SOPs Overview

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.
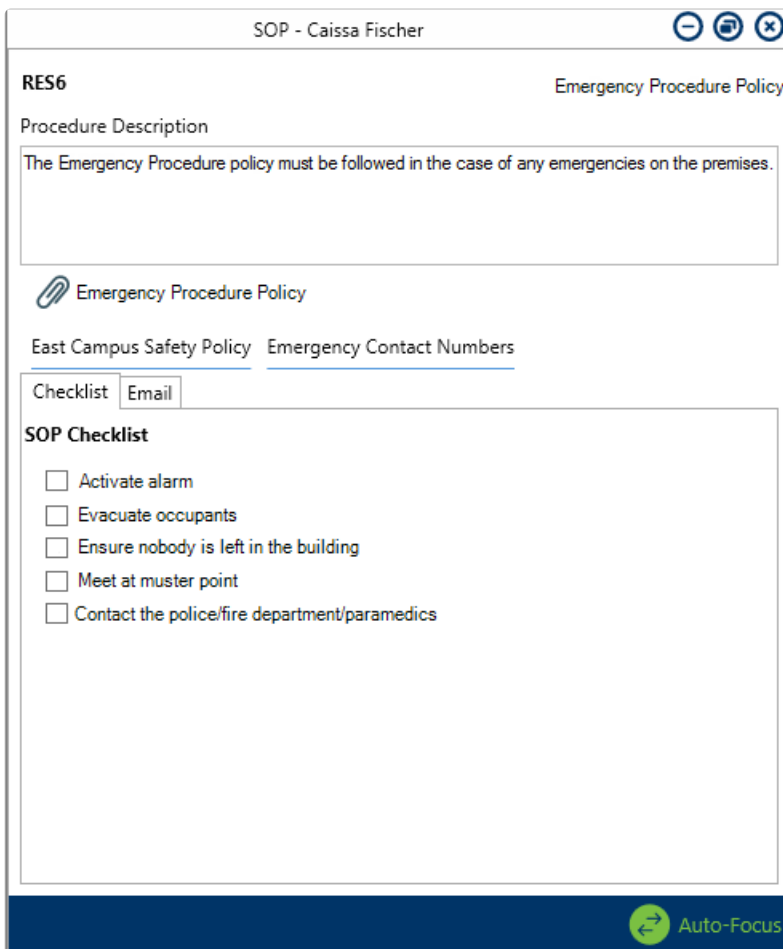
The SOP panel. The dispatch number is displayed in the top left of the window and the name of the SOP is displayed in the top right of the window.