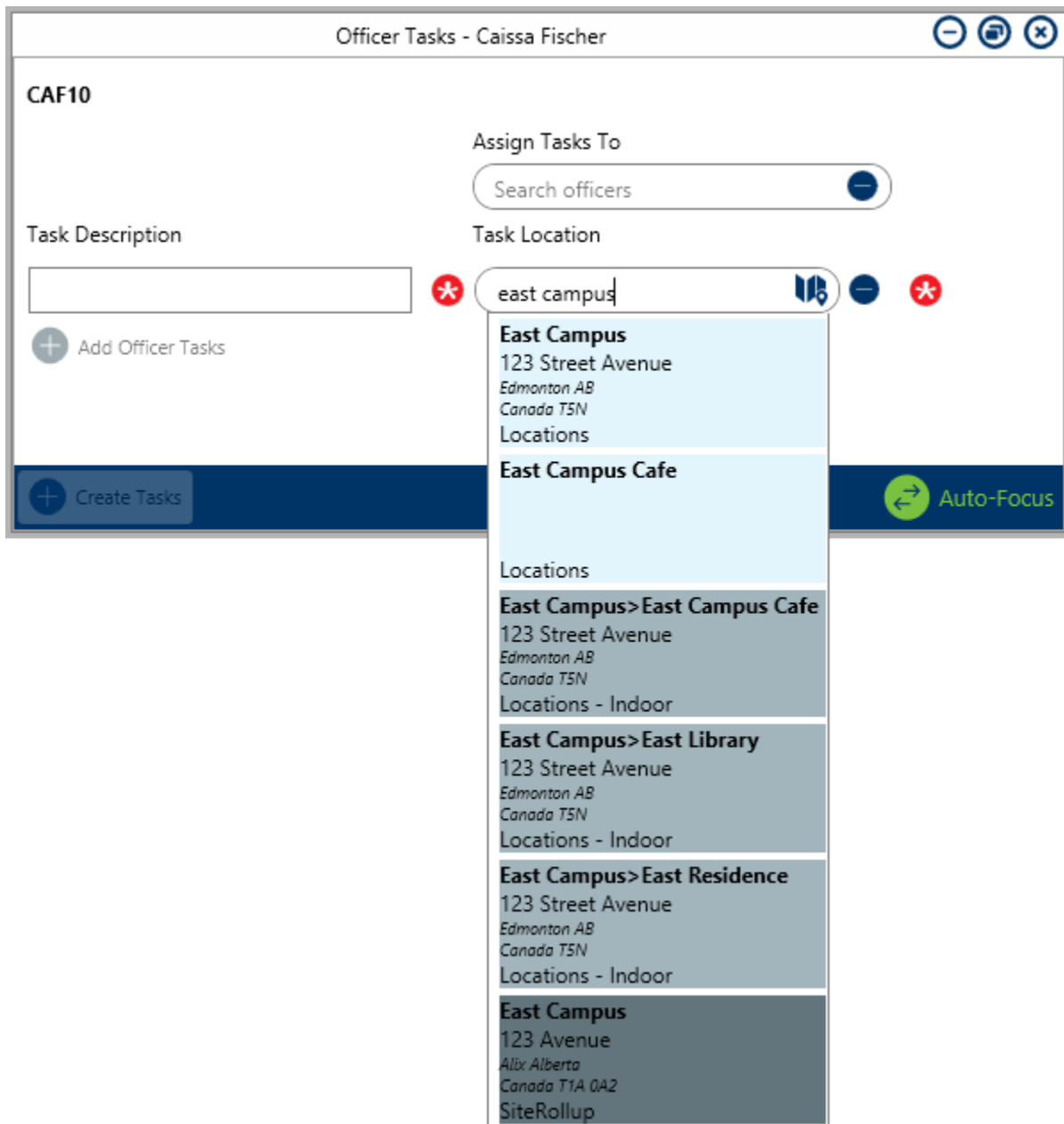
## Location Search Results

When entering search criteria for a location in various panels, each type of location (location, indoor location point, or site rollup) is labelled and color coded:

- **Light blue:** A saved Dispatch location, labelled as **Locations**.
- **Gray:** An indoor location point, labelled as **Locations – Indoor**.
- **Dark gray:** A Perspective site rollup, labelled as **SiteRollup**.



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



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

## Perspective Site Rollups

Any new or existing site rollups in Perspective (including parent, sibling, or child sites), will appear in Dispatch as individual search results when entering applicable criteria in the location fields of various panels. These sites will appear in the search results, but they are **not** saved locations in Dispatch.




Perspective sites can be saved as locations by following the instructions below. However, it's recommended that dispatchers avoid creating locations from sites whenever possible, as a Dispatch administrator will need to review and/or edit locations created by dispatchers.

In order for sites to be saved as locations in Dispatch, **the sites must have unique latitude and longitude coordinates saved to their records in Perspective and the site must be selected as the location of a new dispatch from the Create Dispatch panel only.** Selecting a site in an alternate panel or selecting a site without unique coordinates will not save the site as a location.

Sites with no coordinates saved to their records will also appear in the search results. Because Dispatch will automatically assign a 0,0 value to their latitude and longitudes, you may save **one** of these sites as a location, however, this location will not accurately appear in the **Map** panel, nor will you be able to save any subsequent sites that have no saved coordinates, as the 0,0 latitude and longitude will no longer be unique.

Once the site is saved as a location, any address information saved to the site will automatically be saved to the location's **Address Details** and the location will be linked to its original Perspective site. When a dispatch at that location is closed, the linked site is automatically populated in the activity record in Perspective. See the [Dispatch Administrator's Guide](#) for more information on **Address Details** and linking to a Perspective site.

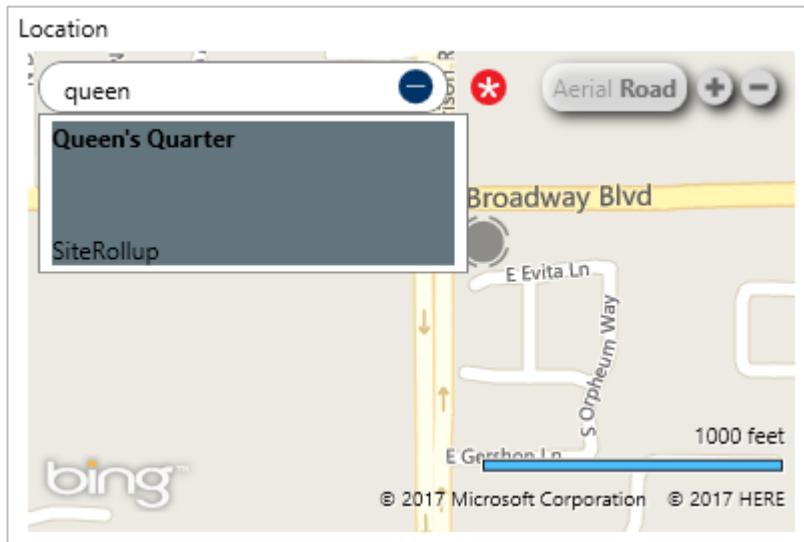
## To save a Perspective site as a Dispatch location:

1. Click  **Create** in the ribbon on the home screen.
2. Complete the mandatory fields and any optional fields in the **Create Dispatch** panel, as needed.
3. Enter search criteria in the **Search locations** field. Sites will appear in the search results as a **dark gray color** with a **SiteRollup** label.






You cannot save sites that don't have unique latitude and longitude coordinates saved to their record in Perspective. Sites that **do not** have unique coordinates will still appear in the search results, but you will not be able to select those sites and create a new location.



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



You cannot save sites that don't have unique latitude and longitude coordinates saved to their record in Perspective. Sites that **do not** have unique coordinates will still appear in the search results, but you will not be able to select those sites and create a new location.

4. Click the search result to select that location.
5. Click  to create the dispatch and save the location.

After completing the above steps, contact your Dispatch administrator to advise that you created a location so he or she can review and edit the location as needed.

# Officers

Officers are the security personnel who are dispatched to the scene of an activity to complete tasks. As a dispatcher, you can bring officers on and off duty, assign teams and call signs, set statuses and locations, as well [assign tasks](#) and [dispatch officers](#).



Bring officers on duty before you create any tasks to quickly assign and dispatch officers once calls come in.

## Bring an Officer On Duty

An on duty officer is an officer who is available to be dispatched to the scene of an activity. Officers can bring themselves on duty using Officer Mobile, but you can take them off duty in Dispatch at any time.

Bring On Duty - Caissa Fischer ⊖ 🔒 ✕


Search  Show All  All Teams ▼

Officer Name	Call Sign	Team	Ready for Duty
Barlow, Rod	▼	▼	✖
Douglas, Allen	▼	▼	✖
Gorman, Joan	▼	▼	✖
Harris, Gilbert	▼	▼	✖
Ivanovich, Darius	▼	▼	✖
Martin, Carl	C-2 ▼	Team 1 ▼	✔
McDonald, Rory	▼	▼	✖
Newell, Ethan	C-3 ▼	Team 2 ▼	✔
Riley, Brian	▼	▼	✖
Smithers, Jordy	▼	▼	✖
Spears, Calvin	▼	▼	✖
Wingman, Marcus	▼	▼	✖

Officer Name	Call Sign	Team
Feldman, Joseph	B-2	Team 3
Thoran, Randolph	B-1	Team 1
Duggan, David	C-1	Team 3
Stinson, Helen	B-3	Team 2


The **Bring On Duty** window. Officers in the left column are **off duty**, while officers in the right column are **on duty**.

## To bring an officer on duty:

1. Click  in the **Officers** panel to open the **Bring On Duty** window.
2. **Optional:** Enter an officer's name in the **Search** field to show only that officer in the left column of the window.





Off duty officers will appear in the left column of the **Bring On Duty** window while on duty officers appear in the right column. You can filter which on duty officers are displayed in the right column by selecting a team from the dropdown menu in the top right of the window.




3. **Optional:** Click the  icon next to **Show All** to show all available officers from all operational zones. By default, only officers with your current operational zone set as their default zone will appear in the left column of the **Bring On Duty** window, but clicking **Show All** will display all the available officers who have been granted permission to work in your current operational zone.
4. Select a call sign from the **Call Sign** dropdown menu.
5. Select a team from the **Team** dropdown menu.



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



The  icon indicates that mandatory information has not yet been entered in the column to the left. When the required information has been validated and the officer is ready to be brought on duty, the  will appear in the **Ready for Duty** column.

6. Click to select the officer then click  icon to move the officer to the right column and bring them on duty. If you're bringing multiple officers on duty at once, hold down the **Ctrl** key and click to select multiple officers, then click the  icon.
7. Repeat 2-7 to continue to bring officers on duty as needed.
8. Click the  icon to close the window when finished.

## Take an Officer Off Duty


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



When an officer is off duty, it means he or she is no longer available to be dispatched. Taking an officer off duty when he or she is assigned a task will revert their task back to **Unassigned**.


### To take an officer off duty, select one of the following methods:

#### Method 1 - Officers Panel

1. Click an officer's name in the **Officers** panel.
2. Click  or right-click the officer's name and select **Off Duty**.

#### Method 2 - Bring Officer On Duty Window

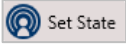
1. Click  in the **Officers** panel to open the **Bring On Duty** window.

2. Select the officer you want to take off duty from the right column of the window. If you're taking multiple officers off duty, hold down the **Ctrl** key and click to select those officers.
3. Click the  icon to move the officer to the left column and take them off duty.

## Change an Officer's Status

Setting an officer's status what appears in the **Status** column of the **Officers** panel. By default, when an officer is brought on duty, his or her status is set to **Available**. An officer using Officer Mobile can change their status any time, however, you can override their status changes in Dispatch.

### To set an officer's status:

1. Click the officer's name in the **Officers** panel.
2. Click  or right-click the officer's name.
3. Select a status from the menu that appears.

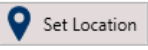

## Set an Officer's Location

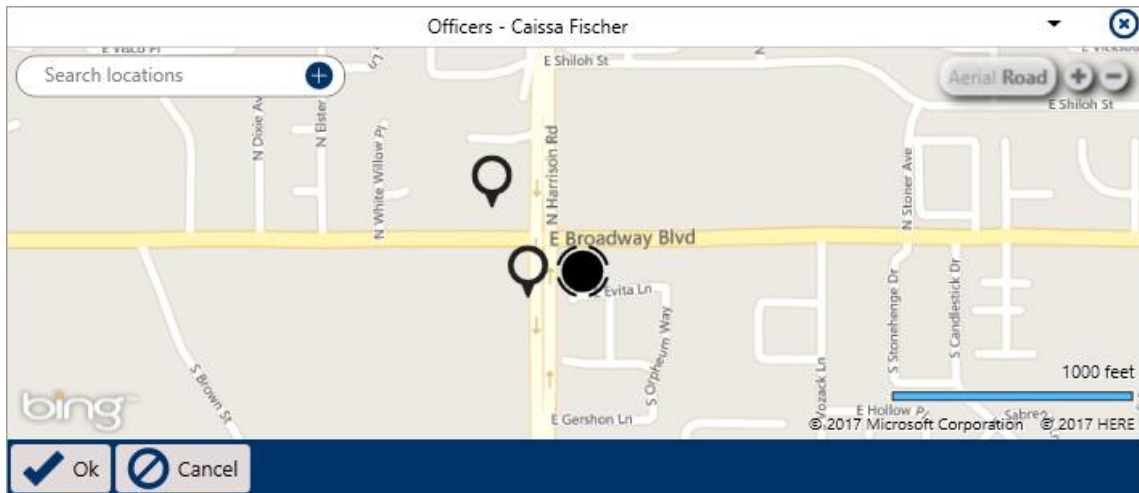
Setting an officer's location will help you keep track of that officer when assigning tasks and sending officers to the scene of an activity.


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


### To set an officer's location:

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

- Click .
- Click the  icon in the search field to open the map.



The map that appears after clicking the  icon.

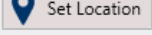
- Select a location using one of the following methods:
  - Enter search criteria in the **Search locations** field to find a saved location;
  - Click a pin on the map to select that location; or
  - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search location** field).



Before creating a new location, see [Quick Add Locations](#) for important information.

- Click .



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

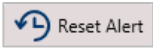
## Reset an Officer Alert

Officer alerts determine the amount of time an officer is allowed to be in a certain status (i.e. Available, Assigned, On Route, On Scene, or Busy) and can be created based on the location and the busy status of the officer (e.g. Break, Emergency, Lunch). Officer alerts are created by your administrator, but they can be reset if needed in order to restart the timer.

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

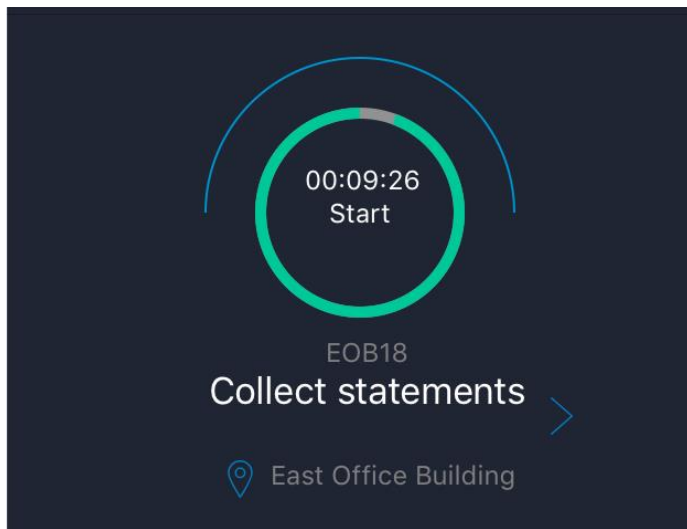
Resetting the alert will restart the timer at 0:00:00. If an officer alert has been created for a particular status, location, or priority, a timer will still display in the **Time Elapsed** column of the **Officers** panel, which may also be reset.

### To reset an officer alert:

1. Select an officer in the **Officers** panel.
2. Click  or right-click an officer and click **Reset Alert**.

## Officer Alerts in Officer Mobile

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



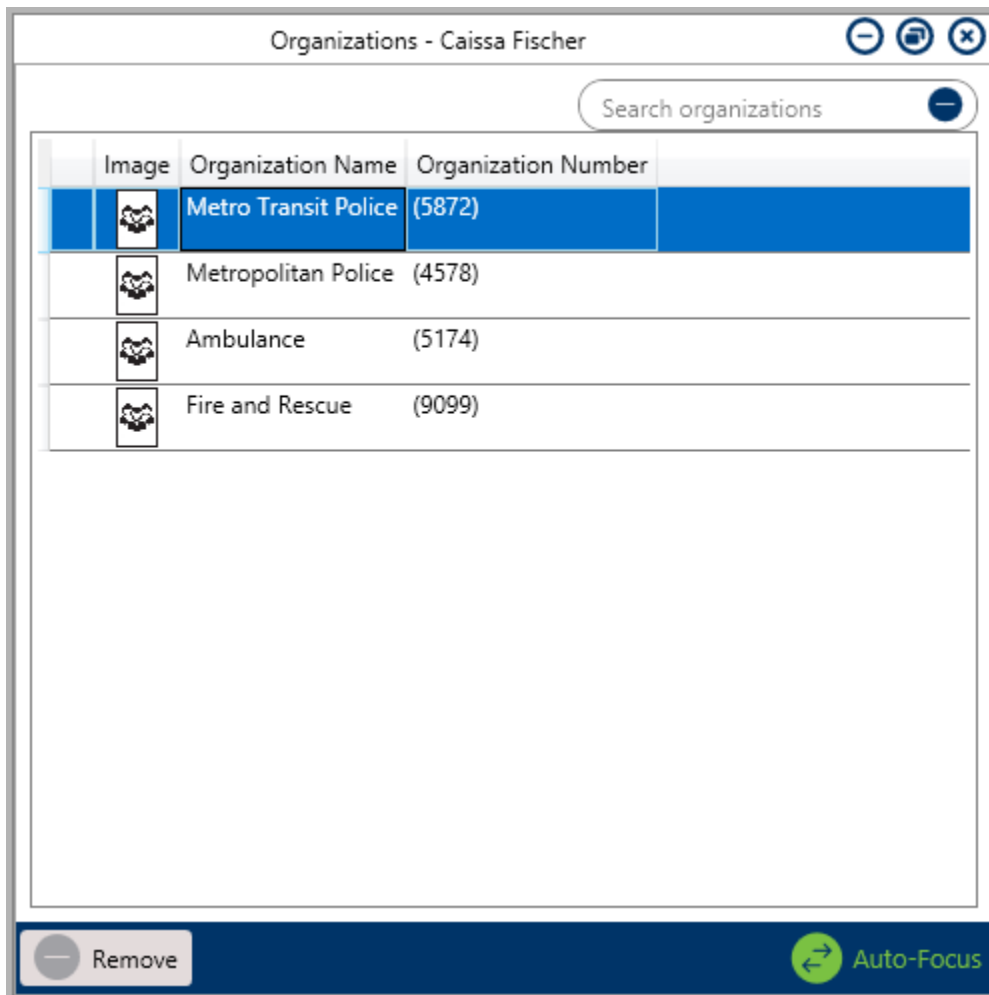
An alert in Officer Mobile.



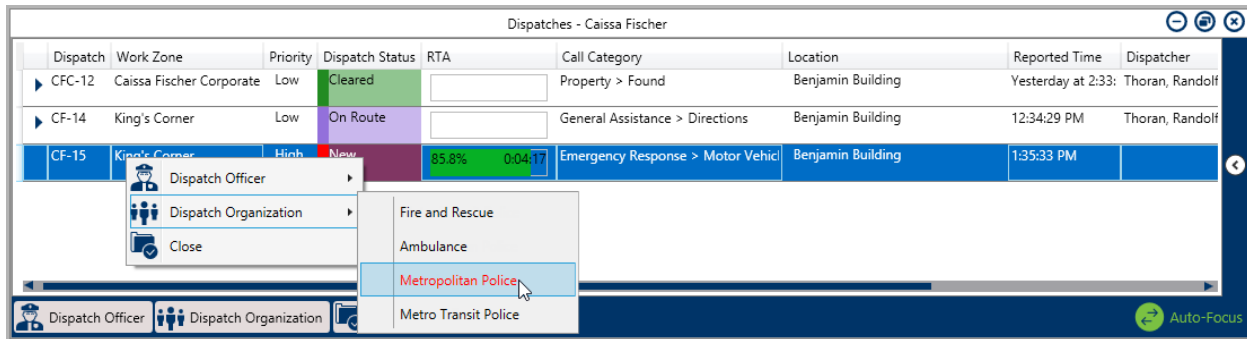
# Organizations

An **organization** is an agency, such as the local police or fire department, that may need to be dispatched the scene of an activity. Organization records are created and configured in Perspective, however, you can add these records to Dispatch to make them **available organizations** (organizations that you can quickly select to dispatch to the scene of an activity).

This chapter outlines how to add an organization for quick and easy dispatch. For more information on service requests or organization logs, see [Service Requests](#) or [Organization Logs](#).



The **Organizations** panel displaying available organizations.




The **Dispatch Organization** right-click menu displaying previously linked organization in the **Dispatches** panel.

## Add Available Organizations

Organization records are created and maintained in Perspective, but linking an organization record to Dispatch makes it an **available organization**, which is an agency, such as the police or fire department, that you can quickly select to dispatch to the scene of an activity. Once organizations are added to Dispatch, they appear in the **Organizations** panel as well as appear as options when you click [Dispatch an Organization](#).

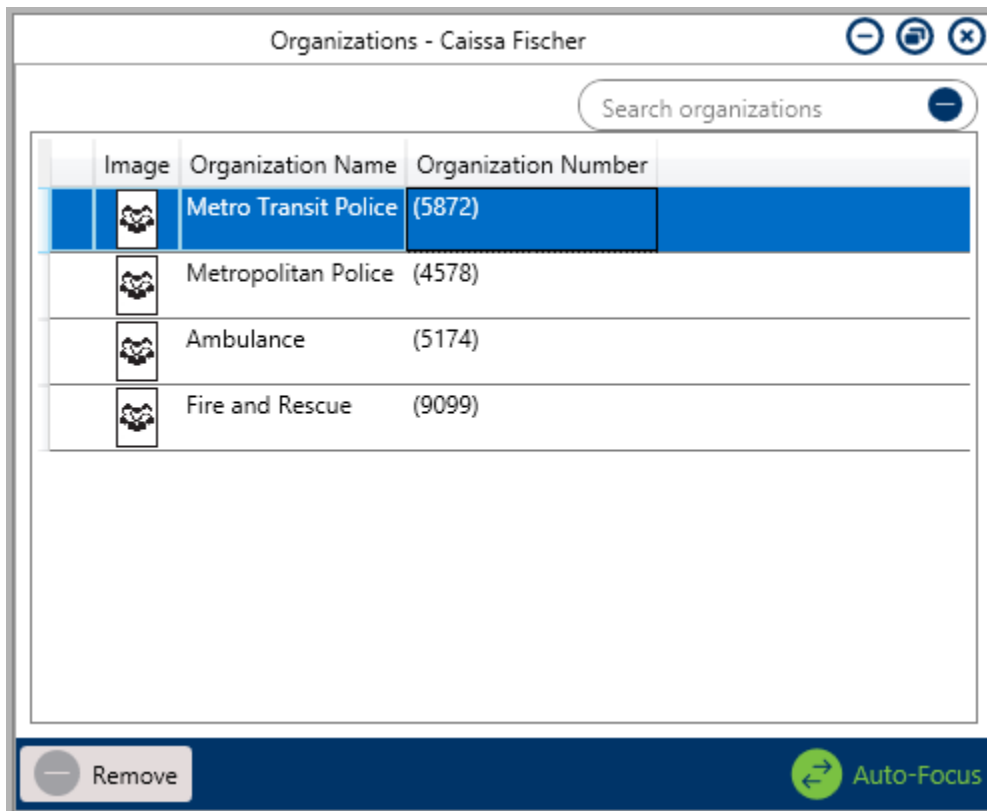
### To add an available organization:

1. Click  **Organizations**.
2. Enter search criteria in the **Search Organization** field.



Only organization records that have been created and saved in Perspective will appear in the search results.

3. Click a search result to add that organization.





The **Organizations** panel showing search results based on the criteria entered in the **Search Organizations** field.

## Remove an Available Organization

Removing an **available organization** means that organization will no longer appear in the **Organizations** panel or the list of available organizations when you click **Dispatch an Organization**.

### To remove an available organization:

1. Click  **Organizations**.
2. Click to select the organization you want to remove.
3. Click .

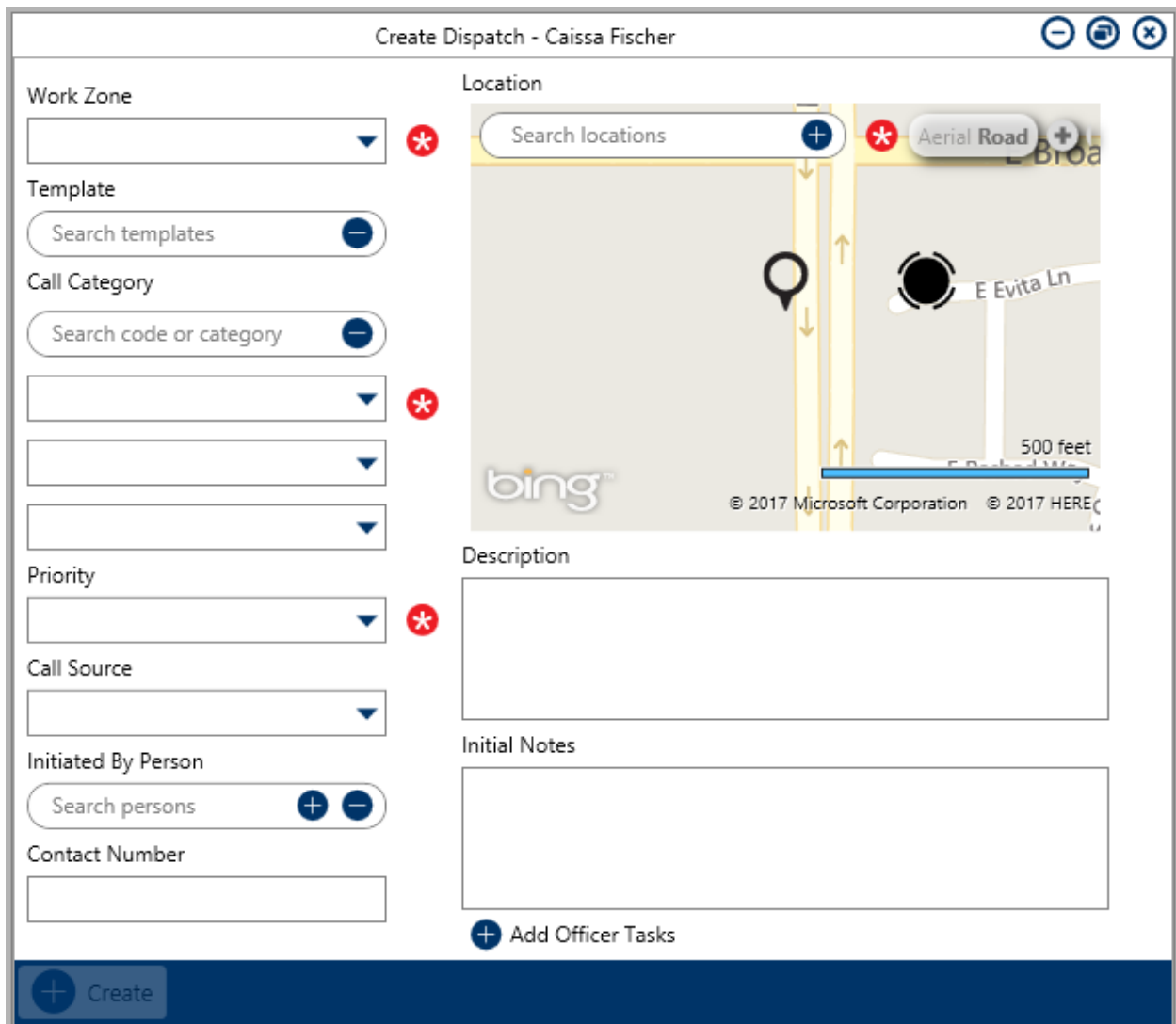


You **cannot** remove organizations with a **Responding** or **On Scene** status on an active dispatch. Clear all outstanding tasks to remove the organization.

# Dispatches

A dispatch is an activity that requires the attention and assistance of an officer(s) and/or organization(s). Records of these activities can be created as calls come in, as a [scheduled dispatch](#), or when [Connect](#) logs an event and automatically creates a dispatch.

This chapter outlines how to create a dispatch and record its location, priority, and description. See the following chapters for more information on additional functions available once a dispatch has been created.



A blank **Create Dispatch** panel.


## Create a Dispatch

Once a dispatch is created, it'll be assigned a number and appear in the **Dispatches** panel.



To view your most recently created dispatches at the top of the **Dispatches** panel, click the **Reported Time** column to arrange the dispatches by newest to oldest. To arrange by oldest to newest, click the **Reported Time** column again.

### To create a new dispatch:

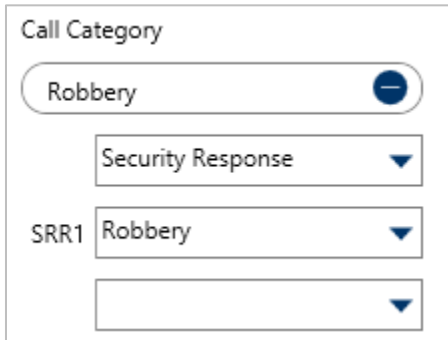
1. Click  **Create** in the ribbon.
2. Select a work zone from the **Work Zone** dropdown menu.



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


3. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the panel.
4. Select a call category (e.g. Security Response, Emergency, Property, etc.) using one of the following methods:
  - a. Enter search criteria in the **Call Category** field;
  - b. Enter the call category's call code in the **Call Category** field. Call codes are 6-figure codes assigned to the call category in Perspective (a Perspective administrator can provide you with a list of available call codes); or

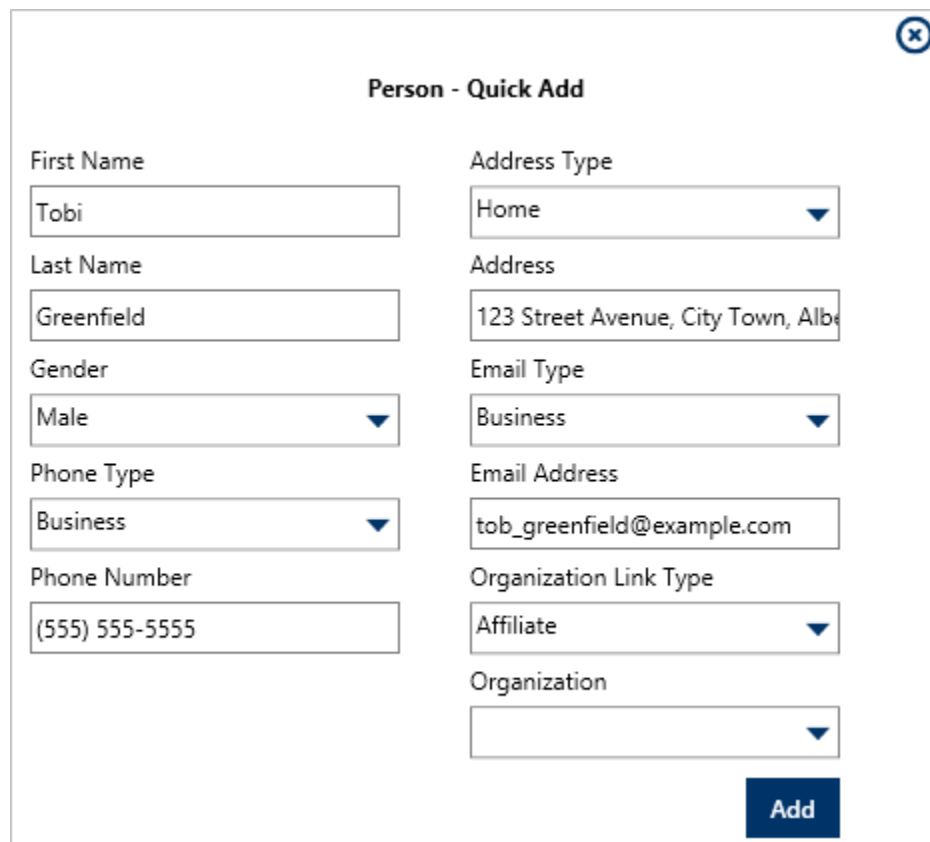
- c. Use the dropdown menu to select a call category.
5. **Optional:** Use the additional two dropdown menus in the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.



The screenshot shows a form section titled "Call Category". At the top is a rounded rectangular dropdown menu with "Robbery" selected and a blue minus icon on the right. Below this are two standard dropdown menus. The first is labeled "Security Response" and has "Security Response" selected. The second is labeled "SRR1" and has "Robbery" selected. Below the "SRR1" dropdown is an empty dropdown menu with a blue downward arrow.

The **Call Category** section.

6. Select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu if a priority wasn't automatically selected with the **call category** or if you want to overwrite this selection.
7. **Optional:** Select a call source (e.g. Alarm, Phone Call, Email, etc.) from the **Call Source** dropdown menu.
8. **Optional:** Enter search criteria in the **Initiated By Person** field to locate the person record for the individual who provided the initial dispatch information. To **Quick Add** a person record (which will be saved in Perspective):
  - a. Click the  icon in the **Initiated By Person** field.
  - b. Enter the person's name in **First Name** and **Last Name** fields.
  - c. **Optional:** Enter additional information about the person in the remainder of the fields.



**Person - Quick Add**


First Name	Address Type
<input type="text" value="Tobi"/>	<input type="text" value="Home"/>
Last Name	Address
<input type="text" value="Greenfield"/>	<input type="text" value="123 Street Avenue, City Town, Albe"/>
Gender	Email Type
<input type="text" value="Male"/>	<input type="text" value="Business"/>
Phone Type	Email Address
<input type="text" value="Business"/>	<input type="text" value="tob_greenfield@example.com"/>
Phone Number	Organization Link Type
<input type="text" value="(555) 555-5555"/>	<input type="text" value="Affiliate"/>
	Organization
	<input type="text"/>

**Add**

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

- d. Click **Add**.
9. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.
  10. Enter a location in the **Location** section by choosing one of the following methods (if you need to select an **indoor location point**, see step 11):
    - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
    - Click a pin on the map to select that location; or



- Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see [Quick Add Locations](#) for important information.



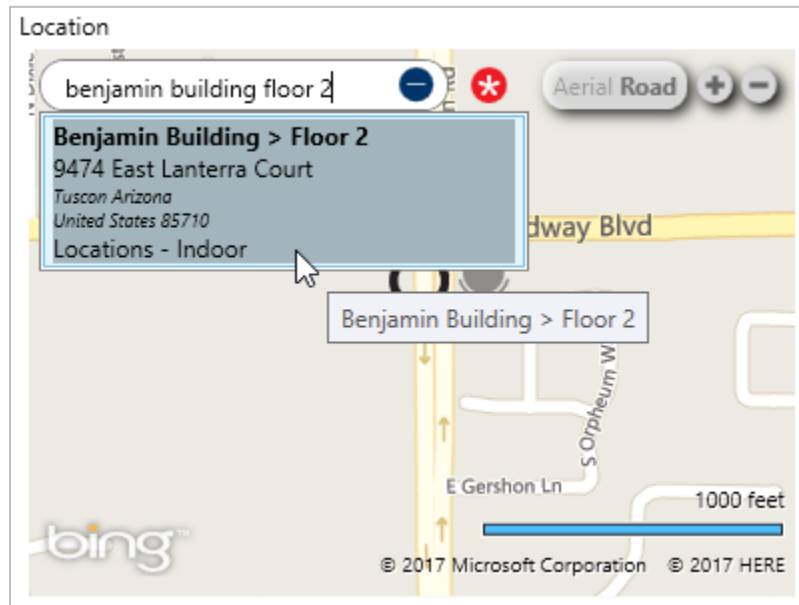
A new location pin after clicking the  icon in the **Search locations** field.





If you selected a default location in your [account settings](#), that location will be selected in the **Location** field by default.


11. To select an [indoor location point](#), choose one of the following methods:

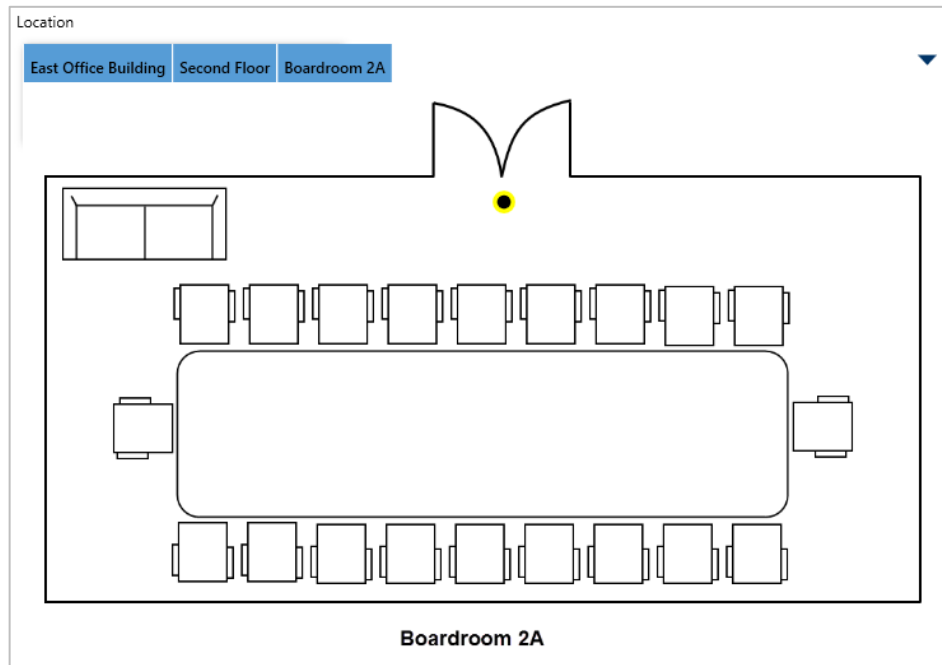
- Enter search terms to locate the exact indoor location point in the **Search locations** field, then click to select that location from the [search results](#); or





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

- From the map or using the **Search locations** field:
  - a. Open a location with indoor location points.
  - b. Click **Indoor Location Points** at the bottom right of the map.
  - c. Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.


Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.

 Return to previous location points by clicking the blue tabs at the top-right or the  icon at the top left to return to the map.

- 12. **Optional:** Enter a description of the dispatch in the **Description** field.
- 13. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the [dispatch conversation](#).
- 14. **Optional:** To add officer tasks:


- a. Click  **Add Officer Tasks** to reveal the **Dispatch Tasks** section.

**Dispatch Tasks**

Task Description

Assign Tasks To

Task Location




 Add Officer Tasks

The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.

- b. Enter a description in the **Task Description** field.
- c. **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you want to assign the task to.



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

- d. Select a location by using one of the following methods:
  - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
  - Click the  icon, then click a location pin on the map to select that location; or
  - Create a new location by clicking the  icon then the  icon in the **Search location** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



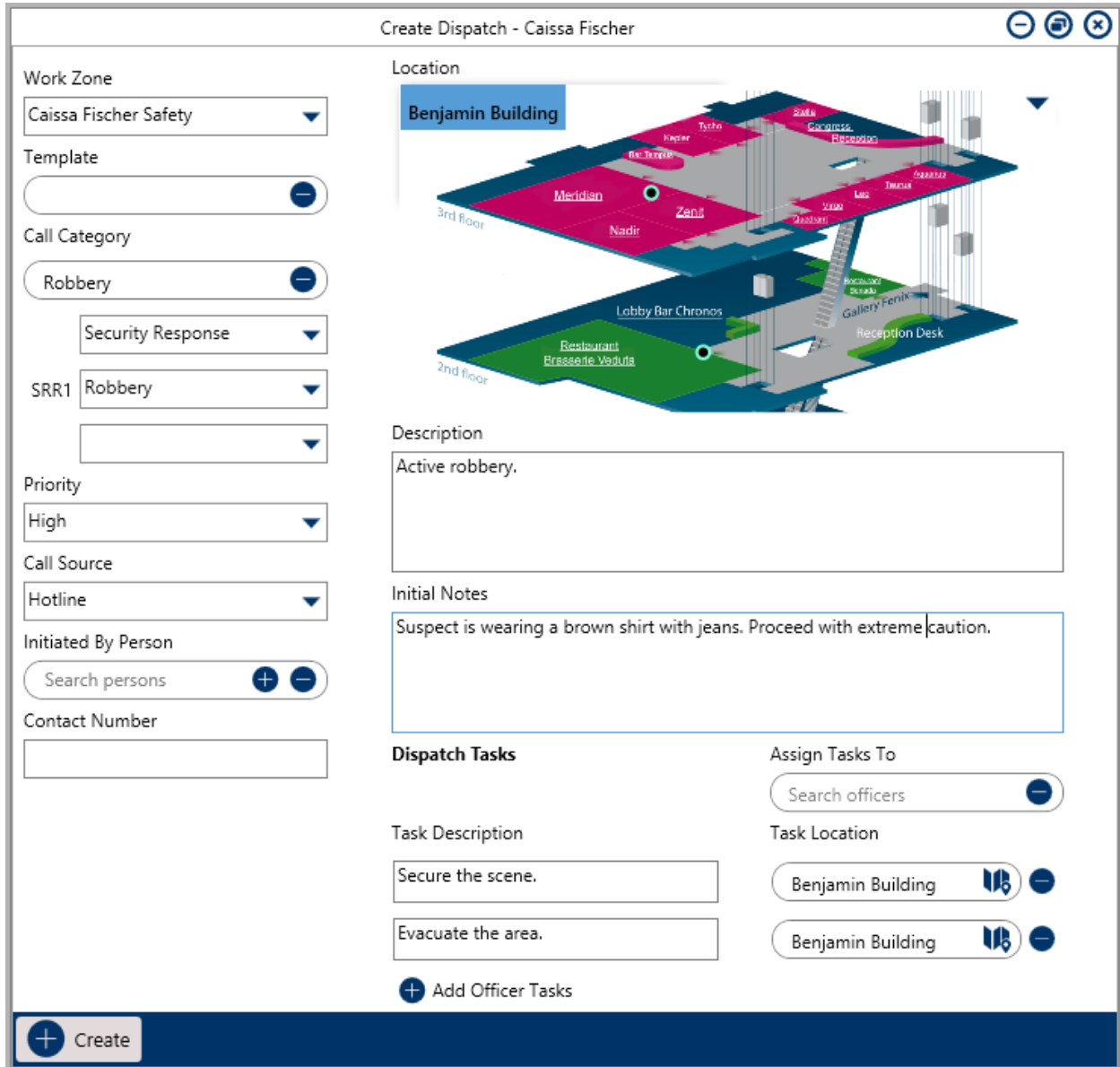
Before creating a new location, see [Quick Add Locations](#) for important information.

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



There are several other ways you can create officer tasks. See [Tasks](#) for additional methods.

15. Click .



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

## Edit a Dispatch

If needed, you can edit the general details of an active dispatch through the **Details** panel, including the:

- Dispatcher;
- Call category;

- Priority;
- Call source;
- Name and contact number of the person who initiated the call;
- Location; and
- Description.

Details - Caissa Fischer

CF-16 - Thursday February 02 2017

2:08 PM

Work Zone: Caissa Fischer Safety

Call Entered By: Thoran , Randolf

Dispatcher: Search persons

75.9% 0:03:47

Call Category: Robbery

Security Response

SRR1: Robbery

Priority: High

Call Source: Hotline

Initiated By Person: Search persons

Contact Number:

Location: Benjamin Building

3rd floor


2nd floor



Description: Active robbery.

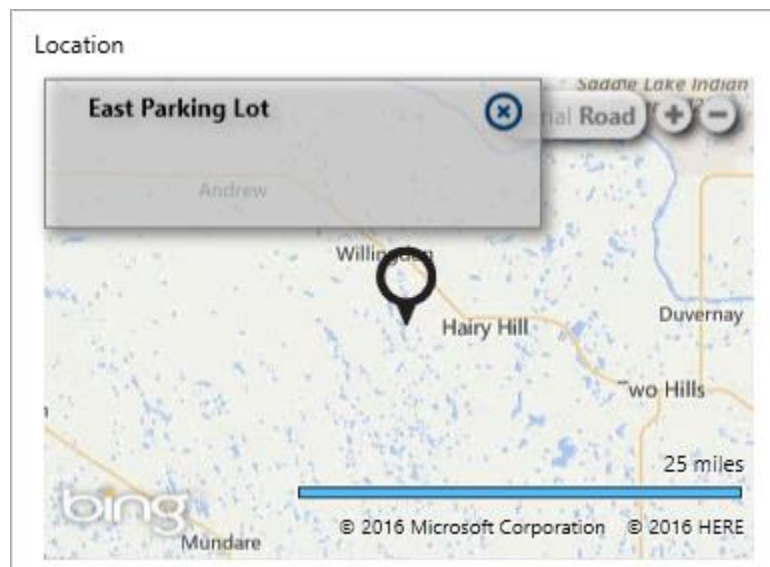
Auto-Focus


The **Details** section of the **Details** panel showing the general information of an active dispatch.

## To edit the general details of a dispatch:


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

2. Open the  **Details** section of the panel if it isn't already open.
3. Edit any fields as needed.
4. To change the location of the dispatch:
  - a. Click the  icon next to the current location in the **Location** section.



The currently selected location in the **Location** section in the **Details** panel. Clicking the  icon will allow you to choose another location.

- b. Select a new location by choosing one of the following methods:
  - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
  - Click a pin on the map to select that location;
  - Open an indoor location point, then double-click its image to place a temporary pin and select that indoor location; or

- Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see [Quick Add Locations](#) for important information.

## Delete a Dispatch

Once a dispatch has been created, it **cannot** be deleted. However, you can [close](#) a dispatch as long as that dispatch has no outstanding tasks.

## Close a Dispatch

When dispatches are closed, they're stored in the **Closed** panel, where they're retained for a certain amount of time specified by your administrator. Closed dispatches are also moved to Perspective where they're saved as activities in the Data Forms.



Only dispatches with a **New** or **Cleared** status with no outstanding tasks can be closed.

Record Owner CF-15

Randolf Thoran

Notes

Please ensure a follow up report is provided by Officer Vogel regarding the damage in the front entryway.

Report to Follow

Yes  No



Close Cancel

The **Close Dispatch** window.

## To close a dispatch:





1. Click a dispatch the **Dispatches** panel.
2. Click  or right-click the dispatch, then click **Close**.
3. **Optional:** Enter search criteria to select an alternate user in the **Record Owner** field. This user can be a Dispatch or Perspective user and will appear as the **Record Owner** in the **Controls** tab of the Perspective activity.
4. **Optional:** Enter any notes about the dispatch, including instructions for a report or follow up task that may need to be completed after the dispatch is closed. These notes will appear in the **Activity Notes** section of the record in Perspective.
5. **Optional:** Click the radio button next to **Yes** if a follow up assignment or report is required after the dispatch has been closed. Doing so will change the status of the Perspective activity as **Open – Report Required** and identify which user(s) created the record and the officers who were dispatched in the **Call Taken By** and/or **Dispatched By** fields.
6. Click  .

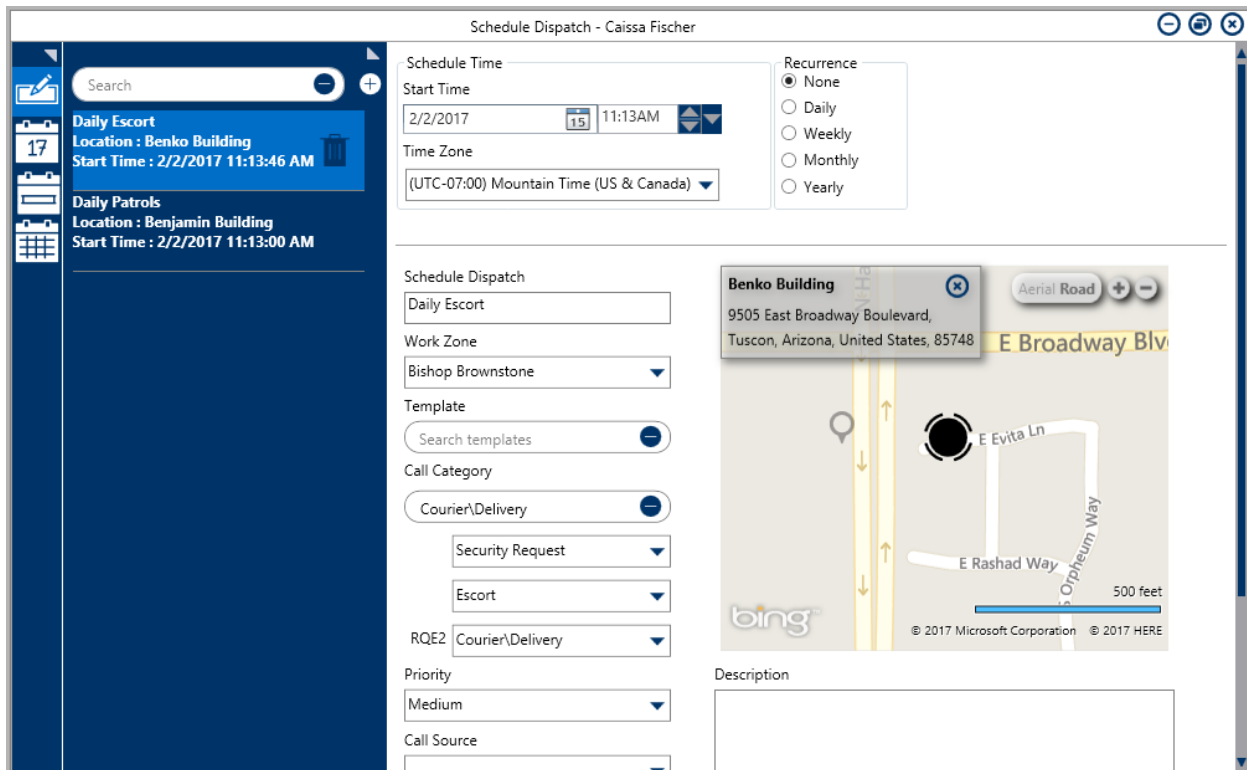
# Scheduled Dispatches

Scheduled dispatches are dispatches that are expected to occur in the future. You can view exactly when upcoming dispatches are scheduled by viewing the **Daily**, **Weekly**, and **Monthly** calendars in the **Schedule Dispatch** panel.

Once a scheduled dispatch is created, it will appear in the **Dispatches** panel at the specified date and time. Scheduled dispatches can be scheduled to occur once or recur daily, weekly, or monthly.






In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact [Resolver Support](#).

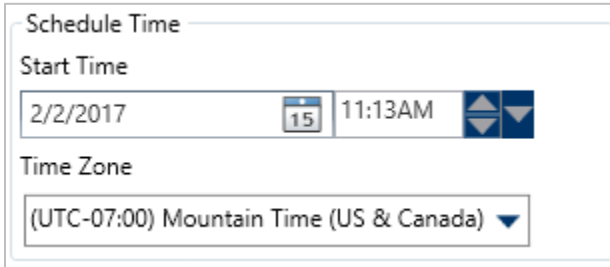


The **Schedule Dispatch** panel displaying a previously saved scheduled dispatch.

## Create a Scheduled Dispatch


### To create a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Click the  **Create** icon in the pane to the left.
3. Type a date or click the  icon to use the calendar to select the date under **Start Time**.



The screenshot shows a 'Schedule Time' section. It contains a 'Start Time' field with a date picker set to '2/2/2017' and a time field set to '11:13AM'. Below the 'Start Time' field is a 'Time Zone' dropdown menu showing '(UTC-07:00) Mountain Time (US & Canada)'.

The **Schedule Time** section displaying the **Start Time** and **Time Zone** fields.





4. Type a time or use the  and/or  arrows to select a time under **Start Time**.
5. Select a time zone from the dropdown menu under **Time Zone**.

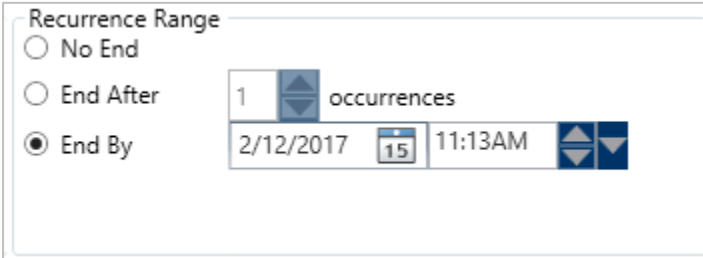


If the dispatch is due to occur in another time zone, you must either select that time zone or make the adjustment under your time zone. For example, if a dispatch is scheduled to occur at 10:00 a.m. Eastern Daylight Time, but your location's time zone is Pacific Daylight Time, you must either enter a 10:00 a.m. start time under the **Eastern Time (US & Canada)** time zone or enter a 7:00 a.m. start time under the **Pacific Time (US & Canada)** time zone.


6. **Optional:** Select **Daily**, **Weekly**, **Monthly**, or **Yearly** under **Recurrence** if you want this scheduled dispatch to occur more than once. If you selected **None**, skip steps 7 and 8.

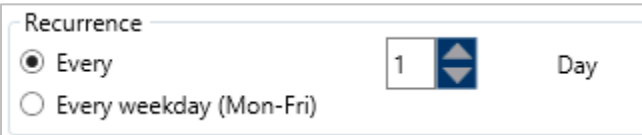
7. If you selected a **Daily**, **Weekly**, **Monthly**, or **Yearly** recurrence in step 6, make one of the following selections under **Recurrence Range**:

- **No End:** Selecting this option means the dispatch will recur indefinitely.
- **End After:** Selecting this option means the dispatch will recur a specific number of times. If you select this option, type a number or use the  arrows to select the number of occurrences.
- **End By:** Selecting this option means the scheduled dispatch will recur until a certain date and time. If you select this option, type a date or click the  icon to use the calendar to select the date, then type a time or use the  and/or  arrows to select a time.



The **Recurrence Range** section.

8. Select **Every** or **Every weekday (Mon-Fri)** to specify which days the scheduled dispatch should recur. If you selected **Every**, type or use the  arrows to select a number of days (e.g. Entering 3 means the dispatch will occur every three days).



The **Recurrence** section where you may select which days the scheduled dispatch will recur.



The **Recurrence Range** and **Recurrence (days)** sections are hidden if **None** is selected in the **Recurrence** section.

9. Enter a name for the dispatch in the **Schedule Dispatch** field.

10. Select a work zone in the **Work Zone** field.



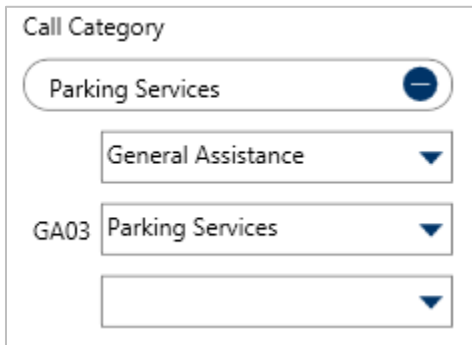
**Work zones**, created by your administrator, refer to the general area where a dispatch is occurring and will affect which team of officers can respond to the dispatch. See the [Dispatch: What Are Zones & Teams](#) article on the Resolver Support site for more information.

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

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

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


13. **Optional:** Use the additional two dropdown menus under the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.



The screenshot shows a 'Call Category' section with the following elements:

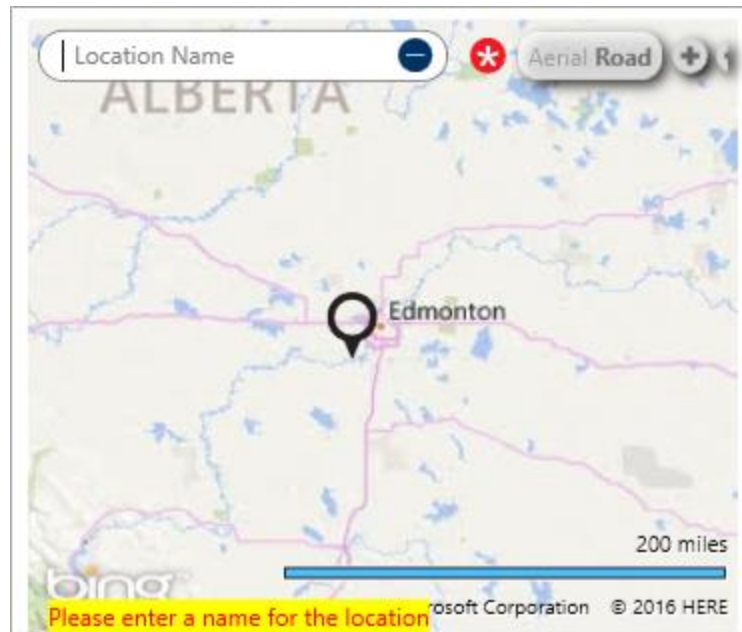
- A button labeled 'Parking Services' with a minus sign icon.
- A dropdown menu labeled 'General Assistance'.
- A label 'GA03' followed by a dropdown menu labeled 'Parking Services'.
- An empty dropdown menu.


The **Call Category** section.

14. If a priority hasn't already been selected based on the **Call Category** or you wish to overwrite this selection, select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu.
15. **Optional:** Select a call source (e.g. Phone Call, Email, etc.) from the **Call Source** dropdown menu.
16. **Optional:** Enter search criteria in the **Initiated By Person** field to locate and select the record of the person who provided the initial dispatch information.
17. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.
18. Select a location by choosing one of the following methods (if you need to select an **indoor location point**, see step 19):
  - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
  - Click a pin on the map to select that location; or
  - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



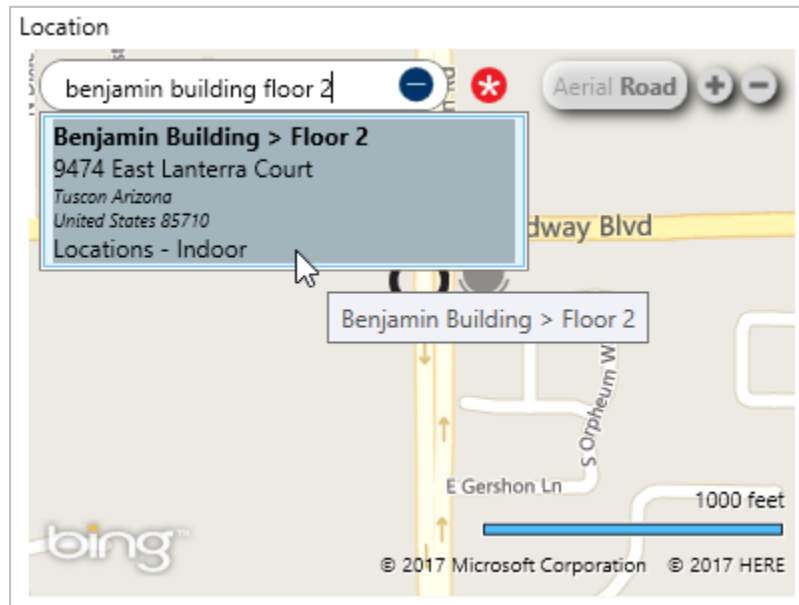
Before creating a new location, see [Quick Add Locations](#) for important information.





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


19. To select an [indoor location point](#), choose one of the following methods:

- Enter search criteria in the **Search locations** field, then select the indoor location from the [search results](#); or

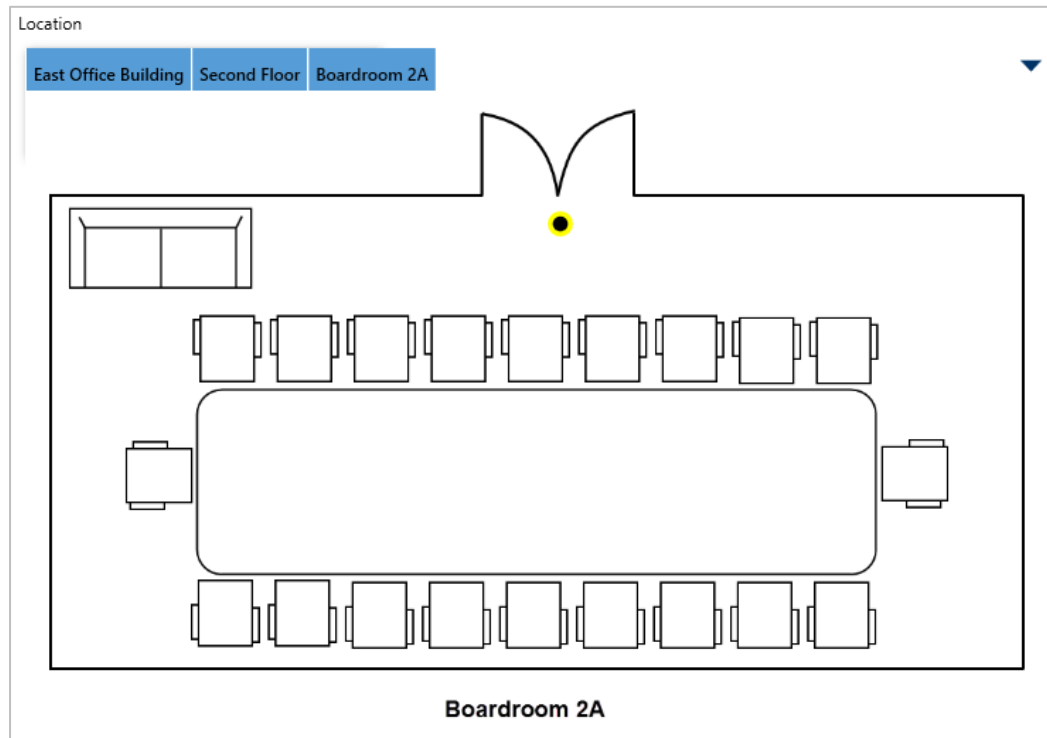


Enter search terms in the **Search locations** field to select an indoor location point.


- From the map or using the **Search locations** field:
  - a. Open a location with indoor location points.
  - b. Click **Indoor Location Points** at the bottom right of the map.
  - c. Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.

Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).







A temporary pin placed on an indoor location point image.

- 20. **Optional:** Enter a description of the dispatch in the **Description** field.
- 21. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the [dispatch conversation](#).
- 22. **Optional:** To add officer tasks:
  - a. Click  **Add Officer Tasks**.
  - b. Enter a description in the **Task Description** field.

**Dispatch Tasks**

Task Description



 **Add Officer Tasks**

The **Dispatch Tasks** section of the **Schedule Dispatch** panel.



- c. Repeat steps a-b to create more officer tasks as needed.



Once all the required fields have been entered, the scheduled dispatch will be automatically saved by the application.



## Edit a Scheduled Dispatch


### To edit a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Open  **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to edit from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.
4. Edit any fields as needed.

## Delete a Scheduled Dispatch

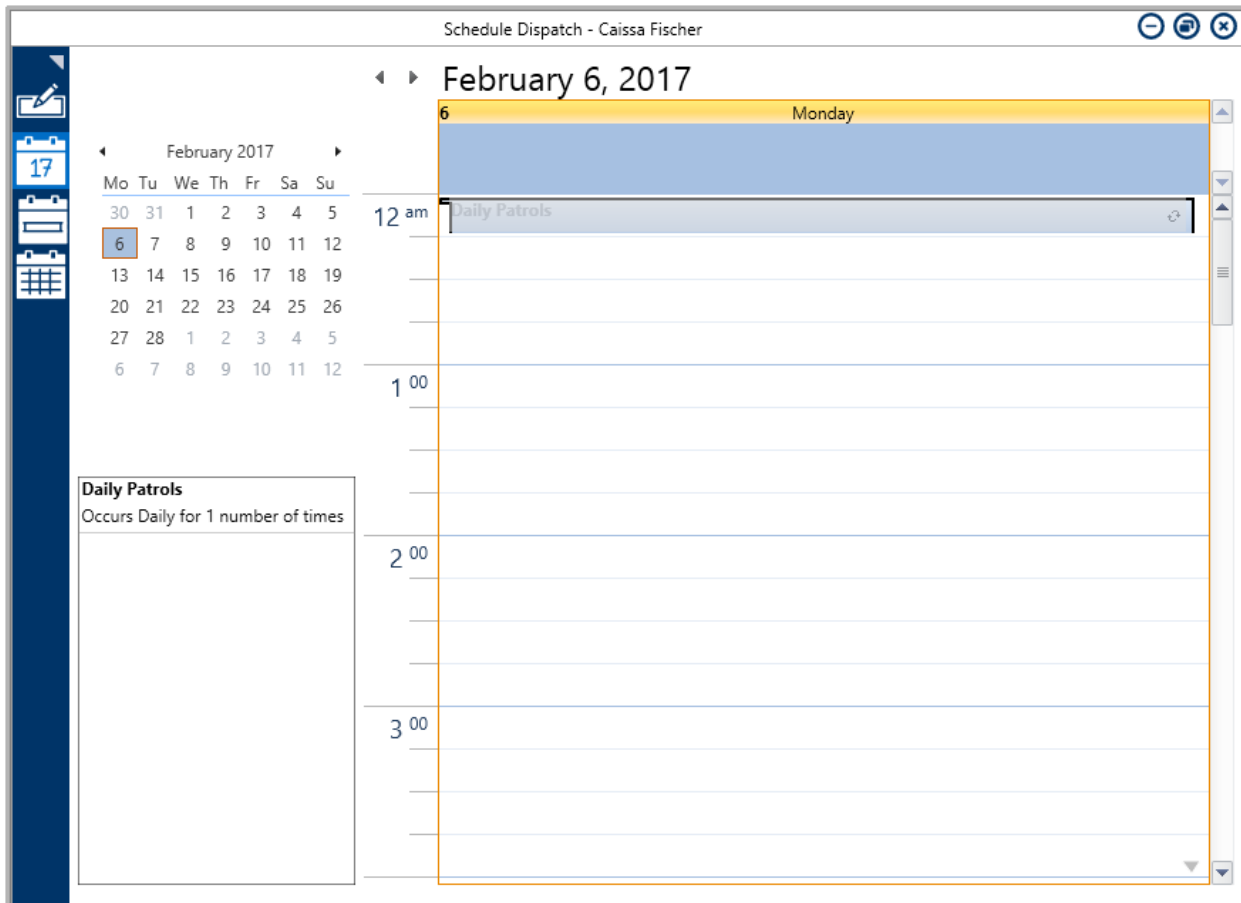
### To delete a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Open  **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to delete from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.

4. Click the  icon next to the selected dispatch in the pane to the left.
5. Click **Yes** to confirm.

## View the Daily Calendar of Scheduled Dispatches

The **Daily Calendar** in the **Scheduled Dispatch** panel displays an hourly list of any scheduled dispatches for a selected day.




The screenshot shows a software window titled "Schedule Dispatch - Caissa Fischer". On the left is a vertical navigation pane with icons for a calendar, a list, and a grid. The main area is split into two parts. The top part is a calendar for February 2017, with the date "February 6, 2017" selected. Below the calendar is a details pane titled "Daily Patrols" with the text "Occurs Daily for 1 number of times". The bottom part of the main area is a "Daily Calendar" for Monday, February 6, 2017, showing a grid of hours from 12 am to 3:00. A dispatch entry "Daily Patrols" is shown at 12 am.

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

### To view the Daily Calendar:

1. Click  **Schedule** in the ribbon

2. Click  **Daily Calendar**.
3. Select a date from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the daily calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.



## View the Weekly Calendar of Scheduled Dispatches

The **Weekly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected week.

The screenshot shows a software interface titled "Schedule Dispatch - Caissa Fischer". At the top, it displays "February 6 - 12, 2017". Below this is a weekly calendar grid with columns for Monday through Sunday. The time slots are labeled on the left as 12 am, 1 00, 2 00, and 3 00. Each cell in the grid contains the text "Daily Pa" with a small icon. To the left of the calendar is a sidebar with a calendar icon and a "Daily Patrols" section containing the text "Occurs Daily".

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

## To view the Weekly Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Weekly Calendar**.
3. Select a week from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in weekly calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.



## View the Monthly Calendar of Scheduled Dispatches

The **Monthly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected month for the current year or future years.

The screenshot shows a software window titled "Schedule Dispatch - Caissa Fischer". The main area displays a monthly calendar for February 2017. The calendar is organized by days of the week (Monday to Sunday). Scheduled dispatches are listed for several dates: February 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, and 29. Most of these dates have a "Daily Patrc" entry. On February 17, there is a "Security Esco" entry. The calendar also shows the end of January (30, 31) and the beginning of March (1, 2, 3, 4, 5). A sidebar on the left contains navigation icons and a list of dates for January, February, and March 2017. The date "17" is highlighted in the sidebar.

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

### To view the Weekly Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Monthly Calendar**.

3. Select a month from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the monthly calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.

# Web Portal Dispatches (Request an Officer)

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

The screenshot shows the Web Portal homepage with a blue header bar containing navigation icons. Below the header are two main buttons: "Report an Incident" and "Request an Officer (Dispatch)". The main content area is divided into several sections:

- Caissa Fischer Corporate Security Information**
  - Suspicious Vehicle**: Includes a photo of a white car and text stating it has been seen in the vicinity of 3 break and enters over the past month. Date: 2/16/2018.
  - Car Break-ins near BYRNE BUILDING**: Includes a yellow "ALERT" warning sign and text about an increase in car break-ins along Michigan Avenue. Date: 6/14/2016.
- Announcements**
  - Emergency Response Training**: Text about a mock emergency at the Robson building next Tuesday. Date: 2/16/2018.
  - NO ACCESS / No power in Benko Building this weekend.**: Text about emergency electrical work and building closure. Date: 6/13/2016.
- Links**
  - [Corporate Policies](#): Please visit our website for more information. Date: 2/16/2018.
  - [REPORT A SECURITY INCIDENT](#): Date: 6/13/2016.

The Web Portal homepage.





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

## The Request an Officer Form

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

**Request an Officer (Dispatch)**

Request an Officer (Dispatch) Enabled

First Name	Visible <input checked="" type="checkbox"/>	Required <input type="checkbox"/>
Last Name	Visible <input checked="" type="checkbox"/>	Required <input type="checkbox"/>
Phone Number	Visible <input checked="" type="checkbox"/>	Required <input type="checkbox"/>
Description	Visible <input checked="" type="checkbox"/>	Required <input checked="" type="checkbox"/>
Allow schedule officer	Visible <input checked="" type="checkbox"/>	

\* Scheduled Dispatch Name

Zone

\* Operational Zone  \* Work Zone  \* Officer

Add Request Type

Template Name	Request Type
<input type="text" value="Portal Request"/>	<input type="text"/>

Remove Request Type

Request Types

<input type="text" value="Officer Assistance"/>	<input type="button" value="✕"/>
---	----------------------------------

Portal Request

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

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

- **Phone Number:** The phone number of the requester. If these fields are completed they will appear in the first message of the dispatch-related conversation. This field can be hidden or marked as required by a Web Portal administrator.
- **Request Type:** The category of the dispatch or request being made. When a Web Portal administrator creates a request type, he or she will assign the operational zone, work zone, and officer (the user who will appear in the **Call Entered By** field of the dispatch), along with a pre-created Dispatch template that will populate the required fields in the dispatch. This field is mandatory.



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

- **Location:** The location of the dispatch. This options in the dropdown are populated from the saved locations and users may select indoor location points if needed. This field is mandatory.
- **Description:** A brief description of the request. This field can be hidden or can be marked as required by a Web Portal administrator.
- **When do you need the officer?:** Allows the user to specify if they need the officer now or at a later date. If the user selects **Later**, he or she must specify the time and date of the request, which will appear in the **Dispatches** panel on the time and date specified. These fields can be hidden by a Web Portal administrator.

**When do you need the officer?**

Now  Later

\* Request Date      Hour      Minute

2018-08-05      14      36

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

### Request an Officer (Dispatch)

First Name	Last Name	Phone Number
<input type="text" value="Rena"/>	<input type="text" value="Houston"/>	<input type="text" value="555-555-1234"/>


---

* Request Type	* Description
<input type="text" value="Officer Assistance"/>	<input type="text" value="I locked myself out of the main doors of the East Residence building."/>

* Location
<input type="text" value="East Campus\Residence"/>

When do you need the officer?

Now  Later

   
SubmitCancel

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

# Connect Dispatches

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

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



Connect administrator accounts are created in Dispatch. See the [Users](#) chapter for more information.



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

## Rules & Actions

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

- **Create Dispatch:** Triggers a [new dispatch](#). For example, if an alarm is set off at a specific location and time that matches the rule, a new record will be created in Dispatch. Selecting this option requires the device linked to the rule is mapped to a Dispatch location or indoor location, and that an operational zone, work zone, and template has been selected.
- **Acknowledge:** Automatically acknowledges in the connector source system that an event has occurred.
- **Close:** Automatically closes the event in the connector source system.

Note that the **Acknowledge** and **Close** actions will vary by connector. Refer to your source system's documentation for more information.

### Edit Rule ✕

**Rule Name**  
Invalid Card

**Priority**  
3

**ACTIONS**  Create Dispatch  Acknowledge  Close ?

**Operational Zone**  
Caissa Fischer

**Work Zone**  
King's Corner

**Dispatch Template**  
Connector

✕ CANCEL ← BACK SAVE

A rule in Connect with a **Create Dispatch** action. When a rule is configured to create a dispatch, the selected device must be mapped to a location or indoor location and an operational zone, work zone, and Dispatch template must be selected.

## Create Dispatch

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

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

**MAP DEVICES**

Device Name      Mapped      Q Benjamin Building > Floor 1

Back Entrance	<input checked="" type="checkbox"/>	MAP	🗑️
LENEL-3-MIFARE Reader w/PINPad	<input type="checkbox"/>	MAP	🗑️
Southeast Door	<input checked="" type="checkbox"/>	MAP	🗑️

Page 1 of 1 | 3 Rows

**LEVEL 1**  
■ Performance Spaces  
■ Classrooms

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

Map - Caissa Fischer

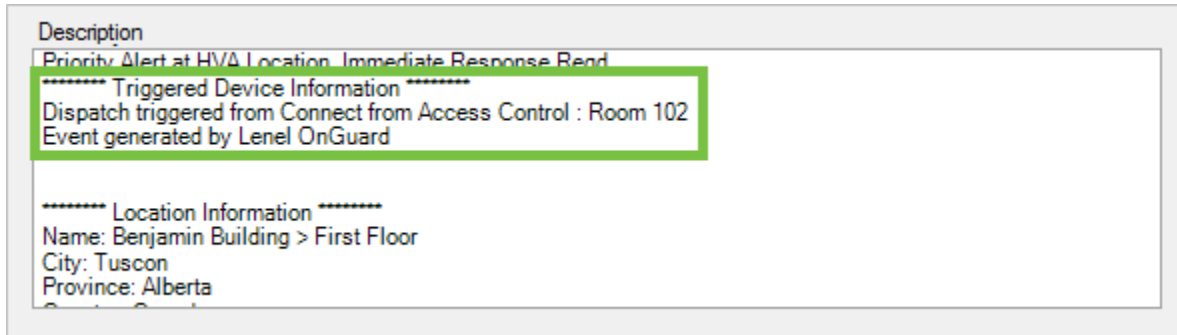
Benjamin Building    Floor 1      Close

**LEVEL 1**  
■ Performance Spaces  
■ Classrooms

Auto-Focus

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

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



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

# SOPs (Standard Operating Procedures)

An **SOP (Standard Operating Procedure)** is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information. The SOP feature also allows you to email others in your organization to share announcements, provide instructions, or share any other important information during an activity.

SOPs are created in Perspective and are activated in Dispatch when a dispatch **exactly** matches the Call Category and/or site criteria specified in Perspective.

SOP - Caissa Fischer

RES6 Emergency Procedure Policy

Procedure Description

The Emergency Procedure policy must be followed in the case of any emergencies on the premises.

Emergency Procedure Policy

East Campus Safety Policy Emergency Contact Numbers

Checklist Email

**SOP Checklist**

- Activate alarm
- Evacuate occupants
- Ensure nobody is left in the building
- Meet at muster point
- Contact the police/fire department/paramedics

Auto-Focus

The **SOP** panel. The dispatch number is displayed in the top left of the window and the name of the SOP is displayed in the top right of the window.



## View the SOP



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



If a site has been specified in the SOP criteria in Perspective, the SOP will not appear in Dispatch unless the dispatch's selected location is linked to the same Perspective site. Linking to a Perspective site is done by a Dispatch administrator through the location's settings.

### To view the SOP checklist:


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

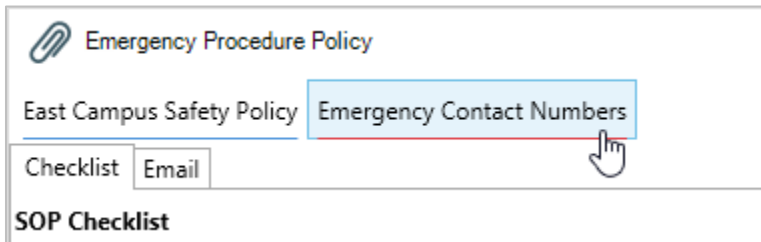
- Clicking the  icon in the **SOP** column of the **Dispatches** panel; or
- Selecting the dispatch with an associated SOP in the **Dispatches** panel, then clicking  **SOP** in the ribbon.

2. Click the checkboxes under **SOP Checklist** to mark off the steps that have been completed.

A screenshot of a software interface showing a checklist. At the top, there are two tabs: 'Checklist' (selected) and 'Email'. Below the tabs is a section titled 'SOP Checklist'. It contains five items, each with a checkbox: 'Activate alarm' (checked), 'Evacuate occupants' (checked), 'Ensure nobody is left in the building' (checked), 'Meet at muster point' (unchecked), and 'Contact the police/fire department/paramedics' (unchecked).

Tasks to be completed under an SOP. Completed steps can be marked as complete by selecting the checkboxes.

3. Click the  icon to download any attachments.
4. Click any links to open the link in a new window. Links appear underlined.



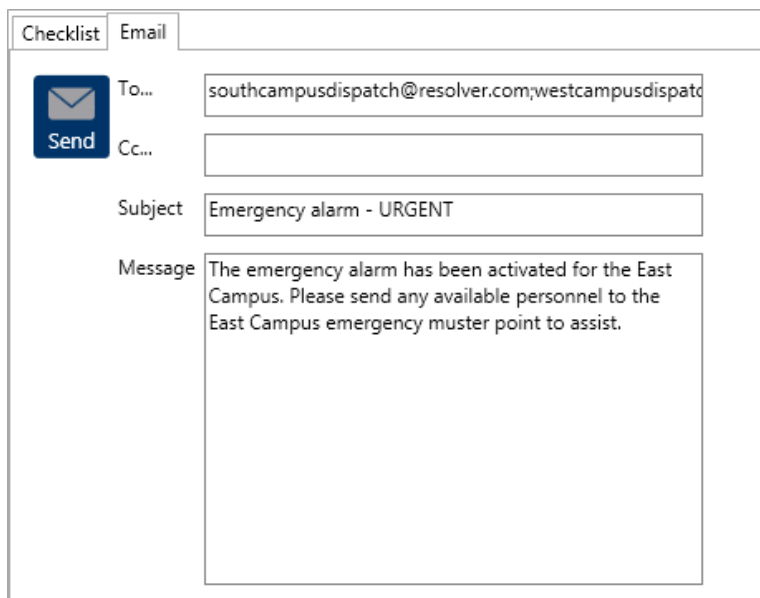
Attachments and links in the **SOP** panel. If there are no attachments or links, this section of the panel will be blank.

## Send an SOP Email

If needed, you can send emails to others in your organization with important SOP-related information. The email feature is available only on dispatches with an associated SOP.





You will not be able to send any SOP-related emails if the email feature hasn't been configured in Perspective.

A screenshot of the "Email" tab in the SOP panel. The interface shows a "Send" button with an envelope icon. Below the button are input fields for "To...", "Cc...", and "Subject". The "To..." field contains the email addresses "southcampusdispatch@resolver.com;westcampusdispatc". The "Subject" field contains the text "Emergency alarm - URGENT". Below these fields is a "Message" field containing the text: "The emergency alarm has been activated for the East Campus. Please send any available personnel to the East Campus emergency muster point to assist."

The **Email** tab in the **SOP** panel.

## To send SOP-related emails:

1. Open the **SOP** panel by:
  - Clicking the  icon in the **SOP** column of the **Dispatches** panel; or
  - Selecting the dispatch with an associated SOP in the **Dispatches** panel then clicking  **SOP** in the ribbon.
2. Click the **Email** tab.
3. Enter the recipient email addresses in the **To** and **Cc** fields as needed. If you're entering multiple email addresses, separate them with a semi-colon.



Your Perspective administrator may have completed the **To**, **Cc**, **Subject**, and/or **Message** fields. If so, these fields will be automatically populated, but you can make changes as needed.

4. Enter a subject in the **Subject** field.
5. Enter a message in the **Message** field.
6. Click **Send**.

# Tasks

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



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

## Tasks in Officer Mobile

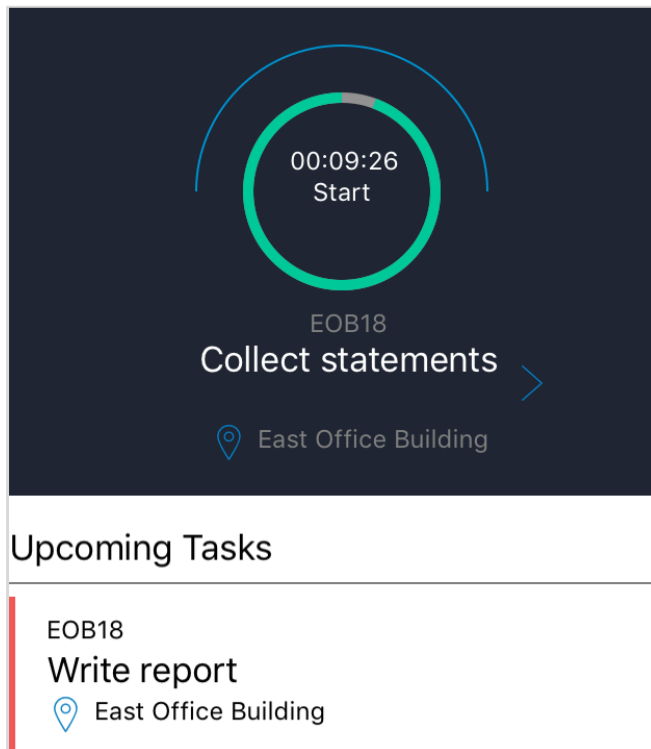
If your officers are using Officer Mobile, any tasks you've assigned to them will appear automatically in the app, ordered by newest task first or by how you've organized the tasks in Dispatch.

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

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



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



A current and upcoming task in Officer Mobile.

## Create a Task

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




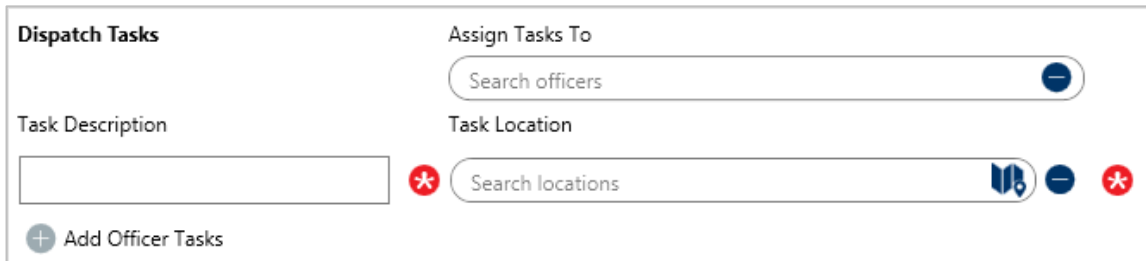
Ensure all information is correct before creating a task. Once a task is created, it can only be cleared from the dispatch. It cannot be edited or deleted.

**To create an officer task, select one of the following methods:**

### Method 1 - Create Panel

1. Click  **Create** in the ribbon.

2. Fill in the necessary fields to [create a dispatch](#).
3. Click  **Add Officer Tasks**.
4. Enter a description in the **Task Description** field.





The screenshot shows a form titled "Dispatch Tasks". On the left, there is a "Task Description" label above a text input field. Below this is a button with a plus icon and the text "Add Officer Tasks". On the right, there are two search fields. The top one is labeled "Assign Tasks To" and contains the text "Search officers" with a minus icon on the right. The bottom one is labeled "Task Location" and contains the text "Search locations" with a plus icon, a map icon, a minus icon, and a red asterisk icon on the right.

The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.

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



You can assign an officer to a task after it's created. See [Assign an Officer to a Task](#) for more information.

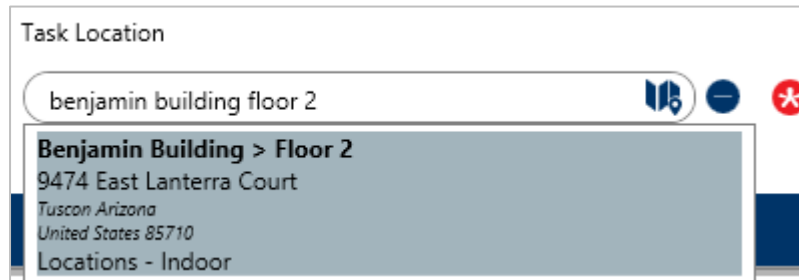
6. Select a location using one of the following methods (if you want to select an indoor location point, see step 7):
  - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
  - Click the  icon, then click a location pin on the map; or
  - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).







Before creating a new location, see [Quick Add Locations](#) for important information.

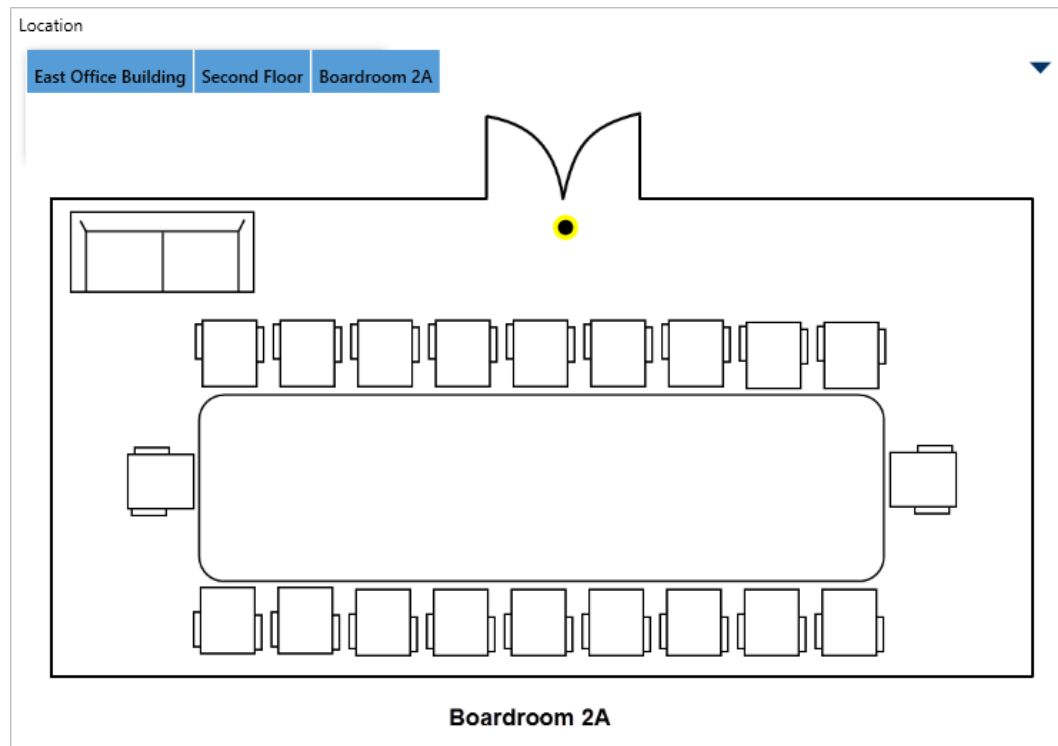
7. To select an [indoor location point](#), choose one of the following methods:

- Enter search criteria in the **Search locations** field, then select the indoor location from the [search results](#); or



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

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




*A temporary pin placed on an indoor location point image.*



Return to previous location points by clicking the blue tabs at the top-right or the ▼ icon at the top left to return to the map.

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

## Method 2 - Create Task Panel

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  **Create Task** in the ribbon.
3. Enter a description of the task in the **Task Description** field.






The **Create Tasks (Officer Tasks)** panel. The dispatch number of the selected dispatch is displayed in the top-left corner and the location of the dispatch is automatically populated in the **Task Location** field.

4. **Optional:** Enter search criteria to locate the record of an officer in the **Assign Task To** field.



You can assign an officer to a task after it's created. See [Assign an Officer to a Task](#) for more information.

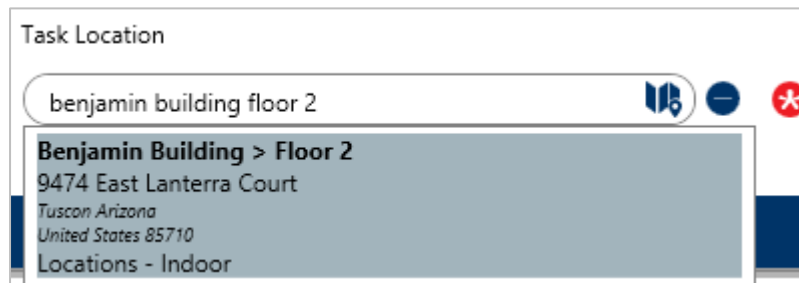
5. **Optional:** If the task is not at the same location as the dispatch, use one of the following methods to select a location (if you want to select an indoor location point, see step 6):
  - Enter search criteria to select a location in the **Task Location/Search locations** field, then select the location from the [search results](#);
  - Click the  icon in the **Task Location/Search locations** field to open the map, then click a pin on the map to select that location; or
  - Create a new location by clicking the  icon in the **Task Location/Search locations** field, clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).






Before creating a new location, see [Quick Add Locations](#) for important information.


6. To select an [indoor location point](#), choose one of the following methods:

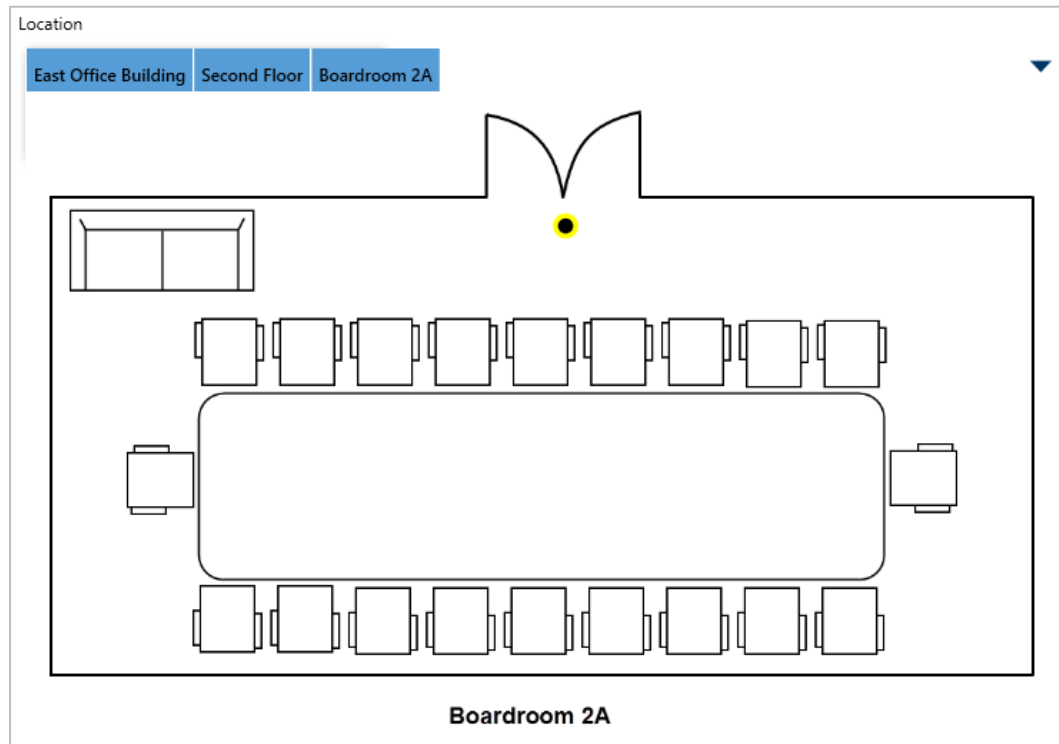
- Enter search criteria in the **Task Location/Search locations** field, then select the location from the [search results](#);



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

- Click the  icon in the **Search locations** field then:
  - a. Open a location with indoor location points.
  - b. Click **Indoor Location Points** at the bottom right of the map.
  - c. Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.


Temporary pins appear as a red pin on the image for officers viewing the dispatch details in Officer Mobile and as an  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).

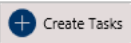


A temporary pin placed on an indoor location point image.



Return to previous location points by clicking the blue tabs at the top-right or the ▼ icon at the top left to return to the map.

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

8. Click  when finished.

## Assign an Officer to a Task

Assigning an officer means that you're appointing an officer to complete a specific, dispatch-related job. An officer may be assigned multiple tasks, but only one of his or her assigned tasks may have an **On Route** or **On Scene** status at one time.



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

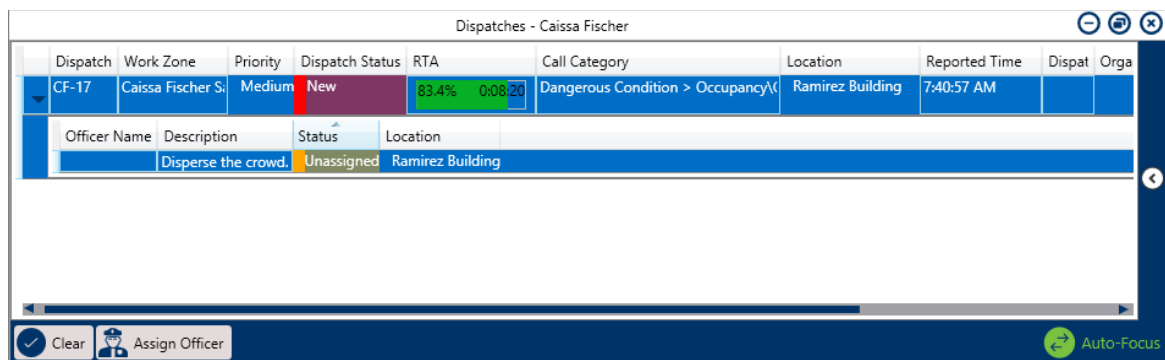


Once an officer is assigned to a task, you cannot assign another officer to that same task. If needed, you can **clear** the task then create a duplicate to assign to another officer.


**To assign an officer to a task, select one of the following methods:**

### Method 1 – Dispatches Panel

1. [Create a task.](#)
2. In the **Dispatches** panel, click the ▶ icon next to the dispatch that contains unassigned tasks.



Unassigned tasks shown in the **Dispatches** panel after clicking the ▶ icon.

3. Click the task to select it.
4. Click  to search for an officer or right-click the task and hover your cursor over **Assign Officer**, then click the officer's name to assign that officer.

## Method 2 – Officers Panel

1. [Create a task](#).
2. In the **Dispatches** panel, click the ▶ icon next to the dispatch that contains unassigned tasks.
3. Click and drag the officer's name from the **Officers** panel to the task then release.

## Dispatch an Officer to Complete a Specific Task

Dispatching an officer means you've directed an officer to complete a task that he or she has been [assigned](#) to. Officers cannot be dispatched unless they've been assigned to a task, however, you can create a non-specific task at the time of dispatch by using the [Dispatch Officer](#) function.

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

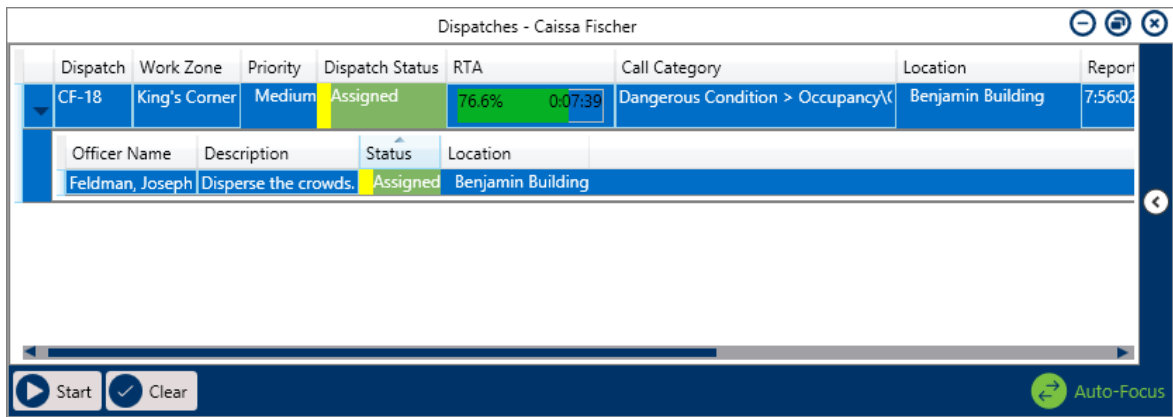


Once the task is successfully completed, it can be [cleared](#). If the task couldn't be completed, it can be [suspended](#).



**To dispatch an officer to complete a specific task, select one of the following methods:**

### Method 1 – Dispatches Panel

1. In the **Dispatches** panel, click the ▶ icon next to the dispatch to reveal assigned tasks.

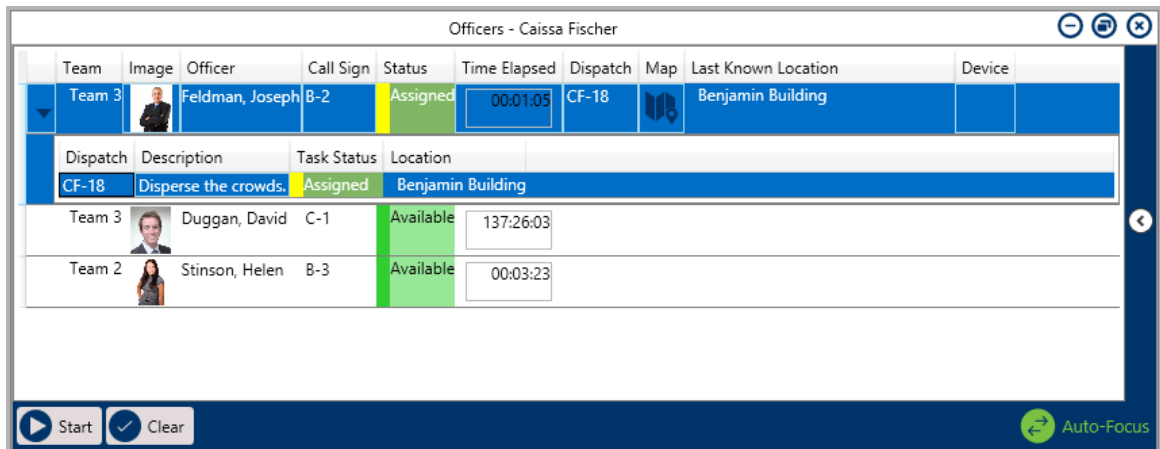


An assigned task shown in the **Dispatches** panel after clicking the ▶ icon.

2. Click the **Assigned** task to select it.
3. Click  or right-click the task then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.



## Method 2 – Officers Panel

1. In the **Officers** panel, click the ▶ icon next to the officer's name to reveal assigned tasks.



An assigned task shown in the **Officers** panel after clicking the ▶ icon.

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

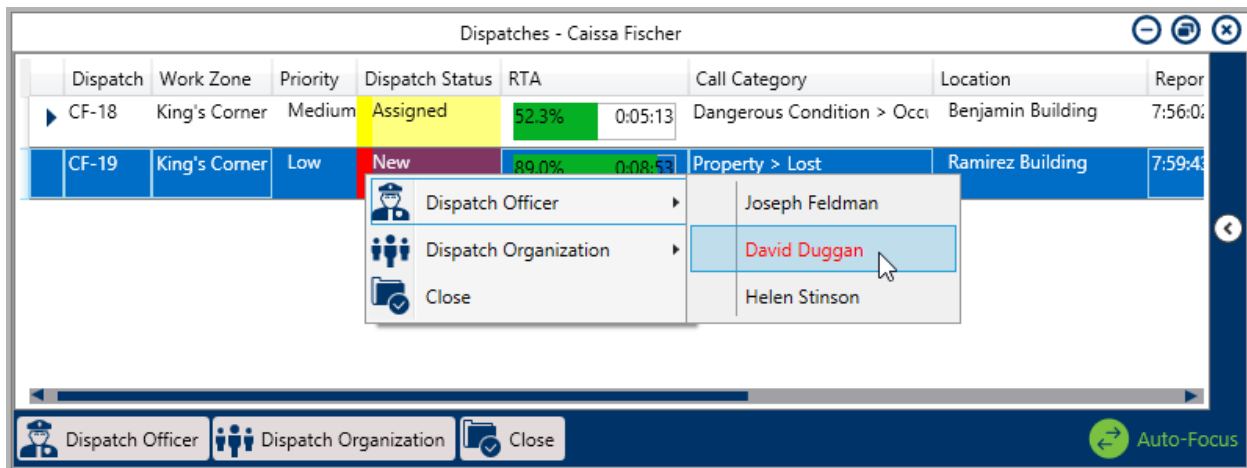
- Click  or right-click the task then click **Start** to change the task status to **On Route**.
- Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

## Dispatch an Officer to Complete a Non-specific Task

The following methods will assign an officer to an automatically created task with a general **Respond and assist** description. For information on creating specific officer tasks, see [Create a Task](#).



Once the task is successfully completed, it can be [cleared](#). If the task was started but couldn't be completed, it can be [suspended](#).






Dispatching an officer from the **Dispatches** panel by right-clicking the dispatch.



To dispatch an officer to complete a non-specific task, select one of the following methods:

### Method 1 – Dispatches Panel

- Click a dispatch in the **Dispatches** panel to select it.

2. Click  **Dispatch Officer** to search for an officer or right-click the task, hover your cursor over **Dispatch Officer**, then click the officer's name to assign that officer.
3. Click  or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

## Method 2 – Officers Panels

1. Click an officer's name in the **Officers** panel to select it.
2. Drag the officer's name to the dispatch in the **Dispatches** panel then release.
3. Click  in the **Officers** panel or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  in the **Officers** or right-click the task, then click **Arrive** to change the task status to **On Scene**.

## Suspend a Task

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

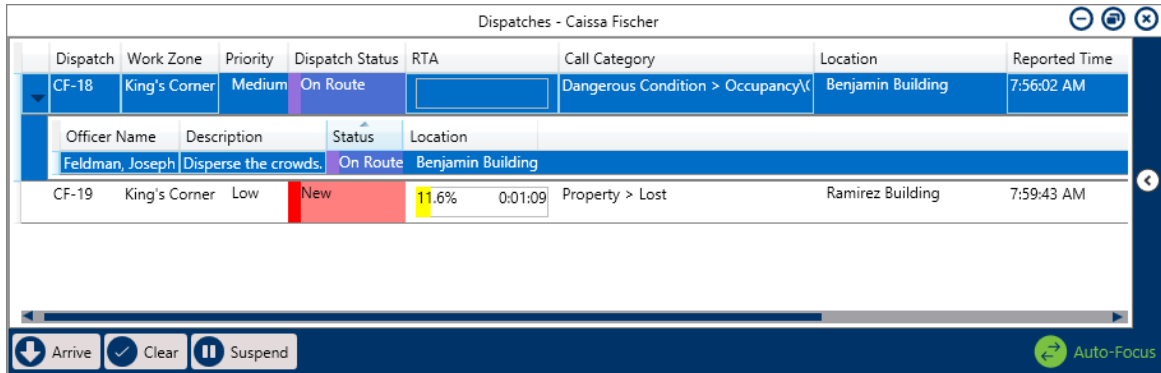
**Suspending** a task creates a duplicate task that will be automatically assigned to the officer who had initially started it. The original task will be replaced by the duplicate on the home screen, but a [record](#) of the original task can be viewed in the **Details** panel and will appear as an officer response in the activity record in Perspective.




## To suspend a task, select one of the following methods:

### Method 1 – Dispatches Panel


1. In the **Dispatches** panel, click the  icon next to the dispatch.

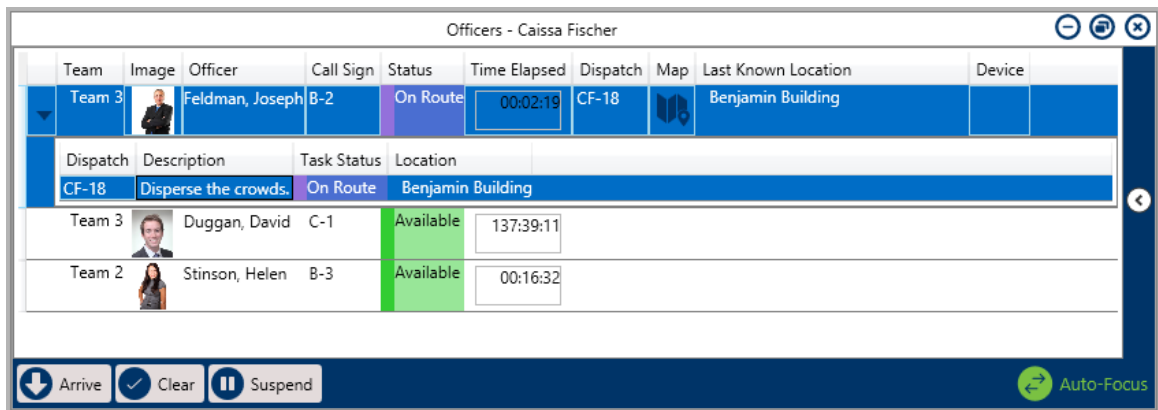


A started task selected in the **Dispatches** panel.

2. Click the task to select it.
3. Click  **Suspend** or right-click the task then click **Suspend**.

### Method 2 – Officers Panel

1. In the **Officers** panel, click the  icon next to the officer's name to reveal assigned tasks.
2. Click the task to select it.



A started task selected in the **Officers** panel.

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

## Edit or Delete a Task

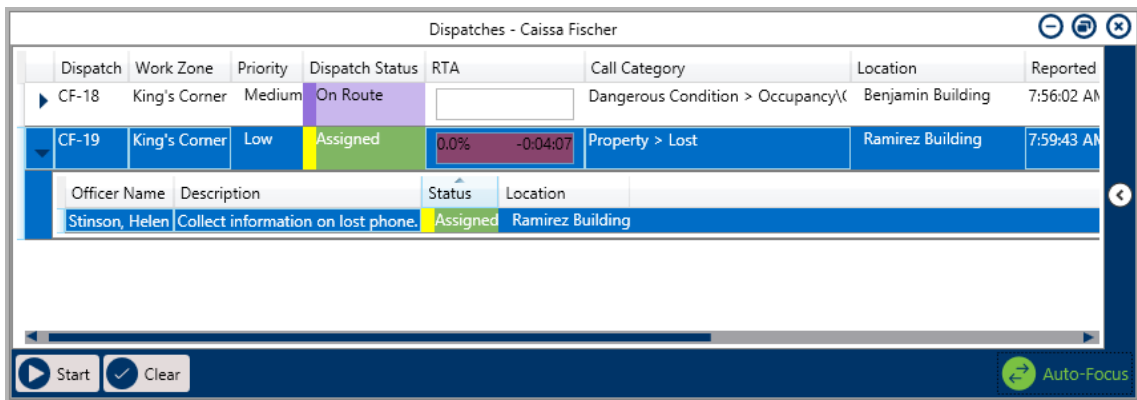
Once a task is created, you **cannot** edit or delete it. To remove the task from the home screen, the task must first be **cleared** then **closed**.

## Clear a Task


To clear a task, select one of the following methods:

### Method 1 – Dispatches Panel

- In the **Dispatches** panel, click the icon next to the dispatch that contains tasks.

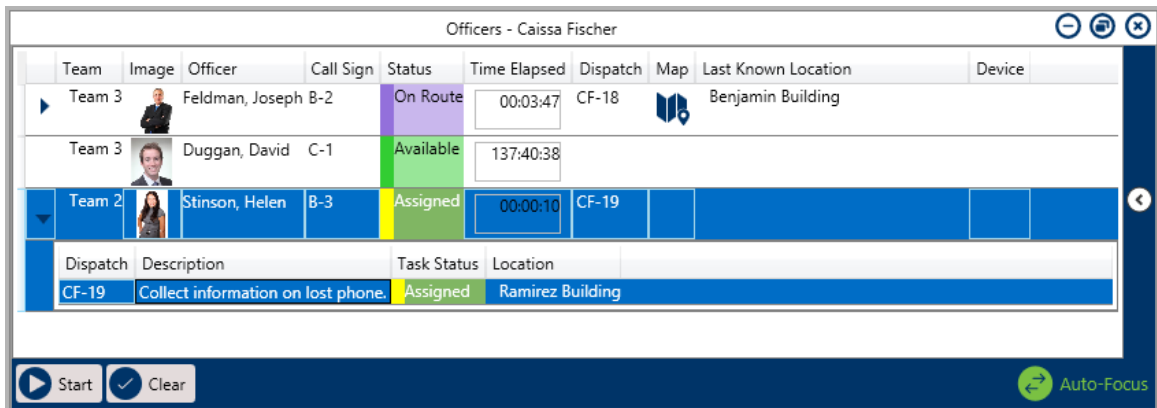


Tasks shown in the **Dispatches** panel after clicking the ▶ icon.


2. Click the task to select it.
3. Click  or right-click the task, then click **Clear**.

## Method 2 – Officers Panel

1. In the **Officers** panel, click the ▶ icon next to the dispatch that contains tasks.



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

2. Click the task to select it.
3. Click  or right-click the task, then click **Clear**.

## View a Summary of Tasks in the Details Panel

The **Tasks** section of the **Details** panel provides a summary of all officer and [organization](#) tasks for a selected dispatch, including the officer's name, the task description and location, the time of each status change, and whether or not the task was suspended.

### To view a summary of tasks in the Details panel:

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

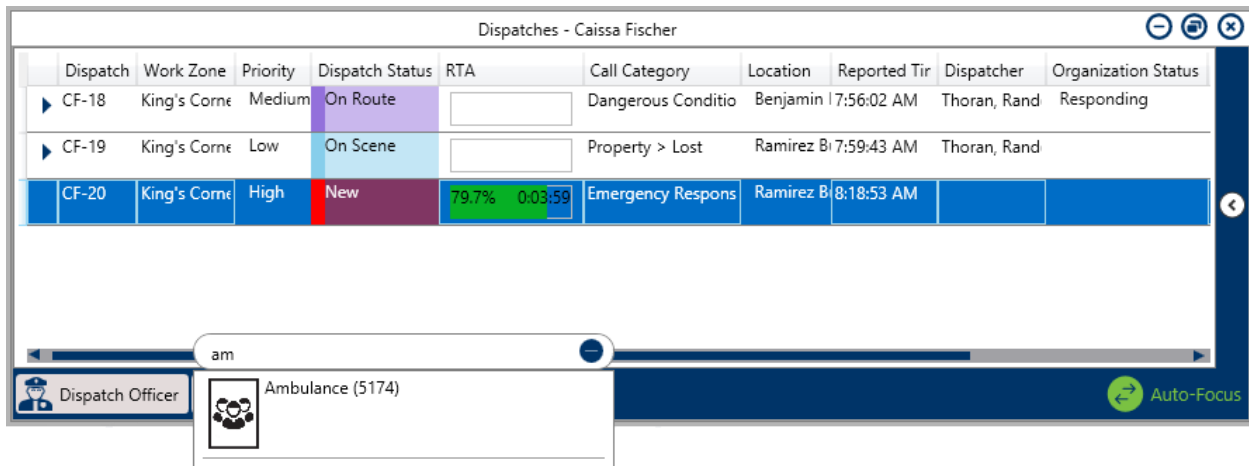
2. Click  **Tasks**.



**Suspended** tasks will appear with a checkmark in the **Suspended** column of the **Officers** section, while organizations that didn't arrive on scene will appear with a checkmark in the **No Response** column of the **Organization Responses** section.

# Dispatch an Organization


If a dispatch requires the assistance of an agency, such as the police, fire department, or paramedics, you can dispatch an organization. When an organization is dispatched, a non-specific organization task with a **Responding** status is created, where it can be reviewed in the **Details** panel and managed in the **Dispatches** or **Organizations** panels.





Dispatching an organization from the **Dispatches** panel.


## Dispatch an Organization

### To dispatch an organization:

1. Click the dispatch in the **Dispatches** panel to select it.
2. Click  **Dispatch Organization** to search for an [available organization](#) or right-click the dispatch, hover your cursor over **Dispatch Organization**, then select an available organization.
3. Click the ▶ icon next to the dispatch to reveal the tasks.
4. Click the organization task to select it.

5. If the organization has arrived on scene, click  or right-click the organization task, then click **Arrive** to change the task status to **On Scene**.
6. Once the organization has cleared the scene, click  or right-click the organization task, then click **Clear**.



If the organization never arrived on scene, click  while the task is in **Responding** status to clear the task with a **No response** status.

## View & Manage Tasks in the Organizations Panel

The **Organizations** panel provides list of [available organizations](#) as well summarizes all tasks assigned to those organizations.

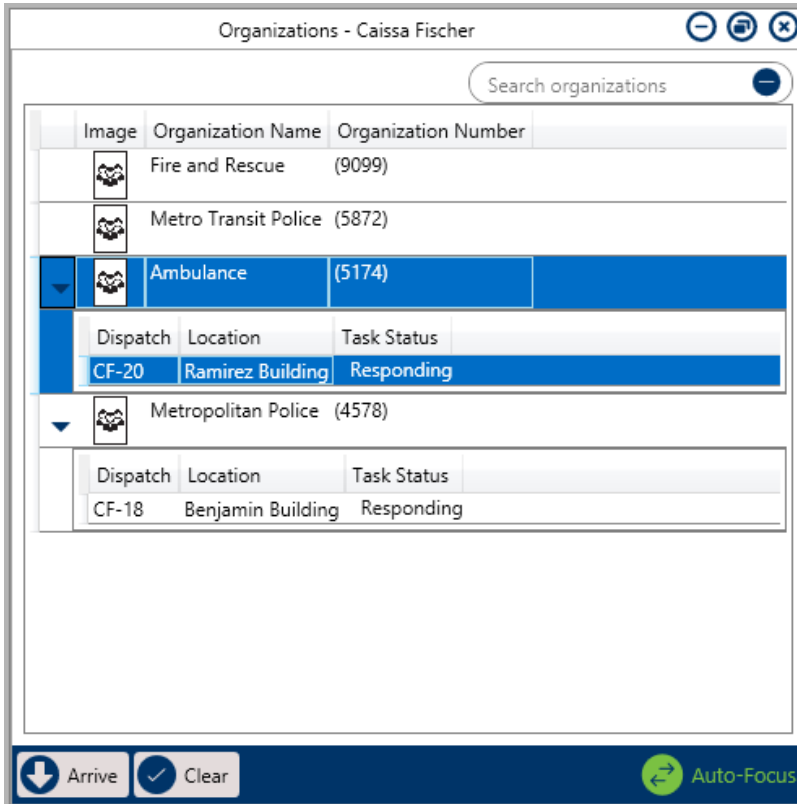











Image	Organization Name	Organization Number	
	Fire and Rescue	(9099)	
	Metro Transit Police	(5872)	
	Ambulance	(5174)	
	Dispatch	Location	Task Status
	CF-20	Ramirez Building	Responding
	Metropolitan Police	(4578)	
	Dispatch	Location	Task Status
	CF-18	Benjamin Building	Responding

The **Organizations** panel displaying organization tasks and a list of available organizations.

## To view and manage tasks in the Organizations panel:

1. Click  **Organizations** in the ribbon.
2. Click the  icon next to an organization's name to reveal any tasks.
3. Click the organization task to select it.
4. If the organization has arrived on scene, click  to change the task status to **On Scene**.
5. Once the organization has cleared the scene, click  to clear the task.




If the organization never arrived on scene, click  while the task is in **Responding status** to clear the task with a **No response** status.

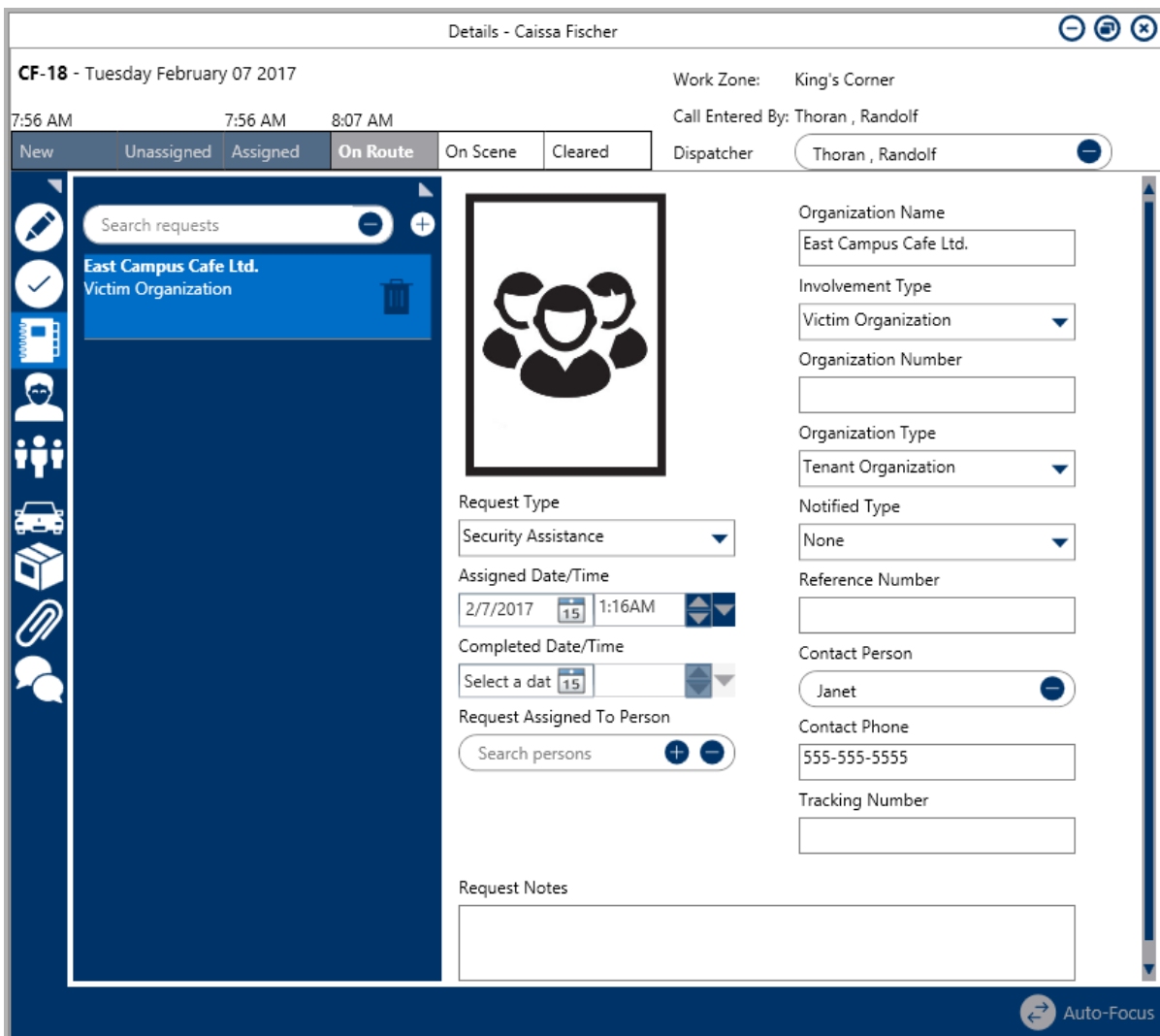
## View a Summary of Organization Tasks in the Details Panel

Organization tasks will appear in the **Organization Responses** section of **Tasks** in the **Details** panel. See [View a Summary of Tasks in the Details Panel](#) for more information.

# Service Requests

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

When a service request has been recorded on a dispatch, the  icon will appear in the **Service Requests** column of the **Dispatches** panel. When the dispatch is closed and moved to Perspective, service requests appear in the **Requests** tab of the activity record.



The screenshot shows the 'Details - Caissa Fischer' window. At the top, it displays 'CF-18 - Tuesday February 07 2017' and 'Work Zone: King's Corner'. Below this, there are time slots for 7:56 AM, 7:56 AM, and 8:07 AM, and 'Call Entered By: Thoran, Randolph'. A status bar includes 'New', 'Unassigned', 'Assigned', 'On Route', 'On Scene', and 'Cleared', with 'On Route' selected. The 'Dispatcher' is listed as 'Thoran, Randolph'.

The main content area is divided into several sections:

- Search requests:** A search bar with a minus and plus icon.
- Organization List:** A list showing 'East Campus Cafe Ltd. Victim Organization' with a trash icon.
- Request Details:**
  - Request Type:** Security Assistance (dropdown)
  - Assigned Date/Time:** 2/7/2017 15 1:16AM (calendar and time pickers)
  - Completed Date/Time:** Select a date 15 (calendar picker)
  - Request Assigned To Person:** Search persons (+/-)
- Organization Information:**
  - Organization Name:** East Campus Cafe Ltd. (text input)
  - Involvement Type:** Victim Organization (dropdown)
  - Organization Number:** (text input)
  - Organization Type:** Tenant Organization (dropdown)
  - Notified Type:** None (dropdown)
  - Reference Number:** (text input)
  - Contact Person:** Janet (dropdown)
  - Contact Phone:** 555-555-5555 (text input)
  - Tracking Number:** (text input)
- Request Notes:** A large text area for notes.



The bottom right corner features an 'Auto-Focus' button.

The **Service Requests** section of the **Details** panel.

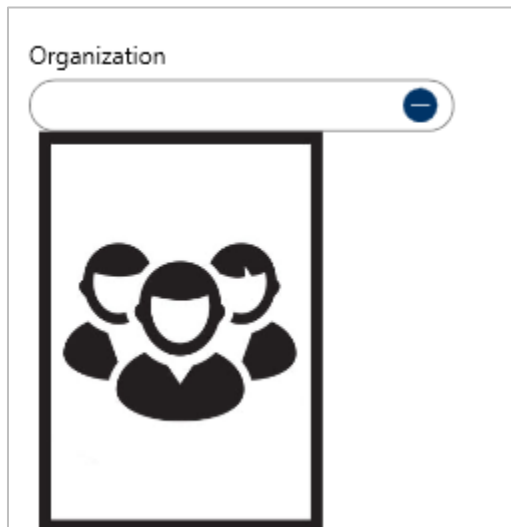


## Create a Service Request

A new blank **Service Request**.

1. Double-click a dispatch in the **Dispatches** panel to open the **Details** panel.
2. Click  **Service Requests**.
3. Click the  icon in the pane to the left.

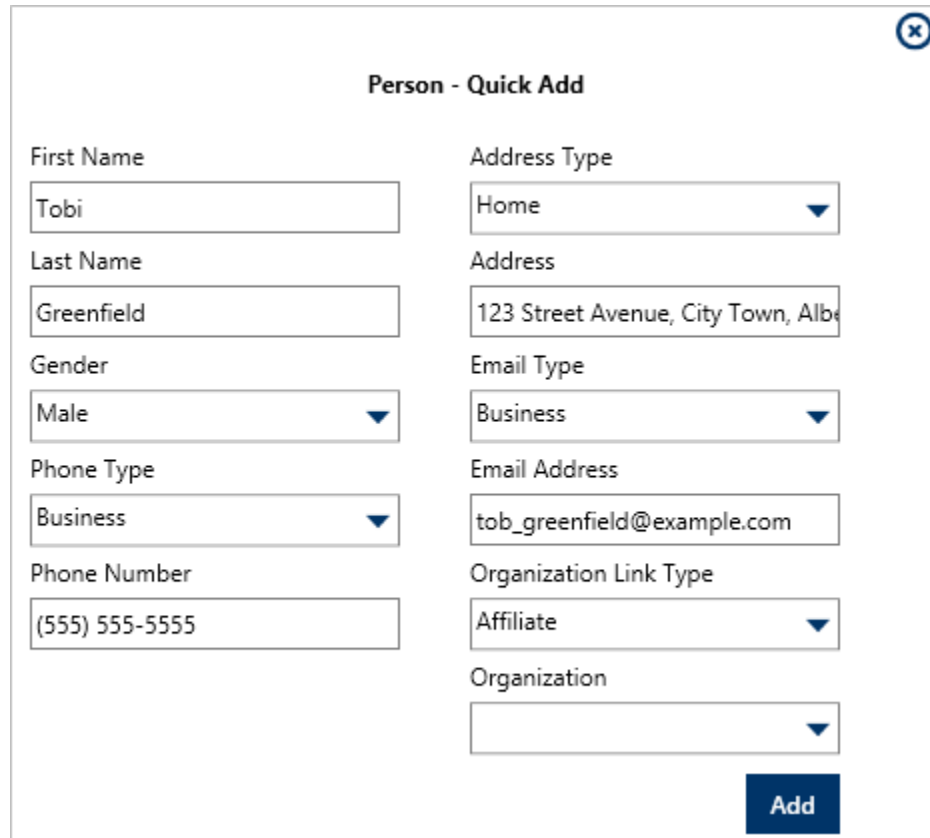
4. **Optional:** If the organization has a saved record in Perspective, enter search criteria in the **Organization** field to locate that record, then click to select it. This will automatically complete the **Organization Name** field and photo, if available.



The **Organization** field in a new service request. You can use this field to search for previously saved organizations.

5. **Optional:** Select the type of request being made in the **Request Type** field.
6. **Optional:** Select a date and time in the **Assigned Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
7. **Optional:** Select a date and time in the **Completed Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
16. **Optional:** Enter search criteria to select person record in the **Request Assigned To Person** field.  
To **Quick Add** a person record (which will be saved in Perspective):
  - a. Click the  icon in the **Requested Assigned To Person** field.

- b. Enter the person's name in **First Name** and **Last Name** fields.
- c. **Optional:** Enter additional information about the person in the remainder of the optional fields.



**Person - Quick Add**

First Name: Tobi

Last Name: Greenfield

Gender: Male

Phone Type: Business

Phone Number: (555) 555-5555

Address Type: Home

Address: 123 Street Avenue, City Town, Alberta

Email Type: Business

Email Address: tob\_greenfield@example.com

Organization Link Type: Affiliate

Organization:

**Add**

The **Person – Quick Add** screen.


- d. Click **Add**.
8. **Optional:** Enter any notes about the request in the **Request Notes** field.
  9. Enter an organization name in the **Organization Name** field. If you selected a previously saved organization in step 4, skip this step.
  10. Select how the organization was involved in the dispatch from the **Involvement Type** dropdown.

11. **Optional:** Enter a number, code, or ID that identifies the organization in the **Organization Number** field.
12. **Optional:** Select the organization type from the **Organization Type** dropdown menu.
13. **Optional:** Select how the organization notified you of this service request from the **Notified Type** dropdown menu.
14. **Optional:** Enter a reference or file number in the **Reference Number** field.
15. **Optional:** Enter search criteria to select a person record in the **Contact Person** field.
16. **Optional:** Enter a phone number for the organization contact in the **Contact Phone** field.
17. **Optional:** Enter a tracking number in the **Tracking Number** field.

## View or Edit a Service Request

1. Click the  icon in the **Service Requests** column of the **Dispatches** panel.



You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking  **Service Requests**.

2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Make changes to any of the fields as needed.

## Delete a Service Request


1. Click the  icon in the **Service Requests** column of the **Dispatches** panel.



You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking



**Service Requests**.

2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Click the  icon next to the service request you want to delete.
4. Click **Yes** to confirm.

# Alarms

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

The columns in this section include:

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



The **Handled By**, **Acknowledged**, **Escalated**, and **Cleared** columns in this section of the panel will be functional in an upcoming Dispatch release. Please disregard these columns for now.

Details - Caissa Fischer

CF-146 - Friday April 28 2017 10:15 AM

Work Zone: King's Corner

Call Entered By: Dispatcher

77.5% 0:07:45

Device Name	Device Type	Connector Alias	Triggered Time	Location	Handled By	Acknowledged	Escalated
E-Main Door	Access Control	Dispatch Connector 1	10:15:42 AM	Benjamin Building > Floor 1			

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

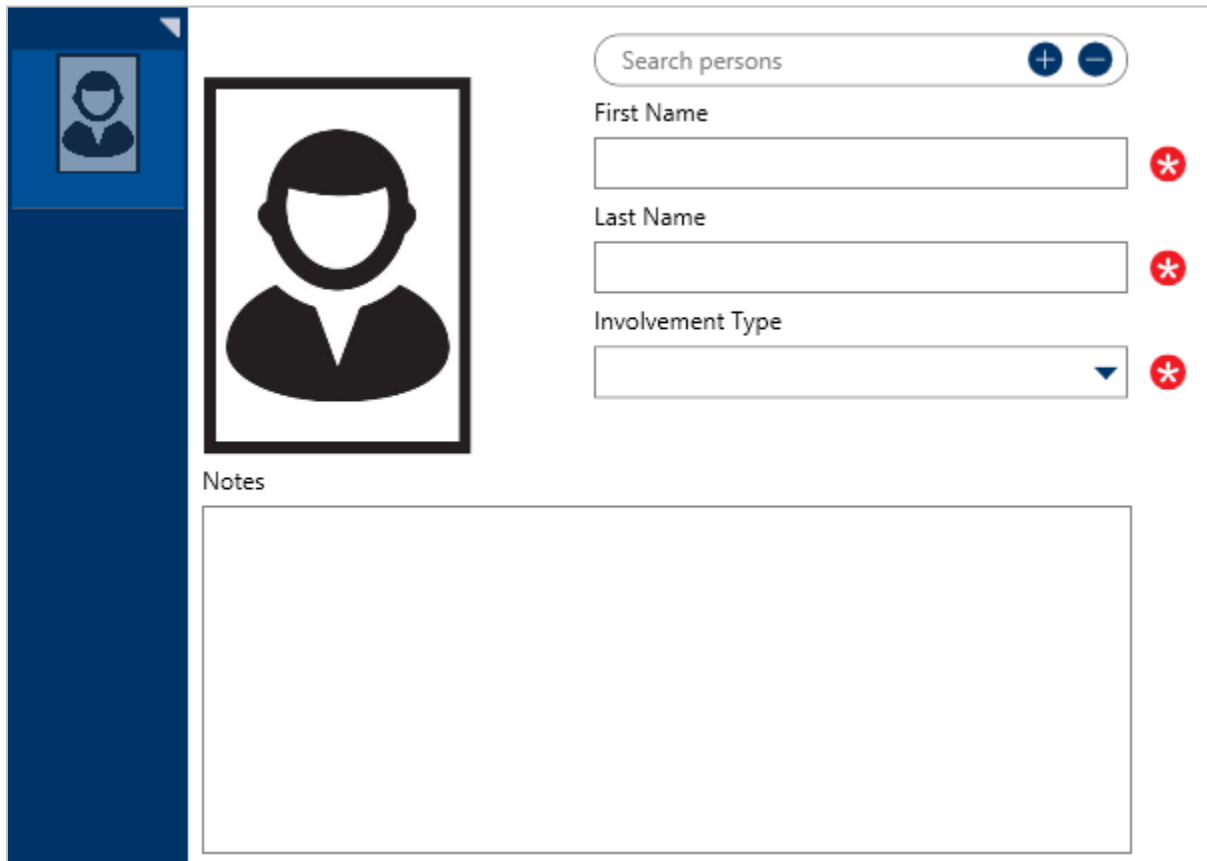
# Person Logs

A **person log** records any people who were involved in a dispatch. Examples of an involved person can include a witness, victim, suspect, or responding person. When the associated dispatch is closed and moved to Perspective, person logs appear in the **Involvements > Persons** tabs of the activity record.

The screenshot displays the 'Details - Caissa Fischer' window. At the top, it shows the call ID 'CF-19' and the date 'Tuesday February 07 2017'. The 'Work Zone' is 'King's Corner' and the 'Call Entered By' is 'Thoran, Randolph'. The 'Dispatcher' is also 'Thoran, Randolph'. A timeline at the top shows times: 7:59 AM, 8:11 AM, 8:18 AM, and 8:18 AM. Below the timeline are tabs: 'New', 'Unassigne', 'Assigned', 'On Route', 'On Scene', and 'Cleared'. The 'On Scene' tab is active. On the left, a vertical sidebar contains icons for various actions: edit, check, document, person, group, car, box, paperclip, and speech bubbles. The main area shows a search bar for 'Search persons' with a dropdown menu displaying 'Greenfield, Tobi Reporting Person'. To the right of the search bar is a profile picture of Tobi Greenfield. Below the photo are input fields for 'First Name' (Tobi), 'Last Name' (Greenfield), and a dropdown for 'Involvement Type' (Reporting Person). A 'Notes' section contains the text 'Found wallet in the waiting area.' At the bottom right, there is an 'Auto-Focus' button.

A saved **Person** log in the **Details** panel.




## Create a Person Log




The screenshot shows a web interface for creating a person log. On the left is a dark blue sidebar with a small profile icon. The main area has a large profile picture placeholder. To the right of the picture is a search bar labeled 'Search persons' with plus and minus icons. Below the search bar are three input fields: 'First Name', 'Last Name', and 'Involvement Type'. Each field has a red asterisk icon to its right. Below the input fields is a 'Notes' section with a large empty text area.

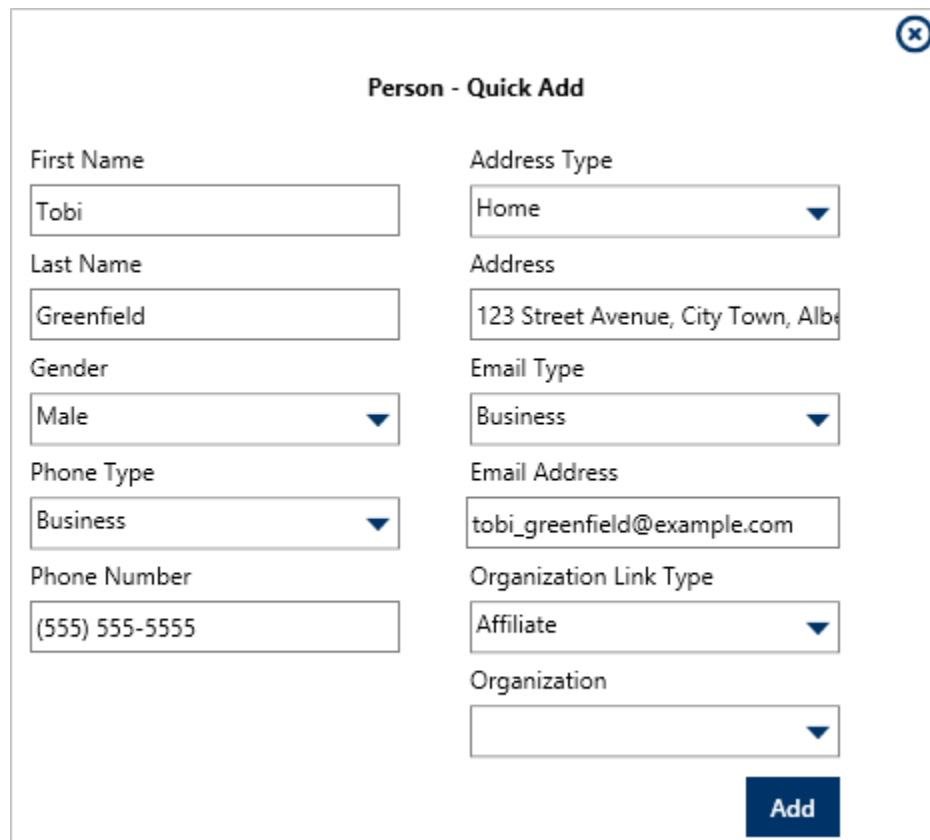
A blank **Person** log.

### To create a person log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the person has a previously saved record in Perspective, enter the person's name in the **Search persons** field to locate the record, then click to select it.



5. **Optional:** To **Quick Add** a person record (which will be saved in Perspective):
  - a. Click the  icon in the **Search persons** field.
  - b. Enter the person's name in **First Name** and **Last Name** fields.
  - c. Enter additional information about the person in the remainder of the fields as required.




**Person - Quick Add**

First Name	Address Type
<input type="text" value="Tobi"/>	<input type="text" value="Home"/>
Last Name	Address
<input type="text" value="Greenfield"/>	<input type="text" value="123 Street Avenue, City Town, Albe"/>
Gender	Email Type
<input type="text" value="Male"/>	<input type="text" value="Business"/>
Phone Type	Email Address
<input type="text" value="Business"/>	<input type="text" value="tobi_greenfield@example.com"/>
Phone Number	Organization Link Type
<input type="text" value="(555) 555-5555"/>	<input type="text" value="Affiliate"/>
	Organization
	<input type="text"/>

**Add**



The **Person – Quick Add** screen.

- d. Click **Add**.
6. Enter the name of the person in the **First Name** and **Last Name** fields. If you selected a previously saved record in step 4 or quick added a person record, skip this step.
7. Select the involvement type from the **Involvement Type** dropdown.

8. **Optional:** Enter any notes about the person in the **Notes** field.
9. **Optional:** To add an image of the person:
  - a. Click the  icon.
  - b. Click **Find** to locate and open the image from your computer.
  - c. Click **Save** to save the image to the log.




## Edit a Person Log

### To edit a person log:

1. In the **Dispatches** panel, double-click a dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click a log in the pane to the left or use the **Search persons** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the image of the person:
  - a. Click the currently uploaded image.
  - b. Click **Find** to upload a new image then click **Save**.
  - c. Click **Delete** to delete the image.

## Delete a Person Log

### To edit or delete a person log:

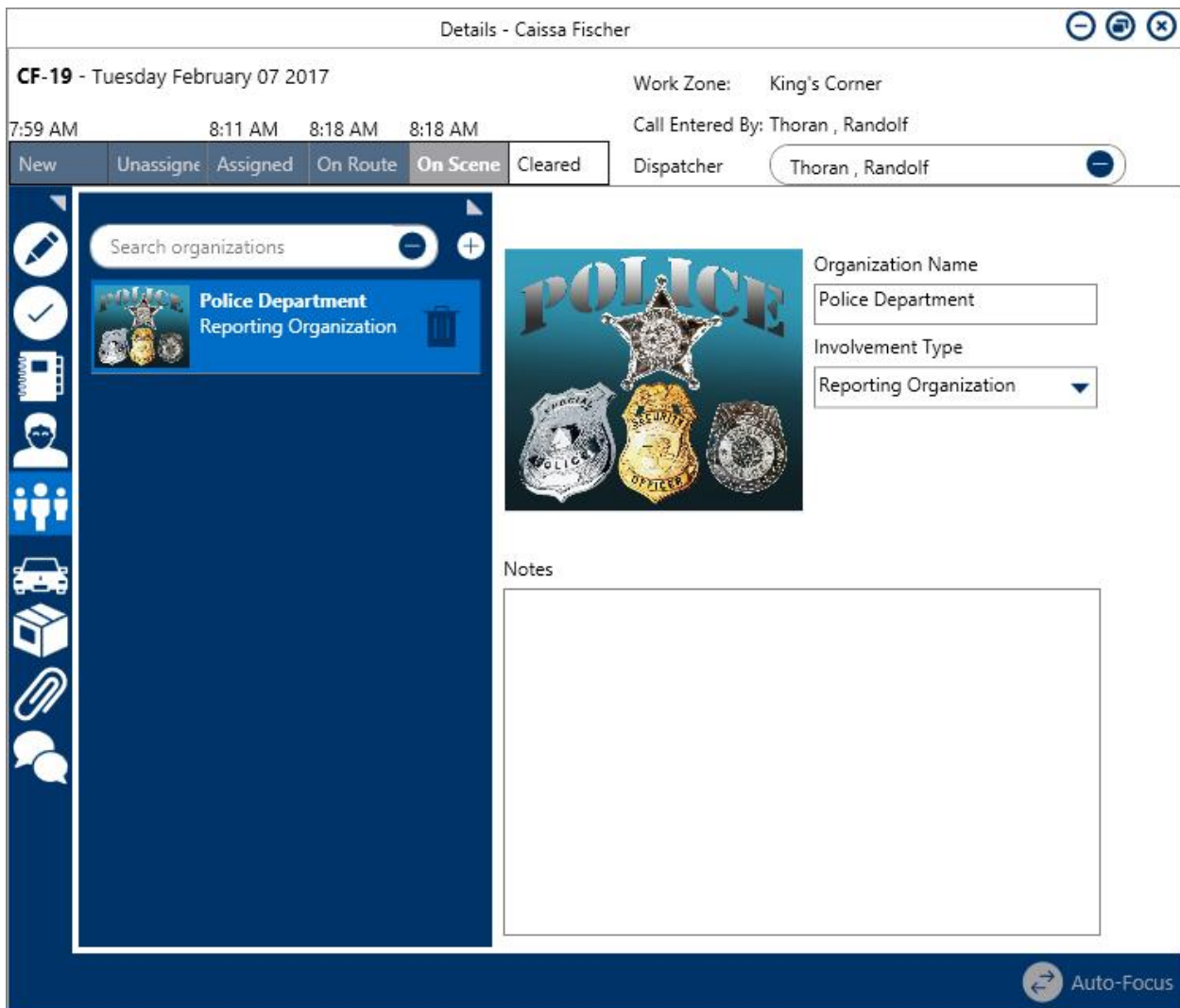
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click a log in the pane to left or use the **Search persons** field to search for the log.
4. Click the  icon next to the log you want to delete.
5. Click **Yes**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

## Person Logs in Officer Mobile

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

# Organization Logs

An **organization** log records any organizations that were involved in a dispatch. Examples of an involved organization can include a responding agency, reporting organization, or victim organization. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Organization** tabs of the activity record.






A saved **Organization** log in the **Details** panel.


## Create an Organization Log



A blank **Organization** log.



### To create an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the organization has a previously saved record, enter the organization's name in the **Search organizations** field to locate the record, then click to select it.

5. Enter the name of the organization in the **Organization Name** field. If you selected a previously saved record in step 4, skip this step.
6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the organization in the **Notes** field.
8. **Optional:** To add a photo for the organization:
  - a. Click the  icon.
  - b. Click **Find** to locate and open the image from your computer.
  - c. Click **Save** to save the image to the log.

## Edit an Organization Log




### To edit an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the organization image:
  - a. Click the currently uploaded image.

- b. Click **Find** to upload a new image then click **Save**.
- c. Click **Delete** to delete the image.

## Delete an Organization Log

### To delete an organization log:

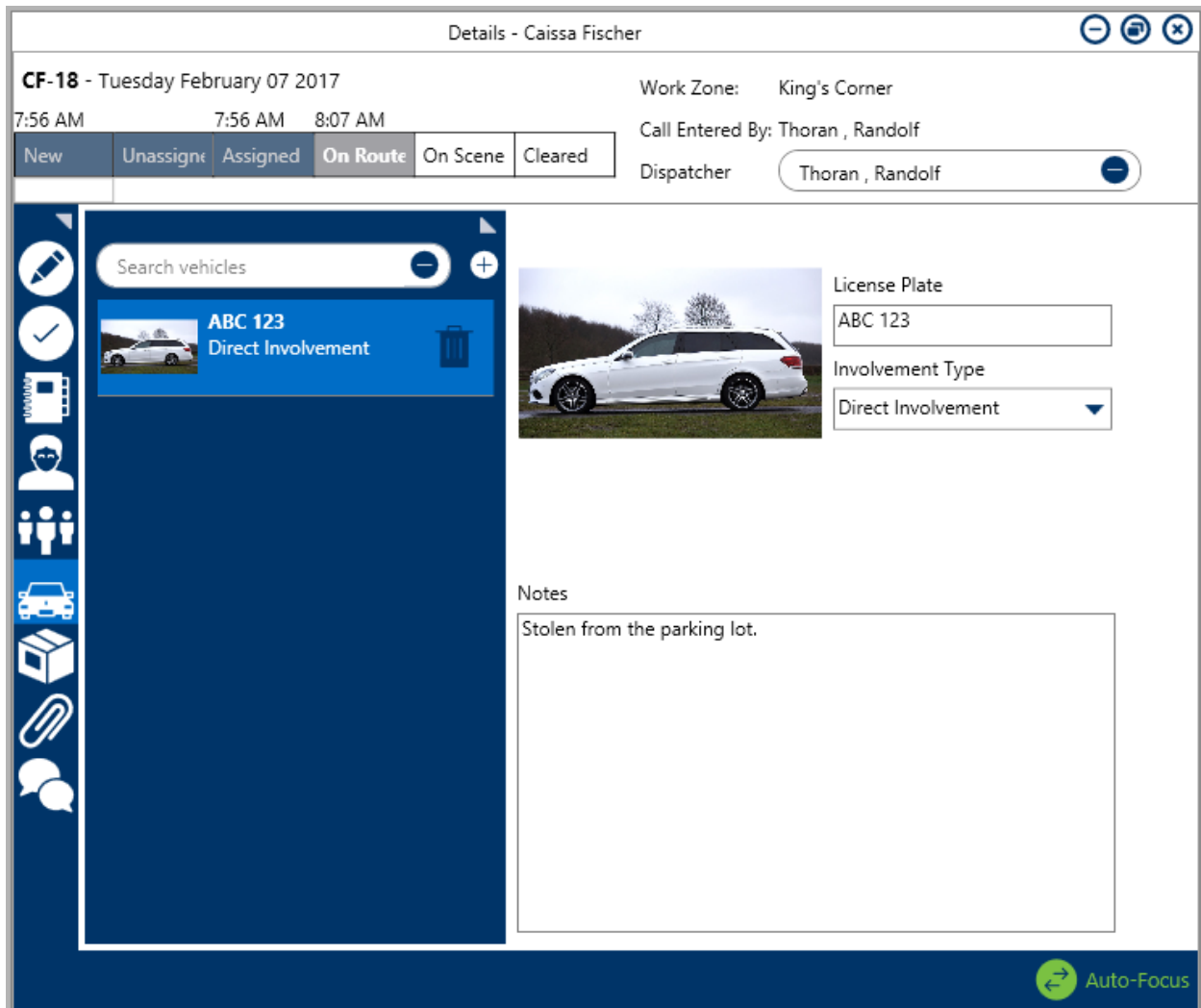
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Click the  icon next to the organization log you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

## Organization Logs in Officer Mobile

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

# Vehicle Logs

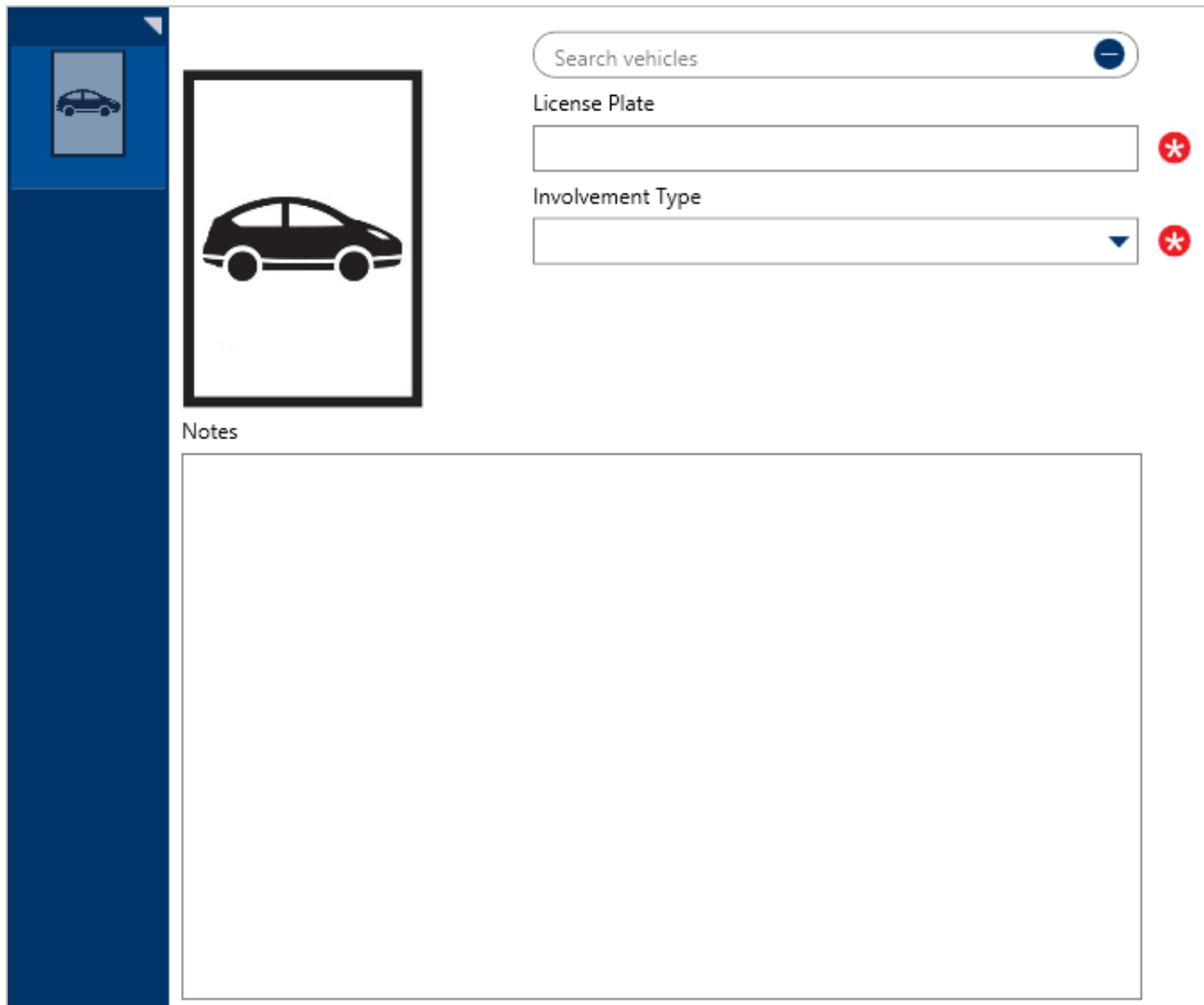
A **vehicle log** records any vehicles that were involved in a dispatch. Examples of an involved vehicle can include a damaged vehicle, a stolen vehicle, or a vehicle of interest. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Vehicles** tabs of the activity record.



A saved **Vehicle Log** in the **Details** panel.







## Create a Vehicle Log



A blank **Vehicle** log.



### To create a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Vehicle Log**.
3. Click the  icon in the pane to the left.

4. **Optional:** If the vehicle has a previously saved record, enter the vehicle's license plate in the **Search vehicles** field to locate the vehicle record, then click to select it.
5. Enter the vehicle's license plate in the **License Plate** field. If you selected a previously saved record in step 4, skip this step.
6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the vehicle in the **Notes** field.
8. **Optional:** To add a photo of the vehicle:
  - a. Click the  icon.
  - b. Click **Find** to locate and open the image from your computer.
  - c. Click **Save** to save the image to the log.

## Edit a Vehicle Log




### To edit a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Vehicle Log**.
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.
4. Make changes to any of the fields as needed.

5. To change or delete the vehicle image:
  - a. Click the currently uploaded image.
  - b. Click **Find** to upload a new image then click **Save**.
  - c. Click **Delete** to delete the image.

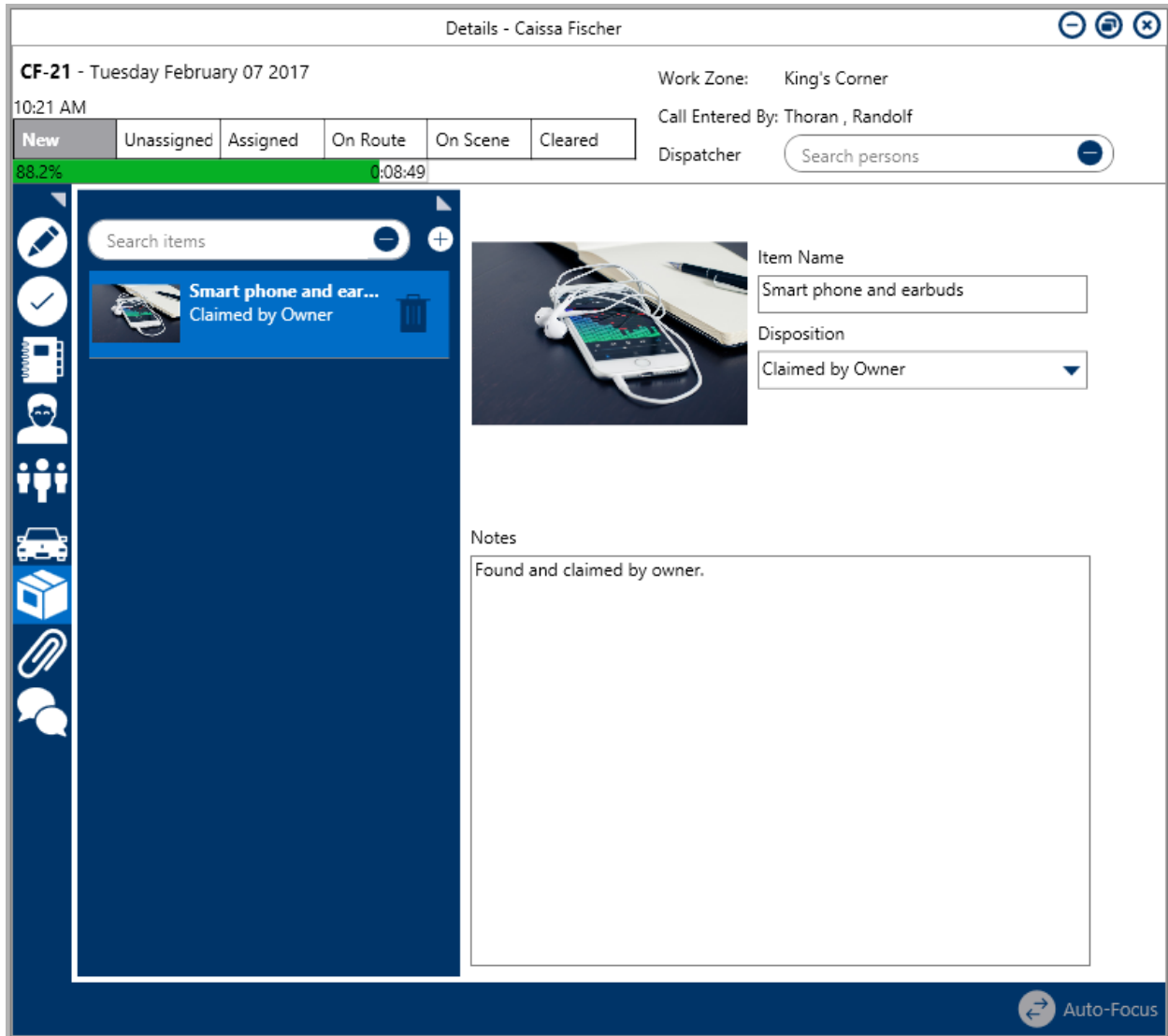
## Delete a Vehicle Log

### To delete a vehicle log:

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

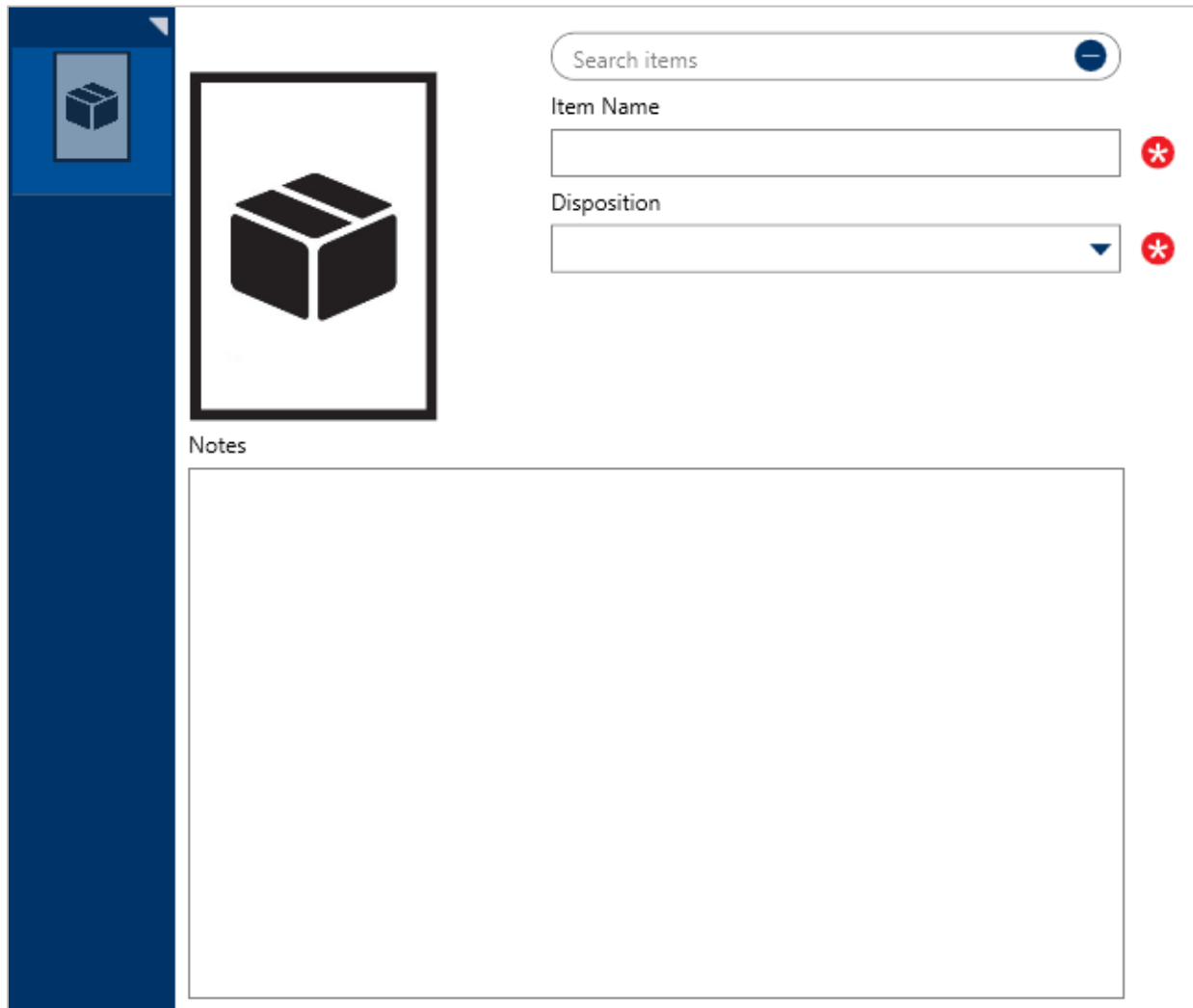
# Item Logs

An **item log** records any items that were involved in a dispatch. Examples of an involved item can include a stolen property, found property, or a weapon. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Items** abs of the activity record.






A saved **Item Log** in the **Details** panel.


## Create an Item Log



A blank *Item* log.



### To create an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Item Log**.
3. Click the  icon in the pane to the left.

4. **Optional:** If the item has a previously saved record, enter the name of the item in the **Search items** field to locate the record, then click to select it.
5. Enter the name of the item in the **Item Name** field. If you selected a previously saved record in step 4, skip this step.
6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the item in the **Notes** field.
8. **Optional:** To add a photo of the item:
  - a. Click the  icon.
  - b. Click **Find** to locate and open the image from your computer.
  - c. Click **Save** to save the image to the log.

## Edit an Item Log




### To edit an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Item Log**.
3. Click a log in the pane to the left or use the **Search items** field to search for the log.
4. Make changes to any of the fields as needed.

5. To change or delete the item image:
  - a. Click the currently uploaded image.
  - b. Click **Find** to upload a new image then click **Save**.
  - c. Click **Delete** to delete the image.

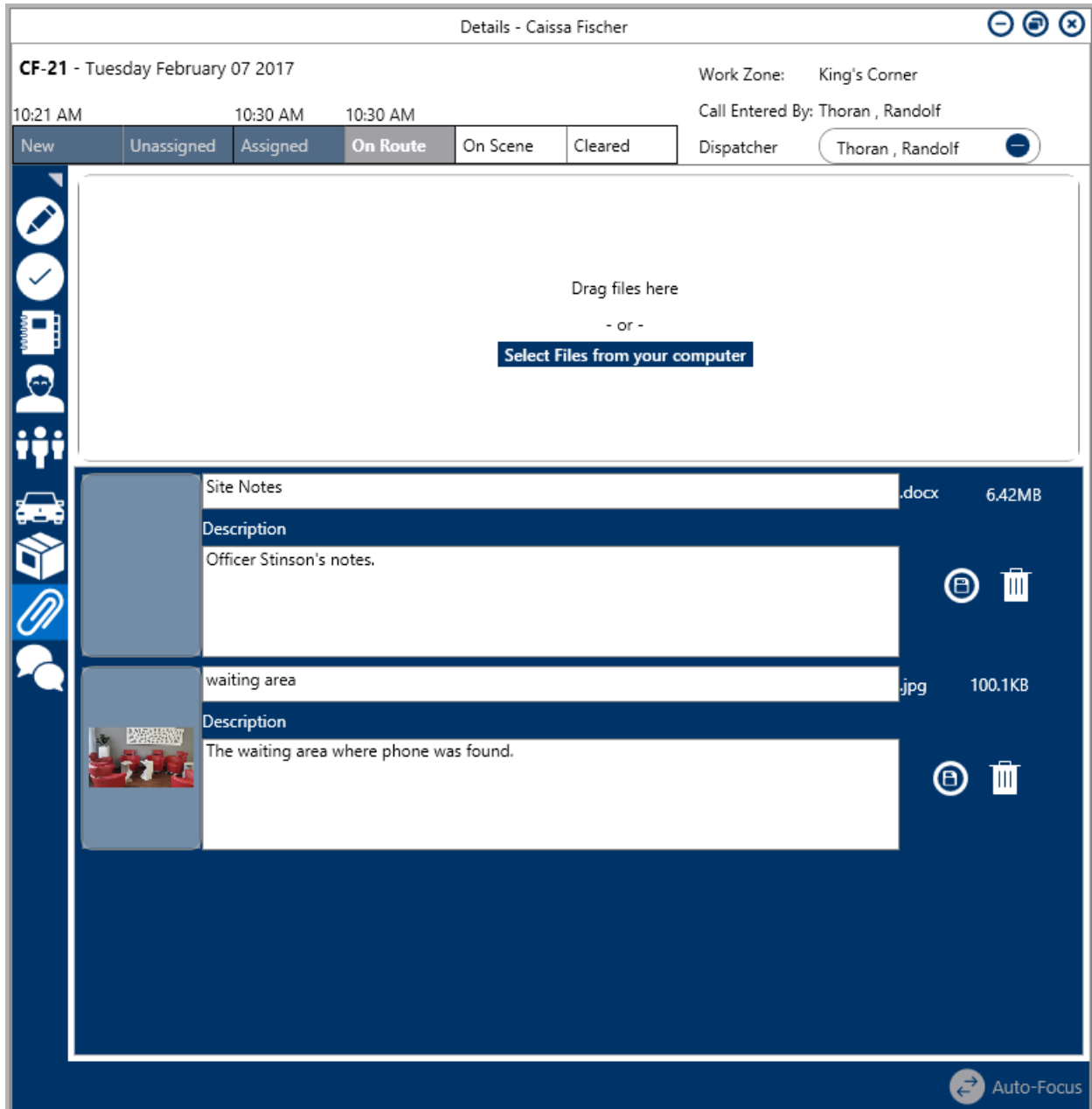
## Delete an Item Log

### To delete an item log:

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

# Attachments

If you need to attach images or files to the dispatch record, you can do so in the **Attachments** section of the **Details** panel. When the associated dispatch is closed and moved to Perspective, attachments appear in the **Attachment** tab of the activity record.





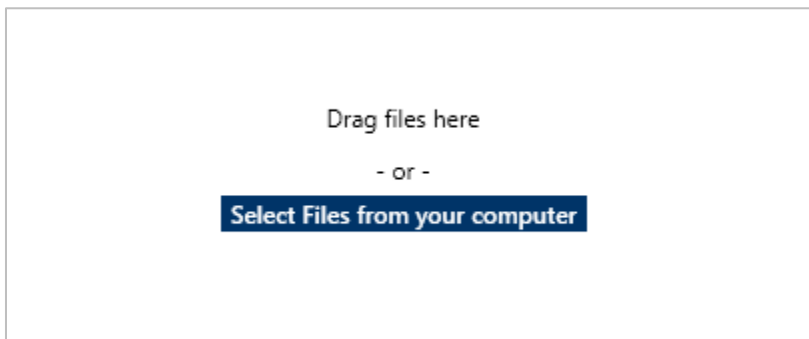
The **Attachments** section of the **Details** panel, displaying an attached document and image.



## Attach a File or Image

### To attach a file or image to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Drag and drop the files into the panel or click **Select Files from your computer** to locate and upload the attachments from your computer.



Drag and drop files or open them manually to upload them in **Attachments**.



When an attachment has been successfully uploaded, the thumbnail preview window will turn green.



Only image attachments will display a thumbnail preview.

4. **Optional:** Enter an alternate name for the document in the text field next to the file's extension.






An uploaded file's name and description fields.


5. **Optional:** Enter a description for the attachment in the **Description** field.

## Download an Attachment

### To download an attachment saved to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Double-click the thumbnail preview window to the left of the attachment or click the  icon to open the attachment.





An image file attachment. Double-clicking the preview window to the left or clicking the  icon will open the attachment.



Only image file attachments will display a thumbnail preview, however, double-clicking the preview window will still open the attachment.




## Edit Attachments

### To edit attachments:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Make any required changes in the **File name** and **Description** fields.

## Delete Attachments

### To delete dispatch attachments:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Click the  icon next to the attachment you want to delete.
4. Click **Yes** to confirm.

## Attachments in Officer Mobile

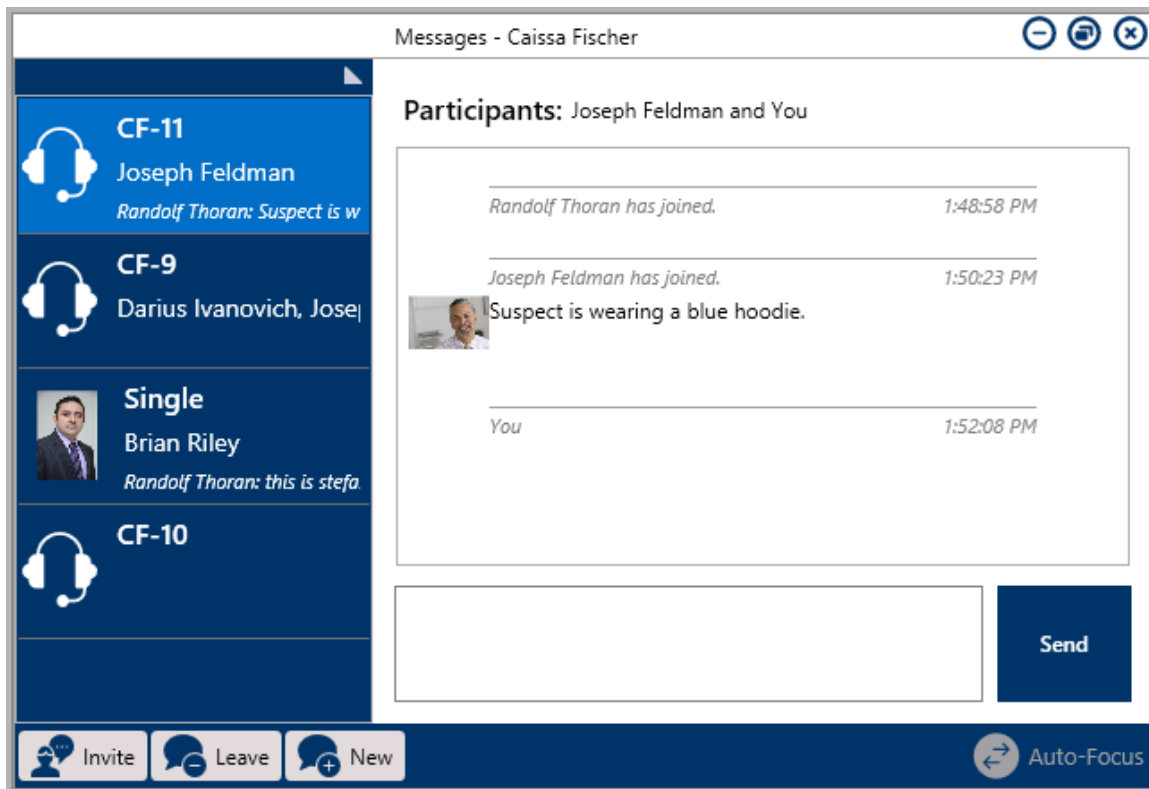
Once assigned to a task, officers can attach images from their mobile phones that will appear automatically in the **Dispatch Details** panel. Officers can add and edit descriptions of the images they've attached, but they can't delete them.

# Messages

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

When a dispatch is closed, the conversation history will appear in the **Activity Notes** section of the activity record in Perspective. Records for personal conversations (conversations that aren't related to a dispatch) will be permanently deleted once that conversation is closed.


You can access your conversations by clicking  **Messages** in the ribbon. You may also view dispatch-specific conversations in the  **Messages** section of the **Details** panel.

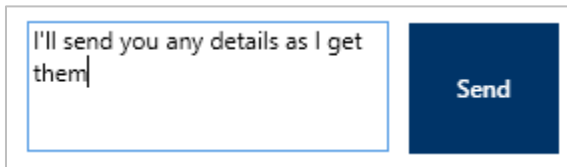


The **Messages** panel. Messages that aren't related to a dispatch are labelled as **Single** and dispatch-related messages are labelled with the dispatch number.

## Send Messages

### To send a message:

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



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


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


## Invite Others to Join a Conversation

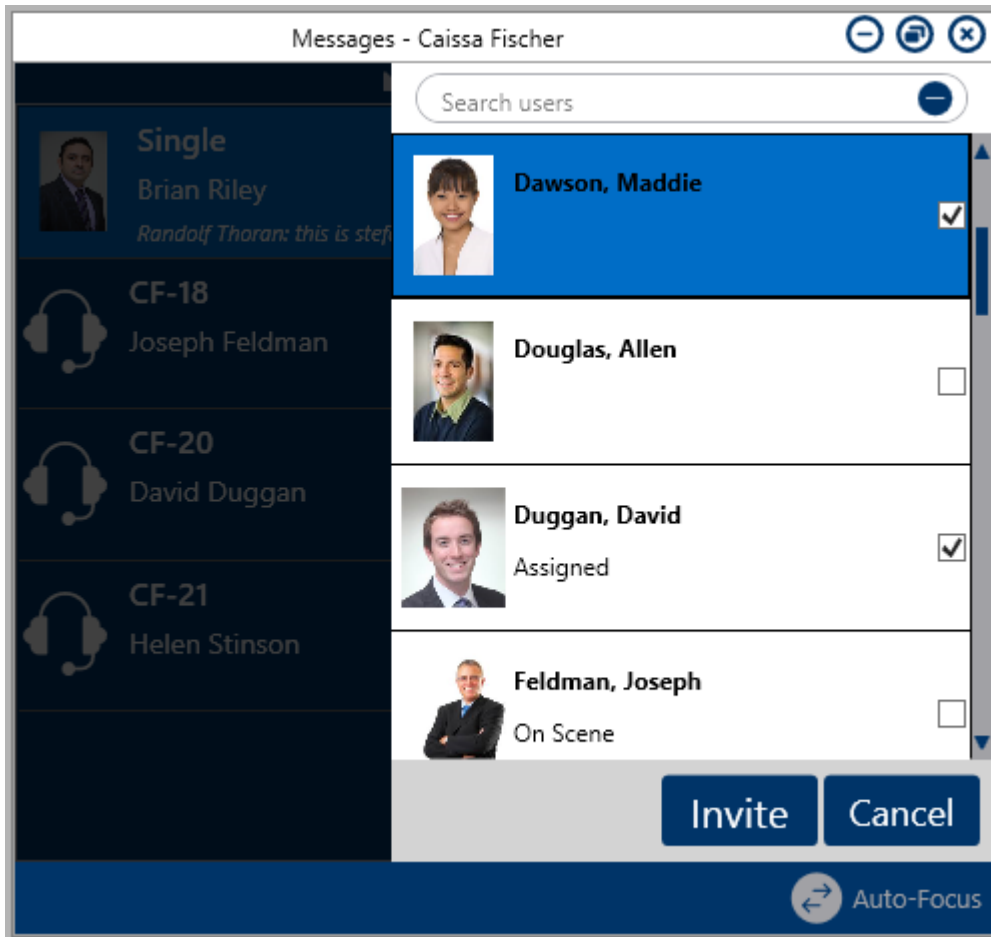
You can invite other users to join both personal and dispatch-related conversations. Notifications will appear in the **Messages** panel if a user was successfully invited to a conversation and if they reject the invitation, join, or leave.

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

### To invite other dispatchers a conversation:

1. Click  **Messages** in the ribbon.
5. Click a conversation from the **Messages** panel.

2. Click .
3. Select the checkboxes next to the names of the online users you want to invite. If necessary, use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking **Invite**.



Only users who are currently logged into Dispatch or Officer Mobile can join conversations.



4. Click **Invite**.

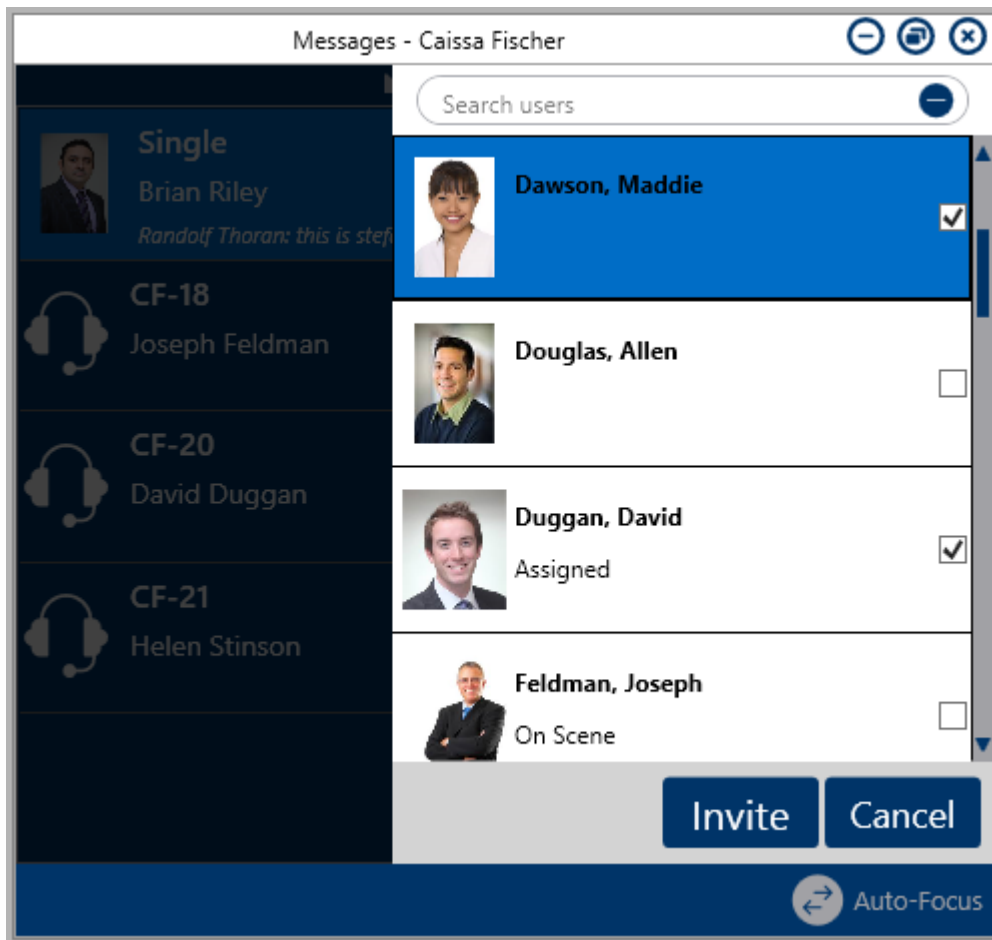
## Create a Personal Conversation

Personal conversations are manually created conversations that aren't related to a dispatch. Dispatch-related conversations are created automatically and are labelled by their associated dispatch numbers in the **Messages** panel, but personal conversations are labelled as **Single** (when there are two participants in the conversation) or **Group** (when there are more than two participants in the conversation).

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

### To create a personal conversation:

1. Click  **Messages** in the ribbon.
2. Click  .
3. Select the checkboxes next to the names of the online users you want to invite. If necessary, use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking **Invite**.



Only users who are currently logged into Dispatch or Officer Mobile can join conversations.

4. Click **Invite**.



## Leave a Conversation

Leaving a conversation closes and removes the conversations from the **Messages** panel. Once a conversation is closed, it cannot be reopened unless a remaining participant sends you an invitation to rejoin. Dispatch-related conversation history will be recorded in the **Activity Notes** in the Perspective



activity once the dispatch is closed, however, personal conversation histories will be permanently deleted.

## To leave a conversation:

1. Click  **Messages** in the ribbon.
6. Click a conversation from the **Messages** panel.
2. Click  **Leave**.



Click **Leave** only if you're sure you want to close the conversation as doing so will close the conversation without a prompt or warning. You can return to the conversation if a remaining participant sends you an invitation to rejoin, however, if all participants have left, the conversation cannot be retrieved.

## Conversation Invitations

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

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



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

## Messages in Officer Mobile

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

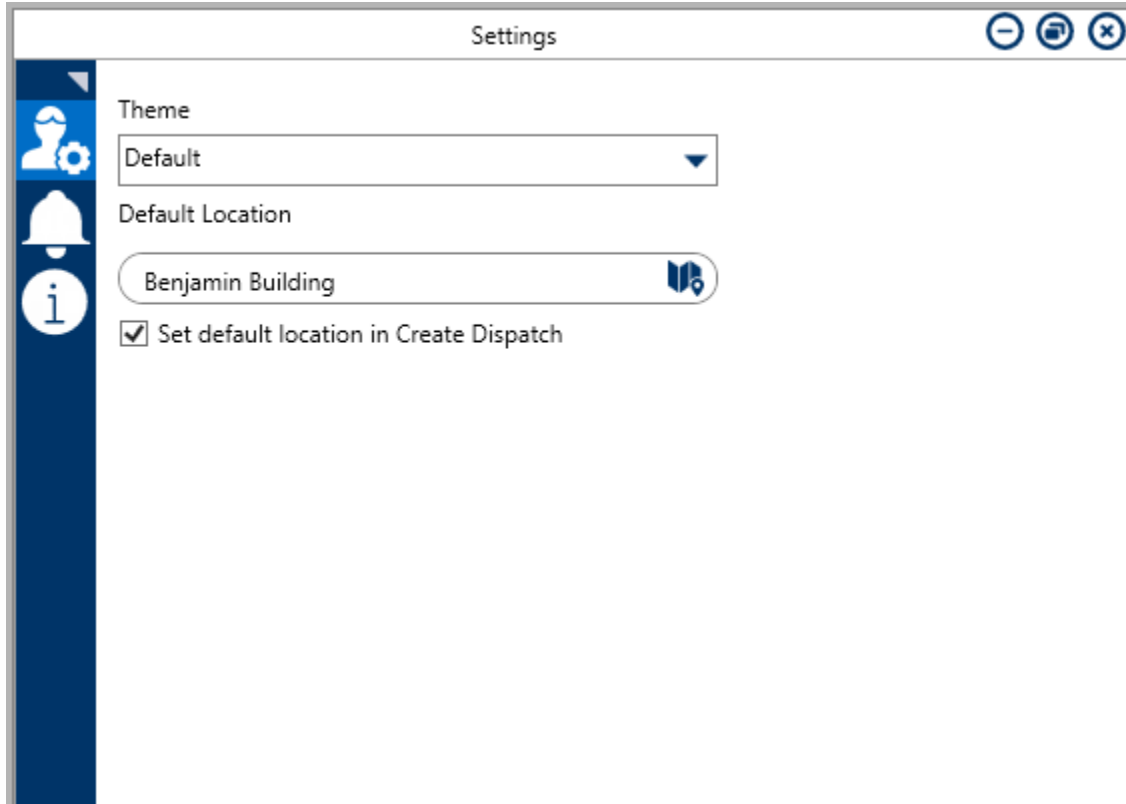
Officers can send and receive messages and invitations for both dispatch-related and personal conversations. When the officer receives a new message or conversation invite, he or she will receive a push notification on their mobile device.

# Account Settings

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



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





User Settings.

## Change the Theme



Before changing your theme, determine which theme your administrator used to create **visual alerts** and **RTAs**. Selecting a different theme may affect how these alerts appear on your screen.

### To select a theme:

1. Click  **Settings** >  **User Settings**.
2. Select **Default**, **Classic**, or **High Contrast** from the theme dropdown menu.




## Select a Default Location & Zoom Level



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

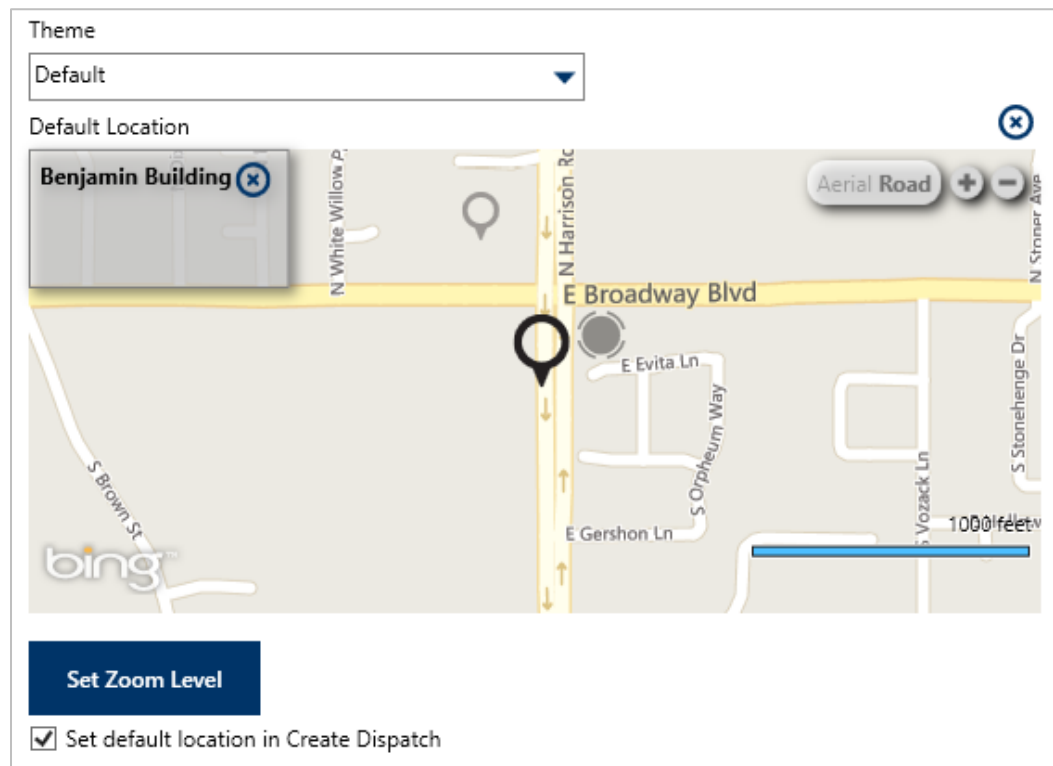


If you select an indoor location point as your default location, that indoor location's **master location** will be selected by default in the **Create Dispatch** and **Schedule Dispatch** panels. The master location will also be displayed on the **Map** panel, however, you can view the indoor locations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


### To select a default location:

1. Click  **Settings** >  **User Settings**.
2. In **Default Location** field, enter search terms, then select the location from the [search results](#) or click the  icon to view the map and select a location by clicking a location pin.
3. **Optional:** To set the zoom level of the map on the default location:

- a. Click the  icon in the **Default Location** field.
- b. Zoom the map in or out by hovering your cursor over the map and using the scroll wheel on your mouse or by clicking the  icons in the top-left of the map.
- c. Click **Set Zoom Level**.



Setting the zoom level for a default location.

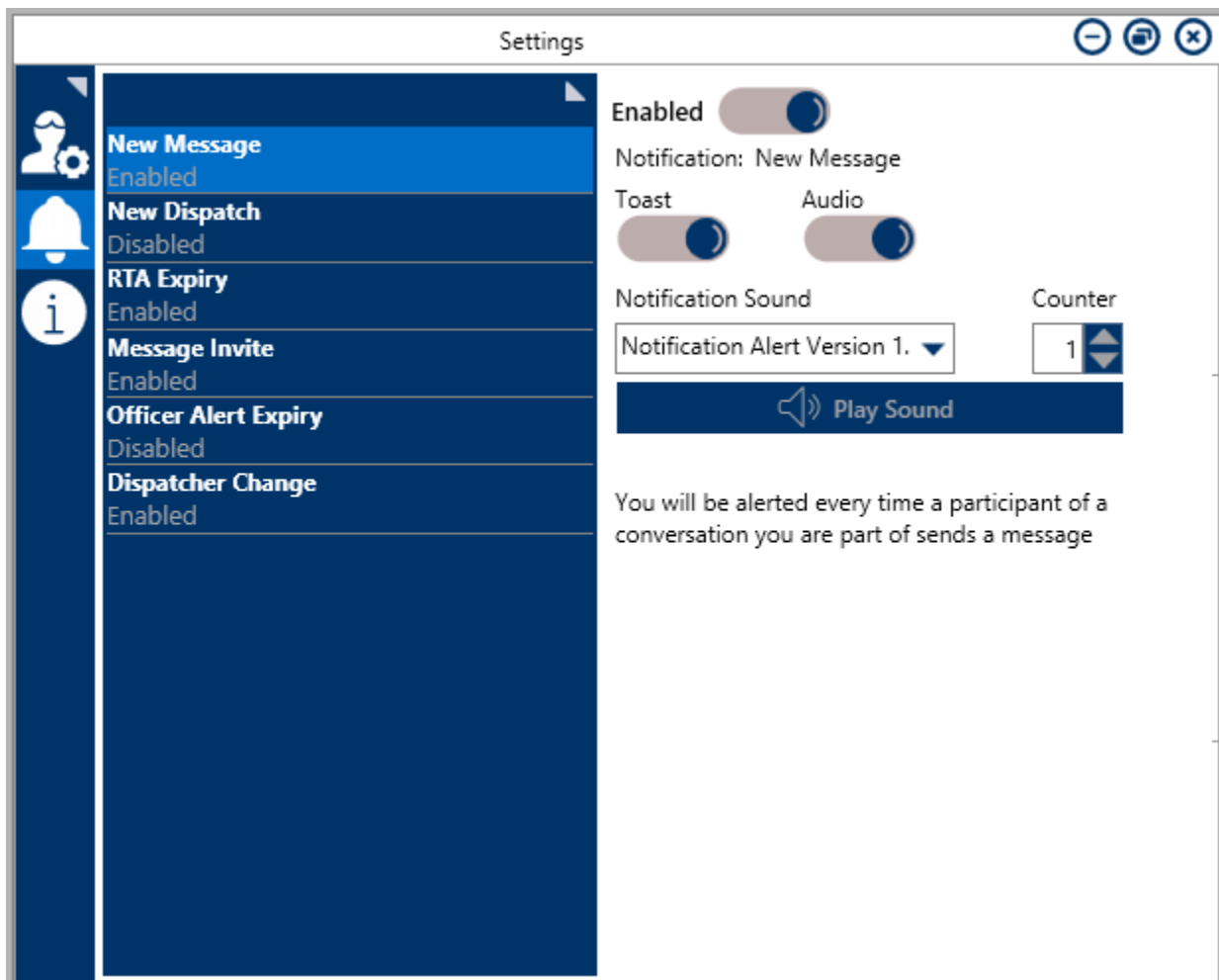
- d. Click the  icon to return to the previous screen.
4. **Optional:** Select the **Set default location in Create Dispatch** checkbox if you want this location to be selected by default when creating new dispatches.



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







## Configure Sounds & Notifications

The **Notifications** settings allow you to turn notifications on or off, enable pop-up or audio notifications, select an audio alert, and specify how many times the audio notification will play.



**Notifications** section in **Settings**.

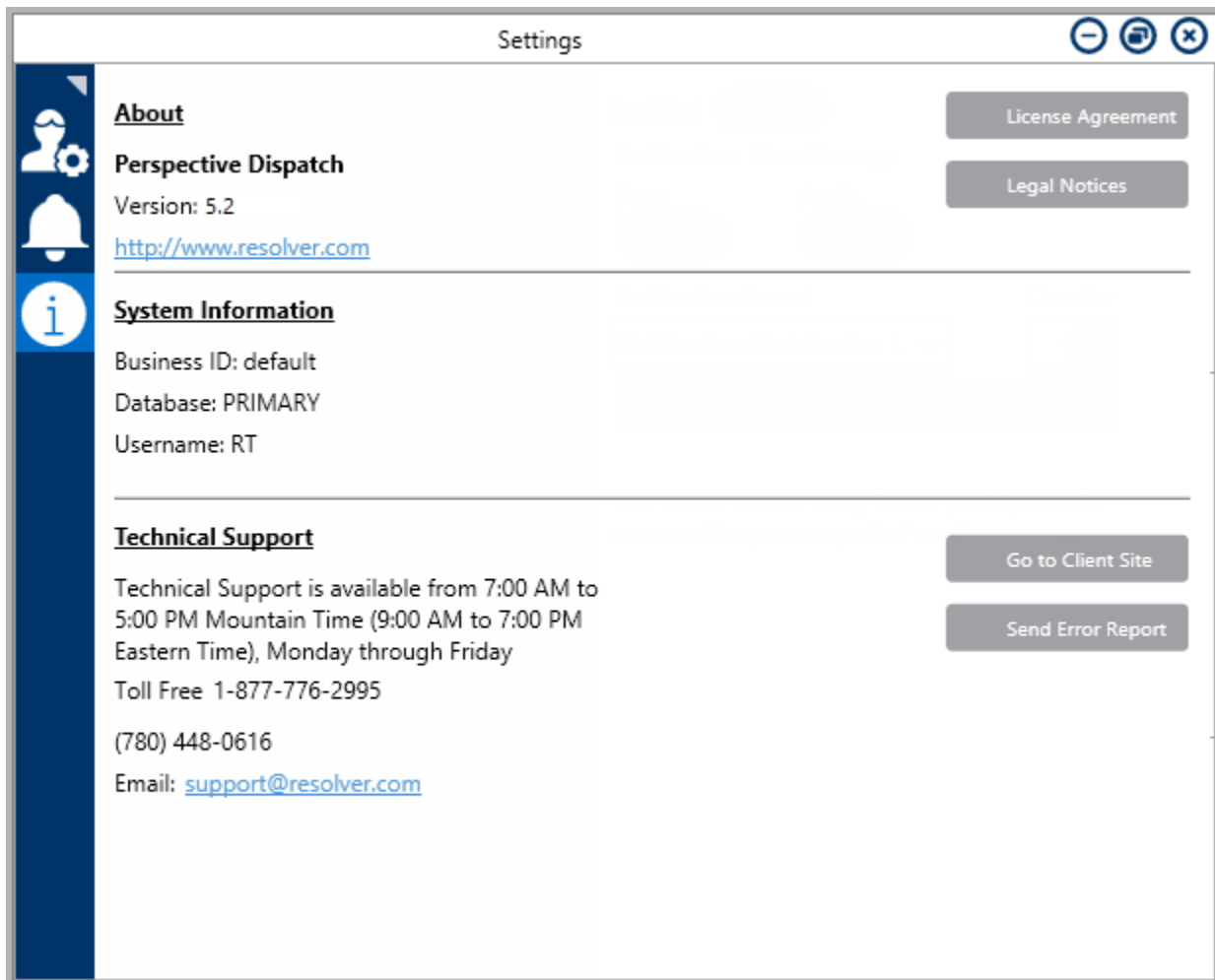
## To configure the sounds and notifications:

1. Click  **Settings** >  **Notifications**
2. Select the notification you want to configure (i.e. New Message, New Dispatch, RTA Expiry, Message Invite, Officer Alert Expiry, or Dispatcher Change).
3. To disable the notification, click the  icon next to **Enabled**.
4. To disable pop-up notifications, click the  icon next to **Toast**.
5. To disable audio notifications, click the  icon next to **Audio**.
6. To change a notification's audio, select a sound from the **Notification Sound** dropdown, then click **Play Sound** to hear the sound.
7. Use the  arrows or enter a number in the **Counter** field to specify the number of times an audio notification will play.

## Information & Support

The **About** section of the **Settings** provides information about your version of Dispatch, as well as links to the license agreement, legal notice, and Resolver Support site.

To access this section, click  **Settings** >  **About**.



The **About** section of **Settings**.

To view additional documentation, including the **Dispatch Administrator's Guide** and help articles, or to contact Resolver Support, click **Go to Client Site**.

If you're experiencing issues with Dispatch, you can automatically send an error report to Resolver Support by clicking **Error Report**. Note that only the computer experiencing the issues should send the error report.



You will not be able to send an error report to Resolver if the email feature isn't configured in Perspective.



# Glossary

TERM	DEFINITION
<b>Administrator</b>	A user who can create and configure user profiles, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a <b>dispatcher</b> .
<b>Available organization</b>	An organization record from Perspective that has been linked to Dispatch. Adding an available organization allows you to quickly select that organization to dispatch to the scene of an activity.
<b>Call Category</b>	The type of dispatch (e.g. Emergency, Burglar Alarm, Security Request, etc.).
<b>Call Code</b>	A 6-figure code assigned to a call category in Perspective that can be entered into the <b>Call Category</b> field of a new dispatch or in the Command Line. A Perspective administrator can provide you with a list of available call codes.
<b>Call Sign</b>	A pre-determined code assigned to an officer once he or she comes on duty to make the officer easily identifiable to the dispatcher. Call signs are configured in Perspective by the administrator.
<b>Connect</b>	A tool developed by Resolver that allows you to integrate third-party security systems to send event data to Dispatch. Depending on the settings, the events can automatically create new records in Dispatch, acknowledge in the source system that an event occurred, or close the event in the source system.
<b>Dispatch</b>	An event or series of events with which security personnel may become involved. When a dispatch has been closed, its record is transferred to Perspective's Data Forms as an activity.

TERM	DEFINITION
<b>Dispatcher</b>	A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, create new locations, and manage user settings.
<b>Indoor Location Point</b>	A location saved within in a larger location (a <b>master location</b> ). An indoor location point could be a meeting room inside an office building, while the office building is the master location.
<b>Master Location</b>	A larger location that contains <b>indoor location points</b> . For example, an office building may be a master location, while the meeting rooms in the office building are the indoor location points.
<b>Officer</b>	A member of your organization's security team that completes dispatch-related tasks.
<b>Officer Alert</b>	A setting that determines amount of time a dispatched officer has to respond to a dispatch once he or she reaches a certain status (e.g., On Route, On Scene, etc.), location and/or priority. Once activated, the Officer Alert will show a timer in the <b>Officers</b> panel that displays the amount of left to respond or the amount of time that has passed since the Officer Alert time ran out.
<b>Off Duty</b>	When an officer is no longer working and unavailable to be dispatched or assigned tasks. Dispatchers can remove officers from duty via the <b>Officers</b> panel.
<b>On Duty</b>	When an officer is working is available to be dispatched or assigned tasks. A dispatcher can bring an officer on duty through the <b>Officers</b> panel.
<b>Operational Zone</b>	A large area within your organization which is further segmented into <b>work zones</b> . For example, an operational zone could be the East Campus

TERM	DEFINITION
	of a university, and the Cafeteria, Laboratory, and Library are the work zones.
<b>Organization</b>	When working with dispatch tasks, an <b>organization</b> is an agency, such as the local police or fire department, that you may need to be dispatched the scene of an activity. Organizations can also refer to organizations that were involved in an activity or organizations that made a <b>Service Request</b> .
<b>Perspective Site Rollups</b>	A hierarchical list in Perspective that holds all the Perspective sites. New and existing sites will appear in Dispatch as search results when searching for locations in various panels, but sites are not saved as locations unless they are properly configured in Perspective then selected as the location of a new dispatch from the <b>Create Dispatch</b> panel.
<b>Priority</b>	The level of important assigned to a dispatch (e.g. High, Medium, or Low).
<b>Regulated Time to Act (RTA)</b>	<p>Known as <b>RTA</b> for short, a Regulated Time to Act alert determines the amount of time a dispatcher has to react to and modify an activity when the officer reaches a certain status (e.g. On Route, On Scene, etc.), location and/or priority.</p> <p>Once activated, the RTA will display a timer in the <b>RTA</b> column of the <b>Dispatches</b> panel that displays the amount of time left to respond to the activity or the amount of time that has passed since time ran out.</p>
<b>Reviewer</b>	A user who can view all the panels (except for <b>Create</b> and <b>Create Task</b> ), but cannot create or modify any dispatches, tasks, or any information contained in the panels.
<b>Scheduled Dispatch</b>	A pre-created dispatch that's scheduled to occur in the future. Scheduled dispatches are created in the <b>Schedule Dispatch</b> panel and can occur once or can recur daily, weekly, or monthly.

TERM	DEFINITION
<b>Single Sign-on (SSO)</b>	Login authentication that, if configured by a Perspective administrator, allows you to enter one set of credentials to access multiple Resolver desktop applications (Dispatch, Perspective, and/or Dashboard) without re-entering those credentials, as long as your session token (a temporary file that stores your credentials) remains active. The amount of time the session token is active is based on the settings of the SSO provider selected by your administrator, however, logging out of one Resolver application will end the session with all applications (e.g. if you click <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.
<b>Standard Operating Procedure (SOP)</b>	An <b>SOP (Standard Operating Procedure)</b> is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information, and notifications. The SOP feature also allows you to email others in your organization to share important announcements, provide instructions, or share any other important information during an activity.
<b>State</b>	The current status of an officer, which appears in the <b>Status</b> column of the <b>Officers</b> window.
<b>Task</b>	A dispatch-related job that is assigned and completed by an officer.
<b>Team</b>	A group of officers assigned to work in a specific <b>work zones</b> ,
<b>Web Portal</b>	An online reporting system that allows users with access to report incidents that will appear in Perspective as well as request the assistance of officers, which will then create a new dispatch. Administrators can also share important information to users, such as BOLOs (Be On the Lookout), announcements, and links.

TERM	DEFINITION
<b>Work Zone</b>	The area in the <b>operational zone</b> where the dispatch is occurring. An <b>operational zone</b> is a large area within your organization. Once an operational zone is created, one or more <b>working zones</b> must be created to organize which area in operational zone the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the working zones within that campus.
<b>Zone(s)</b>	The area(s) of responsibility in your organization. Zones are segmented into <b>operational zones</b> which are the larger areas within your organization then into <b>work zones</b> , which are the smaller areas where officers are assigned to work.

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