

## Create a Dispatch

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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.

### To create a new dispatch:

1. Click  **Create** in the ribbon.

2. Select a work zone from the **Work Zone** dropdown menu.



Work Zones, created by your administrator, are the general area where a dispatch is occurring. They affect which officer team can respond to the dispatch.

3. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the panel.



If the selected template includes a default call sign, the on-duty officer with that call sign will be automatically assigned to any tasks on the dispatch. Read more here: [Default Call Sign](#).

4. Select all three call category levels (e.g., Security Response, Emergency, Property) using one of these methods:

- Enter search criteria in the **Call Category** field.
- Enter the call category (i.e., activity type) abbreviation in the **Call Category** field. These abbreviations are created by an administrator in Command Center.
- Use the dropdown menu to select a call category. The last selection made in these dropdown menus will automatically populate the **Call Category** field.

Call Category

Search code or category

General Assistance

Mechanical

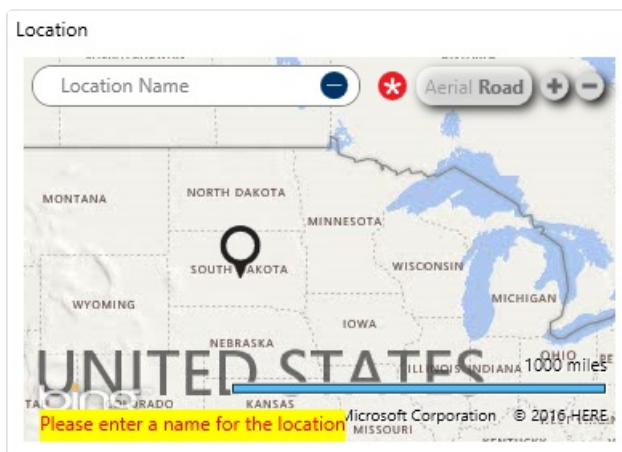
Ast Jump Start

*The Call Category section.*

5. Select a priority (High, Medium, Low) from the **Priority** dropdown menu, if a priority wasn't automatically selected with the **call category** or if you want to overwrite this selection.
6. **Optional:** Select a call source (e.g., Alarm, Phone Call, Email) from the **Call Source** dropdown menu.
7. **Optional:** Enter search criteria in the **Initiated By Person** field to locate the person record for the individual who provided the initial dispatch information.
8. To **Quick Add** a Person record (i.e., a Person object in Command Center):
  - a. Click the **+** icon in the **Initiated By Person** field.
  - b. Enter the person's name in **First Name** and **Last Name** fields.
  - c. **Optional:** Enter or select additional information in the **Gender, Email Address, and Phone Number** fields.
  - d. Click **Add**.
9. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.
10. Enter an exterior location in the **Location** section by one of these methods:
  - Enter search criteria in the **Search locations** field, then select the location from the [search results](#).
  - Click a map pin to select that location (for an **indoor location point**, see step 12).
  - Create a new temporary location by clicking a global address from the search results (if enabled) or the **+** icon in the **Search locations** field.
  - Click a map location to place a pin, then enter a name in the **Location name** field.



You cannot create temporary locations unless you have the appropriate profile permissions. Before creating a new location, see [Quick Add Temporary Locations](#) for important directions.

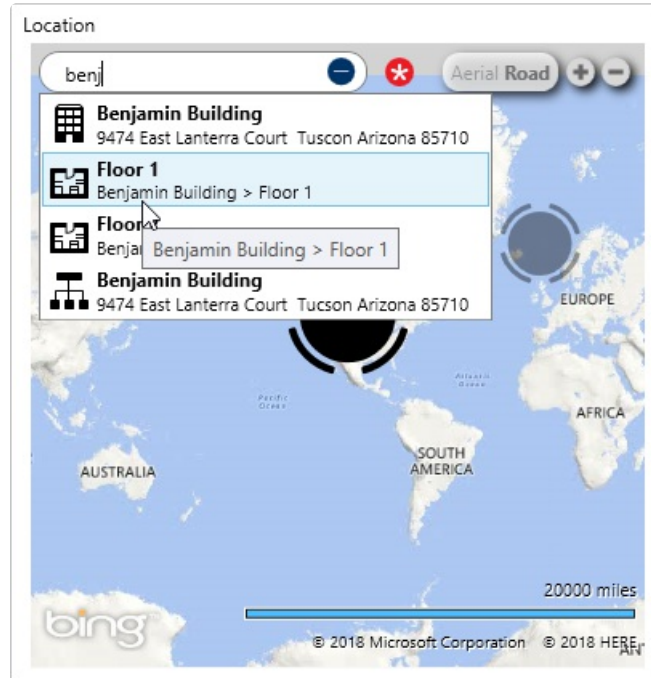


*A new location pin after clicking the plus icon in the Search Locations field.*






If you selected a default location in your [account settings](#), that location will be selected in the **Location** field by default.

11. Select an [indoor location point](#) by entering search terms for the exact one in the **Search locations** field.
12. Click to select that location from the [search results](#).



*Enter search terms in the Search locations field to select an indoor location point.*

13. **Optional:** Enter a description of the dispatch in the **Description** field.
14. **Optional:** Enter extra details about the dispatch in the **Initial Notes** field.
  - Anything entered in this field generates the [dispatch conversation](#).
15. **Optional:** To add officer tasks:
  - a. Click **+ Add Officer Tasks** to reveal the **Dispatch Tasks** section.
  - b. Enter a description in the **Task Description** field.
  - c. **Optional:** In the **Assign Tasks To** field, enter the search criteria for the officer to whom you want to assign the task.
  - d. Select a location by using one of these methods:
    - Enter search criteria in the **Search locations** field, then select the location from the [search results](#).
    - Click the  icon, then click a map location pin on the map to select it.
    - Create a new location by clicking the  icon then entering search criteria to select a global address from the map (if enabled).
    - Click the  icon in the **Search location** field, then click a map location to place a pin. Enter a name in the **Location name** field.
  - e. Repeat these above steps to create more officer tasks as needed.



There are several other ways to create officer tasks. Read more here: [Tasks](#).