

Create a Dispatch

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Overview

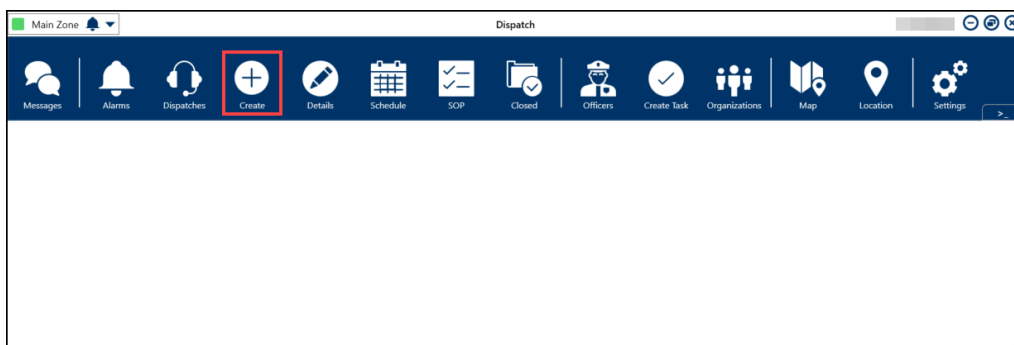
A Dispatch is an activity that requires the attention and assistance of an officer(s) and/or organization(s). Records of these activities can be created as calls come in, as a [scheduled dispatch](#), or when [Connect](#) logs an event.

Once a Dispatch is created, it is assigned a number and appears 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 in reverse chronological order. To arrange by oldest to newest, click the **Reported Time** column again.

Navigation

- From the **Home** screen, click on the **Create** Icon.



Create Icon

Create a Dispatch

1. Select a Work Zone from the **Work Zone** dropdown menu. A Work Zone is the area where the Dispatch occurs. Work Zones also affect which Officer team can respond to the Dispatch.

The screenshot shows the 'Create Dispatch - Main Zone' interface. On the left, there is a sidebar with several dropdown menus: 'Work Zone' (highlighted with a red box and a red asterisk), 'Template' (with a search bar), 'Call Category' (with a search bar), 'Priority', 'Call Source', 'Initiated By Person' (with a search bar), and 'Contact Number'. To the right of the sidebar is a map of the world with a location pin over Europe. Above the map is a search bar labeled 'Search locations' and a 'Aerial Road' button. Below the map is a 'Location Details' section with a text area. Further down are 'Description' and 'Initial Notes' sections, each with a text area. At the bottom of the window, there is a button labeled '+ Add Officer Tasks' and a dark blue bar with two buttons: '+ Create' and '+ Create & Add Details'.

Work Zone Dropdown Menu

2. **(Optional)** Enter a Template Name in the **Template** field and select a Template from the dropdown menu. Templates are used for common Dispatches and can automatically fill out all Dispatch fields, making it faster to create a Dispatch.



Note:

If the selected Template includes a default call sign, the on-duty Officer with that call sign will be automatically assigned to any task on the Dispatch. Please refer to the [Default Call Sign](#) article for more information.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Priority

Call Source

Initiated By Person

Search persons

Contact Number

Location

Search locations

Aerial Road



Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Template Field

3. Enter a Call Category Name or Code in the **Call Category** field and select a Call Category from the dropdown menu. The Call Category will automatically fill out the first **Call Subcategory** field and can automatically fill out the other two **Call Subcategory** and **Priority** fields, depending how it is setup.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Priority

Call Source

Initiated By Person

Search persons

Contact Number

Location

Search locations

Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Call Category Field

- If the two **Call Subcategory** fields are not automatically populated when selecting a Call Category, select a Call Subcategory from the dropdown menus. The **Call Category** field will change according to the last Call Subcategory selected.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Security Response

Security Response

Priority

Call Source

Initiated By Person

Search persons

Contact Number

Location

Search locations

Aerial Road



Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Call Subcategory Fields

5. Select a Dispatch priority from the **Priority** dropdown menu (High, Low, Medium). The Priority field may already be filled out if you are using a Template or after selecting a Call Category.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Call Source

Initiated By Person

Search persons

Contact Number

Location

Search locations

Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Priority Field

6. **(Optional)** Select a Call Source from the **Call Source** dropdown menu (e.g., Alarm, Phone Call, etc.). The Call Source is the original source for the Dispatch call.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location

Search locations

Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Call Source Field

- (Optional)** Enter a Username in the **Initiated by Person** field and select a user from the dropdown menu. The Initiated by Person is the person who provided the initial Dispatch information.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

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Medium

Call Source

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Contact Number

Location

Search locations

Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Initiate by Person Field

- (Optional)** Click the **Add** icon within the **Initiated by Person** field to add a new person. Please refer to the [Adding a New Person](#) article for more information.

Create Dispatch - Main Zone

Work Zone

North Building

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Security Response

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SRI Incident

Priority

Medium

Call Source

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Search persons

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Location

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Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Add Icon

9. **(Optional)** Enter the phone number of the person who initially provided the Dispatch information in the **Contact Number** field.

Create Dispatch - Main Zone

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Search templates

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Security Response

Construction

SRI Incident

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Call Source

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Contact Number

Location

Search locations

Aerial Road

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Contact Number

- Enter a Location Name in the **Search Location** field and select the location from the dropdown menu. Users can also click on a Pin on the Map to select that specific location.

The screenshot shows the 'Create Dispatch - Main Zone' interface. On the left, there are several filter sections: 'Work Zone' (North Building), 'Template' (Search templates), 'Call Category' (Security Response, Construction), 'SRI' (Incident), 'Priority' (Medium), 'Call Source', 'Initiated By Person' (Search persons), and 'Contact Number'. The main area features a map of the world with a location pin over Europe. Above the map is a search bar containing 'Resolver', which is highlighted with a red box. To the right of the search bar are buttons for 'Aerial Road' and zoom controls. Below the map are three text input fields labeled 'Location Details', 'Description', and 'Initial Notes'. At the bottom, there is a '+ Add Officer Tasks' button and a dark blue bar with '+ Create' and '+ Create & Add Details' buttons.

Search Location Field

11. **(Optional)** To add a new location please see the **Adding a New Location** article.
12. **(Optional)** To select an Indoor location please see the **Selecting an Indoor Location** article.
13. **(Optional)** Enter location details outlining any special notes regarding the location in the **Location Details** field.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location

Resolver Inc.

111 Peter St,
Toronto, ON, Canada, M5V 2H1

Aerial Road

+

-

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Location Details Field

14. **(Optional)** Enter a description outlining the details of the Dispatch in the **Description** field.

Create Dispatch - Main Zone

Work Zone

North Building

Template

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Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location

Resolver Inc.

111 Peter St,
Toronto, ON, Canada, M5V 2H1

Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Description Field

15. **(Optional)** Enter any notes about the Dispatch in the **Initial Notes** field. Information entered in this field will generate an initial message in the dispatch conversation.

Create Dispatch - Main Zone

Work Zone

North Building

Template

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Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location

Resolver Inc.

111 Peter St,
Toronto, ON, Canada, M5V 2H1

Aerial Road

NORTH AMERICA

PACIFIC OCEAN

ATLANTIC OCEAN

EUROPE

AFRICA

SOUTH AMERICA

AUSTRALIA

5000 miles

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Location Details

Description

Initial Notes

+ Add Officer Tasks

+ Create

+ Create & Add Details

Initial Notes Field

- Click the **Add** icon next to Add Officer Tasks.

Create Dispatch - Main Zone

Work Zone

North Building

Template

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location

Resolver Inc.

111 Peter St,
Toronto, ON, Canada, M5V 2H1

Aerial Road

+

-

NORTH AMERICA

PACIFIC OCEAN

ATLANTIC OCEAN

EUROPE

AFRICA

SOUTH AMERICA

5000 miles

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Location Details

Description

Initial Notes

+

Add Officer Tasks

+

Create

+

Create & Add Details

Add Icon

17. Enter an officer task description in The **Task Description** field.

Create Dispatch - Main Zone

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location Details

Description

Initial Notes

Dispatch Tasks

Task Description

Add Officer Tasks

Assign Tasks To

Search officers

Task Location

Resolver Inc.

Create

Create & Add Details

Task Description

18. **(Optional)** Enter an Officer Name in the **Assign Tasks To** field and select an Officer from the dropdown menu. The Assign Tasks To field will assign the Officer Task to the selected Officer.

Create Dispatch - Main Zone

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location Details

Description

Initial Notes

Dispatch Tasks

Task Description

Door Check

+ Add Officer Tasks

Assign Tasks To

Search officers

Task Location

Resolver Inc.

+ Create + Create & Add Details

Assign Tasks To Field

- By default, the system will automatically pull in the location from the **Select Location** field into the **Task Location** field.

Create Dispatch - Main Zone

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number

Location Details

Description

Initial Notes

Dispatch Tasks

Task Description

Door Check

+ Add Officer Tasks

Assign Tasks To

Search officers

Task Location

Resolver Inc.

+ Create

+ Create & Add Details

Task Location Field

20. **(Optional)** Click the **Map** icon to select a new location or indoor location by either searching for a location or by clicking on a Pin on the Map.

Create Dispatch - Main Zone

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

+

-

Contact Number

Location Details

Description

Initial Notes

Dispatch Tasks

Task Description

Door Check

+ Add Officer Tasks

Assign Tasks To

Search officers

Task Location

Resolver Inc.

Map Icon

-

*

+ Create

+ Create & Add Details

Map Icon

21. Click one of the following buttons to create the Dispatch.

- **Create:** The **Create** button creates the Dispatch.
- **Create & Add Details:** The **Create & Add Details** button creates the Dispatch and allows you to add details to the Dispatch right after creating the Dispatch.

Create Dispatch - Main Zone

Search templates

Call Category

Search code or category

Security Response

Construction

SRI Incident

Priority

Medium

Call Source

Initiated By Person

Search persons

Contact Number



Location Details

Description

Initial Notes

Dispatch Tasks

Task Description

Door Check

+ Add Officer Tasks

Assign Tasks To

Search officers

Task Location

Resolver Inc.

+ Create

+ Create & Add Details

Create Buttons