

## Zones & Teams Overview

The **Work Zones & Teams** setting helps you organize your dispatchers and officers by segmenting areas in your organization into **operational zones**, **work zones**, and **teams**.

**Operational zones** are the larger areas within your organization, **work zones** are sections in the operational zones, and **teams** are the groups of officers that are authorized to work in the selected work zones. For example, an operational zone may be the East Campus of a university. The work zones are the cafeteria, laboratory, library, and residence in the university, and the Cafeteria Team, Laboratory Team, Library Team, and Residence Team are the groups of officers who work in each respective zone.

Operational zones, work zones, and teams can be created and organized over larger or smaller areas in your organization. If, for example, security was managed over several countries, the countries could be the operational zones and the cities could be the designated work zones. You could also create operational zones for smaller regions, such as a building, then segment the areas within that building, such as rooms or staircases, into work zones.

The screenshot displays the 'Work Zones & Teams' settings page. At the top, there is a search bar for 'Operational Zones' and a dropdown menu for 'Operational Zone Name' set to 'East Campus'. Below this is a table of 'Work Zones' with columns for 'Dispatch Prefix', 'Work Zone Name', and 'Transfer to Workgroup'. The table lists four work zones: CAF (Cafeteria), LAB (Laboratory), LIB (Library), and RES (Residence). Each work zone has a corresponding 'Transfer to Workgroup' dropdown menu. Below the table, there are three sections: 'Teams' (listing Cafeteria, Laboratory, Library, and Residence), 'Assigned Work Zones' (with checkboxes for Cafeteria, Laboratory, Library, and Residence), and 'Visual Alerts - Teams' (with options for Theme, Color, Bold, Italic, Underline, and Strikethrough).

Dispatch Prefix	Work Zone Name	Transfer to Workgroup
CAF	Cafeteria	Business Unit 1
LAB	Laboratory	Business Unit 2
LIB	Library	Business Unit 1
RES	Residence	Business Unit 2

*The Work Zones & Teams settings.*

Once your zones and teams are created, they're used to help organize where dispatchers and officers are allowed to work by selecting the operational zones they'll have access to in their [user profiles](#).

When dispatchers log into Dispatch, they'll only be able to create, edit, and view dispatches and tasks from within the operational zones selected in the **Accessible Operational Zones** section of their profile. If a dispatcher has been given access to multiple operational zones, they will be able to switch between zones while logged in. When creating new dispatches, the dispatcher must select a work zone saved within their current operational zone.

In addition, administrators can restrict [priorities](#) and [locations](#) to one or more specific **Accessible Operational Zones**, so that only dispatchers assigned to the corresponding operational zone will be able to access them when working with dispatches.

# RESOLVER

For officers, the zones selected in **Accessible Operational Zones** determine which teams they can be assigned to and therefore the work zones they're authorized to work in. For example, if an officer is given access to the East Campus operational zone in their profile, they can be assigned to work on the Cafeteria, Laboratory, Library, or Residence teams. The dispatcher assigns that officer to work on the Cafeteria team, which means that the officer can be assigned tasks for any dispatches created in the Cafeteria work zone.