

Version 25.1 Release (Dispatch)

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Dispatch Features



Notes:

For the 25.1 Dispatch release, it is recommended that you use Windows 10 or 11 with this version of Dispatch.

Window version 8.1 is no longer supported by Microsoft and is not guaranteed to work with Dispatch.

Allow Administrators to Edit On-Duty Officer's Settings

- Administrators can edit an Officer's settings when the Officer is On-Duty. Some settings will not take effect until the officer is Off-Duty. A system-generated notification will be when changes are made to the Officer's settings.

Location Lists Will Show All Locations

- Location lists within the system will show all locations and will not be capped at 250 locations.

Deleted Library Items in Core are Prevented from Use in New Dispatches

- Object marked as externally deleted will be removed from the Dispatch Client.

Performance Improved for up to 33,000 Locations or Indoor Locations

- System performance should not be affected by numerous Locations in the application.

Improvements Made to Time Zone and Daylights Savings

- A new **Reset at** and **Reset Time Zone** dropdown was added to the **System Settings** screen, allowing users to select a reset time and time zone for the daily Dispatch Number reset.

Efficiency Improvements to Closing Dispatches

- The **Record Owner** field on the **Record Owner** pop-up will no longer populate the Officer assigned to the Dispatch, instead it will remain blank, and the **Report to Follow** field will now be defaulted to Yes.

Create and Add Details Button

- When creating a new Dispatch, Users can create a Dispatch add involvement details right away by clicking the **Create and Add Details** button on the **Create Dispatch** screen, to add related involvement data.

Improved Handling of One-Time Scheduled Dispatches

- A new toggle switch called **Delete when schedule ends** was added to the **Schedule Dispatch** screen that will delete any Scheduled Dispatches that have a Recurrence equal to None, End After, or End By, when the schedule reaches the last recurrence. By default, the **Delete when schedule ends** toggle switch is active.

Dispatch Bug Fixes

- Officer Conversations will be deleted when the conversation is marked as close and all Officers leave or the conversation is rejected by an Officer.
- Fixed an issue where users could not disable a scheduled Dispatch, using the Enable toggle switch.
- The Call Enter by field on Dispatch will match the Call Taken by field in Resolver Core and the Dispatcher field on Dispatch will match the Dispatched by field in Resolver Core.
- In Connect, an alarm closure will automatically be sent back to the connector when an alarm is escalated to a Dispatch and the Dispatch is closed.
- Connect rule logic has been updated for Event Type Name to only include the Event Types equal to the name entered in the **Event Type Name** field.
- SOP (Standard Operating Procedure) records in Dispatch can be enabled and disabled successfully.
- Schedule Dispatches created using a template have been fixed to include the Dispatch Tasks.
- Dispatches will no longer disappear from the Dispatch Panel when the system drops connectivity and reconnects.
- Fixed an issue where a user could not create a Person record through the Quick Add Person feature using the **Initiated by Person** field.
- Fixed an issue where attachments could not be deleted from an SOP (Standard Operating Procedure).
- Fixed an issue where locations with the Available in Dispatch flag were set to No on a Data Import were not removed from Dispatch.
- Fixed an issue where a message invitation was not appearing in the Messages Panel.
- Fixed an issue where a blank Operational Zone or Work Zone could not be deleted.
- Resolver Core Location without a Property Name will now be synced to Dispatch using the Object's Name instead of Property Name.
- Fixed an issue where a webhook for a business unit with a missing name was causing a 500 error instead of a 400 error response.
- Fixed an issue when a User could not login when link to a Conversation that has a Create by User ID = Null.

- Pagination was added to the Messenger Chat so that the Dispatch Client no longer freezes if the Dispatch Client needs to load many messages.
- Fixed an issue where an Officer was randomly assigned to the **Selection** Panel.
- When Dispatch Services pulls data from Resolver Core, the process will be marked as In Progress within the Database.
- The Involvement Reason will now be synced to Dispatch lookups instead of the Invoiced Item Type.
- Fixed an issue where the incorrect Dispatch Status is displayed if an Officer starts another Task.

Officer Mobile Feature



Note:

A new version of Officer Mobile will be released to the Play Store and iOS App Store, tentatively on April 9th, 2025. Please ensure that you download the new application update to ensure continued access to Officer Mobile.

New Connection Lost Screen

- A new Connection Lost screen will appear if the Officer Mobile app loses connectivity.

Officer Mobile Bug Fixes

- Fixed an issue where the Officer Name and State was not appearing on the Panels for a Dispatch with an Attachment.
- Fixed an issue where the Officer Mobile application crashed after selecting an Officer Task Notification.
- Text is now visible in the Notes section in Officer Mobile while using the Dark Mode option.
- Fixed an issue where the Officer Mobile application displayed a **Connection Lost** screen after selecting a Message invite.
- Fixed an issue where the Officer Mobile application crashed after clicking the **Logout** or **Message Invite** buttons.
- Fixed an issue where the Officer Mobile notification alert/sound was not auditable.
- Fixed an issue where Officer Tasks, Officer Name, and State would disappear from the Officer Mobile app when the app was minimized.