

SOPs Overview

SOPs are standardized procedures for dispatchers and officers to follow during specific types of dispatches. SOPs can include a list of steps to complete, email notifications, file attachments, and/or URLs to relevant links.

When creating SOPs, admins must create a **rule** that includes at least one call category and optional location. When a dispatch matching an SOP's rule is created, the SOP is triggered and can be accessed by dispatchers, along with any files, notifications, or links, by clicking the **SOP** icon in the **Dispatches** panel. For more information on viewing a triggered SOP or sending mass notifications, see the [Dispatch User's Guide](#).

Name: Escort Procedures

Procedure Description: Procedure for escort of non-staff visitors and contractors.

Rules

Call Category	Location
Security Request > Escort > Visitor	
Security Request > Escort > Contractor	

Notifications

Recipients	Type	Subject
	Email	

Attachments

Title	Type	File Extension	File Size
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Links

Title	Path
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- Issue temporary pass
- Notify responsible party
- Visitors - document the nature and expected duration of visit.
- Verify visitor identity - government ID only.
- Contractors - document the nature and expected duration of the work
- Verify visitor log for appointment time.
- Dispatch officer to escort visitor to meeting point.

+ Add New Check List Item

The SOPs settings.