

SOPs Overview

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An **SOP (Standard Operating Procedure)** is a feature that provides the steps that should be taken during certain dispatches. When a dispatch with an SOP is created, the **SOP** panel displays a brief description, a task checklist, attachments and/or hyperlinks with more information. This panel also allows you to send emails or mass notifications (if configured) to provide others in your organization with instructions or important safety information.

In order for any SOP to be triggered, the dispatch must **exactly** match any call category and/or site or location criteria selected in the SOP's settings.

The screenshot shows a web application window titled "SOP - Caissa Fischer". The window has a header bar with the title and three window control icons (minimize, maximize, close). Below the header, the main content area is divided into several sections. At the top left, the text "RES6" is displayed. To its right, the text "Emergency Procedure Policy" is displayed. Below this, there is a section titled "Procedure Description" containing a text box with the text "The Emergency Procedure policy must be followed in the case of any emergencies on the premises." Below the text box, there is a section titled "Emergency Procedure Policy" with a paperclip icon. Below this, there are two tabs: "East Campus Safety Policy" and "Emergency Contact Numbers". Below the tabs, there are two sub-tabs: "Checklist" and "Email". Below the "Checklist" sub-tab, there is a section titled "SOP Checklist" containing a list of five items, each with a checkbox: "Activate alarm", "Evacuate occupants", "Ensure nobody is left in the building", "Meet at muster point", and "Contact the police/fire department/paramedics". At the bottom of the window, there is a dark blue footer bar with a green "Auto-Focus" button.

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.