Dispatch Mobile

Dispatch Mobile is an officer friendly version of Dispatch that can be used in the field to help officers know which calls they are assigned to, give information relevant to the call, and let them update their times and notes. In order to use the mobile version of Dispatch, some additional configuration on the server is required; CESI technical support can assist with the configuration.

Considerations

- Officers are not able to create reports out of Dispatch Mobile, Dispatchers must still create them.
- Dispatch Mobile is meant to be used as a module/extension for the base Dispatch program, not as a replacement.

Dispatch Mobile is accessed through a web browser; users can use their normal username and password to log in.

Dispatch Mobile Options

There are three options at the top of the page that users can change at will:

- **My calls only**: When checked, the user will only see calls that they are dispatched to. When unchecked, the user will see calls for all officers.
- **Automatically open newly assigned calls**: When checked, calls newly assigned to the user will automatically open to the call information section. If not checked, newly assigned calls will still appear on the officer’s list of calls, but the officer will have to manually open the call to view the information.
- **Show Pending Calls**: If checked, the user will see all pending calls (calls that have no dispatched officer) as well as all active calls. When the option is not checked, the user will only see active calls.
Using Dispatch Mobile

When a call is created in Dispatch and the user gets dispatched to that call, mobile dispatch will alert the user that they have been assigned to a new call. The call will then appear in the list of calls for that user.

Note: If the user has the option to automatically open newly assigned calls selected, calls will automatically bring you to the above page. If the option is not selected, the user has to manually open the call, by clicking on it, to get to the above screen.

If the dispatched call has a Call Type with policy information associated with it, the Call Type will be underlined. You can then click on the call type and it will show the policy information.

Note: If the Call Type is not underlined, then that Call Type does not have policy information associated with it.
Users are able to obtain all the necessary information that they might need from within the call. Various pieces of information regarding the call can be found on the six different tabs, which are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Call Information</th>
<th>Notes</th>
<th>Officers</th>
<th>Contacts</th>
<th>Vehicles</th>
<th>Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>This tab is the primary tab of any call. On this tab you can find the location, call type, priority, call source, and more relevant information.</td>
<td>This tab displays any notes added by the officer or a dispatcher that are related to that call.</td>
<td>This tab shows all officers that are assigned to that call as well as their status/times.</td>
<td>This tab shows any contacts that are related to that specific call. Note: Officers cannot get a contact’s history through Dispatch Mobile.</td>
<td>This tab shows any vehicles that are related to that specific call. Note: Vehicle history is not available through Dispatch Mobile.</td>
<td>This tab shows any external agencies that are related to that specific call.</td>
</tr>
</tbody>
</table>

1 The Call Information Tab

The call information tab is the primary tab of any call. Users can find all of the vital information for calls on this tab. Information you can find on the Call Information tab includes: location, specific location, call date, call source, call type, priority, reference number, disposition, group, and the reporting person’s information. This is the first tab that officers see upon opening a call.

Note: Calls will open to this tab when “Automatically open newly assigned calls” is checked.
2 The Notes Tab

The notes tab is used to attach and display any notes that are affiliated with a specific call. Notes can be both added and viewed in Dispatch Mobile and the full Dispatch program. This allows for both officers and dispatchers to log any relevant information to a call in one place.

In order for an officer to add a note through Dispatch Mobile, they must first click the Add New Note button. A blank text box will appear for the user to type in their note. Upon completing the note, the user can click the “Insert” button. The note will then be viewable in both Dispatch Mobile and the full Dispatch program.

3 The Officers Tab

The officers tab displays which officers are currently assigned to a specific call, as well as the statuses, dispositions, activities, and times of involved officers. From this screen, officers can also edit the times of any of their statuses. To do this, the officer must click the “Edit” button in the far left column (the button that looks like a pencil).

In order to edit the times of statuses, you must first update your status. You can do this one of two ways.

1. Under the column that is labeled Officer Status, click the button to update that time. For example, if the button says Arrived, it will update the arrived time. The button starts off as “Dispatched” and moves through various statuses all the way to “Cleared.”

2. From the Officers tab; select the pencil in the far left column. Double-click the times (circled below) to alter them. If a status hasn’t been updated, the time field will be blank. Double-click it to enter a time. Click the “Update” button to save changes.
When an officer updates any of their times in Dispatch Mobile, the change automatically gets reflected in the full Dispatch program as well, as shown below. The same goes for the reverse, if a Dispatcher makes a change in the Dispatch program, the changes automatically get reflected within Dispatch Mobile.

### The Contacts, Vehicles, and Agencies Tabs

Contacts, Vehicles, and Agencies are all straightforward, information only tabs. Users of Dispatch Mobile do not have the ability to add new entries to the tabs or edit existing entries, only Dispatchers can add, remove, or edit entries to any of these tabs. Below are examples of how each tab looks with an entry made by a Dispatcher.

#### Contacts

<table>
<thead>
<tr>
<th>Entity Type</th>
<th>Name</th>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSON</td>
<td>CONTACT/EXAMPLE/</td>
<td>CONTACT</td>
<td>MALE TEST (1993/08/09)</td>
</tr>
</tbody>
</table>

#### Vehicles

<table>
<thead>
<tr>
<th>Plate</th>
<th>Plate State</th>
<th>Expiration</th>
<th>VIN</th>
<th>Style</th>
<th>Make</th>
<th>Color</th>
<th>Model</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>123-DFG</td>
<td>WI</td>
<td>0614</td>
<td>1R56G56R56D</td>
<td>4 DOOR VEHICLE</td>
<td>BUICK</td>
<td>ALUMINUM</td>
<td>TEST</td>
<td></td>
</tr>
</tbody>
</table>

#### Agencies

<table>
<thead>
<tr>
<th>Agency</th>
<th>Name</th>
<th>Case Number</th>
<th>Contact Time</th>
<th>Arrival Time</th>
<th>Cleared Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEST A1</td>
<td>TEST NAME</td>
<td>000111222333</td>
<td>7/21/2014 01:47 PM</td>
<td>7/21/2014 02:47 PM</td>
<td>7/21/2014 03:47 PM</td>
</tr>
</tbody>
</table>

### Summary

Dispatch Mobile is a straightforward, effective tool to help keep officers informed of their active calls. It allows officers to track all calls that they are assigned to, create/read notes that are affiliated to specific calls, update their statuses and times, and be informed on all additional information, such as contacts, vehicles, and external agencies that are related to each call. When configured, Dispatch Mobile is a simple way to help information flow smoothly between the Dispatcher and the dispatched user.