

Dispatch an Officer to Complete a Task

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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. Officers can be assigned to an automatically created task with a general **Respond and assist** description. For information on creating specific officer tasks, see Create a Task.

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.

Method 1 - Dispatches Panel

To dispatch an officer to complete a specific task:

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

	Dispatches - Caissa Fischer									
	Dispatch	spatch Work Zone Priority Dispatch Status R		ATA	Call Category	Location	Reported Time	Dispa		
-	CF-4	King's Corne	r High	Assigned		0.0% -0:25:47	Security Request > Escort	Benjamin Building	9:44:39 AM	Thora
	Officer Name Description Status Location									
	Pickup from Bookstore 2 Unassigned Benjamin Building									
	Deliver to finance office Unassigned Benjamin Building									3
	Feldman, Joseph Pickup from Bookstore 1 Assigned Benjamin Building									
	Feldman, Joseph Pickup from Bookstore 3 Assigned Benjamin Building									
										_
Ō	Start	Clear	Reassigr	n Officer					2	Auto-Focus

An assigned task shown in the Dispatches panel after clicking the right arrow icon.

- 2. Click the **Assigned** task to select it.
- 3. Click **Start** 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**.

To dispatch an officer to complete a non-specific task:

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



Dispatches - Caissa Fischer									
Dispatch	Dispatch Work Zone Priority Dispatch Status		RTA		Call Category	Location	Reported Time	Dispa	
▶ CF-4	King's Corner	High	Assigned	0.0%	-0:32:40	Security Request > Escort	Benjamin Building	9:44:39 AM	Thora
	5	Dispa	atch Officer	•	Joseph	n Feldman			
		i Dispa	atch Organization		Joan G	orman			
	2	Com	ment		Jordy	Smithers			S
		Clear	All	L					
					1				
Dispatch C	Officer	ispatch (Organization	Comme	ent 🔽 Cl	ear All		€	Auto-Focus

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

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

Method 2 - Officers Panel

To dispatch an officer to complete a specific task:

1. In the **Officers** panel, click the \mathbf{v} icon next to the officer's name to reveal assigned tasks.

Officers - Caissa Fischer											
	Team	Image	Officer	Call Sign	Status	Time Elapsed	Dispatch	Map	Last Known Location	Device	
	Team 2	à	Feldman, Joseph	C-1	Assigned	00:15:56	CF-4				
	Dispatc	h Desc	ription	Task St	atus Loca	tion					
	CF-4	Picku	p from Bookstore	1 Assign	ied Ben	jamin Building					
	CF-4	Picku	p from Bookstore	3 Assigr	ied Ben	jamin Building					
I	Team 1	9	Gorman, Joan	B-2	Available	00:16:08					3
	Team 2	Į,	Smithers, Jordy	B-3	Available	14:03:31					
	Start	Clea	r 🔰 Down	Reass	ign Officer					ę	Auto-Focus

An assigned task shown in the Officers panel after clicking the right arrow icon.

- 2. Click the **Assigned** task to select it.
- 3. Click **Start** 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 Arrive or right-click the task then click **Arrive** to change the task status to **On Scene**.

To dispatch an officer to complete a non-specific task:

- 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 Start 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 Officers or right-click the task, then click **Arrive** to change the task status to **On Scene**.