

# General

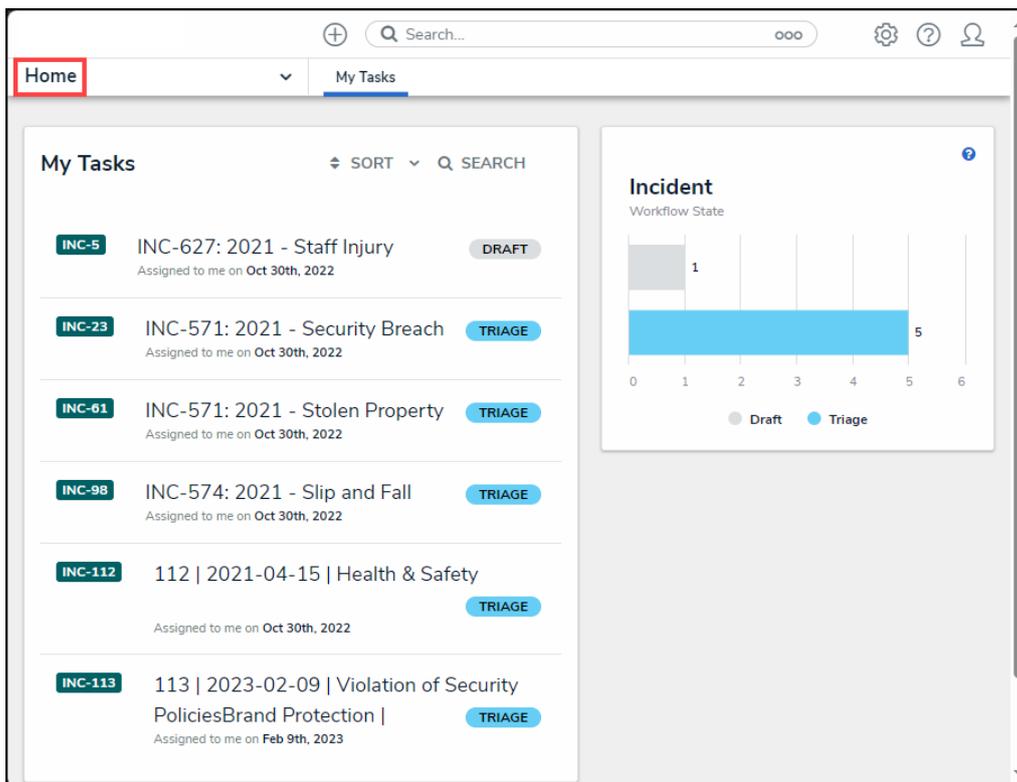
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## Overview

The **General** tab allows users to add or revise specific details about an activity.

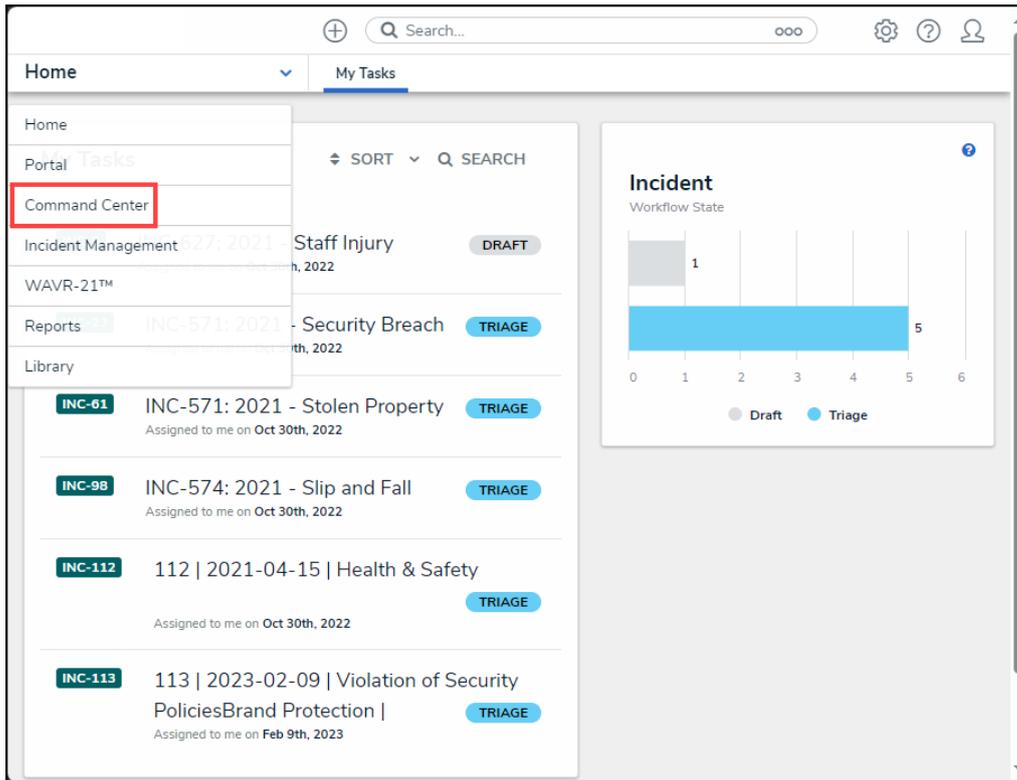
## Navigation

1. From the **Home** screen, click on the **Home** dropdown menu.



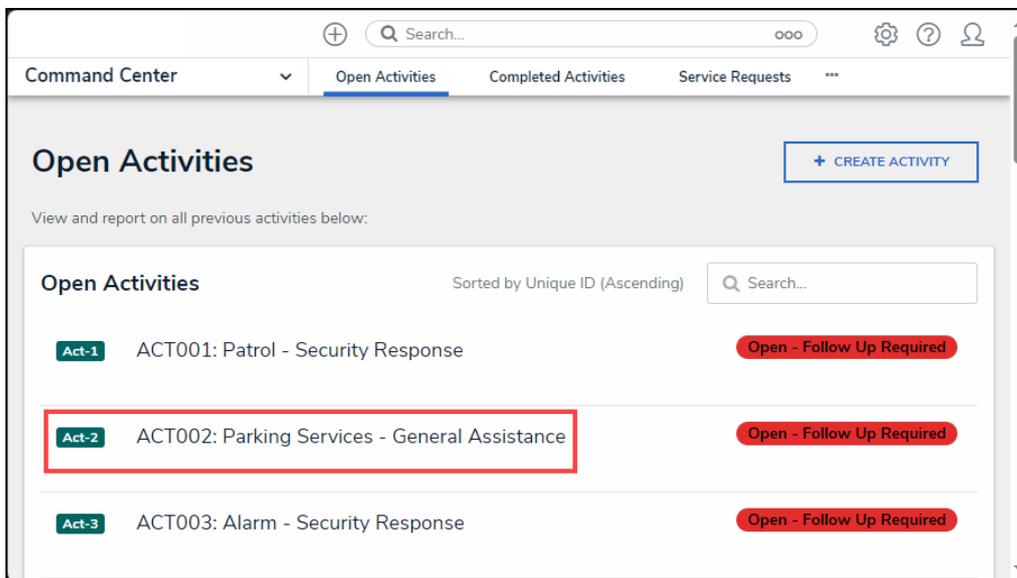
*Home Dropdown Menu*

2. Click the **Command Center** link.



*Command Center Link*

3. From the **Open Activities** screen, click on an **Activity** link.



*Activity Link*

4. From the **Activity** screen, scroll to the **General** tab.

The screenshot shows the Resolver Command Center interface. At the top, there is a search bar and navigation tabs: Command Center, Open Activities, Completed Activities, Service Requests, and Launch Dispatch. Below this is a sub-menu with tabs: General (highlighted with a red box), Location, Persons, Organizations, Items, Vehicles, Responses, Requests, and Attachments. The main content area is titled 'Details' and contains several fields:
 

- Description:** A large text input field.
- Reported Date/Time:** A date and time selector showing 'May 14, 2021 7:46 am'.
- Assigned Date/Time:** A date and time selector showing 'May 14, 2021 7:46 am'.
- Cleared Date/Time:** A date and time selector showing 'May 14, 2021 9:40 am'.
- Closed Date/Time:** A date and time selector showing 'May 14, 2021 10:03 am'.
- Priority:** A selection of three radio buttons: Low (green), Medium (yellow, selected), and High (red).
- Activity Type:** A search-based dropdown menu showing 'Parking Services - General Assistance'.
- Activity Call Source:** A dropdown menu showing 'Email'.
- Activity Disposition:** A dropdown menu showing 'Waiting for Approval'.
- Activity Notes:** A large text input field at the bottom.

*General Tab*

## General Tab

The **Details** section on the General tab, allows you to add or revise specific details of the activity, including:

- **Description:** Enter the activity's description.
- **Reported Date/Times:** Select the activity's reported data and time from the **Calendar** pop-up.
- **Assigned Date/Times:** Select the activity's assigned date and time from the **Calendar** pop-up.
- **Cleared Date/Times:** Select the activity's cleared data and time from the **Calendar** pop-up.
- **Closed Dates/Times:** Select the activity's closed date and time from the **Calendar** pop-up.
- **Priority:** Select an activity's priority (e.g., High, Medium, Low)
- **Activity Type:** Enter an activity type in the Activity Type field and select an activity type from the dropdown menu.
- **Activity Call Source:** Select an activity call source option from the dropdown menu (e.g., email, alarm, hotline, in person, etc.).
- **Activity Disposition:** Select an activity disposition from the dropdown menu (e.g., Waiting

for Review, Waiting for Approval, or Escalated to Incident).

- **Additional Notes:** Enter any additional information regarding the activity. Activity Notes will also include any messages from the Dispatch. Date timestamps are recorded based on the Location coordinates in Dispatch.
- **Initiated By:** The person who initiated the activity. Enter a username and select a user from the dropdown menu.
  - To remove a person, click the **x** beside their record.
  - To view more information about a selected person, click the person's name in the field.
- **Dispatched By:** The person who dispatched the activity. Enter a username and select a user from the dropdown menu.
  - To remove a person, click the **x** beside their record.
  - To view more information about a selected person, click the person's name in the field.
- **Call Taken By:** The person who took the call for the activity. Enter a username and select a user from the dropdown menu.
  - To remove a person, click the **x** beside their record.
  - To view more information about a selected person, click the person's name in the field.