


# Service Requests Overview

Last Modified on 10/01/2019 3:04 pm EDT

If an organization requests that you take specific action on a dispatch, you can record that request through the **Details** panel. Requesting organizations can be an agency, such as the police or fire department, or any other organization involved in the activity.

When a service request has been recorded on a dispatch, the  icon will appear in the **Service Requests** column of the **Dispatches** panel. Service requests are recorded in the activity object when the dispatch is closed and sent to Command Center.

Details - Caissa Fischer

CF-18 - Tuesday February 07 2017

7:56 AM 7:56 AM 8:07 AM

Work Zone: King's Corner

Call Entered By: Thoran, Randolph

New Unassigned Assigned **On Route** On Scene Cleared

Dispatcher Thoran, Randolph

Search requests

East Campus Cafe Ltd.  
Victim Organization

Organization Name  
East Campus Cafe Ltd.

Involvement Type  
Victim Organization

Organization Number

Organization Type  
Tenant Organization

Notified Type  
None

Reference Number

Contact Person  
Janet

Contact Phone  
555-555-5555

Tracking Number

Request Type  
Security Assistance

Assigned Date/Time  
2/7/2017 1:16AM

Completed Date/Time  
Select a date

Request Assigned To Person  
Search persons

Request Notes

Auto-Focus

The Service Requests section of the Details panel.