REPORT EXEC
DISPATCH

Report Exec Dispatch User Manual

What is ReportExec Enterprise Dispatch?

ReportExec Enterprise Dispatch is a sophisticated and easy to use dispatch program developed to be used in conjunction with ReportExec Enterprise and Direct, or as a separate independent CAD (computer aided dispatch) system. The Enterprise Dispatch program will provide you with detail-oriented tools to help you track the calls incoming to the dispatch center, precise information regarding these calls, availability of officers, what calls officers are on and what they are doing, a running history of calls, and a slew of other important information. The ReportExec Enterprise Dispatch system will smoothly integrate with ReportExec Enterprise or Direct systems, allowing you to create reports from calls that get generated directly into the reporting database for standard use and review. Contacts entered directly in the reports will also be added to the mastername contact database, ensuring that you will have complete and accurate reports.

Installation

Upgrades

If you are using ReportExec Enterprise Dispatch in conjunction with ReportExec Enterprise or Direct, you or your IT personnel should upgrade ReportExec Enterprise Dispatch every time an upgrade is applied to ReportExec Enterprise or Direct.

It is important to remove the existing ReportExec Enterprise Dispatch folder before installing a new version. By default, this folder will be located at `C:\Program Files\Competitive Edge Software Inc\Dispatch V2`.

An installer for the most recent version of ReportExec Enterprise Dispatch is always available on Competitive Edge Software, Inc.'s support website (`http://www.reportexec.com/pages/support/login.asp`). This website is password-protected, so you will need to enter your organization's unique name and password to access the download.

Organization Name:

Support Website Username:

Support Website Password:

Getting Started

Dispatch Login

The ReportExec Enterprise Dispatch login process is a standard login procedure that will be familiar to users of any secure system requiring a username and password. Once you launch the program, you will be presented with a login prompt and where you will be able to input your assigned username and password to gain access. To login, simply input your username and password in the designated field and hit `[Enter]` on your keyboard or click the OK button. You will notice that the password entry field displays the characters as asterisks for security purposes. If the login information entered is incorrect, you will see error prompts next to the fields indicating this.

Your login information for ReportExec Dispatch will be the same as used with either ReportExec Enterprise or Direct. The dispatch login username and password criteria, if any, are set by the system administrator (alphanumeric requirements, length, etc...). For more information on this, please refer to the ReportExec Enterprise Admin manual's section on Password Criteria Definition.

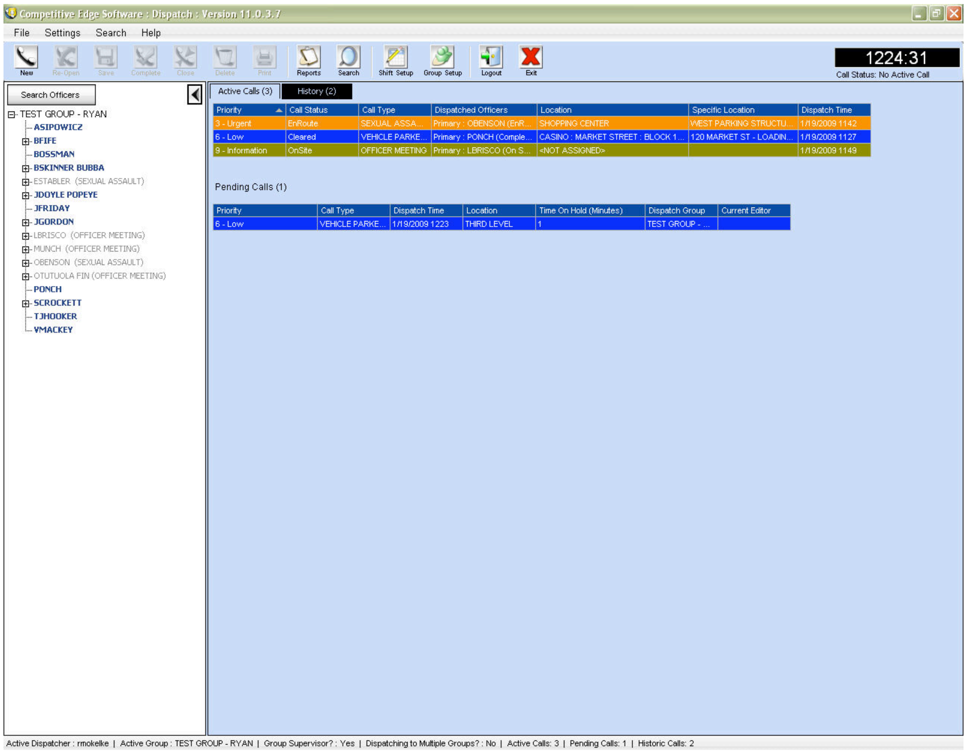
Lastly, the dispatch login window also displays the version of ReportExec Enterprise Dispatch you are using, as well as the names of the SQL server and database ReportExec Enterprise Dispatch is accessing. A database connection error dialog will alert you if these settings are incorrect - if the error dialog appears immediately, the database entry is incorrect, but if the error dialog appears after several seconds (the time it takes for an attempted server connection to timeout), the server name is likely incorrect. These settings, once defined by your application administrator, should not be changed unless instructed to by Competitive Edge Software, Inc. support personnel.

Group Selection

Once you have successfully logged into the application, a listing of dispatch groups you are a member of will appear, prompting you to select which dispatch groups you wish to use in your session. Select the appropriate line item by clicking the checkbox, or to use all groups you are part of, click the 

button. If you are a dispatch supervisor of a group, your role in that group will be denoted by “Supervisor” or “Non-Supervisor” after the group name.

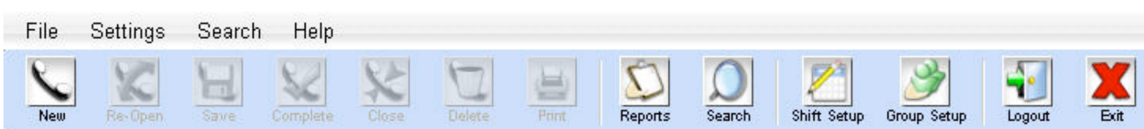
Main Dispatch Screen



The main dispatch program screen was designed with ease of use in mind. The layout is optimized for quick access to entry and tracking areas to ensure a consistent and smooth workflow for high-traffic dispatch centers. The initial screen you are presented with has clearly defined listings and all of the main menu tools you will need to begin dispatching calls. The main panes of the Dispatch window are broken into:

- **Main Menu Options**
- **List View Tabs**
- **Available Officers Listing**
- **Active/Historical Call Listing**
- **Pending Calls Listing**

Main Menu Options



The Main Menu Options available at the top of the dispatch screen is where you will find most of the main dispatch program options. From here you are able to initiate a call, modify an existing call, complete or delete a call, run reports on calls received, search for calls, setup shift information for available officers and groups, and logout or exit the program. Depending on what screen is active in the program, these options will become active or grayed out.

List View Tabs

The List View tabs will give you the ability to quickly switch the list view to show the corresponding information. Clicking `Active Calls` will bring up a listing of the currently active calls, while clicking the `History` tab shows a recent history of received calls. The `History` tab can be disabled by a Dispatch Supervisor in Supervisor Settings

For more information on these views, please refer to “Active Call Listing” later in this section or “Reopening a Completed Call” on page 9.

Available Officers Listing

The “Available Officers” listing will present you with a list view of all the officers that are in your dispatch groups, and it also indicates availability and, if applicable, to what calls the officers are presently dispatched. Available officers’ names (and AKA’s, if they have been entered) in bold. By contrast, unavailable officers’ names will appear in light gray text and have the call type they are presently dispatched to in parenthesis.

Whether available or unavailable, officers that have been assigned an area/beat/sector will have a `[+]` next to their name; clicking this will expand the tree view to show the area/beat/sector they have been assigned. Fore more information on area/beat/sector setup, please refer to “Area/Beat/Sector” in the Group Setup section.

Active Call Listing

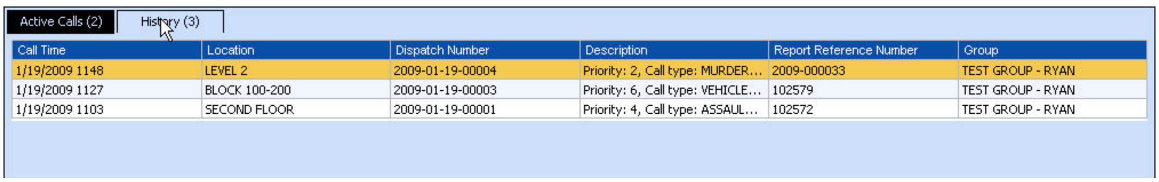
The Active Call Listing is where all of the active dispatched call information will be displayed. Each call will be displayed in a color according to the priority level assigned manually by the dispatcher or automatically based on the call type’s priority as defined by the dispatch group supervisor. Active calls are listed by default in decreasing order of priority. Many other columns will appear to display additional call information:

- **Call Status:** Serves to indicate the current status of a call. If none of the dispatched officer(s) have an “En Route” time, the call will have a status of “Dispatched”. As soon as at least one dispatched officer has an “En Route” time, the call status changes to “En Route”. Similarly, as soon as one dispatched officer has an “Arrived” time, the call status becomes “Arrived”. Lastly, the call status will change to “Cleared” if all dispatched officer(s) have a “Cleared” time entered.
- **Call Type:** This is the incident type that has been entered in for the call.

- **Dispatched Officers:** A listing of dispatched officers, and their individual statuses, will appear here. The primary officer will be listed first, followed by any backup officers that may have been assigned. All officers will have their individual statuses on the call (En Route, Arrived, Cleared) in parenthesis after their badge ID. If you wish to make this column larger, it can be resized by positioning your cursor at the right edge of the column and dragging to the right.
- **Location:** This column will list the location selected from the location tree for the call. To clarify, the location's full string will be listed - "Casino: Market Street: Block 100-200", instead of just "Block 100-200". If a location has not been chosen from the tree, a <NOT ASSIGNED> will appear here.
- **Specific Location:** This column will list any text entered in the "Specific Location" field. If a specific location has not been entered, this column will be blank.
- **Dispatched Time:** This column will list the time the call was created by the dispatcher.

Calls only appear in the Active Call Listing if they have not been completed. Once they are completed (either by the dispatcher clicking the "Complete" button or if all officers have been cleared and the "Complete Call on Officer Clear" checkbox in Supervisor Settings is checked), the call appears in the Historical Call Listing.

Historical Call Listing



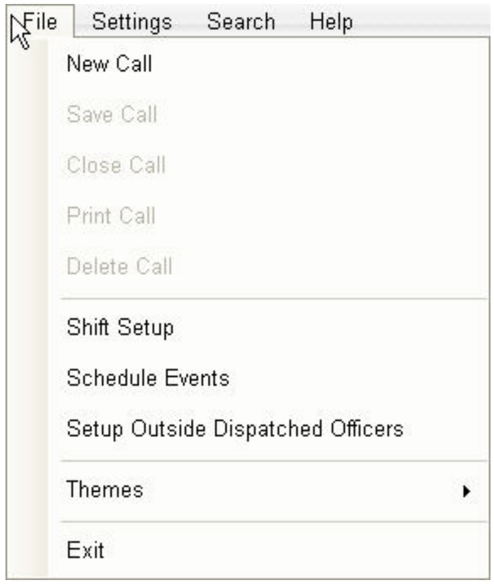
- **Call Time:** The date and time the call was created by the dispatcher.
- **Location:** This is the location that has been assigned to the call, either from a quick-code or by selecting the location from the tree.
- **Dispatch Number:** This is the internal number assigned to the dispatch call by the program.
- **Description:** This is a concatenation of the call's priority and call type.
- **Report Reference Number:** If a case report was created from the dispatch call, this is the number that will be assigned to the report in ReportExec Enterprise or Direct.
- **Group:** This is the group to which the call was dispatched.

Pending Calls Listing

The Pending Calls listing will list any calls that have been created but do not yet have an officer dispatched to them. The listing works similarly to the Active Call Listing...

- **Priority:** Similar to the active call listing, the priority number/description will appear here, and the call's line entry will appear in the priority's corresponding color.
- **Call Type:** Again, this is the incident type that has been selected for the call.
- **Call Time:** This is the time the dispatch call was originally created.
- **Location:** This is the location that has been assigned to the call, either from a quick-code or by selecting the location from the tree.
- **Time On Hold (Minutes):** Time that has elapsed since the call was entered into ReportExec Enterprise Dispatch.
- **Dispatch Group:** Group the call was dispatched to.
- **Current Editor:** If another dispatcher has opened the call from their terminal, that dispatcher's login ID will appear here.

You can open a call by clicking on the call's line item - at that point the active call screen replaces the main screen and you can then view and edit call information.



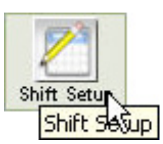
File Menu

New Call 

The first six menu options are alternatives to clicking the equivalent buttons which appear below the menu bar. To create a new call, you can either click the `[New Call]` button or select `New Call` from the `File` menu.

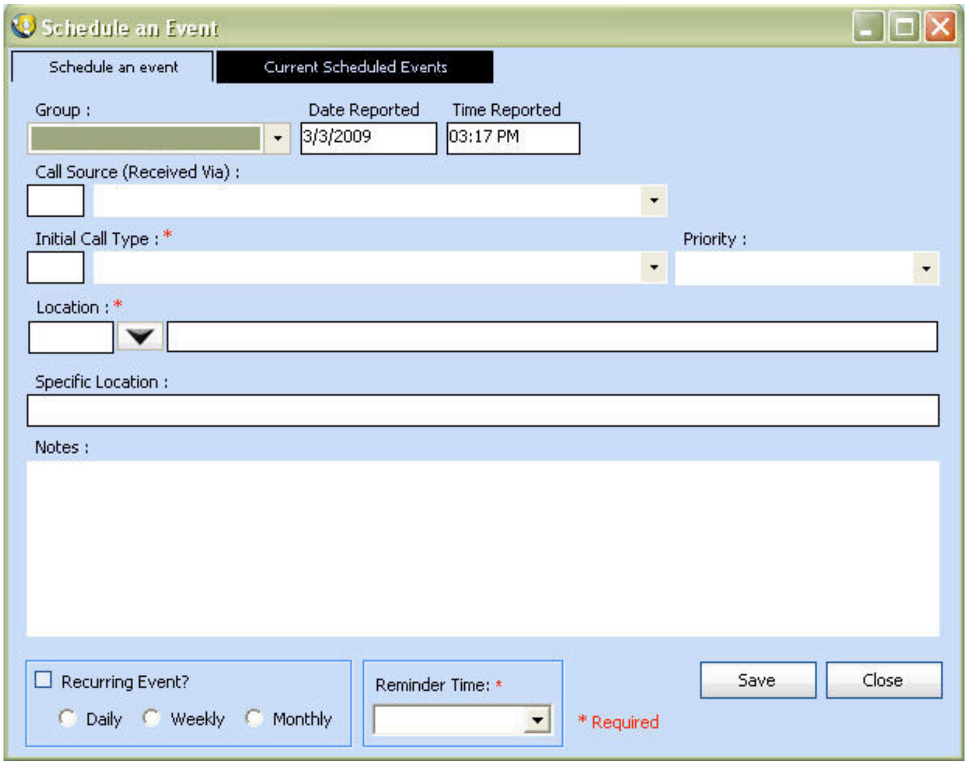
Save/Close/Print/Delete Call

Similarly, you can save, close, print, or delete a call by either clicking the graphical button or selecting the action from the File menu. Note that these options will all be grayed out unless you have a call from the active or pending call listing opened.

Shift Setup 

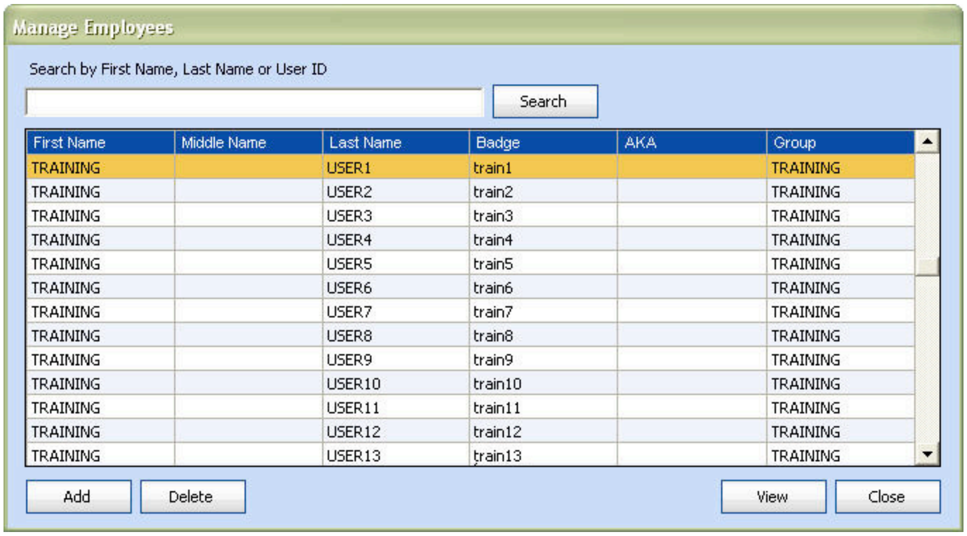
Selecting this menu option is equivalent to clicking the `[Shift Setup]` graphical button. For more information on the Shift Setup screen. please refer to the Shift Setup section.

Schedule Events

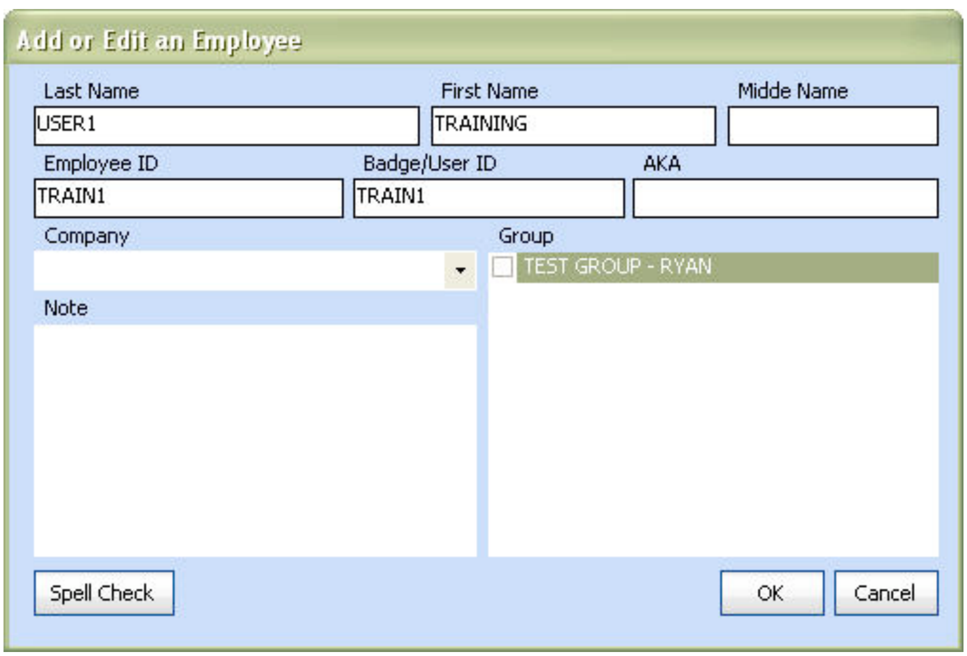


Your dispatchers can schedule officer events in ReportExec Enterprise Dispatch through the “Schedule Events” menu option. Just as in call creation, your dispatcher selects a group into which the event will be created, as well as a date and time. The “Call Source (Received Via):” field is optional, but “Initial Call Type” and “Location:” are required. A reminder time can be configured - if an officer has a scheduled court appearance, for example, the dispatcher could set up a reminder timer to communicate to the officer. Lastly, recurrence of an event can be enabled; if a certain group has a weekly meeting, for example, the event will be automatically scheduled into the Dispatch database on a weekly basis.

Setup Outside Dispatched Officers



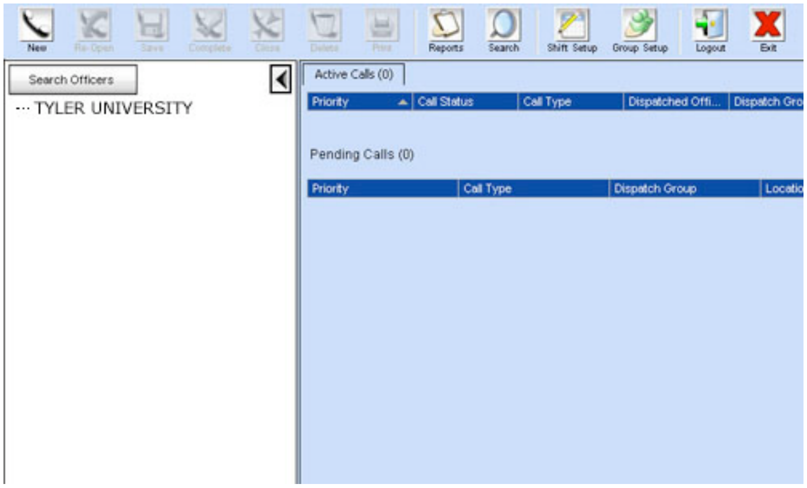
Your organization may have a need to include other ReportExec users in your roster of available officers, even though those users are not part of a dispatcher's active group. To set up an officer from outside the normal list of officers and make them available for dispatching, that officer must first be selected from the list of all ReportExec users. They can be sorted by first name, last name, badge number or user ID.



Once the desired officer is selected, a second screen will appear. On this screen, the dispatcher can make any necessary changes to the name formatting, create an AKA, or enter in a company name or a note. Lastly, the dispatcher assigns the outside officer to one of their active groups.

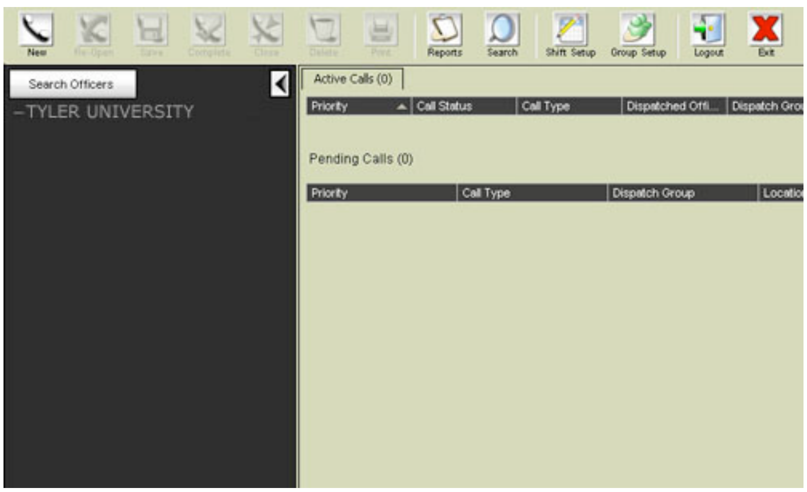
Themes

ReportExec Enterprise Dispatch is also equipped with several different prepackaged color themes your dispatchers can select to work with.



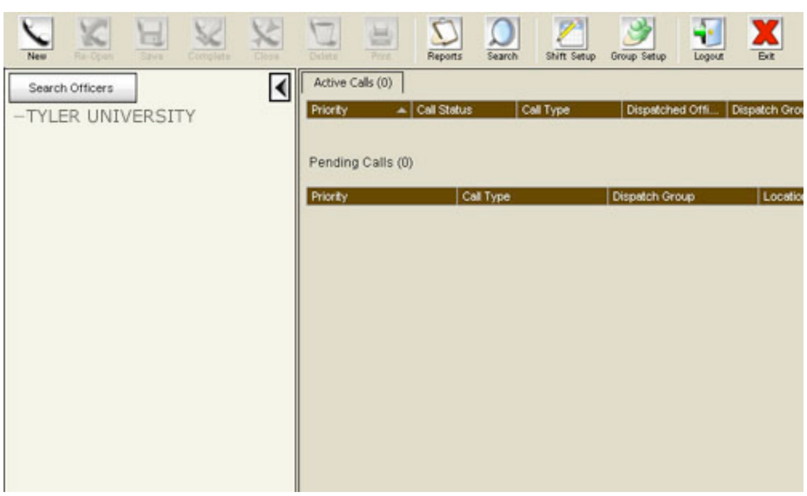
Blue Outlook:

The default color theme for ReportExec Enterprise Dispatch



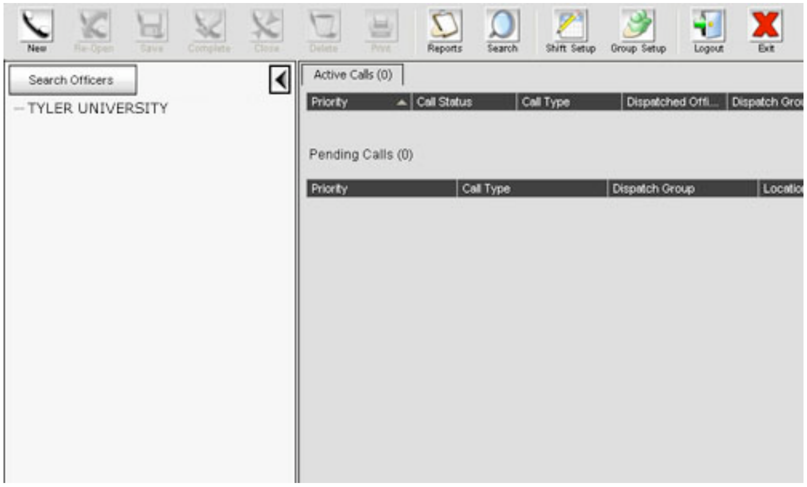
Khaki:

This theme has higher contrast in available officers and column headings

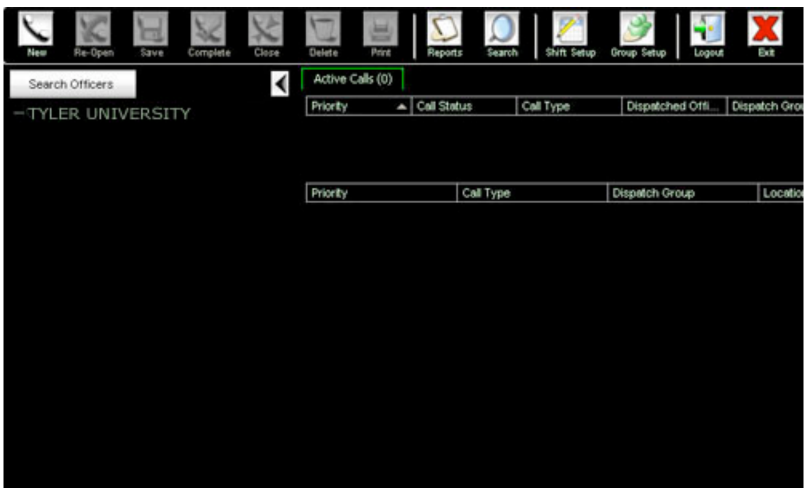


Sand:

Earth tones and lower contrast



Mint Steel:



Night:

Designed for maximum high-contrast visibility

If your users wish to modify these colors further, they can do so in `Settings > User Settings`. Each Dispatch user will have their color theme setting retained locally on the terminal they use.

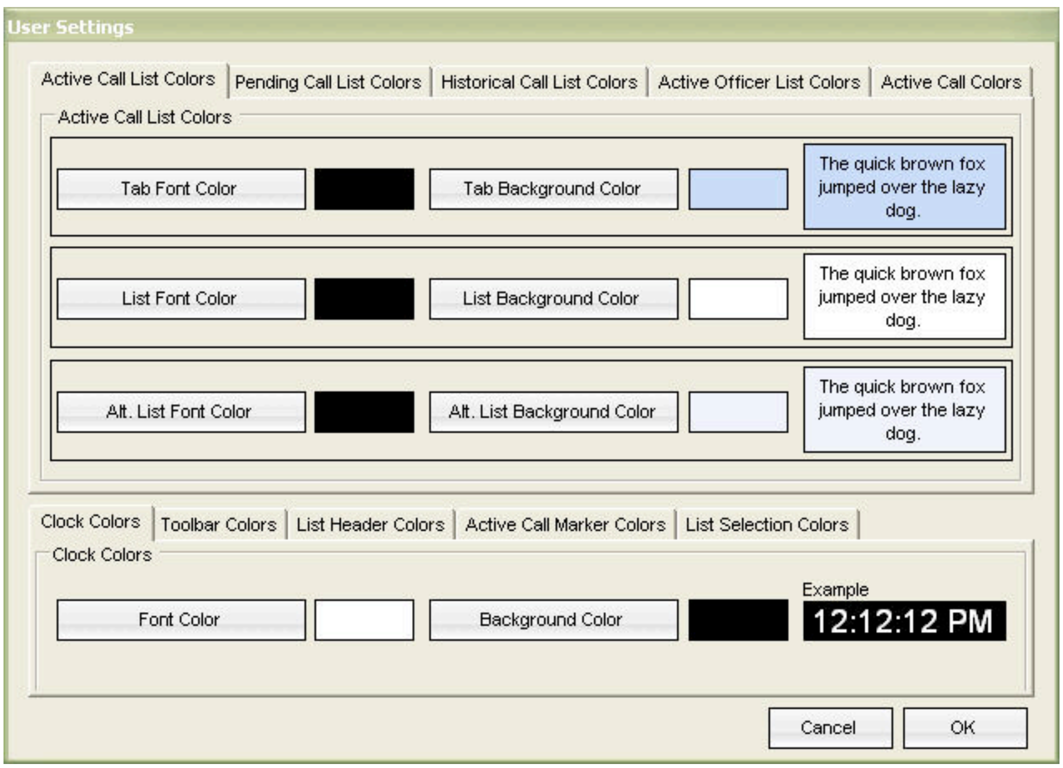
Exit

Selecting this option logs the current user out and closes ReportExec Enterprise Dispatch.

Settings Menu

The Settings menu contains many options for customization of ReportExec Enterprise Dispatch, both in its appearance and function.

User Settings

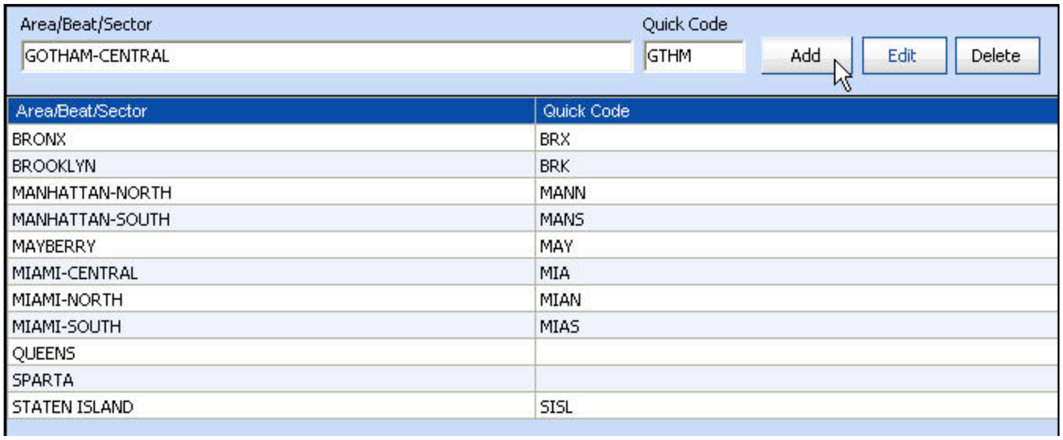


From the "User Settings" dialog box, each individual user can modify the colors used throughout ReportExec Enterprise Dispatch. They can control the color of the text and backgrounds used in active, pending, or historical calls, as well as the list of available officers and call listing. A small preview box will be visible for each of the options, so users can determine how their desired colors will look together.

Each Dispatch user will have the color theme they select retained locally in the computer's `C:/Program Files/Competitive Edge Software Inc/DispatchV2/Settings/Users` folder, in an XML file uniquely associated with them. If your users encounter XMLException errors, these can sometimes be resolved by deleting these XML files.

Group Settings

Area/Beat/Sector Setup

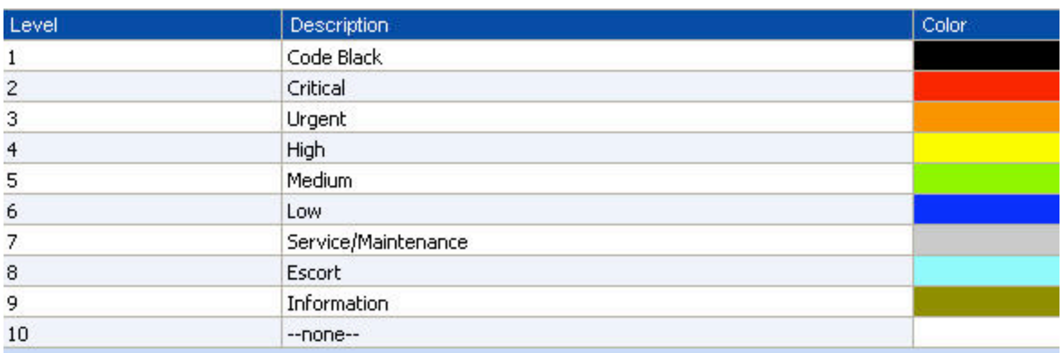


Area/Beat/Sector	Quick Code
BRONX	BRX
BROOKLYN	BRK
MANHATTAN-NORTH	MANN
MANHATTAN-SOUTH	MANS
MAYBERRY	MAY
MIAMI-CENTRAL	MIA
MIAMI-NORTH	MIAN
MIAMI-SOUTH	MIAS
QUEENS	
SPARTA	
STATEN ISLAND	SISL

Many users find it helpful to divide their jurisdictions into different patrol areas. You can program your organization's division scheme into ReportExec Enterprise Dispatch and then, from the Shift Setup screen, assign your available officers to their respective areas.

To add an area, simply type in the area name and quickcode you wish to use and click the `[Add]` button. If you wish to change an area's name or quickcode after its creation, or you wish to completely remove the call type from ReportExec Enterprise Dispatch, click once on the call type to highlight it and click the `[Edit]` or `[Delete]` button.

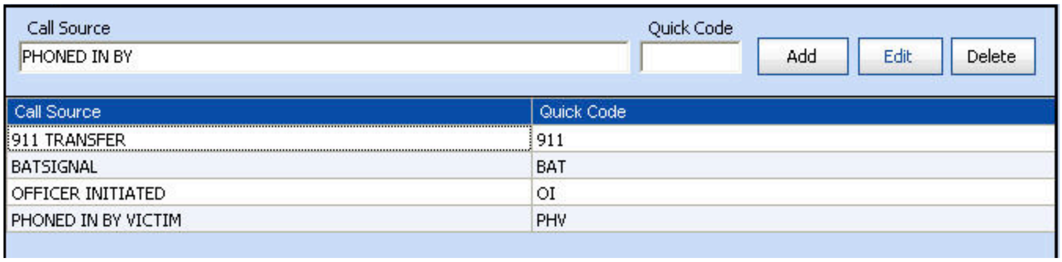
Call Priorities



Level	Description	Color
1	Code Black	
2	Critical	
3	Urgent	
4	High	
5	Medium	
6	Low	
7	Service/Maintenance	
8	Escort	
9	Information	
10	--none--	

There is a default call priority scheme included with ReportExec Enterprise Dispatch. You can modify the priority names by clicking in the `Description` field for that priority number and typing in your desired priority description. Similarly, you can change the colors that the priorities use by clicking in the `Color` field and selecting a new color from the color chooser.

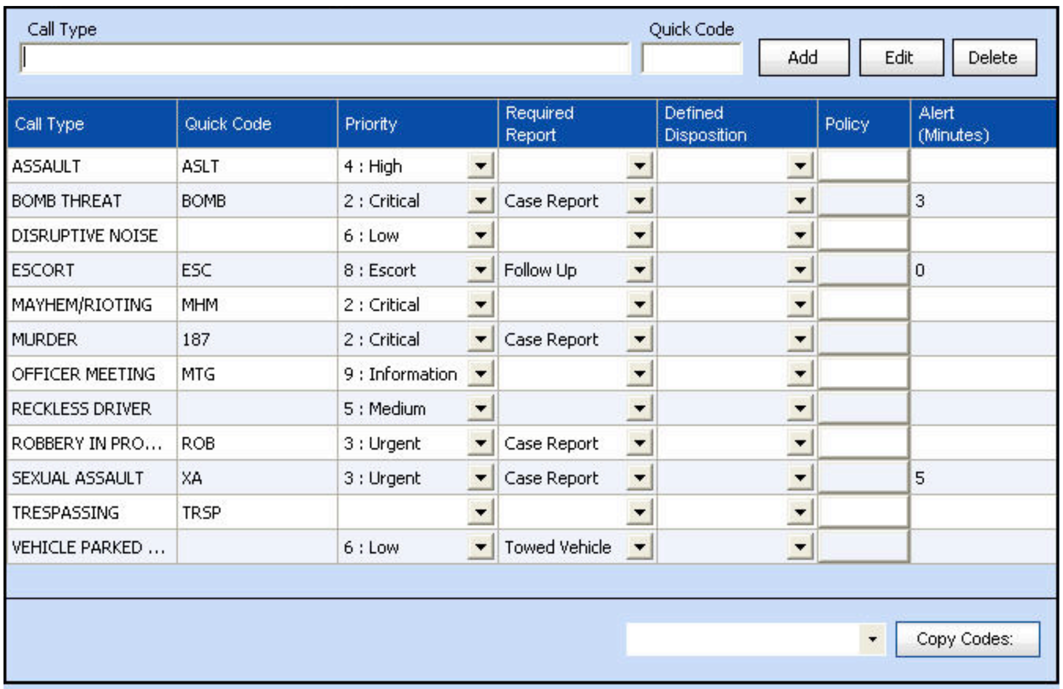
Call Source



The call source setup screen allows you to set up a listing of how your dispatch calls are originated.

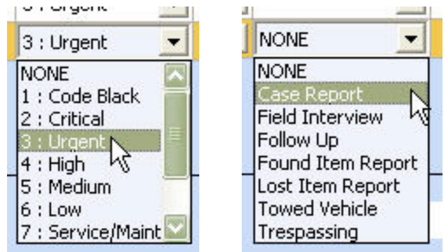
To add a call source, simply type in the call source and quick-code you wish to use and click the `[Add]` button. If you wish to change a call source's name or quick-code after its creation, or you wish to completely remove the call source from ReportExec Enterprise Dispatch, click once on the call source to highlight it and click the `[Edit]` or `[Delete]` button.

Call Types



From the "Call Types" setup screen, you can enter in the different types of calls into the program that you want your dispatchers to use, as well as many other custom-defined characteristics for the call type.

- **Quickcodes:** You can designate a quickcode for each call type. Once this is entered in, your dispatchers can type in this quickcode ("ASLT", in this example) to quickly designate a call type instead of clicking on the drop-down tree view and manually clicking on the call type ("Assault").
- **Priority:** You have the ability to assign a default priority level to a call type. Once assigned, all subsequent calls of that type will automatically appear in any call listing screen as that level priority and color, as opposed to your dispatchers having to manually assign a priority to each call that comes in. Note that this drop-down menu takes the list of priorities entered in the "Call Priorities" screen discussed earlier.
- **Required Report:** You can designate if a report is required for a specific call type and what type of report is auto-generated. If you use ReportExec Enterprise Dispatch with ReportExec Enterprise or Direct, reports generated from ReportExec Enterprise Dispatch will appear on the primary officer's Dashboard screen.



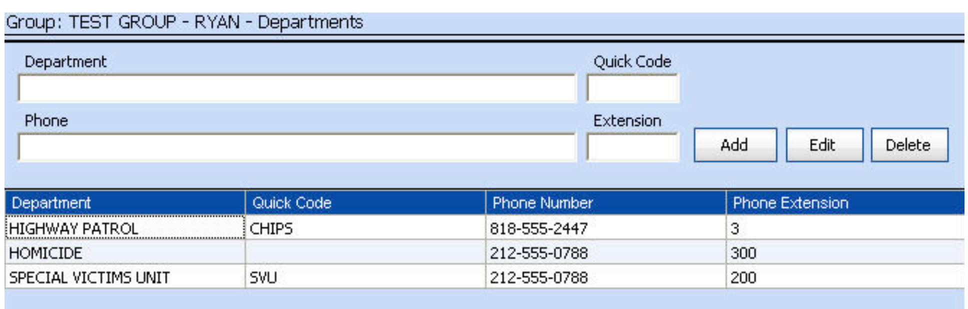
The Call Priority and Required Report drop-down menus

- **Defined Disposition:** Based on the nature of your organization, some call types may have a default disposition. “Academic Building Sweep” - a campus security officer verifying the chemistry building is locked after hours, for example - may have a default disposition of “Building Secure”. Of course, before completing this individual call, the dispatcher can subsequently change this disposition (“Building Found Non-Secure”, for example).
- **Policy:** The “Policy” is an open text field that can be used to retain information about a given call type. For example, a call type of “Security Escort” may have an associated policy regarding priority or who is entitled to an escort.
- **Alert (Minutes):** For each call type, you can define a period of time you wish to elapse before ReportExec Enterprise Dispatch reminds your users of an active call. This time counter is reset if the dispatcher edits the call. In this example, ReportExec Enterprise Dispatch will display an alert window if three minutes elapse before an active “Bomb Threat” call is modified. (Alerts must also be enabled by a dispatch group supervisor in the “Supervisor Settings” subscreen.)

To add a call type, simply type in the call type and quick-code you wish to use and click the `[Add]` button. If you wish to change a call type’s name or quick-code after its creation, or you wish to completely remove the call type from ReportExec Enterprise Dispatch, click once on the call type to highlight it and click the `[Edit]` or `[Delete]` button.

Lastly, you can use the `[Copy Codes]` function to populate the active group’s list of call types from another group’s already existing list of call types. To do this, select the group group name from the drop-down menu and then click the `[Copy Codes]` button. Note that this appends their call types to your group’s existing calls, and any call types that are the same will be duplicated.

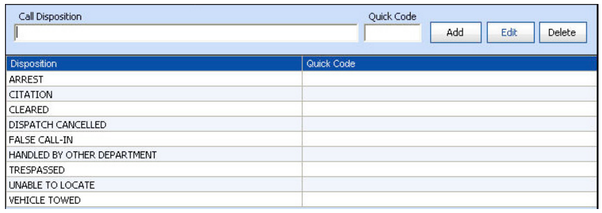
Departments



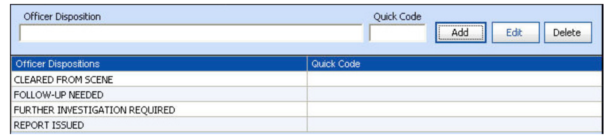
If your organization wishes, you may designate, through the “Departments” screen, different departments your officers work in or correspond with. Each department may have a quick-code, phone number, and extension associated.

To add a department, simply type in the department and quick-code you wish to use and click the `[Add]` button. If you wish to change a department’s name or quick-code after its creation, or later you wish to remove the department from ReportExec Enterprise Dispatch, click once on the department to highlight it and click the `[Edit]` or `[Delete]` button.

Call Dispositions/Officer Dispositions



Call Disposition Screen

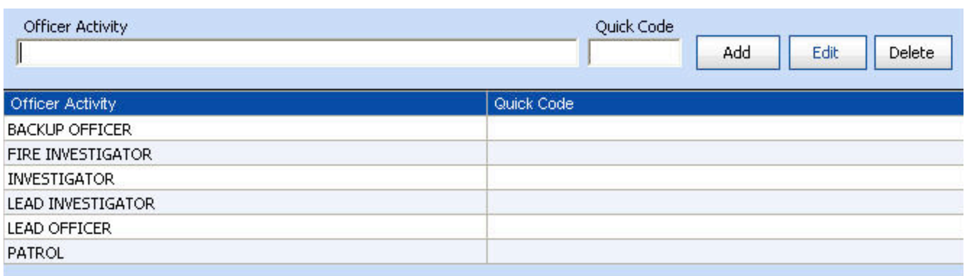


Officer Disposition Screen

Dispositions are general classifications for the status or result of a dispatch call. Call Dispositions are the end result of the call itself (transferred to another agency, cleared, false alarm, etc...), but Officer Dispositions relate to the end result specifically with that officer (report to be written later, report handled by another officer, follow-up needed, etc...). A “Vehicle Accident” call may have a call disposition of “Citation Issued”, while the primary and backup officers could have officer dispositions of “Report Issued” and “Follow-Up Needed”, respectively.

To add a call disposition or an officer disposition, simply type in the disposition and quickcode you wish to use and click the `[Add]` button. If you wish to change a disposition’s name or quickcode after its creation, or you wish to completely remove the disposition from ReportExec Enterprise Dispatch, click once on the disposition to highlight it and click the `[Edit]` or `[Delete]` button.

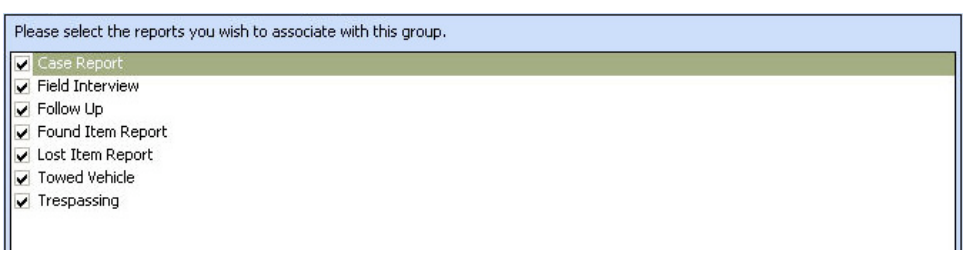
Officer Activity



The Officer Activity drop-down menu can be populated with activities your officers could be performing in the course of a dispatch call. When an officer is dispatched to a call, one of the columns that will display is “Activity” - this can be changed multiple times in the course of a call and serves as a short indication of the officer’s on-scene role.

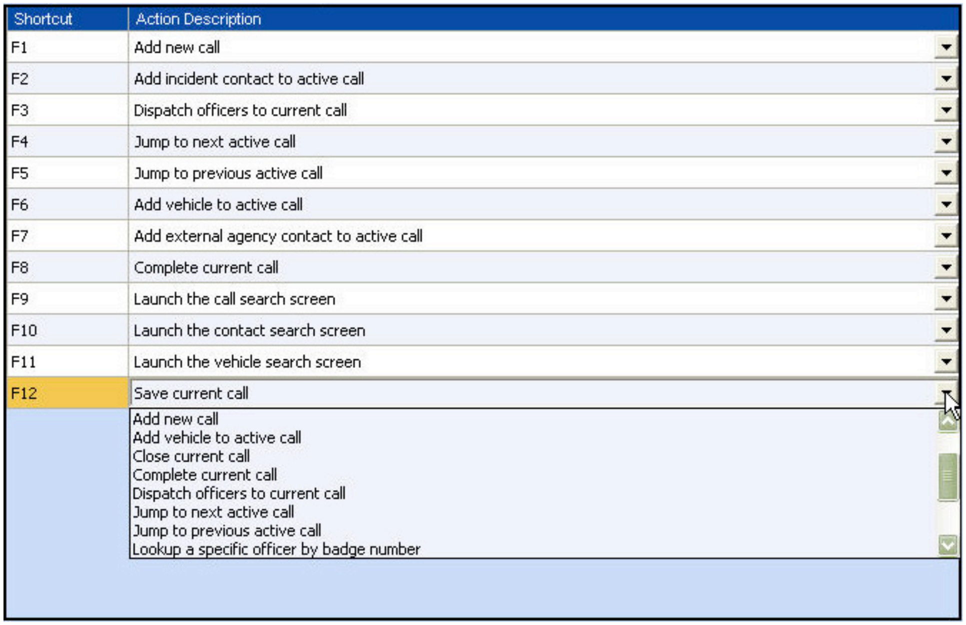
To add an officer activity, simply type in the activity type and quick-code you wish to use and click the `[Add]` button. If you wish to change an activity name or quick-code after its creation, or you wish to remove the activity from the drop-down menu, click once on the activity to highlight it and click the `[Edit]` or `[Delete]` button.

Group Reports



Not all groups will have need for all the different types of reports that ReportExec Enterprise or Direct can generate. A “Patrol” group on a college campus, for example, may only have need for field interviews, follow-ups, lost/found items, and trespassing. You can disable types of reports on this screen by removing the checkbox next to that report type. The checkboxes toggle; clicking on a checked box removes the check mark.

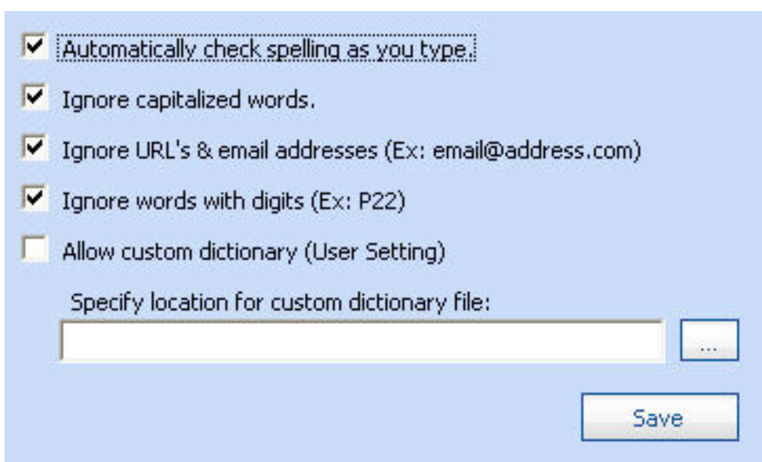
Quick Key Shortcuts



You can define the actions assigned to the F1-F12 quick keys that your dispatchers can opt to use through ReportExec Enterprise Dispatch. By default, F1 creates a new call, but an alternate action can be selected from the drop-down dialog.

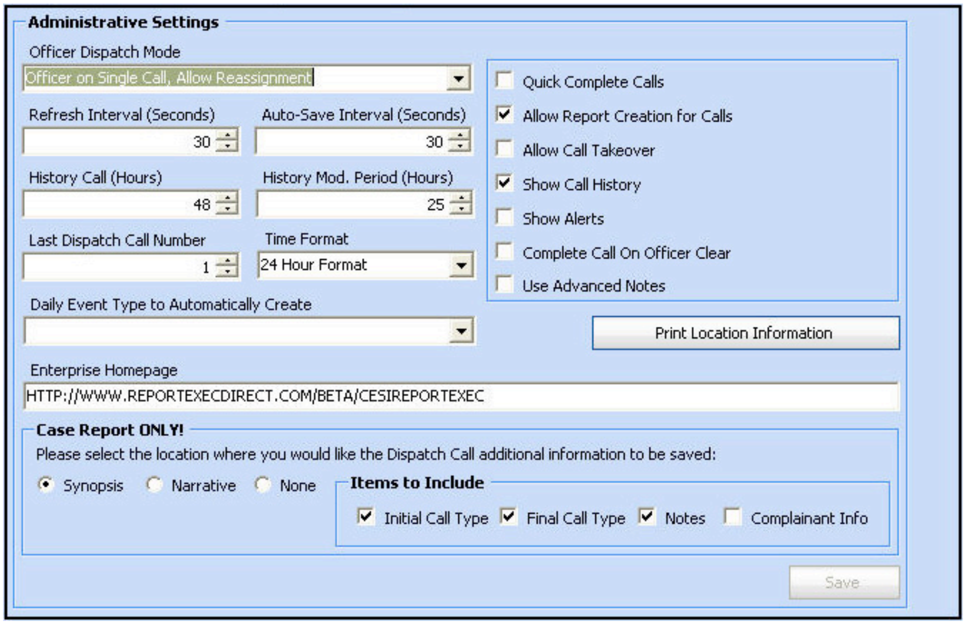
Note these settings are in Group Settings, not User Settings, so any changes here are not individually configurable and will apply to all dispatchers.

Spell Checking Settings



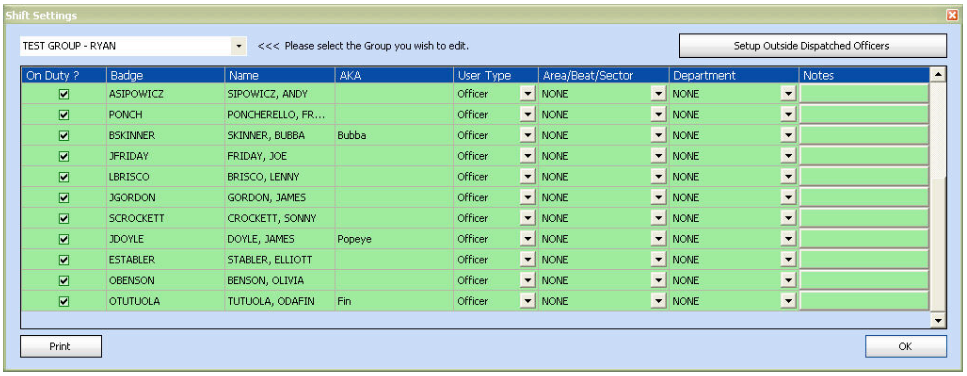
You can also configure how spell-checking behaves through ReportExec Enterprise Dispatch and what you would like spell-checking to ignore. If you have a custom dictionary (`*.dict`) file that you would like to use (for example, a customer overseas may *favour* non-US English spellings), the location of that `DICT` file can be specified.

Supervisor Settings



- **Quick Complete Calls:** If Quick Complete Calls is enabled, a call when completing will automatically use the present call disposition and, if necessary, issue a report to the primary officer.
- **Allow Report Creation for Calls:** Disabling this checkbox will prevent reports from being created from dispatch calls, both automatically (based on Call Types settings) and by dispatchers manually clicking the `[Create Report]` button.
- **Allow Call Takeover:** Disabling this checkbox prevents any dispatcher other than the one who created a call from editing that call.
- **Show Call History:** Disabling this checkbox will hide the "History" tab from List View.
- **Show Alerts:** This checkbox enables (if checked) or disables (if unchecked) the alert dialogs reminding a dispatcher of active calls that have not been edited within their call type's defined time.
- **Complete Call on Officer Clear:** Instead of requiring your dispatchers to manually click the "Complete" button, you can opt to have dispatch calls be completed in the system as soon as all officers dispatched to the call are cleared by the dispatcher. ReportExec Enterprise Dispatch will still prompt for call and officer dispositions unless "Quick Complete Calls" is also checked on this screen.
- **Use Advanced Notes:** If this checkbox is enabled, users will see one "Notes" box instead of "Notes" and "Confidential Notes". Be mindful that this may be counterintuitive from what the user is expecting.

Shift Setup Screen



The Shift Setup screen is where a dispatcher will be able to designate which officers are on duty, enter quick reference information like AKAs, assign user types for security dispatch or work orders, assign patrol areas and departments, and enter any miscellaneous notes.

The “Shift Setup” screen can be accessed by clicking the “Shift Setup” button from the Main Menu Options or by selecting “Shift Setup” from the “Settings” menu. Any dispatcher has the ability to enter the Shift Setup screen, unlike Group Setup, which must be accessed by a dispatch supervisor.

On Duty?

For easy reference, users that are indicated as “On Duty” by having their checkbox checked will have their line highlighted in green and be available to dispatch to calls. Conversely, users not indicated as “On Duty” by having their checkbox empty will have their line highlighted in red and not appear in the list of available officers.

Badge/Name

The “Badge” column will list the officers’ login names, while the “Name” column displays the officers’ first and last names. Both of these are defined in their user account setup. If you use ReportExec Enterprise Dispatch in conjunction with ReportExec Enterprise or Direct, this information will populate from the users’ accounts in that database.

AKA

To help identify users, the dispatcher can define AKA (also known as) information to define an officer by another name. For example, if an organization uses badge number as a login name, the dispatchers can enter an officer name in this field as an alternative to having to memorize every officer’s badge number. To add an AKA to a user, simply click in that field for the user and type in the desired AKA.

User Type

This defaults to “Officer”. (This feature is a carryover from earlier versions of ReportExec Enterprise Dispatch, and may be deprecated.)

Area/Beat/Sector

Here you can assign an officer to a designated area, beat, or sector. To select an area/beat/sector, simply click on the drop-down menu arrow and click on the desired option. (The “Area/Beat/Sector” drop-down menu populates from the “Area/Beat/Sector” screen in the “Group Settings” screen.)

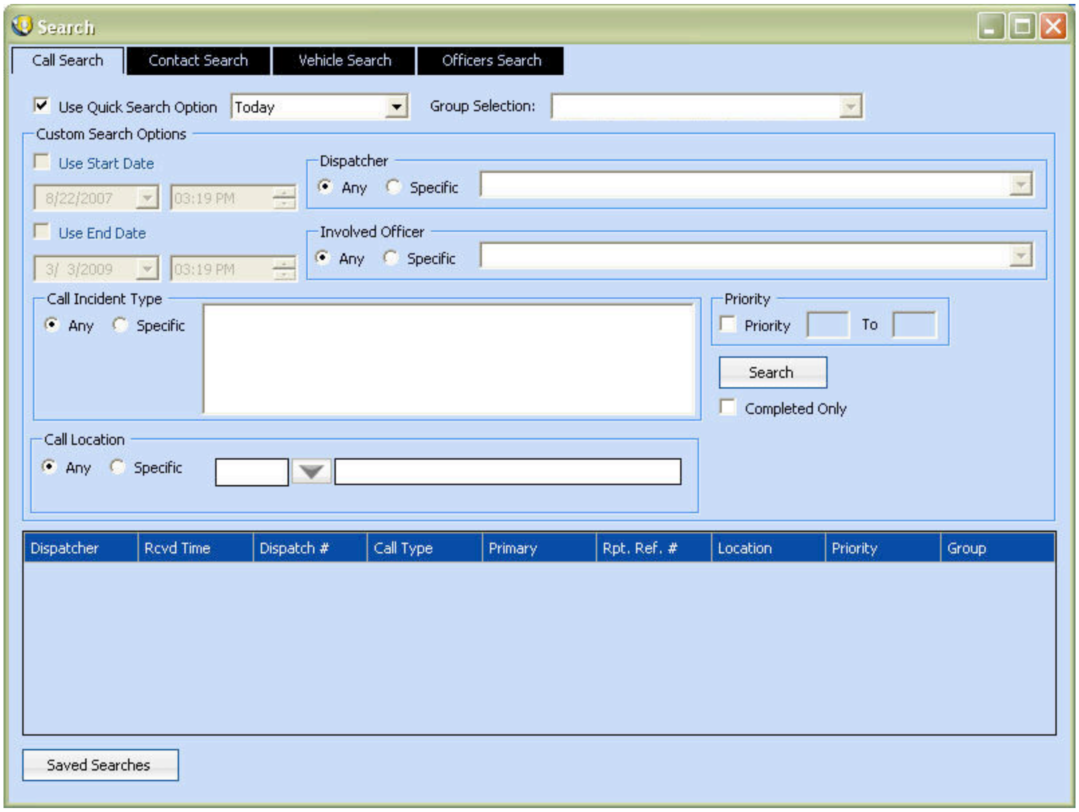
Department

In the Department screen, you can designate departments for your available officers.

To add a Department, enter in the department name and optionally a quickcode and phone number, and then click the `[Add]` button. To edit or delete a department subsequently, highlight the department from the listing and click `[Edit]` or `[Delete]`.

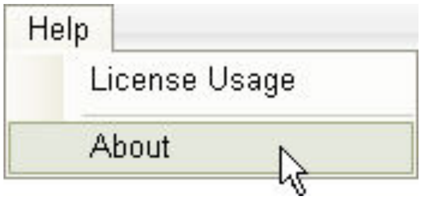
Notes

This is a text box with which the dispatcher can store brief notes about each officer.



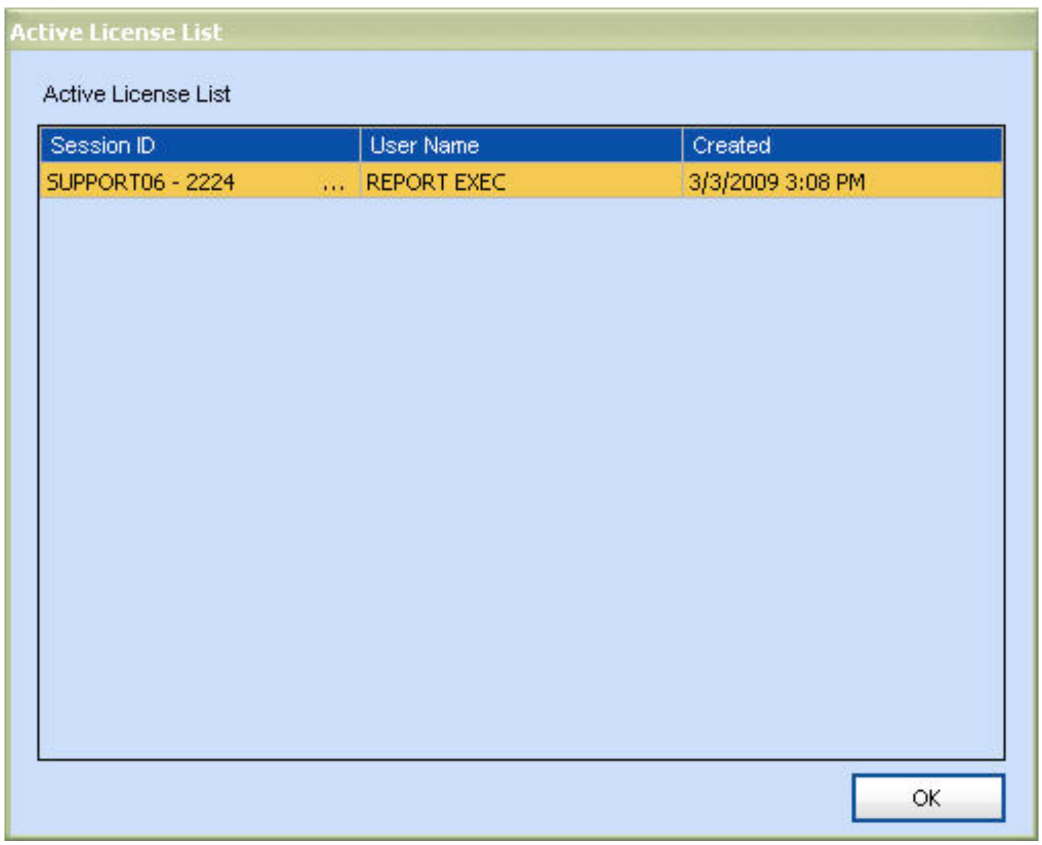
Search Menu

The Search "menu" is not a full-fledged menu. Instead, clicking on the Search menu will bring up the Search screen. This can also be done by way of the Search button below the menubar. For more information on searching for a call, please refer to "Searching for Calls".



Help Menu

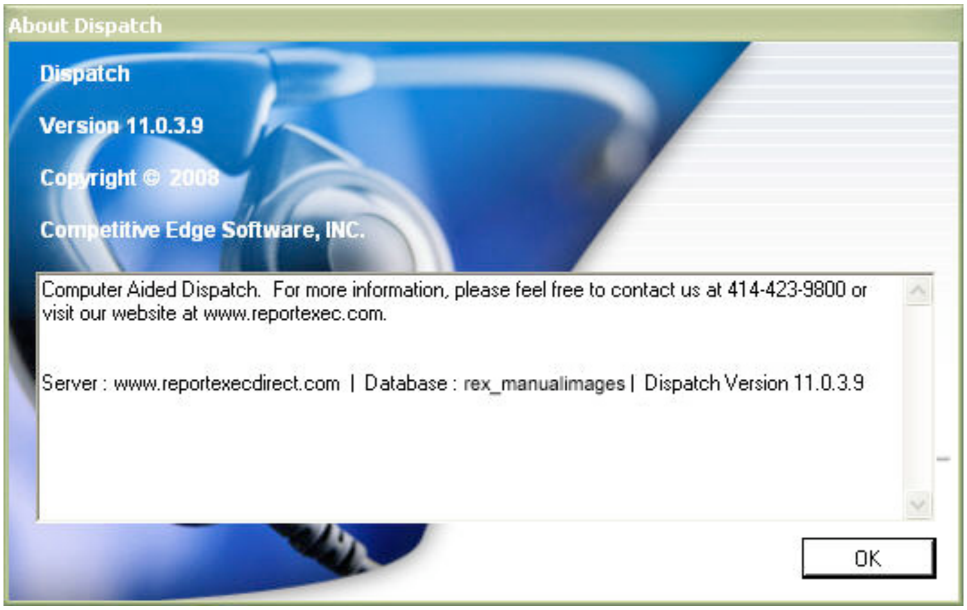
License Usage



The Active License List displays the users and computers running ReportExec Enterprise Dispatch at the time the user selected the “License Usage” menu item. Licenses expire after five minutes or when the dispatch user logs our of ReportExec Enterprise Dispatch.

- **Session ID:** This column displays the computer name of the terminal running ReportExec Enterprise Dispatch.
- **User Name:** This displays the login used to access ReportExec Enterprise Dispatch.
- **Created:** This is the time the license was obtained - when the user logged in.

About



The About menu displays the version of ReportExec Enterprise Dispatch currently running on the computer, as well as the SQL server and database to which ReportExec Enterprise Dispatch is communicating.

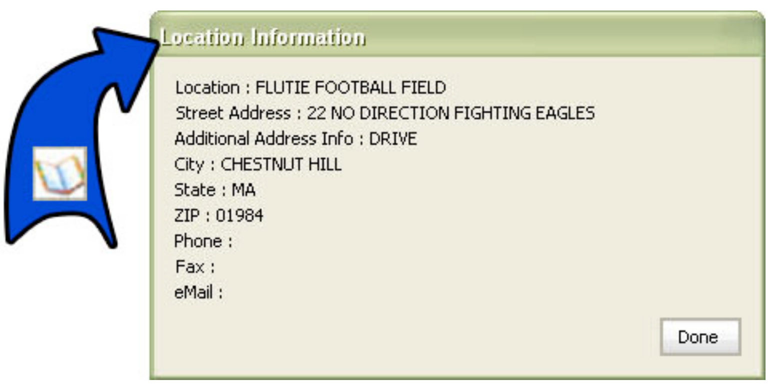
Dispatching a Call

Creating a New Call

Location

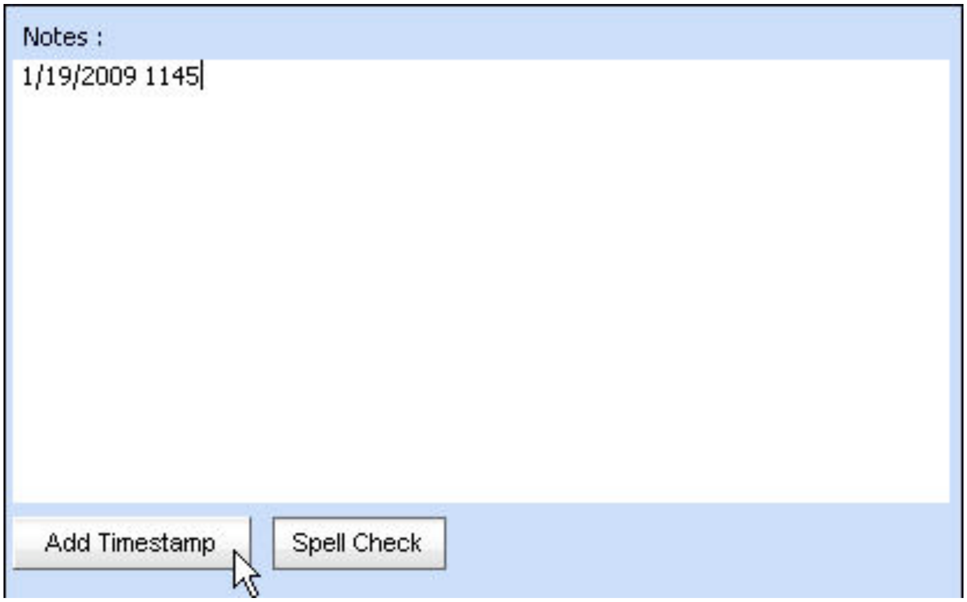
ReportExec Enterprise Dispatch, much like ReportExec Enterprise or Direct, uses a hierarchical (tree) dictionary to define locations. This should by no means be a comprehensive listing of every possible location, but should narrow it down to a generality which can be more specifically defined in the `Specific Location` field. For example, the main (top-level) location of “Casino” has sub-locations of “Gaming”, “Hotel”, “Market Street”, “Parking”, and “Restaurants”. “Hotel”, in turn, has a sub-location for each floor and the lobby. So, if the guests in suite 307 are complaining that their hot tub isn’t working, the dispatch call would have a Location of “Casino : Hotel : Third Floor” and a specific location, which the dispatcher would have to key in, of “Suite 307”.

To select a location for the dispatch call, your users can either select the location from the location tree view or, if a quick-code for that location has been programmed in, key in the location’s quick-code. If your group has a top-level location defined in ReportExec Enterprise Admin, this will be reflected in the list of locations that are available to you. (For more information on top-level locations, please refer to the ReportExec Enterprise Admin manual, “Creating or Editing a Group”.)



If the selected location has address information entered for it in ReportExec Enterprise or Direct, a small book button will appear to the right of the location field. Clicking this will bring up a small pop-up window with that location information. (For additional information on entering address information, please refer to the ReportExec Enterprise Admin manual’s section “Location Address Configuration” in “Misc Settings”.)

Notes/Confidential Notes

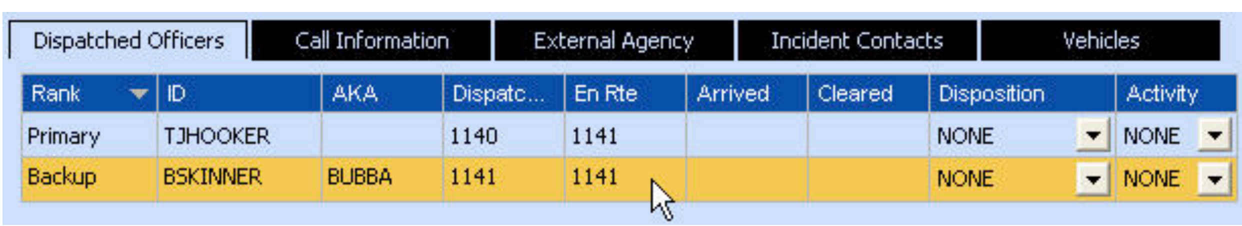


ReportExec Enterprise Dispatch, by default, has two open text boxes on the right side of the call screen. (If only one box appears, a dispatch supervisor may have enabled “Use Advanced Notes” in Group Setup>Supervisor Settings.) If a case report is created from the dispatch call, the contents of the “Notes” text box can be designated to appear in the Synopsis box or as a narrative version. This is designated in the Supervisor Settings section of the “Group Setup” screen within ReportExec Enterprise Dispatch.

Confidential notes can be entered by the dispatcher as well - these will not appear on any reports created from within ReportExec Enterprise Dispatch. They can, however, be included on a report of calls conducted from within ReportExec Enterprise Dispatch.

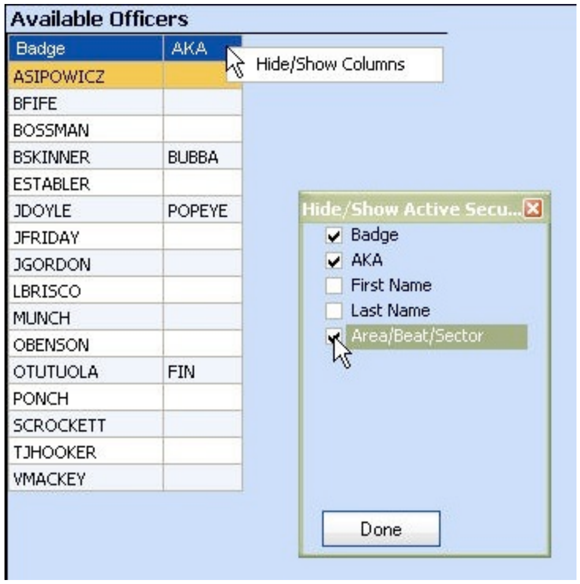
In addition to the `[Add Timestamp]` buttons accompanying each text box, entering `Alt-A` while the cursor is in either Notes or Confidential Notes will automatically add a timestamp.

Dispatched Officers



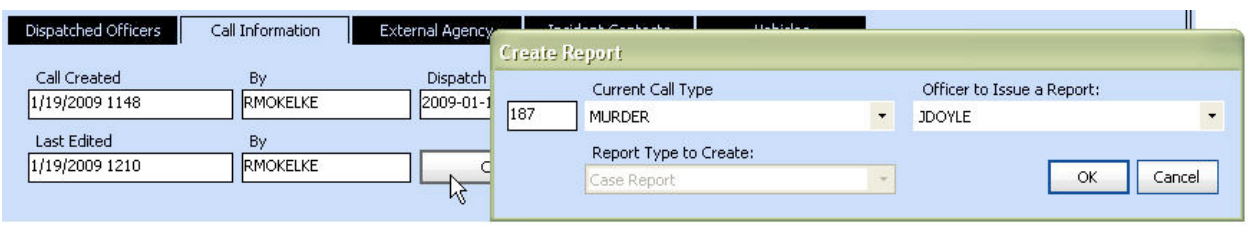
Dispatching officers to a call is as simple as double-clicking on their name under the Available Officers listing. The first officer selected will by default be assigned as the primary officer, with any additional officers being defined as backup. This can be changed by right-clicking on a backup officer’s name and selecting `Make Primary` from the contextual menu.

Dispatchers can update the status of the call as officers are dispatched, become en route, arrive, or clear the call simply by clicking once in each time field. Right-clicking in these time fields will allow the dispatcher to override the automatic time displays and manually enter in times. Dispatchers can also keep record of what each officer is doing on the call with the Activity drop-down menus.



By default, available officers are listed by badge name (alphabetically A-Z)/number (increasing numerical order); AKAs, if they have been entered, are also listed. If you wish to see more information, you can right-click on the column headings to bring up a contextual menu item: “Hide/Show Columns”. Selecting this will bring up a small dialog box indicating other columns that can be viewed. To view one of these additional columns, click its corresponding checkbox. Additionally, if any of these columns are too narrow, they can be resized by positioning your mouse cursor between two column headings and dragging the edge of the column.

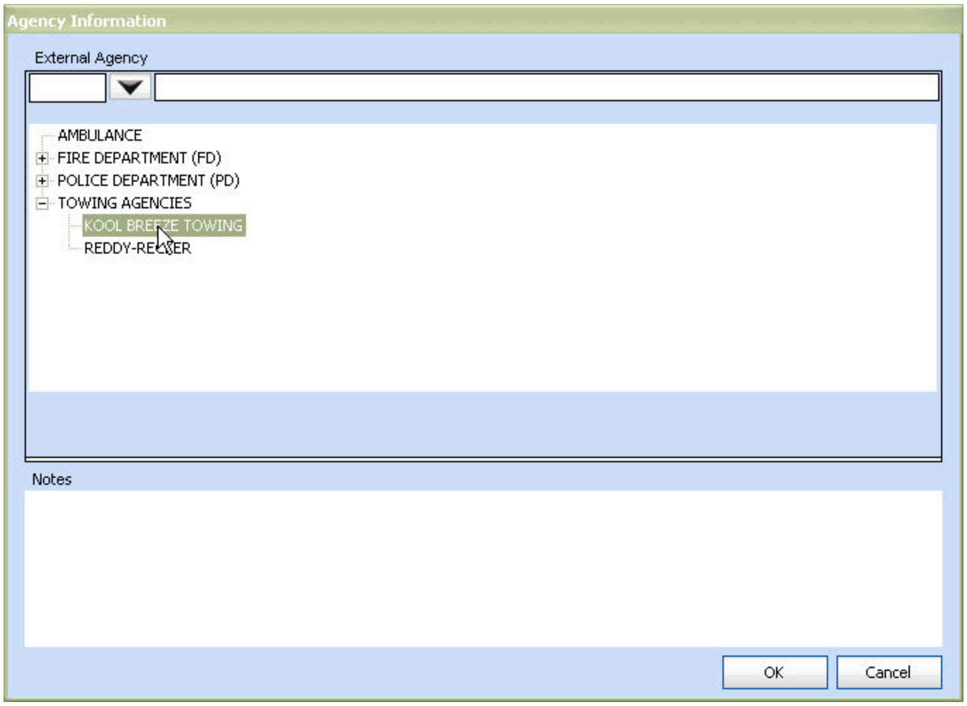
Call Information



Clicking on the Call Information tab pulls up, at a glance, when the dispatch call was first created and most recently edited, as well as the dispatcher(s) responsible for the creation and edit. The Call Information tab will also display the unique tracking number within ReportExec Enterprise Dispatch for the call and the current call disposition. If a report is to be created from the call, a dispatcher can manually issue a report by clicking the `[Create Report]` button. This will display a dialog box for the dispatcher to determine what report to create and to whose dashboard it should be assigned to.

Also, a report tracking number will then populate in the Report Tracking Number box - this number can be used by the officers to search for the case in ReportExec Enterprise. After clicking `[Create Report]`, the button changes to read `[Review Report]` and the `[Delete Report]` button becomes enabled. Clicking `[Review Report]` will open a web browser window with the ReportExec Enterprise case report displayed.

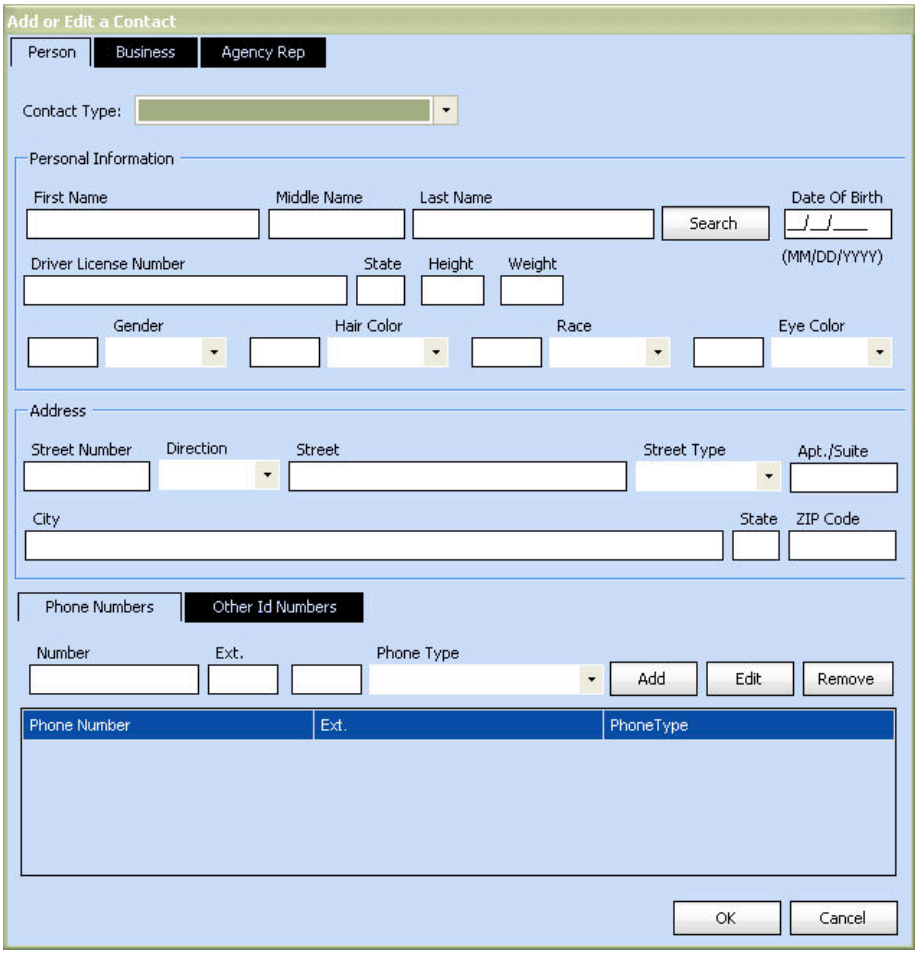
External Agency



If there are external agencies your organization frequently deals with, such as an ambulance service or fire department, your ReportExec Enterprise or Direct administrators can enter these agencies in ReportExec Enterprise's administrative setup. (For more information on this, please refer to the ReportExec Enterprise Admin manual's section on Tree View Dictionaries.)

You can view any agencies related to a dispatch call by clicking on the `External Agency` tab. Adding an agency is as simple as clicking the `[Add]` button, which will bring up an Agency Chooser window. You can then select the agency from the tree view or, if a quick-code for the agency has been entered, type the quick-code in the small box in the top-left corner of the window.

Incident Contacts

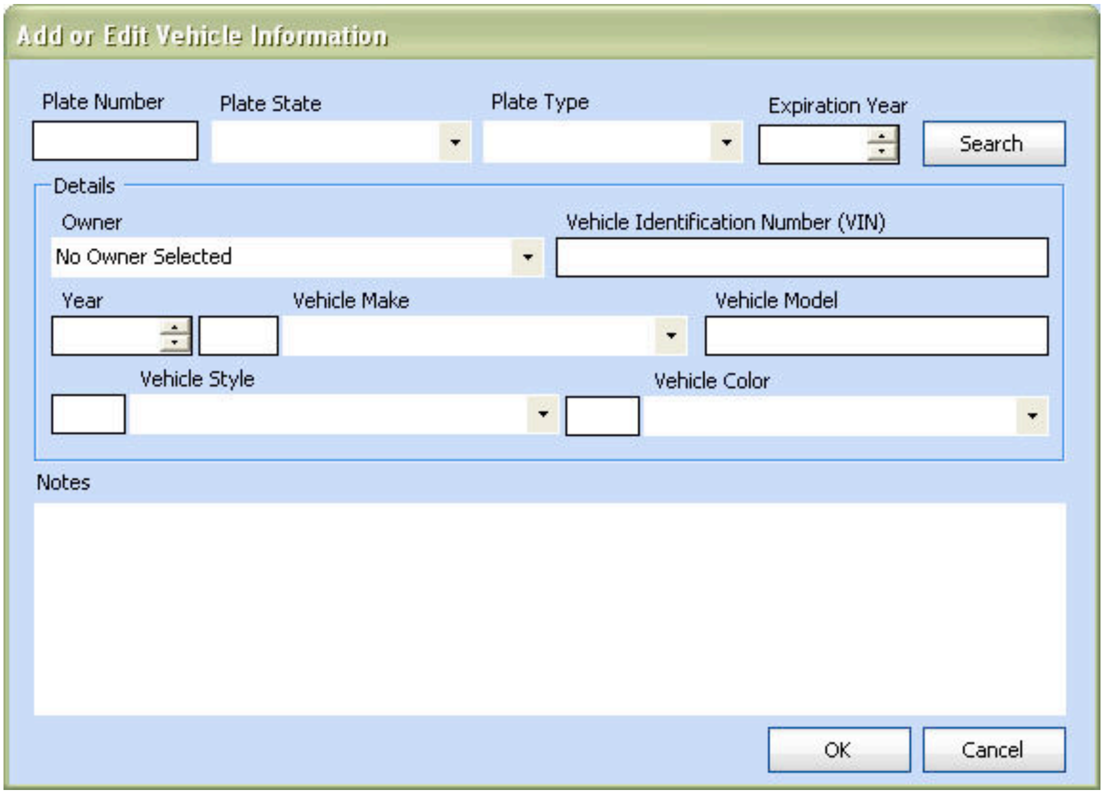


As is the case with your organization's case reports, an important aspect of your dispatch calls is detailing the people, businesses, or agencies involved in the call. ReportExec Enterprise Dispatch categorizes these contacts into sub-categories (called "contact types") according to their role in the dispatch call. When adding a contact to a dispatch call, the first thing ReportExec asks the user is what this contact's type is. This drop-down menu is populated from the EntityType dictionary in ReportExec Enterprise (or Direct). After that, many of the other fields on this dialog are self-apparent characteristics of the contact.

Contacts entered into dispatch calls here are searchable at a later date through the "Contact Search" tab of the "Search" screen.

When done entering contact information, click the `[OK]` button to commit that contact to the report.

Vehicles

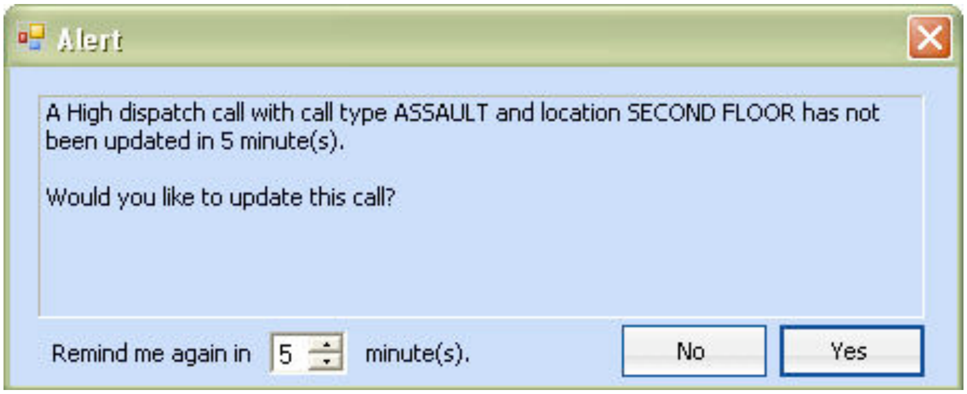


Vehicles are integral parts of many dispatch calls. Though no fields are required, as much information as is known should be entered, to make it easier to search for the vehicle later. Plate number and plate state can greatly enhance associated case reports and the investigations that can result from them. Also, if a VIN is known, this is a powerful tool in tracking stolen or missing cars and finding their owners. Lastly, ReportExec Enterprise Dispatch comes pre-populated with a comprehensive listing of vehicle makes, models, and styles.

When done entering vehicle information, click the `[OK]` button to commit that vehicle to the report.

Editing a Call

If a dispatch call is of a type that has an alert time associated with it, an alert window will appear if that time elapses before the call is edited again. This alert window will prompt the dispatcher to update the call. Clicking `[Yes]` will open the call for the dispatcher, while clicking `[No]` will keep the dispatcher on their current screen. If the dispatcher wishes to “snooze” the alarm for a period of time different than the pre-configured time period, they can increase or decrease the time to elapse before an alert appears again for this call.



In this example, the dispatcher has let five minutes elapse since they last edited an “Assault” call. If they were to click `[No]`, they would be reminded again in five minutes time unless they edit the dispatch call in that time.

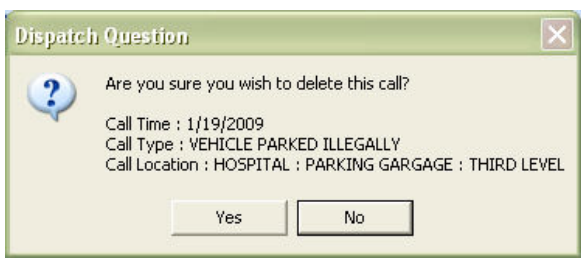
Completing a Call

To complete a dispatch call, click the “Complete” button along the button bar. A box will appear prompting the user to select a master call disposition, as well as individual officer dispositions for each officer dispatched to the call.

When a call is completed, any reports that are required to be issued as per the call type setup (in Group Settings) will be issued and appear on the dispatched officers’ ReportExec Enterprise or Direct dashboards.

If your administrator has enabled “Complete Calls on Officer Clear” in Group Settings, the calls will be automatically completed once every officer dispatched to the call has a time entered in the “Cleared” column.

Deleting a Call



The ability to delete a call (for a duplicate entry, or if some error was made) is new in ReportExec Enterprise Dispatch V2. Clicking the `[Delete]` button along the top of the screen will present a dialog box confirming deletion of the call.

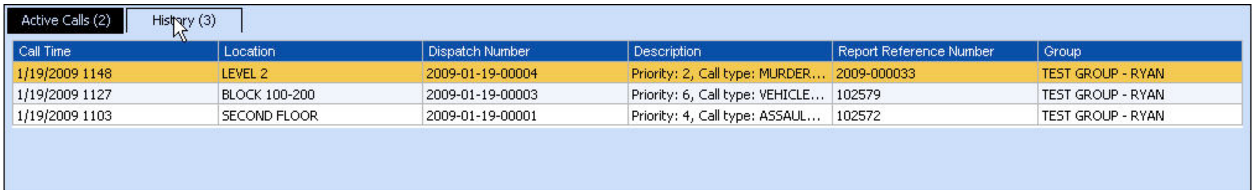
Deleting a call does not actually remove it permanently from your organization’s logs. Instead, like many items in ReportExec Enterprise or Direct, the call is simply flagged as “Inactive”. This facilitates the ability for your company’s database administrator to “un-delete” the call later through their SQL management studio should the need arise.

Printing a Call

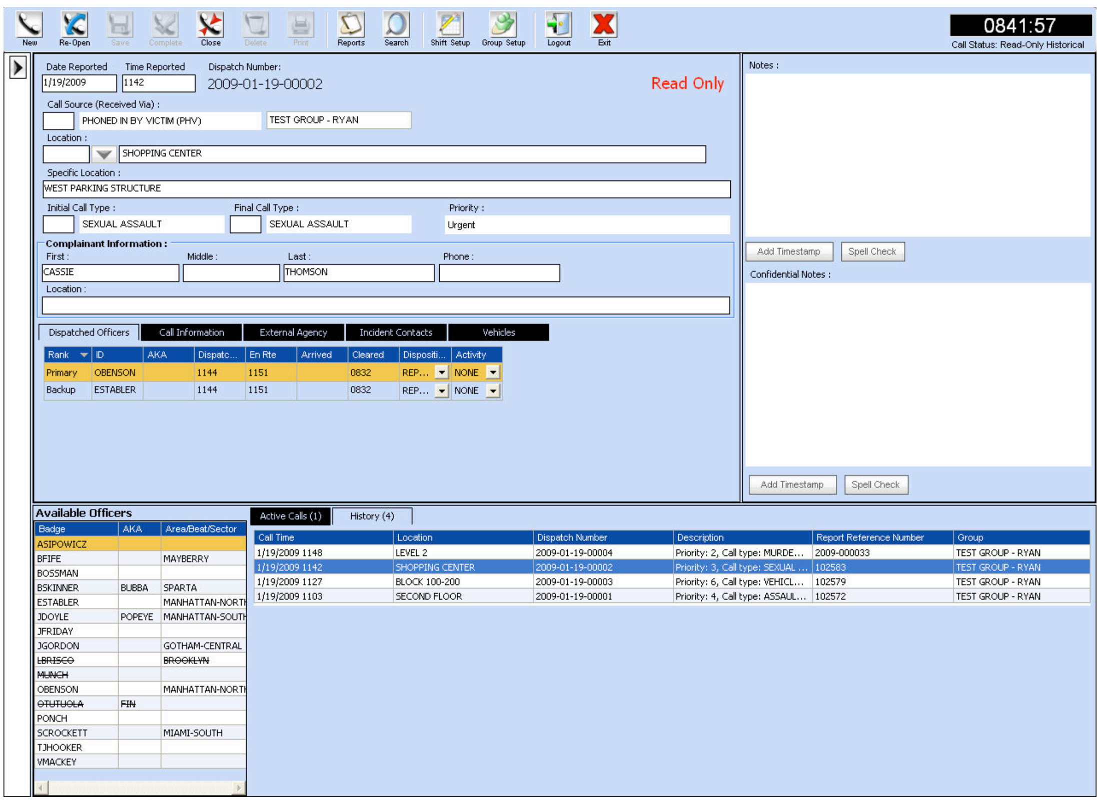
In addition to deleting a call, new in ReportExec Enterprise Dispatch V2 is the ability to print a listing for an individual call. To print an individual call, click the Print button at the top of the call screen.

If an agency contact has been added to the call, their name will appear under “Agency Representative Full Name” as the agency title and the agency representative’s name.

Reopening a Completed Call



On occasion, a user may have to re-open a previously completed call. To do this, click the `History` tab which appears both on the call listing pane of the call window, or the call listing pane of the main screen. This will bring up a listing of all dispatch calls completed within a number of previous hours. The period of time in which calls can be viewed in this manner after completion is specified by a dispatch supervisor in `Group Settings: Supervisor Settings` under `History Call (Hours)`. By clicking this tab, your users can see the original call time, call location, dispatch tracking number, a short description of the call with priority and type, a report reference number (the case number if a case report was created), and the group it was dispatched in.

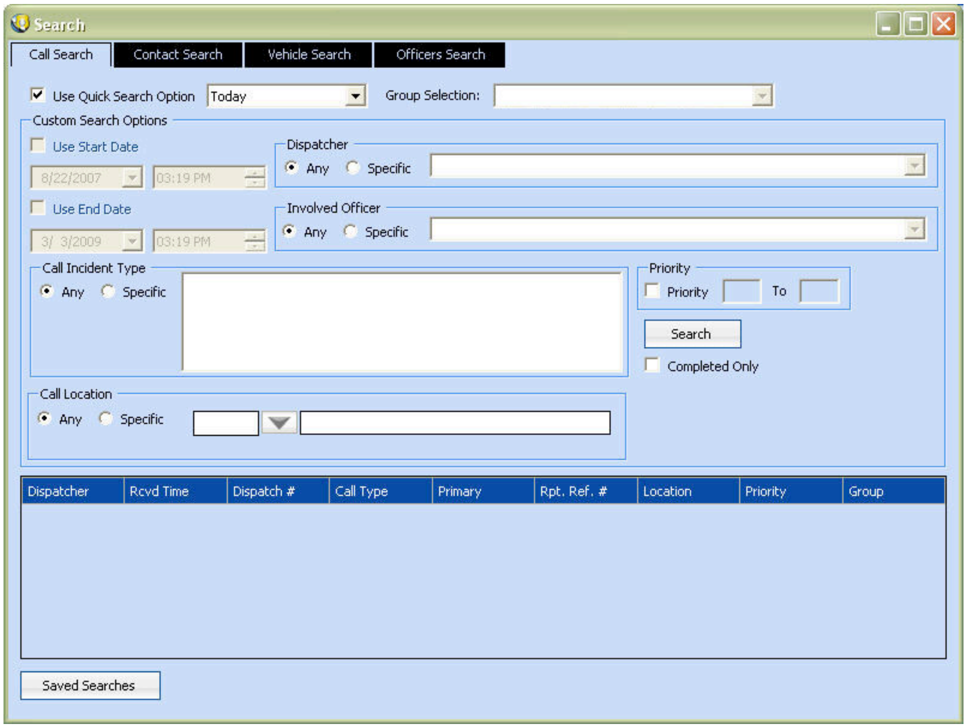


If a call was created too long ago, the call may no longer be editable and will appear with "Read Only" in red text at the top of the call. The period of time in which calls can be edited after completion is specified by a dispatch supervisor in `Group Settings: Supervisor Settings` under `History Mod. Period (Hours)`.

Searching For Calls

ReportExec Enterprise Dispatch has a very powerful call search function, allowing users to view calls by a variety of criteria.

Call Search



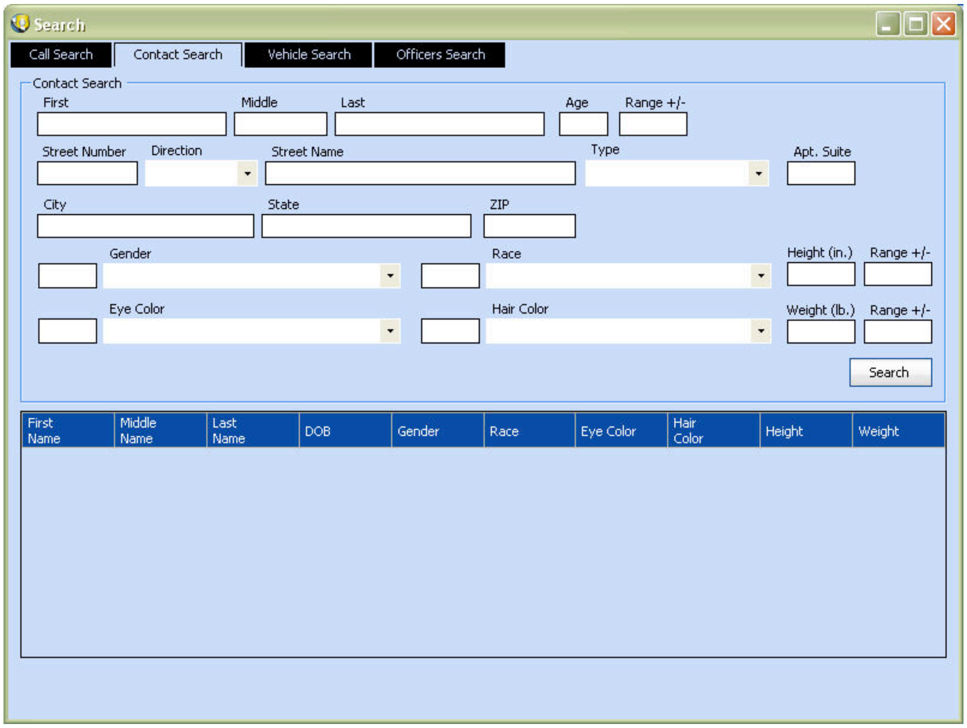
The most frequently used search in ReportExec Enterprise Dispatch is the Call Search. As in ReportExec Enterprise, a series of quick-search periods are available. The quick-search periods that you can leverage in your call searches are “Today”, “Yesterday”, “Last 24 Hours” (note the difference between this and “Today”), “Last 7 Days”, “This Month”, “Last Month”, “This Year”, and “Last Year”.

In times when a custom search period is required, a user can disable the “Use Quick Search Option” checkbox and manually enter in search date/times for start and end. Each of these are optional - a search could be run solely with a start date/time of March 24th at 12:00 AM and that would display every dispatch call logged from that point in time to current.

To further screen the call volume, users can search within a specific group by using the “Group Selection” drop-down menu, or by selecting a specific dispatcher or involved officer from the corresponding drop-down menus. A user, however, cannot search for more than one officer in this manner, i.e. results can be obtained for every dispatch call involving John Munch, but they could not be obtained for every dispatch call involving John Munch or Lenny Brisco. (The way to accomplish this would be to include officer names in the “Notes” box of each call and later conduct an Officers Search.)

Individual call incident types, however, can be screened out in this manner. To conduct a search of dispatch calls of specific call types, change the selection under “Call Incident Type” from “Any” to “Specific”. A list of call types, each with a checkbox, will appear in the white box to the right of “Specific”. Then, a user can check the boxes of the call types they wish to include. Note this search will return results based on final call type, not initial call type.

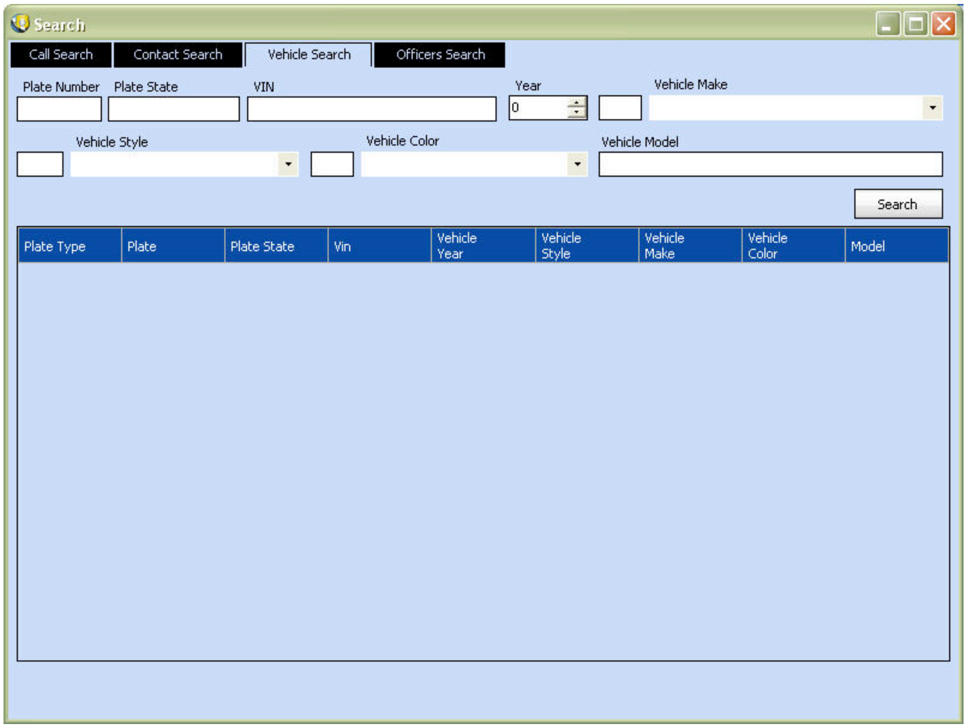
Contact Search



On other occasions, dispatch users may have the need to search out an individual contact from dispatch calls. ReportExec Enterprise Dispatch features a robust search for contacts with the ability to search not only by defined features such as name, address, gender, race, or eye/hair color, but also within ranges of height, weight, and age.

This function relies on information entered in the Incident Contacts tab of dispatch calls. This does not search in either Notes or Confidential Notes of dispatch calls, nor does it search through people listed as “Complainant Information” unless they are entered in the call as an incident contact.

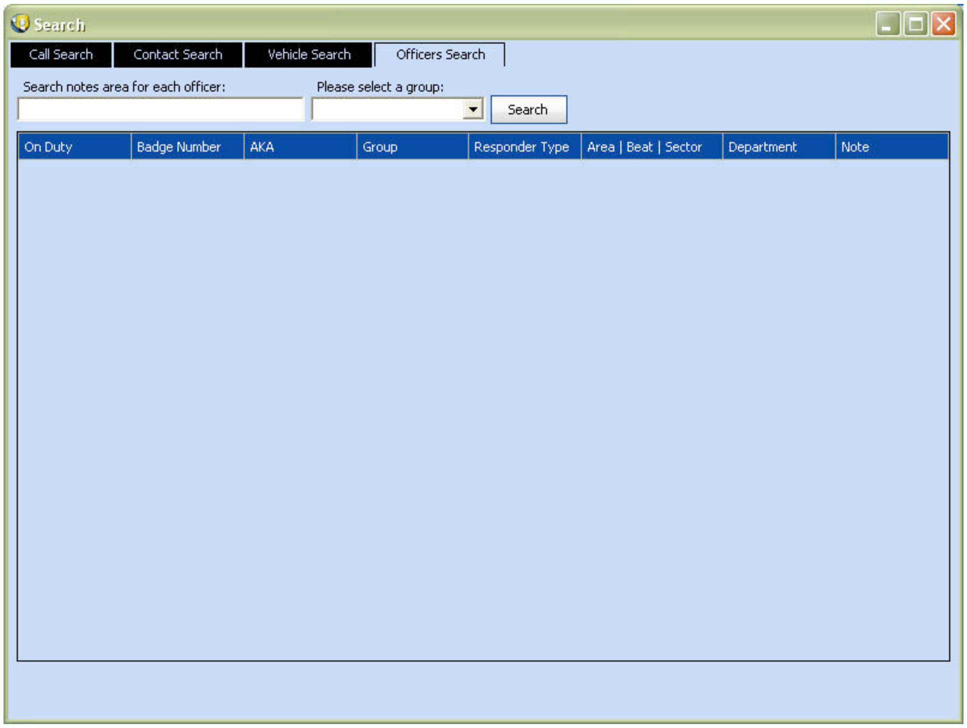
Vehicle Search



To search for dispatch calls involving a given vehicle, ReportExec Enterprise Dispatch has the ability to search by plate number, plate state, VIN, year, make/model, style, and color. The drop-down menus will populate from the vehicle make, vehicle style, and vehicle color drop-down dictionaries in ReportExec Enterprise. For more information on modifying these, please refer to the ReportExec Enterprise Admin manual's section on drop-down dictionaries.

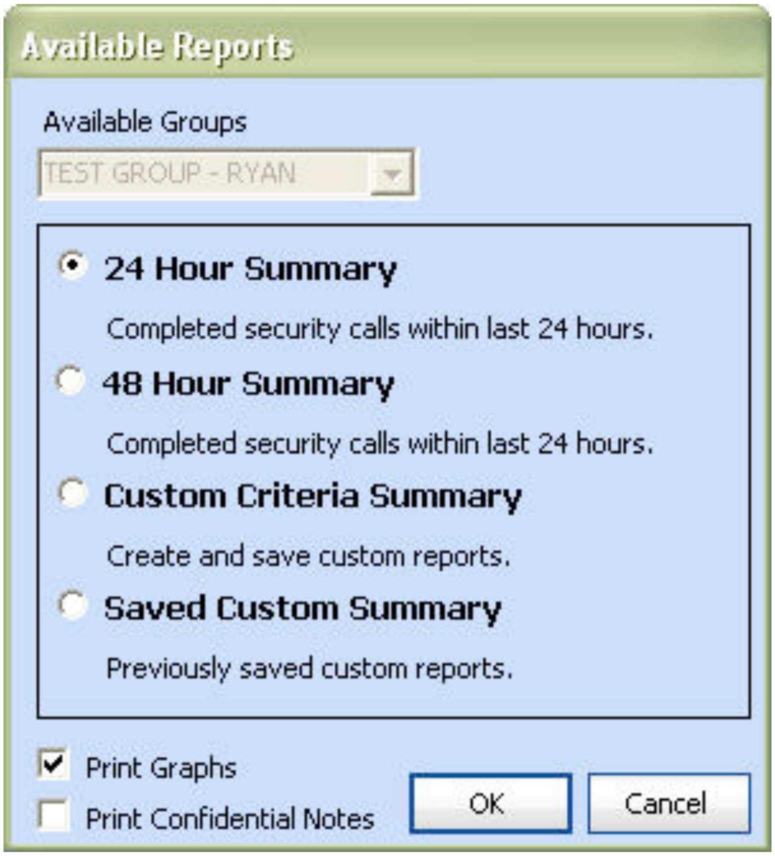
As was the situation with Contact searches, vehicle searches will only look at information entered in the Vehicles tab.

Officers Search



The Officers Search tab brings up a prompt with which a user can define officer names to search for. This does not search for calls to which an officer was dispatched (a Call Search would be required to accomplish that) but rather searches through the Notes section of dispatch calls for the specified officer's name.

Dispatch Reports



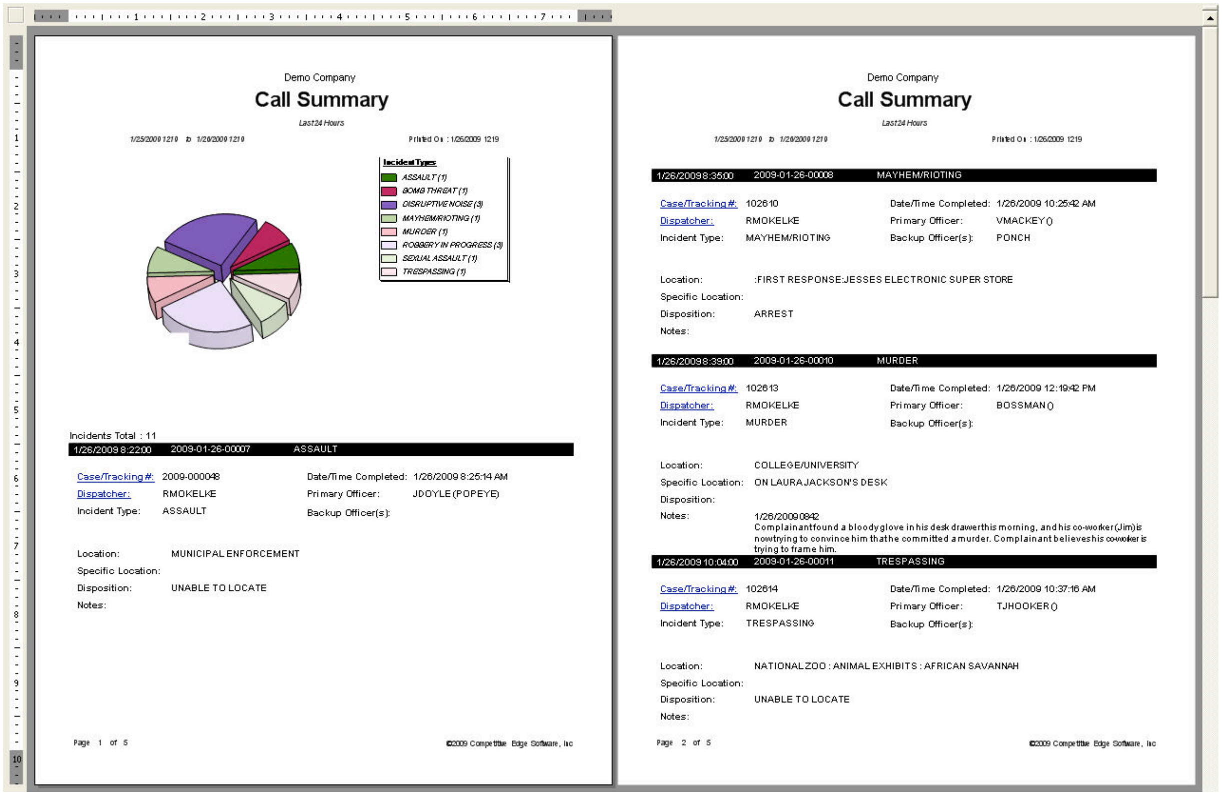
The Reporting function of ReportExec Enterprise Dispatch behaves, in many ways, like the Search function. What sets the Reporting function apart is the ability to prepare attractive printed reports of not only a listing of dispatch calls received within a certain set of criteria but also the option to compose a graph depicting a visual representation of call quantity.

24/48 Hour Summary

ReportExec Enterprise Dispatch comes pre-loaded with the ability to report every dispatch call that was completed within the past 24 or 48 hour period. Note that this is a rolling 24/48 hour window and differs from the quick-date option of "Today". This also will not report on calls that were deleted or are presently active.

Custom Criteria Summary

When a user selects "Custom Criteria Summary" and hits `[OK]`, they are presented with a screen resembling the Call Search screen. Here, not only can a user select the criteria by which they wish to filter the dispatch calls, but they can also save their search should they use this search frequently. Saved reports will appear when the user selects "Saved Custom Summary".



A sample “24 Hour Summary” report with “Print Graphs” enabled

Notes