Glossary of Terms - Officer Mobile

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TERM	*DEFINITION*
Activity	An event or series of events with which security personnel may become involved. When a dispatcher creates a record for an activity, it becomes a **dispatch**. Once the dispatch is closed, it's moved to Perspective as an activity record.
Call Sign	A pre-configured code to help dispatchers easily identify officers. All officers must be assigned a call sign when they're brought on duty.
Dispatch (activity)	A security-related event that requires the attention of an officer. Once a dispatch is created, a dispatcher will create **tasks** for an officer to complete as part of that dispatch. When a dispatch has been closed, its record is transferred to Perspective as an activity.
Dispatch (application)	A desktop application designed to work with Officer Mobile and Perspective that helps security departments manage activities and the officers who respond to those activities. Dispatch tracks locations, categories, priorities, officer status and actions, and any other important activity details.
Dispatcher	A user running the Dispatch desktop application who is responsible for taking calls, creating dispatches and tasks, and managing and assigning officers.
Dispatch Administrator	The user who creates and configures user profiles, zones and teams, RTAs, and locations.
Indoor Location Point	A location saved within in a larger location (a **master location**). For example, an indoor location point could be a meeting room inside an office building, while the office building is the master location. Indoor location points are created and configured by a Dispatch administrator and, if selected on a dispatch, appear in the **Dispatch Details**.

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Master Location	A larger location that contains **indoor location points**. For example, an office building may be a master location, while the meeting rooms in the office building are the indoor location points. Master locations are created and configured by a Dispatch administrator.
Officer	A security personnel representative who is dispatched and responds to dispatches and tasks created in Dispatch.
Off Duty	When an officer is no longer working and cannot be assigned tasks. Officers can be taken off duty by a dispatcher or through the **Profile** component of Officer Mobile.
On Duty	When an officer is working and is available to be assigned tasks. Officers can be brought on duty by a dispatcher or when they log onto Officer Mobile.
Operational Zone	A large area within your organization which is further segmented into **work zones**. For example, an operational zone could be the East Campus of a university, and the Cafeteria, Laboratory, and Library are the work zones.
Organization	An organization that was involved in a dispatch, such as a responding agency (e.g. police or paramedics), organization of interest, or a victim or reporting organization. An organization's involvement can be recorded through an **Organization Log**.
Person	A person who was involved in a dispatch, such as a victim, witness, or reporting person. A person's involvement can be recorded through a **Person Log**.
Perspective	A desktop application that helps organizations manage incidents and investigations. When a dispatch is closed, all data from Dispatch and Officer Mobile is moved to Perspective as a new activity record where it can be further analyzed.
Priority	The level of importance assigned to a dispatch (e.g. High, Medium, or Low).

TERM	*DEFINITION*
Push Notification	A pop-up message or alert on your mobile device to indicate you've received a new message or conversation invitation or you've been assigned a task that is of a higher priority than your current task. Push notifications are sent only when you're not actively working in the app (the app is running in the background), you're logged out, or the app is closed (not running in the background).
Regulated Time to Act (RTA)	Known as an RTA for short, a Regulated Time to Act is a pre-set period that defines how much time an officer has to change his or her status on certain tasks. For example, a High Priority task may have an RTA that requires an officer be On Scene within ten minutes after changing his or her status to On Route.
Single Sign-On (SSO)	Login authentication that, if configured by a Perspective administrator, stores your login credentials so you can access multiple Resolver desktop applications (Perspective, Dispatch, and Dashboard) without re-entering your login information, as long as your session token (a temporary file that stores your credentials) remains active. For Officer Mobile and Perspective iOS, you can't share your login credentials across apps, however, you don't have to re-enter your credentials while you have an active session token. Note that closing or navigating away from the app does **not** end your SSO session. To end your session, you must **logout.**
State	The current status of an officer which can be changed by a dispatcher or by an officer through the **Profile** component of Officer Mobile.
Team	A group of officers assigned to work in specific **work zones**.
Work Zone	A smaller area within an **operational zone** (a larger designated area within your organization) that identifies where officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the working zones within that campus.