Suspend a Task

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If an officer has started a task (the task status is **On Route** or **On Scene**), but must divert his or her attention away from that task to complete a more important job, you can **suspend** that task.

Suspending a task creates a duplicate task that will be automatically assigned to the officer who had initially started it. The original task will be replaced by the duplicate on the home screen, but a record of the original task can be viewed in the **Details** panel and will be recorded in the activity when the dispatch is closed and sent to Command Center.

Method 1 – Dispatches Panel

To suspend a task:

1. In the **Dispatches** panel, click the ▶ icon next to the dispatch.
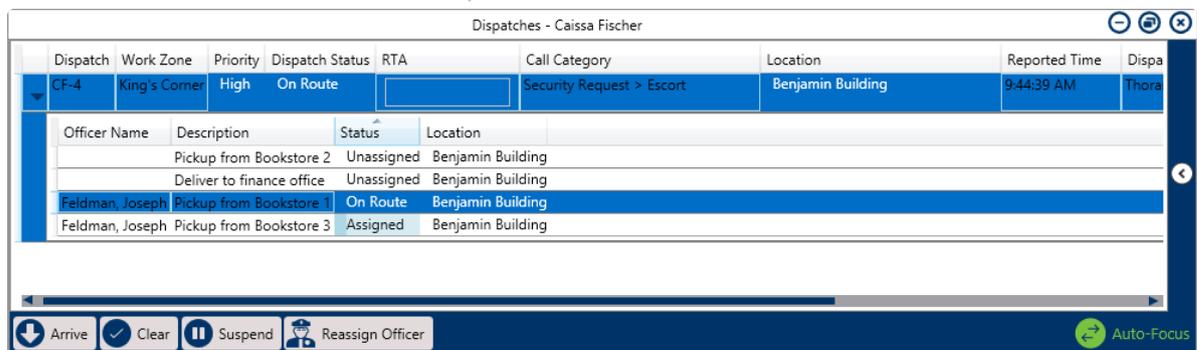
A started task selected in the Dispatches panel.

2. Click the task to select it.

3. Click **⏸ Suspend** or right-click the task then click **Suspend**.

Method 2 – Officers Panel

To suspend a task:

1. In the **Officers** panel, click the ▶ icon next to the officer's name to reveal assigned tasks.

2. Click the task to select it.

A started task selected in the Officers panel.

3. Click   or right-click the task, then click **Suspend**.