

## **Create a Dispatch**

Last Modified on 04/14/2025 1:50 pm EDT

## **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.

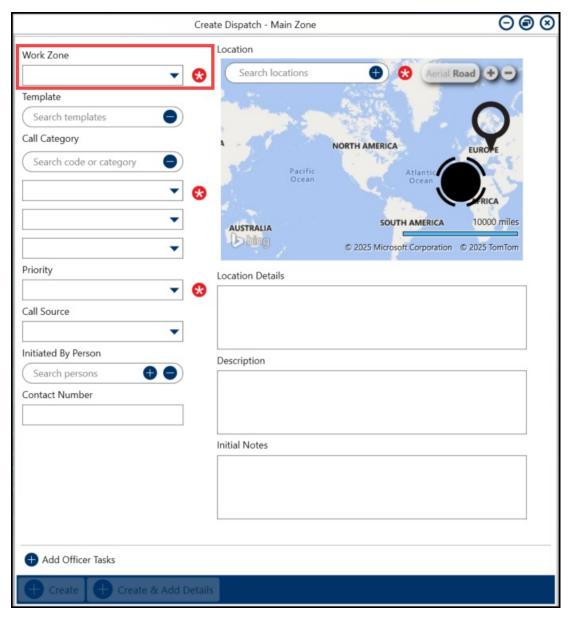


Create Icon

## **Create a Dispatch**

 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.





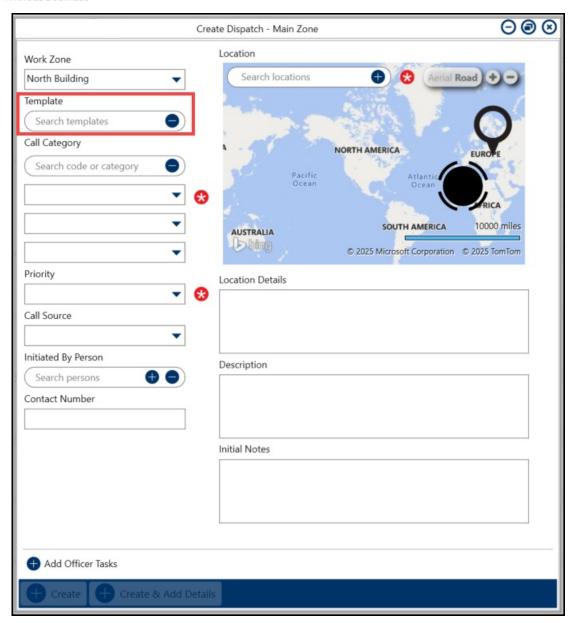
Work Zone Dropdown Menu

 (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.

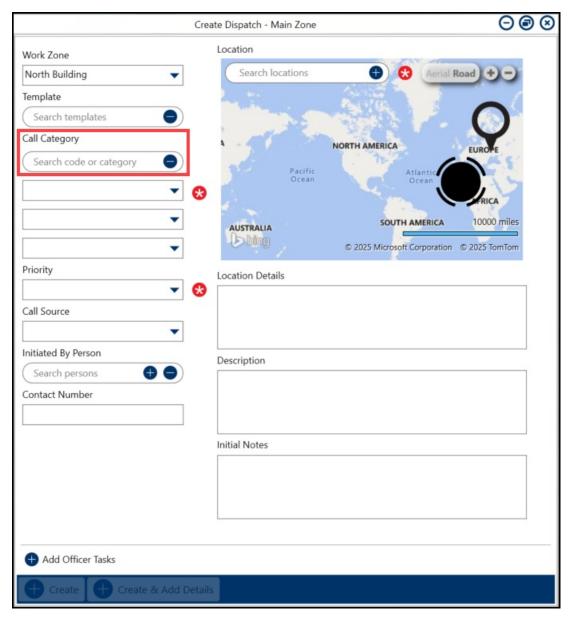




Template Field

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.

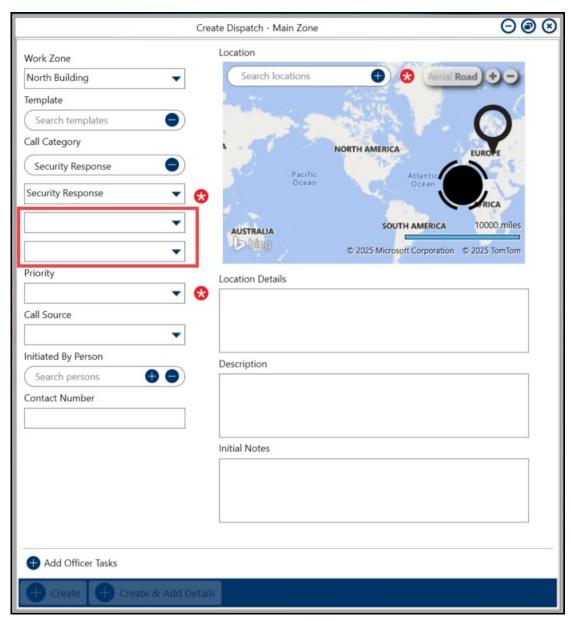




Call Category Field

4. 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.

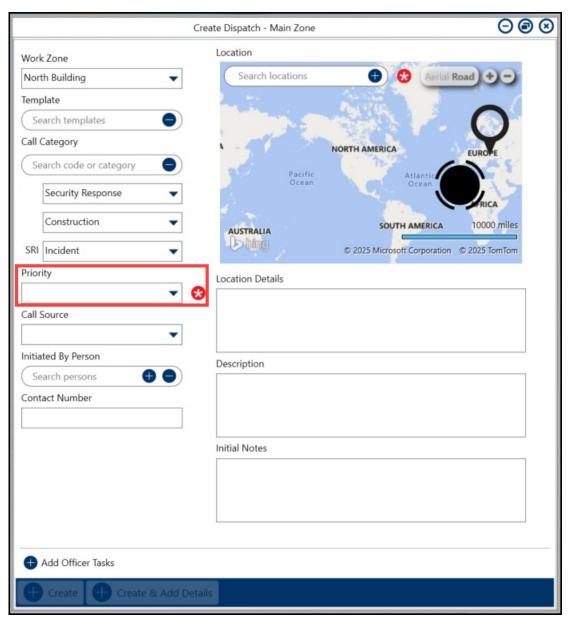




Call Subcategory Fields

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.

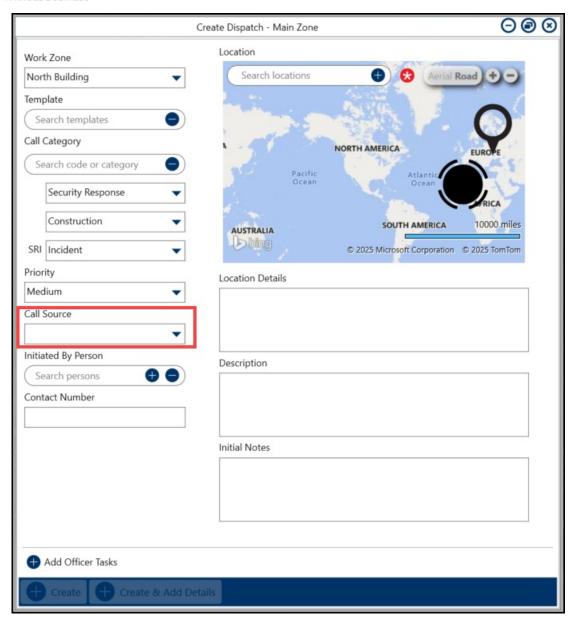




Priority Field

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.

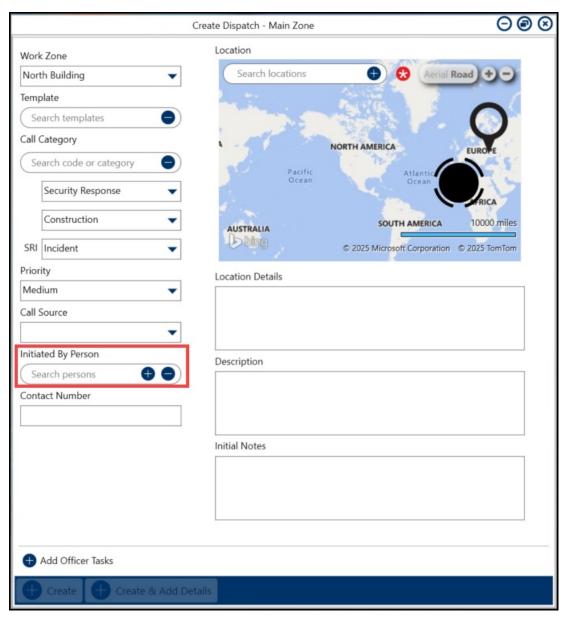




Call Source Field

7. **(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.

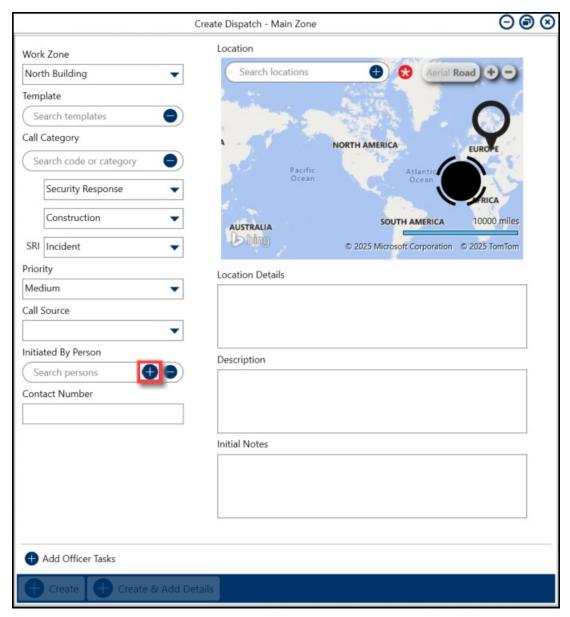




Initiate by Person Field

8. **(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.

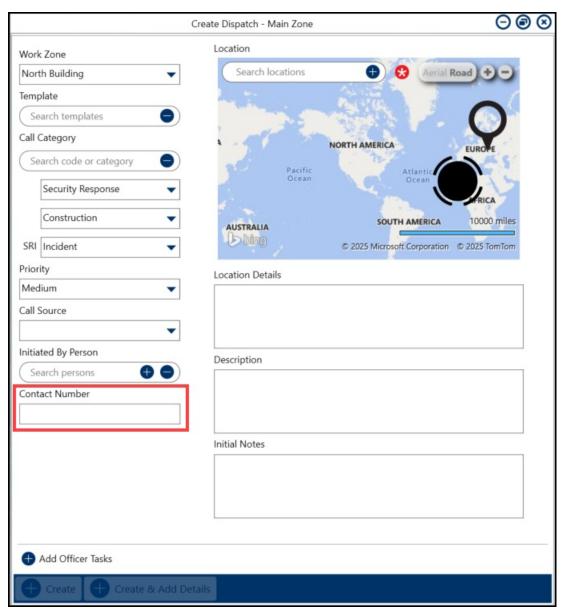




Add Icon

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

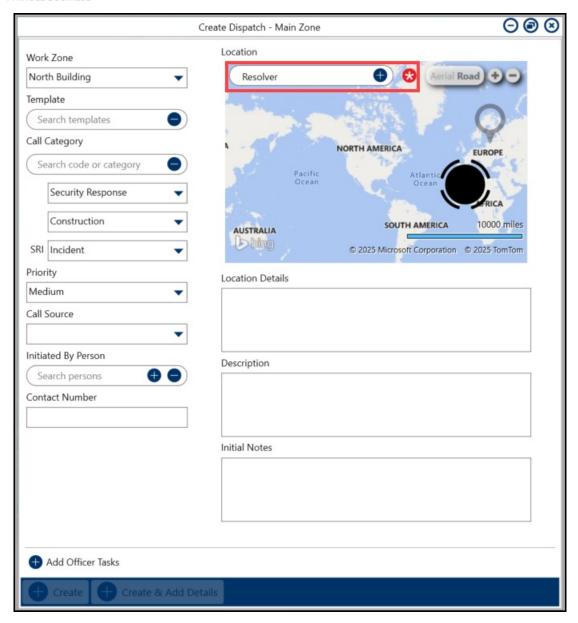




Contact Number

10. 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.

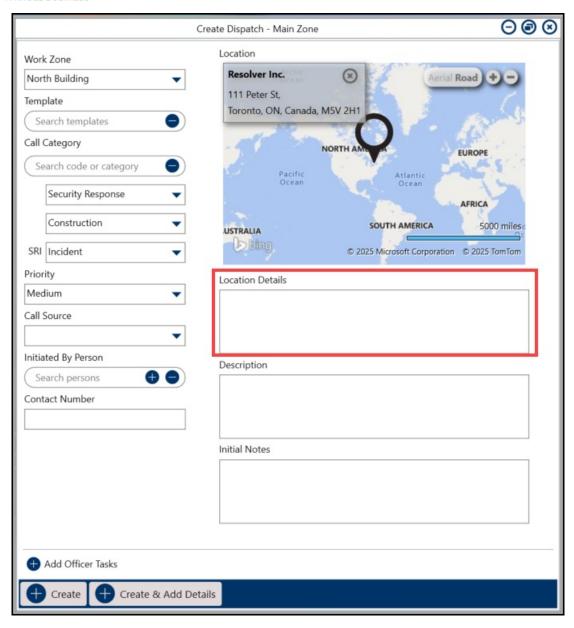




Search Location Field

- 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.

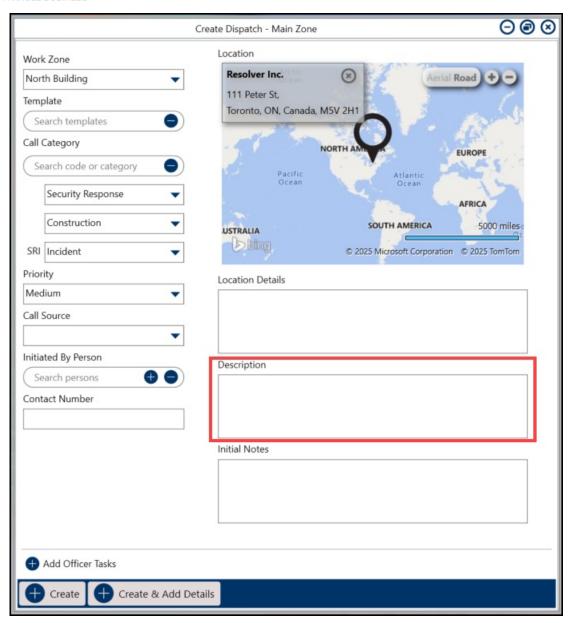




Location Details Field

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

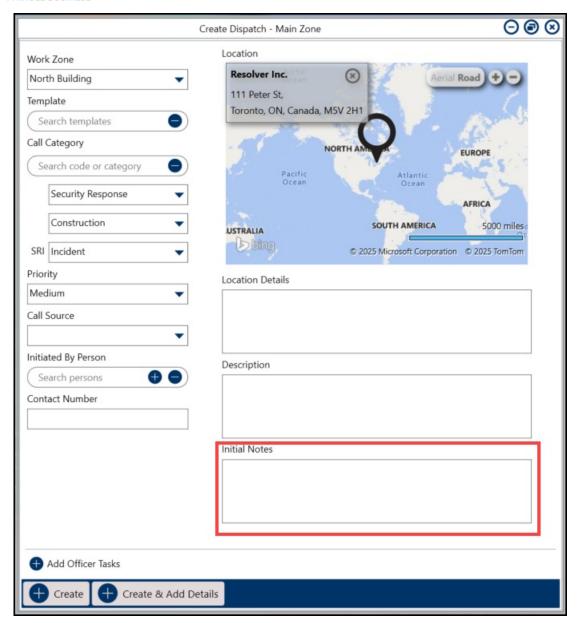




Description Field

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.

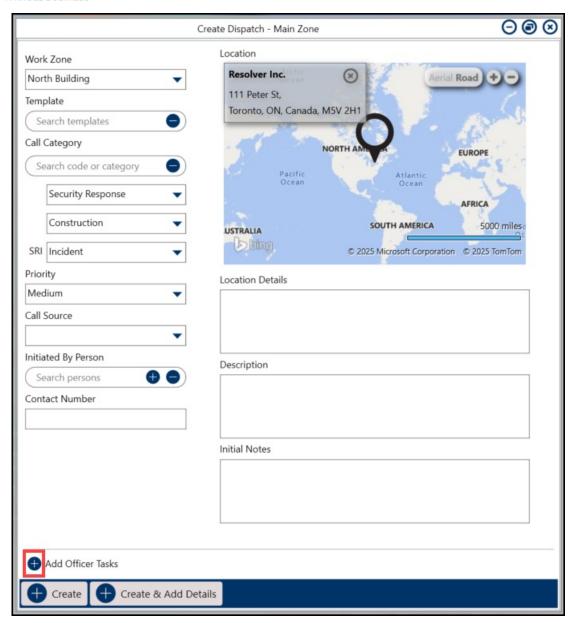




Initial Notes Field

16. Click the Add icon next to Add Officer Tasks.

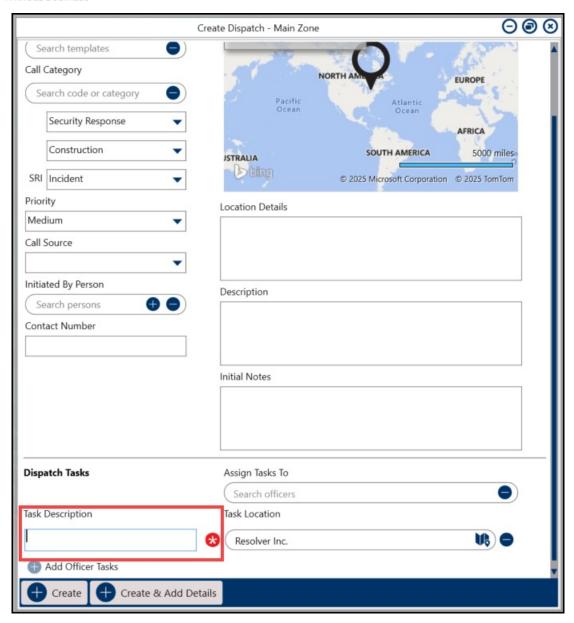




Add Icon

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

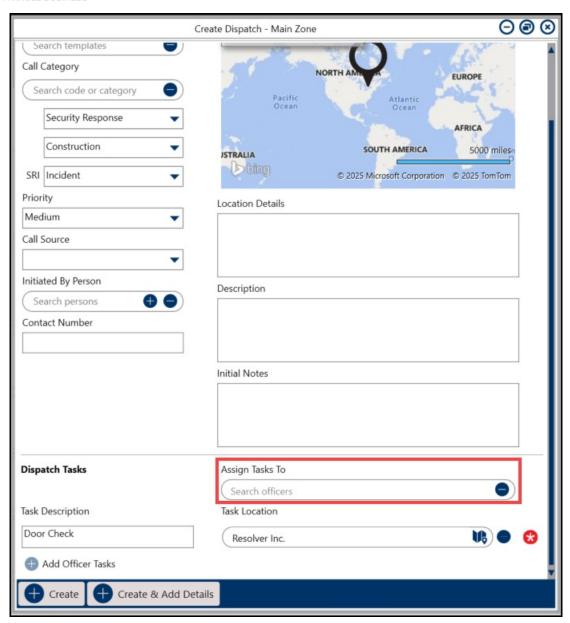




Task Description

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.

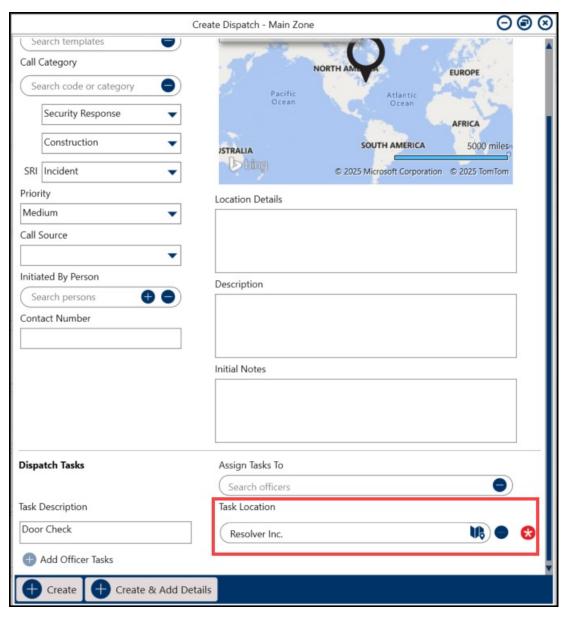




Assign Tasks To Field

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

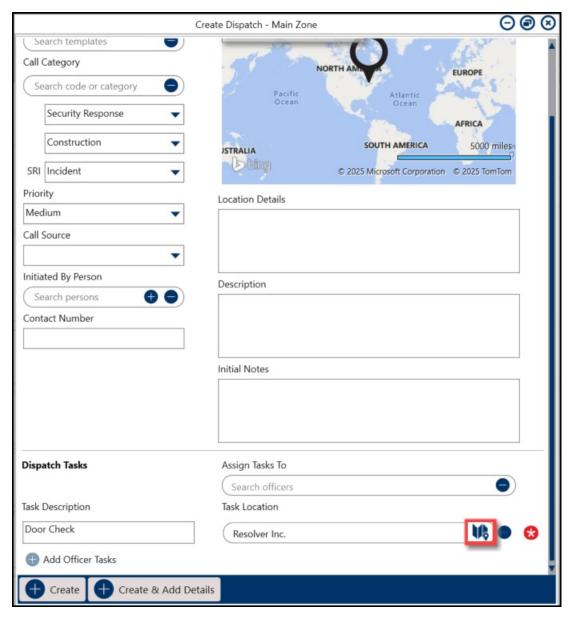




Task Location Field

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.

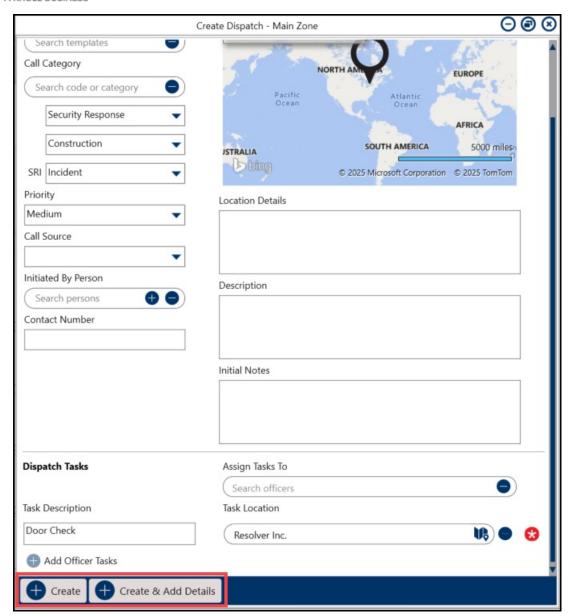




Map Icon

- 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 Buttons