

Responses & Requests

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The **Responses** tab on the activity form contains information about officer and organization responses. If the activity was created from a closed dispatch, any organization or officer responses are recorded in this tab. The **Requests** tab records any service requests related to the activity.

General
Location
Persons
Organizations
Items
Vehicles
Responses
Requests
Attachments

Officer Responses ☰

Officer Responses

| Officer | Assigned Date/Time | Start Date/Time | Arrived Date/Time | Cleared Date/Time | Response Time | Time on Site | |
|------------------|--------------------|-----------------|-------------------|-------------------|---------------|--------------|---|
| Ainsley Martinet | 2020-06-11 5:20 | 2020-06-11 5:22 | 2020-06-11 5:30 | 2020-06-11 5:35 | 10 | 5 | ✕ |
| | | | | | | | + |

Organization Responses ☰

Organization Responses

| Organization Type | Name | Called Date/Time | Arrived Date/Time | Cleared Date/Time | Response Time | Time on Site | |
|-------------------|------|------------------|-------------------|-------------------|---------------|--------------|---|
| Contractor | | 2019-09-05 14:02 | | | -26128562 | 0 | ✕ |
| | | | | | | | + |

The Responses tab.

Officer Responses

This section contains the name of any officers who attended the scene of an activity and key dates and times. To add a new officer response, click the **+** icon at the bottom-right of the table, add the details of the response, including the officer's name, location, and key dates, then click **Create** to save your changes.

✕

Create a New Officer Response

| | |
|---|--|
| Officer <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Ainsley Martinet ✕ ▼ +</div> | Assigned Date/Time <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">📅 2020-06-11 5:20 ▼</div> |
| Call Sign <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">B-3 ▼</div> | Start Date/Time <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">📅 2020-06-11 5:22 ▼</div> |
| Location <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"><div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Headquarters - ✕ ▼</div> +</div> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Riverdale Industries +</div> | Arrived Date/Time <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">📅 2020-06-11 5:30 ▼</div> |
| Location Details <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> | Cleared Date/Time <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">📅 2020-06-11 5:35 ▼</div> |

CREATE

CANCEL

Creating a new officer response.

To remove an officer response, click the **X** beside it in the table. To edit its details, click any data in the table (e.g., officer name), then click it again from the palette that appears to the right of the screen.

Organization Responses

This section contains information about any organizations (e.g., emergency services, vendors, regulators, etc.) that responded to the scene of an activity. To add a new organization response, click the **+** icon at the bottom-right of the table, add the details of the response, including the organization's name, type, and key dates, then click **Create** to save your changes.

Create a New Organization Response

Organization

White Group × ↓ +

Organization Type ↓ **Called Date/Time** ↓

Contractor ↓ 📅 2019-09-05 14:02 ↓

Arrived Date/Time ↓

📅 ↓

Cleared Date/Time ↓

📅 ↓

CREATE

Creating a new organization response.

To remove an organization response, click the **X** beside it in the table. To edit its details, click any data in the table (e.g., organization name), then click it again from the palette that appears to right of the screen.

Requests

This section contains information about any service requests related to the activity (e.g., maintenance, security assistance, external requests, etc.). To add a new service request, click the **+** icon at the bottom-right of the table, add the details of request, including the request name and type, description, and the organization, then click **Create** to save your changes.

✕

Mohr, McDermott and Greenholt-20190903

SR-1

Service Request Name

Mohr, McDermott and Greenholt-20190903

Service Request

Open

Description

Request Type

Internal Maintenance Request ▼

Organization

Mohr, McDermott and Greenholt ▼ +

Assigned To

Search ▼ +

Complete Date/Time

📅 ▼

An existing service request.

To remove a service request, click the **X** beside it in the table. To edit its details, click any data in the table (e.g., organization name), then click it again from the palette that appears to right of the screen. Note that once a service request is created, additional details, such as organization contacts and file and tracking numbers, can be added. You can also view open service requests from the [Service Requests](#) tab in Command Center.