Symphia NowForce

Dispatcher User Guide

For versions 5.7 and higher

Preface

Symphia NowForce's advanced dispatch and response technology provides comprehensive situational awareness. Symphia NowForce allows dispatchers, responders and third-party resources to share insights in real-time, creating faster response times to potential threats and active incidents. Symphia NowForce leverages an integrated system of live and historical event data, state-of-the-art mapping, and tailored mobile applications for responders' and reporters' input to ensure that the closest, best equipped and most appropriate personnel is dispatched.

This Guide provides:

- The administrator with the recommended sequence of tasks to prepare your NowForce installation.
- The dispatcher operator and responder user with the key flows to use to Dispatcher and NowForce Mobile App.

Documentation

- Download documentation from: Partners Portal.
- Send your questions or comments on the current document, or any other Intellicene/Symphia user documentation, to our documentation feedback team at documentationfeedback@intellicene.com.

Contacting Intellicene Sales and Marketing

About Intellicene

Intellicene's Situational Intelligence Solutions helps enterprises and governments manage complex security operations, fuse information from various sources, analyze vast amounts of data, and gain insight for better incident management, response and investigations. With our solutions, organizations can see what's happening across their operations, make quick and confident decisions for decisive actions. Powered by our Symphia portfolio of solutions, we help our customers orchestrate better outcomes to protect what matters most.

To schedule an online demo today, contact us on:

- https://www.intellicene.com/contact/
- insidesales@intellicene.com
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For immediate assistance, contact the support team:

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Americas	**Symphia** Phone: +1 888 747 6246 Email: support@intellicene.com **NowForce** Phone: +1 888 924 7247 Email: nowforcesupport@intellicene.com Canada/USA - Open 9:00am to 5:00pm (Local Time) Monday to Friday CALA - Open 9:00am to 5:00pm (EST) Monday to Friday
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Contents

Summary of Changes

June 2023

- Added a note about providing Incident Cancellation reasons in "Canceling an Incident" (page 151).
- Updated the "Viewing Alerts" (page 249) and "Alert Types" (page 249) for the new system generated Incident alerts available to dispatchers.

April 2023

- Rebranded the document to reflect the change of company to Intellicene.
- Added searching by People in Incident in "Overview of Incidents Panel" (page 25).
- Added the section "Changing an Incident's Location on the Map" (page 92).
- Added details for the incident owner in "Understanding the Incident Log Tab" (page 132).
- Added the section "Center Map " (page 170).

June 2021

The following sections were added for version 5.8:

- "Accessing Scenarios" (page 70)

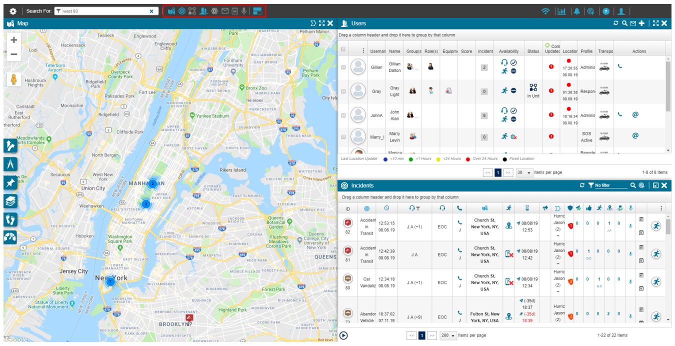
Overview

This guide provides an overview of the SymphiaNowForce Dispatcher and the key workflows for dispatch operators.

The Dispatcher screen can be customized according to your requirements. You can select and arrange the panels display on your screen.

The following panels are available:

- **Maps**: Shows a map view of the area in which you are located.
- **Incidents**: Lists the open incidents.
- **Users**: Lists the user registered in your control center.
- **Units**: Lists the units you have created.
- **Assets**: Lists the assets at your disposal.
- **Messages**: Lists a history of the messages that have not yet expired.
- **Resources**: Lists the resources available in your area or in a specified geofence.
- **PTT Channels**: Lists the channels that have been created and also shows a history of the conversations in each PTT channel.



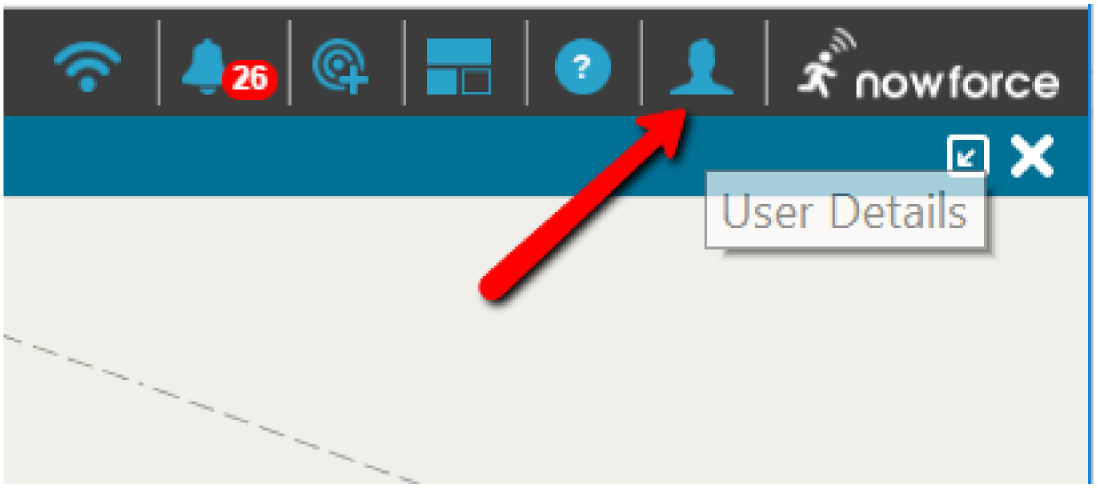
Getting Started

Locating Your Organization's ID (Org ID) Number

When you sign up to NowForce you are assigned a unique Organization ID. You might be asked for your Org ID if you request Intellicene Support.

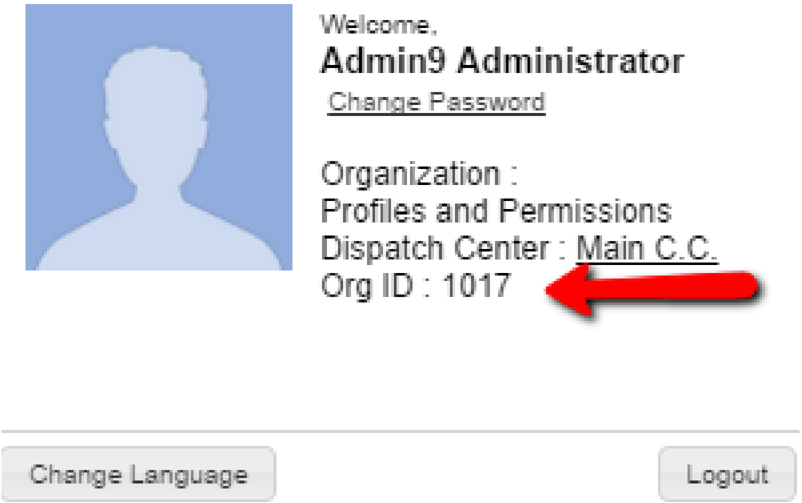
▼ To locate your Org ID

1. Log in to NowForce Control Center.



2. Click User Details.

   Your user details display.



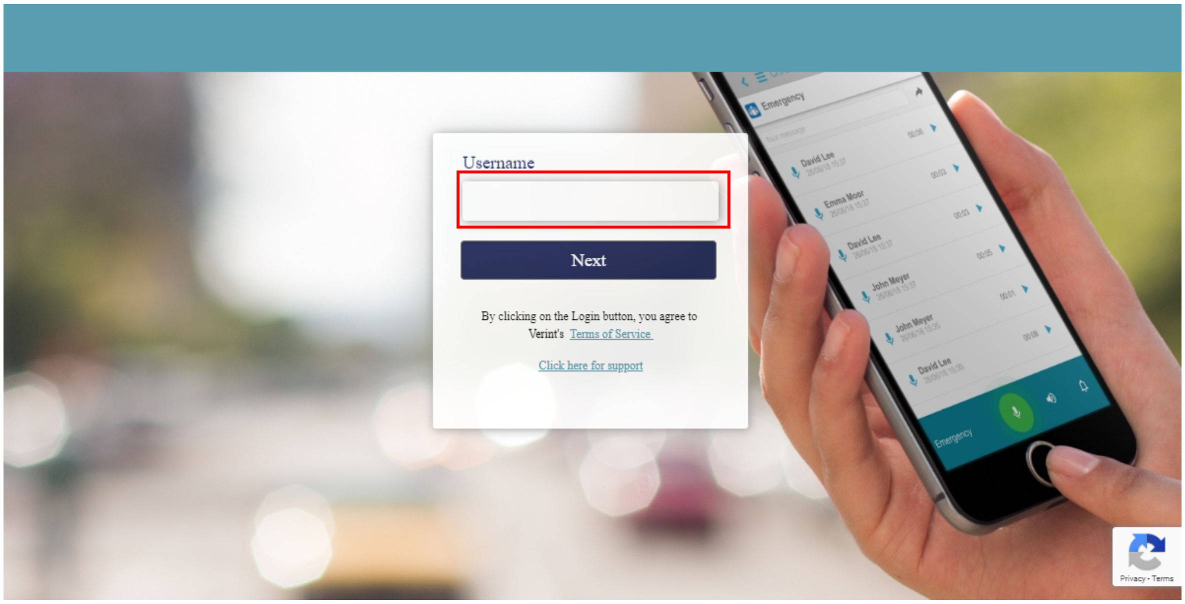
Logging In and Out of Dispatcher

Logging In to Dispatcher

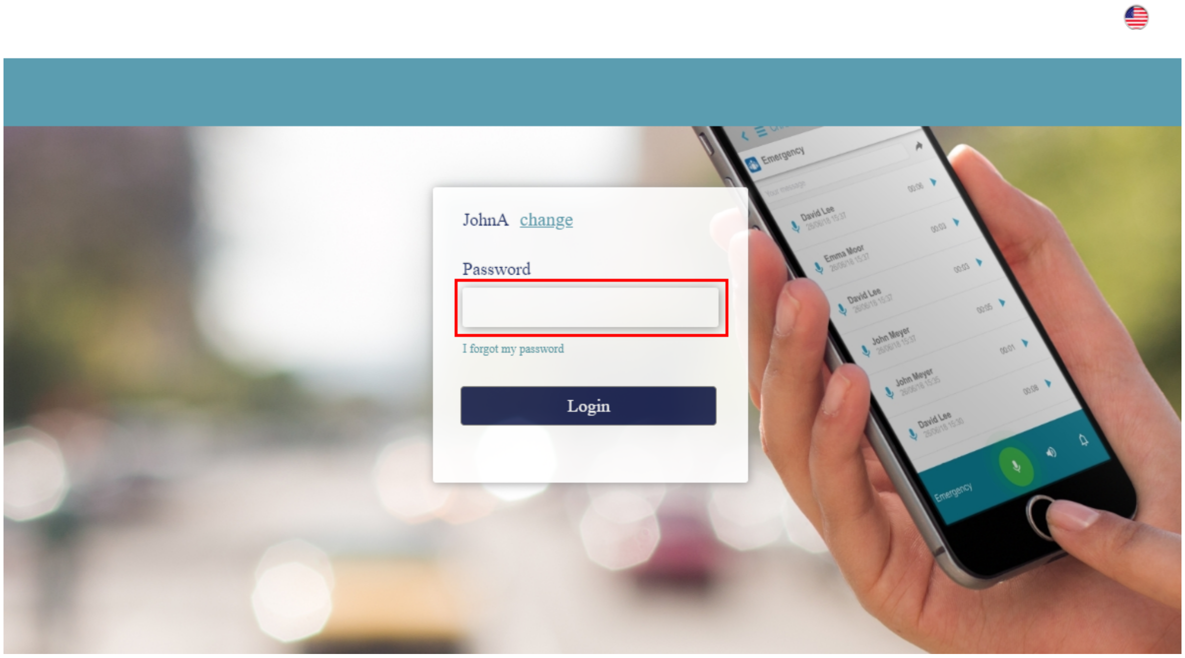
▼ To log in to Dispatcher

1. Obtain the Dispatcher URL from your system administrator.
2. Using your Chrome browser go to the Dispatcher URL.

   The **Dispatcher** login page opens.

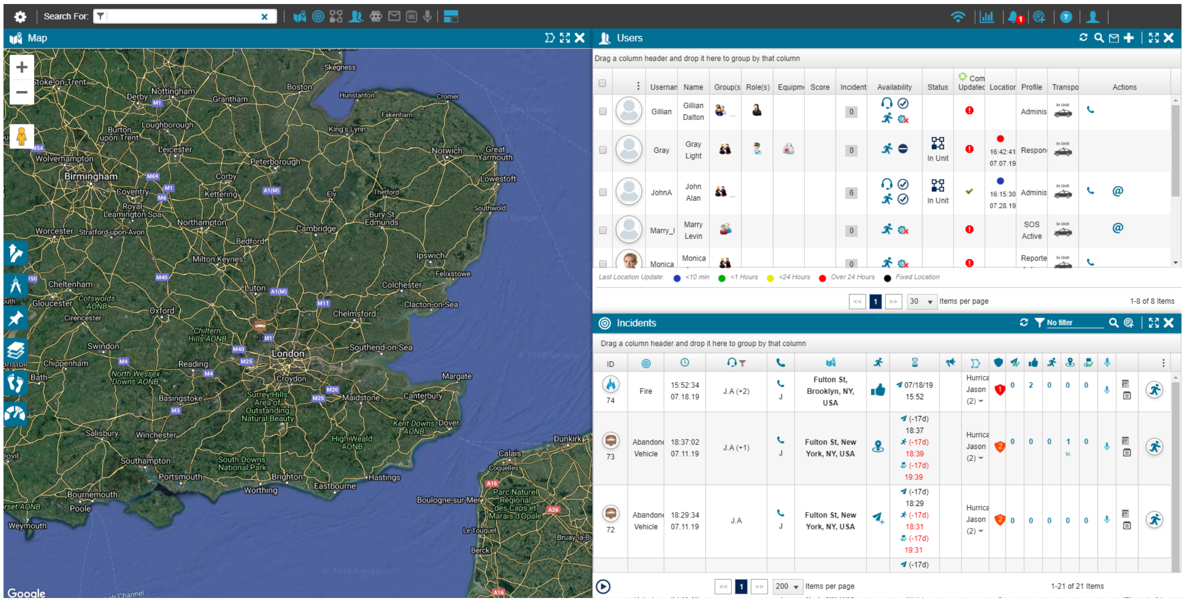


3. In the Username field, enter your user name.
4. Click **Next**.



5. In the **Password Field**, enter your password.

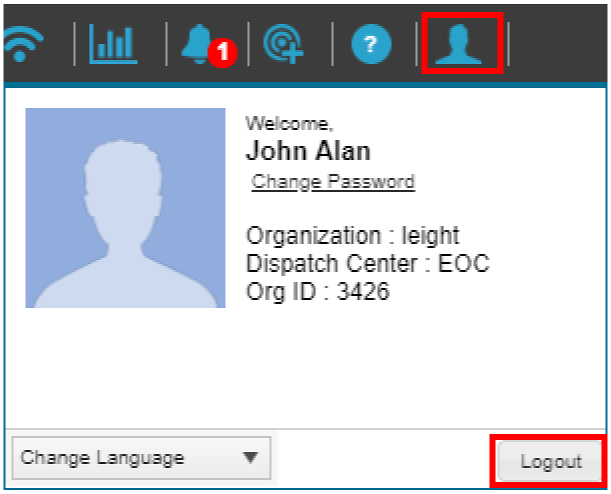
   The **Dispatcher** application opens.



Logging Out of Dispatcher

▼ To log out of Dispatcher

1. From the Dispatcher toolbar, click **User Details**.



2. Click **Logout**.

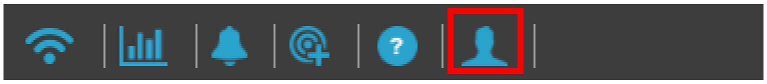
The **Dispatcher** application closes, and the **Log in** page opens.

Changing Your Password

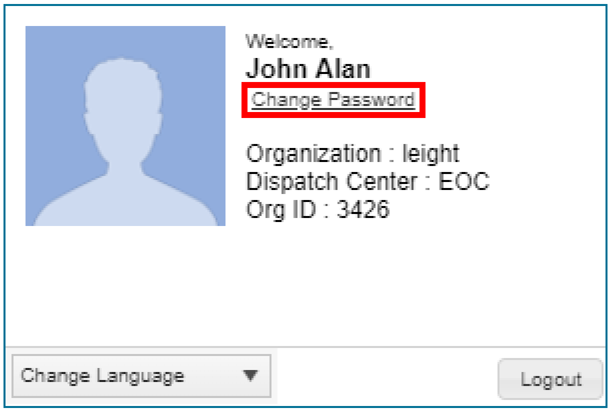
You can change your user password in Dispatcher.

▼ To change your user password

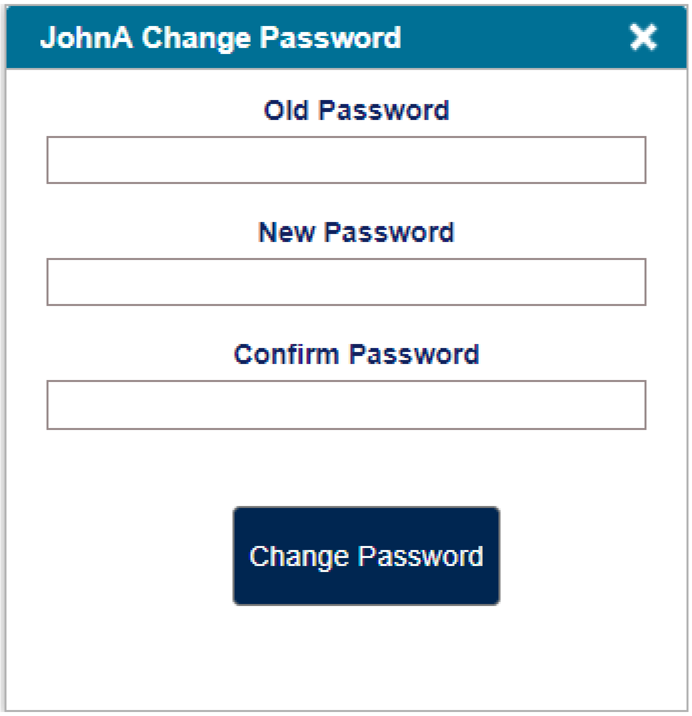
1. From the Dispatcher toolbar, click **User Details**.



The User Details pop-up opens.

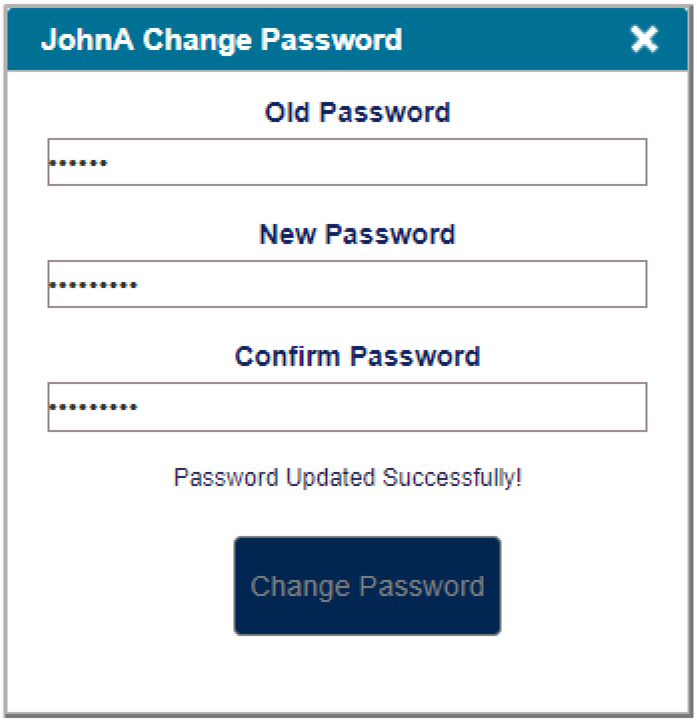


2. Click **Change Password**. The Change Password pop-up opens.



3. Enter the old password, new password, and confirm the new password in the respective fields.

4. Click **Change Password** to effect the changes.



A message appears confirming that the password updated successfully.

Self-Registering

If you want to self register to an Organization, you are given a URL (for example, https://sos.nowforce.com).

When you sign up to this URL, you will receive an email with a link that approves your login to the system.

> Note
> Organizations can choose if they want to allow self registration, or only allow administrators to register new users. If your organization does not allow self-registration, you are only sent a notification to login to the system after registration by the administrator.

Changing the Language in Dispatcher

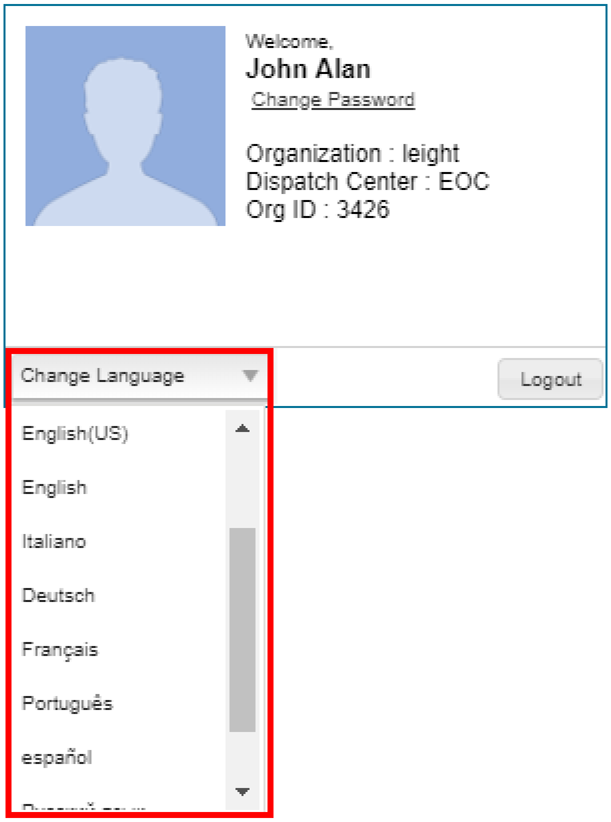
You can change the language in Dispatcher.

▼ To change the language

1. From the Dispatcher toolbar, click **User Details**.

The **User Details** pop-up opens.

2. Click **Change Language**. The **Change Language** dropdown list opens.



3. Select the required language.

The following topics are covered in this section:

Dispatcher User Guide

This section provides a guide to using Dispatcher. The main areas covered include:

- Overview of the Dispatcher
- Review of each of the Panels
- Creating and managing incidents
- Using the map
- Sending messages
- Managing users.

The topics covered are listed below.

Overview Of Dispatcher Panel

The Dispatcher panel can be customized according to your requirements. You can choose the panels to display and also arrange where you want them to appear on your screen. By default, and on first log in to the Dispatcher application, the Map panel appears in full view.

The following panels are available:

Maps: Shows a map view of the area in which you are located.

Incidents: Lists the open incidents.

Users: Lists the user registered in your control center.

Units: Lists the units you have created.

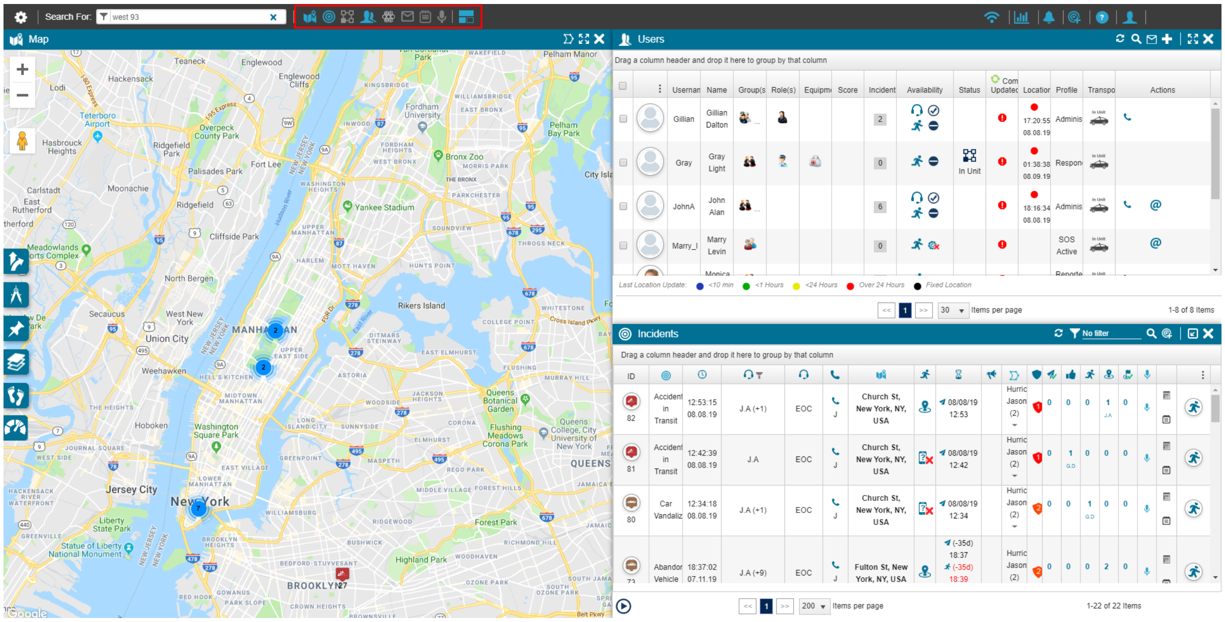
Assets: Lists the assets at your disposal.

Messages: Lists a history of the messages that have not yet expired.

Resources: Lists the resources available in your area or is a specified geofence.

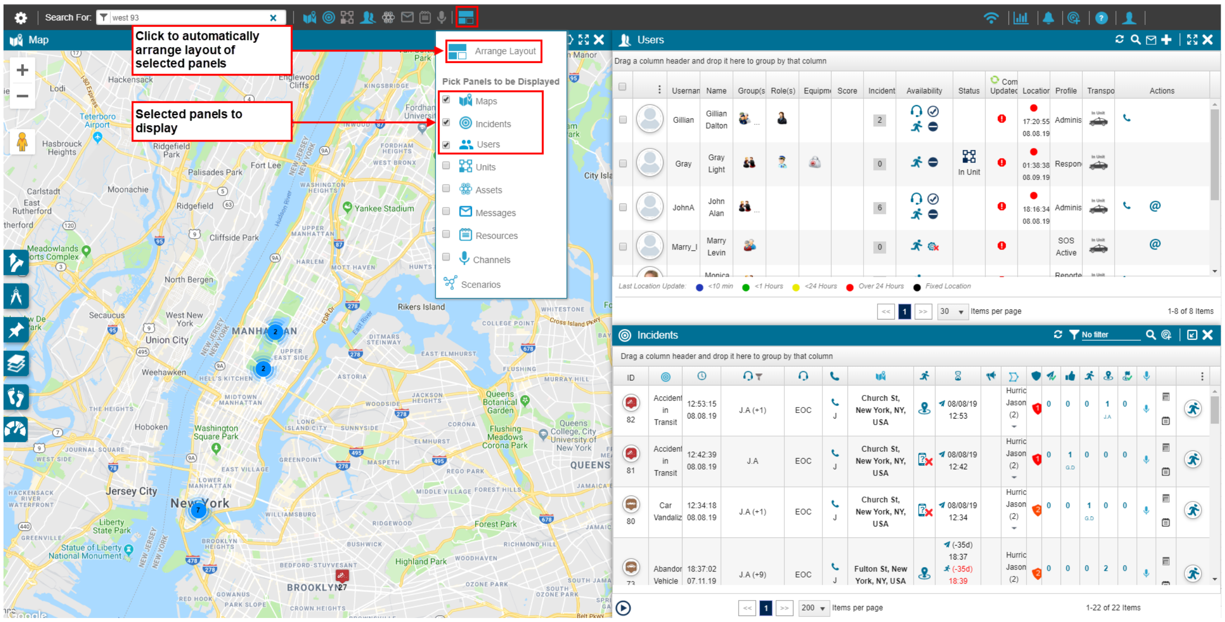
Channels: Lists the PTT that have been created and also shows a history of the conversations in each PTT channel.

There are icons for each of these panels in the Dispatcher toolbar. Click any icon to display the respective panel. The following is an example of the Dispatcher screen showing the Map, Incidents and Users panels.

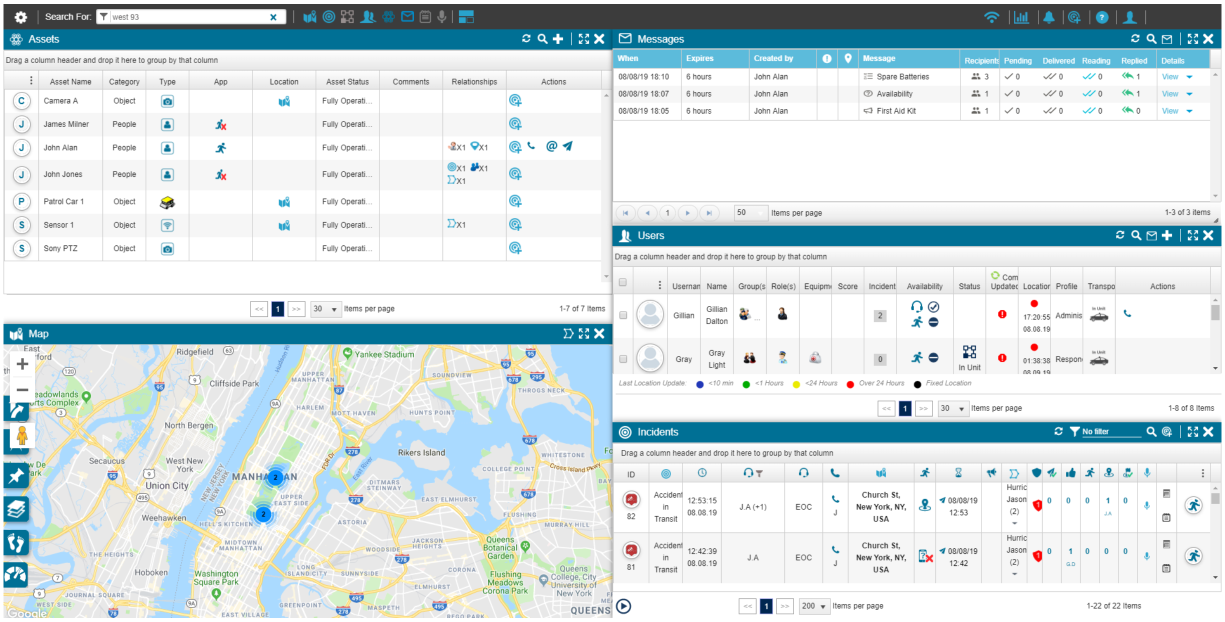


Arranging Panels

After selecting the panels to display, you can click the Arrange Layout icon in the toolbar to automatically arrange the panels for you.



You can also arrange the panels manually by dragging, dropping, expanding and shrinking each panel, as shown in the following example.



Dispatcher Toolbar

In addition to the layout buttons on the toolbar, described above, you can also use the toolbar to search, access your Dispatcher settings (if you have administrator permissions), and perform other functions (described below).

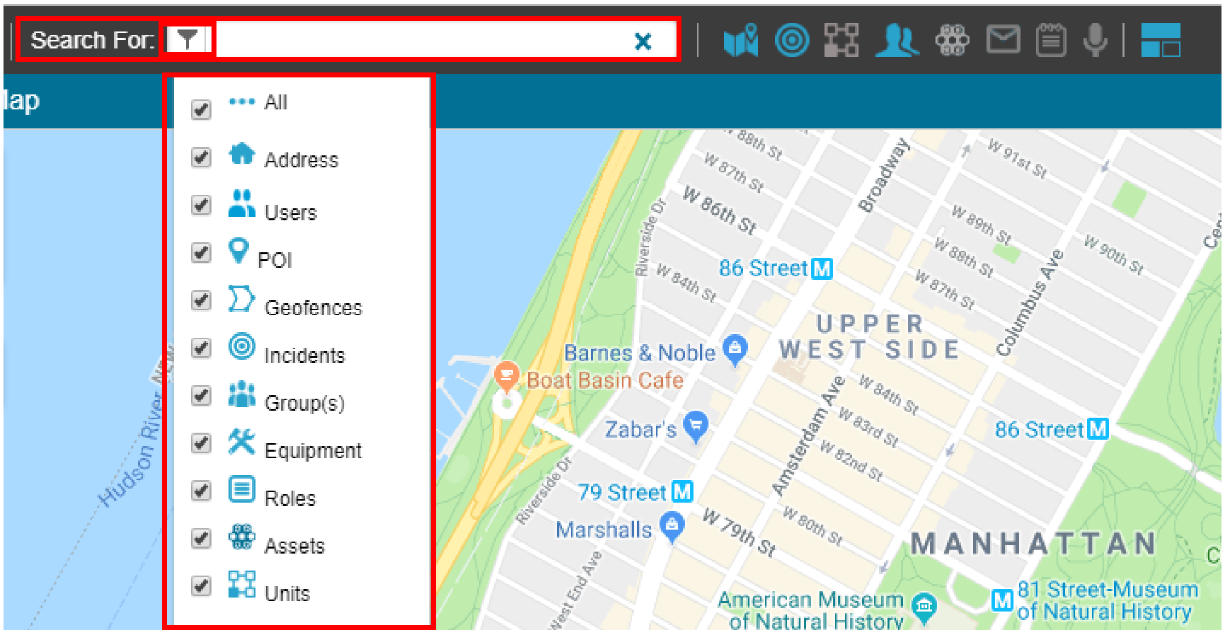
Administrator Settings

If you have administrator permissions, the Setting icon (gear icon) appears on the left of the toolbar. Click the icon to access the system settings. For more information on the various settings options in the Administrator application, see the articles in the Administrator section of this help.

Searching in Dispatcher

The Search feature enables you to search for various Dispatcher components within selected Dispatcher Panels.

The **Filter** option in the **Search for:** box enables you to set filters for the search including the panels in which you want to search. After selecting your filter criteria you can start typing your search text in the **Search for**: box. As you type, items that match your search appear in a dropdown below the **Search for**: box. Click on the item you want and the respective panel opens listing the search results that matches the text you entered.



Dispatcher Toolbar

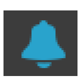
The Dispatcher toolbar icons appear on the top right of the Dispatcher screen.

The Dispatcher toolbar icons enable you to perform the following operations:

Connection Status: Indicates the current network status. If the network is disconnected a red line appears over the icon.

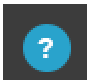
Dashboard: Opens the Dashboard module.

Alerts: Displays number of notifications and alerts that require the Dispatcher's attention. Click this icon at any time to view and modify the alert types.



New Incident: Opens the Incident Manager panel that enables you to create a new incident.

Help: Opens the Dispatcher Support Center.



User Details: Enables you to view your user details, change the language in which you want to use Dispatcher, and enables you to log out of Dispatcher.

Overview of Incidents Panel

The Incidents panel lists information about incidents in the system. By default, only active incidents are listed. You can access details on closed incidents using the Filter option described in this article.

The following columns of information are shown, by default, in the Incidents panel. You can add/hide columns in the Incidents panel by selecting the **Column Settings** ellipses and then selecting the columns you want to display.

- Type: Incident icon and number.
- Incident Type: Type of incident, for example, fire, accident, etc.
- Incident Creation Time: Time and date of activation.
- Control: The name of the dispatch operator who activated incident. Click the Filter icon in the heading to only show the incidents you dispatched.
- Source: The incident source (caller, responder, etc.).
- Incident Location: The address of the incident.
- Responders Status: Icon indicating the responders last response.
- SLA: Service level agreement (the activation, arrival and completion time for this type of incident).
- Reports & Updates: Indicates if there have been any updates on the incident.
- Areas/Polygons: Indicates if the incident is associated within a predefined area.
- Priority: The priority level of the incident.
- Dispatched: The number of responders at the incident.
- Acknowledged: The number of responders who acknowledged notification of the incident.
- En-route: The number of responders currently en-route to the incident.

- On-Scene: The number of responders currently on the scene of the incident.
- Done: The number of responders who have indicated that the incident is done.
- PTT Channel: Indicates if a PTT channel is open for the incident.
- Forms: The forms associated with the incident.
- Actions: Enables you to select the columns to display in the Incidents panel. This column also shows icons indicating the current state of the incident (Active, All Done, Close Incident, or Cancel Incident).

The following is an example of the Incidents panel.

If you hover over an item in the Incidents panel, and the mouse pointer changes to a hand, more information is available on that item.

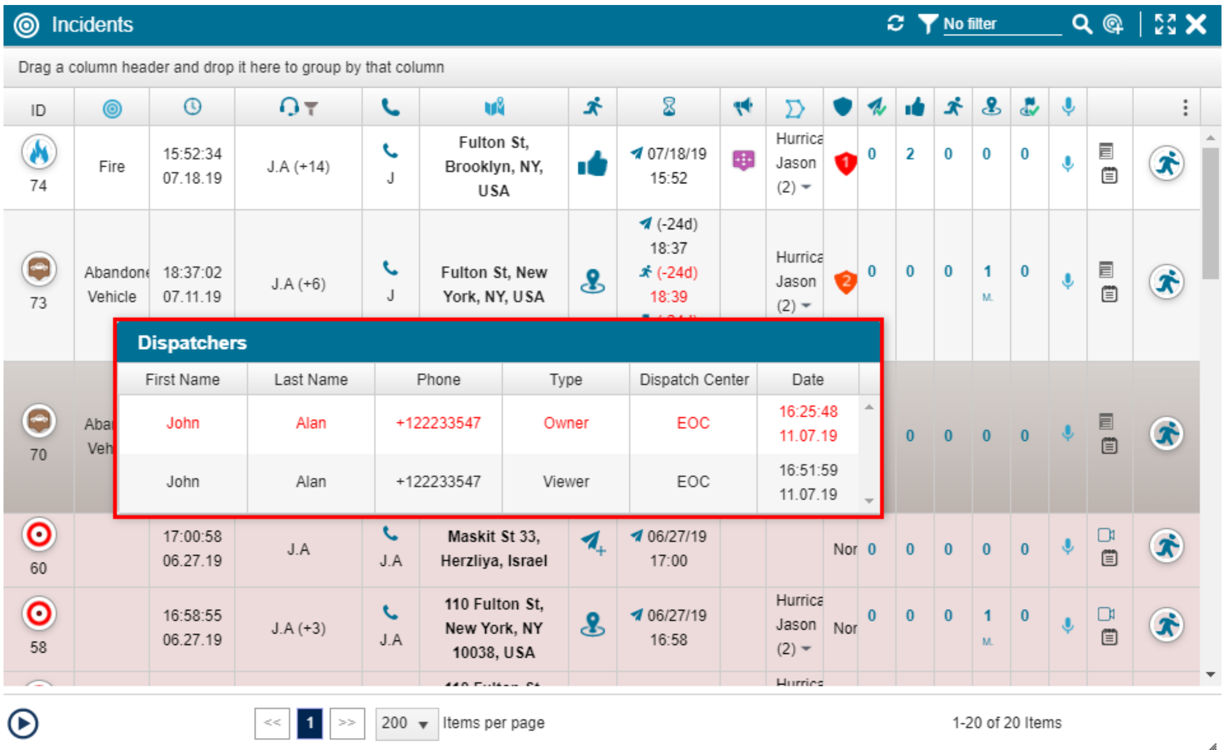
Similarly, move your mouse over items in the various columns, and pop-ups appear showing the details for that item.

To access more information on a specific incident, click on the details of each incident to open a tab in the Incident window:

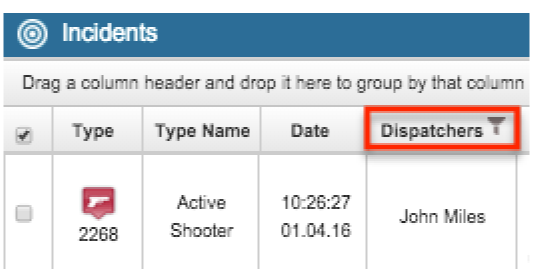
- Click the incident's **Type** icon, and select Edit Incident to open the Basic Details tab in the Incident window.
- Click the incident's **Dispatcher** to open the Assets tab in the incident window.

- Click the incident's **Location** to zoom the map on the incident's location.
- Click the incident's **Status** icon to open the Dispatch tab in the Incident window.
- Click any of the user statuses to open the **Log** tab in the **Incident** window.
- Click the incident's **Form** icon to open the **Form** tab in the Incident window.

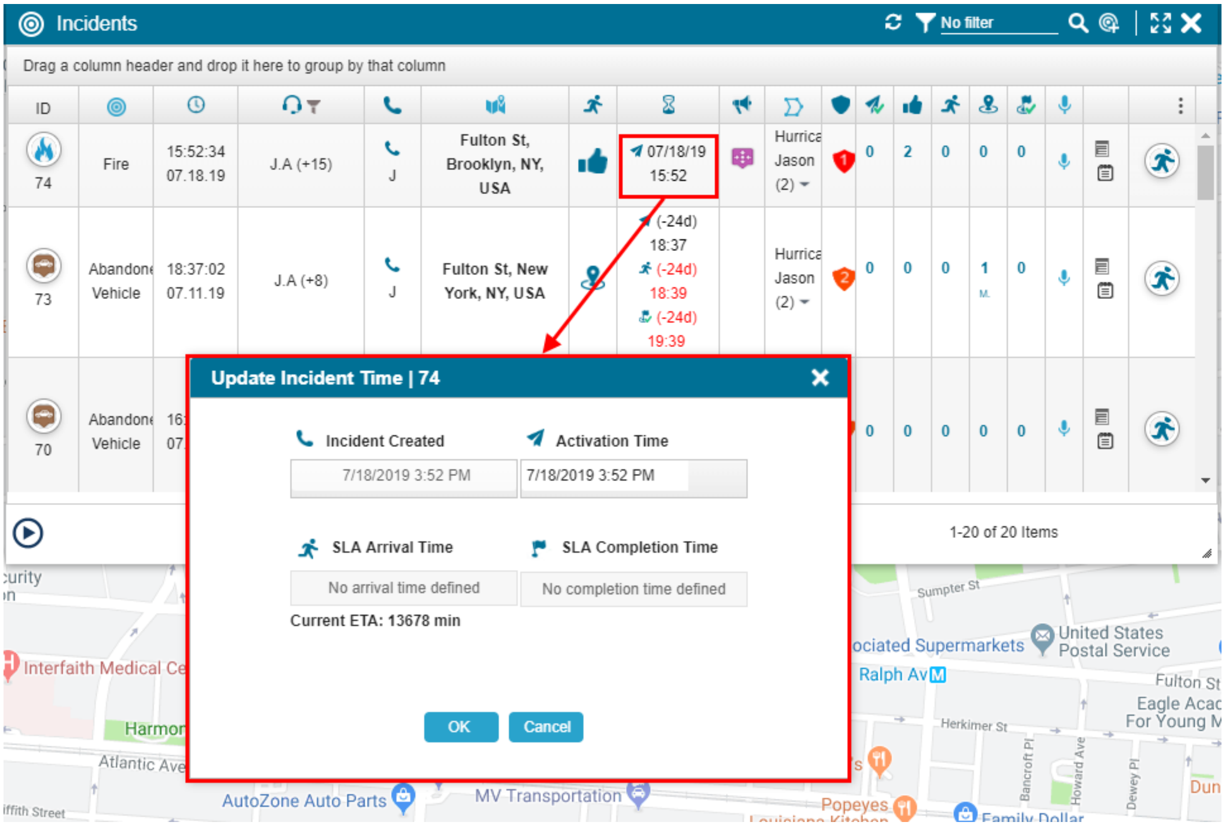
To view the dispatcher log history of the incident, move your mouse cursor over the dispatcher name and a popup appear with the additional information



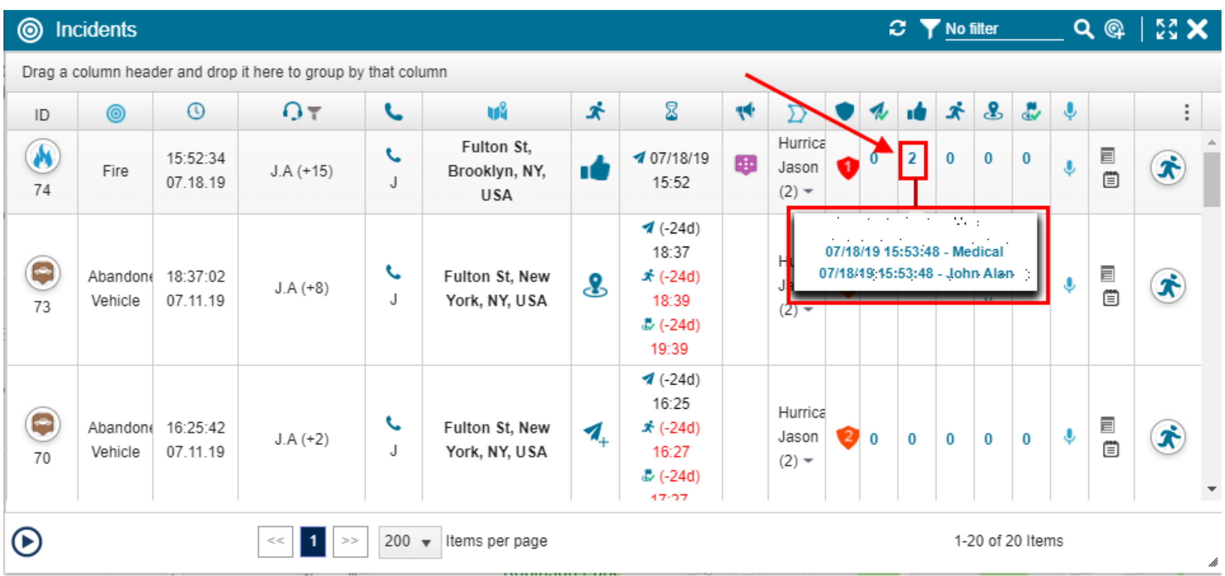
You can also filter incidents according to dispatcher, by clicking on the **Filter** icon in the **Dispatcher** column.



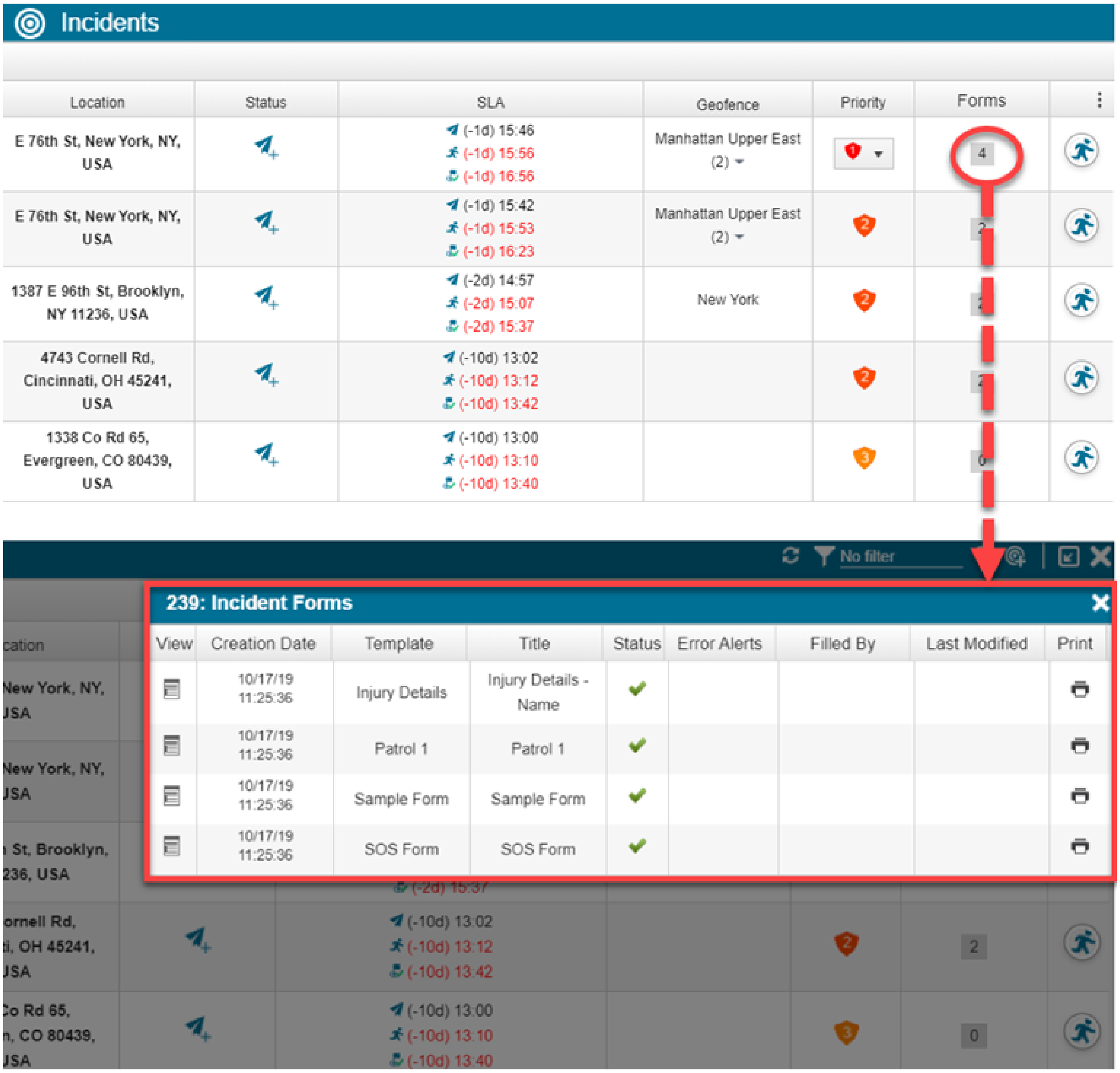
To change the SLA of an incident in the list, click the SLA and a popup appears enabling you to change the SLA as needed.



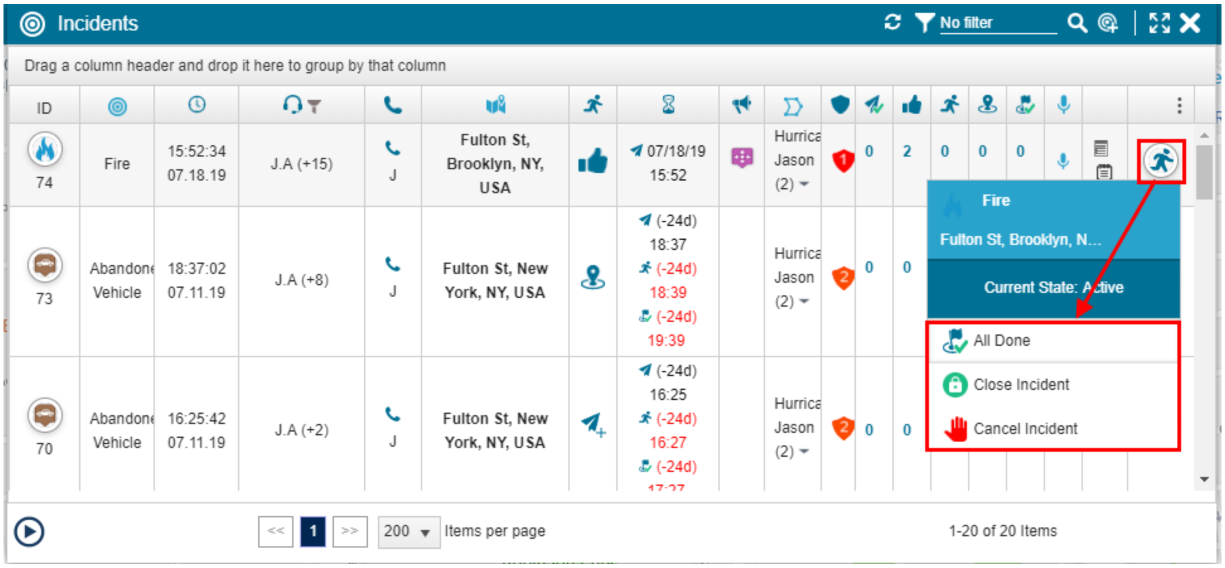
To view which user has arrived at each status point, hover over the status and a popup appears with the user's details.



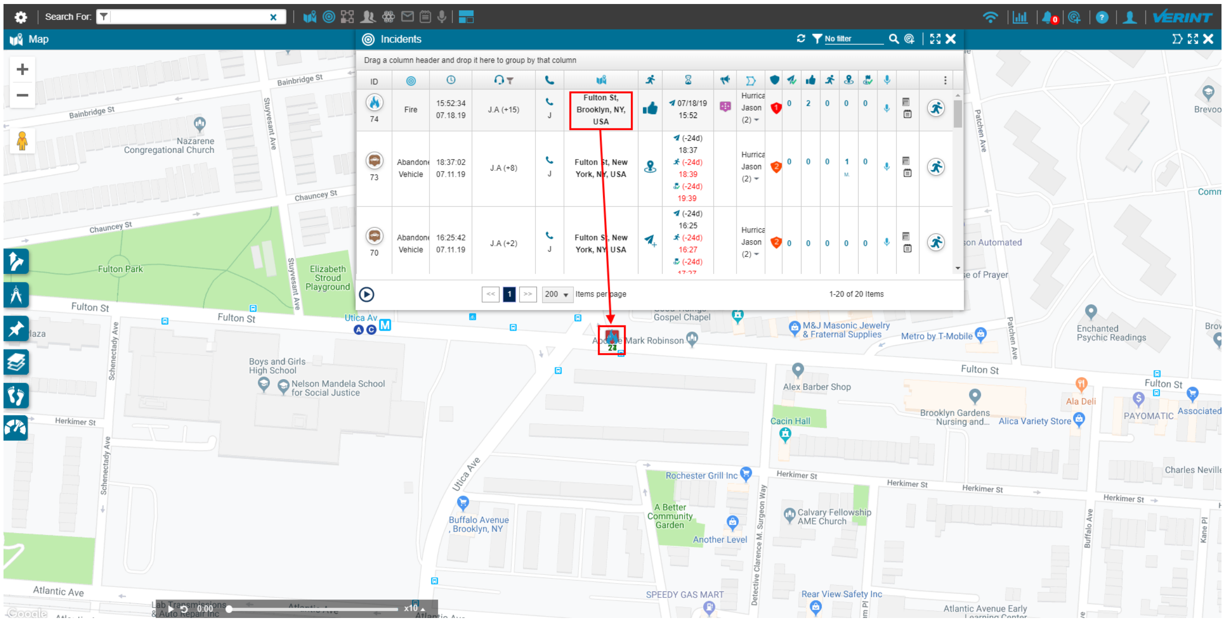
All an Incident's forms can be accessed using the new Incident panel's form column. Hover over the Forms count in an incident and the Form Status modal opens



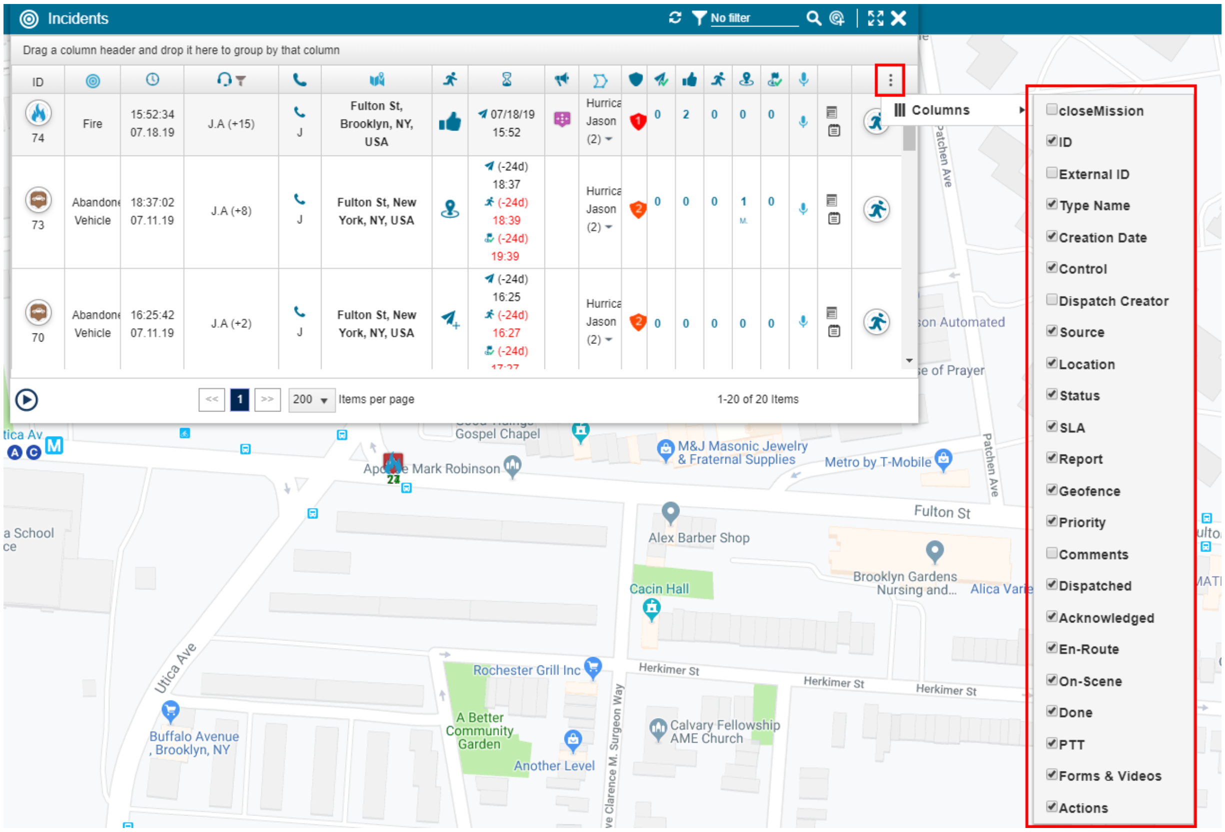
To close or cancel an incident, the dispatcher can click the Action icon, and select All Done, Close Incident, or Cancel Incident.



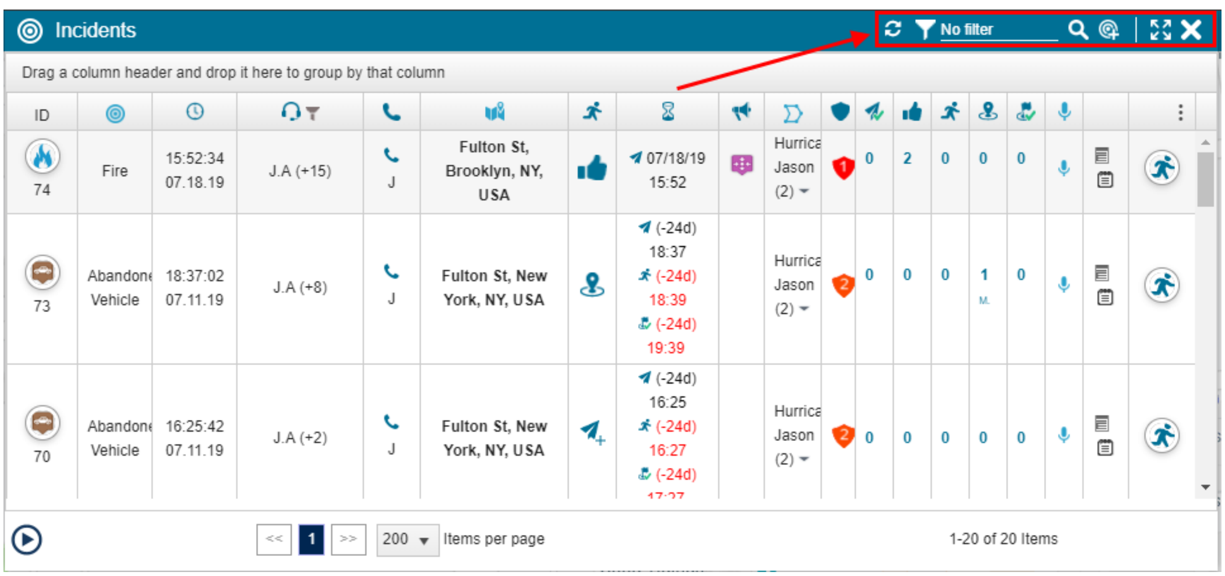
To view the incidents location on the map, click the location in the Locations column. The map zooms to the location of the incident.



To add and remove columns from the panel, click on the action button and choose the preferred columns from the list.



The Incident panel toolbar has the following icons:

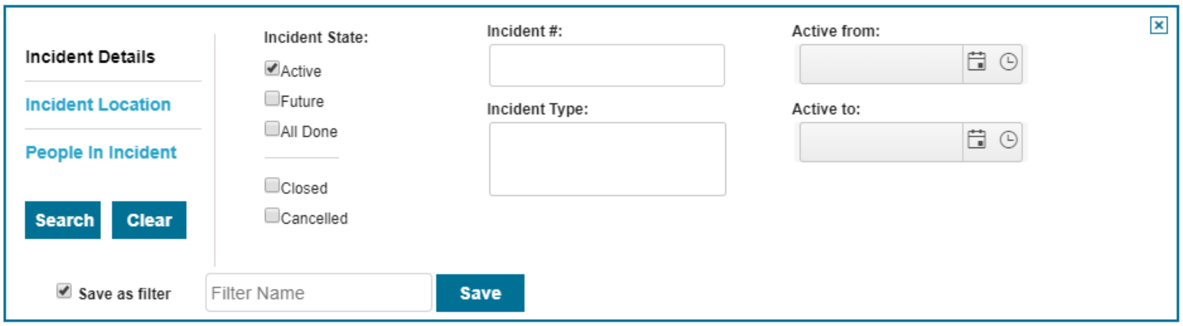


- Click this icon to refresh the list: 

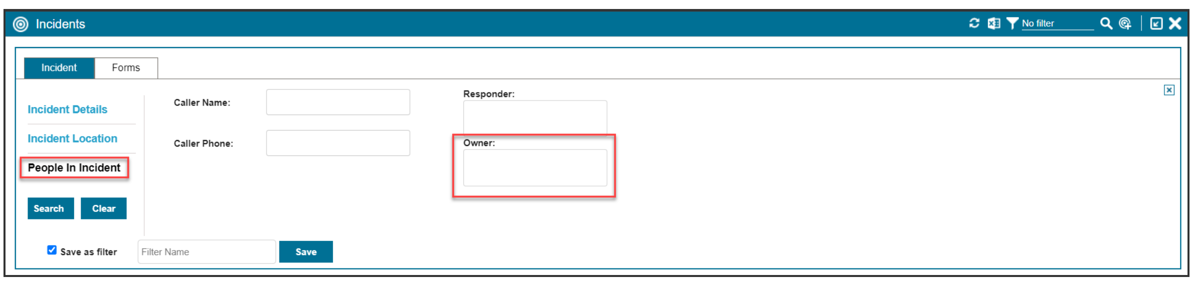
- Click this icon to filter the Incidents panel: 

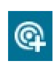
 or click this icon to search for a specific incident by location or users: 

  Enter your filter criteria, and click **Search**:



  Select the **People in Incident** to search by incident caller, responder, or owner (the user who opened the incident).



- Click on this icon to create a new incident: 

- Click on this icon to maximize the panel: 

- Click on this icon to minimize the panel: 

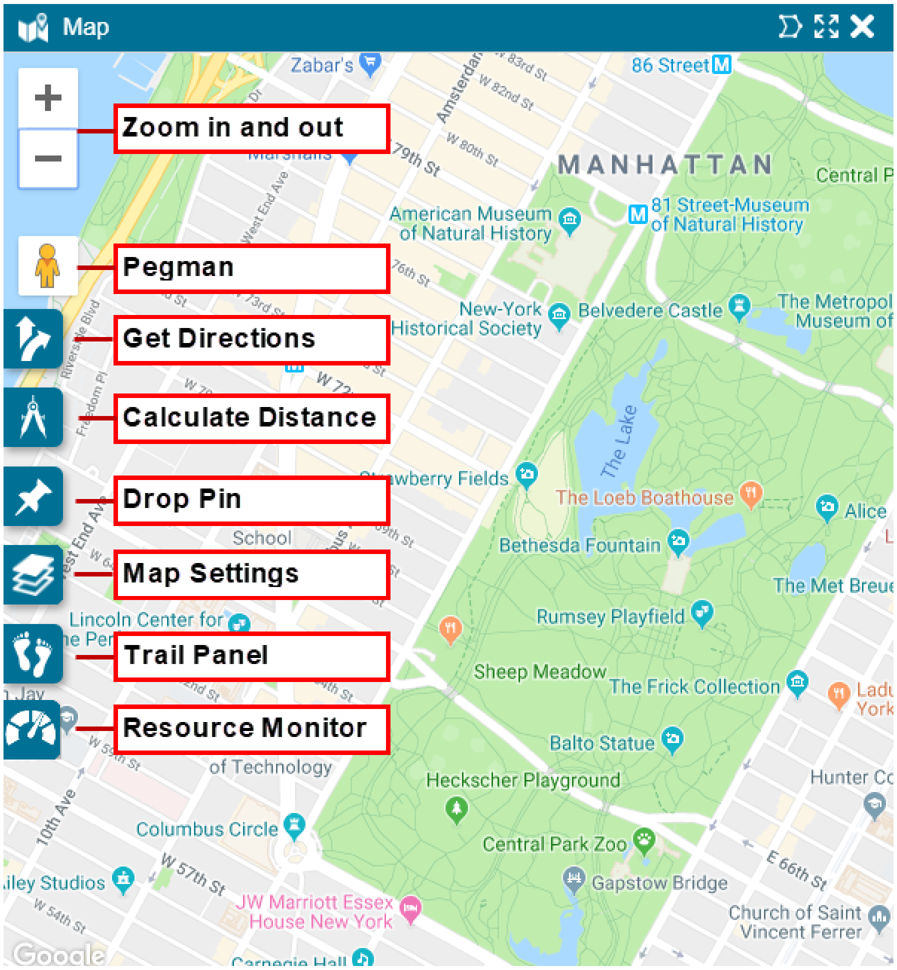
- Click on this icon to close the panel: 

Using the Map Panel

The map panel has a number of advanced features that you can use to improve your use of the map.

The map panel has the following icons:

- **Zoom In and Out:** Click the Plus (+) icon to zoom in and the Minus (-) to zoom out. You can also zoom in and out using your mouse wheel.
- **Pegman:** Enables you to switch the map to street view. See below.
- **Get Directions:** Click to obtain directions between 2 locations. Read more about getting directions.
- **Calculate Distance:** enables you to calculate the distance between 2 points on the map. Read more about calculating distance.
- **Drop Pin:** Enables you to create an incident by placing the drop pin on the incident location on the map. See below.
- **Map Settings:** Enables you to define the map settings as well as the type of map view. You can select to view the map from Street view, Hybrid (combination of street view and satellite view), and Satellite view.
- **Trail Panel:** Enables you to follow the trails of users.
- **Resource Monitor:** Enables you to open the Resource Monitor and view the resources available at their different locations. Read more about resource monitor.



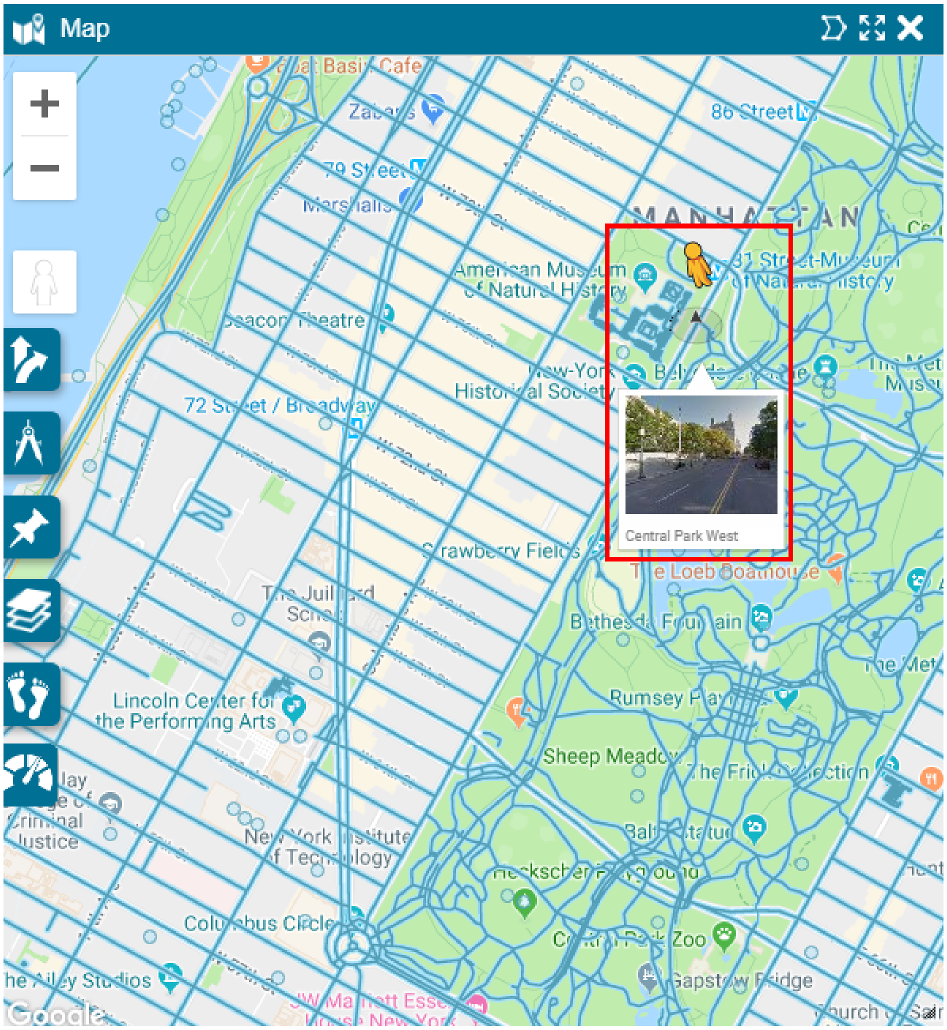
Moving and Zooming the Map

You can move the map to any position by clicking and holding your mouse (the cursors changes to a closed hand), and then dragging the map to the new position.

You can use the Plus (+) and Minus (-) icons to zoom in and out on the map. You can also zoom in and out using your mouse wheel.

Viewing the Map in Street View

You can view the map in street view by dragging the Pegman to the location you want to view in street view.



After dragging the Pegman onto the map notice that:

- Areas with Street View imagery available are highlighted in blue
- Areas with indoor imagery available appear as orange dots on the map.

Unclick your mouse to drop Pegman on the map and your map changes to street view.

- **To move down the road:** Hover your cursor in the direction you want to travel. Your cursor becomes a circle. Click once to travel to the circle.
- **To rotate the map:** Click and drag your mouse in the direction you want to see, or click the compass to rotate the map in the required direction.
- **To zoom in or out:** Use your mouse wheel to zoom in and out on the map, or use the Plus (+) and Minus (-) icons to zoom in and out on the street view.
- **To orient your Street View North:** Click the compass icon.
- **To toggle to full screen view:** Click the icon on the top right of the map to expand to full

screen view. Click **Esc** to return to normal view.

- **To return to the map:** Click the **Exit Street View** icon in the top left corner of the Map panel.

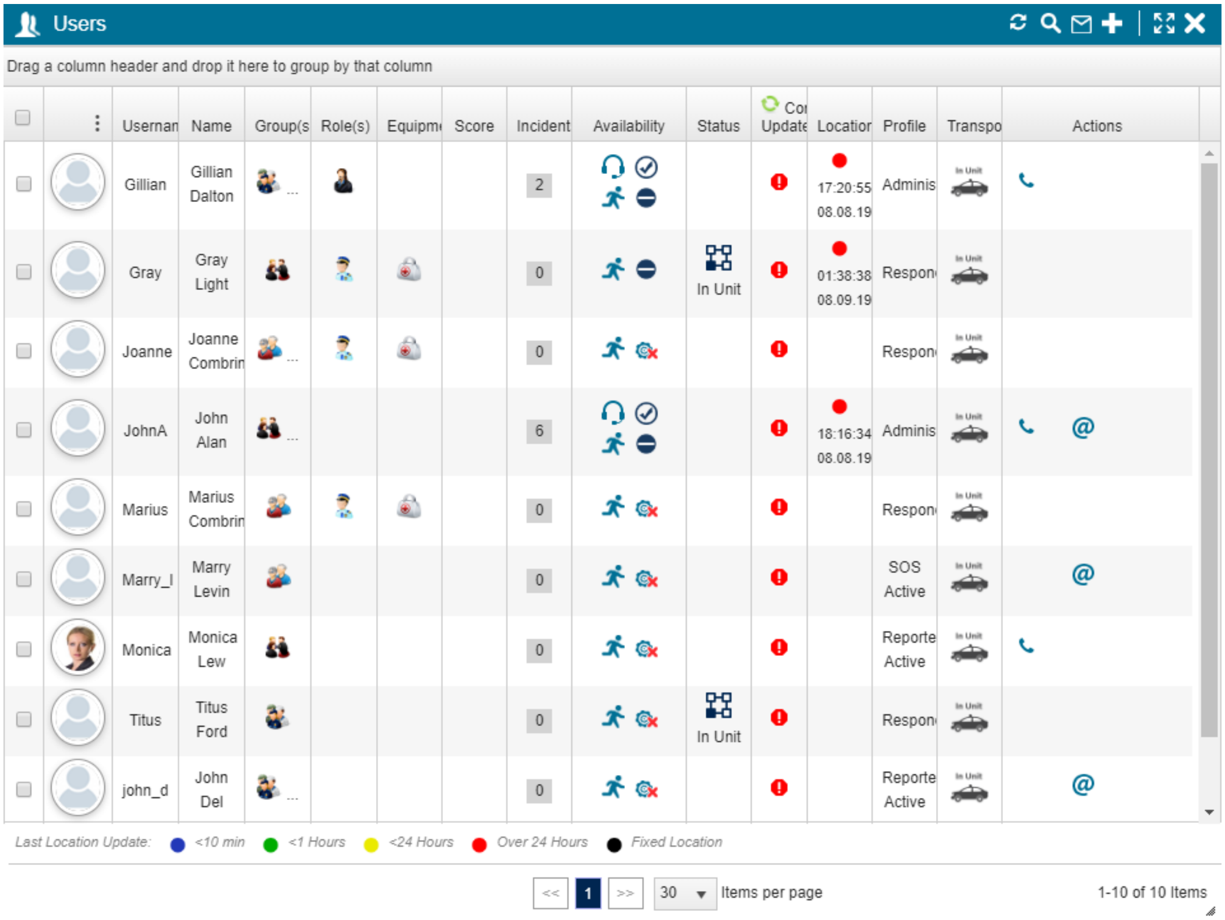
Overview of the Users Panel

The Users panel lists pertinent information about users in the system. By default, only active users are listed. You can access details on deactivated users using the Filter option described in this article.

The following columns of information are shown, by default, in the Users panel. You can add/hide columns in the Users panel by selecting the column heading ellipses and then selecting the columns you want displayed.

- **User**: User's icon that includes menu options.
- **Username**: User's username in the system.
- **Name**: User's full name.
- **Groups**: Groups associated with the user.
- **Roles**: Roles associated with the user.
- **Equipment**: Equipment that the user carries with them.
- **Score**: Score given to the user based on their performance.
- **Incidents**: Number of active incidents to which the user has been dispatched.
- **Availability**: Icons indicating the current status of the user.
- **Alias**: User's alias.
- **Com**: Click the icon that enables you to view the following status updates from the user: **PUSH, Device to Server, Location received, Login, Battery**, and **Version**. The column heading indicates the last time these statuses updated.
- **Location**: The date and time of the last recorded location of the user. Click the icon in this column to view a list of the last 5 location points of the user, including the date and time as well as the GPS coordinates of the location.
- **Profile**: The user's permissions profile. Click in this column to open the Organization tab in the User Management window.
- **Transport**: Icon indicating the user's current mode of transport.
- **Actions**: Icons indicating actions you can take

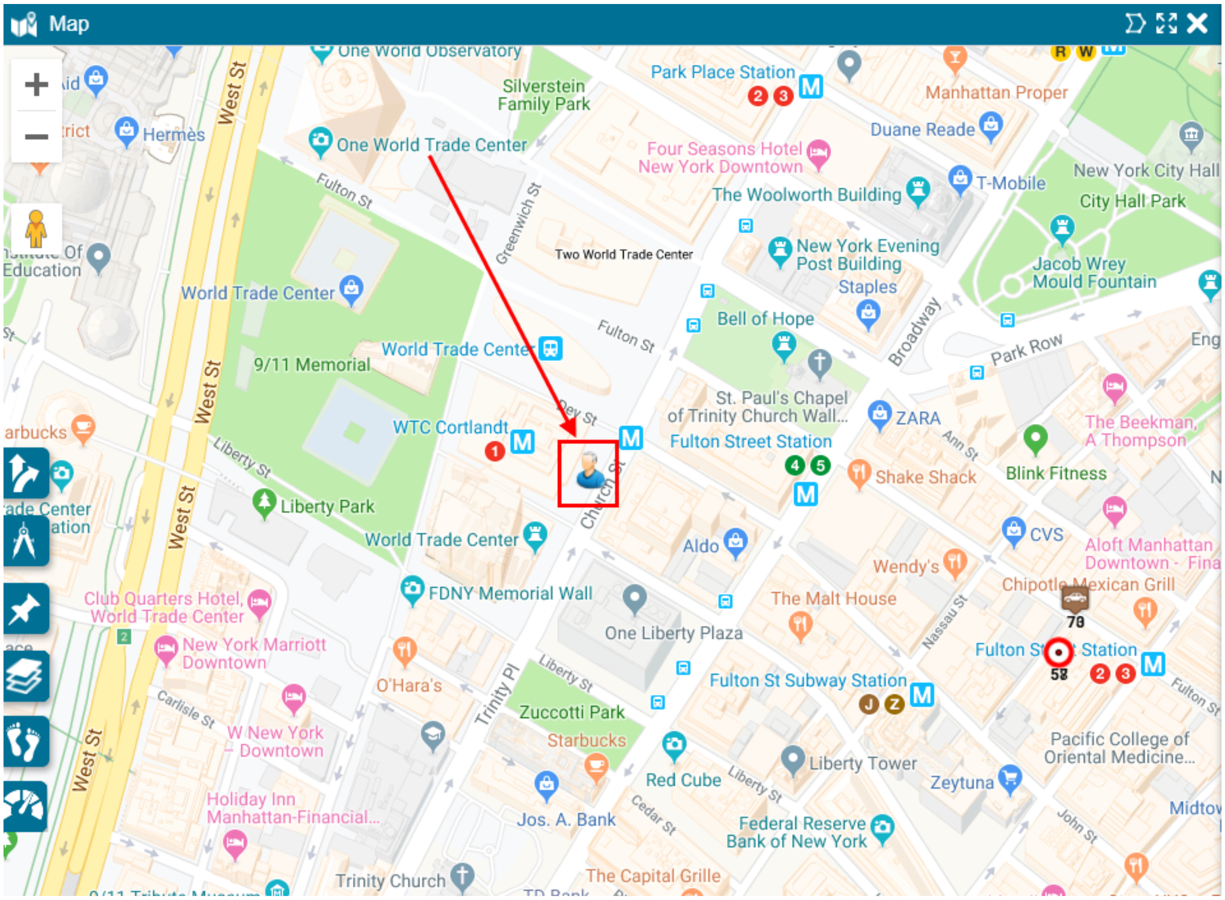
The following is an example of the Users panel.



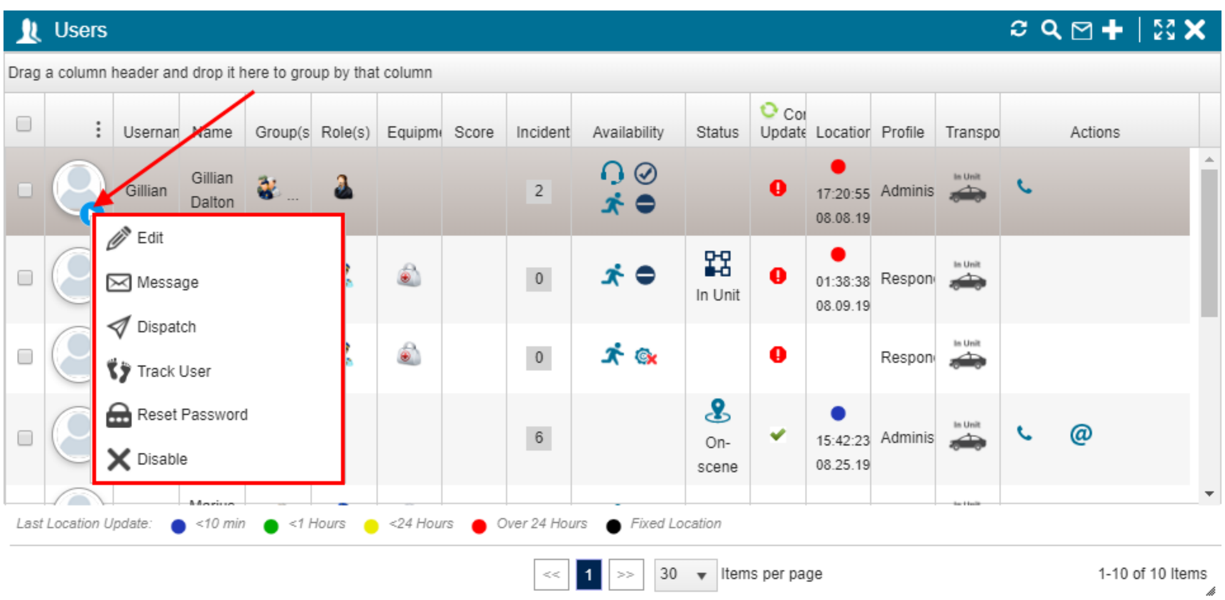
If you hover your mouse over an item in the Users panel, and the mouse pointer changes to a hand, more information is available on that item.

Similarly, move your mouse over items in the various columns, and pop-ups appear showing the details for that item.

There is a check box on the left of each user's row in the Users panel. Select the to display the user's location on the map:



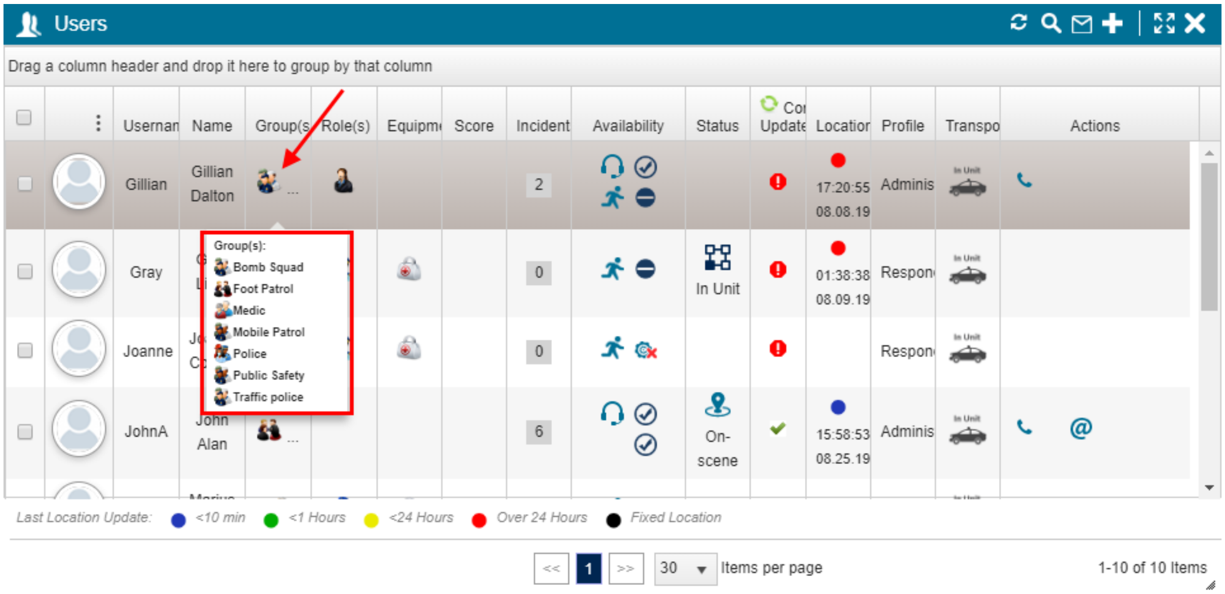
When you hover your cursor over a user's icon a pop up opens showing the additional actions you can perform.Stand on the blue triangle on the user's icon to view a list of additional actions.



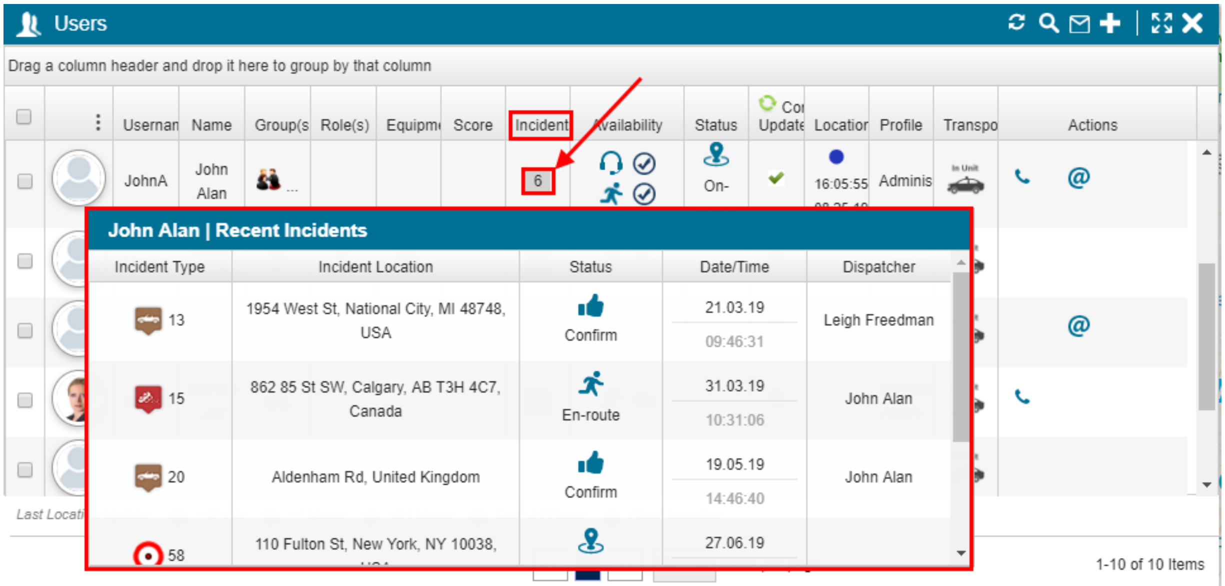
The following menu options are available:

- **Edit**: Edit the user's details.
- **Message**: Send a message to this user through the mobile app.
- **Dispatch**: Dispatch the user to an incident.
- **Track User**: View the user's location history.
- **Reset Password**: Sends an email to the user with a request them to reset their password.
- **Disable**: Disables the user.

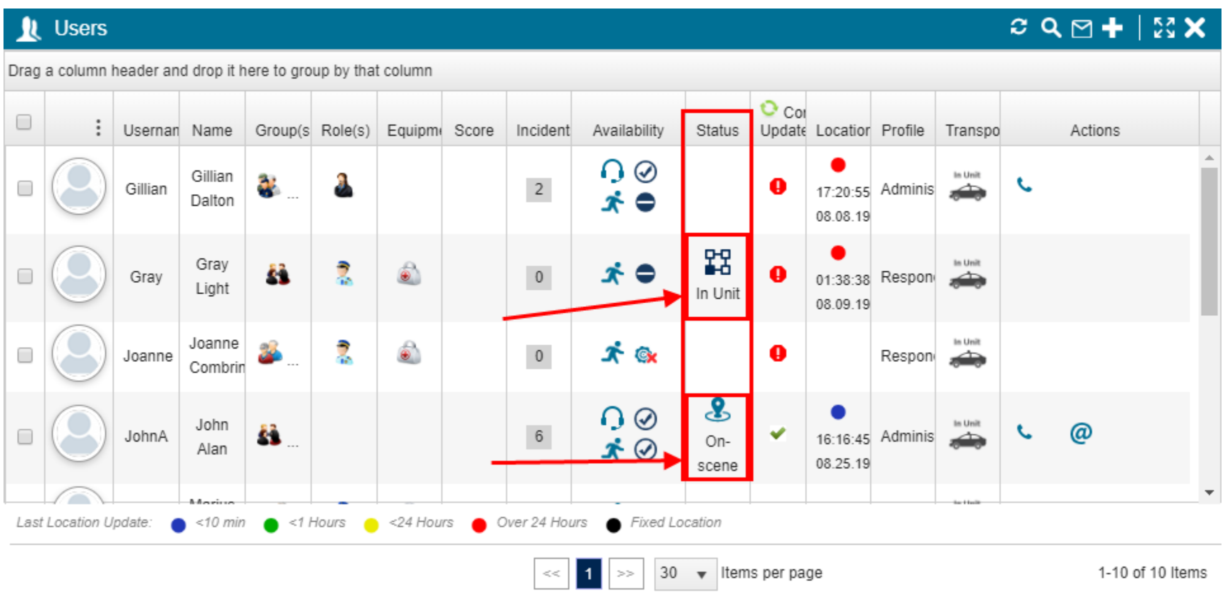
If the user is associated with more than one group, fulfills more than one role or carries more than one type of equipment, hover over the user's information to see full details:



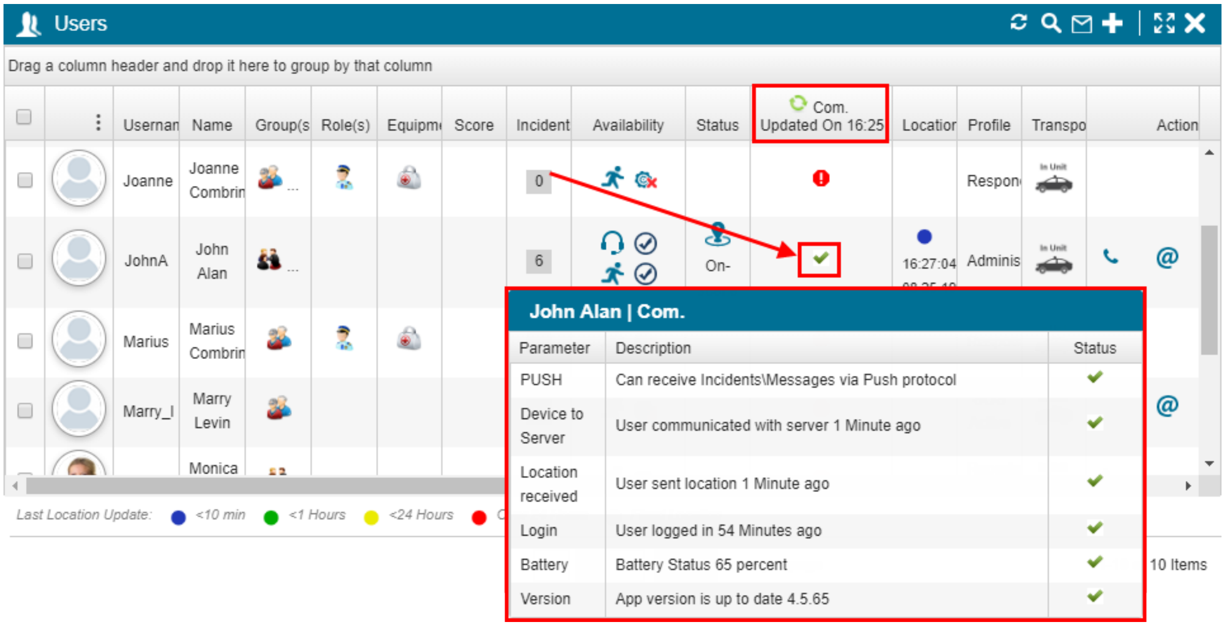
Hover over the number of incidents in the Incidents column of a user to show a list of active incidents to which the user has been dispatched.



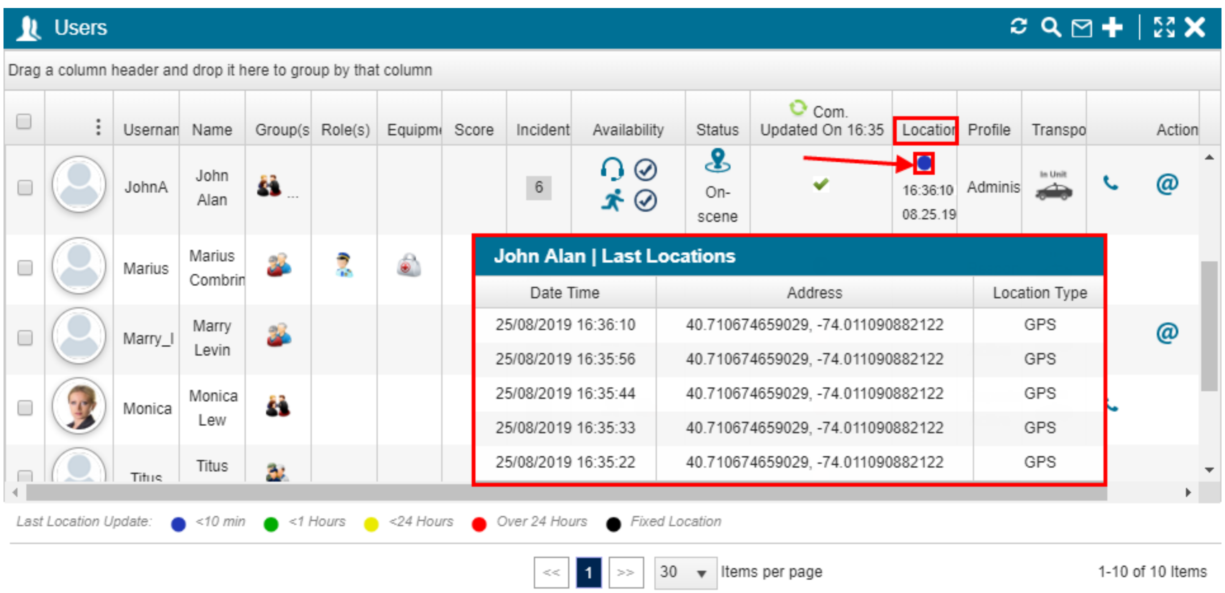
The User's status appears with the appropriate icon in the Status column.



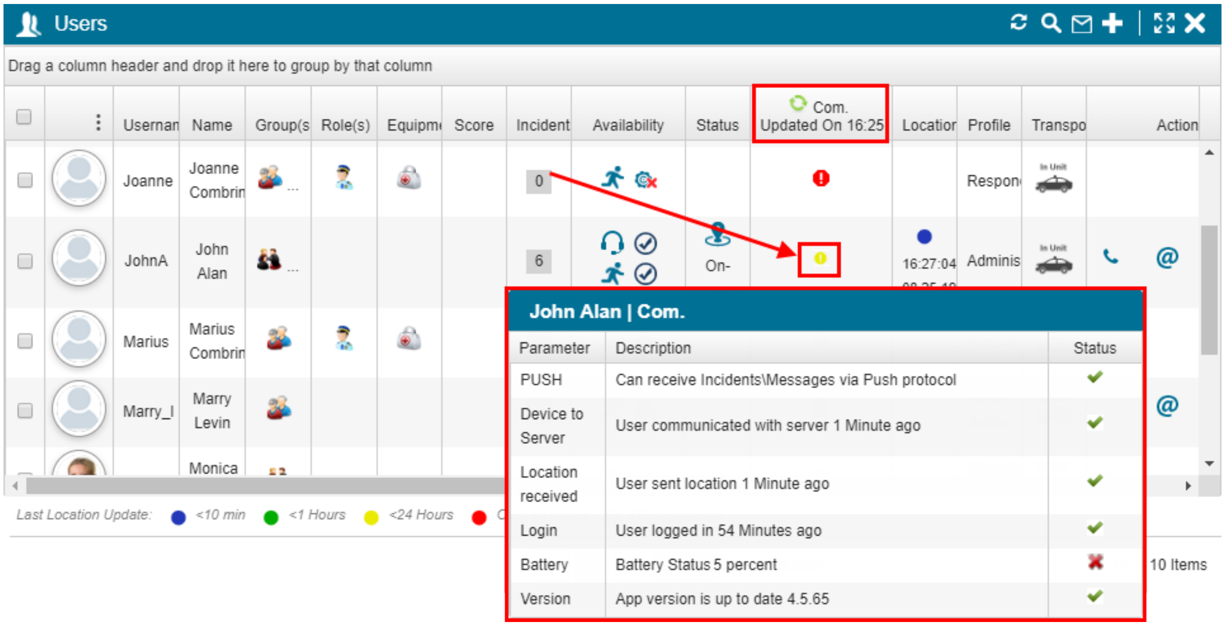
Hover your cursor over the user's communications icon to view latest communication updates. A green check mark indicates that the user is currently online. A red icon indicates that the user is not online. The column heading also shows the time of the last communications update.



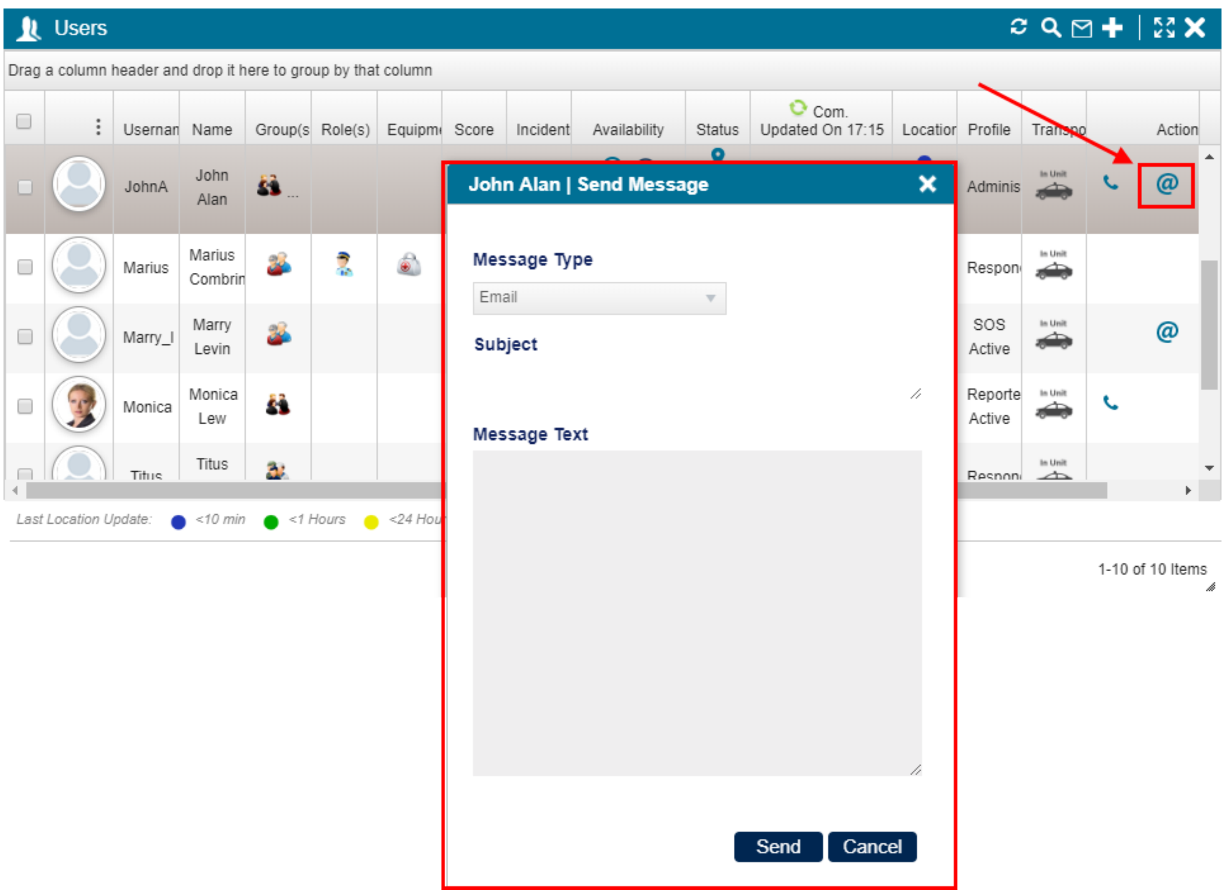
Hover your cursor over the user's location to view a list of latest locations:



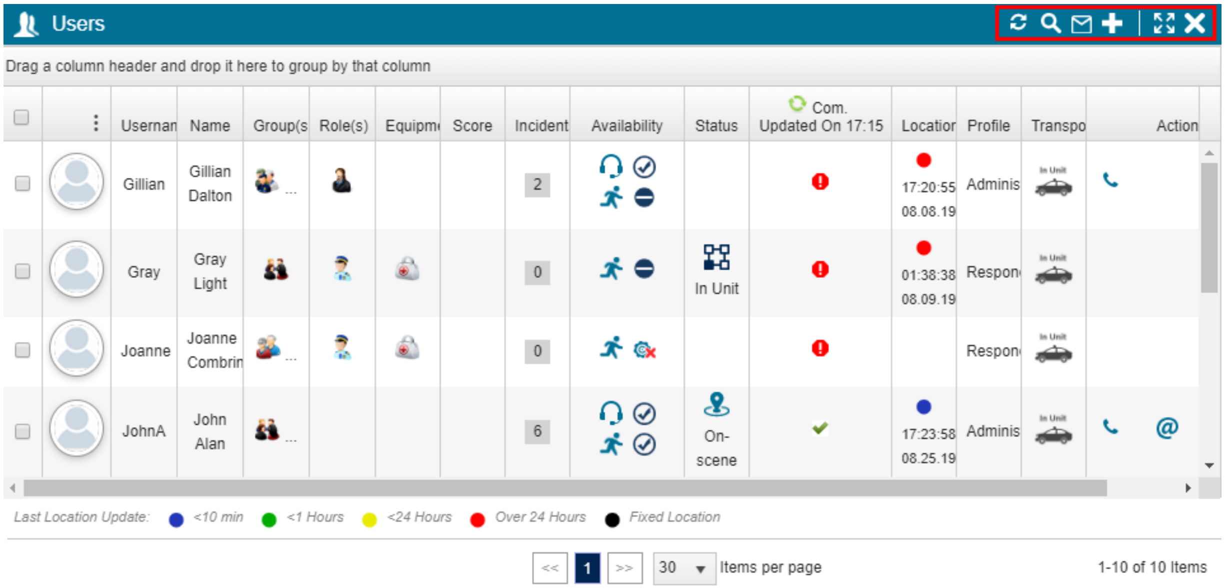
The yellow icon with "!" indicator highlights users that are low on battery and/or use an older version of the mobile app:



Click on the user's action icons to call, message or email the user. The following is an example of the results of clicking the user's **Email** icon.



The Users panel has the following icons:



Click to refresh the list.

Click to search for users.

Enter the search criteria and click **Search**.

> **Note**
> If you are searching for deactivated users, make sure to change the Status to Non-Active.

Click on to create a new message.

Click on to add a new user to the system.

Click on to maximize the panel

Click on to minimize the panel

Click on to close the panel

Overview of the Messages Panel

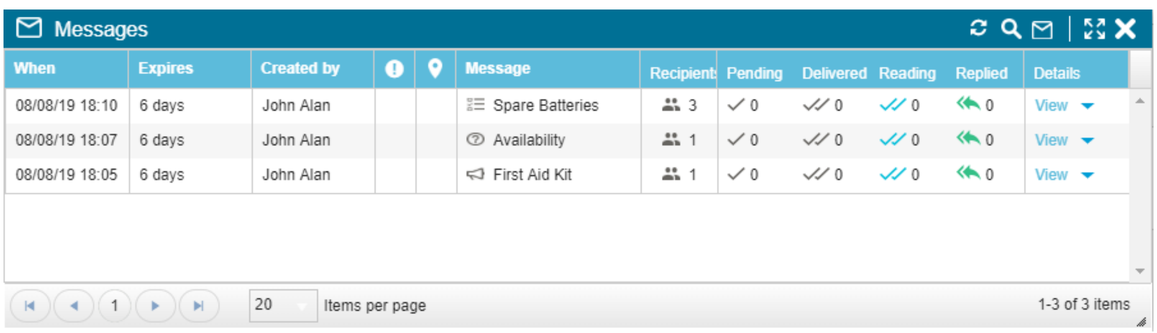
The Messages panel shows all the active messages (messages that have not expired), that have been sent by the dispatch operator.

The Messages panel has the following columns:

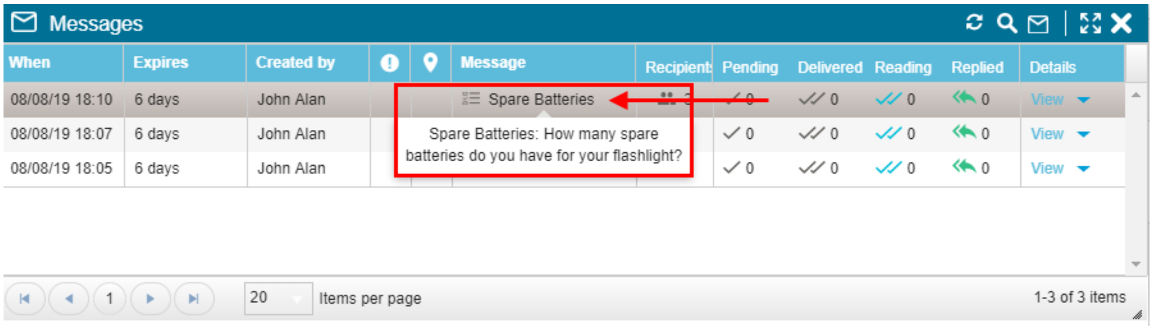
- **When**: Date and time the message was sent.
- **Expires**: The number of days before the message expires.
- **Created by**: The name of the dispatch operator who created the message.
- **High Priority**: Indicates if the message was sent as a high priority message.
- **Request Recipient Location**: Indicates if the message includes a request that the recipient send you their location.
- **Message**: The message text. Hover your cursor in the Message column to open a pop-up revealing the full message text.
- **Recipients**: The number of recipients to whom the message was sent.
- **Pending**, **Delivered**, **Reading**, **Replied**: Columns indicating the current status of the message.
- **Details**: Click **View** to display more details about the message.

Depending on your user permissions, the Messages panel shows the messages of all dispatch operators, or only the messages sent by you.

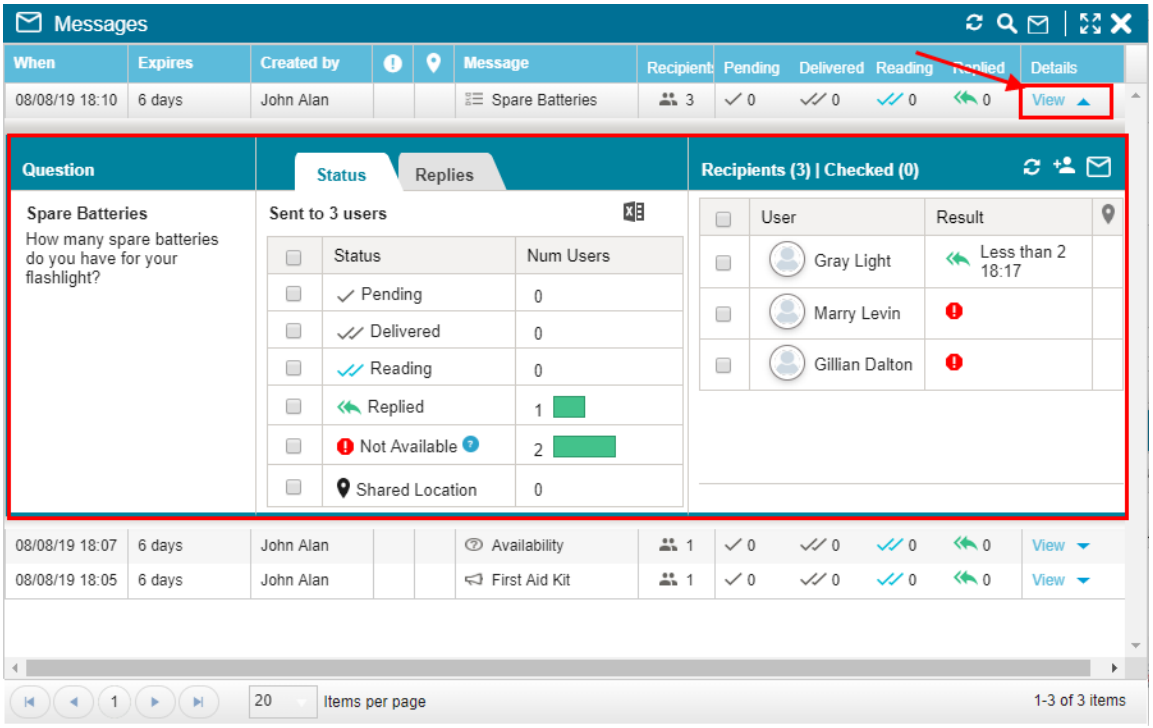
The following is an example of the Messages panel.



Hover over the message content to display the full message.

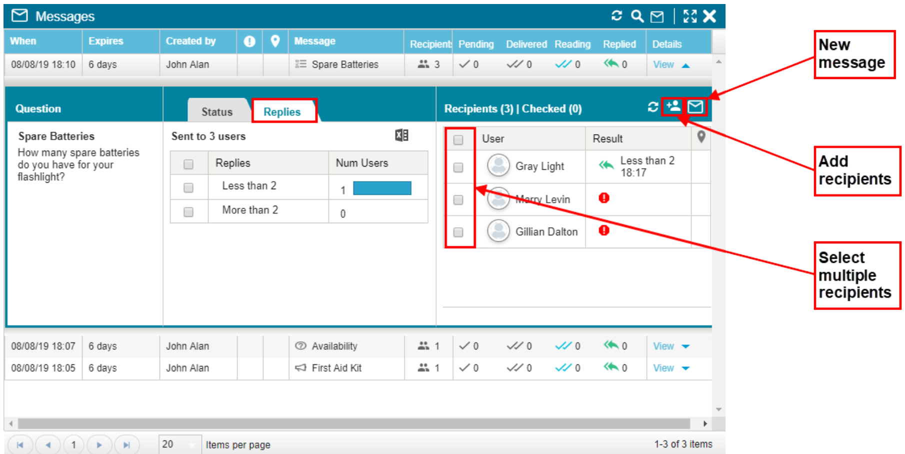


Click the **View** link in the **Details** column to view all the message details, including statistics or responses and user information.



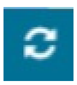
You can perform the following additional actions in the Message Details panel:

- Click the Replies tab to view a summary of the replies to the selected message.
- To add more users to the current message, click the User icon at the top right of the Message Details panel, and add additional users in the View question / Add recipients pop-up window that opens.
- To create a new message to new users, click the New Message icon at the top right of the Message Details panel, and create a new message.
- To create a new message for the same users who received the current message, select the check boxes to the left of each user, and then click the New Message icon to create the new message.

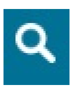


The Messages panel toolbar has the following icons:

- **Refresh**: Click to refresh the list of messages.

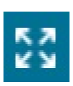


- **Search**: Click to search for a specific message.

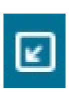


- **New Message**: Click to create a new message.

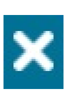
- **Maximize**: Click to maximize the Messages panel.



- **Minimize**: Click to minimize the Messages panel.



- **Close**: Click to close the Messages panel.



Assets Overview

Assets are any entities in or outside the organization that are of importance or relevance to the organization’s operational activities but that do not possess or use a NowForce app (in other words they are not Users or Units). Examples include medical kits, fire extinguisher, video cameras, exit doors, and so on.

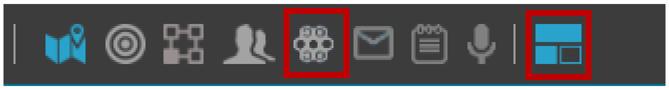
Assets are listed in the Assets panel that you access from the main Dispatcher screen. The Assets panel concentrates in one place all the organization's assets, such as people, contact details and a variety of objects.

Opening the Assets Panel

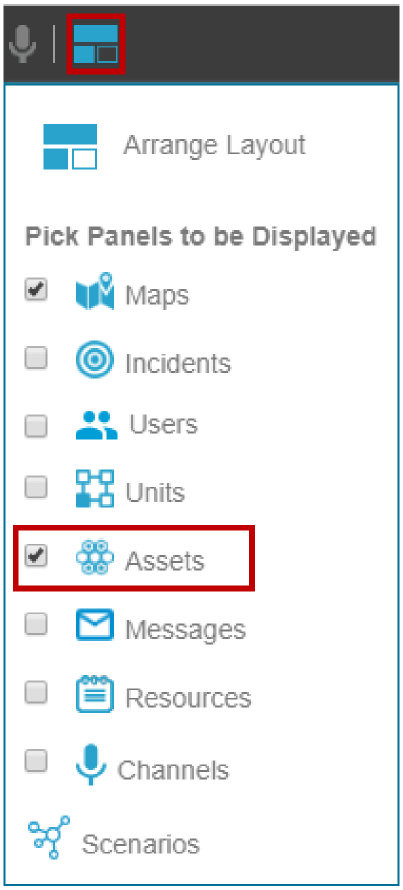
The Assets panel enables you to view, create and edit assets in the Dispatcher.

▼ To open the Assets panel

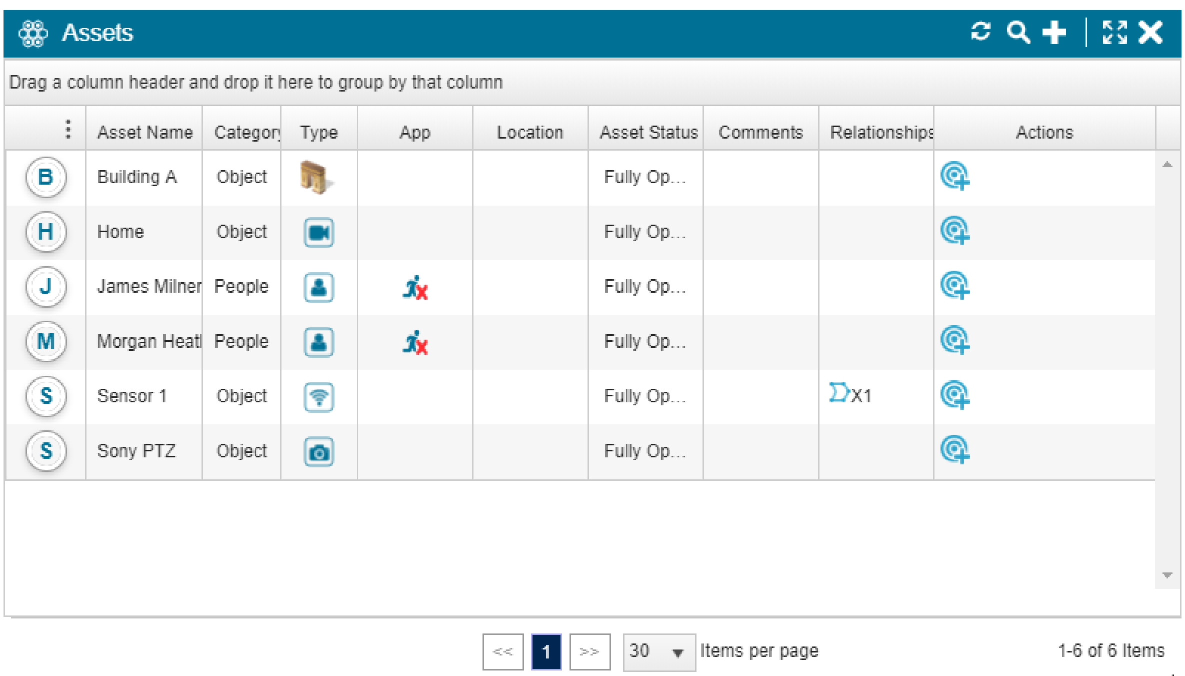
1. Click the **Open Assets** icon or the **Open Panels** icon in the Dispatcher toolbar.



2. If you clicked the Open Panels icon, you must now select **Assets** from the dropdown list.



The Assets panel opens.



	Asset Name	Category	Type	App	Location	Asset Status	Comments	Relationships	Actions
B	Building A	Object				Fully Op...			
H	Home	Object				Fully Op...			
J	James Milner	People				Fully Op...			
M	Morgan Heatl	People				Fully Op...			
S	Sensor 1	Object				Fully Op...		X1	
S	Sony PTZ	Object				Fully Op...			

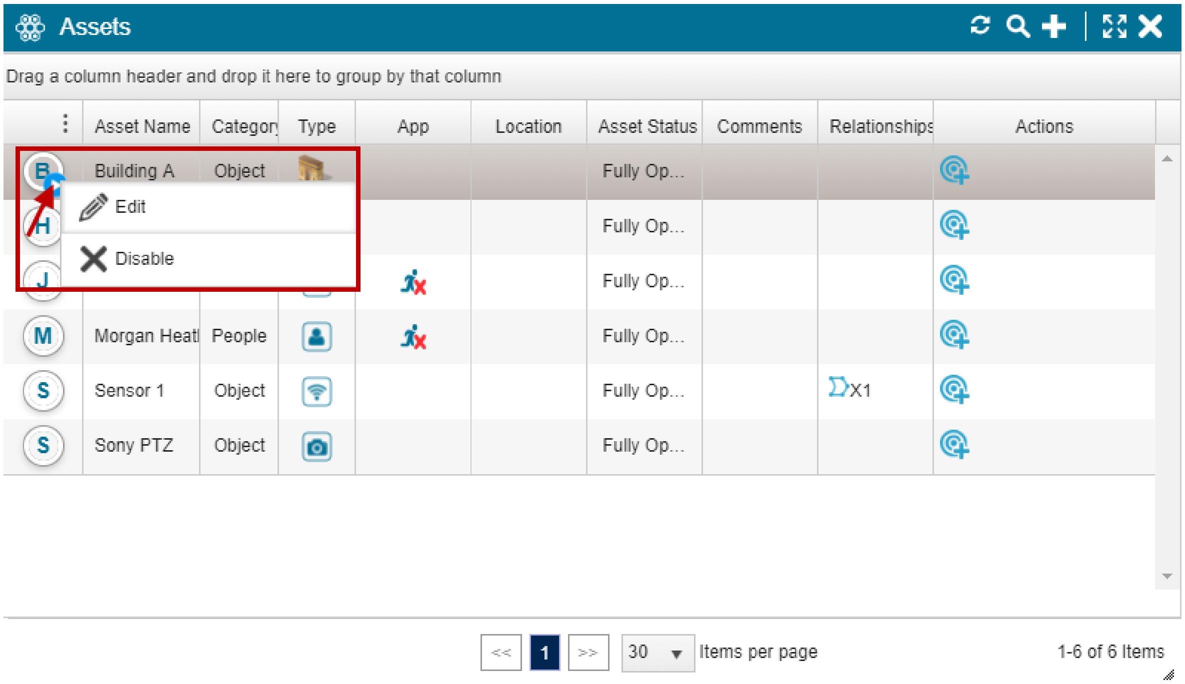
Viewing Assets

The Assets panel lists all the assets in the system and their main characteristics, and has the following columns:

- Icon
- Asset Name
- Category
- Type
- Application associated with the asset
- Location of the asset
- Asset status
- Comments
- Relationships to other assets
- Additional actions

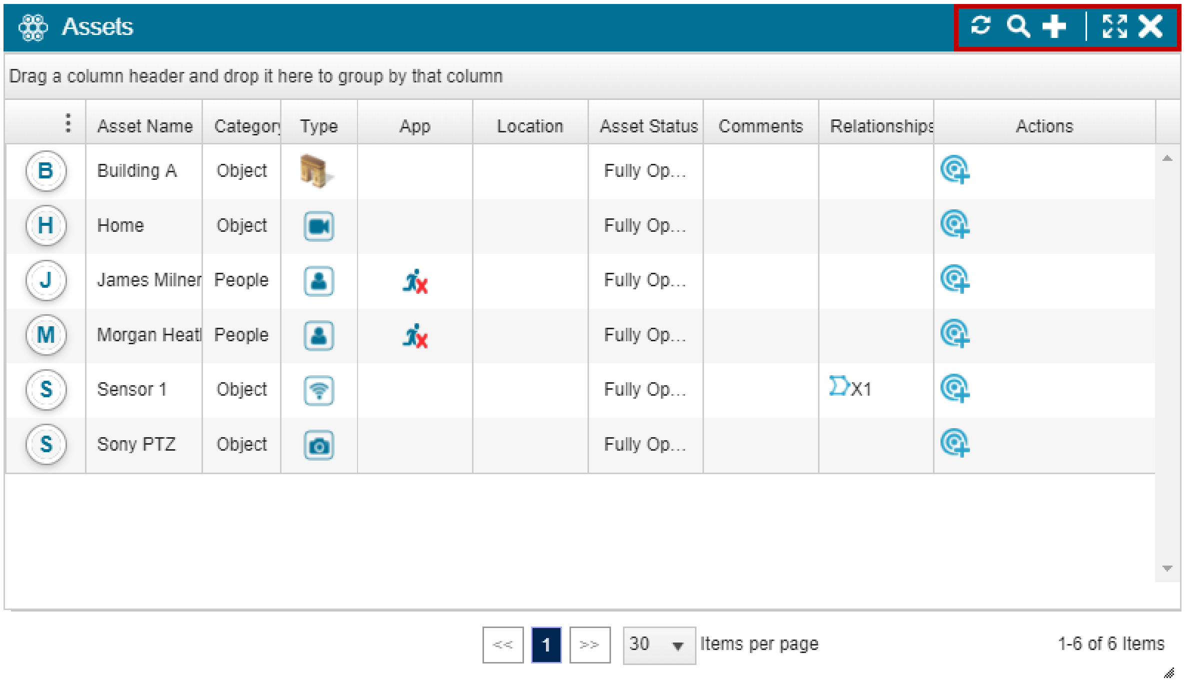
▼ To view assets

1. Hover your cursor on an asset's icon to view a list of actions you can take.

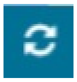
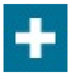
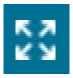
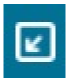
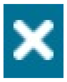


2. Hover over the asset type, application or relationship to see the details of the asset.

3. Click on one of the asset's action buttons to call, message or email the asset.



The Assets panel has the following toolbar icons:

-  Refresh: Click to refresh the list.
-  Search: Click to search for a specific asset.
-  Add: Click to add a new asset in the system.
-  Maximize: Click to maximize the panel. This icon changes to the Minimize icon when the Assets panel is maximized.
-  Minimize: Click to minimize the panel. This icon changes to the Maximize icon when the Assets panel is maximized.
-  Close: Click to close the panel.

Read more about Adding and Editing assets.

Using Incident PTT Channels for Dispatchers

The incident PTT channels enable dispatchers, supervisors and active responders to chat in a designated incident PTT Channel. The incident PTT channels are provisioned automatically when any one of the incident participants (dispatcher, supervisor or responder) clicks on the PTT button. Users joining the incident are automatically added to the channel. The designated channel remains available as long as the incident remains open and there are active responders in the incident.

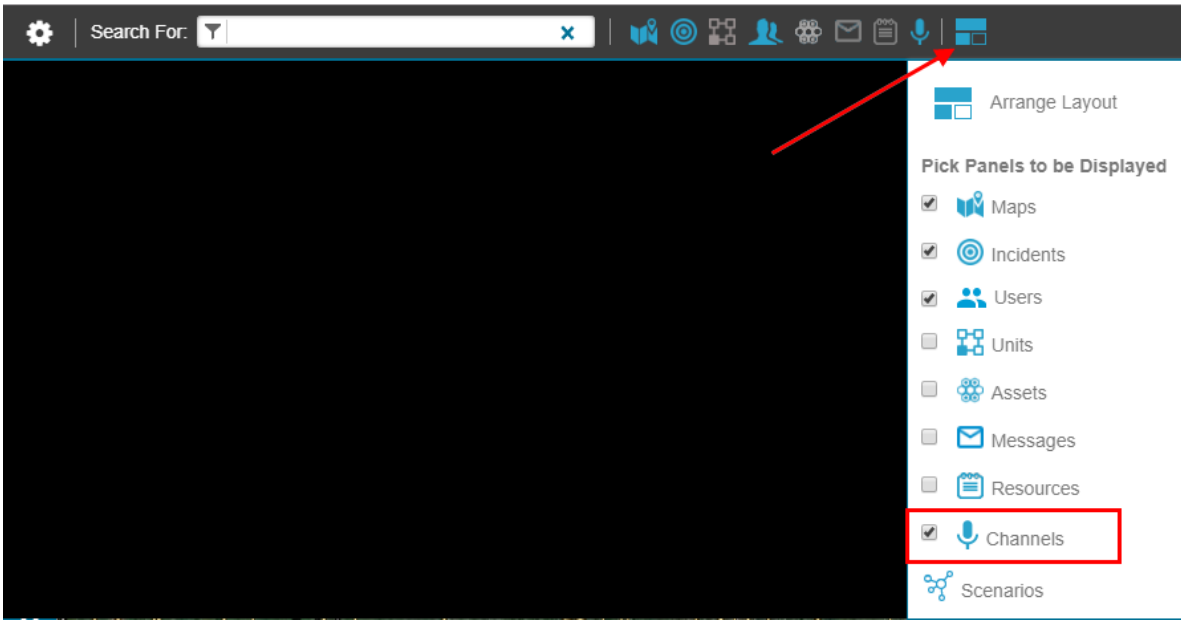
> Note
> Dispatchers can only view channels for Incidents that fall within the jurisdiction of their control center to which they are assigned. Read more about control centers here.
>
> Only Dispatchers that have actively engaged in an incident (i.e. the dispatch operator who created, modified, or opened the incident) will hear live messages of the incident in their audio speakers.

Using Incident PTT Channels

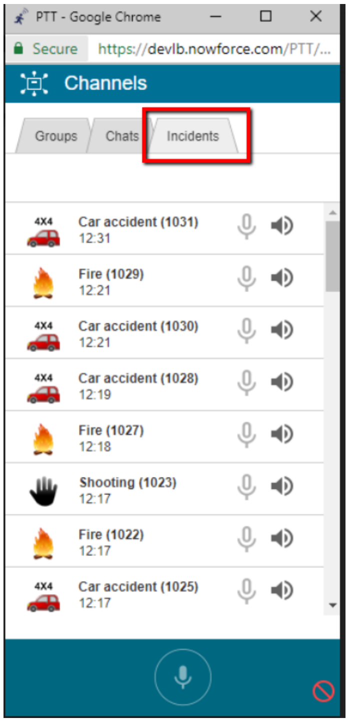
The incident PTT channels are located on the Incidents tab in the Channels (PTT) panel.

▼ To access an incident channel from the Channels panel

Click the **Open Panels** icon in the toolbar, and select **Channels**.

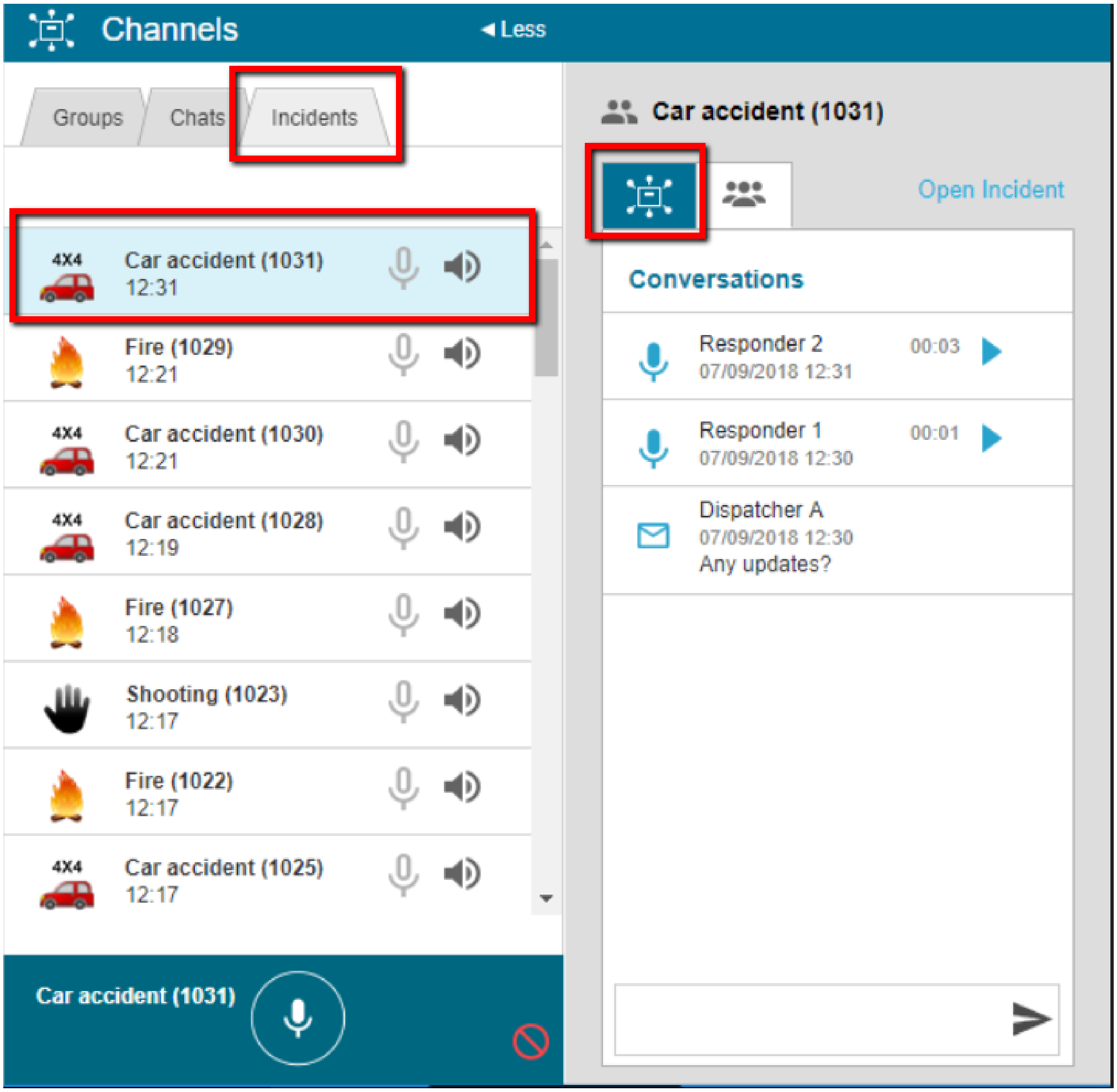


The **Channels** panel opens displays the **Incident Type** icon and name as well as the **Incident ID** number. The channels are sorted chronologically based on the most recent message transmitted.

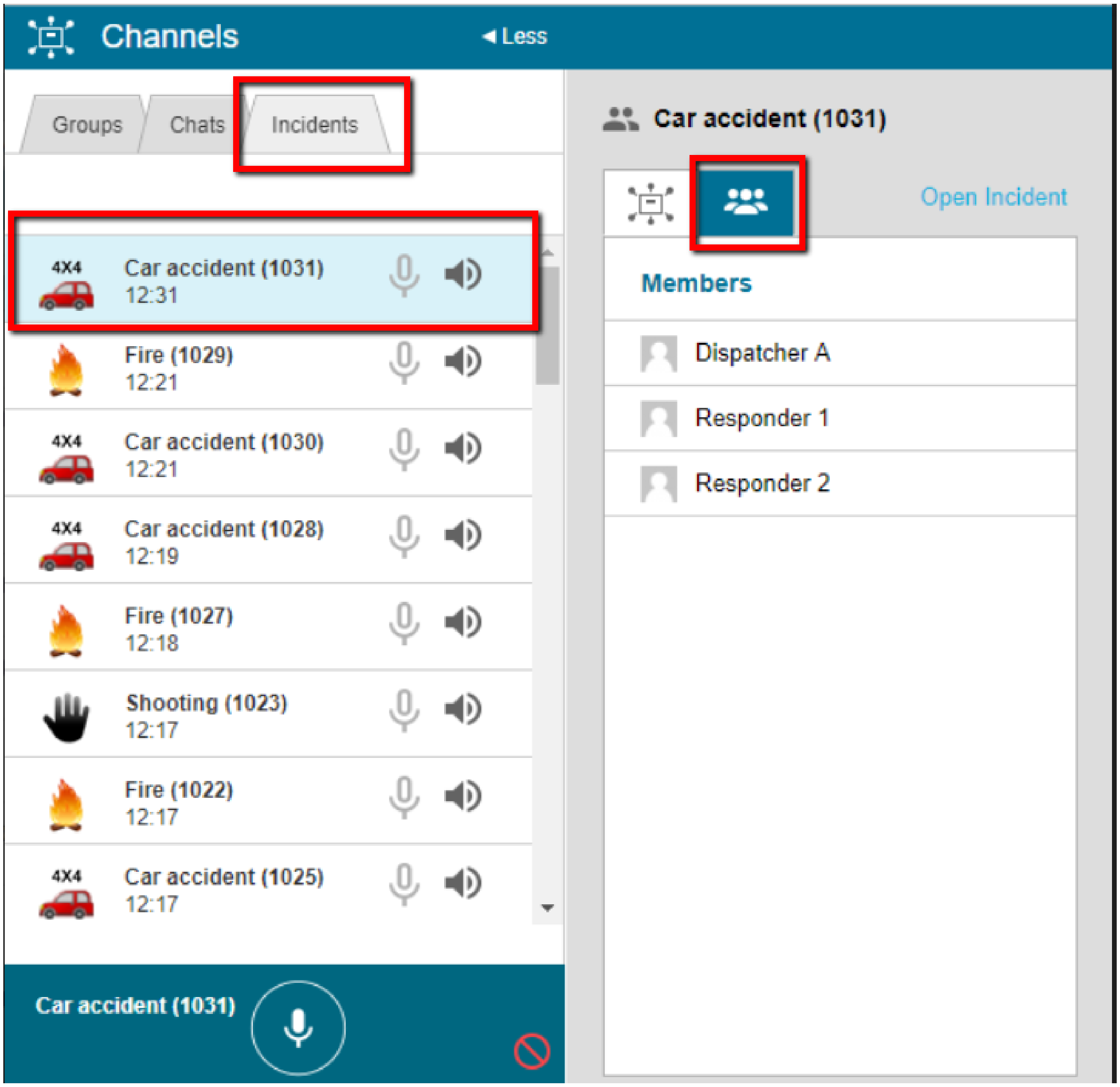


1. Click an **incident** channel to extend the window and display details of the channel in the following additional tabs:

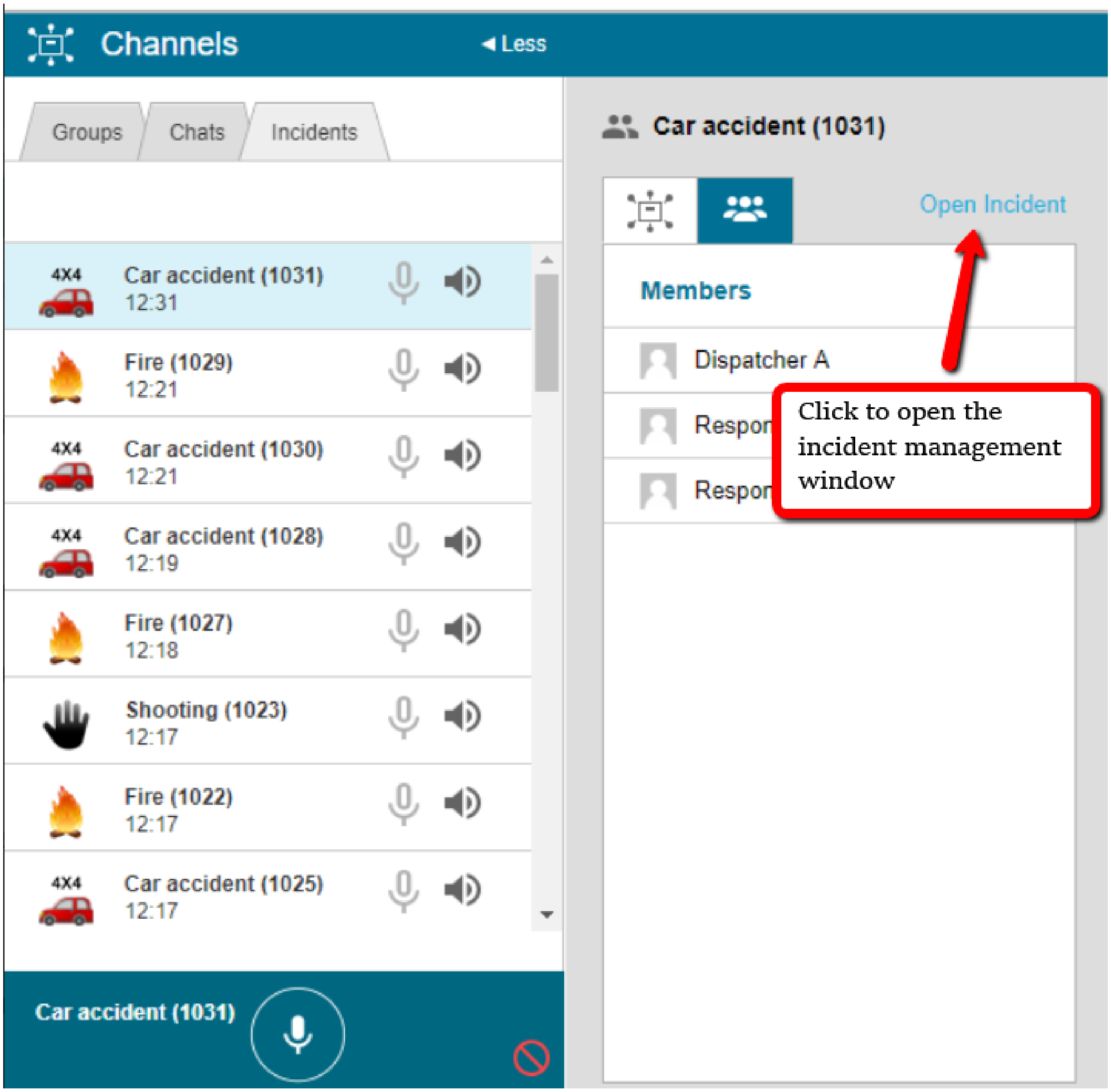
- Conversations - all communications (audio or text) are displayed in chronological order.



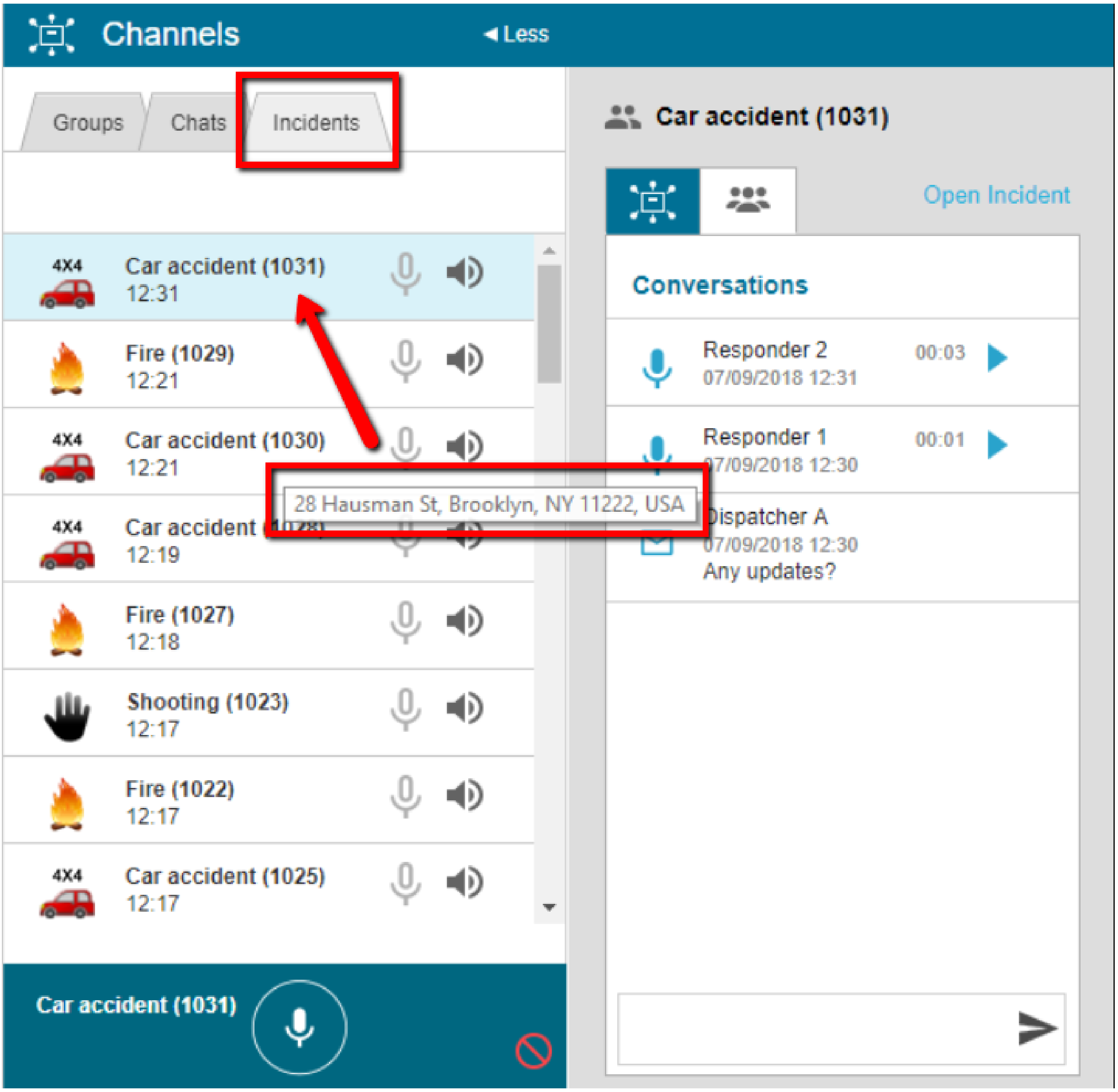
- **Members** - all channel members are displayed in alphabetical order



6. Click **Open Incident** to open the Incident Management window directly from the channel.

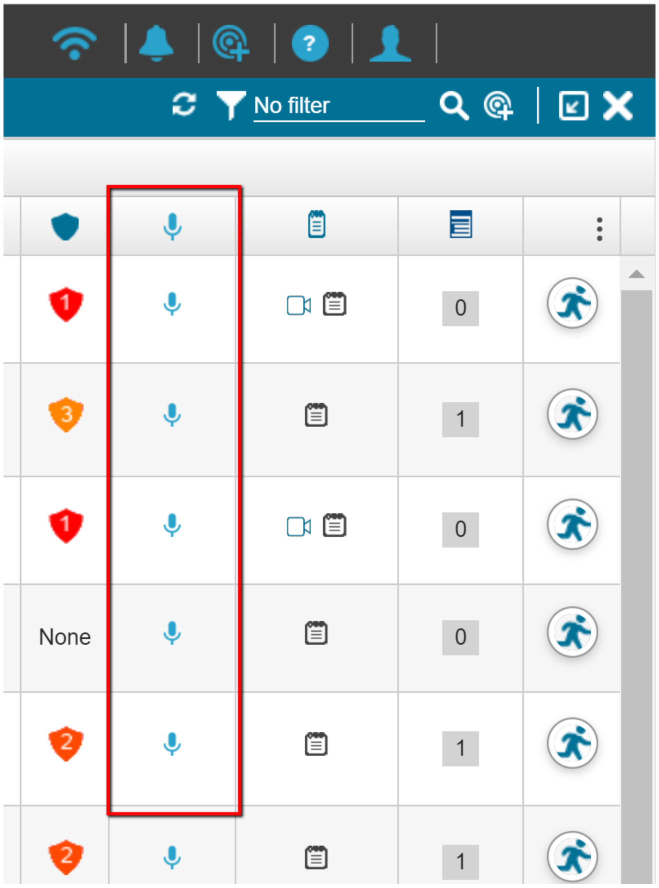


Hover your mouse on one of the channels, to display a tooltip with the incident address.



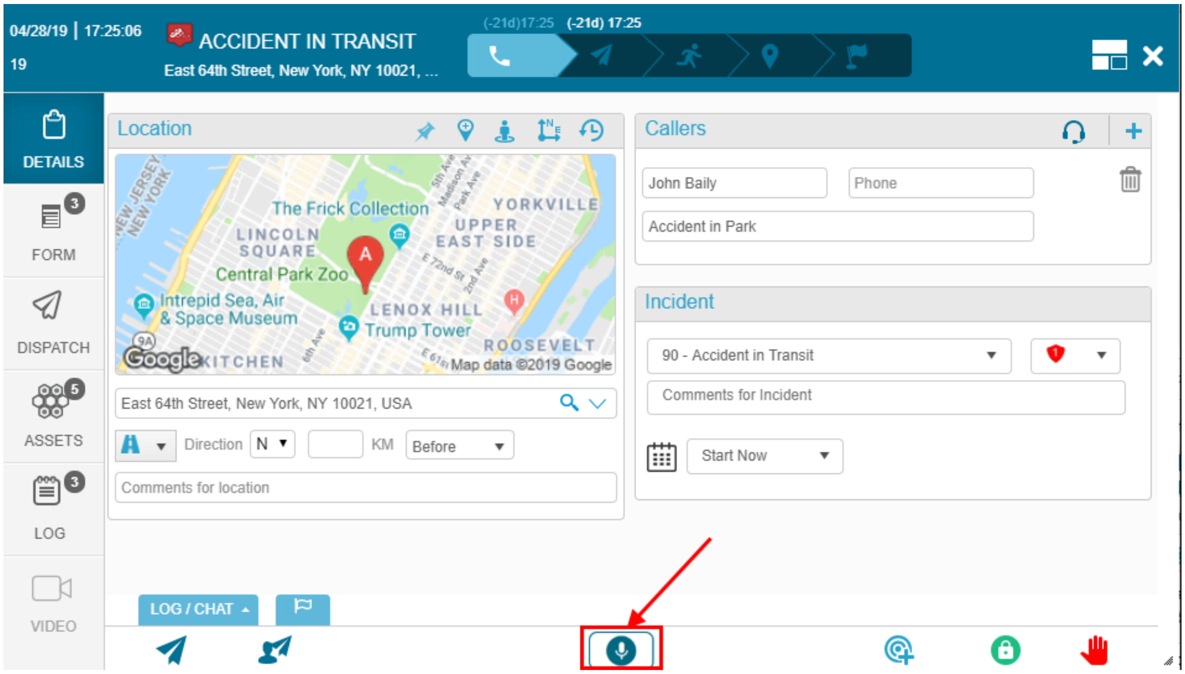
▼ To access an incident channel from the Incidents panel

1. In the Incidents panel, click the **PTT icon** in the PTT column of the relevant incident line. The Channels panel (shown above) opens directly on the selected incident channel.



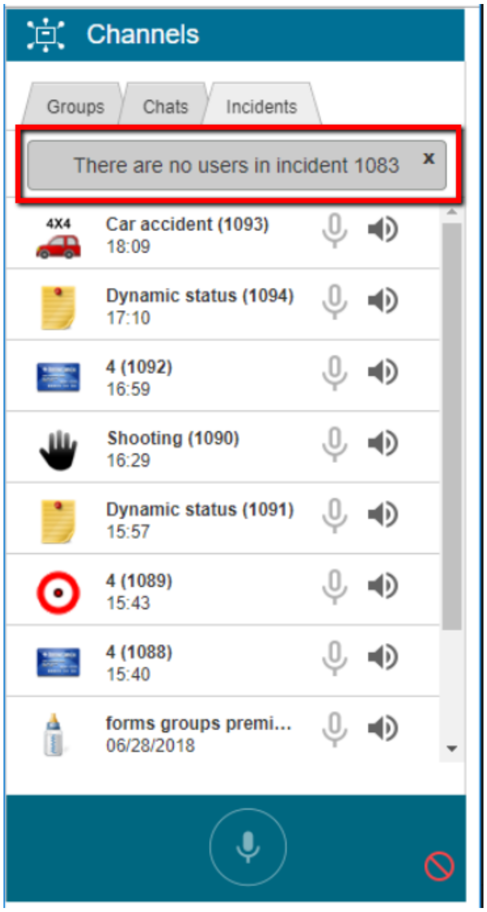
▼ To access an incident channel from the Incident Management window

1. In the Incident Management window click the **PTT** icon to open the channels panel directly on the relevant incident channel.



Incident Channel History

When there are no more active responders in the incident (i.e. they have all reported Done or aborted) and the incident is still open, the dispatch operator has access to the channel history, and is able to read or play the messages in the channel. Once the incident is closed, it is removed from the active channels list, and the dispatch operator no longer has access to the channel.

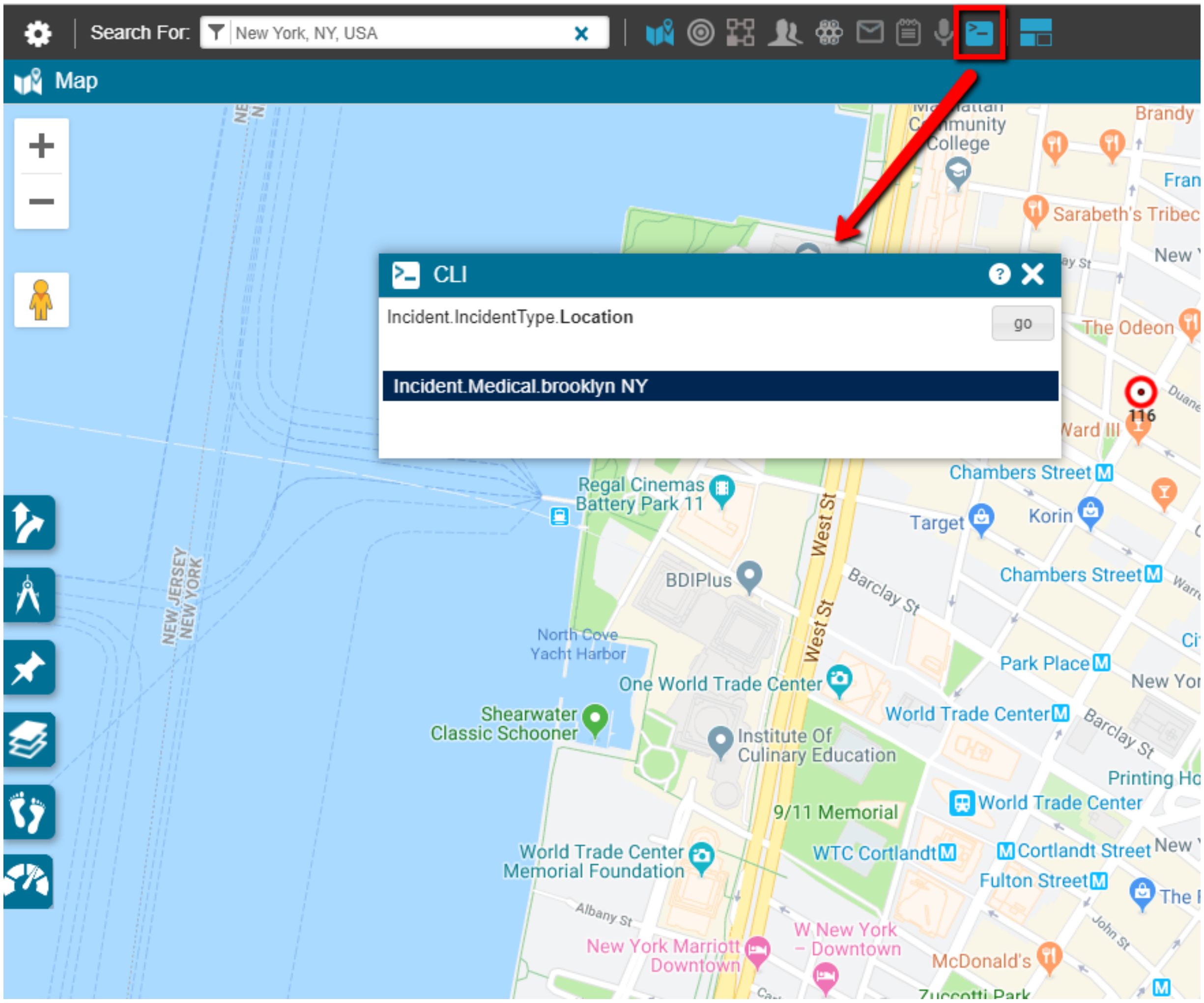


Read more about:

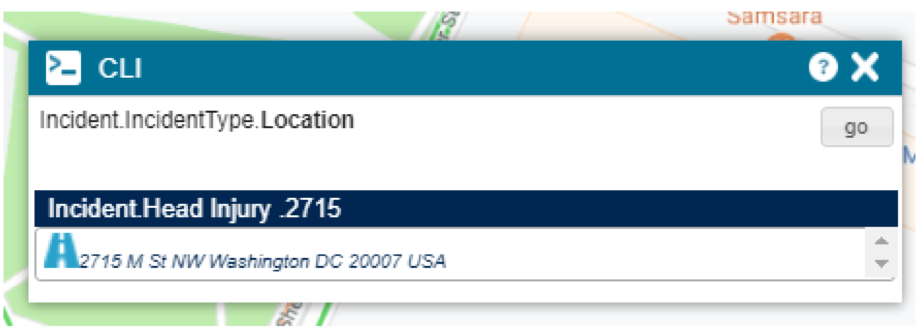
- [Overview of Channels]
- [Creating New PTT Chats in Dispatcher]
- [Using Incident PTT Channels in Dispatcher]
- [Incident Channels for Responders and Supervisors]
- [Transmitting PTT Messages from the Mobile Application]

Overview of the CLI Panel

The CLI panel allows dispatchers who use Command Line Interface to take specific actions directly from the CLI. For example, the dispatcher can open a new incident using the CLI instead of the Dispatcher interface.



The auto complete text allows you to quickly enter incident type and address, promoting efficiency in Control Center.



In the top right corner of the panel there are two additional icons:

Click on this icon to open the list of optional commands:

Possible Commands

Name	Format	Description
AutoDispatch	AutoDispatch.IncidentID	Auto Dispatch to incident
Dispatch	Dispatch.IncidentID.UserID	Dispatch users to an incident
Incident	Incident.IncidentType.Location	Opens a new incident
Close	Close.IncidentID	Closes incident

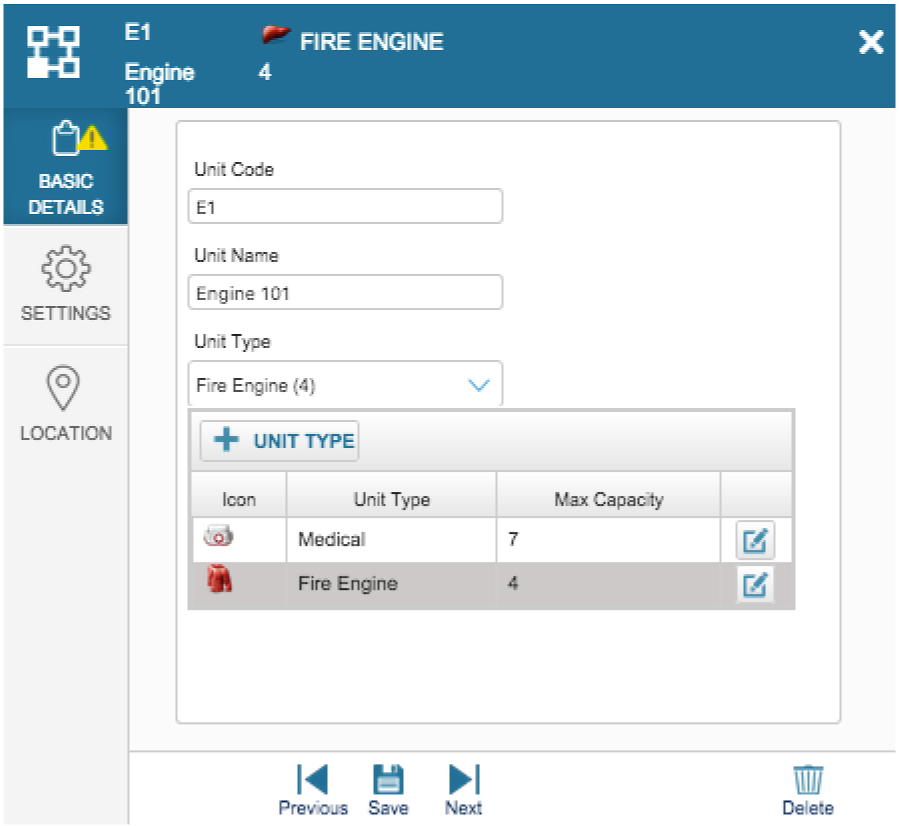
Click on this icon to close the panel.

Units Module

Using the new Units panel, dispatchers can now:

1. Create or edit units and define their settings:
   - Unit type and icon
   - Number of users per unit
   - Location handling (i.e., what to display on the map)
   - Dispatch handling (i.e., which user will receive the incident when the unit is dispatched)
   - Geofence alerts

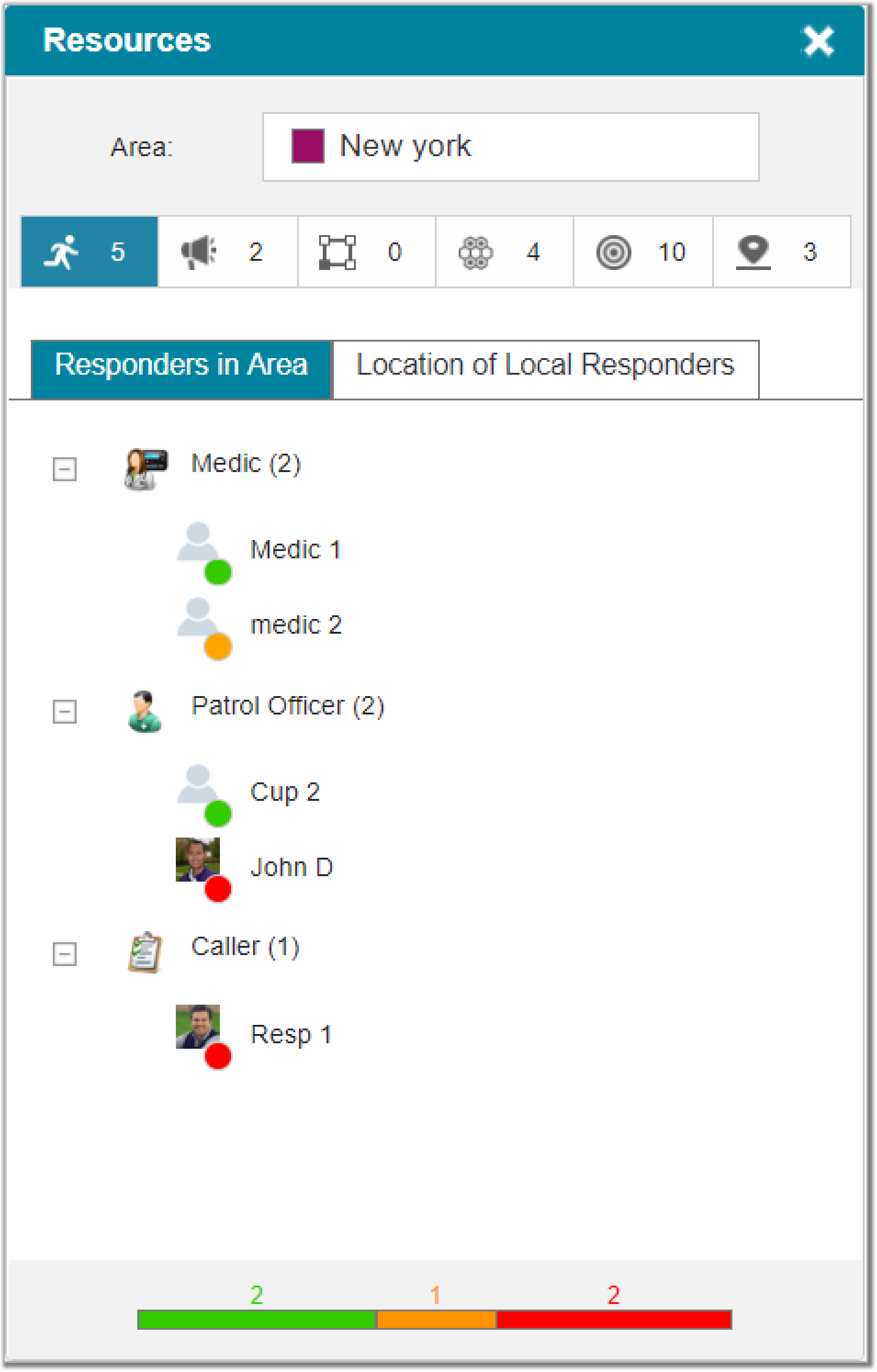
   The configurations are available directly from within the **Dispatcher** screen.
2. Define the status of units:
   - In Service
   - Out of Service
3. Associate users with the unit:
   - Define the team leader.
   - Enable the unit to consolidate the roles and equipment that are connected to its associated users.



Tip
You can also search for units from the global search field.

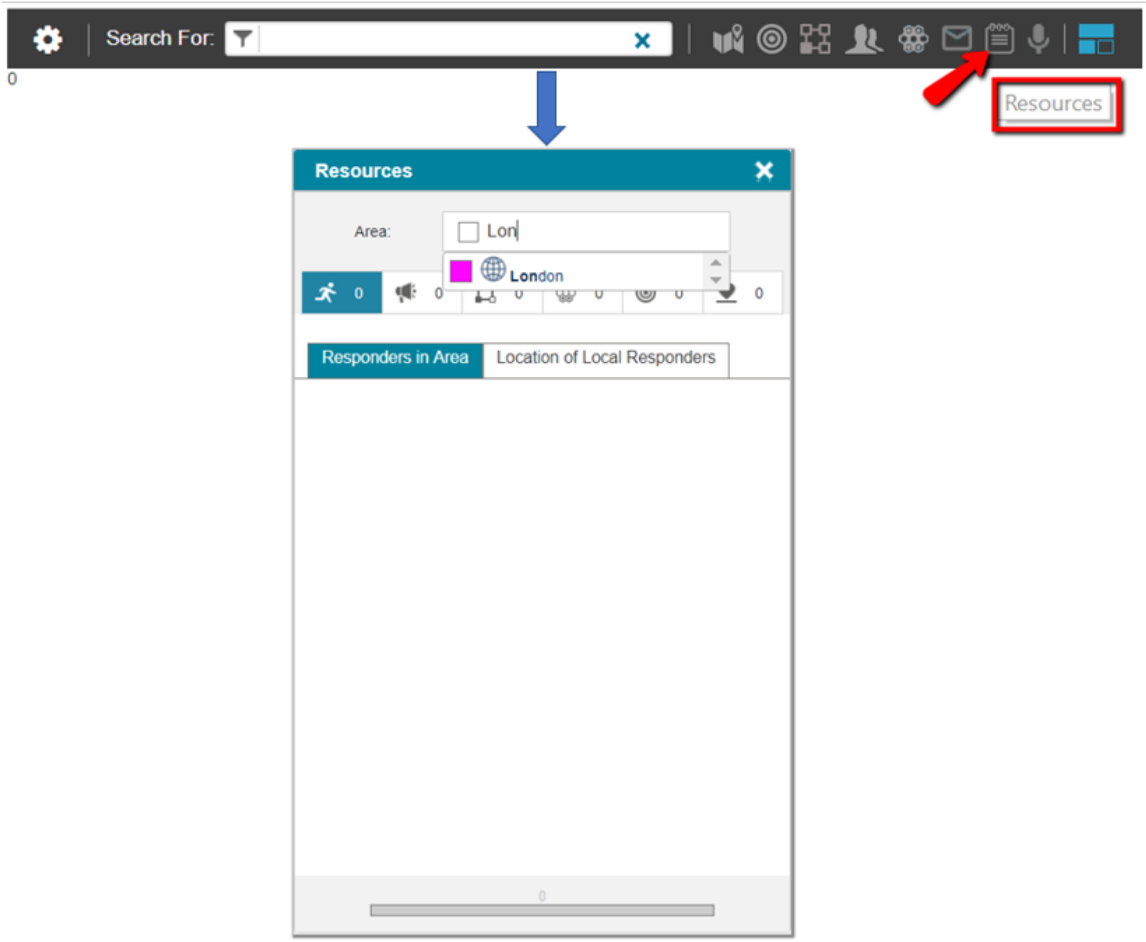
Resources Panel

The Resources panel provides the dispatch operator with thorough and detailed information on all available resources in a specific area (geofence/polygon). Together with the Resources Monitor, the Resources panel provides the dispatch operator with a powerful situational awareness geo-based tool to monitor and assess the current situation of all types of organization entities: Incidents, Responders, Reporters, Units, Assets and POIs:



▼ To open the Resources Panel

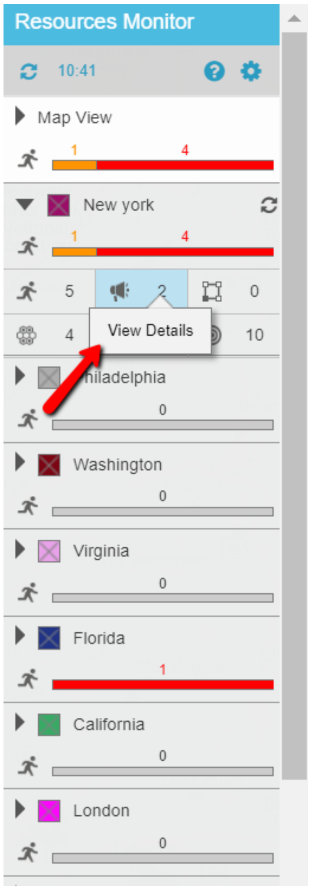
1. From the **Dispatcher** toolbar, click **Resources**.
2. In the **Areas** field, enter the polygon name of the area you want to monitor.



You can also open the Resources panel directly from the Resource Monitor. Both options open the Resources panel with the relevant polygon selected.

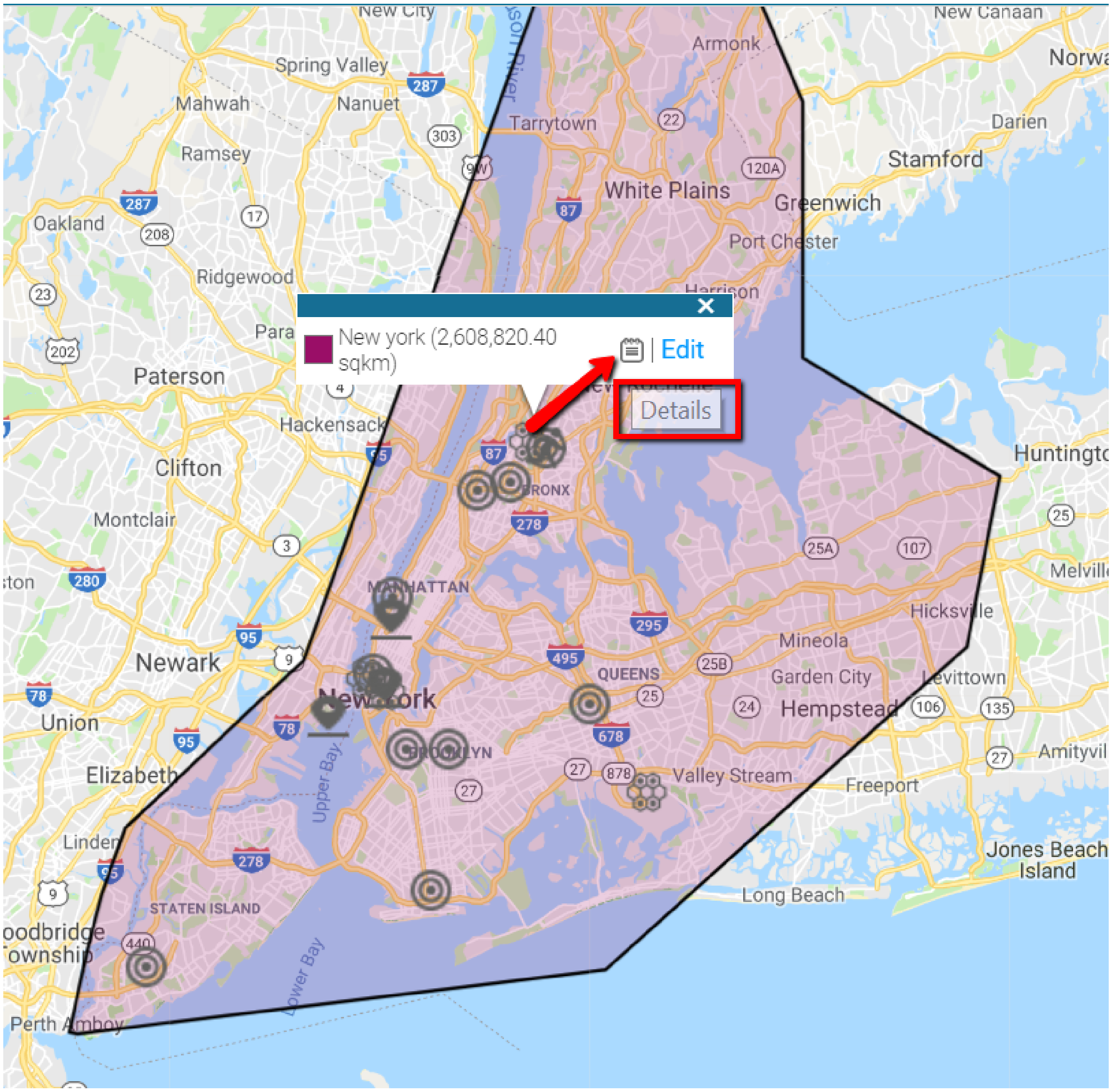
▼ To open the Resources panel directly from Resource Monitor

1. Click one of the resources cells in the relevant polygon, and select View Details.



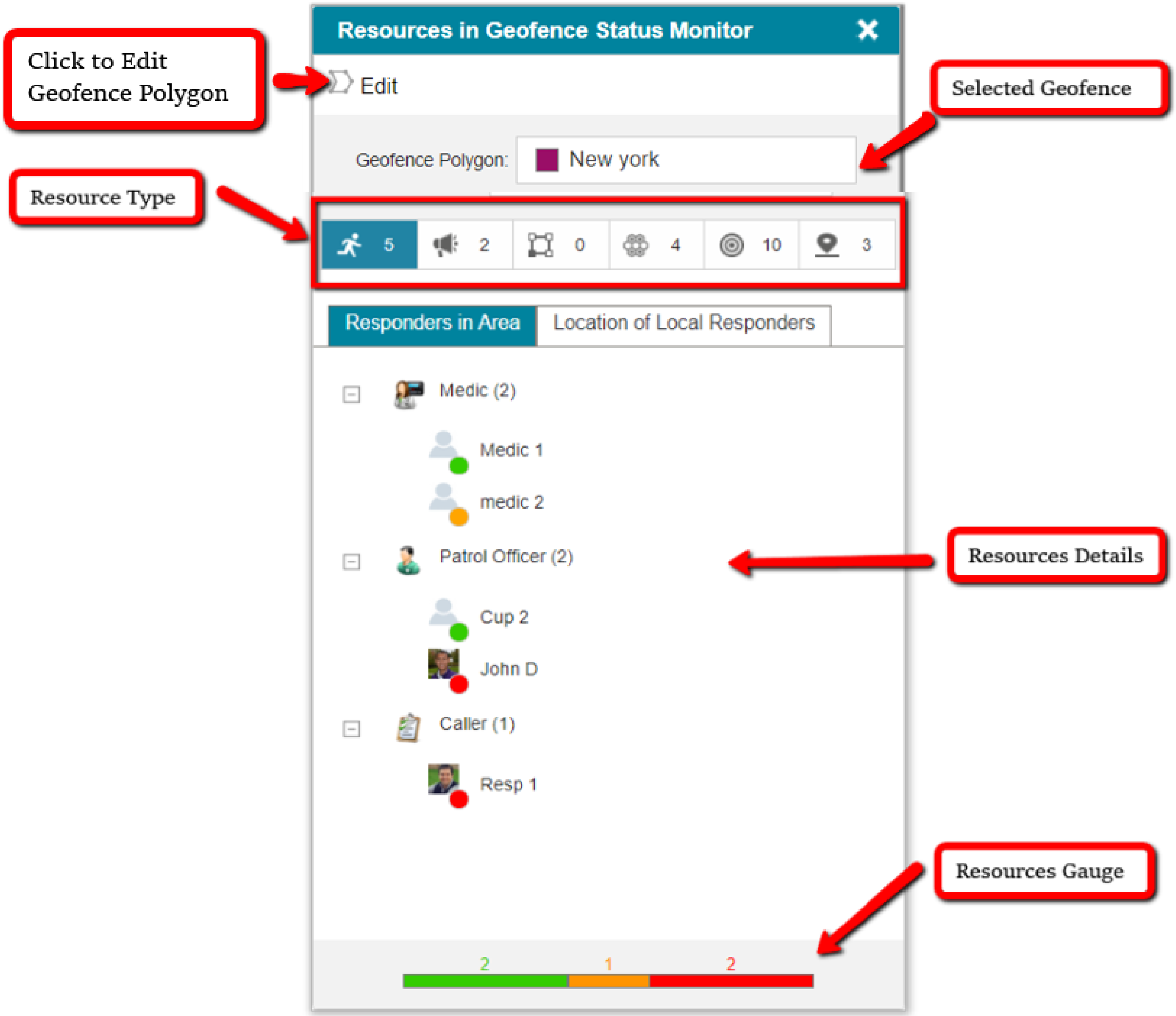
or

2. Click an incident in the polygon on the map, and select **Details**.



Resources Panel Overview

The Resources Panel includes the following elements:



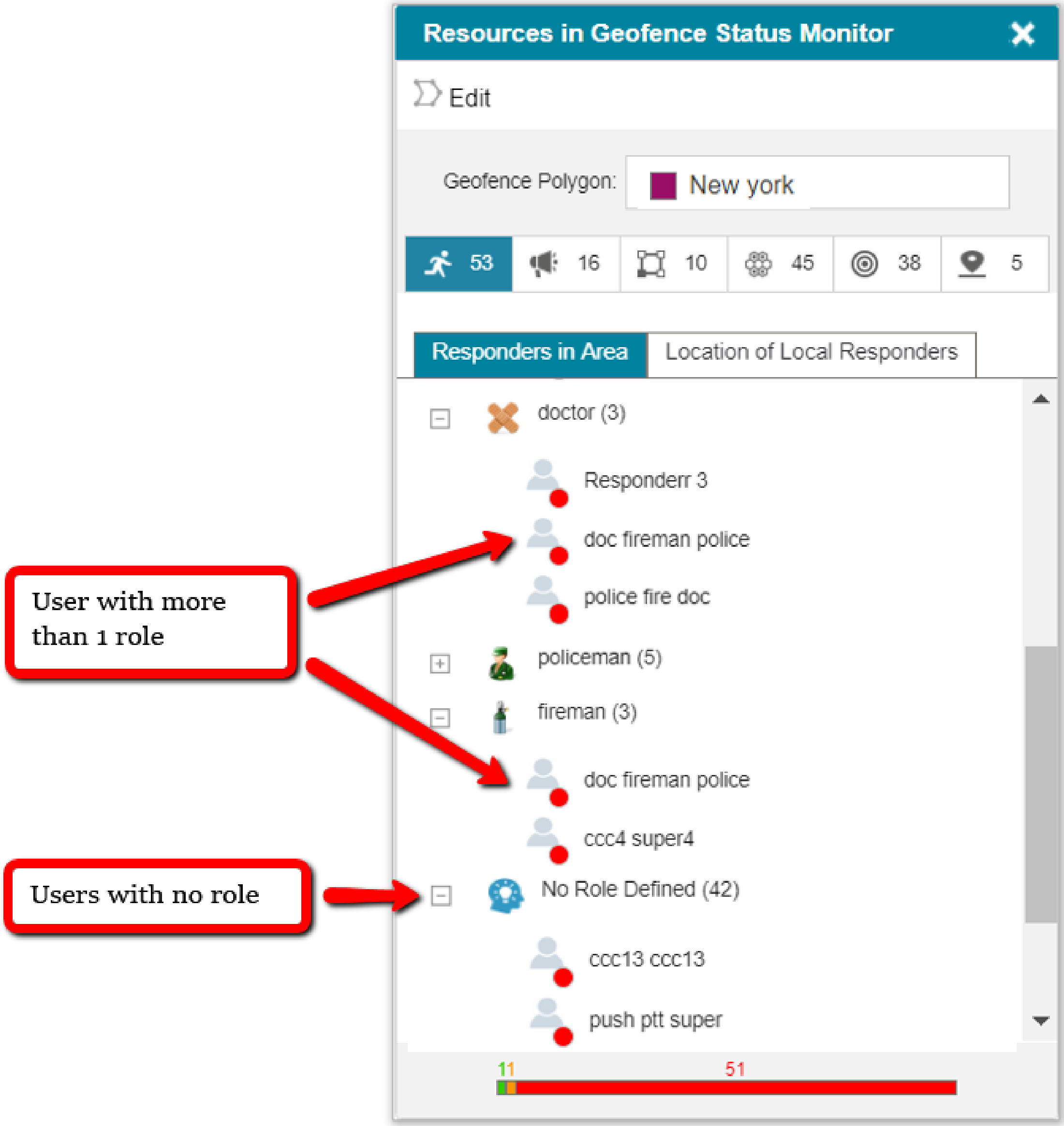
The Resources panel shows the following information about all the resources in a selected area:

Responders/Reporters:

• **Responders/Reporters in Area**: Lists the responders/reporters, grouped by user role, showing their last location inside the selected area.

• **Location of Local Responders/Reporters**: Lists the responders/reporters, grouped according to their last location (In/Out of area or Unknown Location), for whom the select area is defined as their **User Residence Area** (in the **User Management** window).

> Note
> - Users with no role are grouped under No Role Defined.
> - Users with more than 1 role are listed under each of their roles.



The tabs in the Resources panel are from left to right:

• **Responders**: See above.

• **Reporters**: See above.

• **Units**: All available units and their members with last location inside the selected area, clustered by Unit type.

• **Assets**: All available assets inside the selected area clustered by Asset type.

• **POI**: All available POIs inside the selected area, clustered by POI tag.

• Incidents: all incidents inside the selected area, clustered by incident type.

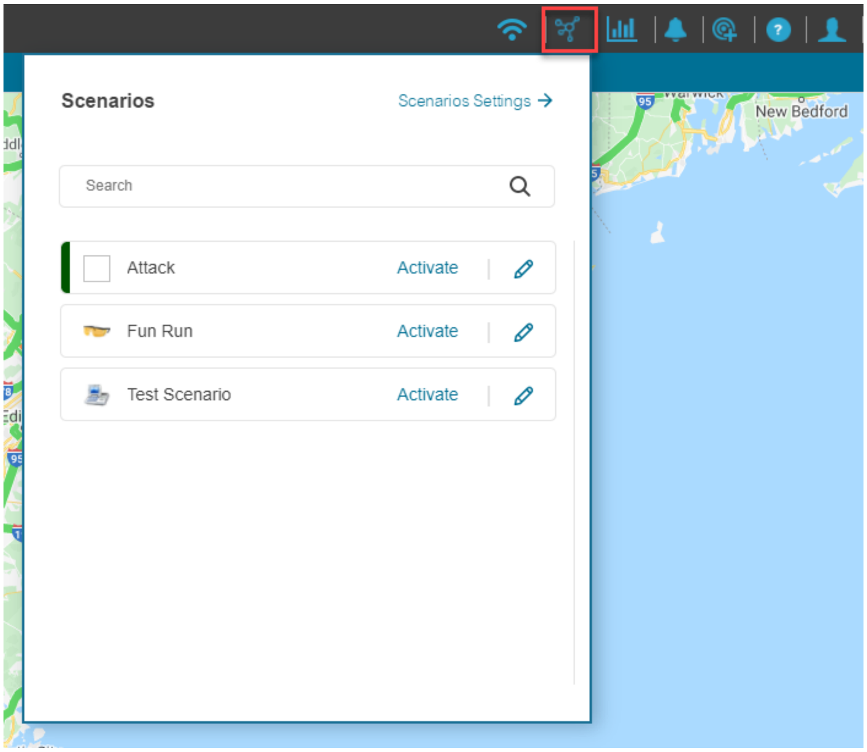
Each resource entity is marked with colored dot (Green/Orange/Red) according to the current entity status (based on the Resource Monitor gauge).

Accessing Scenarios

In the Scenarios window, you can view the total list of available scenarios, select a scenario editing and activate a scenario,

▼ To access Scenarios

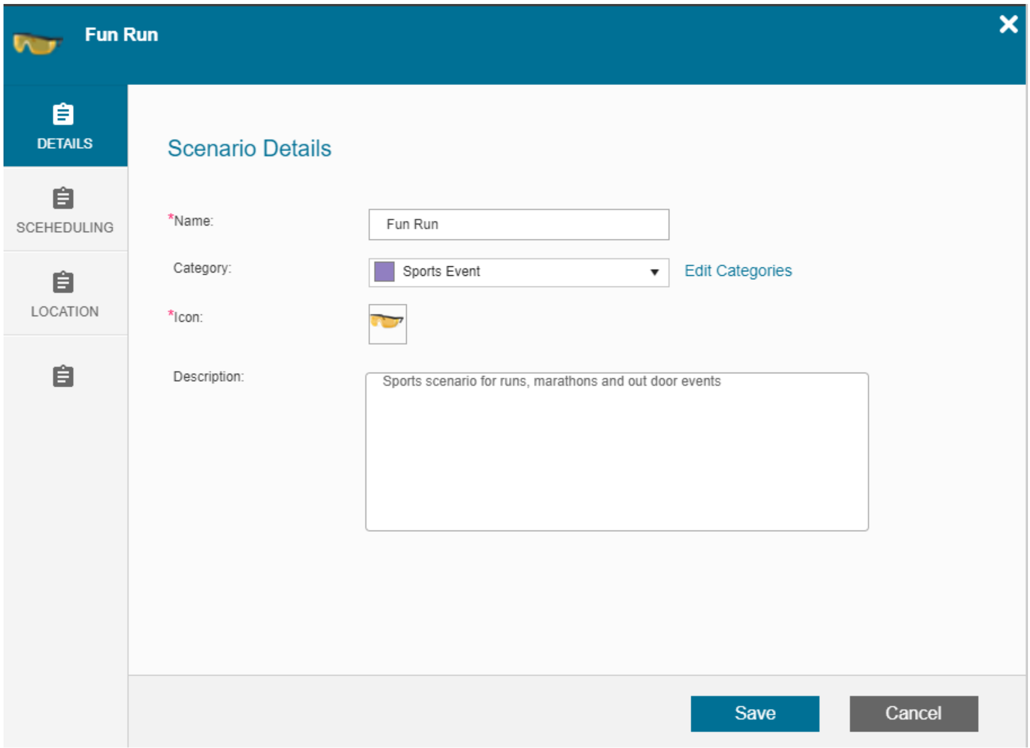
1. In the Symphia NowForce Dispatcher task bar, click the **Scenarios** icon.



> **Note**
> If you do not see this Scenarios icon, please contact Symphia NowForce Support to assist you configure your Scenarios settings.

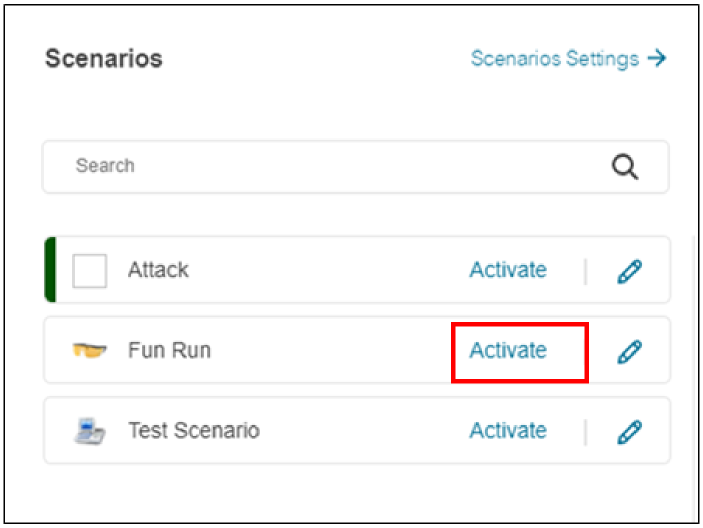
2. Select the  (edit icon) of the scenario you want to open. The scenario settings window

opens.

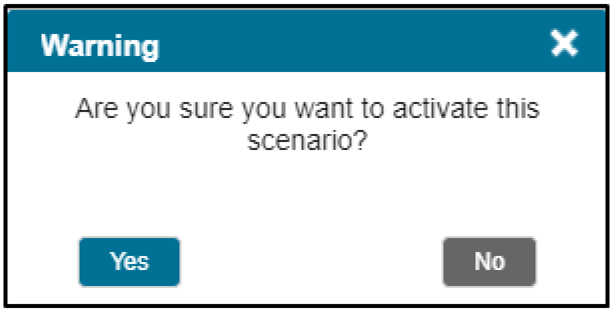


▼ To activate a scenario

1. In the Symphia NowForce Dispatcher task bar, click the **Scenarios** icon.
2. In the Scenarios window, click **Activate**.



3. Click Yes to activate the scenario.



Incidents

Creating and managing incidents is the core of the Dispatcher. The Incident Panel described in "Overview of Incidents Panel" (page 25) hosts all of your organization's incidents. Active incidents can be opened into the Incident window and new incidents can be created from the Incident Panel see "Creating a New Incident" (page 73) or in a variety of other ways throughout the Dispatcher and NowForce Mobile App,you can read more in "Alternative Ways to Create New Incidents" (page 85).

The topics in this section focus on how to most effectively manage your organization's incidents.

Creating a New Incident

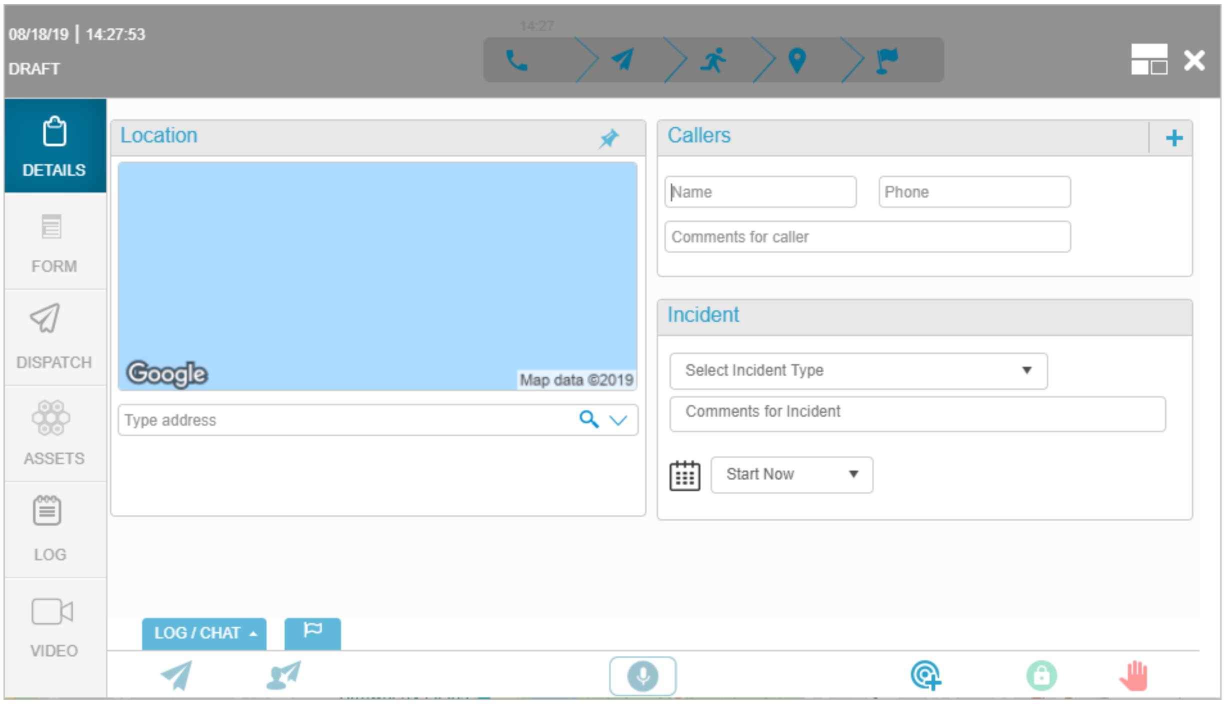
You can create a new Incident in a number of different ways using one of the following methods:

- Main Toolbar using the "Create Incident" button
- Incidents Panel using the "Create Incident" button
- Map Panel using the "Drop Pin" feature
- Assets Panel using "Create Incident on Asset" feature

Read more about alternative ways to create an incident.

When creating a new incident - the Incident Management panel appears in Draft state (the header is grayed out and most of the buttons are not active).

In order to activate an Incident you must define a Location and an Incident Type.



In the Details tab you may enter:

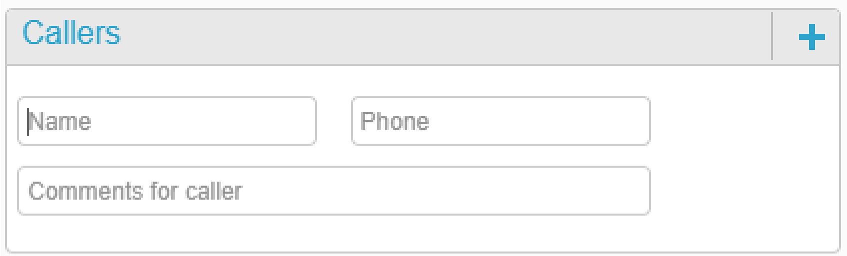
- **Caller/Source:** Name, phone number and comments - Caller is NOT mandatory
- **Location:** An Exact Address or Point to Point - Incident location is mandatory
- **Incident Type:** Incident type and comments - Incident Type is mandatory

> Note
> The draft incident is given a date and time from the moment you start entering the incident details. This means that you can keep a panel open on screen in anticipation of a new incident being opened, and the incident only receives a date and time when you start using the panel.

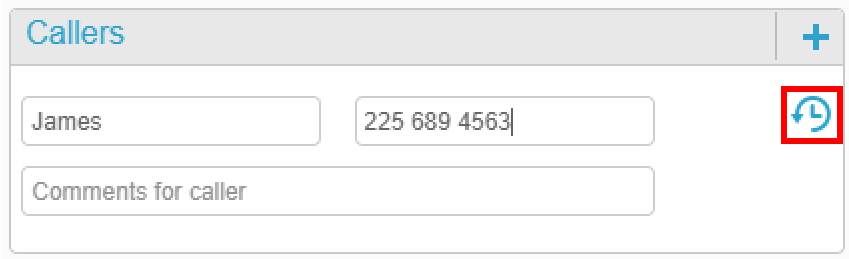
An incident becomes Active only when an Incident Type and Location are entered.

Adding a Caller

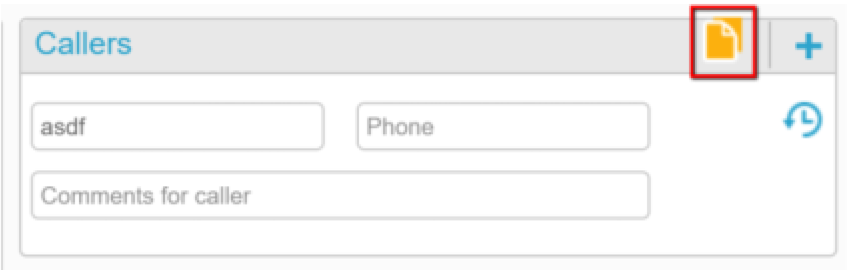
Enter the caller name, phone number and comments in the relevant fields.



If the Caller details are identified by the system as a Caller in an old incident - the History icon will appear. Click the History button to view previous incidents with the caller's details.



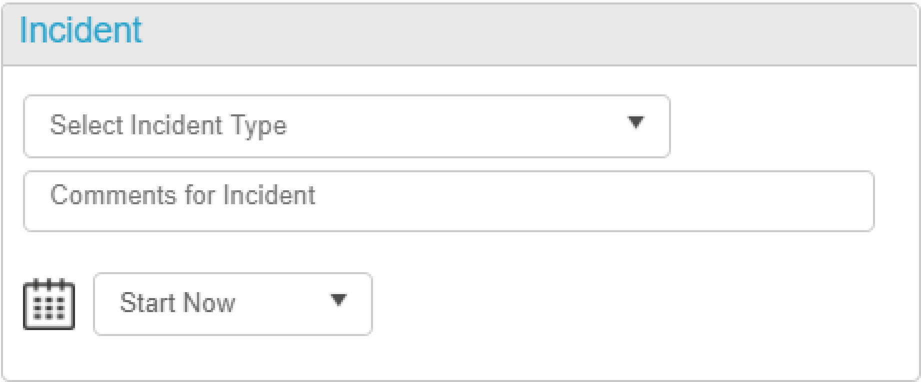
If the Caller details are identified by the system as a Caller in another currently active incident - the Suspected Duplicate icon will appear.

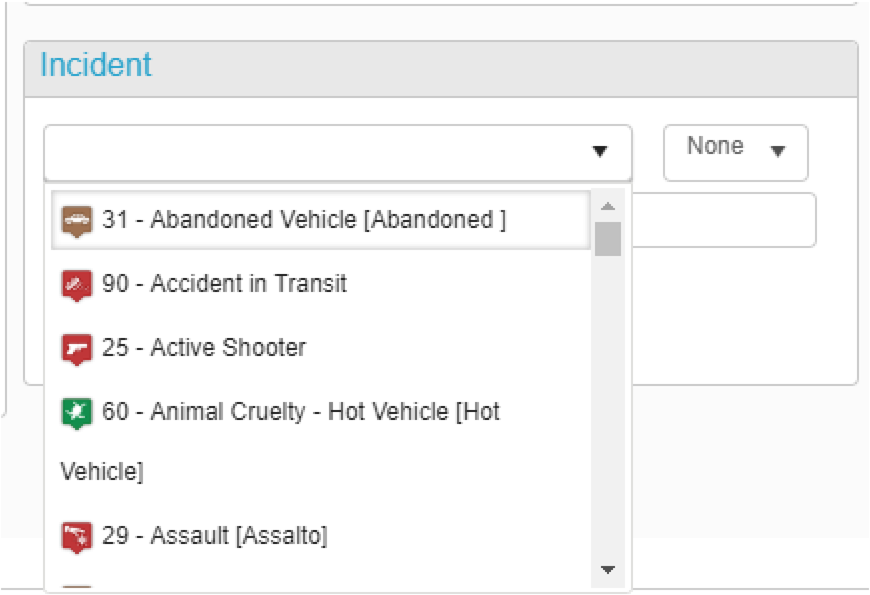


Read more about managing duplicate incidents.

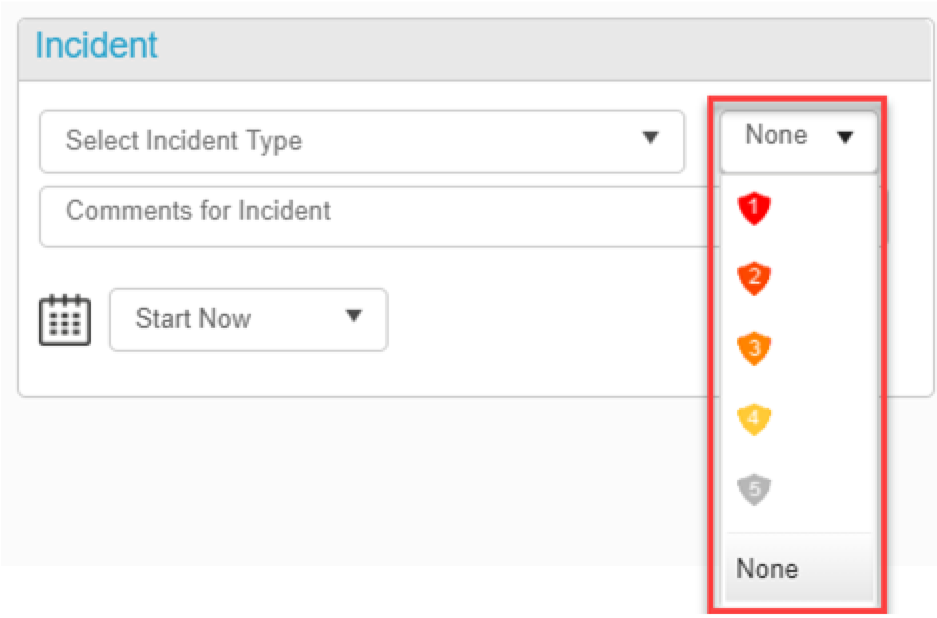
Selecting the Incident Type

Choose an incident type either by clicking on the arrow to open the drop-down list, or by typing first letters in the incident type name, which will auto-complete if incident type exists in system.

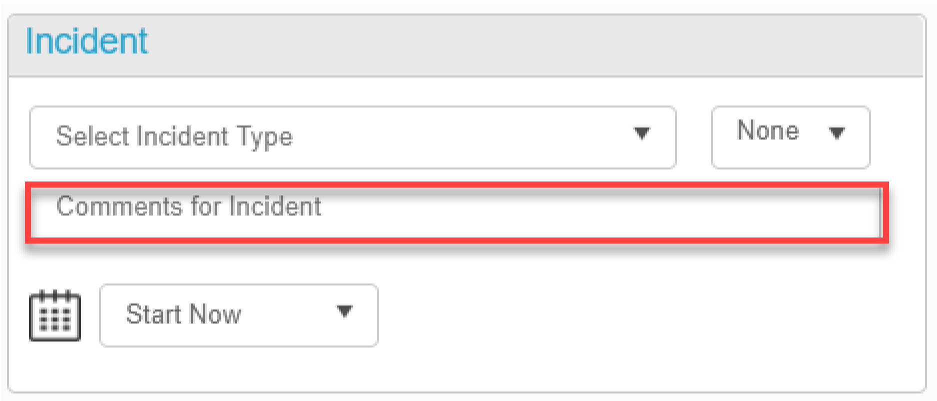




Each incident type has a predefined priority level (1-5) which is displayed adjacent to the incident type name. Dispatchers with appropriate permission have the option to modify the priority level of the incident using the drop-down list.

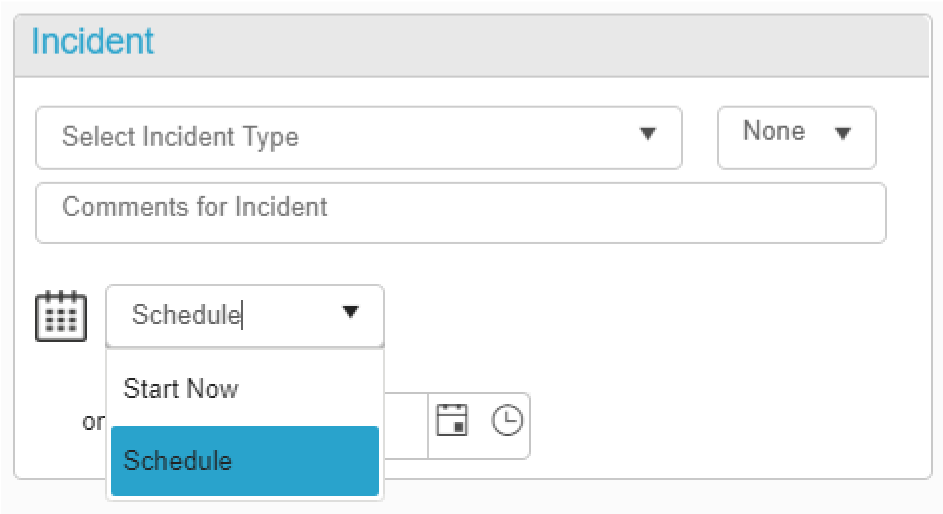


After you have filled in all the relevant details, you have the option to add a textual Comment for the Incident.

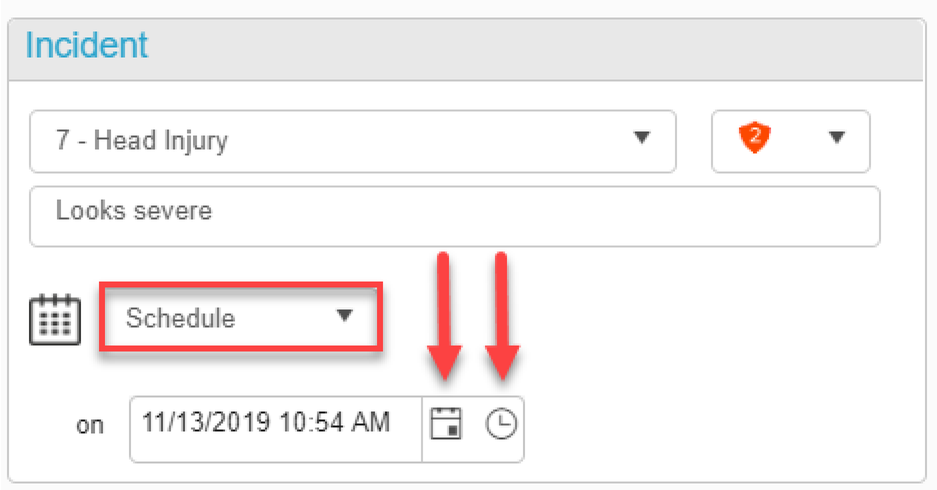


Selecting the Incident Time

The incident start time is defaulted to Start Now. You can set the incident for a future start time by clicking the drop-down and selecting Schedule.



A calendar icon and clock icon appear below. Clicking on these will open calendar and time options.



Note
Future Incidents are Incidents that can be scheduled in advance and once the determined date/time arrives, the Incident is Activated. This state is accompanied with a new time parameter - Incident Activation time which by default is identical to Incident Creation time but the Dispatcher can choose to define a future Activation Time for any incident.

Incident Location Methods

The system provides three methods for defining the incident location:

- **Fixed (Exact)** - this is the default method.
- **Follow (Dynamic)** - this method is appropriate for incidents that are constantly changing following the location of a User, Unit or the incident's Reporter
- **Pt 2 Pt (Point to Point):** Point-to-point assigns two addresses for one incident where the Responder is expected to arrive at one location (origin) and then move onward to another (destination).

To pick the location method - click the drop-down on the bottom of the map.

Assigning an address for the incident depends on the location method chosen:

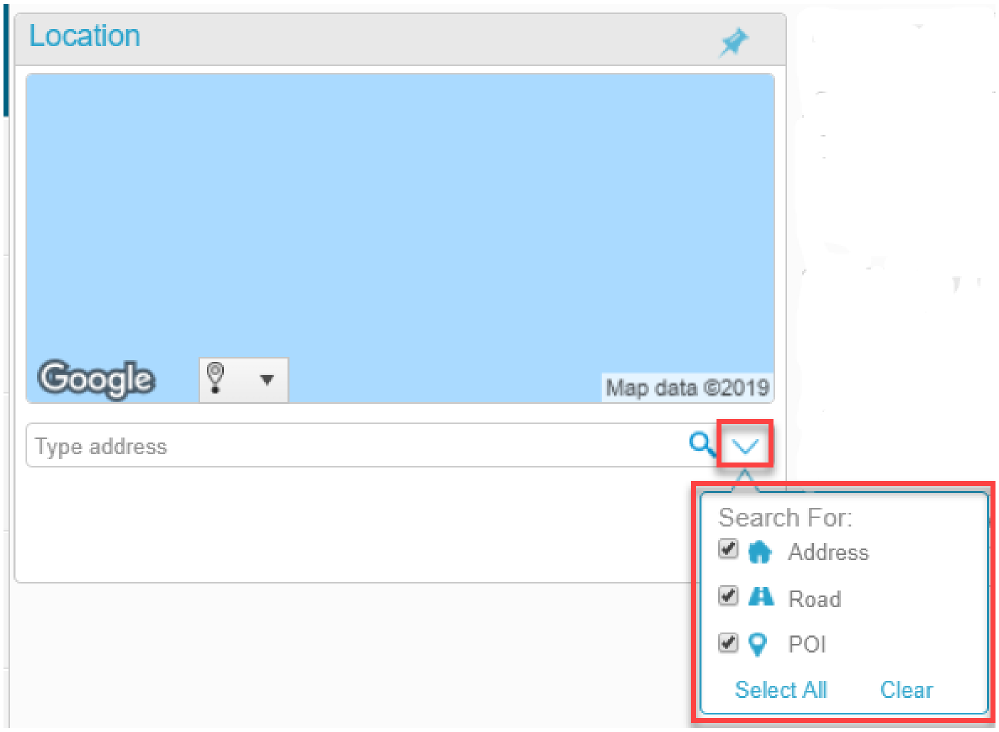
- For the Follow method - the location is set by defining which entity (user, unit or asset) is to be followed.
- For the Exact and Pt 2 Pt methods - there are three types of address types as follows.

  - Address - a specific address that is identified and translated to geographic coordinates in the GIS module.

  - Road - a location on a highway/road/junction that is identified and translated to geographic coordinates in the GIS module.

  - POI - points of interest can be defined in the system by the Admin. When the Dispatcher selects a POI as a location identifier, the system retrieves the POI coordinates from the system and sets them as the incident location.

  By default, when a Dispatcher searches for a location - the system will search for all three address types simultaneously. When you chose the address from the auto-complete drop-down list, it is identified as either Address, Road or POI. If you wish to limit the search to only one or two categories - you can click on the down arrow at the right of the location field to select or clear the location types that are relevant to your search.



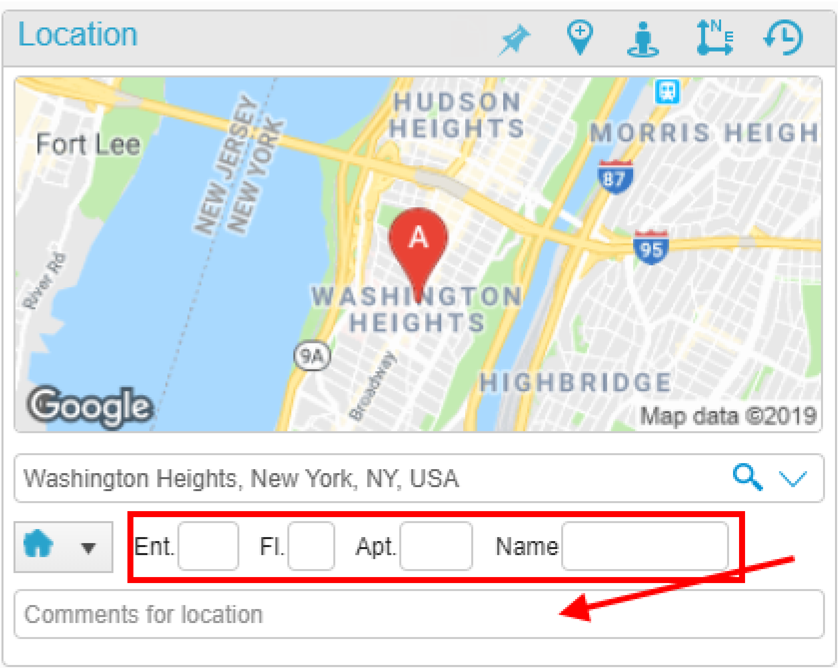
Incident Location Additional Information

Once the Dispatcher selects the relevant location method and address type - the system is able to positively identify the location in GIS coordinate format. This information is sufficient for the system to target the closest personnel. However, often you might wish to add further information in order to assist the Responders to find the precise location.

The additional information fields are specific to the address type (i.e. address, road, POIs) and can also be configured to tailor your specific needs. The following describes the fields as they exist in the system by default.

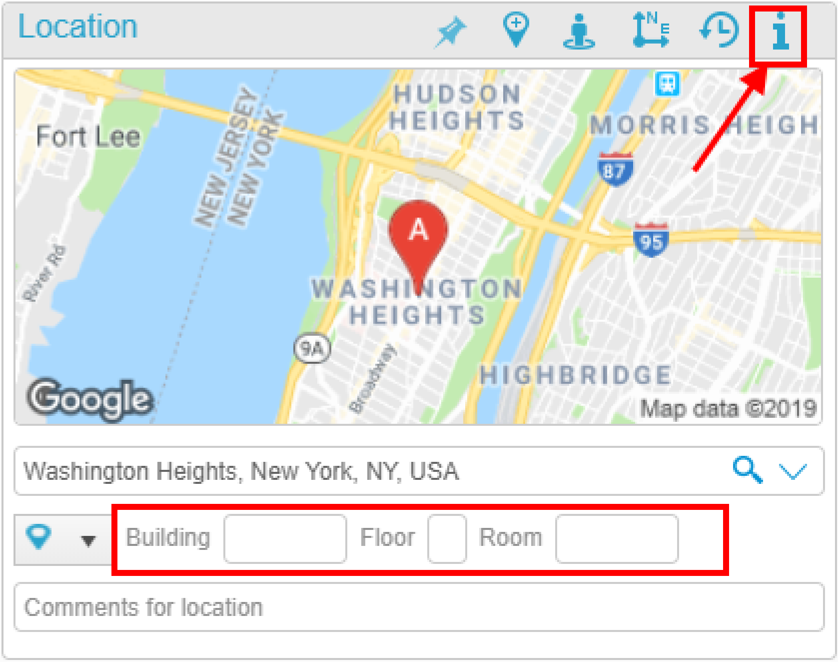
- **Address**

  Choose an exact address from the drop-down list that appears when you start typing the address. You can then add additional information such as the entrance, floor and apartment numbers, the name on the front door, and any other additional comments.



- **POI**

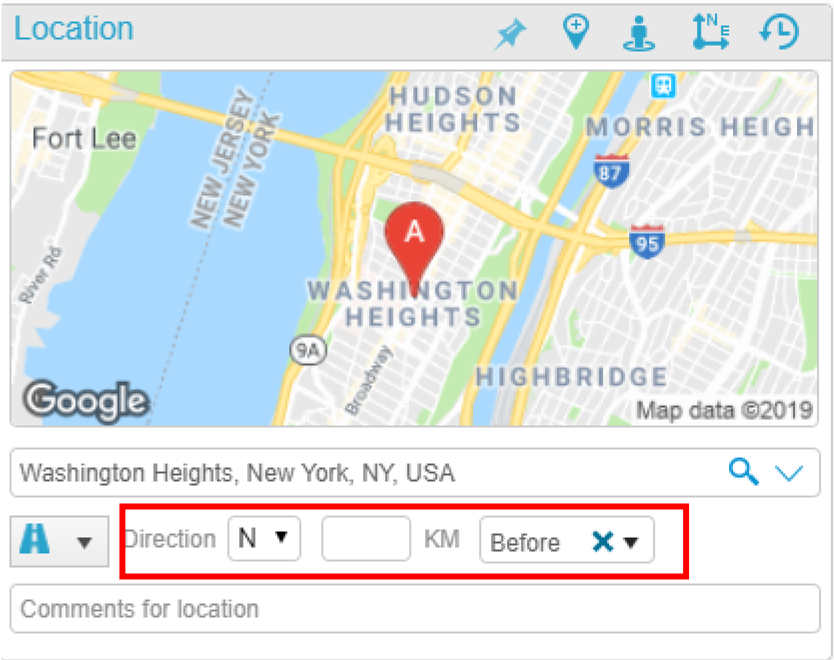
  Type in the first letters of a POI name and select it from the dropdown list. Once the POI is recognized, you can add additional information, such as building name and floor, and any other additional comments.



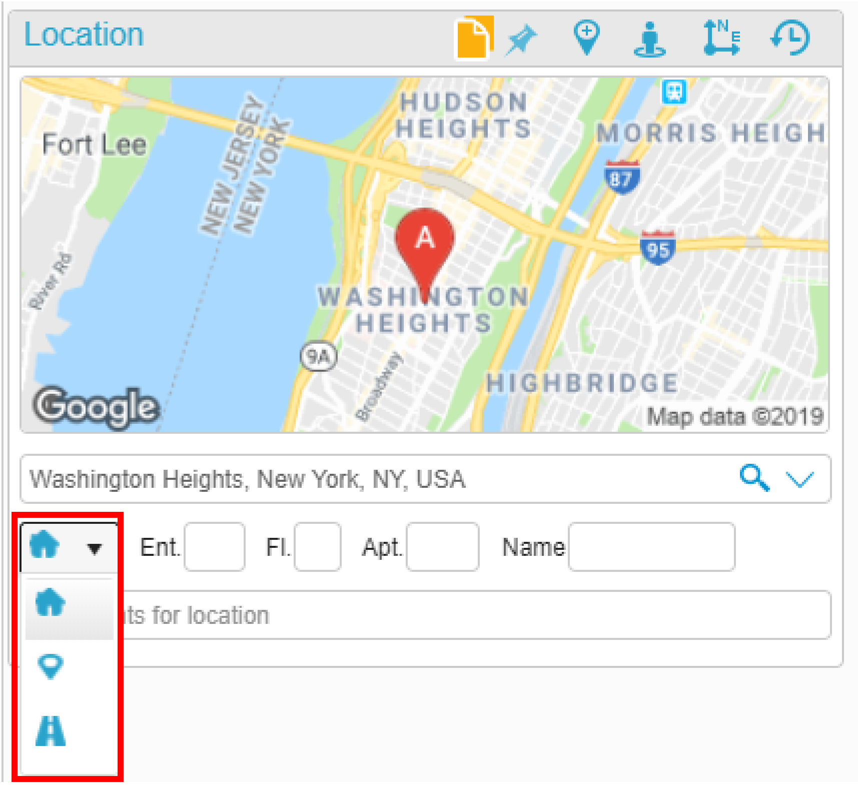
Click the POI Notes icon to open a popup with the additional notes for the selected POI.

- **Road**

  Type the name of the road and then choose a road from the dropdown list that appears when you start typing the road name. You can add additional information such as the direction, and proximity to landmarks or junctions, and any other additional comments.

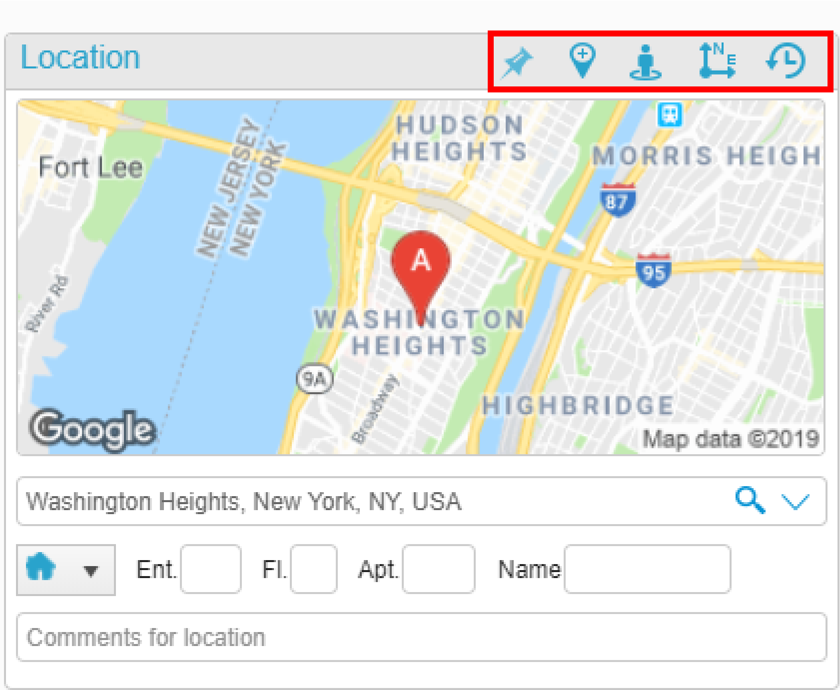


On some occasions, you might have an address that is identified by the system as one address type (ex. POI) but you would like to use the additional information fields that are associated with another address type (ex. road). To change the default location type recognized by system, use the dropdown list to the left of the additional information fields.



Additional Map Functions

Once the location is recognized as a valid location, the map centers to the location and the map options appear.



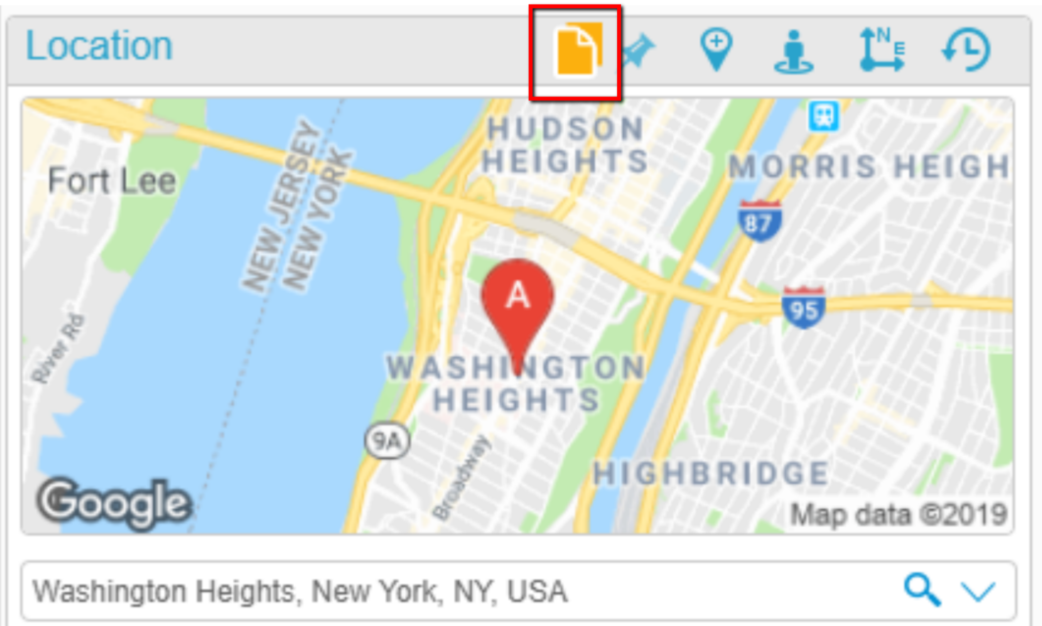
With these options you will be able to perform the following functions:

- **Pin**: Pin the map to the set incident location.
- **Center Map**: Center the Map Panel to the location.
- **Street View**: Open the location in street view (where applicable).
- **Coordinates**: View the location coordinates.
- **History**: View incident history for the address (if available).

Suspected Duplicate Incidents

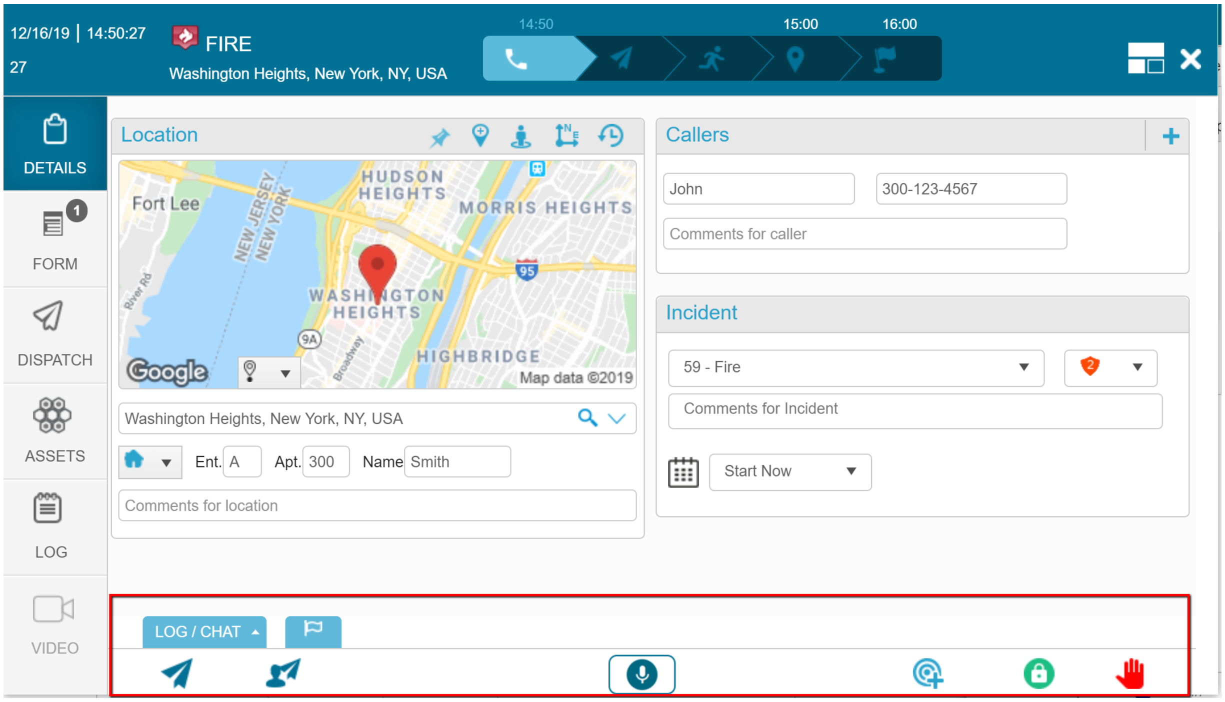
If the Location coordinates are identified by the system to be in proximity of both distance and time to another currently active incident - the SUSPECTED DUPLICATE icon will appear. Click on the duplicate icon to view the details of the similar incidents.

Read more about managing duplicate incidents.

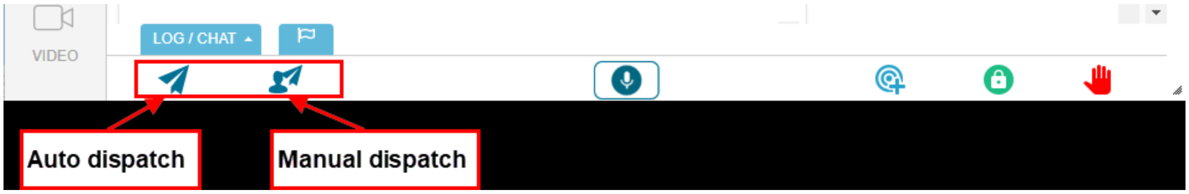


What's Next?

As you have finished to enter the Incident's basic details (**Caller**/**Source**, **Location**, **Incident Type**) - the incident becomes active and all the action buttons are clickable. You can now perform the following actions:



- **Log/Chat** - click on log button to open a log entry panel. You can chose whether the text will only be saved to the incident log or also sent to all responders in the incident.
- **Situation report** - click on the flag button to select and send situation reports. The list of reports is predefined by the Admin for each Incident Type.
- **Auto Dispatch**: Click on the Activate auto-dispatch engine icon to activate the auto dispatch protocol for the selected incident type.
- **Manual Dispatch**: Click on the Manual Dispatch icon to manually dispatch resources to the incident.

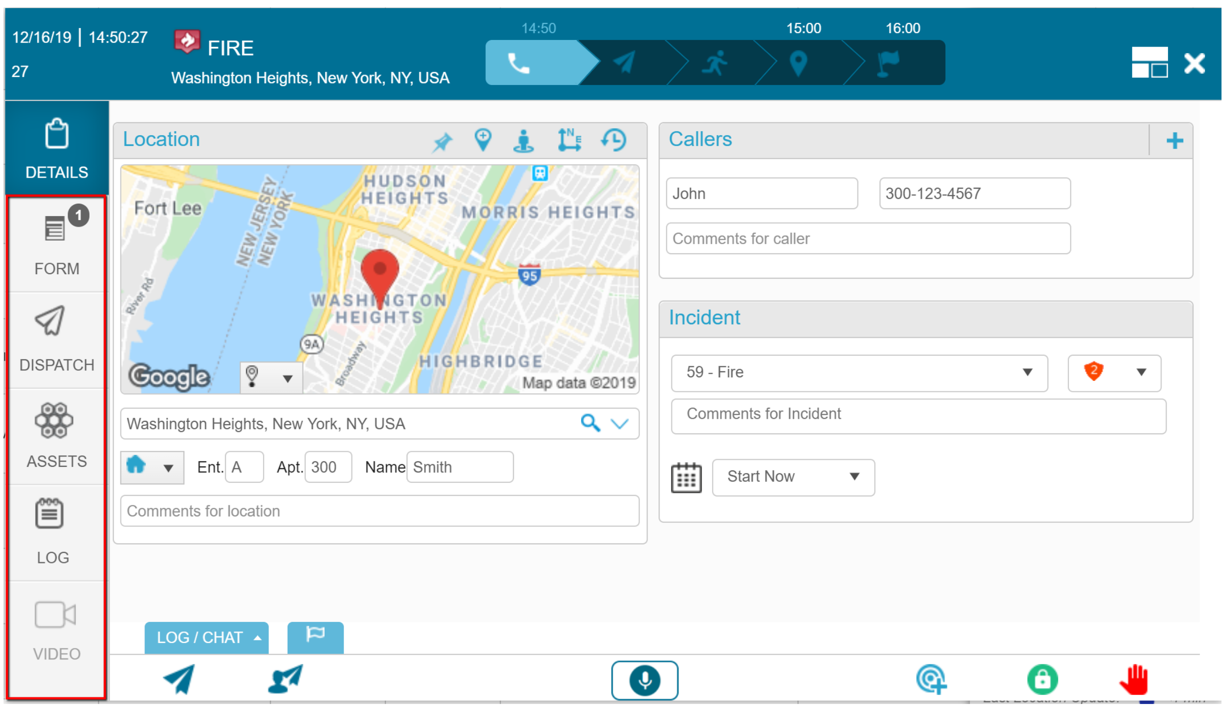


- **PTT Channels**: Click on the PTT (push to talk) button to create a dedicated audio channel for this incident. NOTE: PTT is an add-on feature.
- **New/Close/Cancel Incident:** At all stages of the process you can clear the incident manager panel and create a new incident by clicking the New Incident icon, or canceling or closing the incident you are currently working on by clicking on the Close Incident or Cancel Incident icons all of which can be found on the bottom right of the panel.

Note: If the incident has active responders, they are notified that the incident is now closed or cancelled.

Finally, at the left side of the panel there are more tabs - each tab includes other incident management features. For further details on each tab refer to the following articles:

- Forms tab
- Dispatch tab
- Assets tab
- Log tab
- Video tab



Alternative Ways to Create New Incidents

You can create Incidents in a number of different ways. After creating the incident using one of the methods described in this article you may enter details of the incident in the My Company Name, LLCpanel and where needed, dispatch responders to the incident. Read more about the Incident Manager panel.

You can create incidents in one of the following methods:

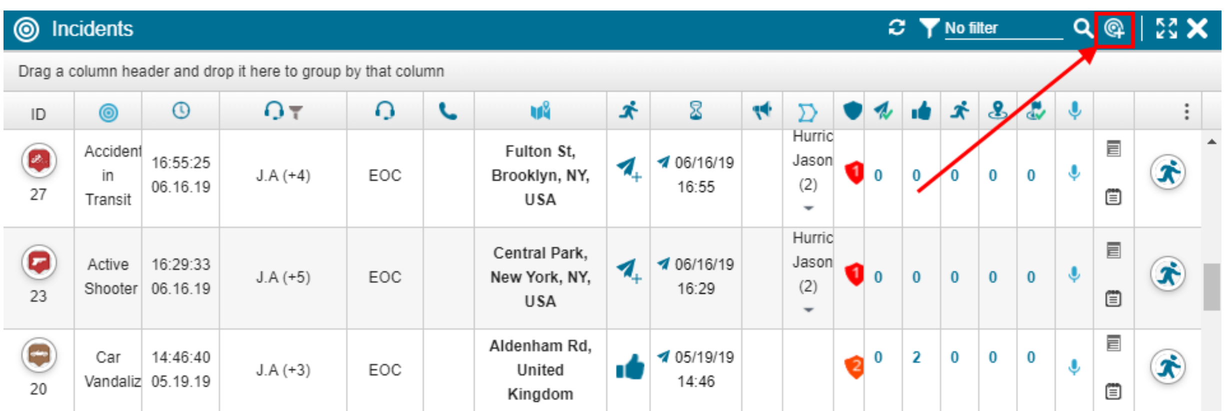
- Toolbar
- Incidents Panel
- Assets Panel using Create Incident on Asset feature
- Map Panel using the Drop Pin feature
- Map Panel suing the Search feature
- Mobile Reporter app

Creating a New Incident from the Main Toolbar

You can create a new incident by clicking the **New Incident** icon on the toolbar.

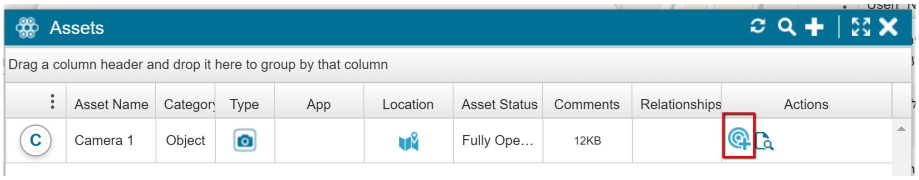
Creating a New Incident From the Incidents Panel Toolbar

You can create a new incident by clicking the **New Incident** icon on the Incident Panel toolbar.



Creating a New Incident on an Asset

You can create a new incident on an Asset which means the incident's location will be on the location of the Asset and the Asset will be linked to the Incident.

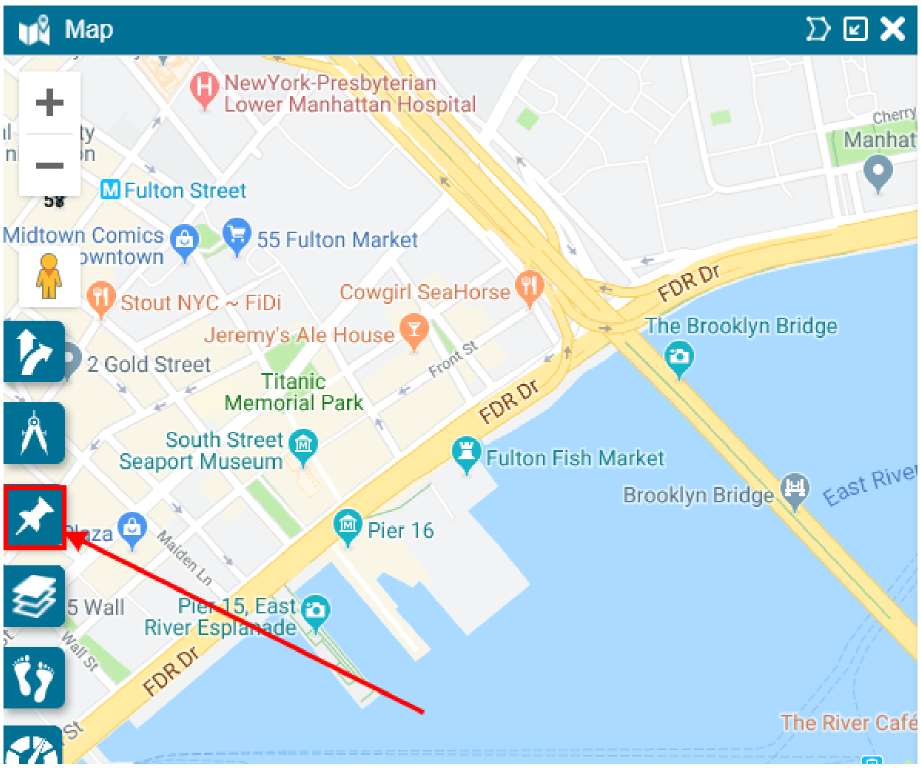


Creating a New Incident on the Map Panel

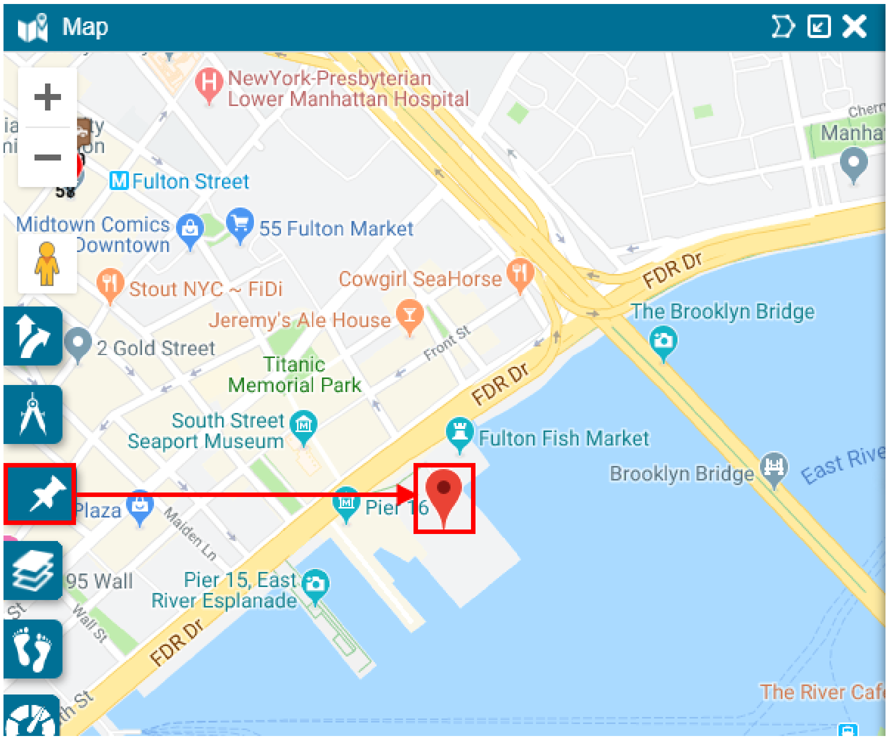
You can create a new incident using the Drop Pin feature in the Map panel.

▼ To create a new incident using the Drop pin:

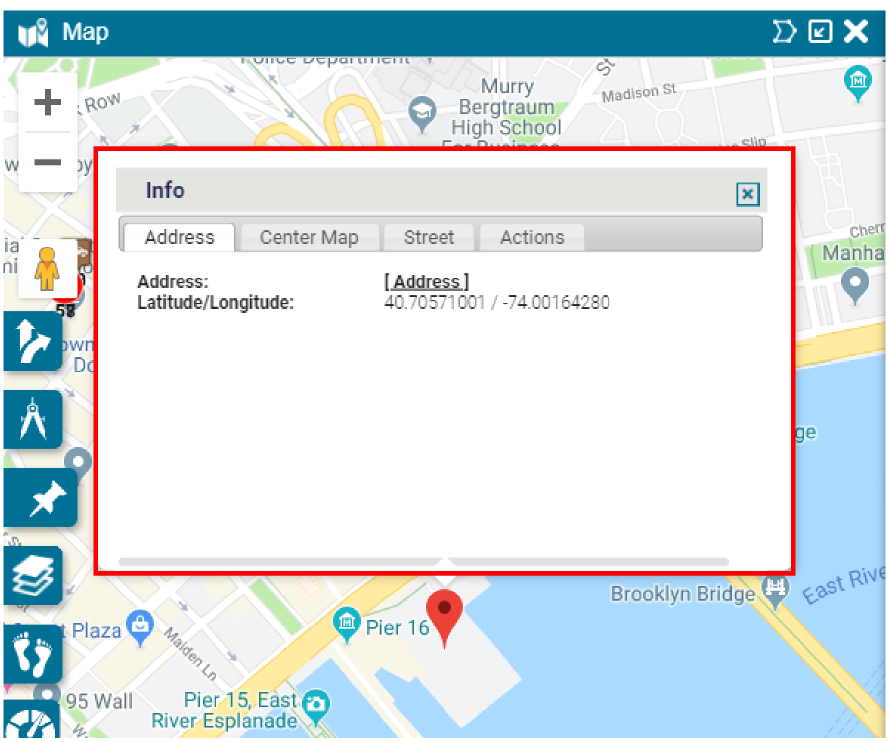
1. In the Map panel, click the **Drop Pin** icon.



2. Place the **Drop Pin** on the location of the new incident.



3. Click the **Drop Pin** to open the **Info** pop-up window that provides more details of the location where you placed the drop pin.



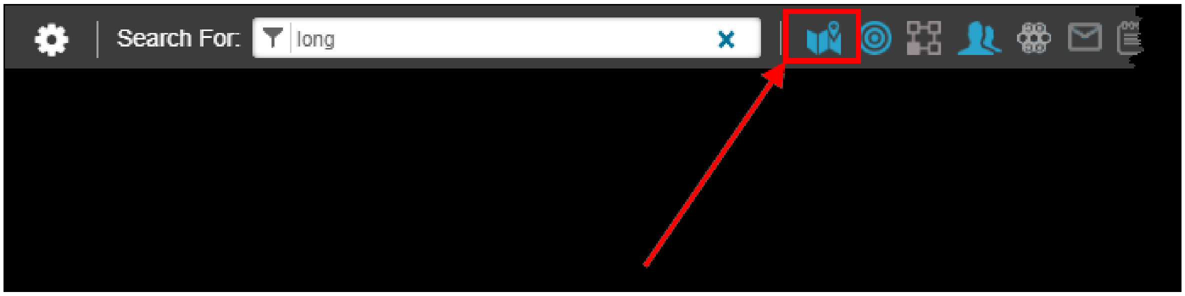
4. Click the **Actions** tab, and the click **Create Incident** to create a new incident at the location of the drop pin.

Creating a New Incident by Searching for the Address in the Map Panel

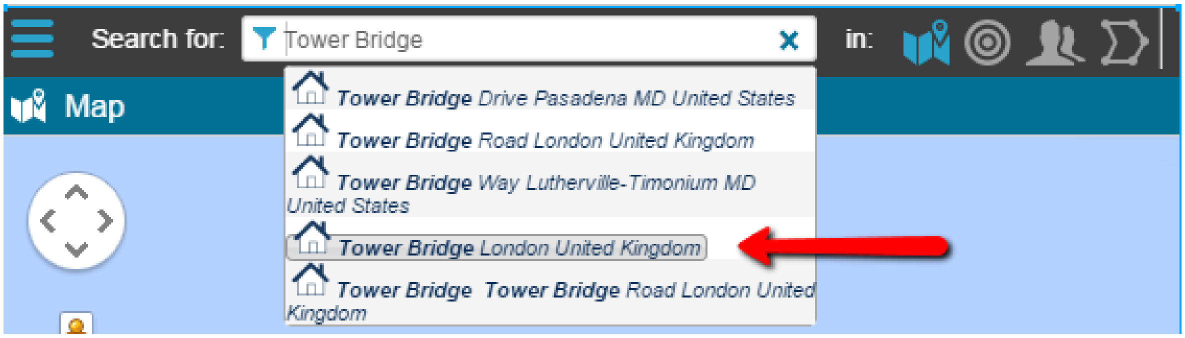
You can search the map for the address at which you want to create a new incident.

▼ To search for an address in the map:

1. Confirm that the Open map icon is in blue to indicate that the map is selected for searching.



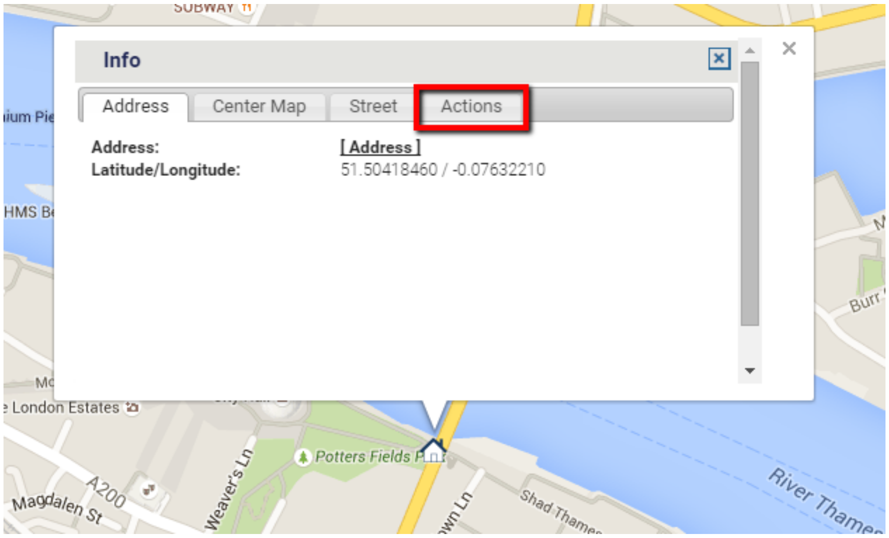
2. In the Search For box, start typing the address. As you type, addresses that match the characters you type appear in a dropdown. Locate and select the required address.



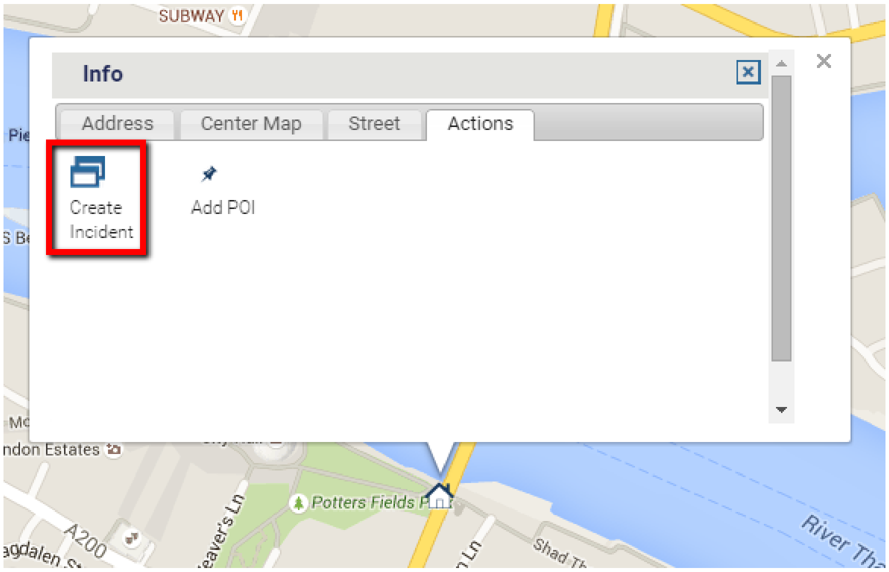
The Map Panel centers on the selected address or location and the Address icon appears in the center of the map.

3. Click the **Address** icon to open the **Info** popup window.

4. Click the **Actions** tab in the **Info** popup window.

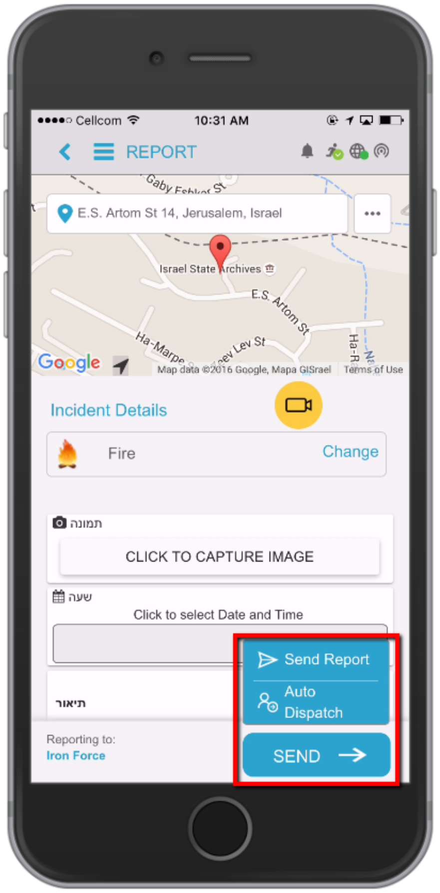


5. Click **Create Incident** in the **Actions** tab to create the new incident.



Creating a New Incident with Reporter Mobile App

You can create a new incident using the mobile app.



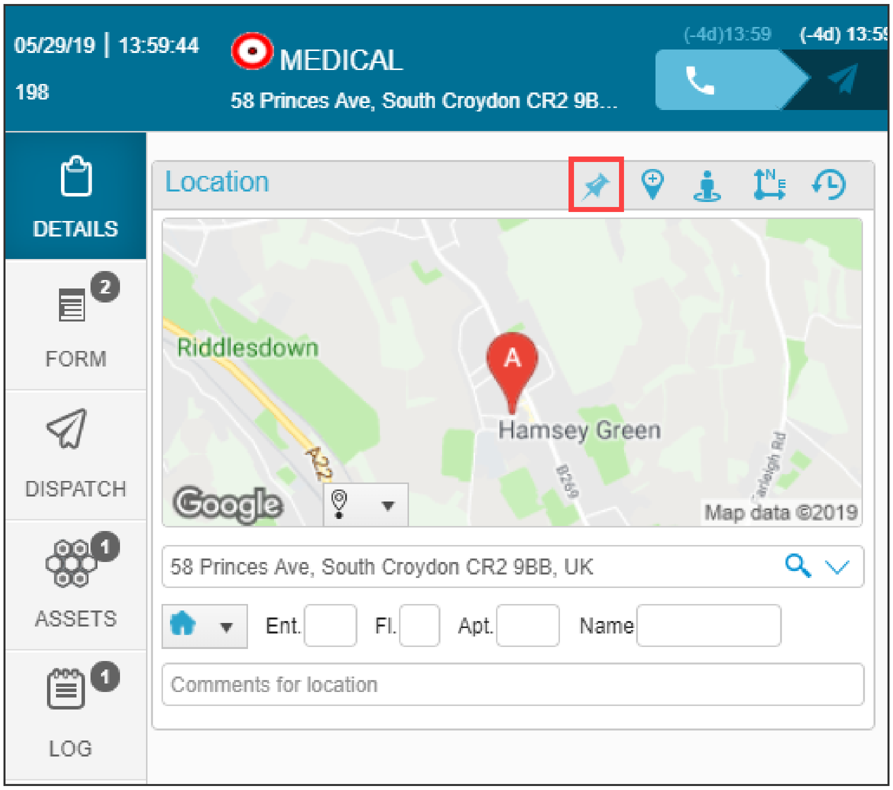
Changing an Incident's Location on the Map

Dispatch operators can change an incident location using the steps described in Creating a New Incident by Searching for the Address in the Map Panel. In addition, you can change an incident's location directly on the map. This section describes the procedure for changing an incident location directly on the map.

> **Note**
> You must have the necessary permissions to change the incident location. Consult your system administrator if you do not have these permissions.

▼ To change the location of an incident from the Incident window

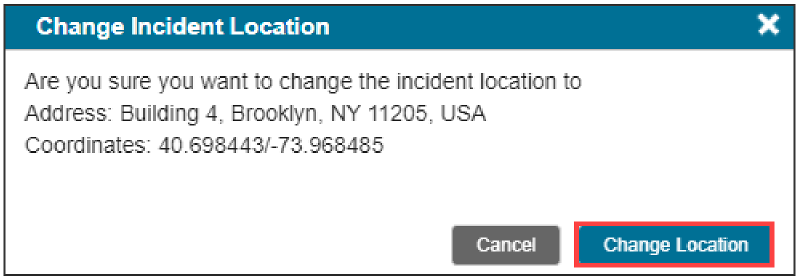
1. From the **Incidents** panel in the Dispatcher, locate the incident whose location you want to change.
2. Hover your cursor over the incident icon, and select **Edit Incident**. The Incident window appears.
3. In the **Location** area, click the **Pin map to set incident location** button.



   When hovering over the map, the cursor displays as a crosshair (axis).

4. On the main Map, navigate to the new location for the incident and click to drop a pin.

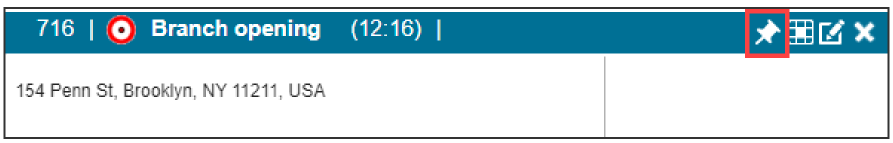
5. In the Change Incident Location confirmation box, click **Change Location**.



The new incident location is updated in the Incident Details and is logged in the incident log.

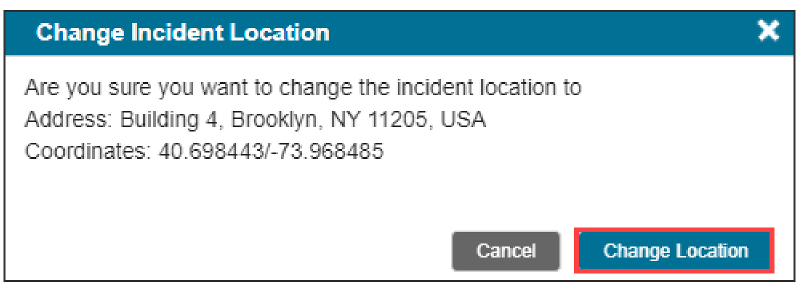
▼ To change the location of an incident from the Map pane

1. From the **Map** pane in the Dispatcher, locate the incident whose location you want to change.
2. From the Incident details pop-up, click the **Pin map to set incident location** button.



When hovering over the map, the cursor displays as a crosshair (axis).

3. On the main Map, navigate to the new location for the incident and click to drop a pin.
4. In the Change Incident Location confirmation box, click **Change Location**.



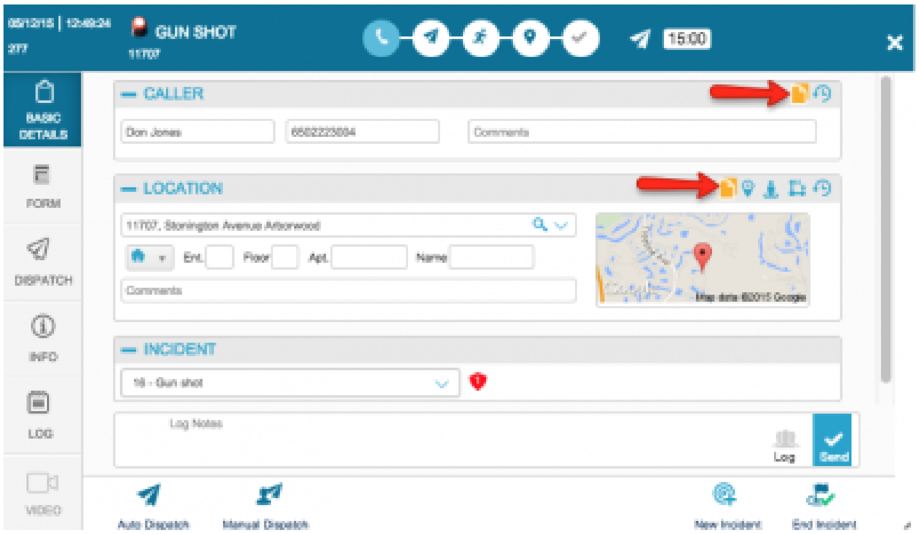
The new incident location is updated in the Incident Details and is logged in the incident log.

Incident Duplication

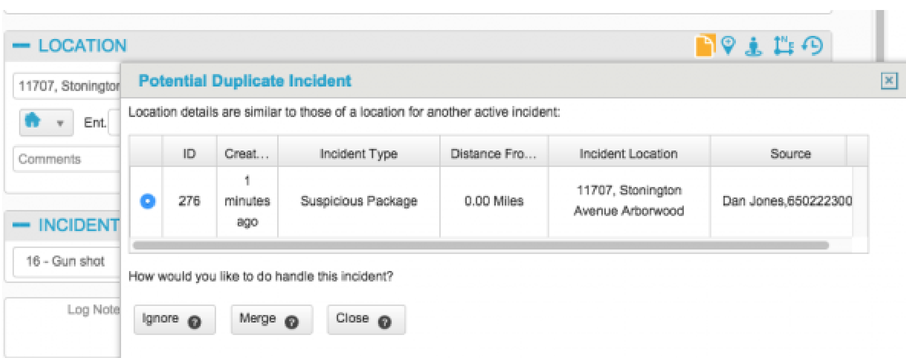
Incident duplication can occur when an incident is reported from the same location and/or from the same source/caller.

If a dispatch operator creates a new incident or edits an existing incident that is in close proximity (location and time) or has the same caller information (name/telephone number) to an incident already in the system, a **Duplication** icon appears in the Incident pop up.

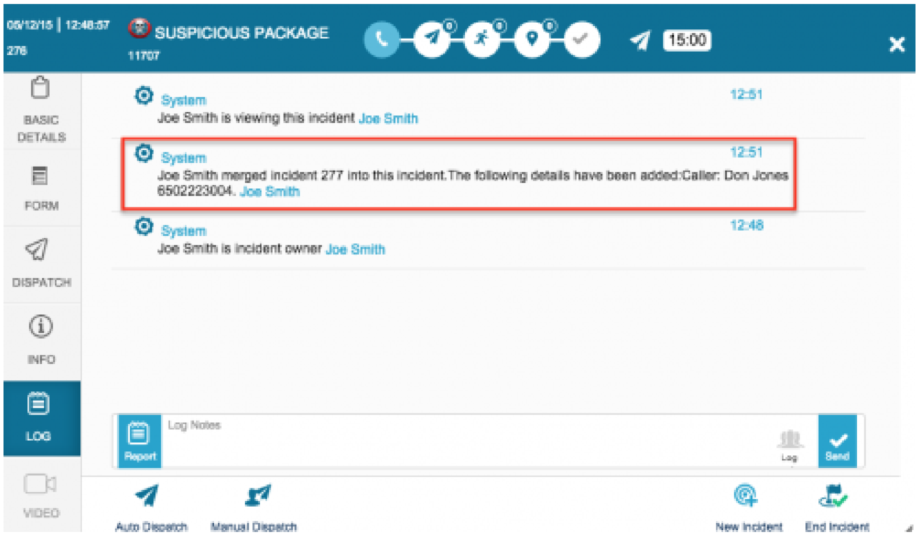
If Dispatcher enters data or edits an incident that is in proximity (location and time) or has the same caller information (name/phone number) as another incident in the system – the dispatcher will see the duplication icon:



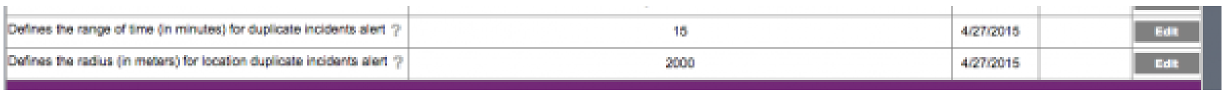
Clicking on the duplication icon allows the dispatcher to either "ignore" the alert, "delete" the current incident or "merge" the current incident with the selected duplicated incident:



If the dispatcher decides to merge the current incident, a Log will be added to the original (selected) incident and it will automatically open it for editing:



An administrator can setup the distance and time parameters for incident duplication under Setup-Organization-Config:



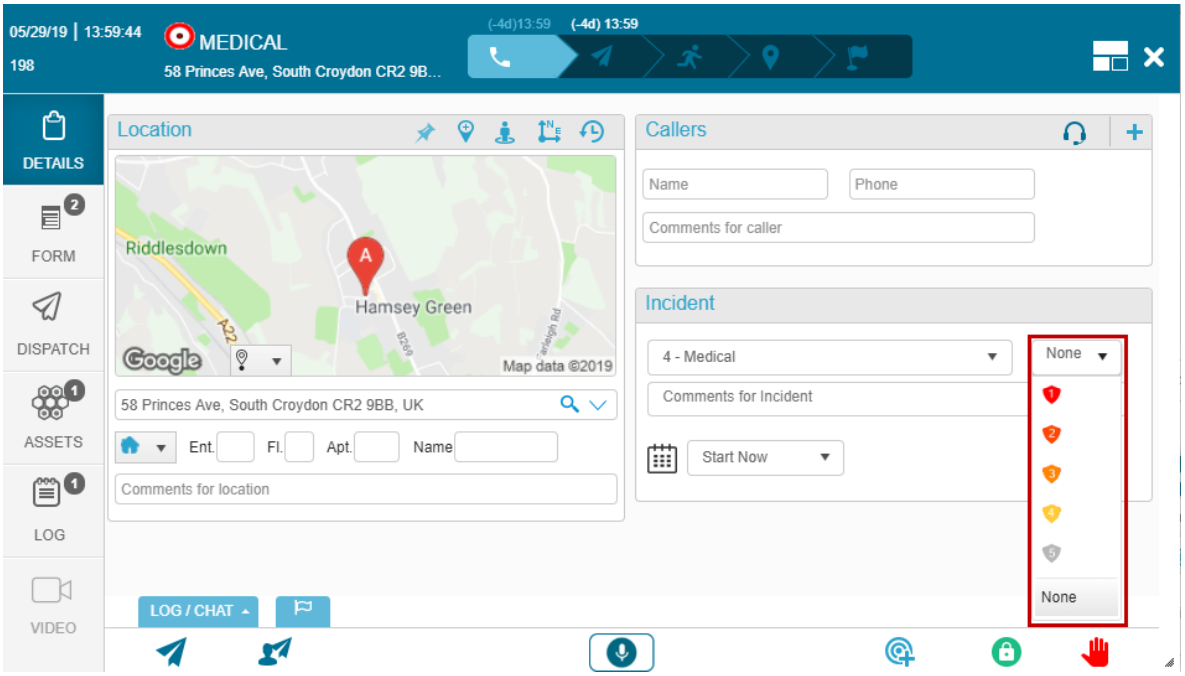
Defines the range of time (in minutes) for duplicate incidents alert ?	15	4/27/2015	Edit
Defines the radius (in meters) for location duplicate incidents alert ?	2000	4/27/2015	Edit

Modifying the Priority Level of an Incident

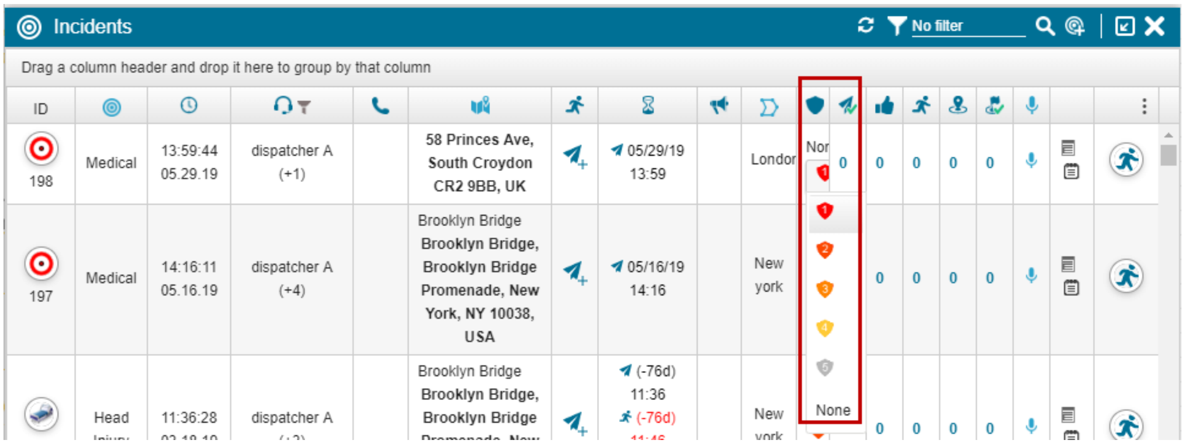
Dispatch operators can change the default priority for specific incidents.

▼ To change the default priority of an incident:

1. From the **Incidents** panel in the Dispatcher, locate the incident whose priority you want to change.
2. Hover your cursor over the incident icon, and select **Edit Incident**. The Incident window appears.
3. In the **Incidents** area, from the **Priorities** dropdown list, select the required incident priority.

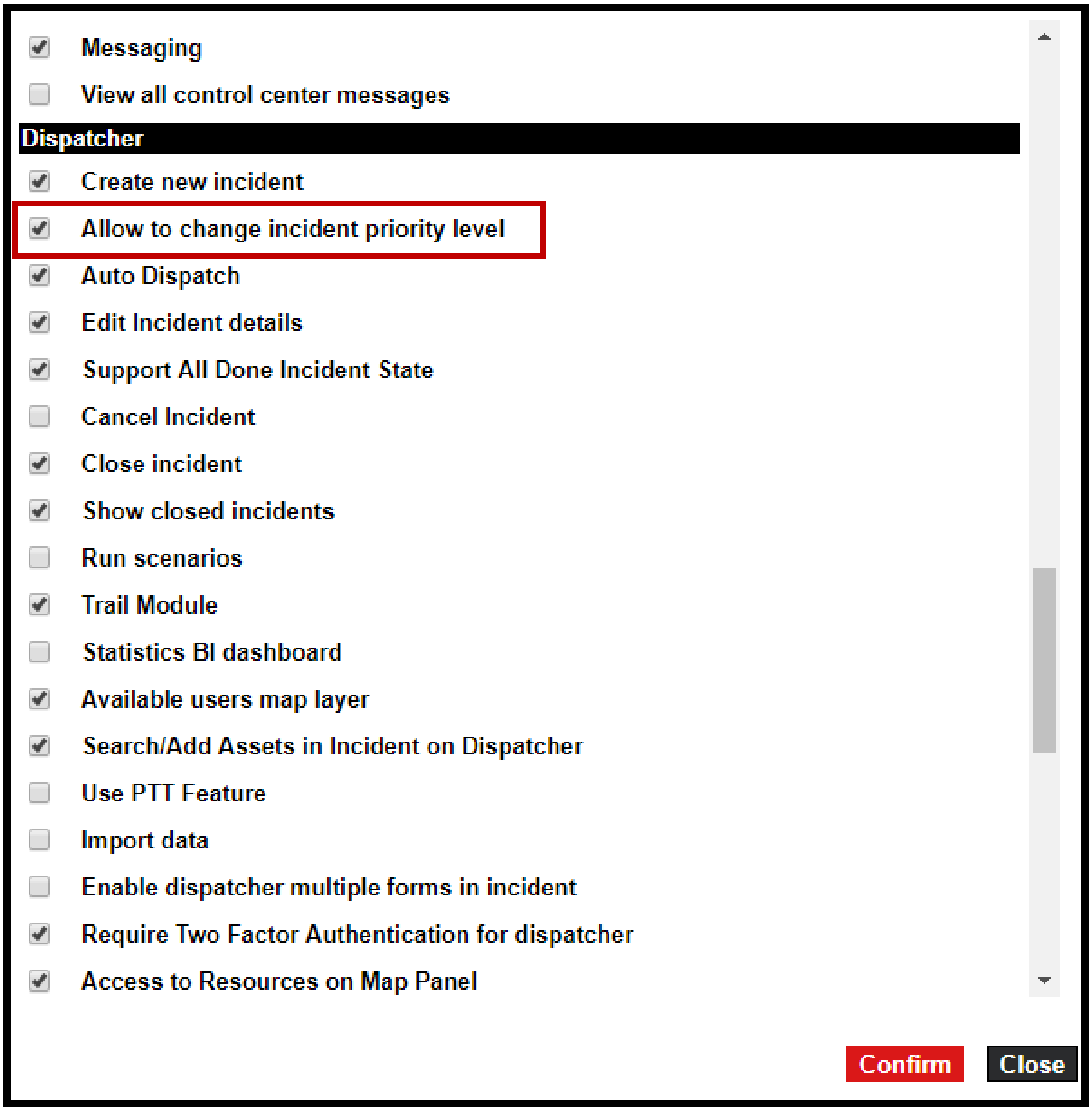


Alternately, in the Dispatcher Incident panel, click in the Priority column of the incident whose priority you want to change, and select the required priority.



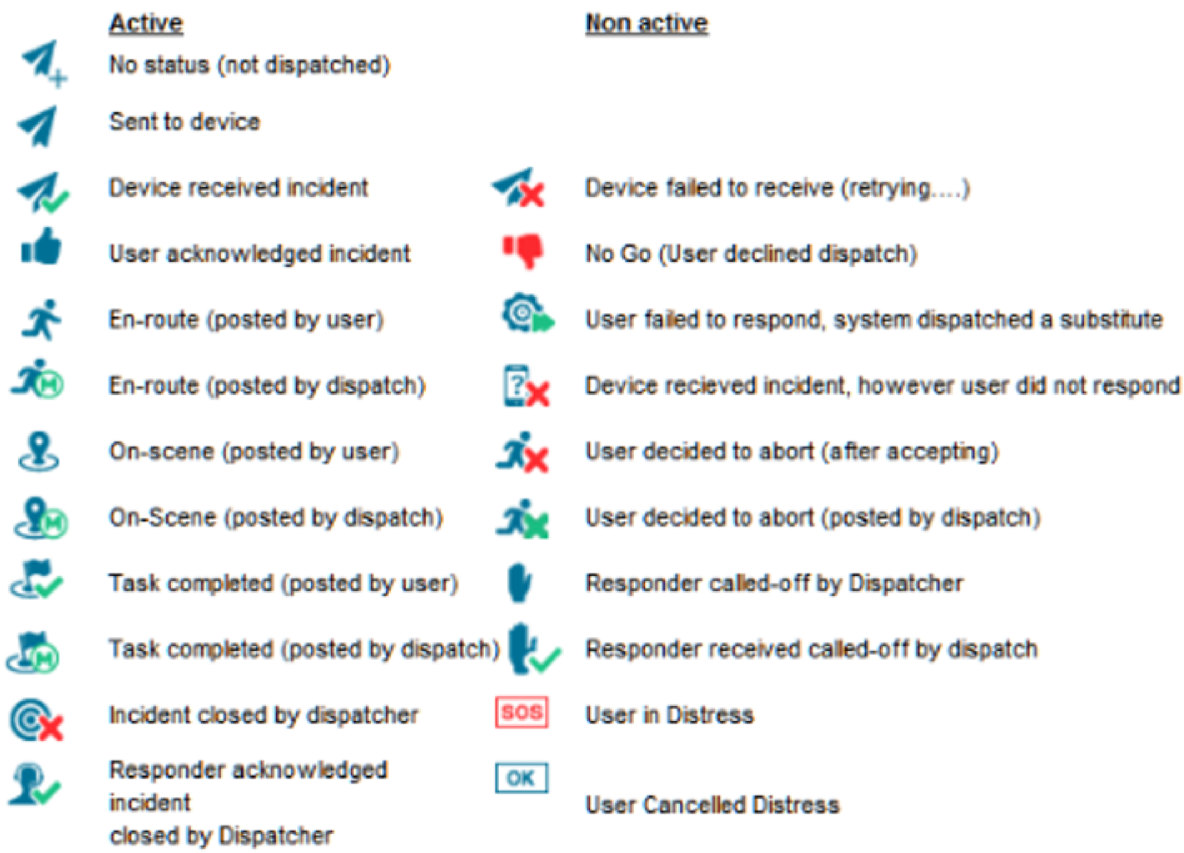
Note

You must have the necessary permissions to change the incident priority level. Consult your system administrator if you do not have these permissions.


Messaging
View all control center messages
Dispatcher
Create new incident
Allow to change incident priority level
Auto Dispatch
Edit Incident details
Support All Done Incident State
Cancel Incident
Close incident
Show closed incidents
Run scenarios
Trail Module
Statistics BI dashboard
Available users map layer
Search/Add Assets in Incident on Dispatcher
Use PTT Feature
Import data
Enable dispatcher multiple forms in incident
Require Two Factor Authentication for dispatcher
Access to Resources on Map Panel
Confirm
Close

User Status Icons

The following User Icons appear in the Incident Panel.



Active	Non active
No status (not dispatched)	
Sent to device	
Device received incident	Device failed to receive (retrying....)
User acknowledged incident	No Go (User declined dispatch)
En-route (posted by user)	User failed to respond, system dispatched a substitute
En-route (posted by dispatch)	Device recieved incident, however user did not respond
On-scene (posted by user)	User decided to abort (after accepting)
On-Scene (posted by dispatch)	User decided to abort (posted by dispatch)
Task completed (posted by user)	Responder called-off by Dispatcher
Task completed (posted by dispatch)	Responder received called-off by dispatch
Incident closed by dispatcher	User in Distress
Responder acknowledged incident closed by Dispatcher	User Cancelled Distress

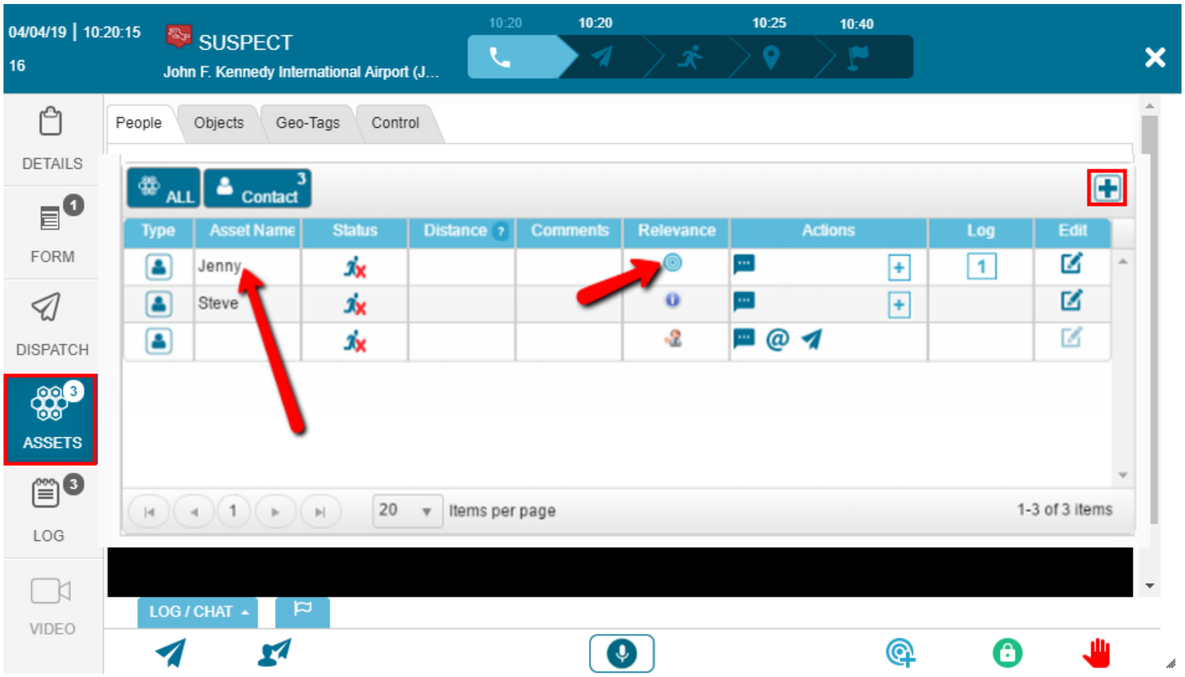
Utilizing Assets in an Incident

When linking an Asset to an incident there are typically two scenarios. Both are supported in the Link Asset to Incident Wizard:

- Creating a new Asset in the system that is linked to the Incident
- Linking an Asset that is already defined in the system to the incident.

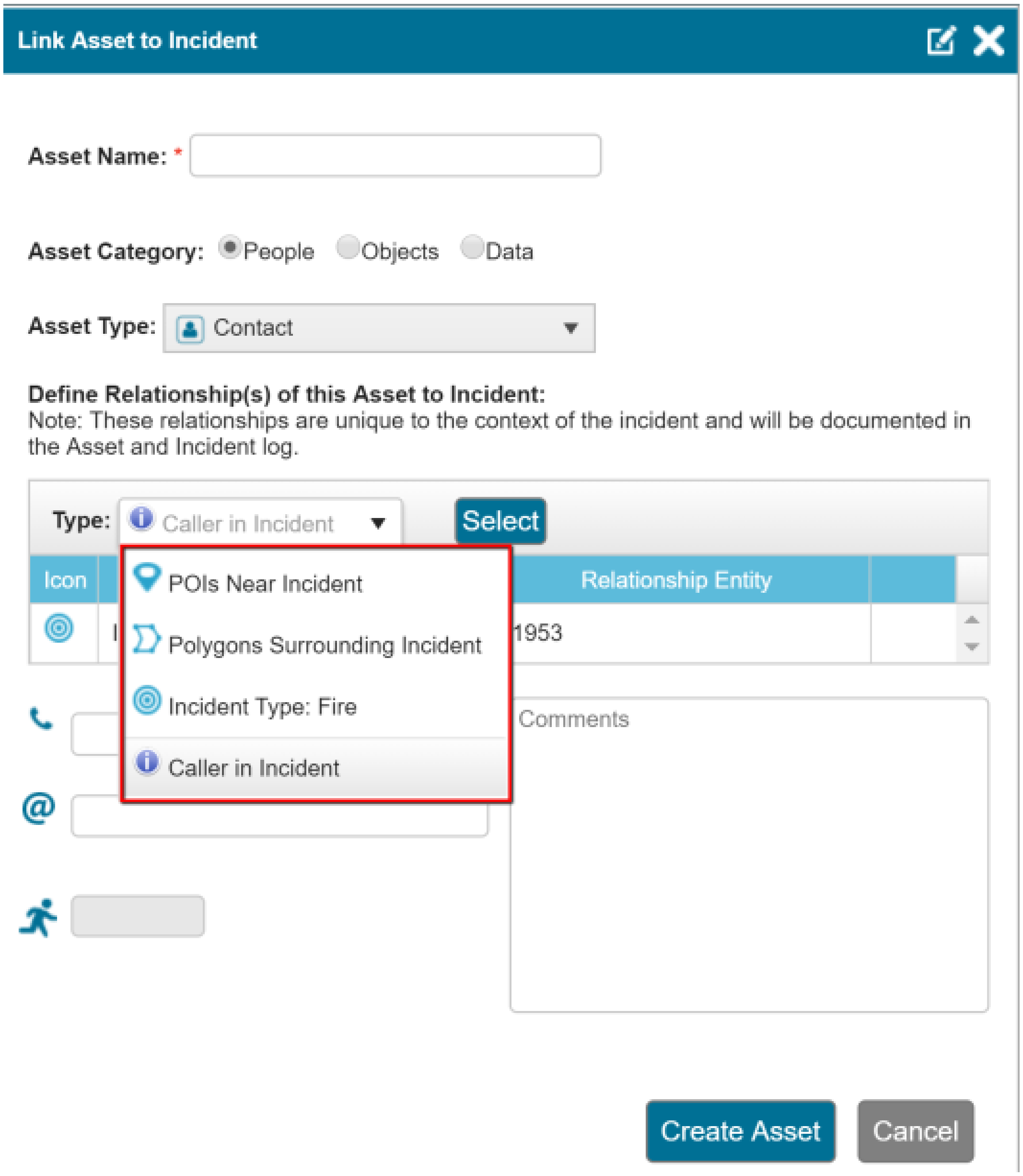
▼ To add an asset to the incident in the Asset Wizard

1. Click on the Plus icon (), located at the top right corner of the asset list.



2. Type the Asset's name
   - if the asset already exists in the system, an auto-complete list will be displayed. Click the relevant asset, and its information will populate the fields below
   - if the asset does not exist - enter its name, choose its category (people/object/ data), enter other information below and then click Create Asset.
3. Pick one of the following link types that describe the relationship between the Asset and the incident:
   - Geofence/Polygon surrounding Incident - this link type will ask you to pick from a list of geofences surrounding the incident location. The geofence you pick will be added to the relationships of the Asset. Any future incident which is located in this geofence will display this Asset.
   - POI - this link type will ask you to pick from a list of POIs surrounding the incident location. The POI you pick will be added to the relationships of the Asset. Any future incident which is located near this POI will display this Asset.
   - Incident Type - this link type will link the Asset to the specific Incident Type of this incident. Any future incident of this type will display this Asset.

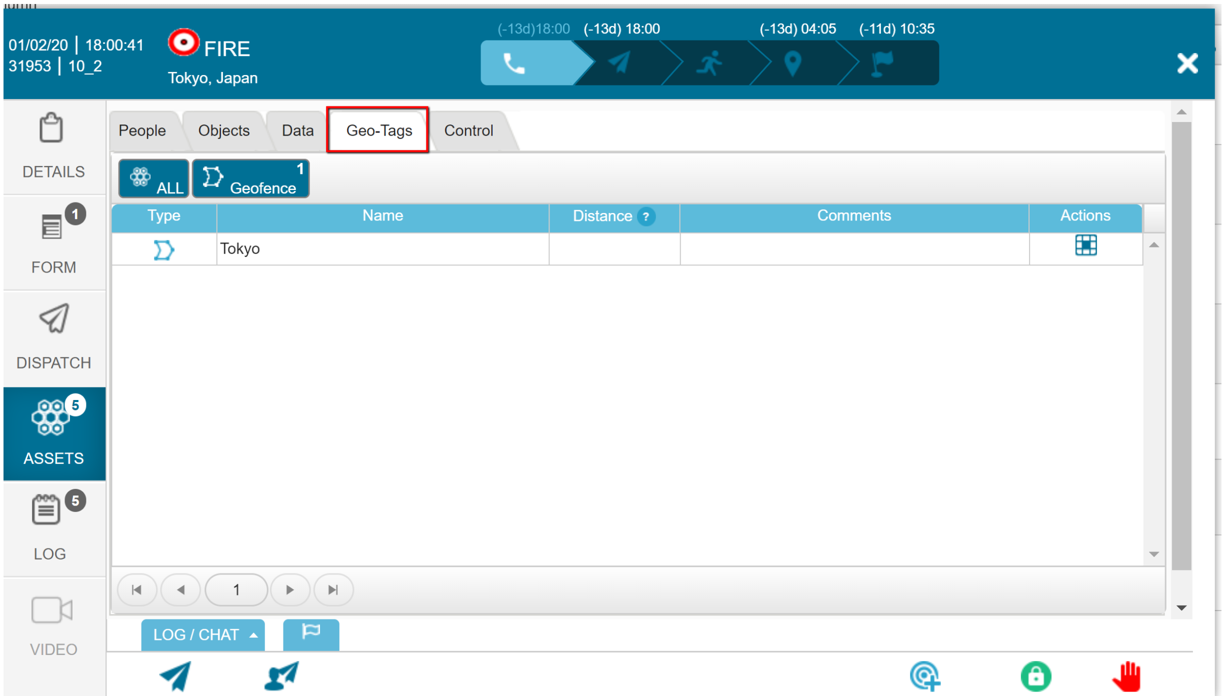
- Caller - this link type will link the Asset to the specific incident without any implication on other incidents in the future.



Geo-Tags

The dispatcher can also view and utilize the geographically tagged assets closely located to the incident by clicking on the 'Geo-Tag' tab, as seen below:

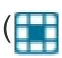
The type of information provided in the 'Geo-Tag' tabs include:



Type: POI / Geofence

Name

- Distance: The distance between the geo-tag and the incident
- Comments: Any comments associated with that geo-tag
- Actions: Actions that can be taken with the geo-tags, such as zooming the map into the geo-tag

The dispatch operator can center the map on the specific geo-tagged asset by clicking on the **Zoom Map** icon ()

Users with the correct permissions can configure the maximum distance between an asset and an incident for it to appear in the list.

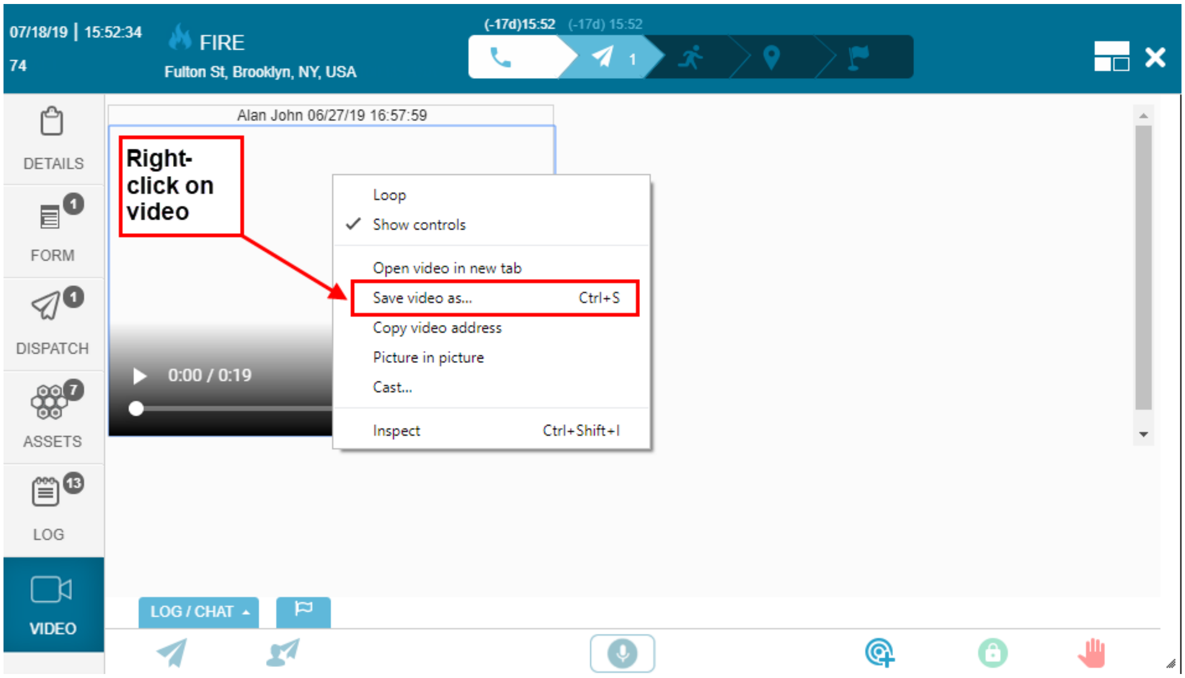
Saving Video From an Incident

You can save a video stream from an incident.

▼ To save video from an incident

1. In Dispatcher, go to the Incidents panel and locate the incident whose video you want to save.
2. Right-click the incident icon and select **Edit Incident**. The **Incident** window opens.

3. Click the **Video** tab.
4. Right-click on the video and from the pop-up menu, select **Save video as**.
5. Set the location where you want to save the video, enter a name for the video, and click **Save**. The video is saved as an MP4 file.



Multi Forms in Dispatcher

Multiple forms can be associated to an Incident type. In addition an Administrator can designate a form template to only be available to specific groups.

This enables both Dispatchers and Responders to select the most appropriate form template and/or duplicate an existing form template from the incident form dropdown list.

For example:

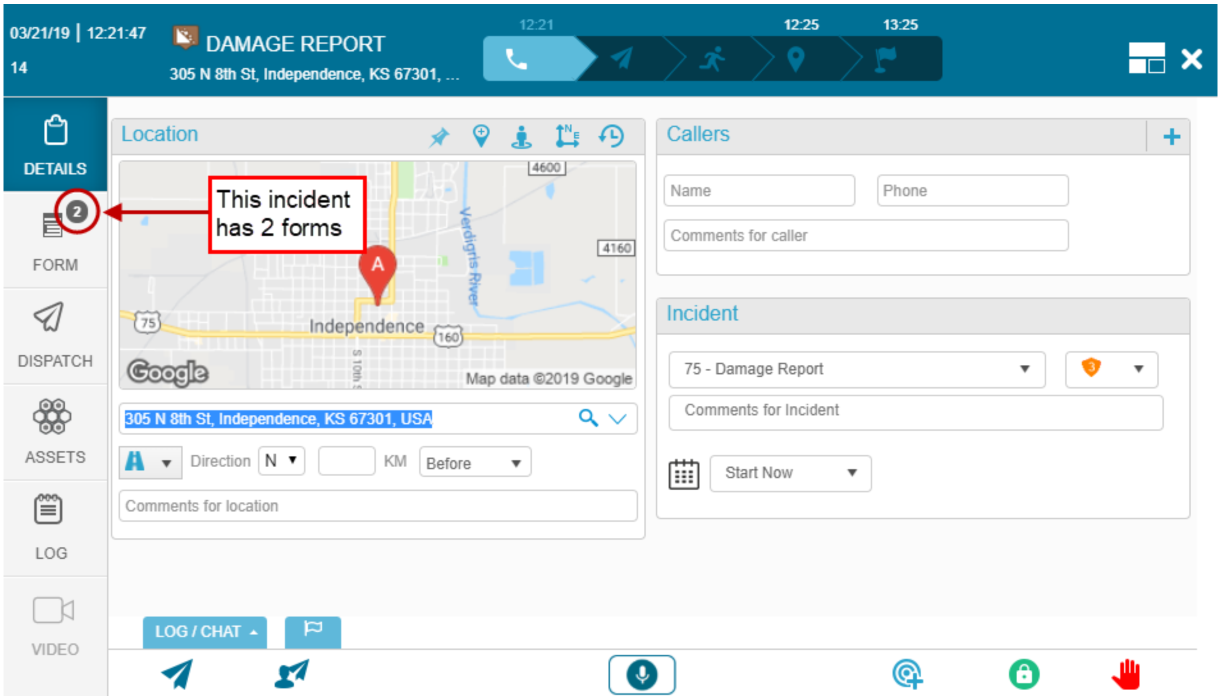
- Multiple Responders in the same incident can complete separate forms for the incident.
- Multiple "customers" in the same incident can each complete a separate form.

Incident Form Tab

The **Form** tab, enables dispatchers to share additional information with responders and other dispatchers managing the incident.

The **Form** tab has a dropdown list of all the forms available for the selected incident based on the group to which the dispatcher is associated. The dispatcher can edit and/or duplicate any of the available forms according to the specifics of the incident.

The number of the form templates associated with the incident appears in the **Form** tab label. This number is updated when a user (dispatcher or mobile user) duplicates a form template.



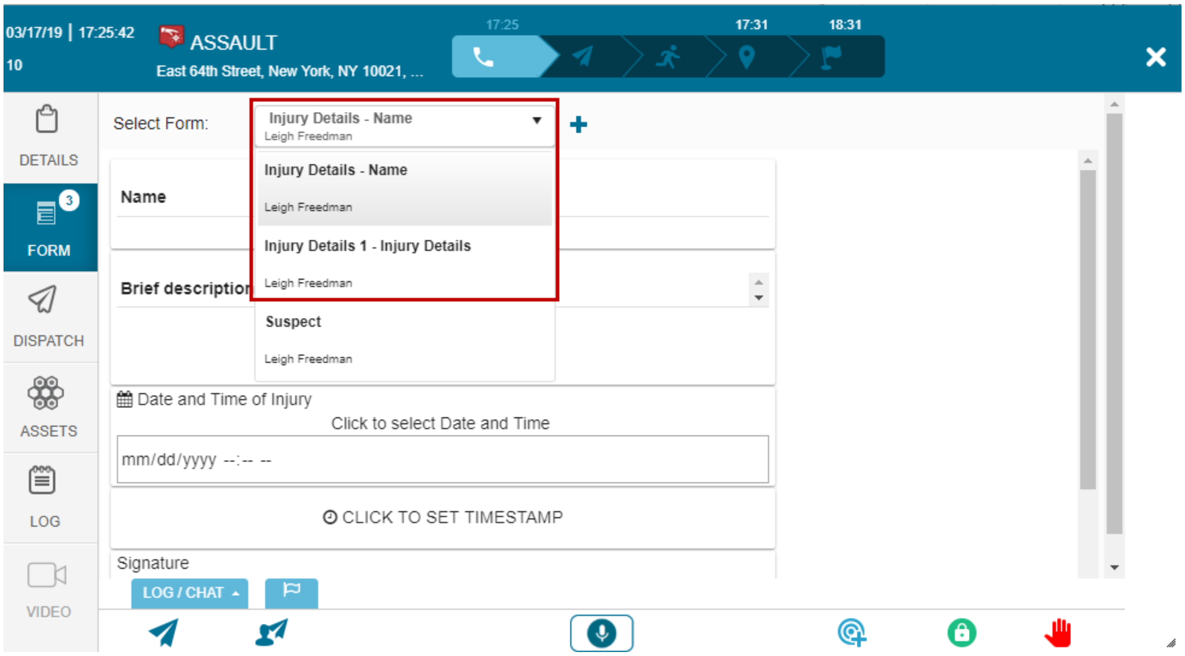
Inside the **Form** tab, the **Select Form** dropdown list shows all the available form templates for the incident.

▼ To select a form template

1. In the Incident window, click on the **Form** tab.

> **Note**
> Note: The form templates that are shown in the select Form dropdown list are dependent on the groups to which you belong and the incident type permissions.

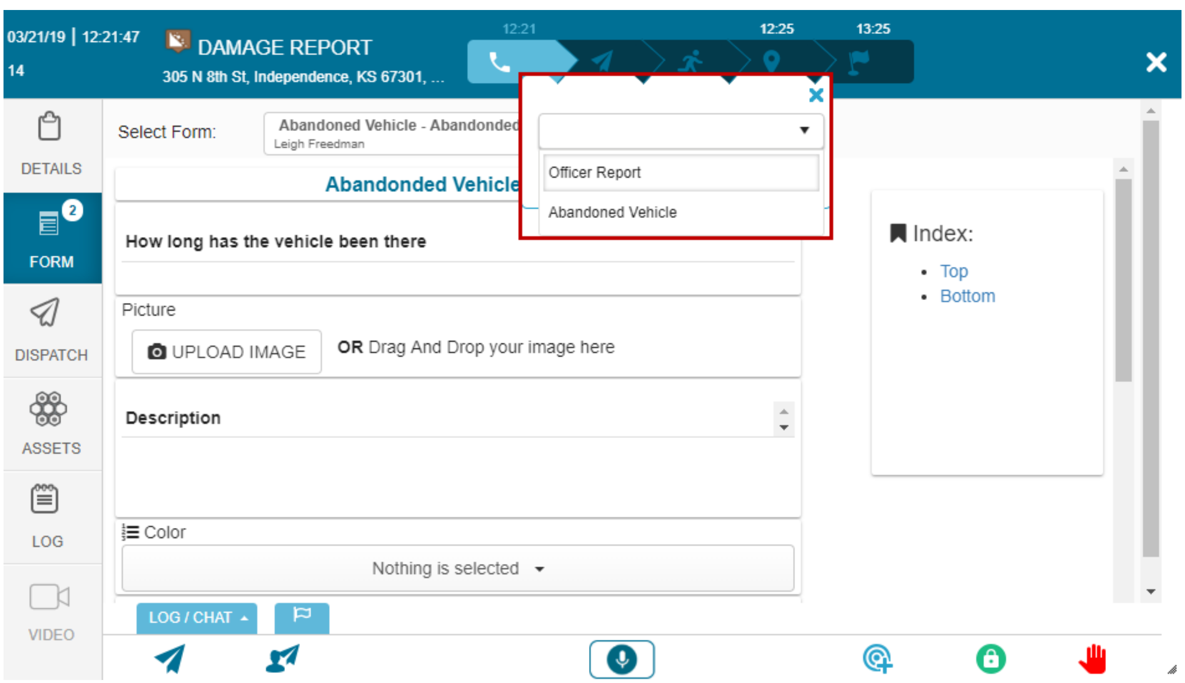
2. In the **Select Form** dropdown select the form, it details appear in the window.



You can duplicate any of the form templates available to you.

▼ To duplicate a form template

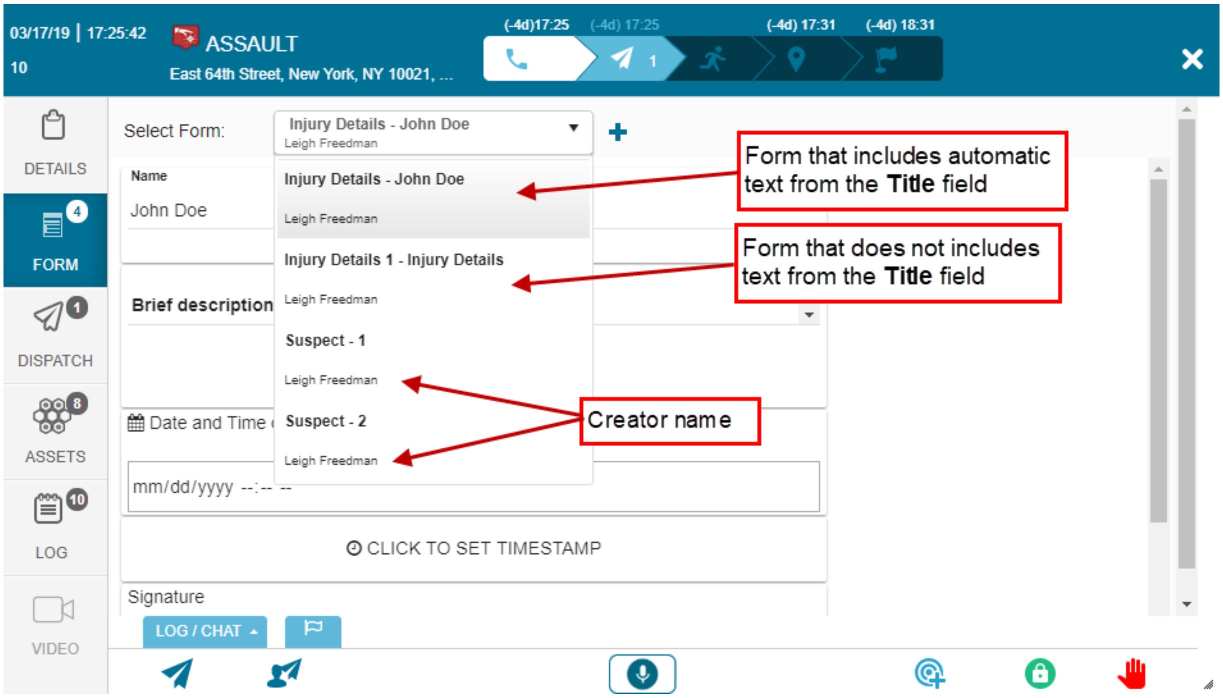
1. Click the **+** sign next to the **Select Form** dropdown list.
2. Enter a name for the form to duplicate or select a form from the dropdown list.



> Note
> You can only duplicate form templates if you have permissions to do so. Read more about Multi Form permissions.

Form Template Name

Each new form template is tagged with name of the form template and the name of its creator (the user who opened the Incident, or the user who duplicated one of its form temples). When predefined by the administrator, a form template's name can be automatically modified to include text entered into the **Title** field on the form.



Form Template Mandatory Fields

Form templates can be defined (by the administrator) with mandatory fields.

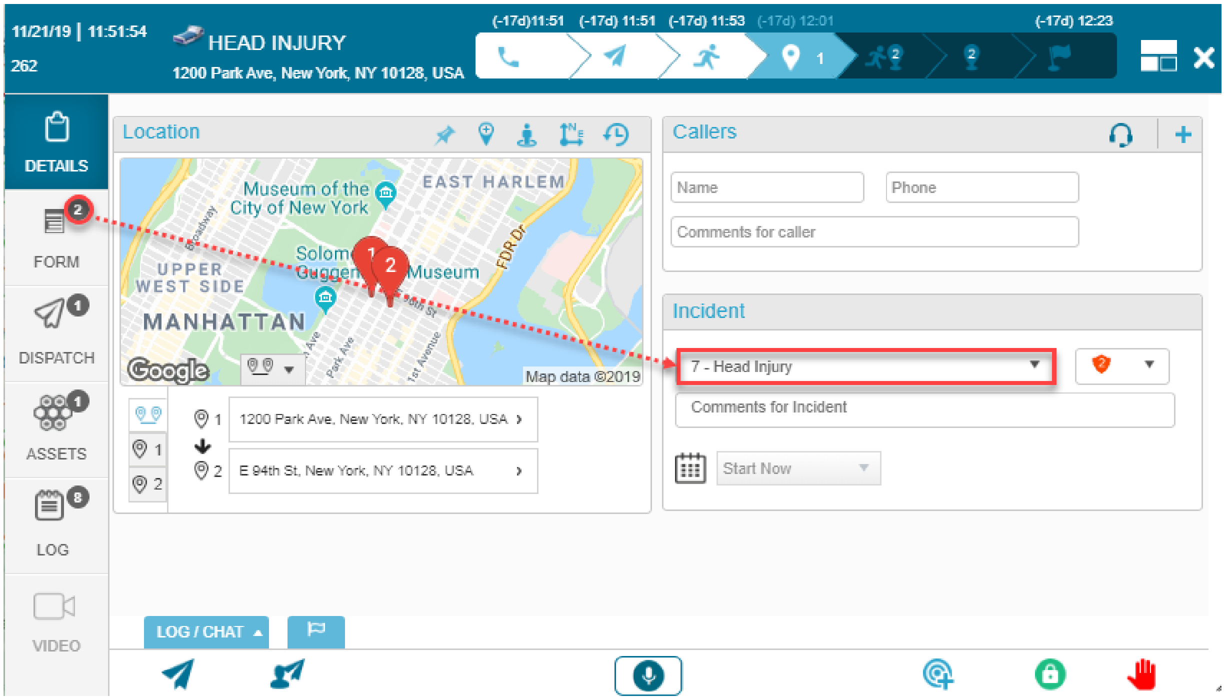
- A red star icon appears next to the name of a form that has mandatory fields. The red star icon also appears next to the mandatory field in the form.
- The dispatcher can only close an incident when all the mandatory fields of all the form templates are completed.
- A responder user can only report an incident as **Done** if all mandatory fields in the original form templates, and any form templates created or duplicated by them are completed.
- Read more about Multi Forms

- Read about using Multi Forms in the mobile app
- Read about adding the Multi Forms permissions
- Read more about managing incident types and attaching form templates to an incident.

Editing and Adding Forms in an Incident

In addition to the general details displayed in the DETAILS tab of an incident, you can view and share additional information with Responders and other Dispatchers by using the FORM tab.

After you define the incident type, the number of form templates associated with an incident type is displayed on the FORM tab.

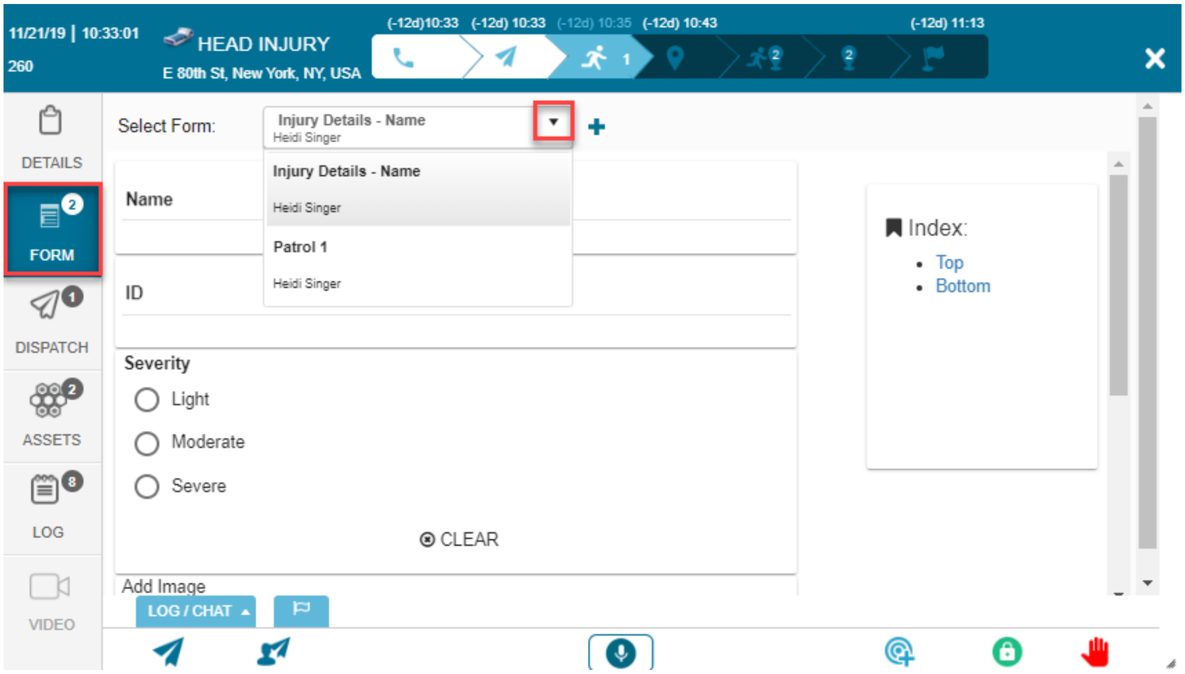


Dispatchers and Responders can complete forms, and Dispatchers can also duplicate forms in an incident.

Only Dispatchers with the correct permissions are able to duplicate form templates. For more information on multi-forms and their permissions, click here.

▼ To view and edit a form

1. In the **Incident** module, click the FORM tab.
2. In the **Select Form** field, select the required form.

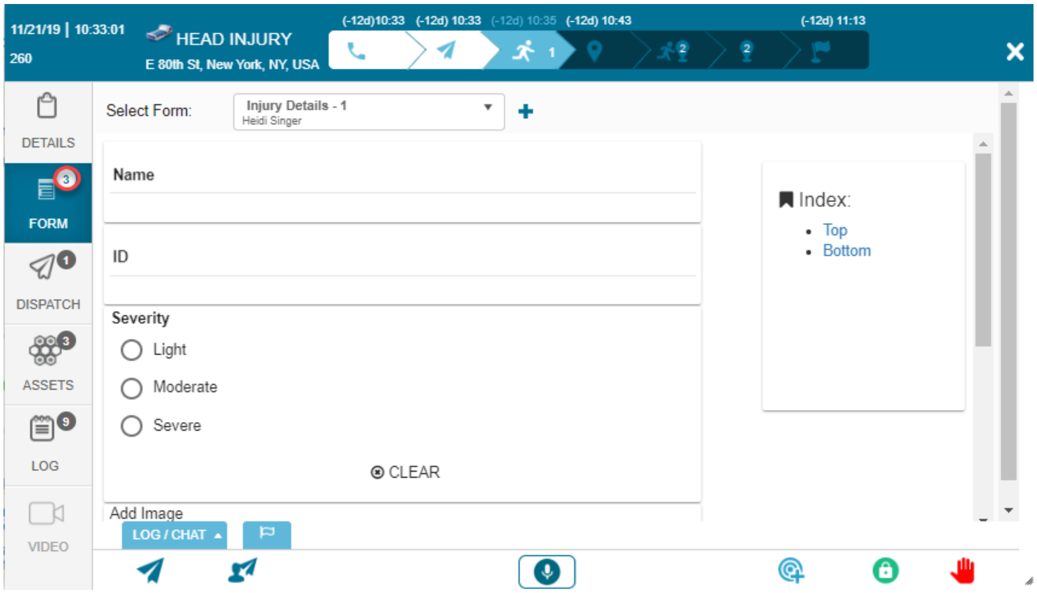


The form displays, and the contents are editable.

▼ To duplicate a form

1. In the **Incident** module, click the FORM tab.
2. Click **+** and select the form you want to duplicate.
3. Click **Add**.

The number displayed on the **Form** tab changes to reflect the addition of a form to the incident.



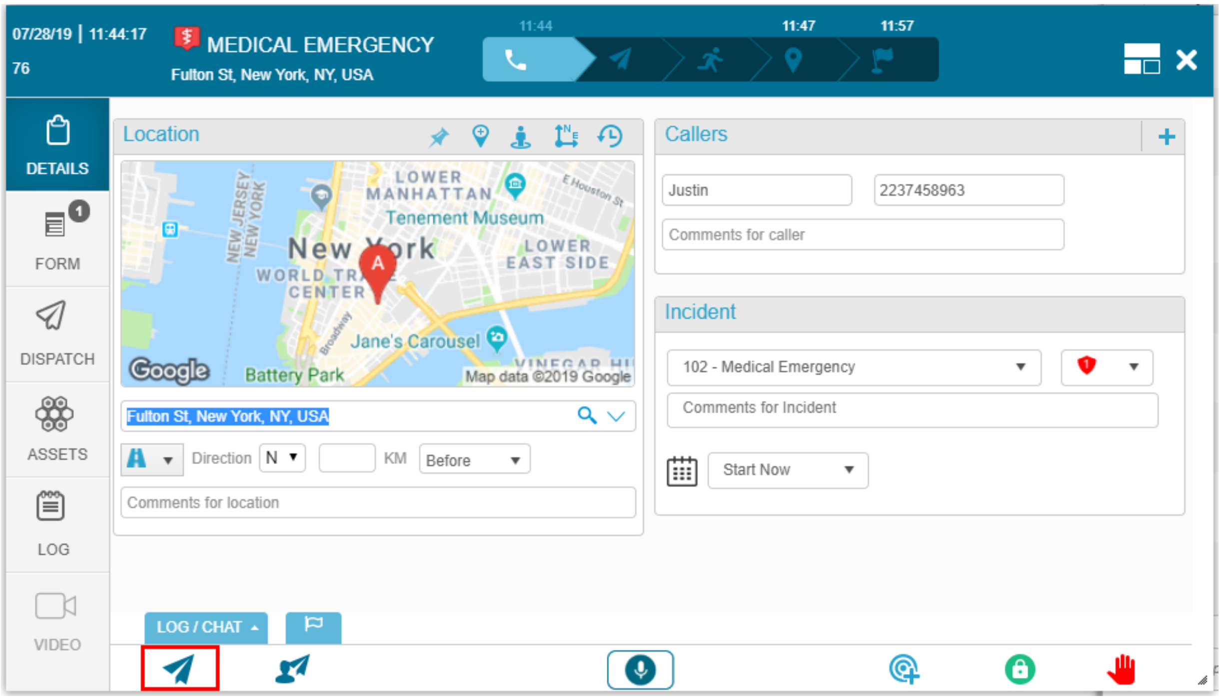
Auto Dispatching Rules

This topic explains how to auto dispatch responders and how to add additional resources to an incident

Auto Dispatch enables dispatch operators to automatically dispatch responders to an incident by activating the auto-dispatch rules for the selected incident type. The default auto-dispatch protocols, or incident rules, are predefined in the Incident Settings (read more about incident types "Managing Incident Types" (page 1).) You can modify these rules for individual incidents in the **Dispatch** tab of the **Incident** window.

Auto Dispatching Incidents

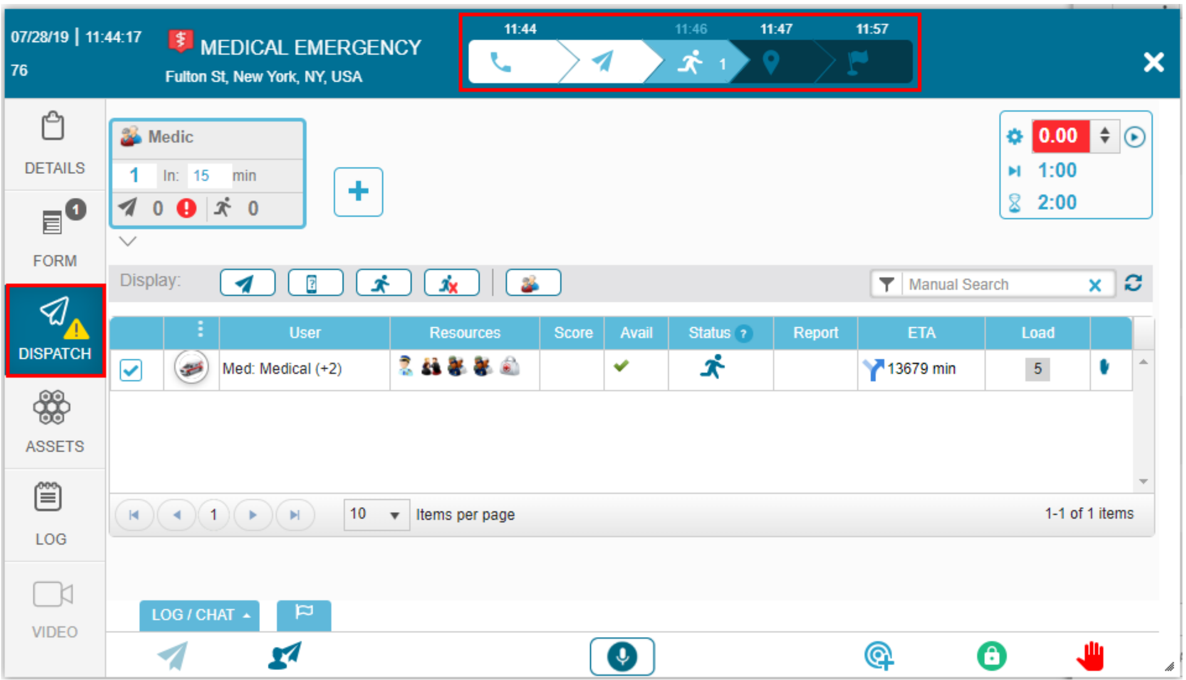
After you create an incident, click the **Auto Dispatch** icon at the bottom of the Incident Panel and the auto-dispatch engine will be activated. Read more about creating incidents here.



You can confirm that responders have been dispatched by:

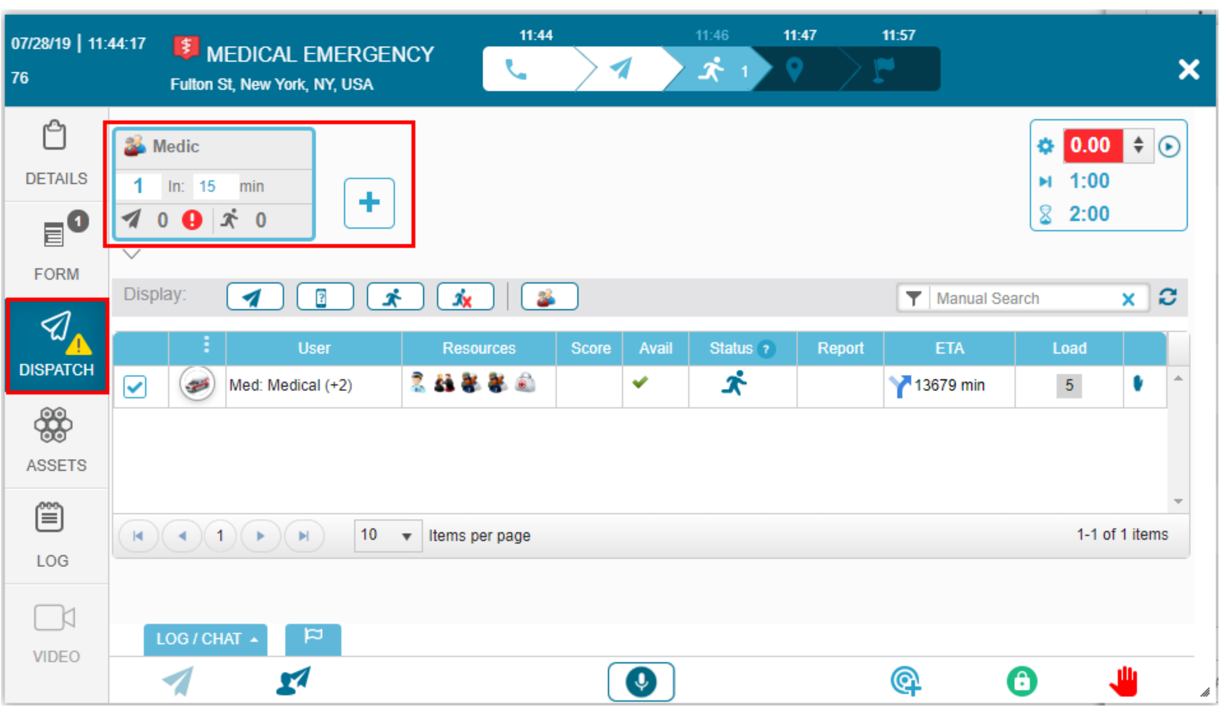
- Monitoring the Incident progress bar at the top of the **Incident** window.

- Clicking the Dispatch tab on the side of the Incident window.



Required Resources

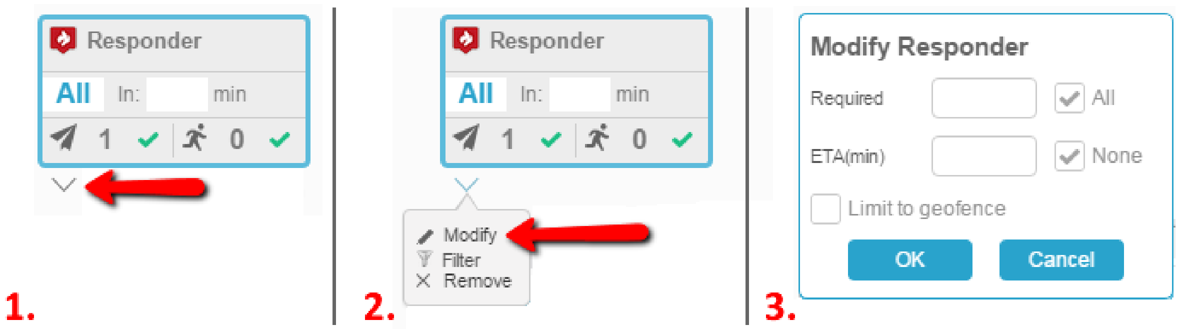
The **Required Resource** area shows the resources defined in the Auto Dispatch protocol determined for each incident type. (For information on how to define incident dispatch rules, see "Adding and Modifying Incident Dispatch Rules" (page 1).) The predefined Required Resources are shown in the **Dispatch** tab.



You can modify the predefined required resources and also add additional resources if required. It is important to note that any changes made to the required resources affect only the incident at hand and do not affect the predefined required resources defined for this type of incident.

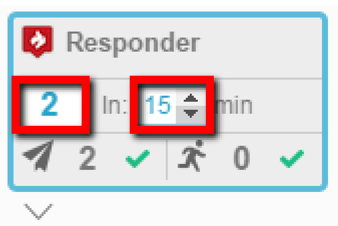
Modifying the Required Resources

You can modify the Required Resources for the incident, by clicking the down-arrow below the defined resource, and selecting **Modify** from the pop-up menu that appears.



▼ To modify the resource:

1. Click the arrow below the **Required Resource** box. A menu opens below the **Required Resource** box.
2. Click **Modify** to change the requirements.
3. A popup window appears enabling you to modify the requirements for the resource. You cannot modify the resource itself, but can modify quantity and ETA of the resource.

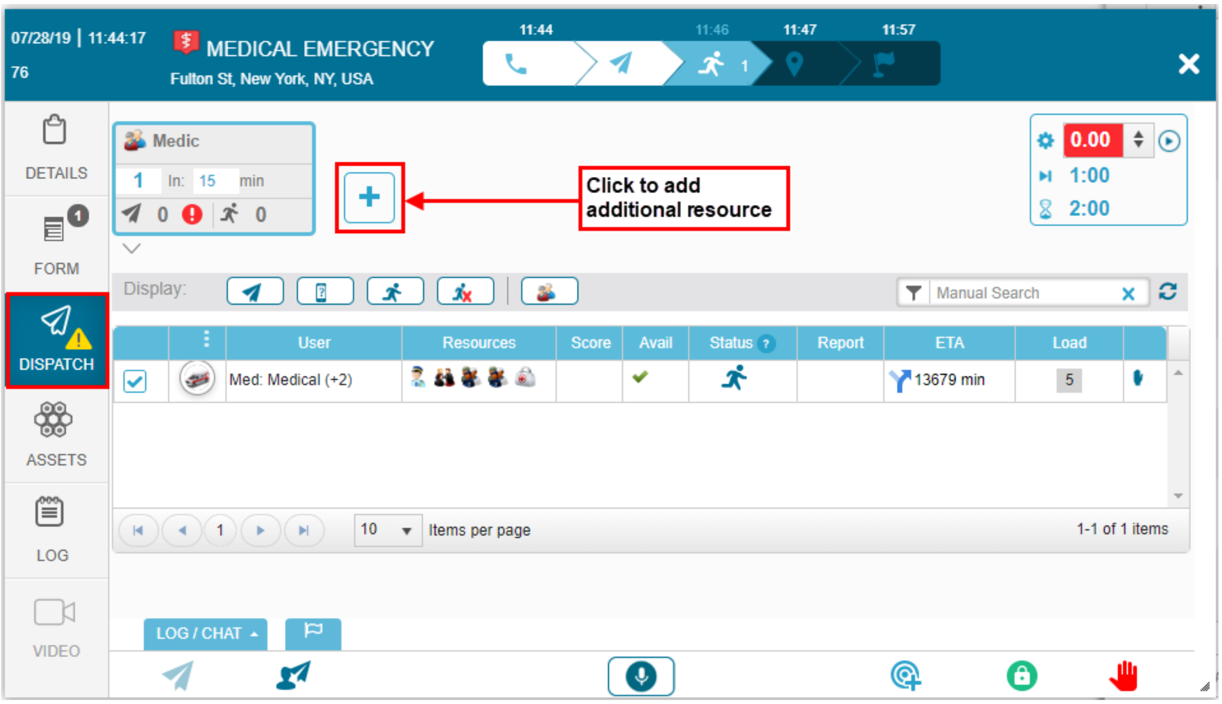


- Modify the quantity of required resource by clicking in the **Quantity** field and entering the new quantity required.
- Modify the required ETA using the up and down arrows to increase or decrease the required ETA.

Adding an Additional Required Resource

You can add additional resources to an active incident's Auto Dispatch protocol. These additional resources are incident specific and do not alter the default Auto Dispatch protocol, or incident rules, for the incident type.

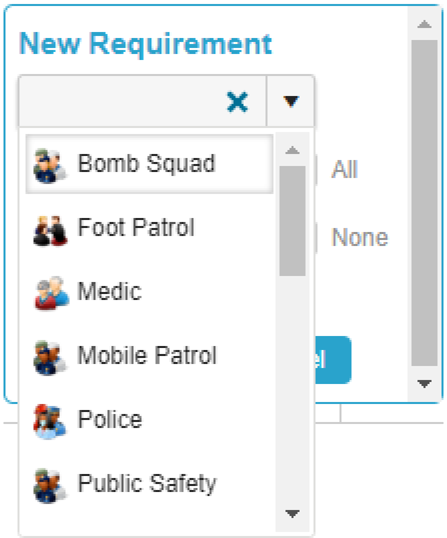
An example of when you (as the dispatch operator) may need to add an additional resource to an incident is as follows. The default dispatch for a Medical Emergency is all Medics. If the caller reports that the victim appears to have been assaulted, it would be necessary to dispatch a Police officer to the scene to investigate the matter.



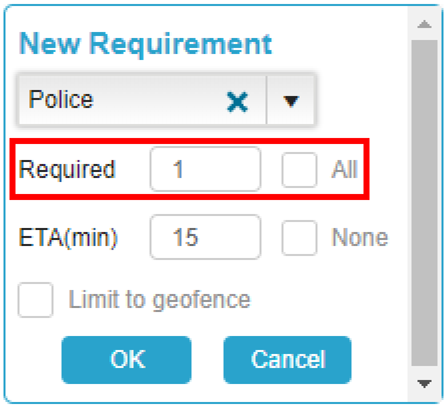
▼ To add an additional resource:

1. Click **+ Add Required Resource** to add a new resource. The **New Requirement** pop-up window opens.

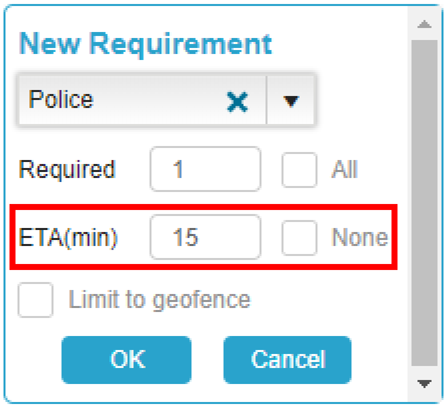
2. From the **New Requirement** dropdown list, select the new required resource.



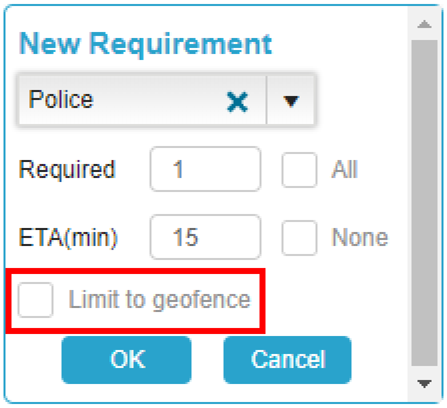
a. Enter the quantity of the resources required or click **All**.



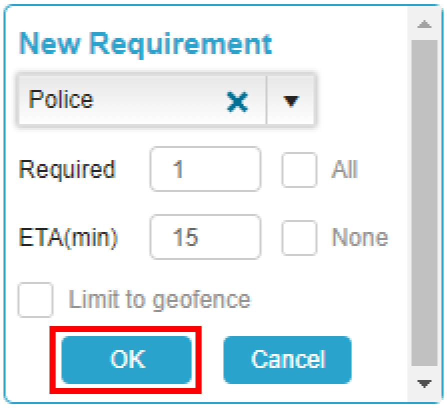
b. Where applicable, enter dispatch limitations such as response **ETA**, or click **None**.



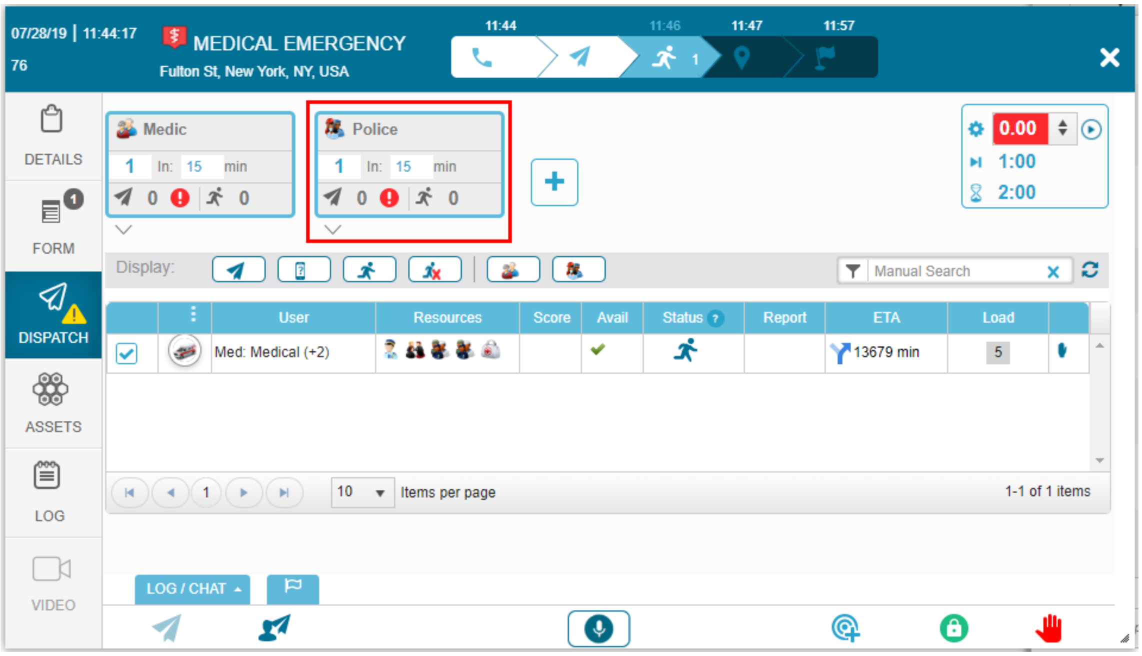
c. (Optional) Select Limit geofence if the dispatched resource must be local (i.e., associated to the geofence where the incident is located).



d. Click **OK** to add the additional resource to the Auto Dispatch protocol for this incident.



The additional resource now appears in the **Dispatch** tab.



3. If you have not already done so, click **Auto Dispatch** to activate the dispatch engine.

Understanding Two-Step Dispatch

You can set up workflows in your organization that enable users with Supervisor permissions to dispatch additional resources, based on predefined conditions, to incidents directly from their mobile app instead of using the Dispatcher application.

To be able to do this, administrators must define the following:

1. Supervisor permissions that include permission to allow the supervisor to make decisions in the incident.
2. Create triggers that will dispatch the resources comprising of:
   - **Incident preconditions** based on dynamic statuses (read more about dynamic statuses/reports). The dispatch rule is only triggered when a user (the dispatch operator via the Dispatcher application, or the supervisor directly from the Responder app) activates or reports this dynamic status (administrators can associate a dynamic status with any incident.)
   - **Incident time triggers.** The dispatch rule is only triggered after x minutes have passed since the Incident was created. (For more information on editing an incidents's SLA time, click here.)

After the occurrence of the first precondition (either the dynamic status or the timer rundown completes) the predefined resources are dispatched automatically.

Setting up Two-Step Dispatch

The procedures described in this section assume the scenario where a supervisor wants to dispatch resources for a specific incident type (i,e. abandoned car) from their mobile app.

To enable two-step dispatch, you must first define the following preconditions:

- Make sure that the supervisor role has the required permissions to enable the supervisor to make decisions in the incident.
- Make sure there are dynamic statuses that can be triggered by the supervisor.
- Make sure the dynamic status is assigned to the incident type.

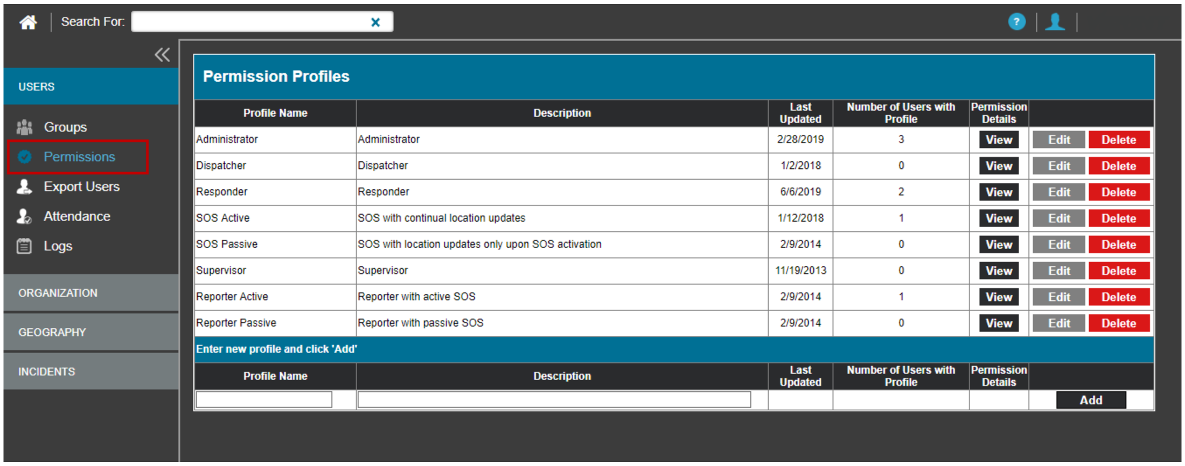
Supervisor Permissions

A supervisor must have permissions to make decisions in the incident.

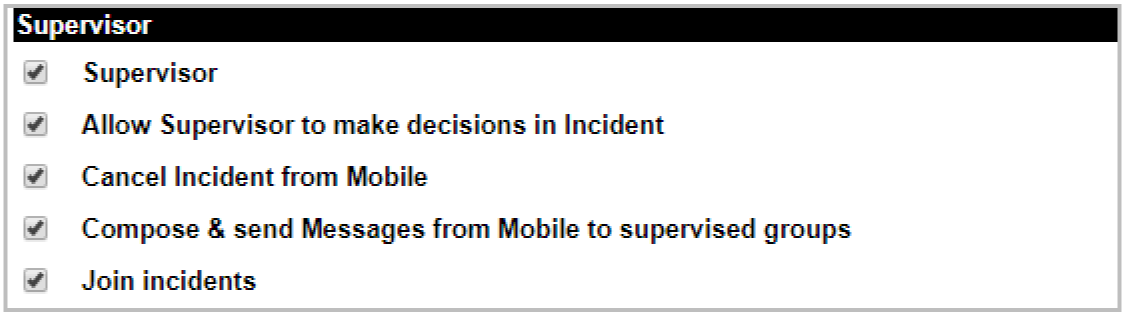
▼ To edit supervisor permissions:

1. From the **Main** screen, select **Settings> USERS**, and then select **Permissions**.

The Permissions screen opens.



2. In the **Supervisor** row, click **Edit > Edit**, and scroll to the **Supervisor** profile.



3. Update the **Supervisor** profile, as required. The options are:
   - **Supervisor:** Enables Supervisor permissions that include managing incidents via the mobile app.
   - **Allow Supervisor to make Decisions in Incident:** Permits a supervisor to dispatch additional resources to an incident.
   - **Cancel Incident from Mobile:** Permits a supervisor to cancel an Incident similar to a Dispatcher capability.
   - **Compose & send Messages from Mobile to supervised groups:** Permits a supervisor to compose and send messages from the mobile app to supervised groups.
   - **Join incidents:** Permits the supervisor to join incidents.
4. Click **Confirm** and then **Save** to apply your changes.

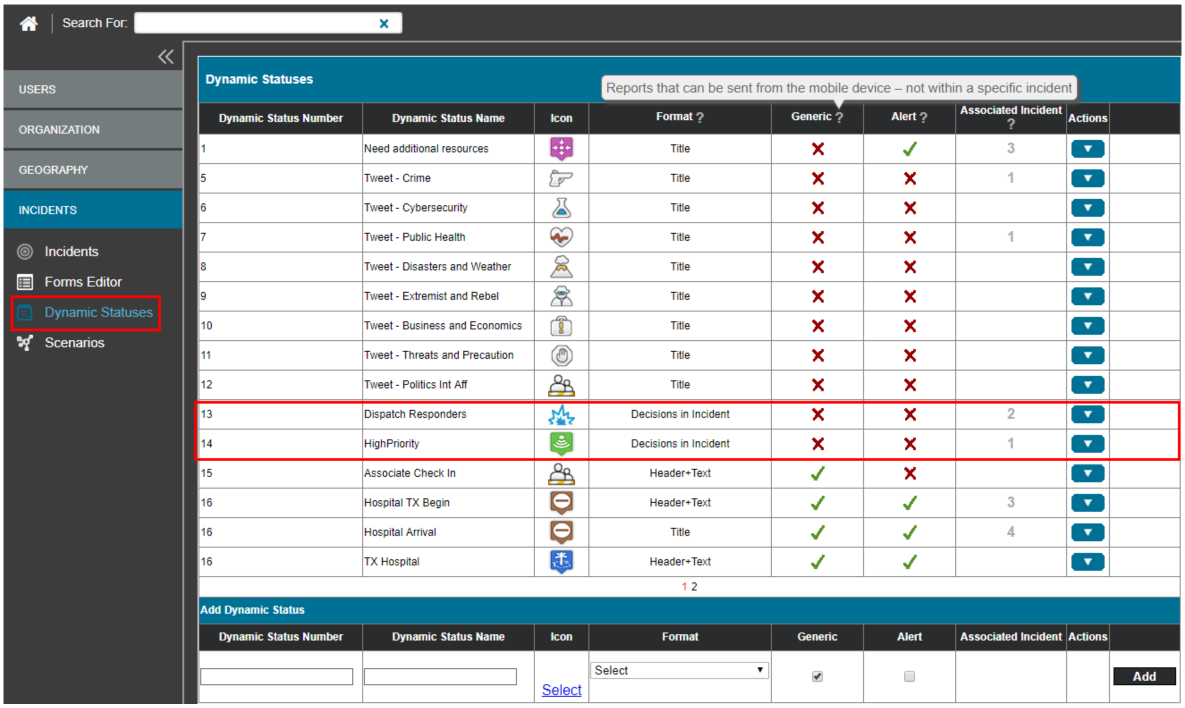
Dynamic Status

Read more about administrators Adding dynamic reports to an incident type.

▼ To edit a dynamic status:

1. From the **Main** screen, select **Settings> INCIDENTS**, and then select **Dynamic Statuses**.

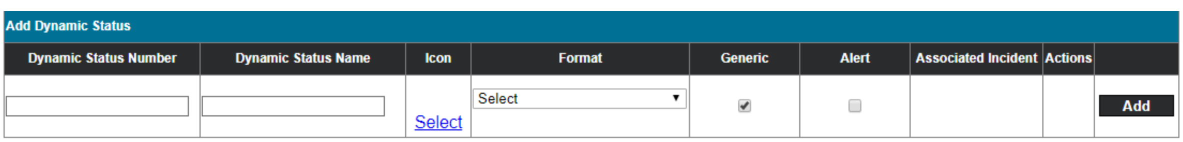
The **Dynamic Statuses** screen opens.



2. Confirm that the required dynamic status exists with the **Decision in Incidents** format.

3. If the dynamic status exists, but does not have the **Decision in Incidents** format, click edit from the Actions column and modify the format to **Decision in Incidents**.

4. If the required dynamic status does not exist go to the **Add Dynamic Status** area, and enter the details for the new dynamic status in the respective fields, and click **Add**.



Set Up Two-Step Dispatch Configuration

After confirming the supervisor permissions and creating the dynamic status, you must now apply the dynamic status to the incident type.

For more information see Managing Incident Types.

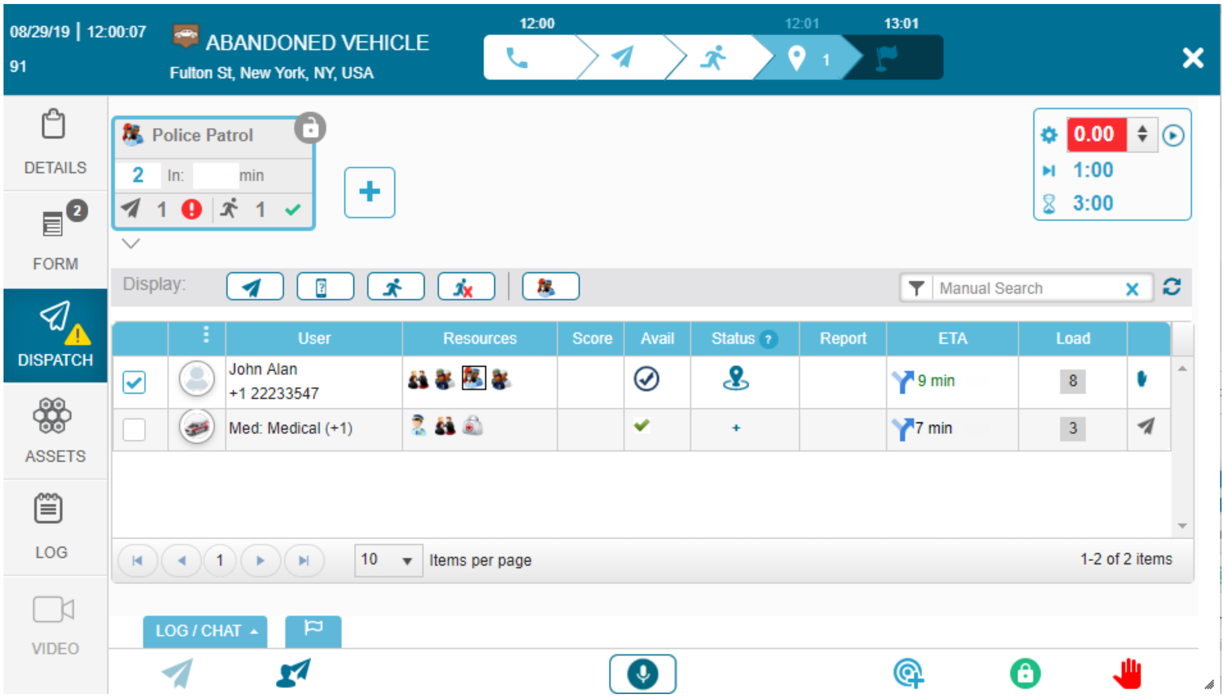
In our example we have chosen to dispatch all responders that are assigned to the geofence of an Abandoned car incident under the following conditions:

- Precondition: The incident approval dynamic status was triggered by the supervisor; or
- Timer: There has been no response to the Incident for three minutes.

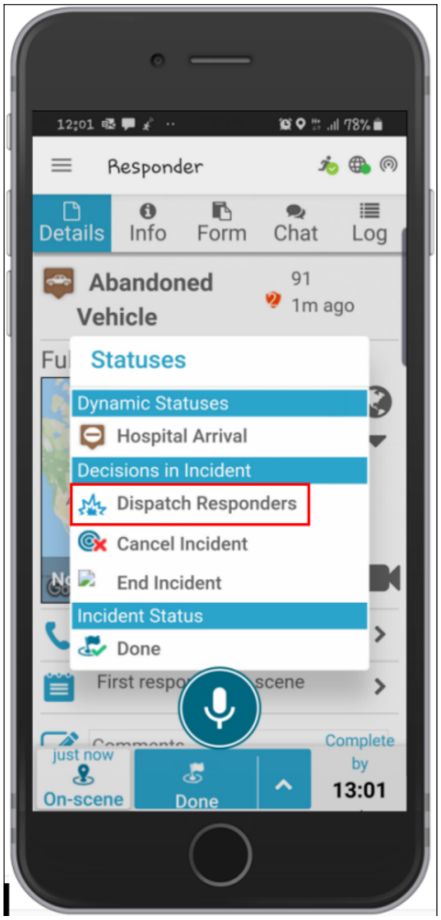
Any situation that complies with one of these conditions triggers the dispatch of Resources.

If a Precondition is required, remember to add the Dynamic Status to the Incident configuration (under 'Add Dynamic Status' section).

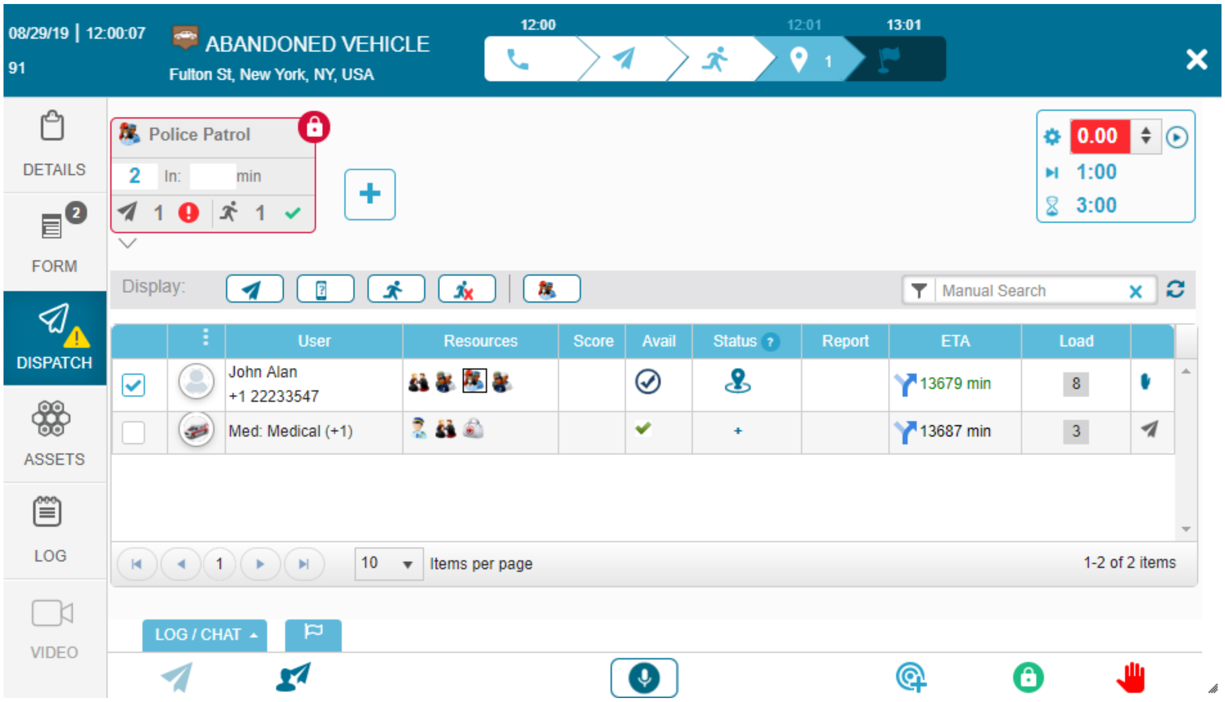
Only one of the precondition or timer incident rule attributes are required in order to implement a two step dispatch.



After the incident is reported in the system the supervisor can trigger the dispatch of the resources when the dynamic status is updated.

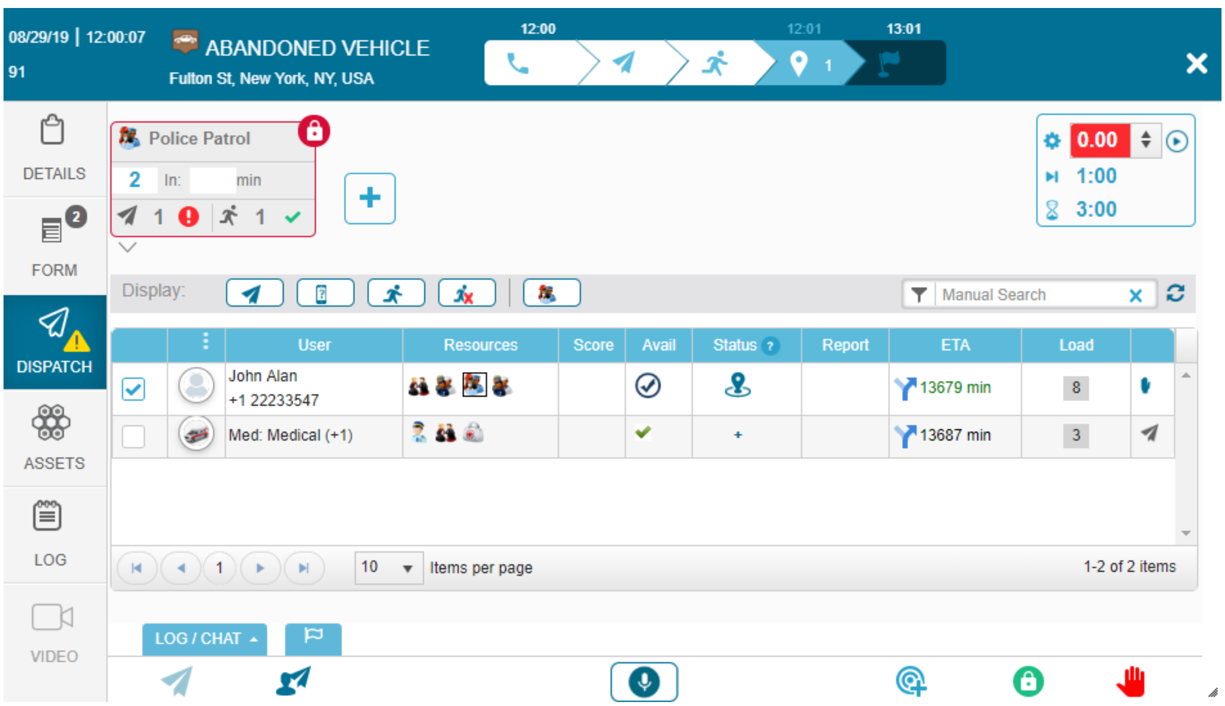


The dispatch operator can view the two-step dispatch configuration in the Dispatch tab of the incident. A red border with a lock appears in the dispatch resources section for resources that have not yet been deployed to the Incident. A pop-up with the preconditions can be viewed by hovering your cursor over the red lock.



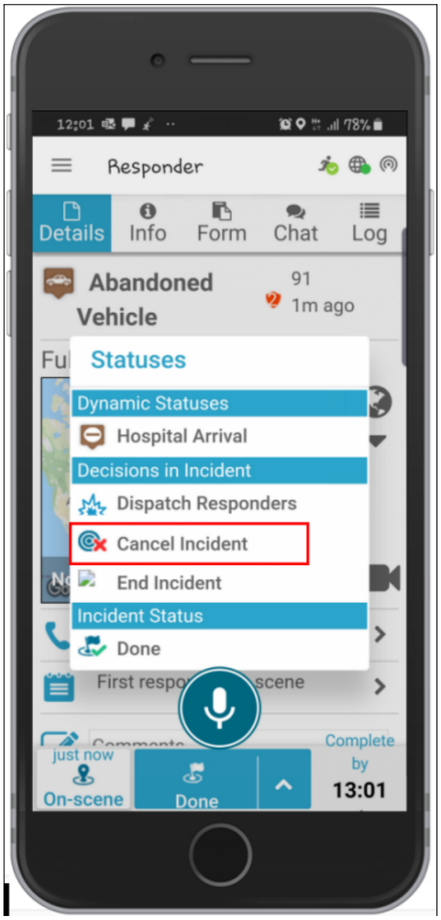
A dispatch operator can manually activate the dispatch rule by clicking on the pop-up which will bring up a confirmation dialog.

When the preconditions are met the red border changes to blue with an unlocked lock while the resources are automatically dispatched.



Cancel Incident from Mobile App

If a supervisor has the Cancel Incident from Mobile permission (see precondition permission section above), they can cancel the incident.



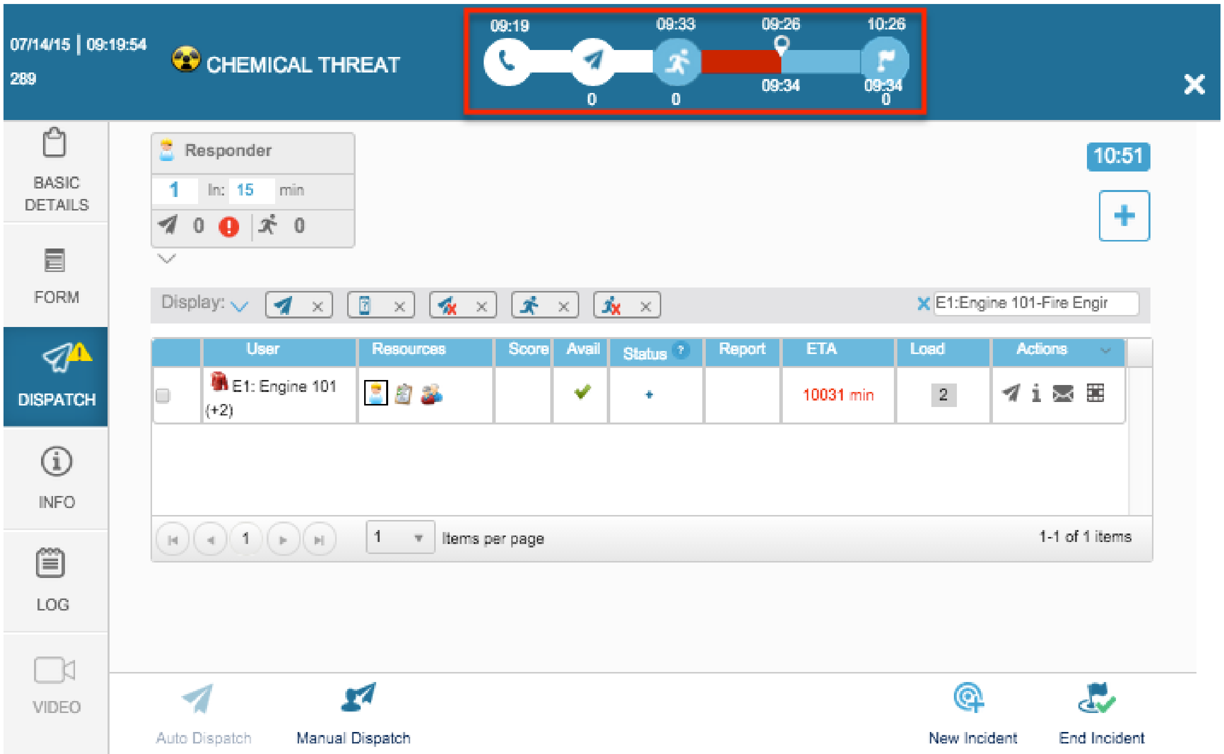
SLA Module

The SLA adds the following time parameters to each incident:

- **Arrival time** is how much time the Administrator sets as a guideline for a Responder to arrive (on scene). If Responder is expected to be early (ETA < SLA) then SLA will be Green. If Responder is expected to be late (ETA > SLA) then SLA will be Red.
- **Completion time** is how much time the Administrator sets as a guideline for a Responder to complete a task ("Done"). The Completion time is defined as a countdown timer and measured from moment first Responder is on-scene (i.e. if Responder is on scene early, the completion time will be earlier accordingly.

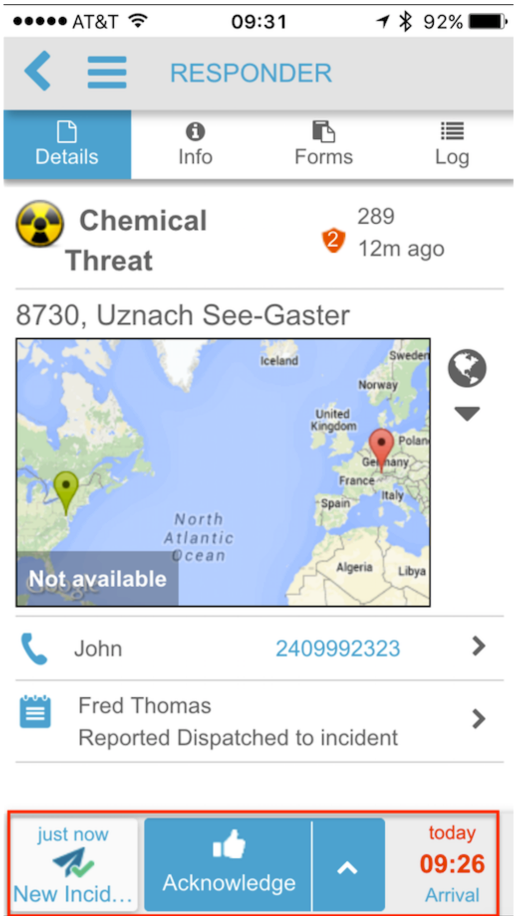
SLA display in the Incident panel:

- Above the bar are the "static" pre-planned time stamps of the incident (derived from the creation time) – Creation, Arrival SLA, Completion SLA
- Beneath the bar are the actual times and number of Users in each stage.
- The colored filling of the bar represents the ETA and if user is early (blue or yellow) or late (red).
- The moving marker represents the progress of the incident – it moves from left to right.



SLA display in the Mobile App:

- The Arrival time is displayed in the bottom bar of the mobile Responder – if user is expected to be early it will display in green, if late then red.
- When user sends an "on-scene" status: the Arrival time will switch to expected Completion time. If completion time has elapsed, it will switch to red to indicate user needs to finish ASAP.
- When incident is closed (by Dispatcher) the Completion time will switch to "Incident 'Closed.

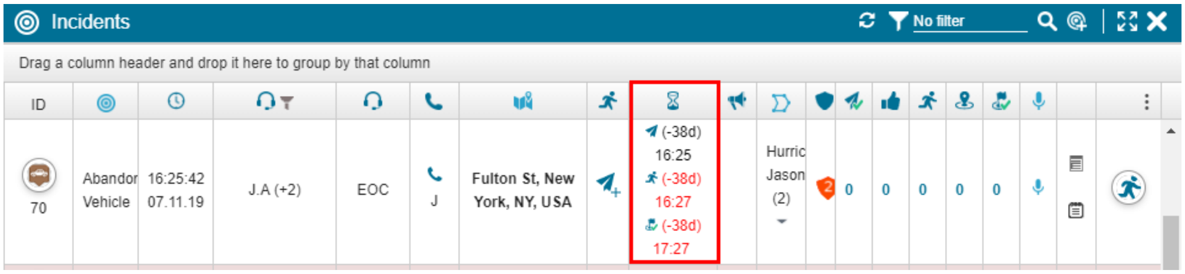


Editing and Incident's SLA Time

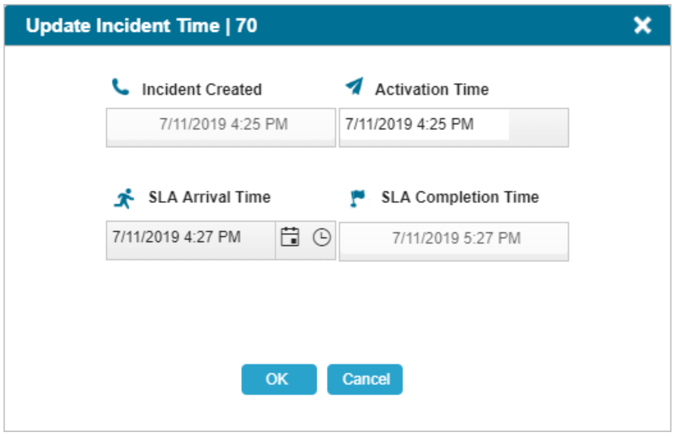
You can update the SLA for a specific incident by modifying the date and expected arrival time of a responder in an incident.

▼ To edit an incident's SLA

1. In the Incident panel, locate the incident whose SLA you want to update.

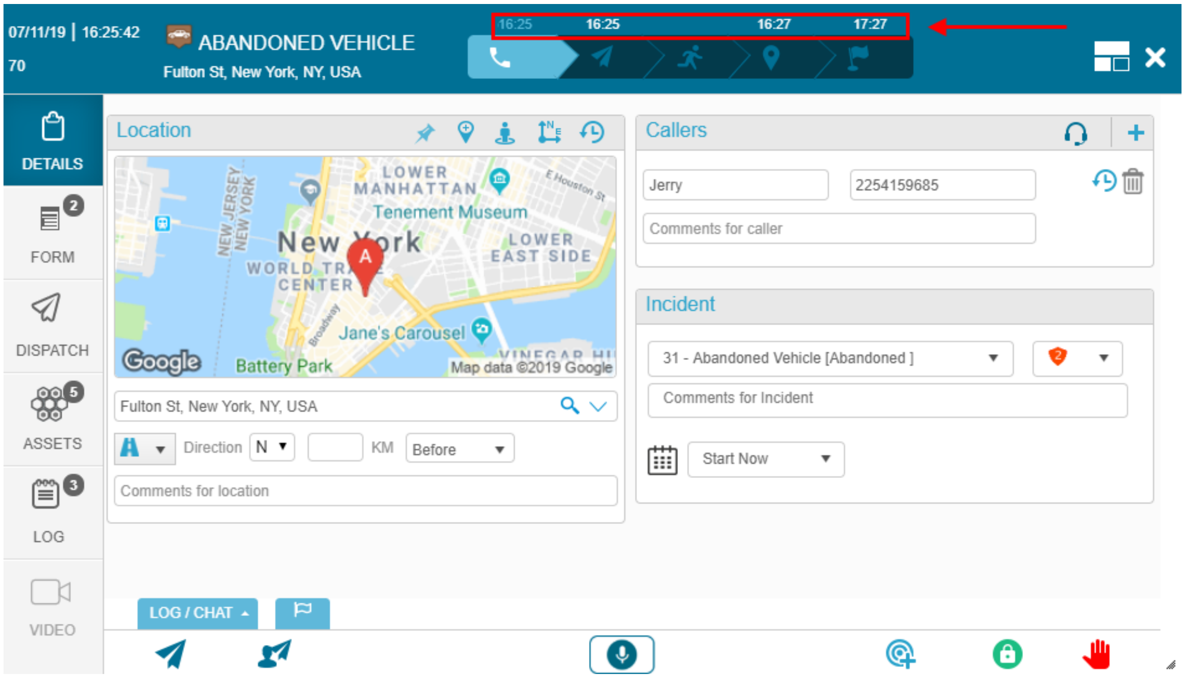


2. Click the time in the **SLA** column. The **Update Incident Time** pop-up opens.



3. Modify the **SLA Arrival Time** (the **SLA Completion Time** is then automatically recalculated based on the default configuration), as required and click **OK**.

   The following example shows the **SLA times** in the **Incident** window.

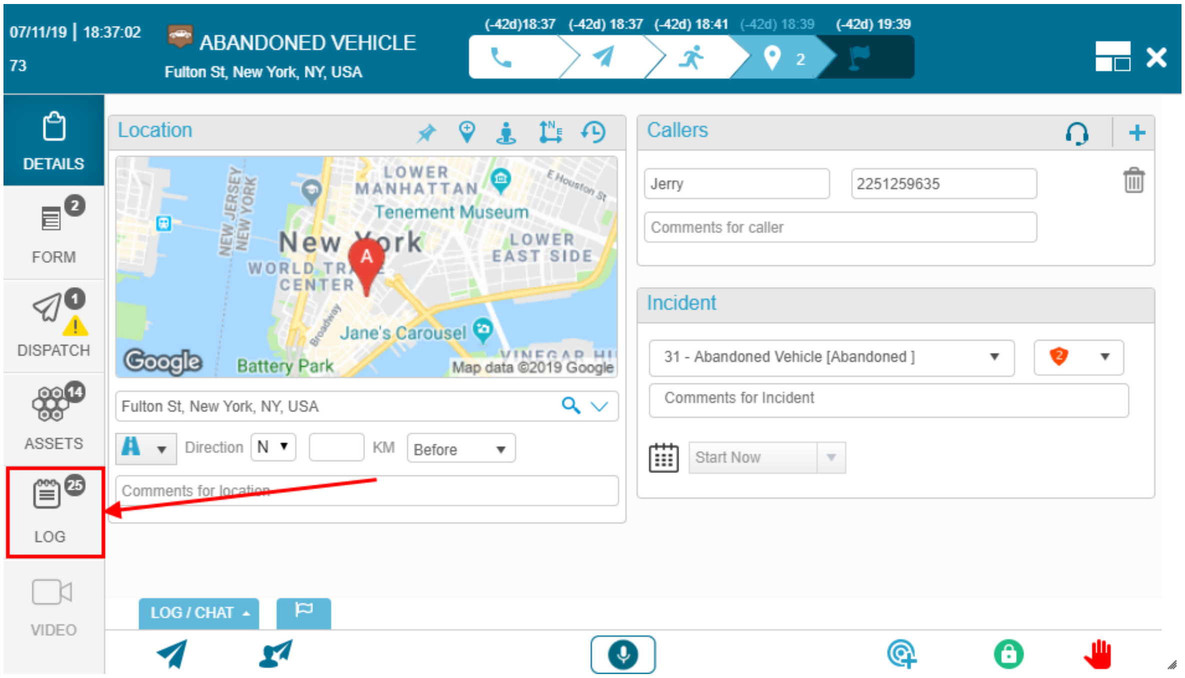


Viewing and Editing a User's Response Time in an Incident

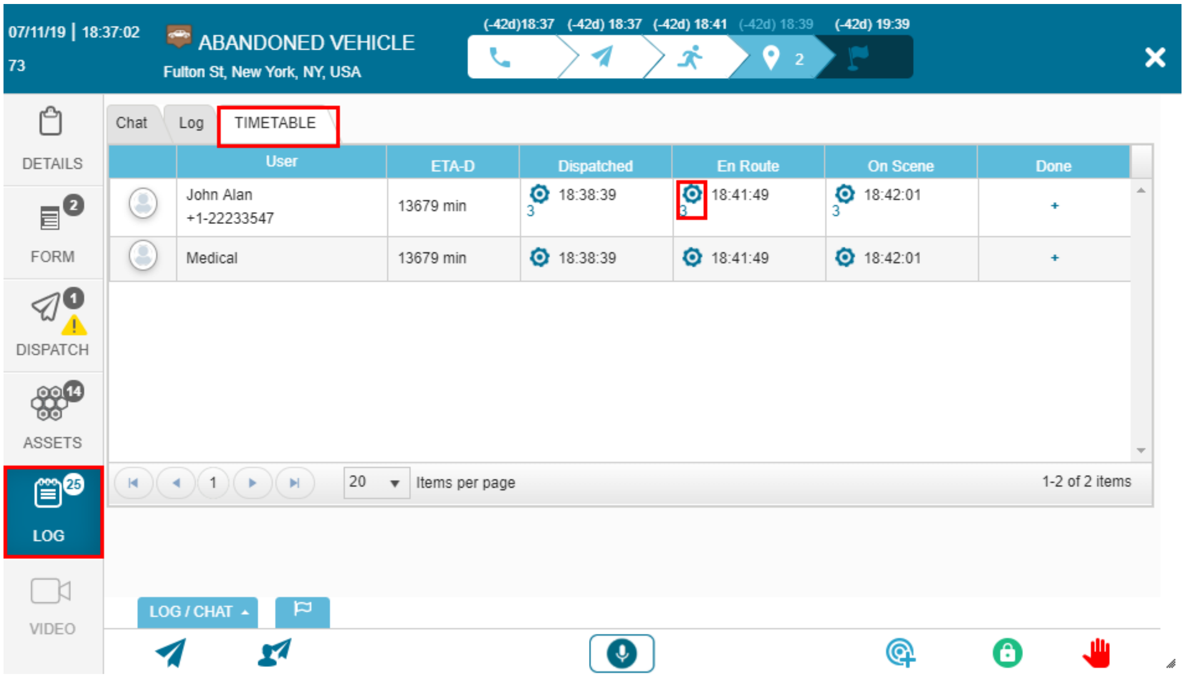
You can view a log of the times users were dispatched and responded to an incident. You can also edit the times manually or add a new time.

▼ To view and edit a user's response time in an incident

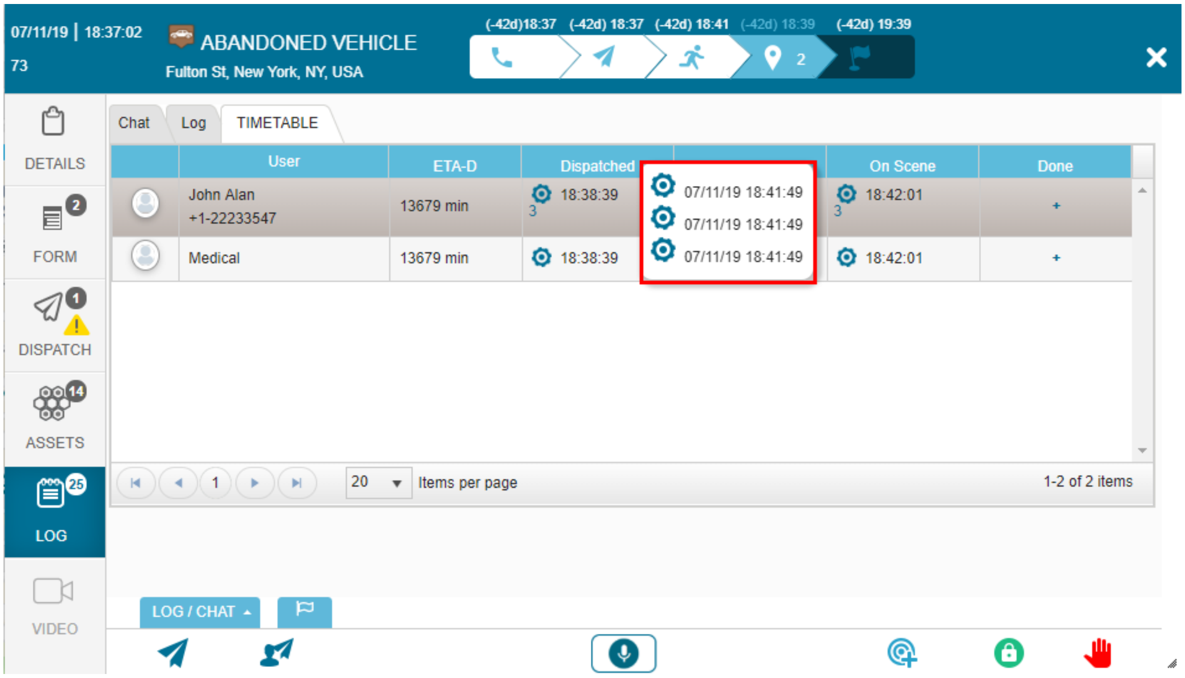
1. In the **Incidents** panel, browse to the required incident, and while hovering your cursor over the incident icon, select **Edit Incident**. The **Incident Manager** window appears.



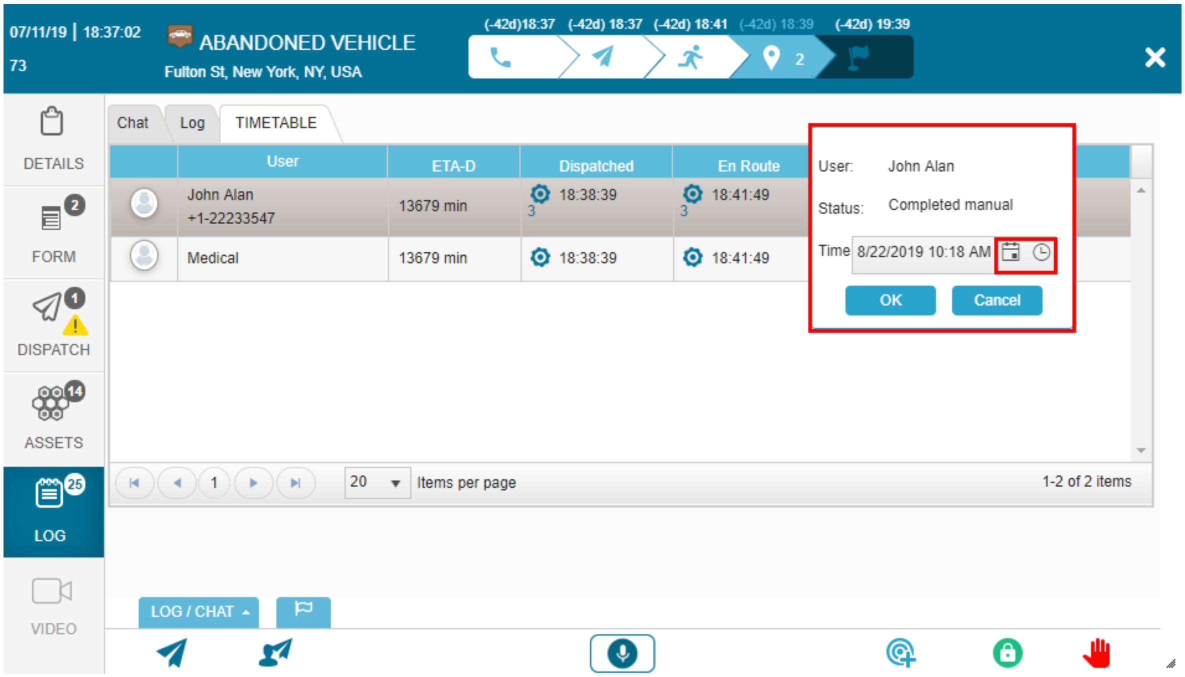
2. Click the **Log** tab, and the click the **Timetable** sub-tab.



3. To change a user's existing time, click the **Gear** icon, and select one of the new times that appears.



4. To manually add a time (in the above example, the Done time), click the **Plus** (**+**) icon.



By default, the new time is set to the current time.

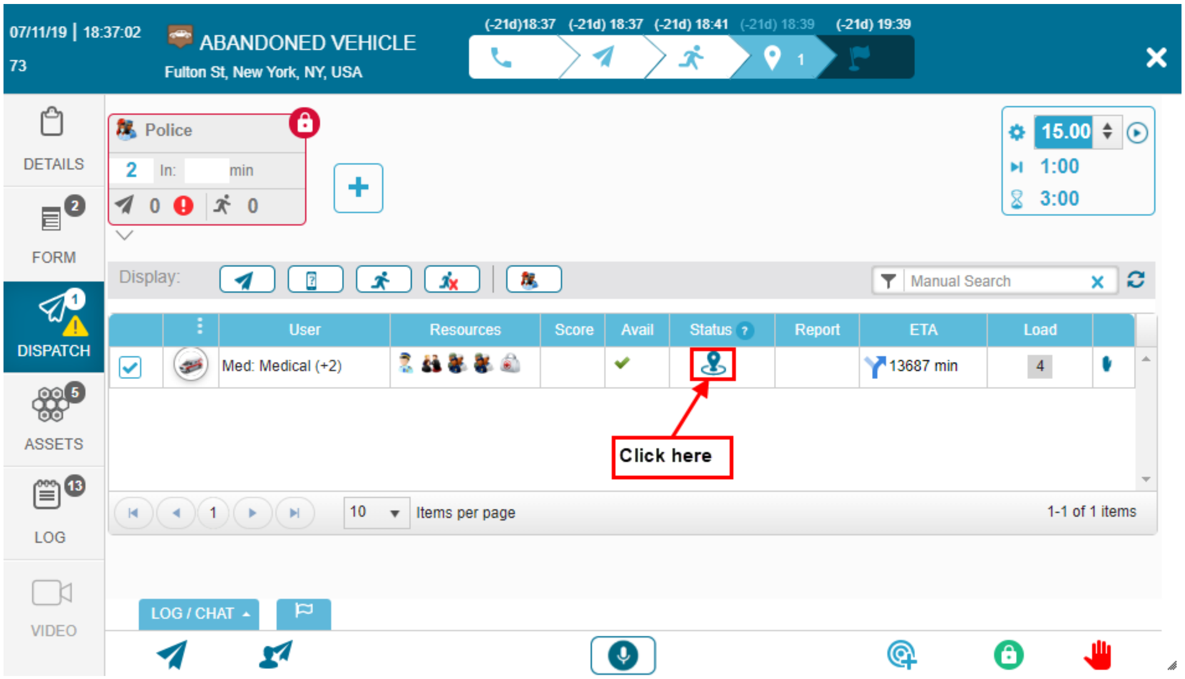
5. Click the **Calendar** and/or **Time** icons to select a different date and time, and click **OK**.

Changing Responder Status Manually

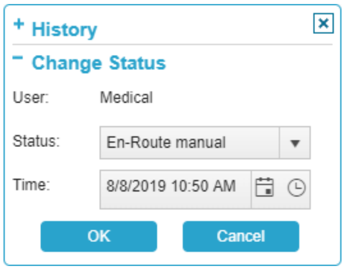
You can change a responder status manually in the Incident window. This includes setting the date and time of the status change.

▼ To change a user's status:

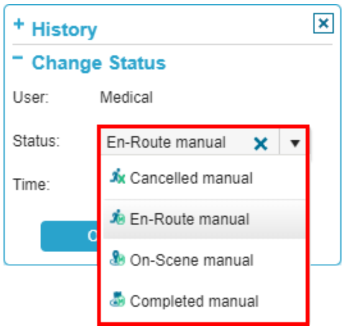
1. In Dispatcher, open the **Incidents** panel.
2. Locate the incident whose status you want to change, right-click on the incident icon, and select **Edit Incident**.
3. Click the **Dispatch** tab to view the users dispatched to the incident.
4. Locate the user whose status you want to change, and click the **Status** icon in the **Status** column.



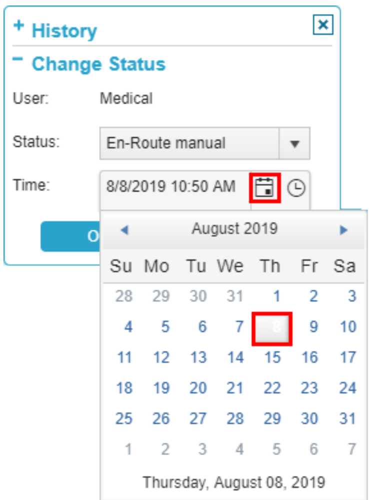
The **Users Status** pop-up opens.

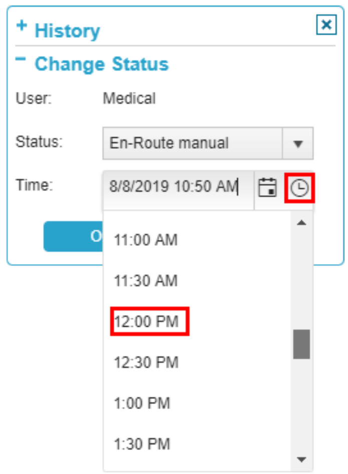


5. From the **Status** dropdown list select the desired status.

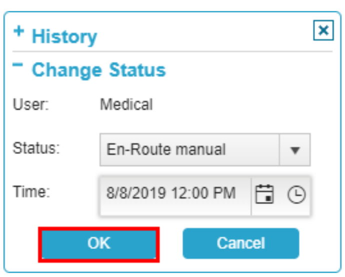


6. On the right of the **Time** box, click the **Calendar** and then the **Time** icons, and, select the required date and time, respectively, you want for the status change.





7. Click **OK** to confirm and save the status change.



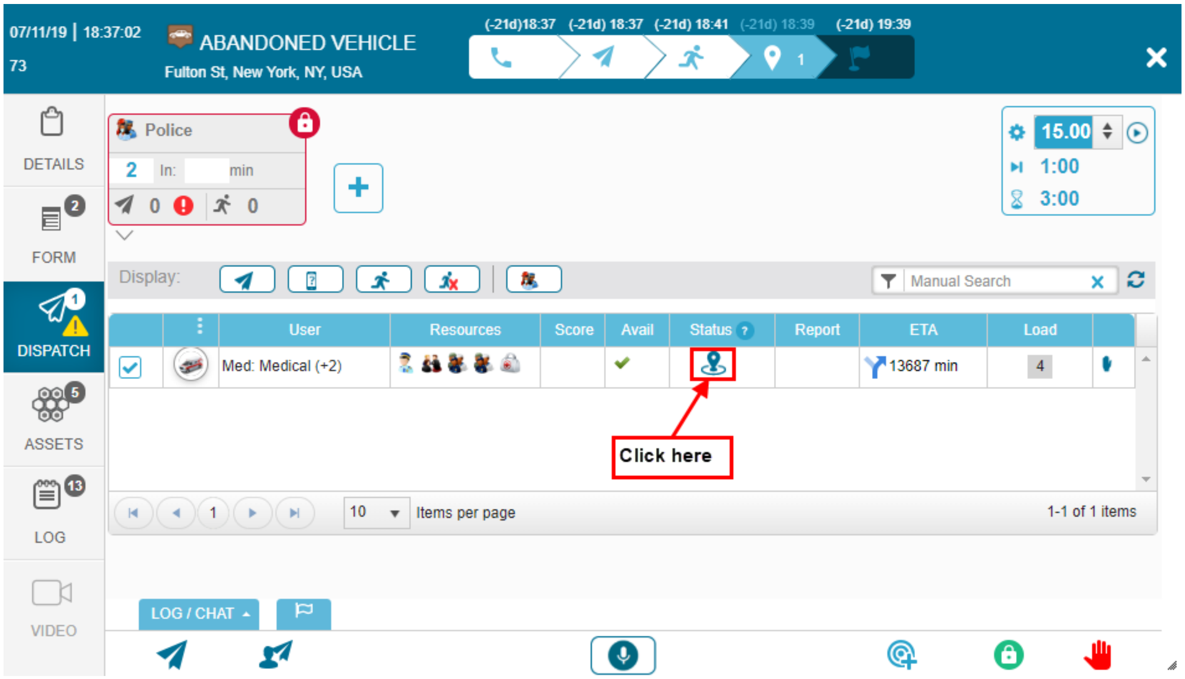
- Read more about **Status Icons**
- Read more about **Viewing Status History**

Viewing User Status History

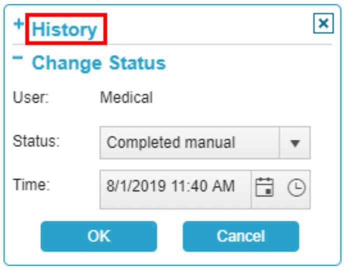
You can view the historical status of a specific user in an incident in the Dispatch tab in the Incident panel.

▼ To view user status history

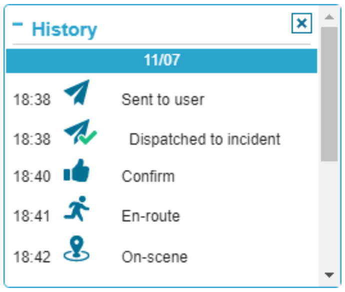
1. In Dispatcher, open the **Incidents** panel.
2. Locate the incident whose historical user statuses you want to view, right-click on the incident icon, and select **Edit Incident**.
3. Click the **Dispatch** tab to view the users dispatched to the incident.
4. Locate the user whose historical status you want to view, and click the **Status** icon in the **Status** column.



The **User Status** pop-up opens.



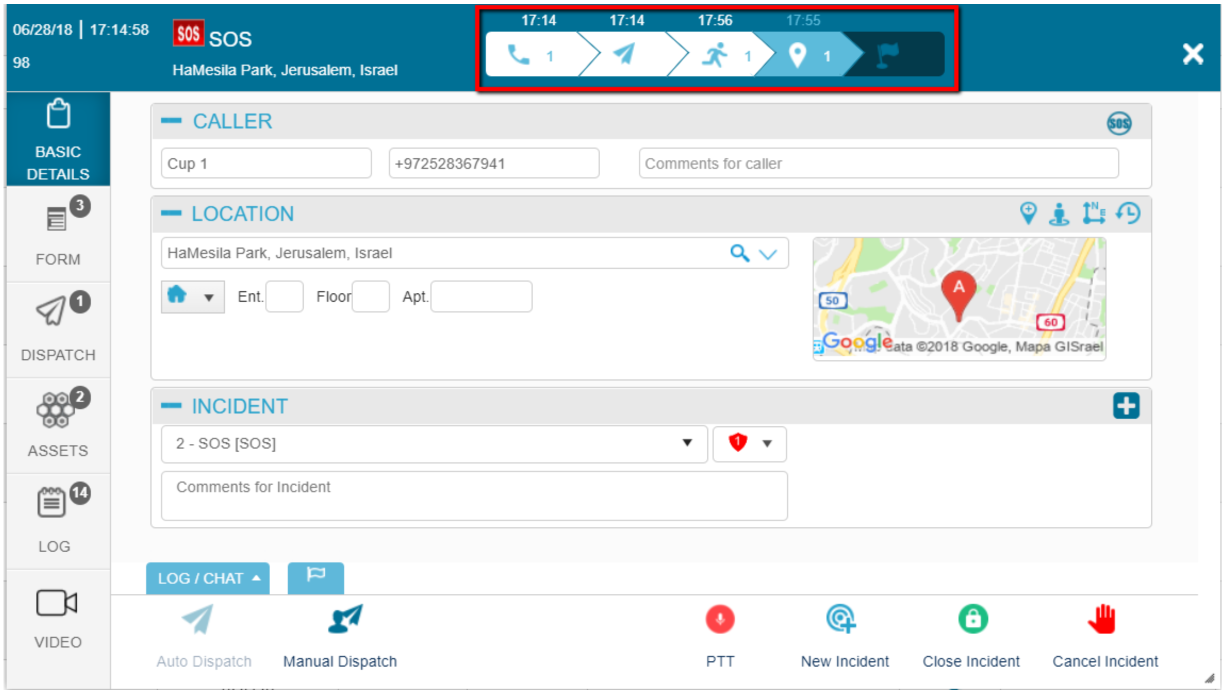
5. Click **History** to view the user's status history.



Understanding Incident Progress Bar

When an incident becomes active, you can monitor the incident by looking at the Incident progress bar located at the top of each Incident Manager panel. As the incident progresses, the Incident progress bar updates automatically to reflect the status changes of responders in the incident. The Incident progress bar shows the following details:

- The time that the first responder reaches each specific status appear above each status icon
- The number of responders reaching each status is shown in the progress bar next to the respective status icon.
- The color of the progress bar fills up in white as the incident progresses and each status is reached by a responder. The responder's current status is shown in light blue and future statuses are shown in dark blue.



The following are examples showing the Incident progress bar as different statuses are reached:

- Dispatched

- En-Route

- On Scene

- Done

Read more about Status icons.

Understanding the Incident Log Tab

The Incident Log tab in the Incident window shows a history of the events that occurred in the incident from the time the incident was created until the incident is closed.

The Log tab has the following sub-tabs:

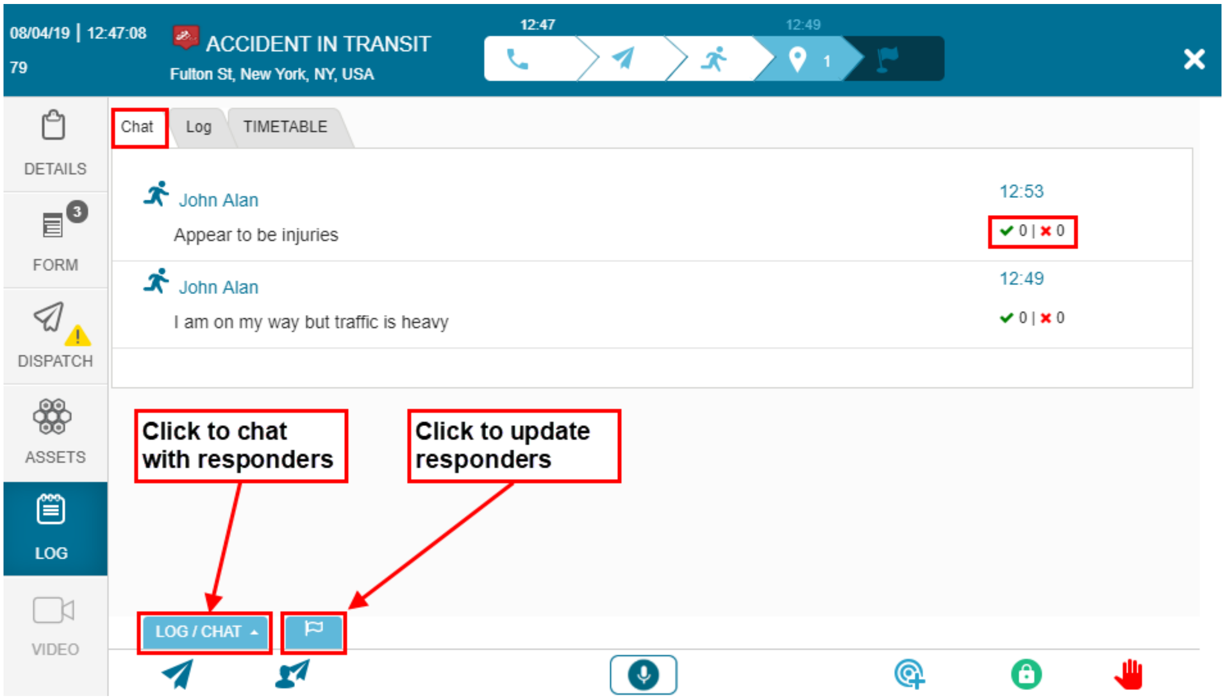
- **Chat:** Shows a history of the chats between the dispatch operator and the responders in the incident.
- **Log:** Shows a history of all the events in the incident including chats. Entries in the Log sub-tab are categorized according to the source of the entry. For information on how to filter the **Log** sub-tab, click here.
- **Timetable:** Shows a time table of events in the incident.

You can also chat with responders from the Incident Log tab as well as update the incident log.

The following sections describe each of the sub-tabs in the Incident log.

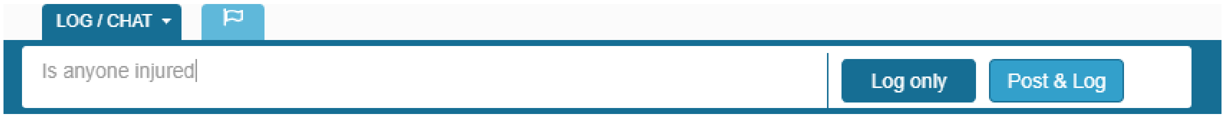
Chat

This sub-tab shows a history of the chats between the dispatch operator and the responders in the incident. The sub-tab also shows the viewing status of responders in the incident. The green and red indicators followed by numbers show the number of active and inactive responders in the incident.



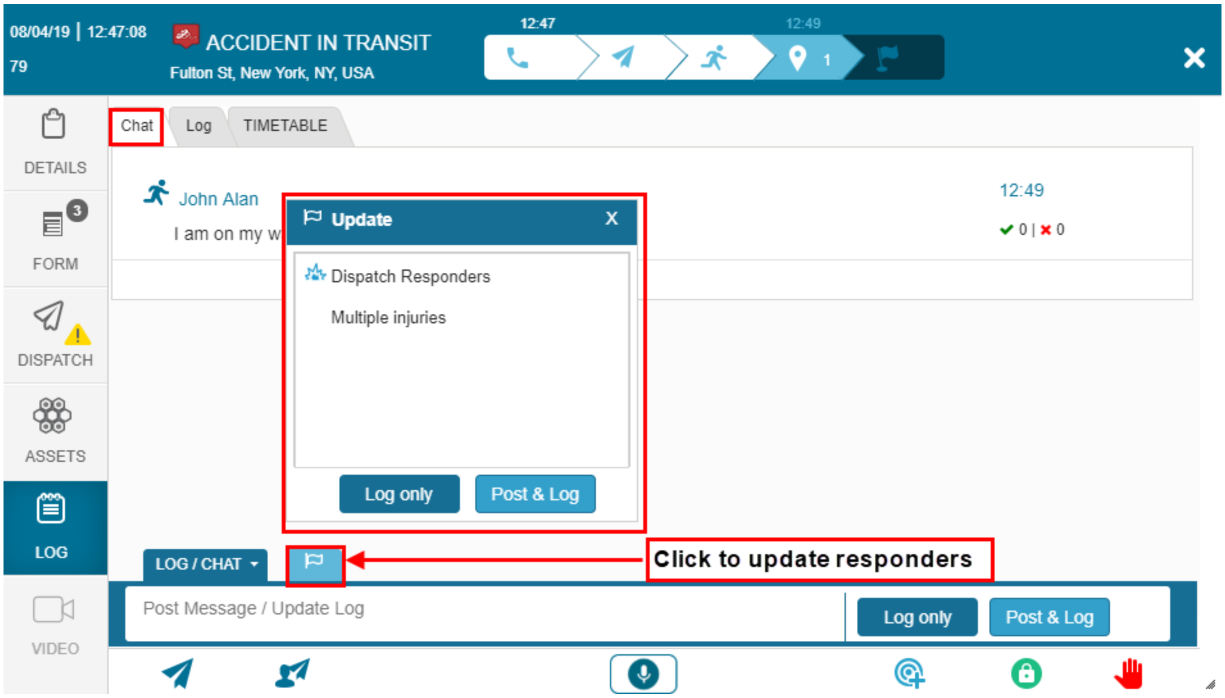
Sending Chat Messages

You can send a chat message to responders in the incident, by clicking the **Log/Chat** tab at the bottom of any of the sub-tabs, entering your message and then clicking **Log only**.



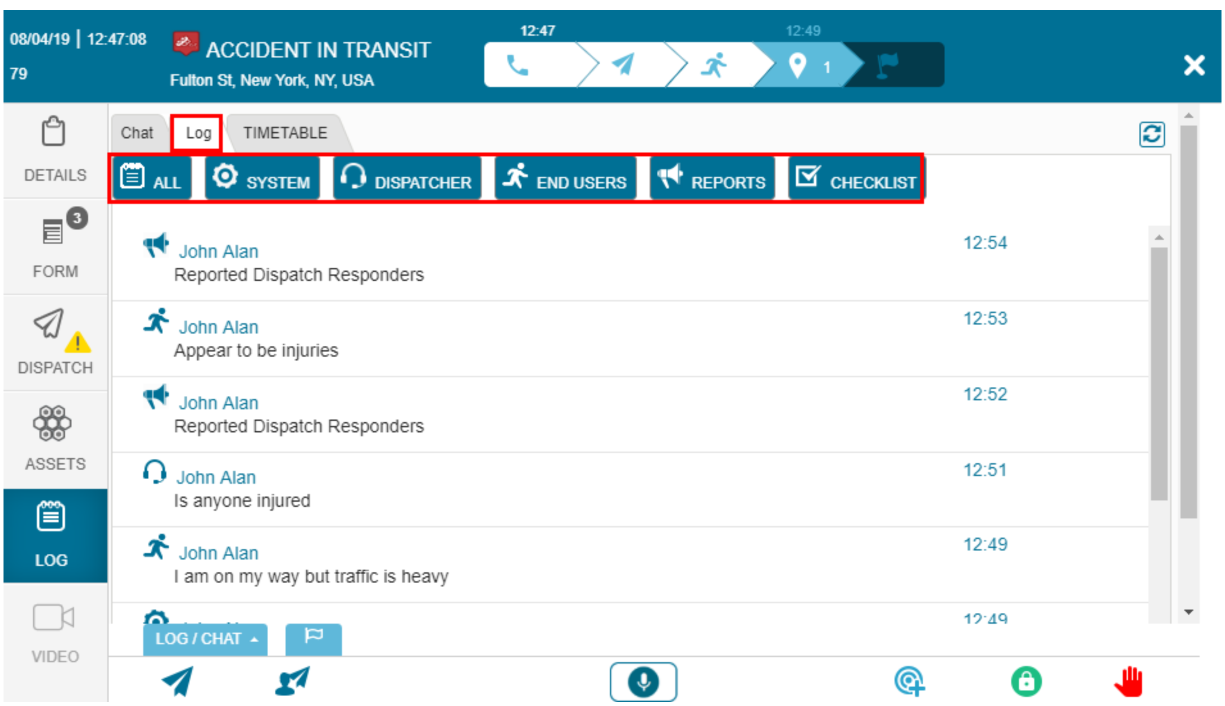
Updating Responders

You can update responders by clicking the flag icon at the bottom of any of the sub-tabs, entering your message and then clicking Log only.



Log

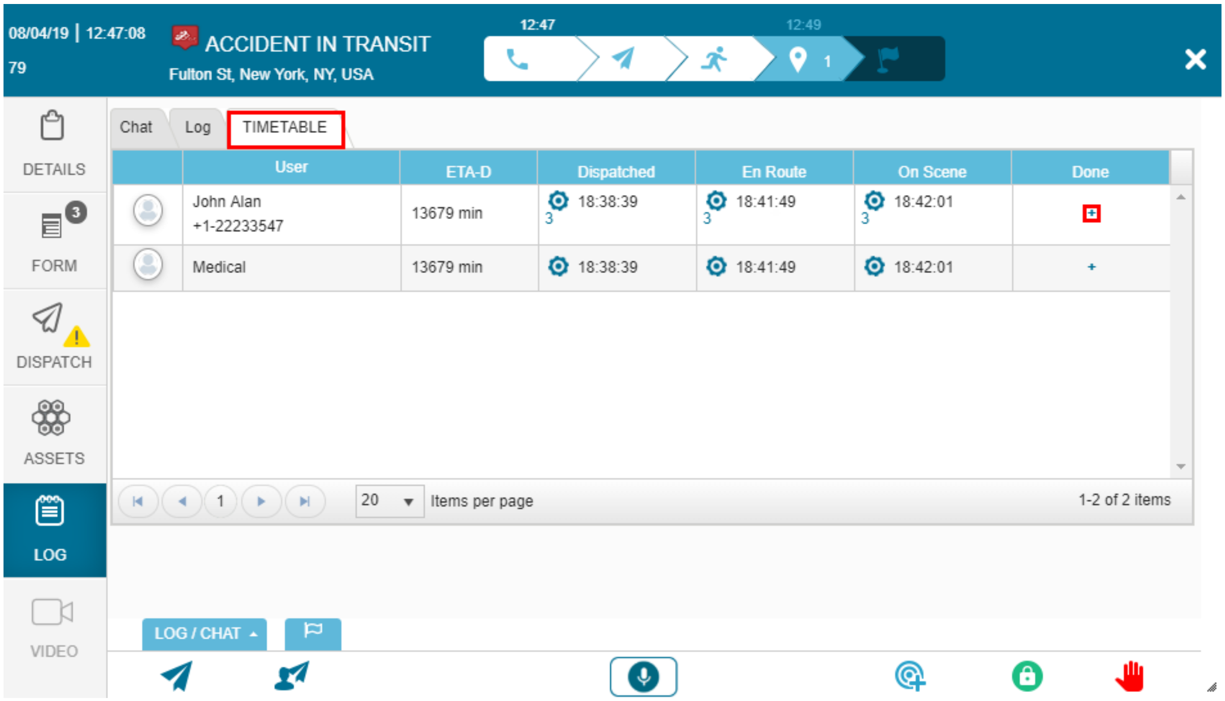
The Log sub-tab shows a history of all the events in the incident including chats. Entries in the Log sub-tab are categorized according to the source of the entry. The incident owner is listed in the Log sub-tab. For information on how to filter the Log sub-tab, click here.



Timetable

The timetable shows all the mobile users who were dispatched to the incident, the time they reported that they were en-route to the incident and on scene, and finally the time when they reported that they completed their role in the incident.

If a mobile user is unable to report these times using their app, the dispatch operator can manually enter the time and date by clicking on the **+** icon and adding the information manually. The system identifies the updated reporter by displaying the user type icon next to the time/date.



> **Note**
> The ETA stated in the timetable, is the estimated time of arrival at the time of dispatch.

Filtering an Incident Log

You can filter the log entries of specific incidents in the Incident window by the following tabs:

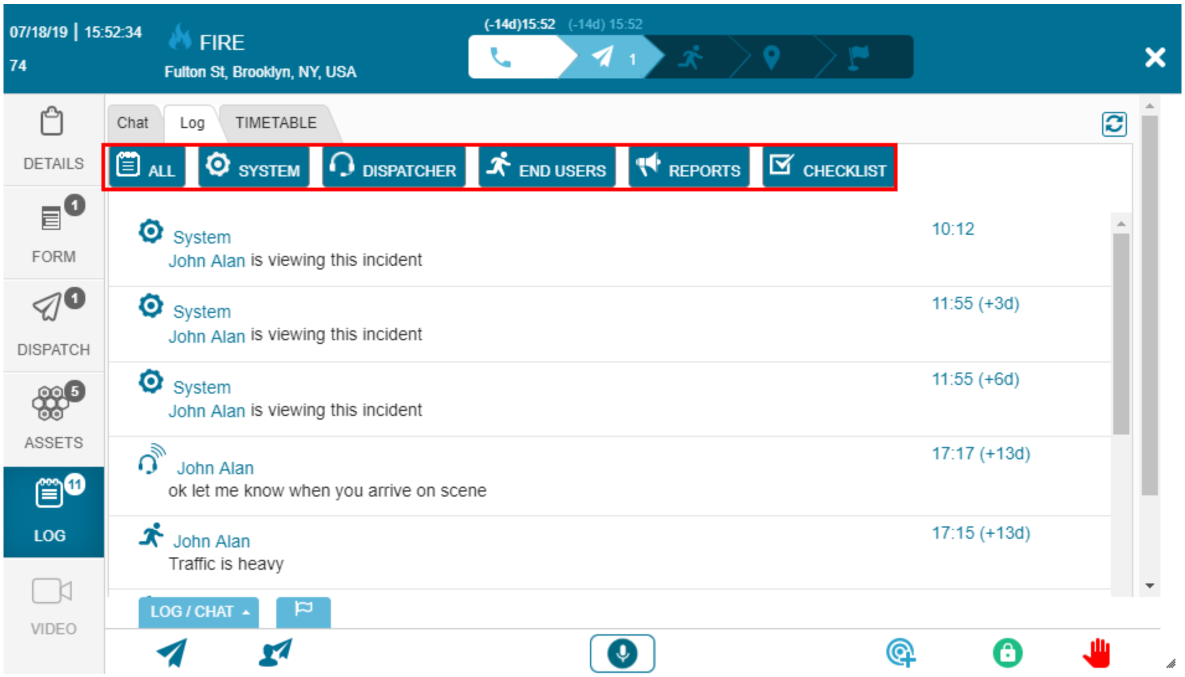
- **All:** Shows all log entries
- **System:** Shows internal system logs such as which users (dispatcher operators) are viewing this incident, etc.

- **Dispatcher:** Shows actions taken by the dispatcher such as sending an update to the mobile users.
- **End Users:** Shows actions taken by mobile end users that have the necessary permissions to update an incident. For example, report statuses, send updates and reports, and even complete checklists for the dispatch operator.
- **Reports:** Shows incident reports.
- **Checklist:** Shows checklist updates from end users.

For more information on the Incident Log tab in the Incidents window, click here.

▼ To filter an incident log:

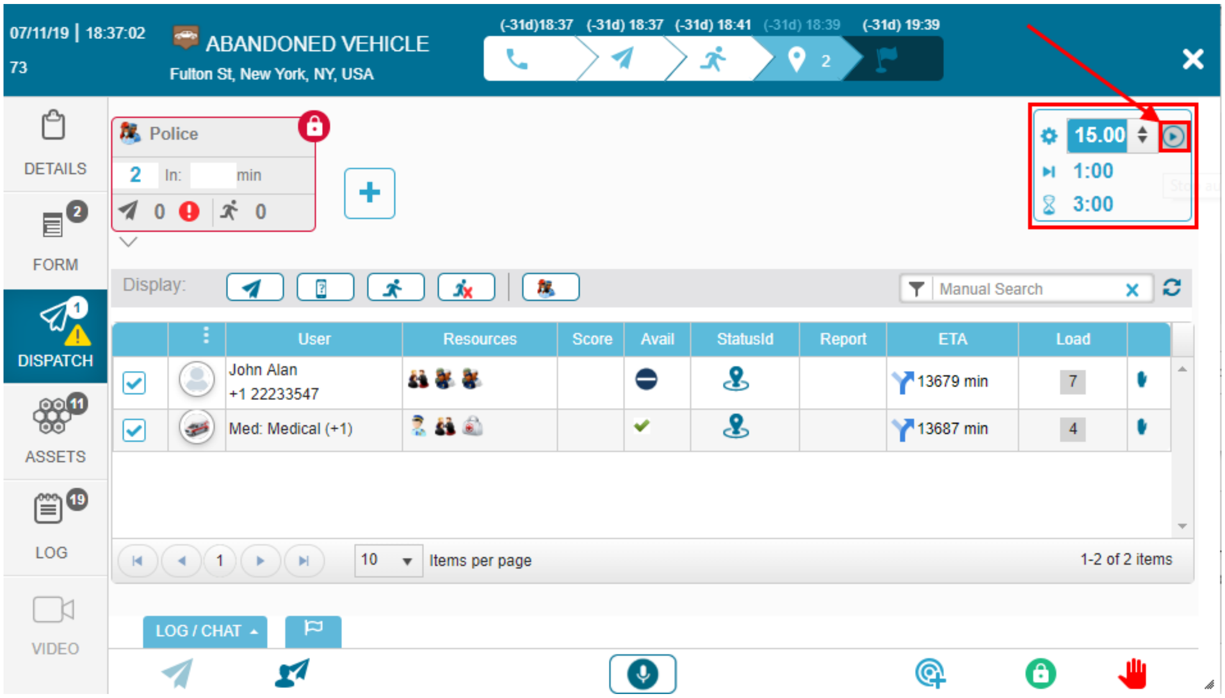
1. In Dispatcher, open the **Incidents** panel.
2. Locate the incident whose log entries you want to view, right-click on the incident icon, and select **Edit Incident**.
3. Click the **Log** tab to view the incident's log.

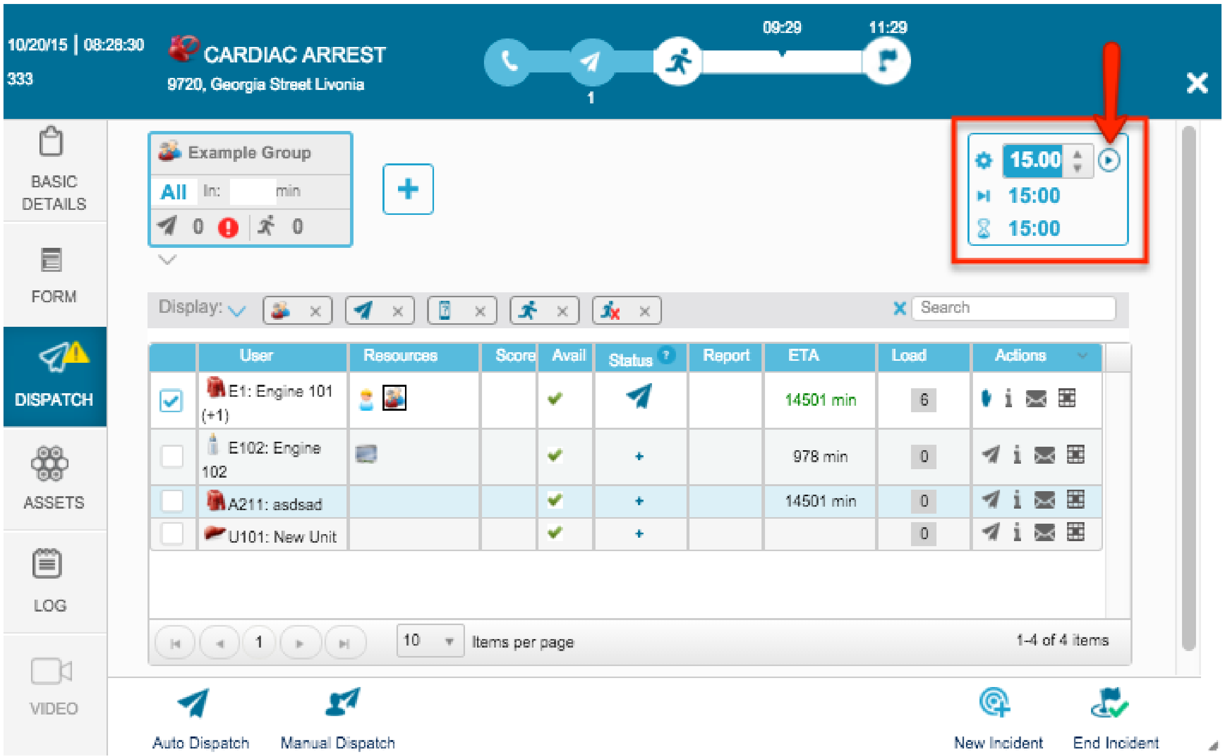


4. Select the filter to show the log entries you want to view.

Pausing and Restarting the Auto-Dispatch Engine During and Incident

You can start/pause Auto Dispatch in an incident by clicking the **Start/Stop auto dispatch** icon in the Incident Manager panel.





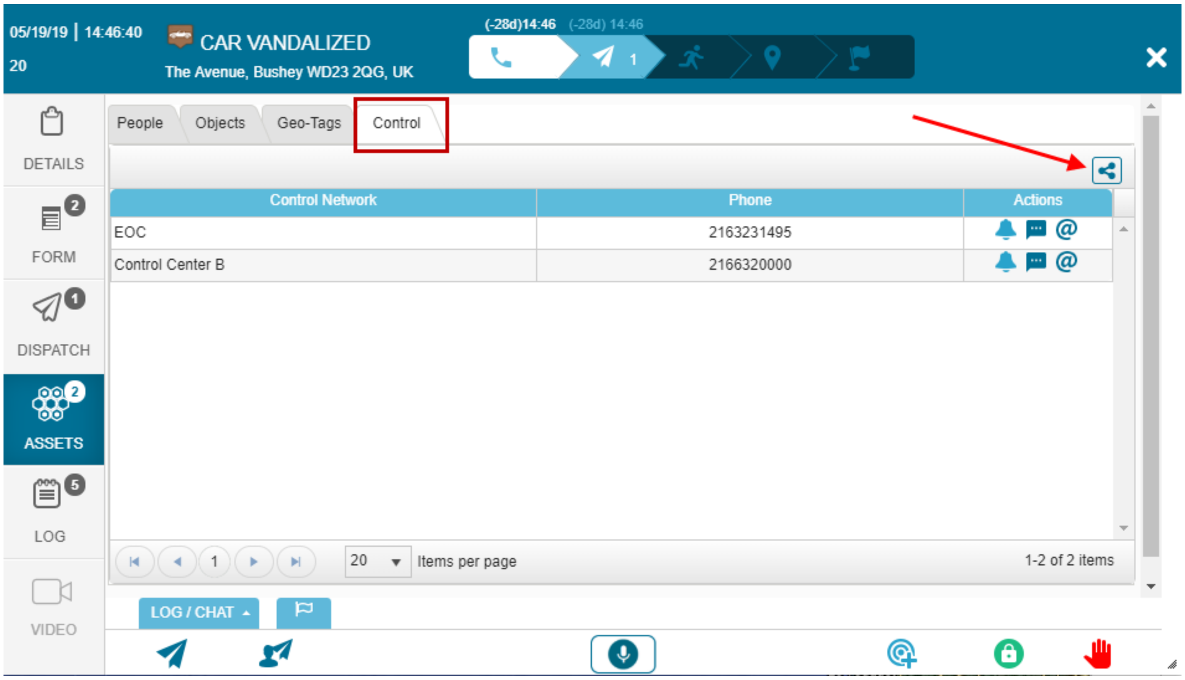
Sharing Incidents

As a dispatch operator, you can share specific Incidents with other secondary control centers that don't have access to view the incident type.

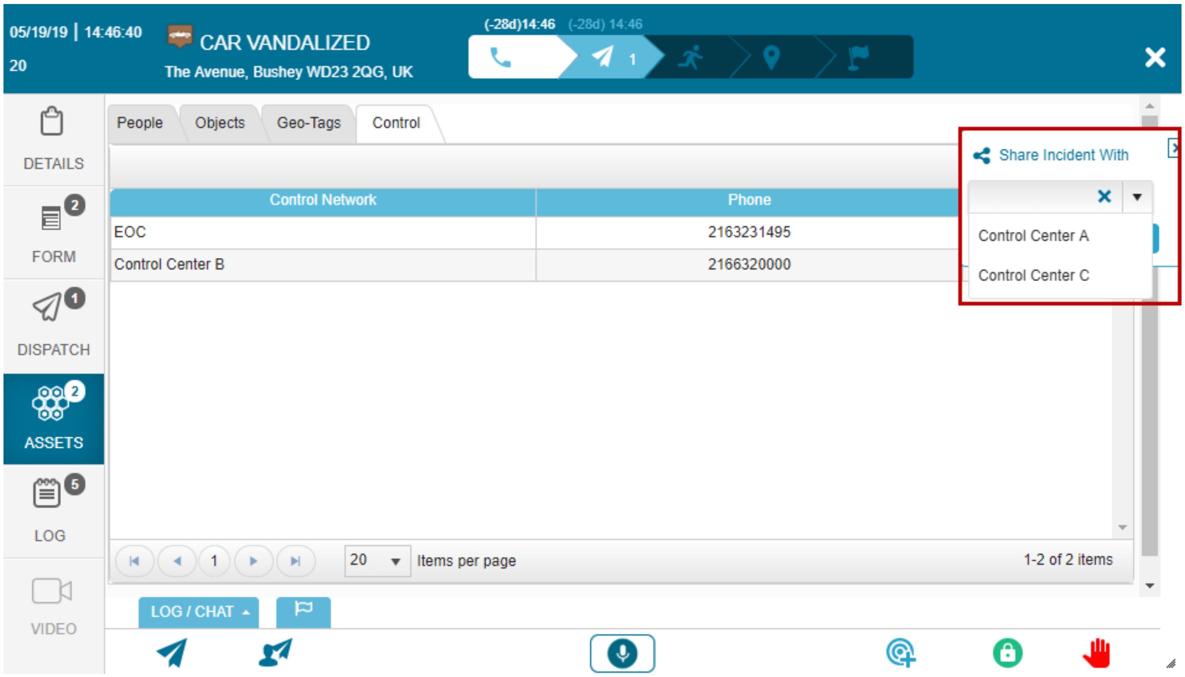
The control centers that have access to view a specific incident are displayed in the **Control** tab of the incident's **Assets** tab.

▼ To share an incident

1. Open the **Incidents** window, and select **Assets**.
2. Click on the **Control** tab.
3. Click the **Share** icon to share the incident with a new secondary control center.



4. From the **Share Incident with** dropdown list, select the secondary control center with whom you want to share the incident.



Dispatch operators in the secondary control center receive an alert when you share a new incident with them.

Using Incident PTT Channels for Dispatchers

The incident PTT channels enable dispatchers, supervisors and active responders to chat in a designated incident PTT Channel. The incident PTT channels are provisioned automatically when any one of the incident participants (dispatcher, supervisor or responder) clicks on the PTT button. Users joining the incident are automatically added to the channel. The designated channel remains available as long as the incident remains open and there are active responders in the incident.

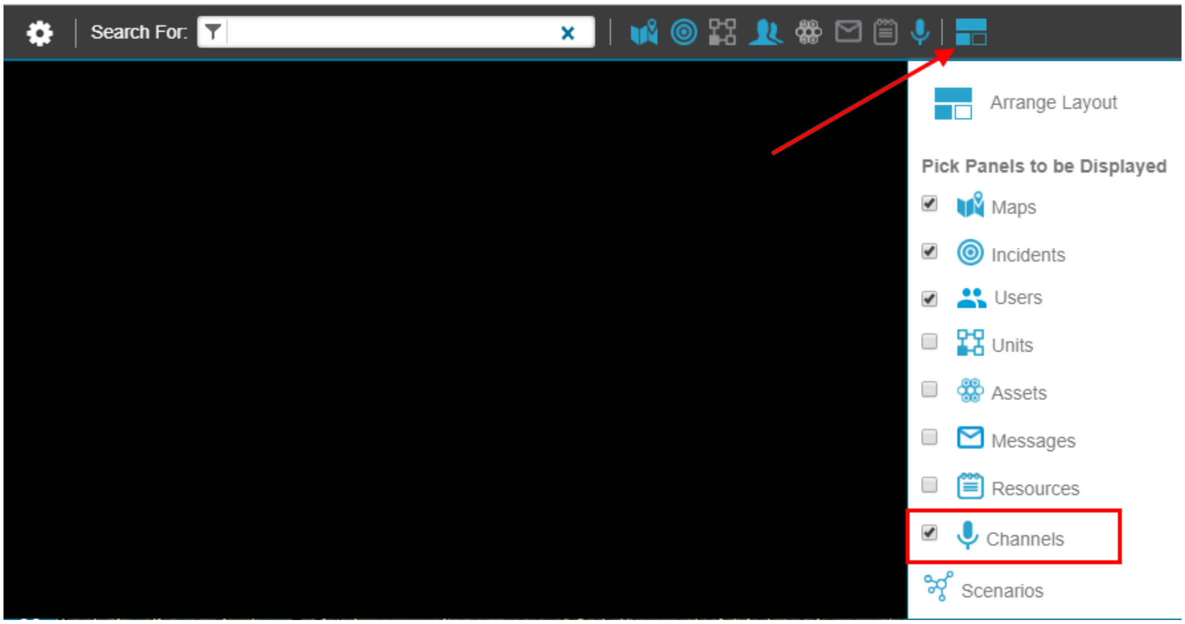
> Note
> Dispatchers can only view channels for Incidents that fall within the jurisdiction of their control center to which they are assigned. Read more about control centers here.
>
> Only Dispatchers that have actively engaged in an incident (i.e. the dispatch operator who created, modified, or opened the incident) will hear live messages of the incident in their audio speakers.

Using Incident PTT Channels

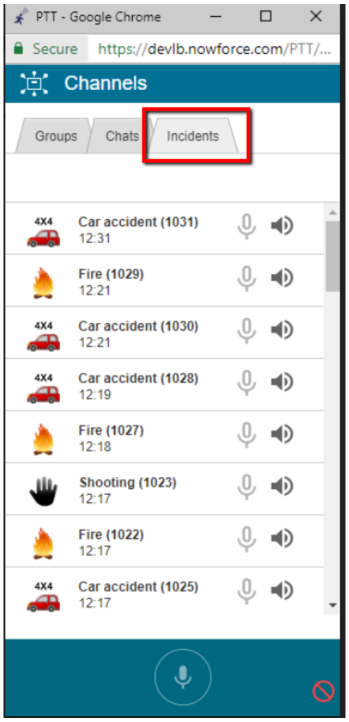
The incident PTT channels are located on the Incidents tab in the Channels (PTT) panel.

▼ To access an incident channel from the Channels panel

Click the **Open Panels** icon in the toolbar, and select **Channels**.

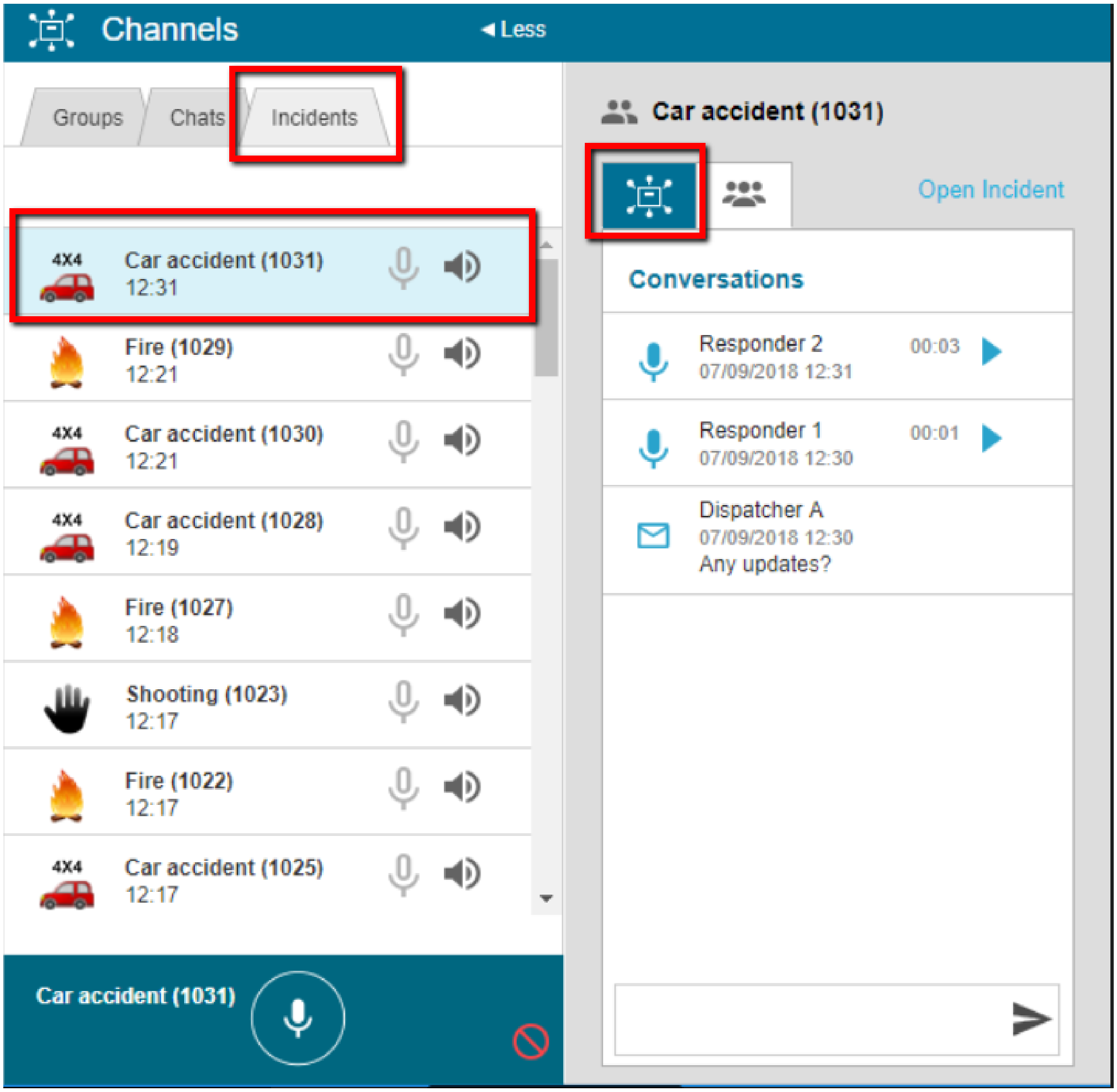


The **Channels** panel opens displays the **Incident Type** icon and name as well as the **Incident ID** number. The channels are sorted chronologically based on the most recent message transmitted.

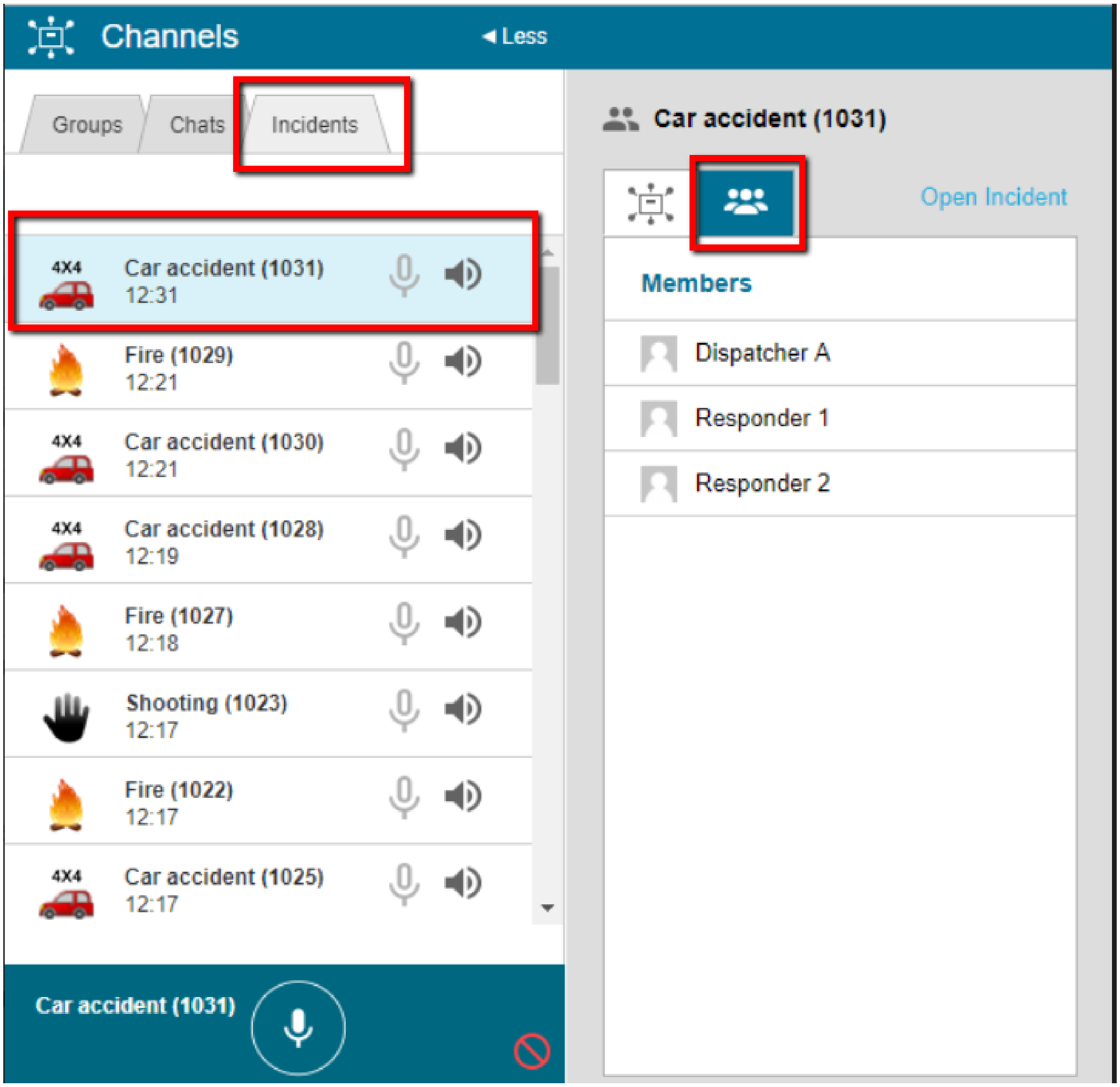


1. Click an **incident** channel to extend the window and display details of the channel in the following additional tabs:

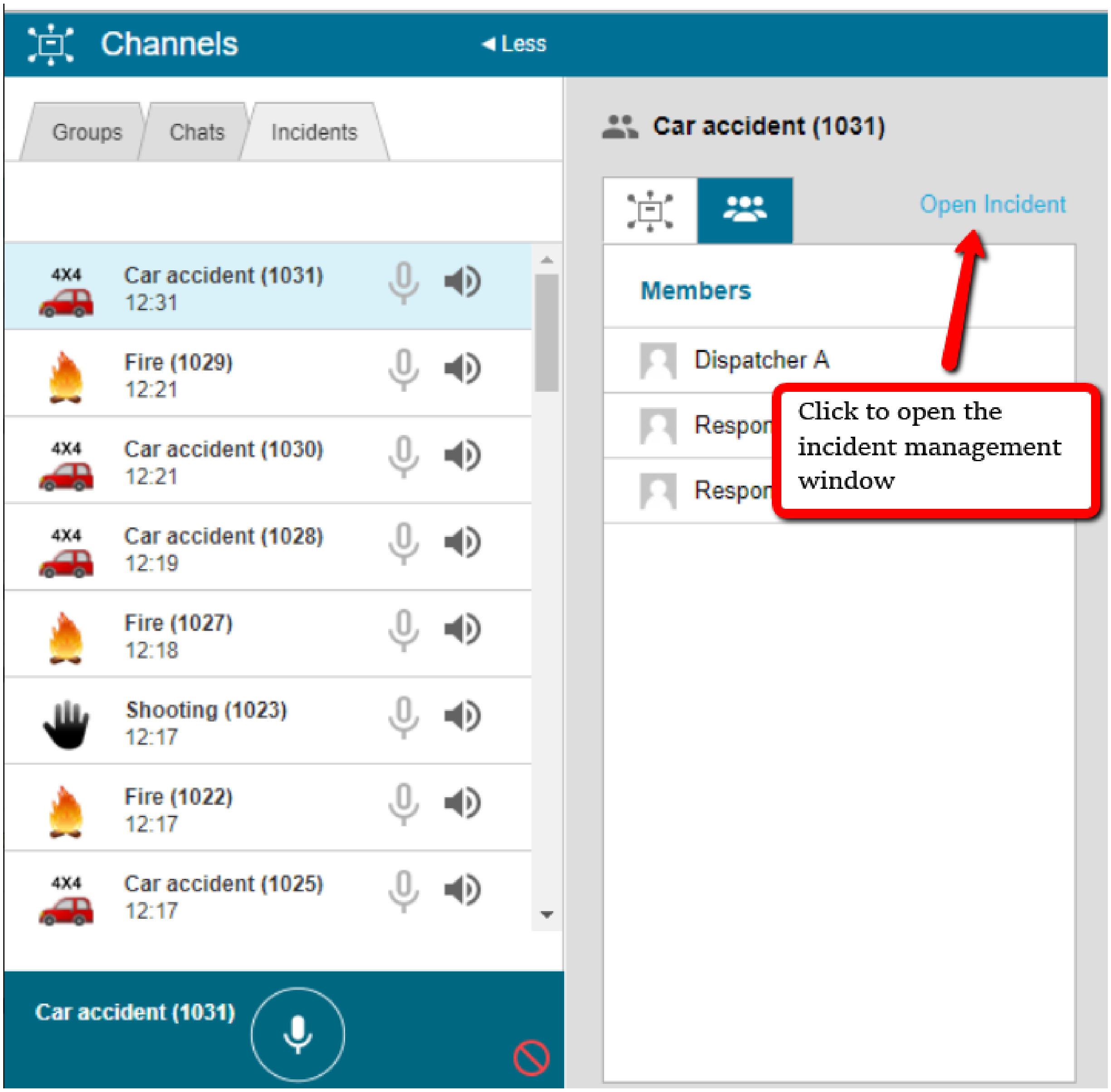
- Conversations - all communications (audio or text) are displayed in chronological order.



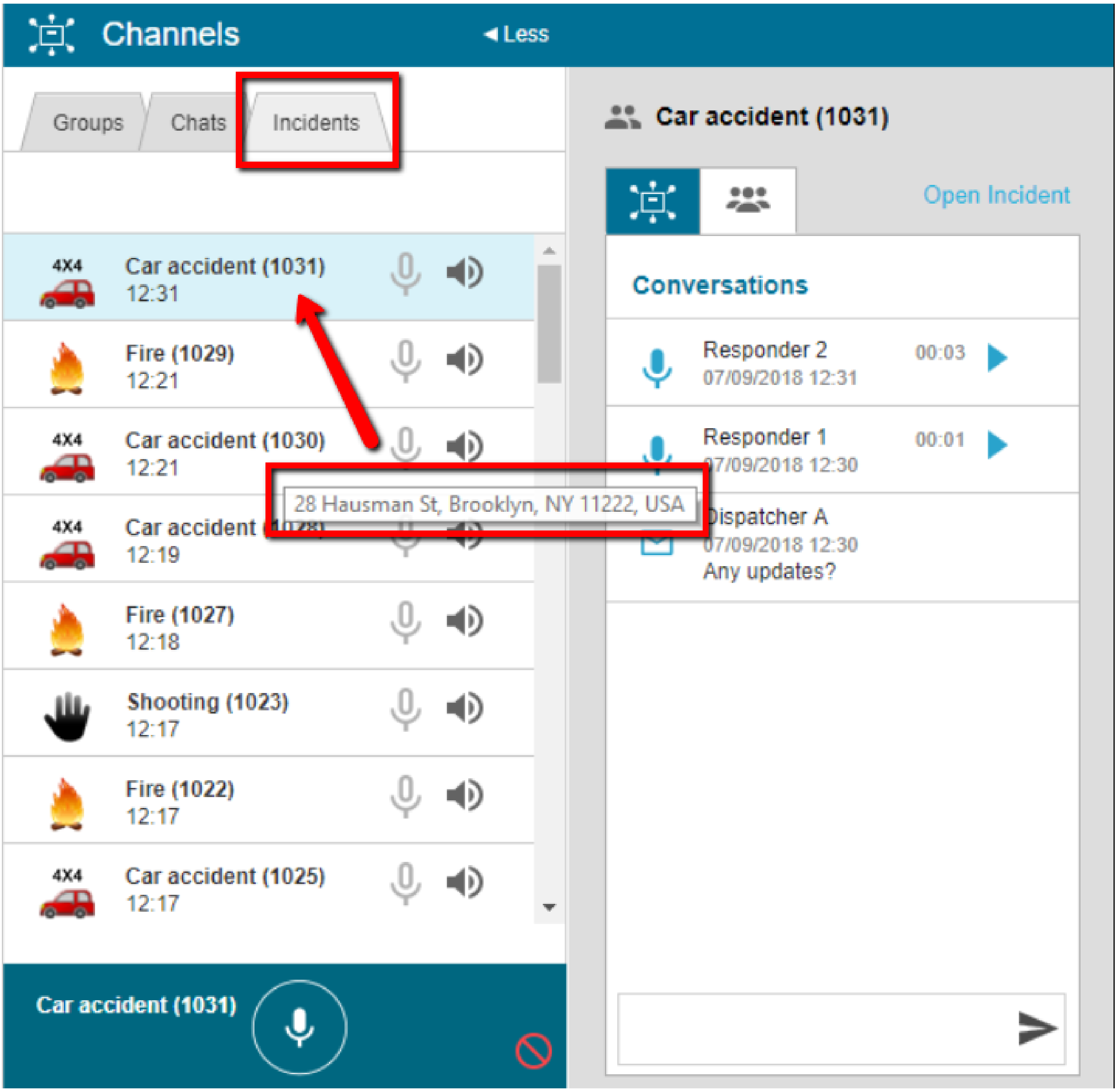
- **Members** - all channel members are displayed in alphabetical order



6. Click **Open Incident** to open the Incident Management window directly from the channel.

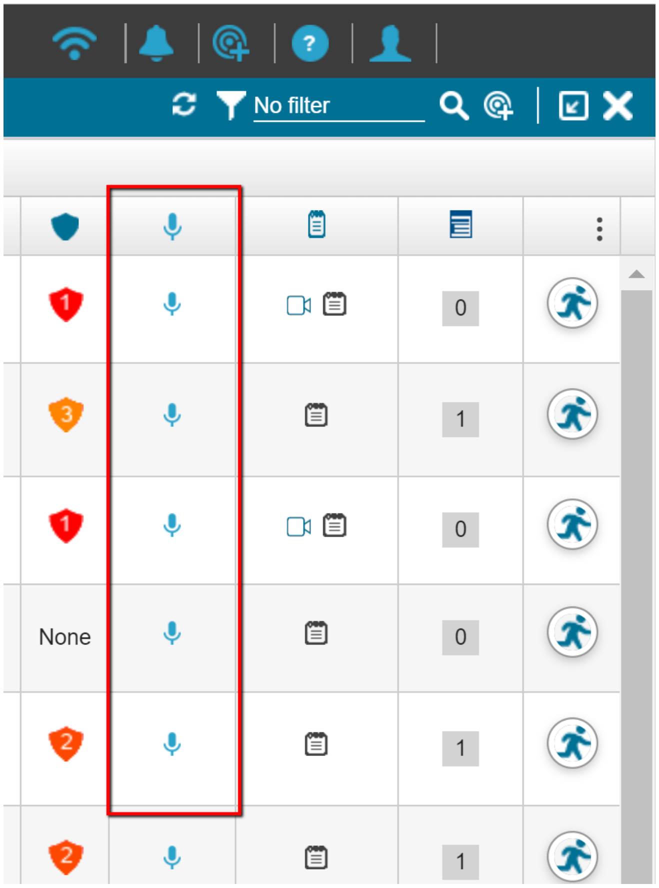


Hover your mouse on one of the channels, to display a tooltip with the incident address.



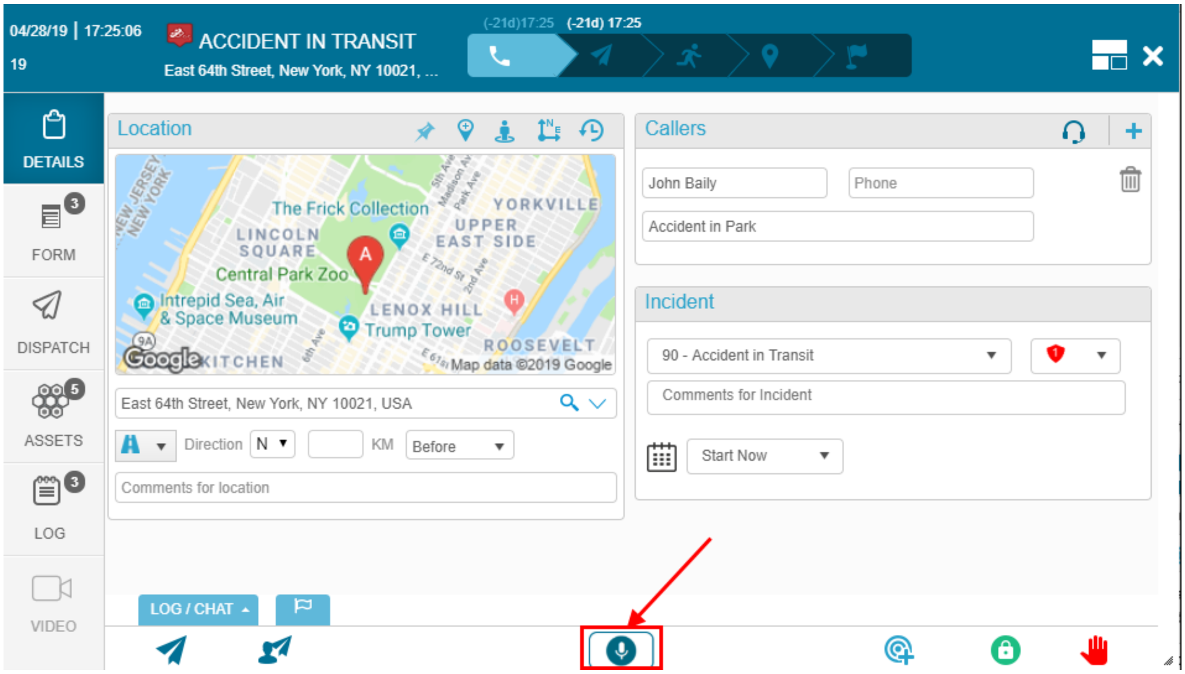
▼ To access an incident channel from the Incidents panel

1. In the Incidents panel, click the **PTT icon** in the PTT column of the relevant incident line. The Channels panel (shown above) opens directly on the selected incident channel.



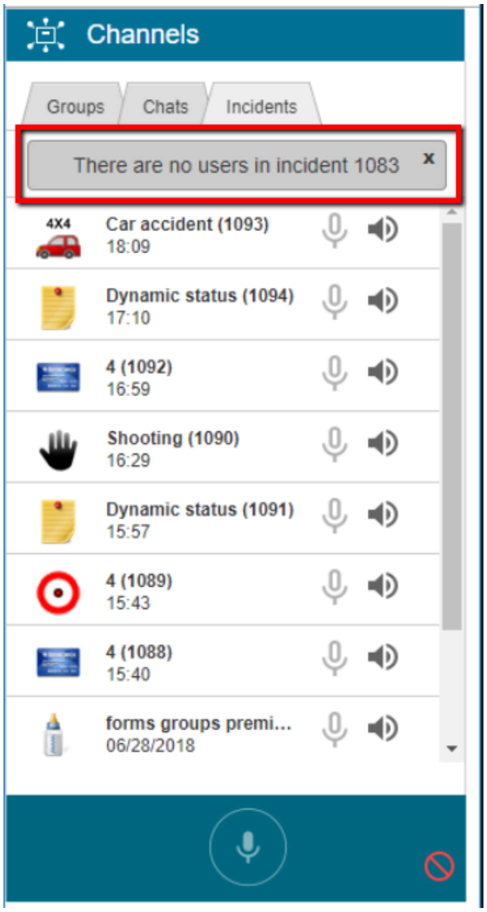
▼ To access an incident channel from the Incident Management window

1. In the Incident Management window click the **PTT** icon to open the channels panel directly on the relevant incident channel.



Incident Channel History

When there are no more active responders in the incident (i.e. they have all reported Done or aborted) and the incident is still open, the dispatch operator has access to the channel history, and is able to read or play the messages in the channel. Once the incident is closed, it is removed from the active channels list, and the dispatch operator no longer has access to the channel.



Read more about:

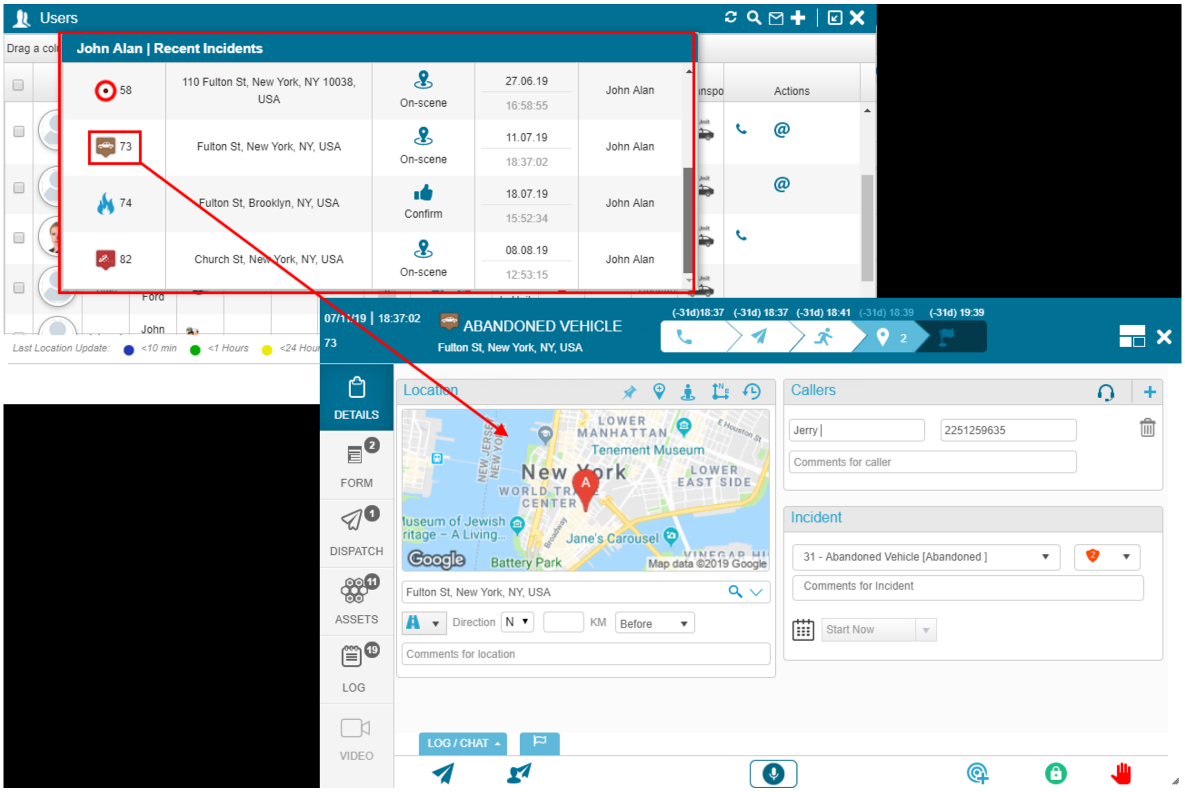
- Overview of Channels
- Creating New PTT Chats in Dispatcher
- Using Incident PTT Channels in Dispatcher
- Incident Channels for Responders and Supervisors
- Transmitting PTT Messages from the Mobile Application

Accessing a User's Incidents from the User Panel

You can view the incidents assigned to a particular user directly from the Users panel.

▼ To view a user's incidents

1. Open the **Users** panel.
2. In the **Incident** column, hover your cursor over the incident icon for the user whose incidents you want to view.
3. In the Incident Manager, click an incident type to display it on the map.

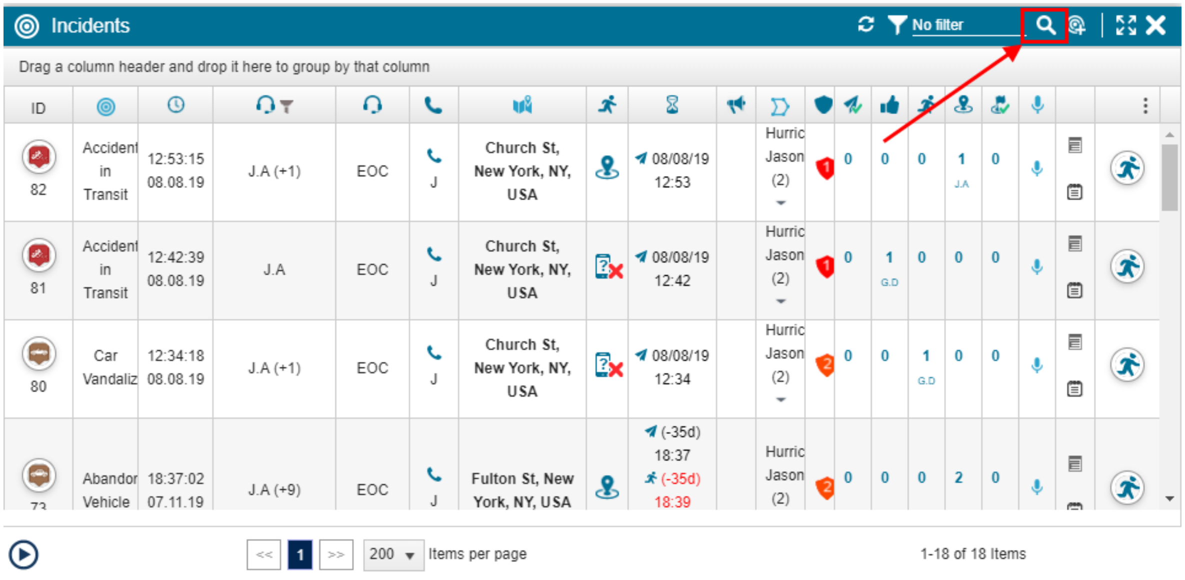


Searching and Viewing Closed and Canceled Incidents

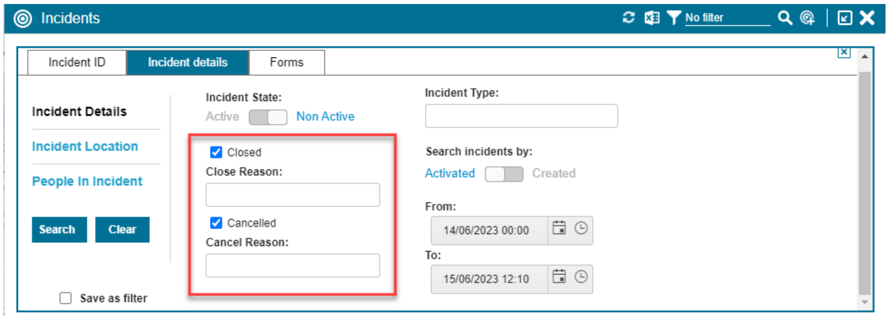
You can search in the **Incidents Panel** for closed and canceled incidents.

▼ To search for closed and canceled incidents

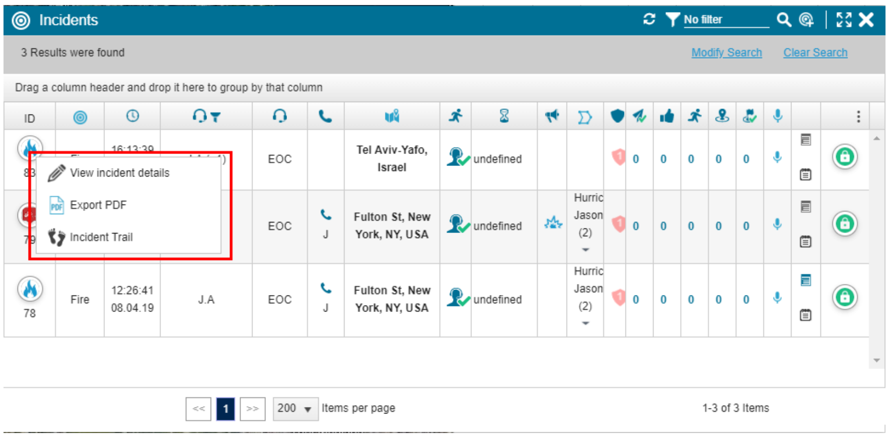
1. In the Incidents panel, click the **Search** icon.



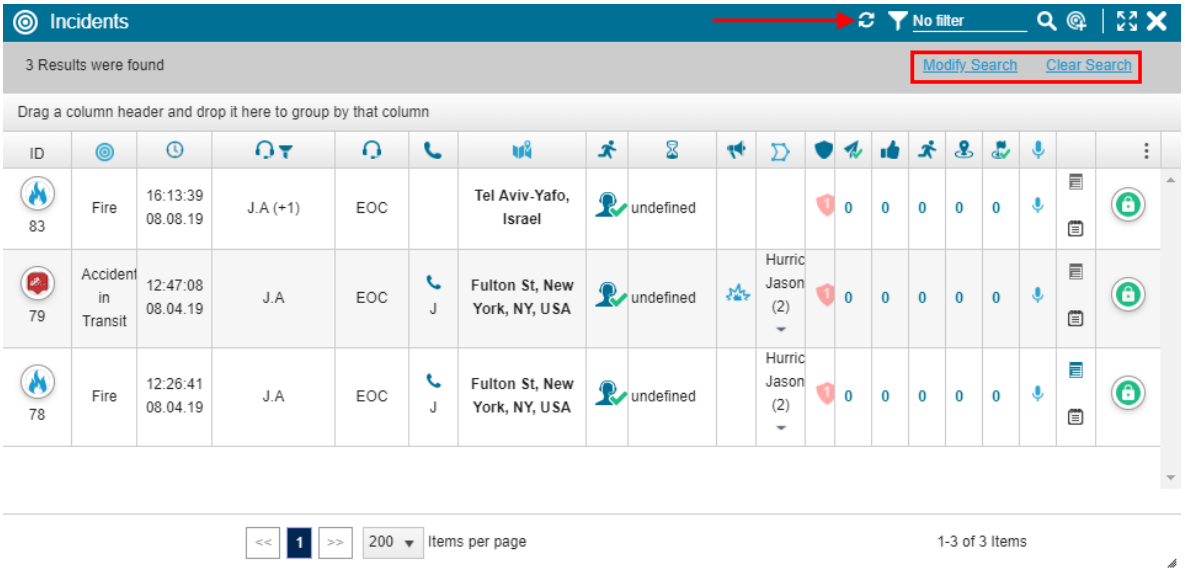
The Incidents Search panel opens.



2. Enter your search criteria and indicate if you want to search **Closed** or **Canceled** incidents (or both).
3. Click **Search**. The incidents that match your search criteria appears in the Incidents panel.



4. Move your cursor over the incident icon of the incident you searched for, and select from one of the following options:
   - View incident details
   - Export PDF
   - Incident trail (view the responders trail in the incident)
5. To modify the filter or revert back to the live view, click **Modify Search** or **Clear Search**.
6. To see new incidents that meet your filter criteria click **Refresh**.

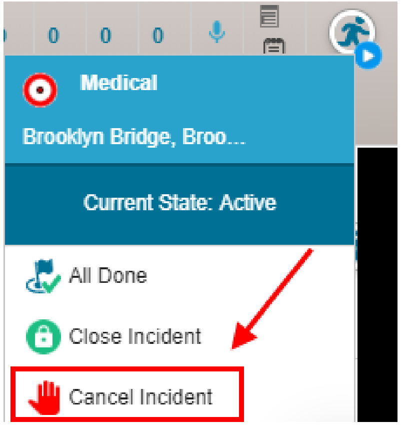


Canceling an Incident

You can cancel an incident instead of closing it. For example, if you created an incident by mistake, you can cancel it. When incidents are canceled the mechanism that checks that all mandatory fields were filled inside the forms do not run.

▼ To cancel an incident from Incidents panel

1. In the **Incidents** panel, click on the **Action** icon (on the right of the incident row).

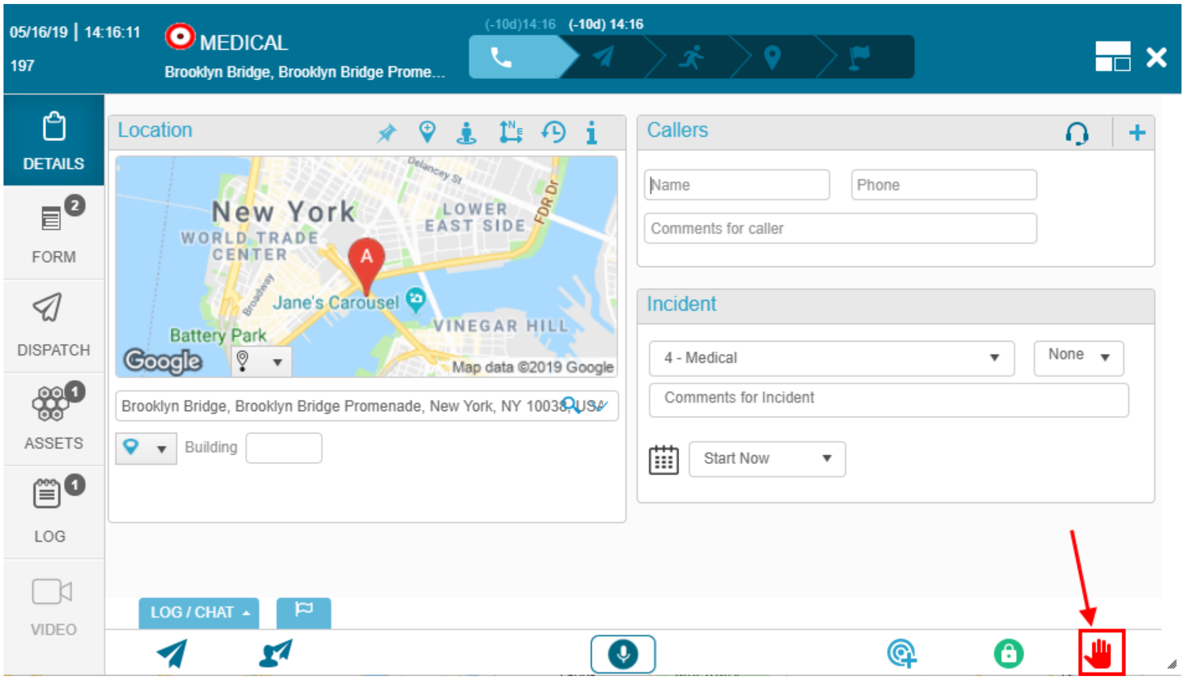


2. Select **Cancel** Incident.

> **Note**
> Your organization may require you to provide a reason for canceling an incident. If this is enabled, you will see a message window appear and you can select a cancellation reason from the list provided.

▼ To cancel an incident from the Incidents window

1. In the open **Incident** window click **Cancel Incident** on the bottom right.



> **Note**
> Canceled incidents do not appear in the Incidents panel unless a filter is set to show them and the setting Users>Permissions>Dispatcher>**Cancel Incident** has been associated.

▼ To search canceled incidents

1. Click the **Search** icon on the **Incidents Panel**.
2. Select the **Canceled** filter.

Using the Map Feature

The Map module includes all the functionality required for managing incidents, users and resources.

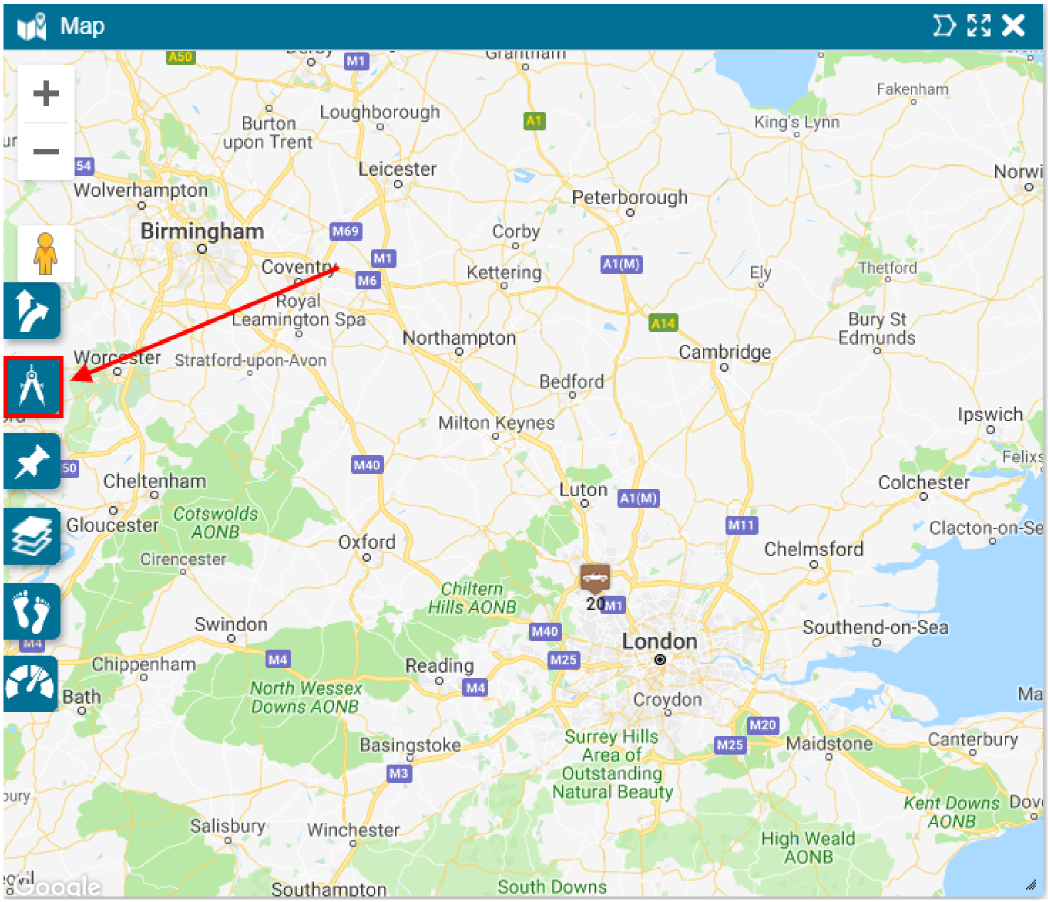
Calculating Distance on the Map

The Calculate Distance feature on the map enables you to calculate the distance between 2 points on the map and then get directions on how to travel between the 2 points.

For information on getting directions on the map, click here.

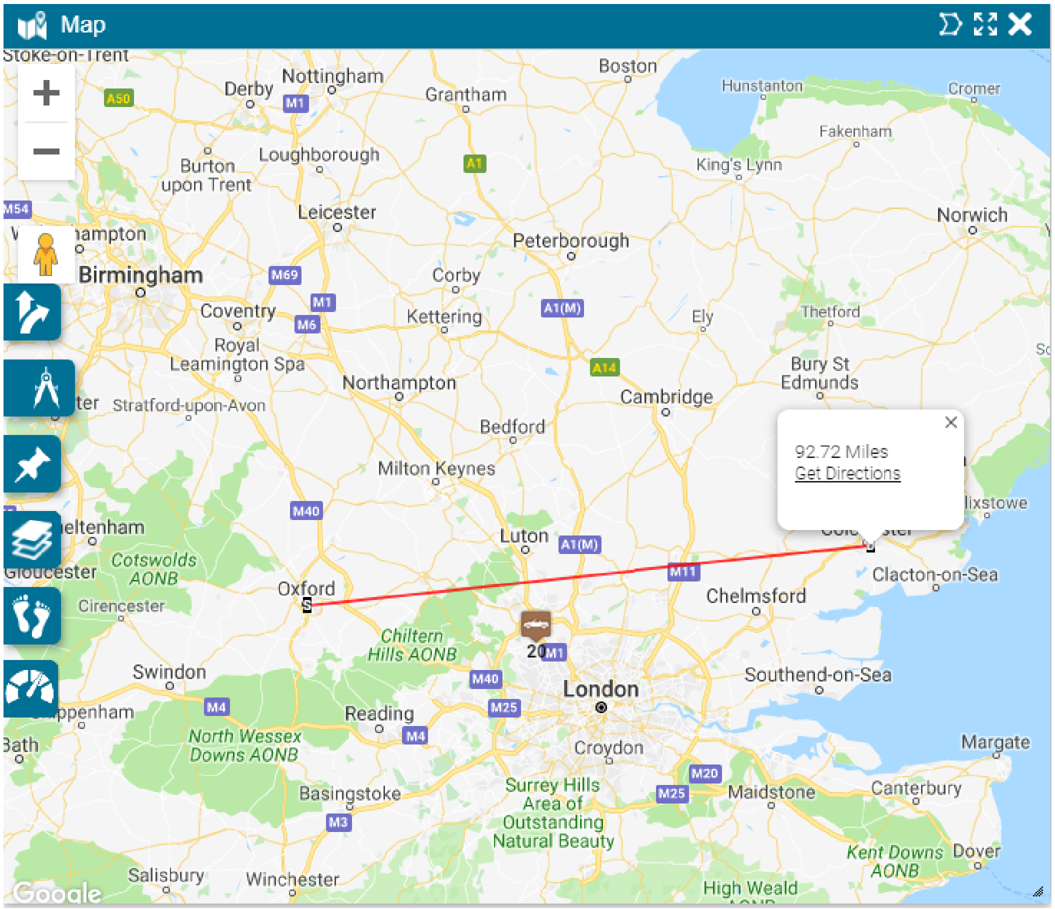
▼ To calculate the distance between 2 points on the map:

1. On the Map, click the **Calculate Distance** icon.

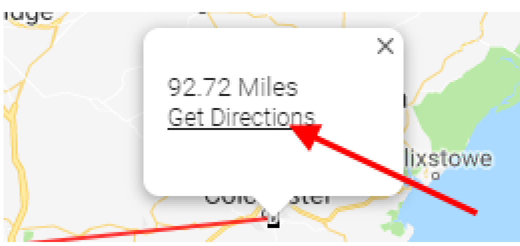


2. On the map, select the 2 points whose distance you want to measure.

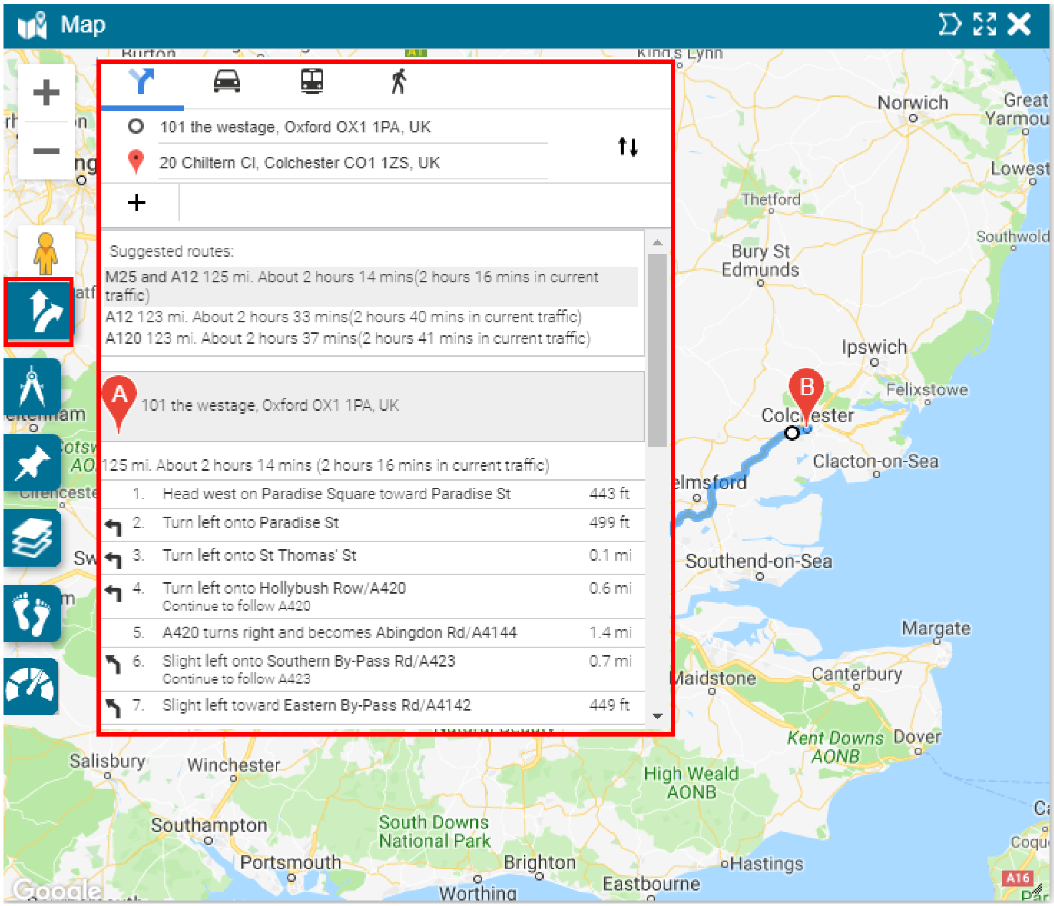
   Once you click the second point a line appears between the 2 points and the distance between the points displays in a pop-up.



3. Click the **Get Directions** link to get driving directions between the 2 points.



The directions appear on the map.



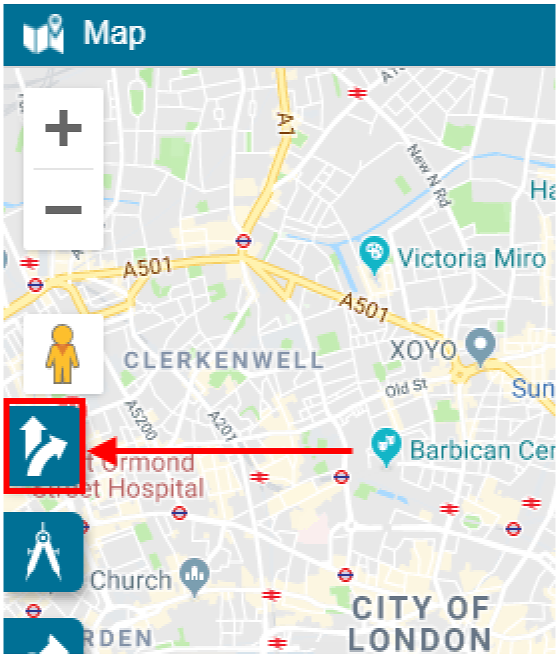
Getting Directions on the Map

The Get Directions feature enables you to get directions on the map. After selecting a starting point, you can select other points on the map through which you want to travel. The last point you select, being your final destination point.

Use the Calculate Distance icon to get the distance between 2 points on the map.

▼ To get directions on the map:

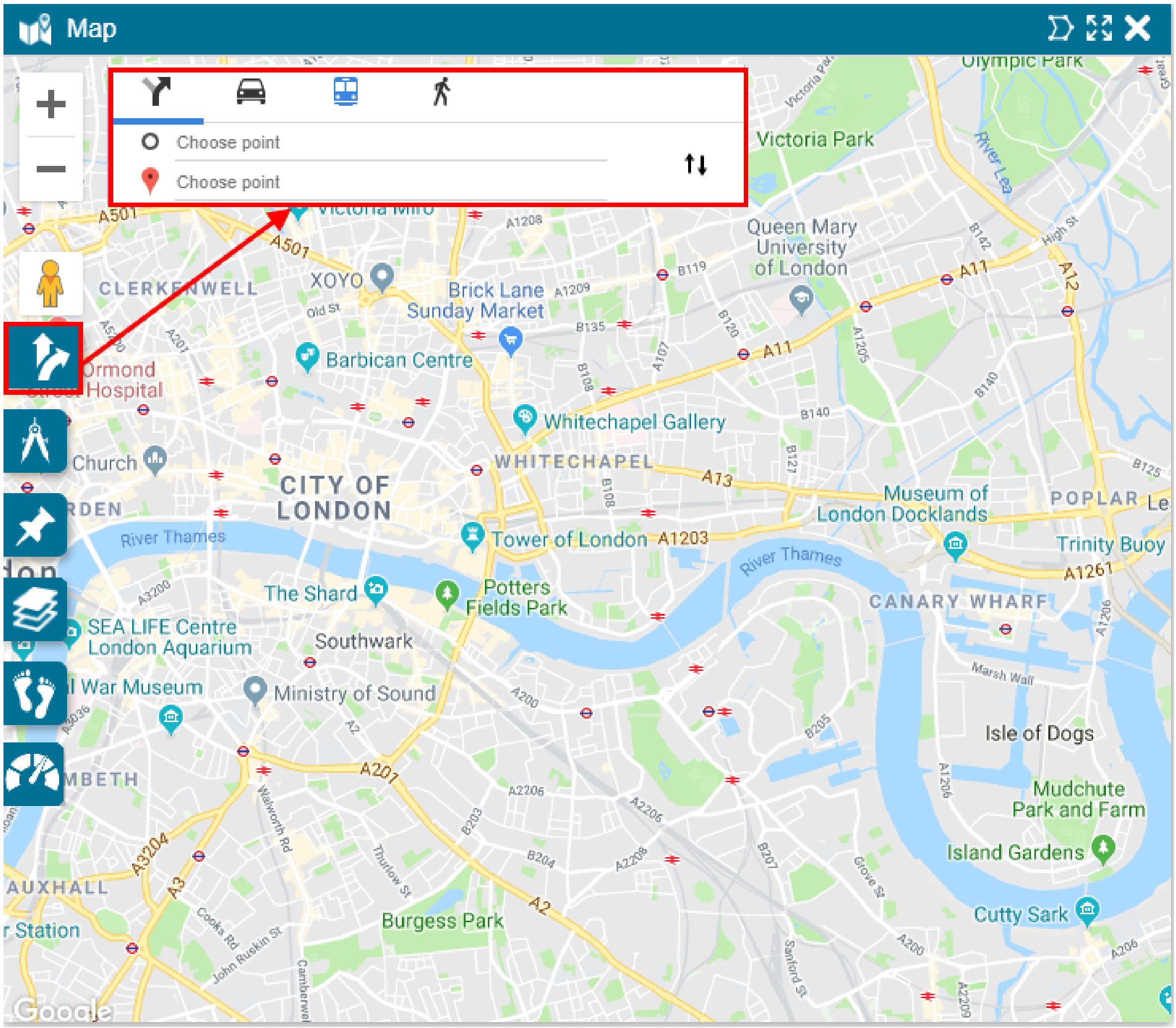
1. On the Map, click the **Get Directions** icon.



The **Get Directions** popup appears on the map.

2. In the **Get Directions** popup, enter the start and destination points using one of the following methods:

- Click the start and destination points on the map
- Type the start and destination addresses
- Type the names of the starting and destination places



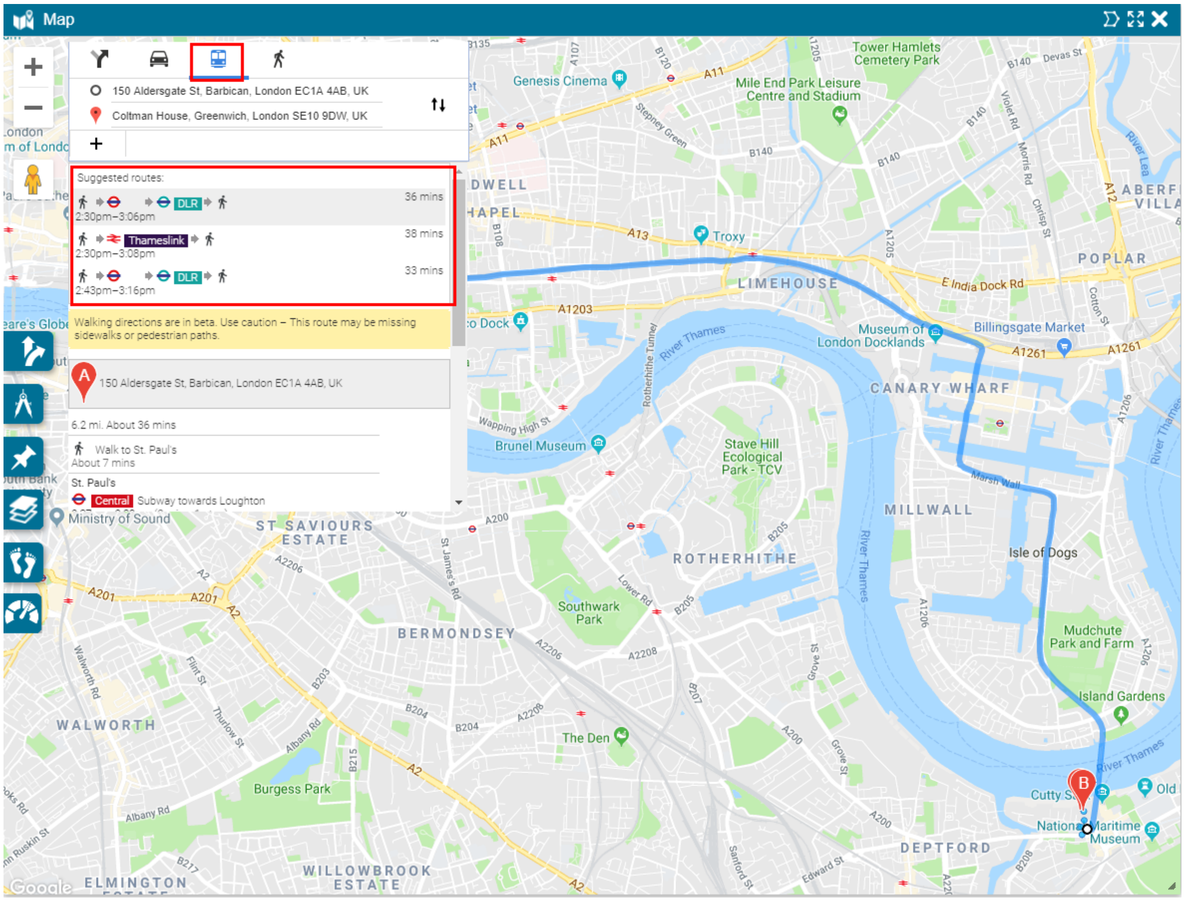
a. The best route to your destination is shown on the map in light blue. It is also listed as the first of the suggested routes in the Get Directions popup. To change between suggested routes, click on the desired route in the list.

b. To add additional destinations, click the + sign on the left side of the Get Directions popup.

c. To change the order of your destinations, click the ⇅ on the right side of the Get Directions popup.

3. Choose the driving, transit, and walking directions can be selected by clicking on the corresponding icons at the top of the Get Direction popup.

   For transit, alternative modes of transport are suggested.

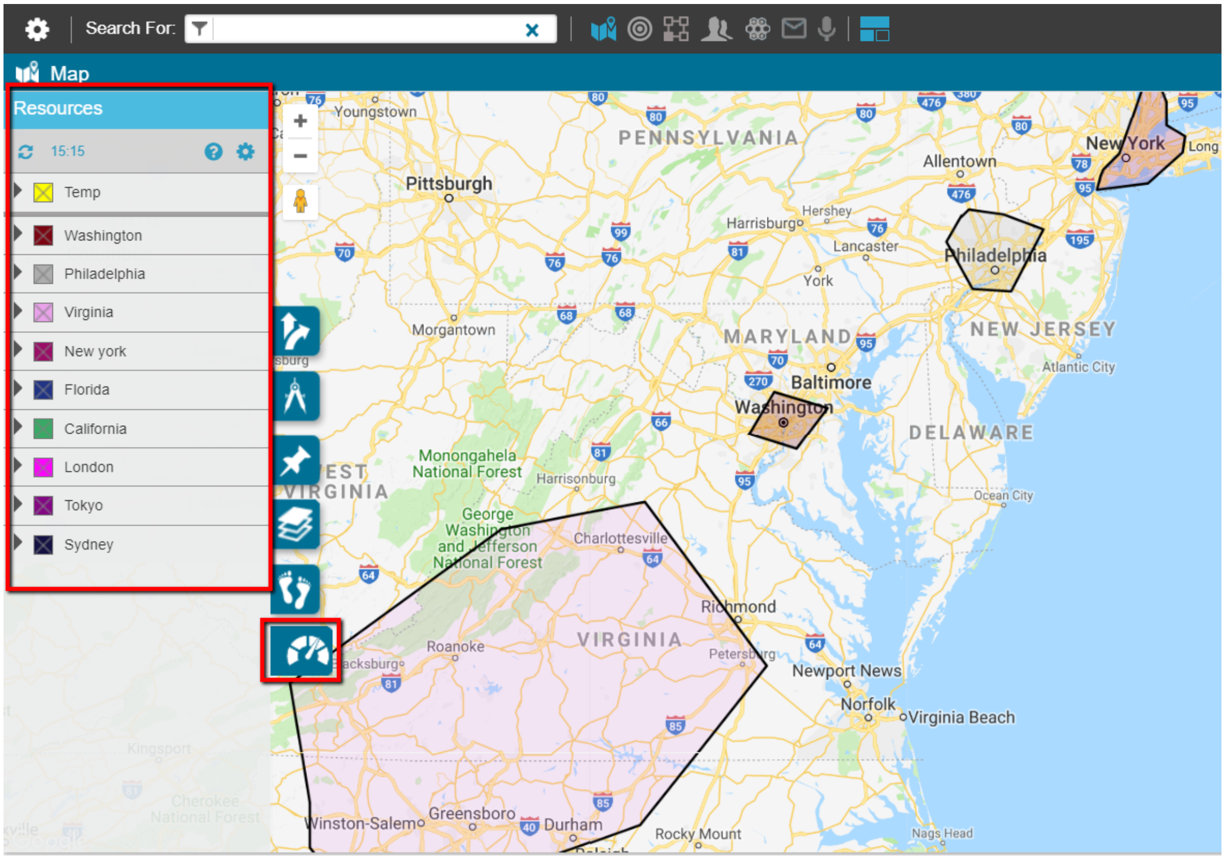


Resources Monitor

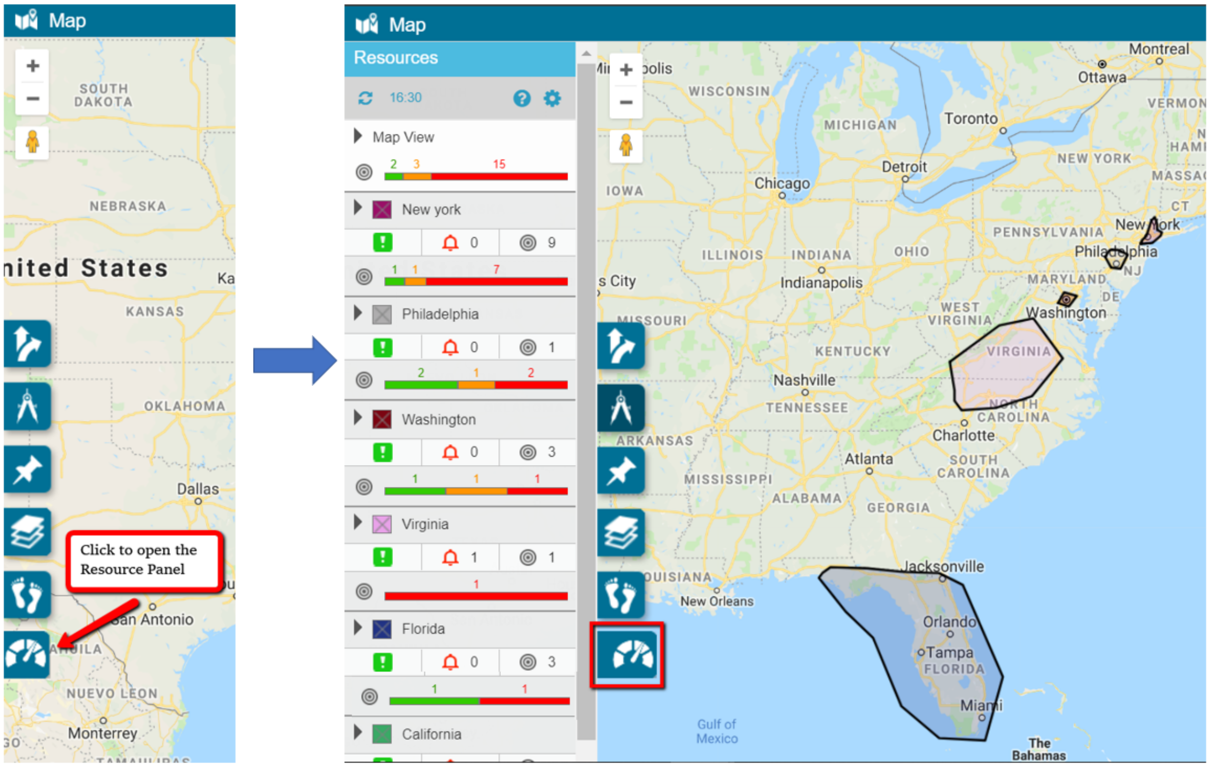
The Resource Monitor provides the dispatch operator with an interactive real-time situational awareness (SA) view of all available resource statuses in any given area. The Resources Monitor enables you to obtain details of all the geo-based entities of the system:

- Incidents
- Responders
- Reporters
- Units
- Assets
- POIs
- Geo-based alerts

The Resources Monitor is modular, dynamic and interacts with the map enabling the dispatch operator to choose the areas and type of resources on which to focus.



Click the Resources Monitor button on the map's vertical toolbar to open the in-map Resources Monitor.

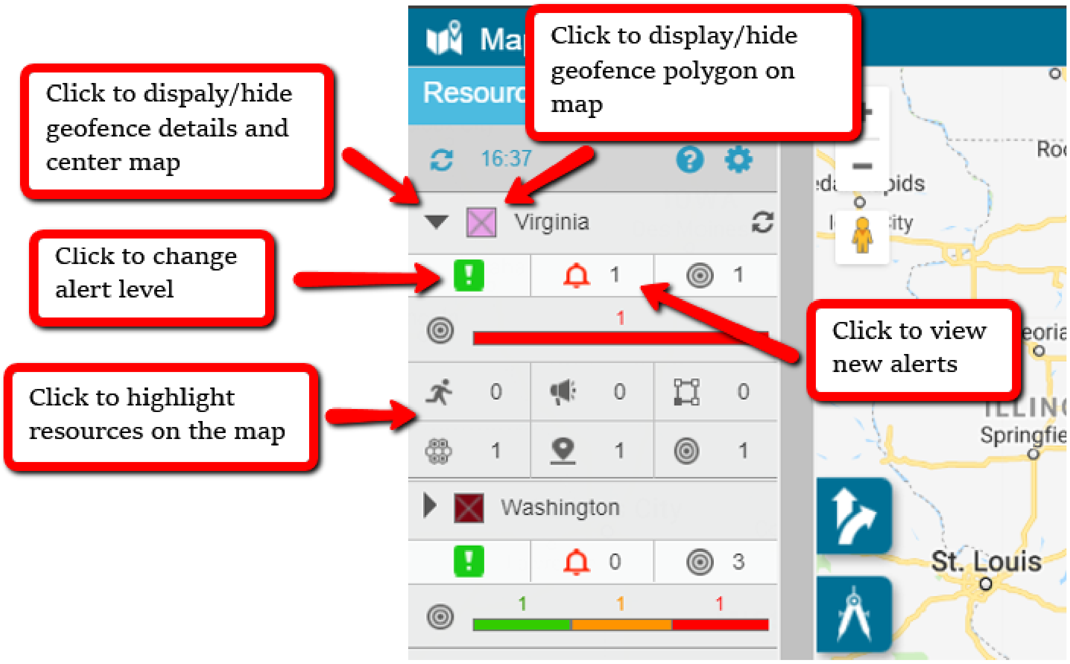


The Resources Monitor includes the following elements:

1. An in-map display panel showing the numbers of incidents, alerts and available resources in the ten closest geofence polygons.
2. A panel displaying the number of incidents, alerts and available resources in the current map view.
3. A panel displaying the number of incidents, alerts and available resources in a geofence-polygon drawn on-the-fly.
4. A panel displaying the current aggregate statuses of the following resource types:

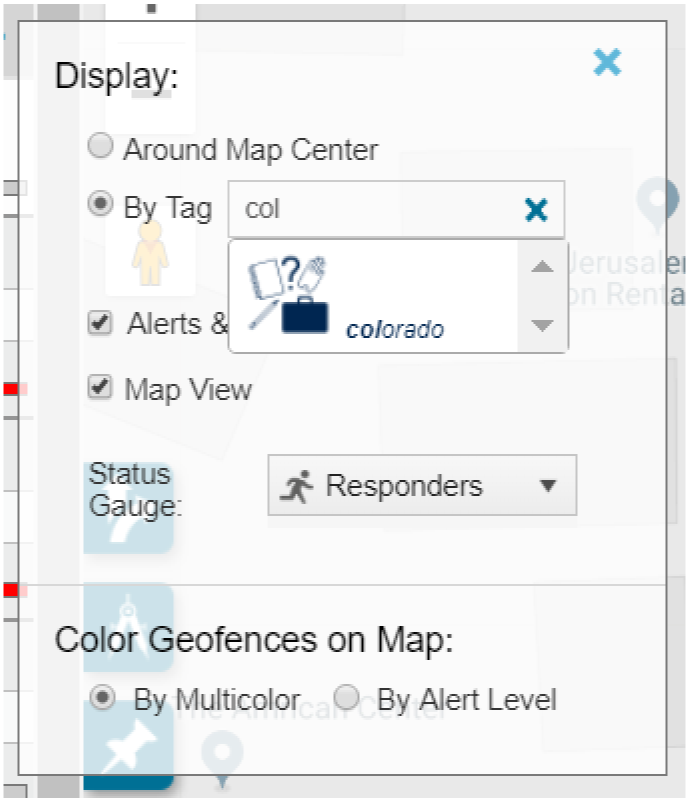
responders, reporters, assets and incidents.

Click an icon in the Resources Monitor panel to display/hide more details of the respective resources.



Resources Monitor Settings

Click **Settings** in the Resources Monitor to open the Settings panel.



The Resources Monitor setting panel enables you to define the following settings:

Geofence (Polygons) Settings

You can choose which polygons to display:

- **Around Map Center**: Displays ten geofence polygons whose polygon centers are closest to the center of the map view. Moving the map and clicking the Refresh button updates the Resources Monitor panel and display a new list of the ten closest geofences.
- **By Tag**:-Displays up to ten geofence polygons based on the tag you choose and the geofence polygons' tags.

> Note
> Very large polygons that are partially visible on the current map-view may not appear on the Resources Monitor list as their center is more distant than the center of a small polygon which may not be visible on the current map-view.

Other Settings

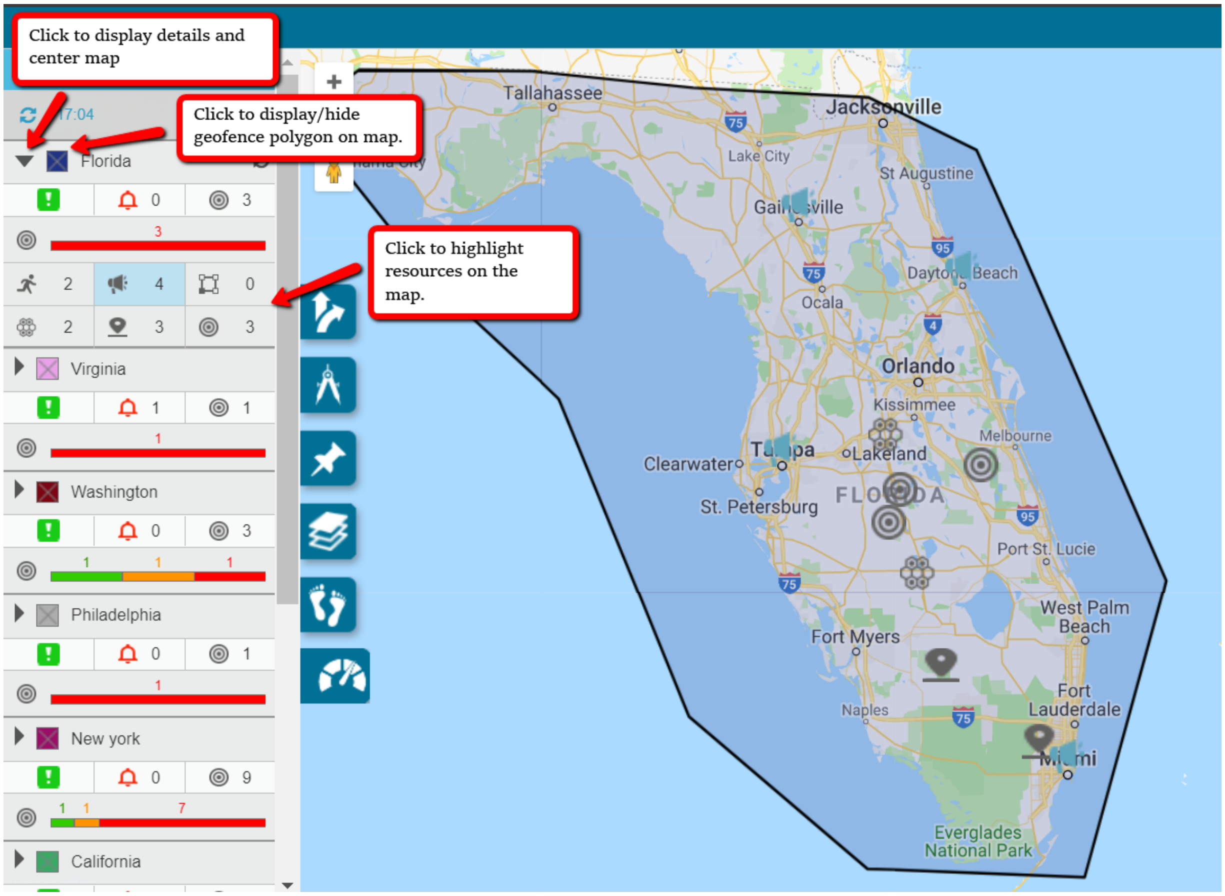
You can configure the following other settings:

- **Alerts & Incidents:** Displays/hides the current alert status for each of the ten closest geofence polygons. Click the Alert status to open a tooltip that enables you to toggle the alert levels.
- **Status Gauge:** Defines the resource type (responders, reporters, assets, incidents) displayed on the Resource Monitor gauges. See the chart below for the color code behavior of the Resource Status gauge.
- **Map View:** Adds another section to the Resource Monitor that displays the resources available on the current map view (regardless of any geofence polygon in the area).
- **Color Geofences on Map:** Defines the color scheme of geofences in the map: Multicolor: Use colors defined in geofence settingsAlert Level: Use colors defined by the alert level in each geofence (Red=high, Orange=medium, Green=low)

Interactions between the Resources Monitor and the Map

You can perform the following interactions with the map from the Resources Monitor

- Expand the geofence display details to center geofence polygon on the map.
- Toggle to display/hide the geofence polygon on the map.
- Click a a specific resource type, to highlight those resources on the map.



Aggregate Gauge Behavior

The following table shows the meaning of the different colors in the Resource Monitor status gauge that differ according to the resource type:

	Description	Green	Orange	Red	Grey
Alert Types	Alert triggers defined for geofence				
Active Alerts	Recent active alerts in geofence				
Alert Level	Current alert level (level can be modified)	Low Alert Level	Medium Alert Level	Low Alert Level	
Incidents	Active Open Incidents	Incidents with adequate AND timely response	Incidents with adequate however DELAYED response	Incidents with inadequate response	
Resonders	Active Respondes	Responders with positive communication and recent location	Responders with positive communication but relatively "old" location	Responders with no communication	
Reporters	Active Reporters (incl. Active SOS)	Reporters with positive communication and recent location	Reporters with positive communication but relatively "old" location	Reporters with no communication	Passive Reporters (no location history)
Units	Active Units with location in geofence	NA			
Assets	Active Assets located in geofence	Fully operational Assets	Semi operational Assets	Not operational Assets	Assets with no status
POIs	POIs in geofence	NA			

Note

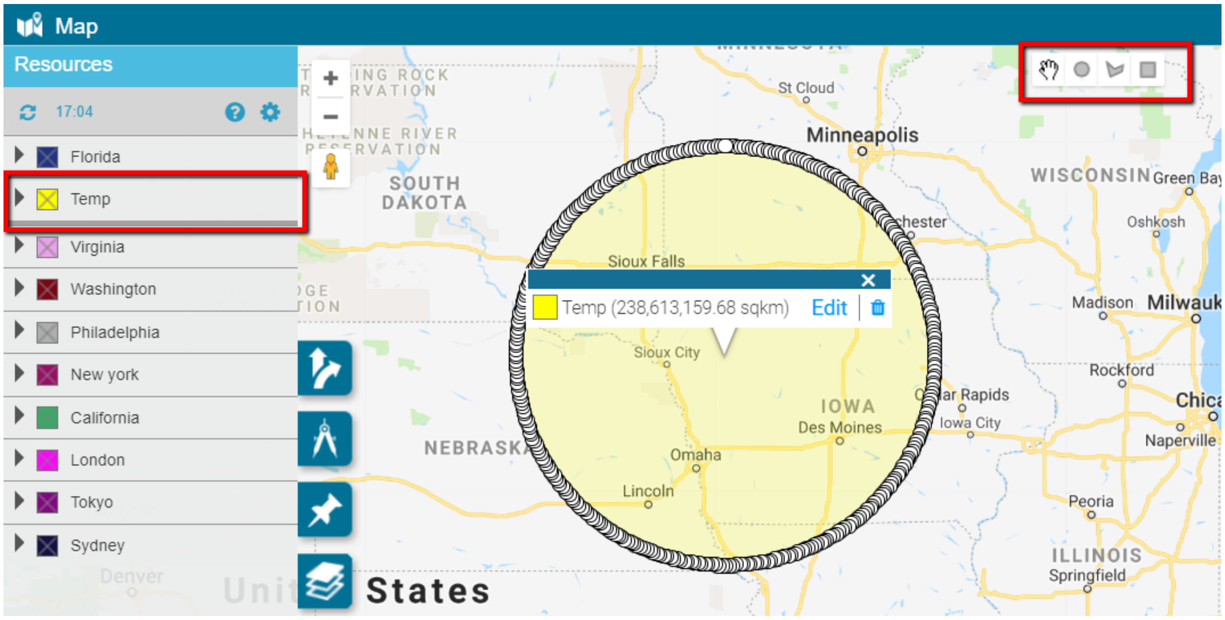
New or old locations are defined in the system configuration page. New location means the users' locations do not exceed the green location threshold.

No Communication is defined in the system configuration page. No Com means that the most recent communication between the server and the user's app exceeds the threshold defined in the system configuration.

Drawing Temporary Geofence Polygons

This powerful function in the Resource Monitor enables you to draw a geofence polygon on-the-fly and instantly retrieve the current status of all the resources in the temporary geofence.

Clicking **Draw Geofence** in the map toolbar opens the draw geofence toolkit. Select circle, rectangle or polygon and draw a geofence on the map.

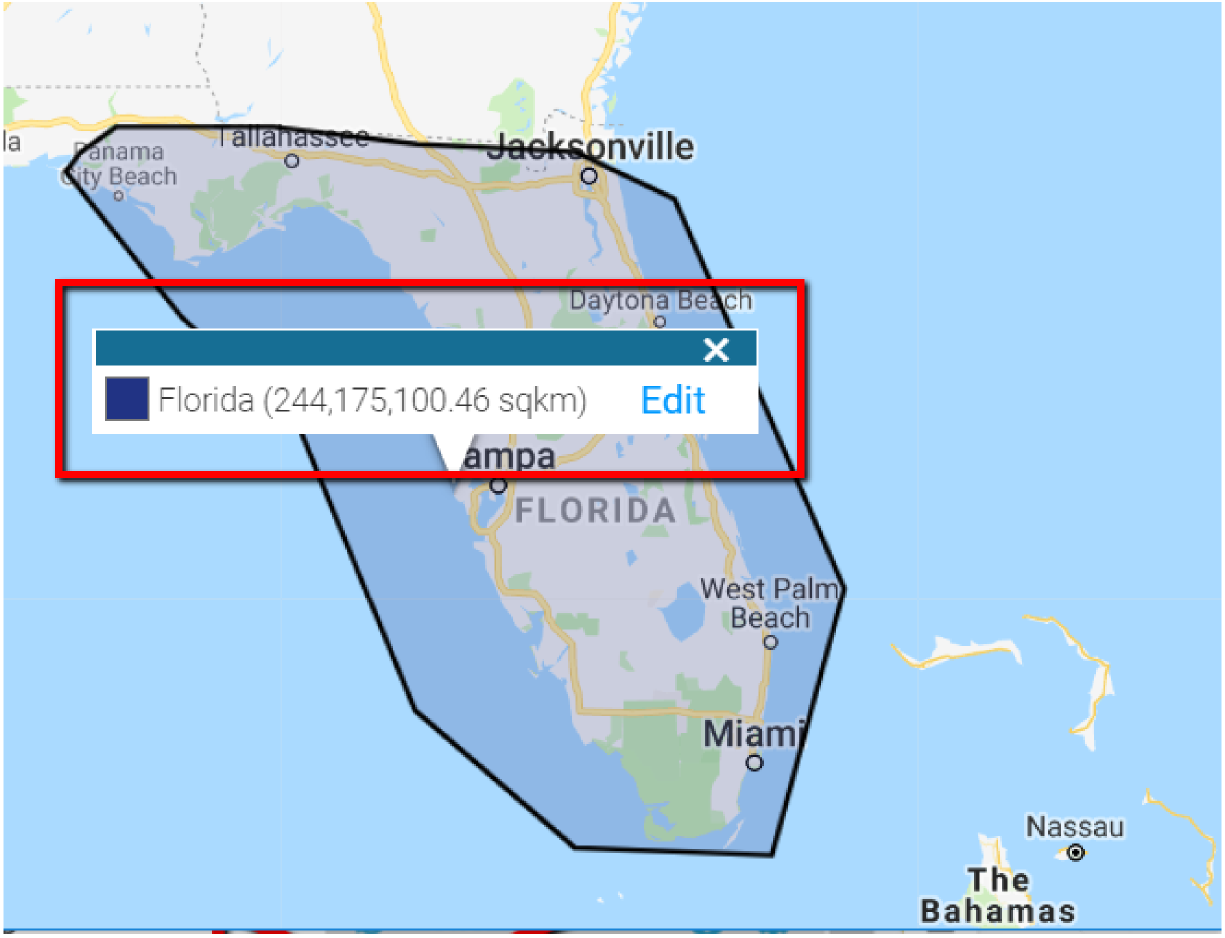


Temporary geofence polygons are saved for 24 hours, and are the automatically deleted.

Geofence Tooltip

Click on a geofence polygon to display a tooltip that includes the following options:

- Name of geofence (the default is Temp).
- The area of the temporary geofence in square miles.
- An **Edit** button that enables you to adjust the geofence area and give a name to the geofence.
- A **Delete** button to erase the temporary geofence.

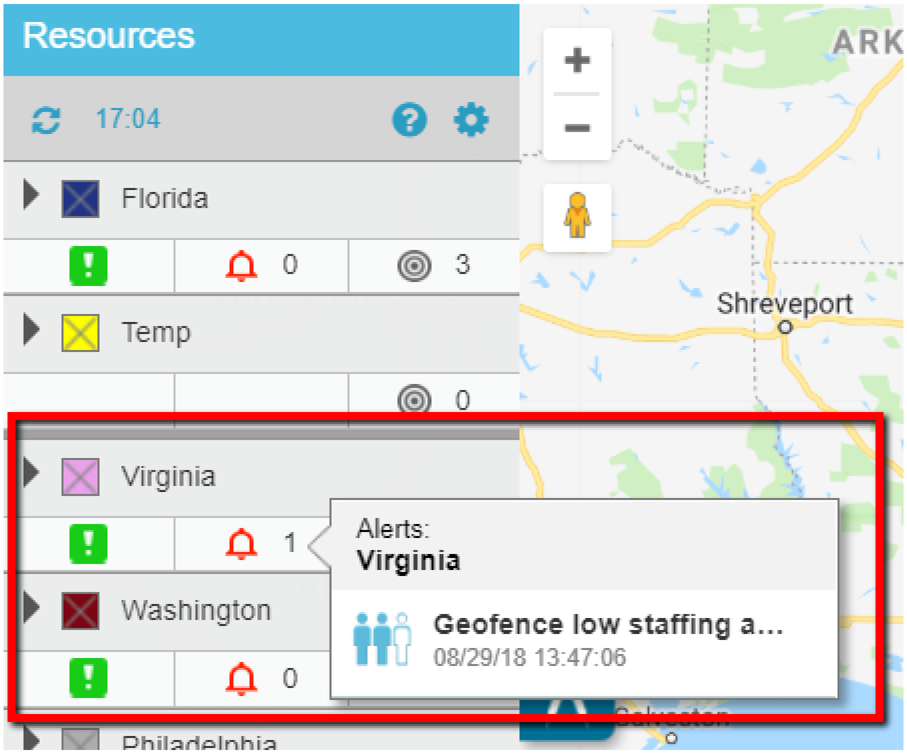


Geofence Alerts

You can define the following geofence alerts:

- Geofence Entrance Alert
- Geofence Exit Alert
- Geofence Low Staffing Alert
- Geofence Absence Alert

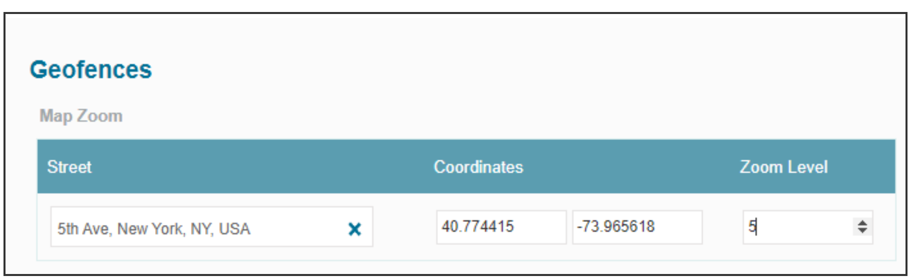
The number of alerts activated for a specific geofence polygon is displayed in the alerts cell (**Bell** icon). Click the number to display a tooltip with the alert details.



Center Map

The **Center Map** button allows you to recenter the map according to the defaults (lat and long coordinates and zoom level) set in your control center settings.

Clicking the icon will center the map and zoom levels based on the currently provided Map Zoom settings in the Control Center's Geofences.



Note

- If the control center does not have a zoom level set, then zoom level 12 is used.
- If the control center's street or coordinates are not set, then clicking the icon will recenter the map on (0, 0) with a zoom level of 3.

Tip

Adjustments to the control center's POI default settings for latitude, longitude or zoom level will take effect when the user logs out and back in again, or changes the current control center.

Users

This section explains how to use the User Panel and effectively manage your organization's users.

To read more about adding new users see "Adding and Managing Users" (page 1).

Disabling and Activating Users

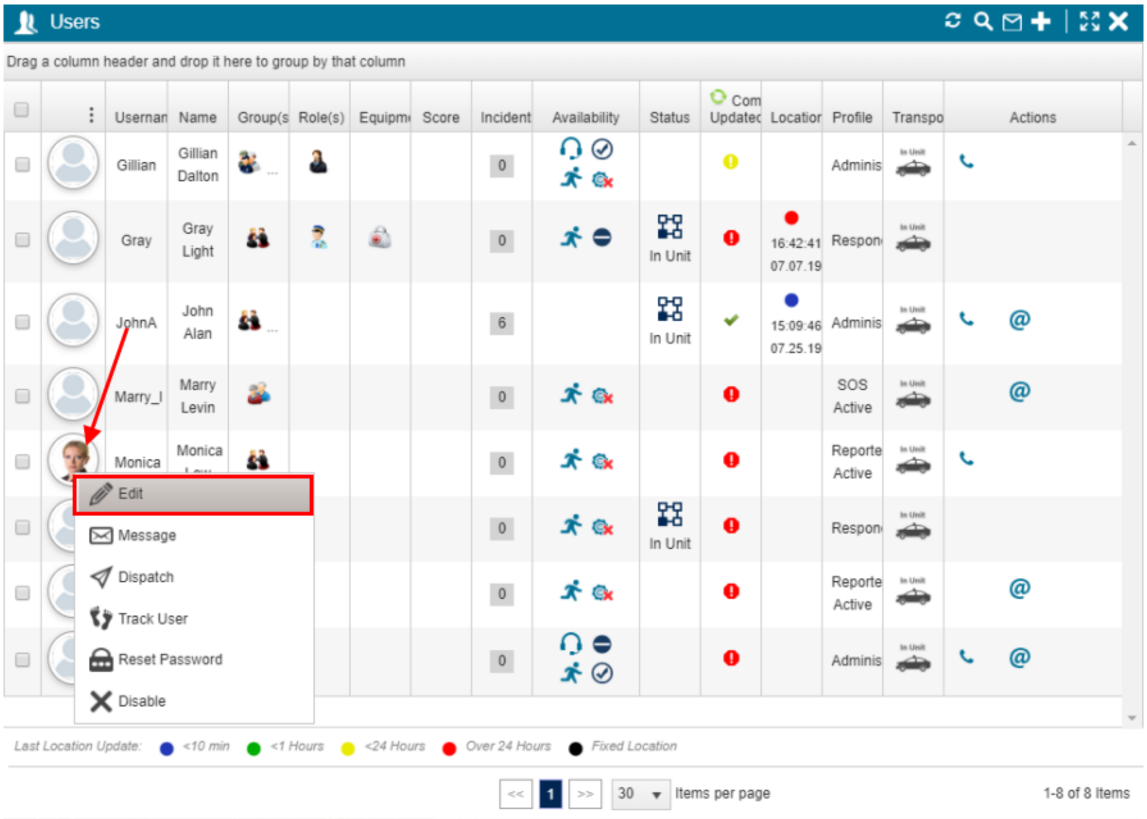
In order to maintain integrity of historical data, you cannot entirely delete users from the system, but you can disable users and they will not be available on the operational panels. Any user that has been disabled can be enabled at a later time.

Disabling a User

You can disable a user from User Management Panel and from the User Panel. Both are described below.

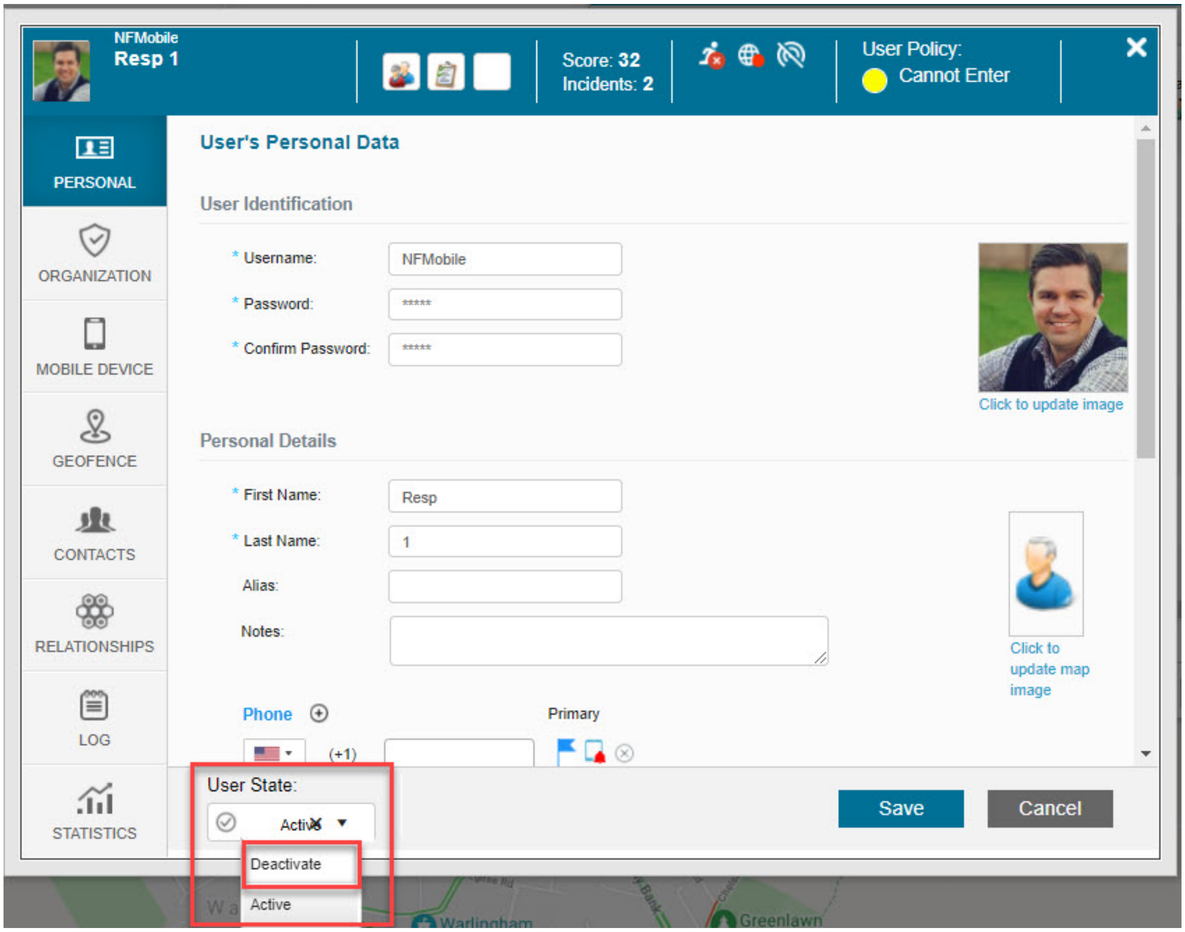
▼ To disable a user from the User Management Panel

1. From the Users panel, hover your cursor over the image of the user you want to disable.

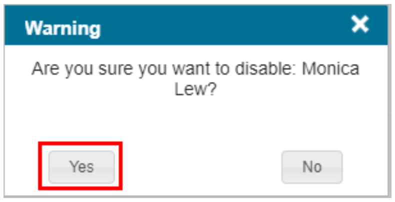


2. Click **Edit**. The **User Management** panel opens.

   From the **Status** dropdown list, select **Deactivate**.

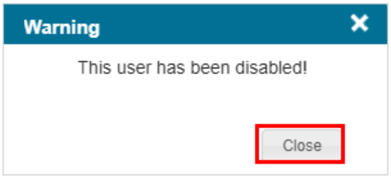


A **Warning** message appears asking you to confirm that you want to disable the selected user.

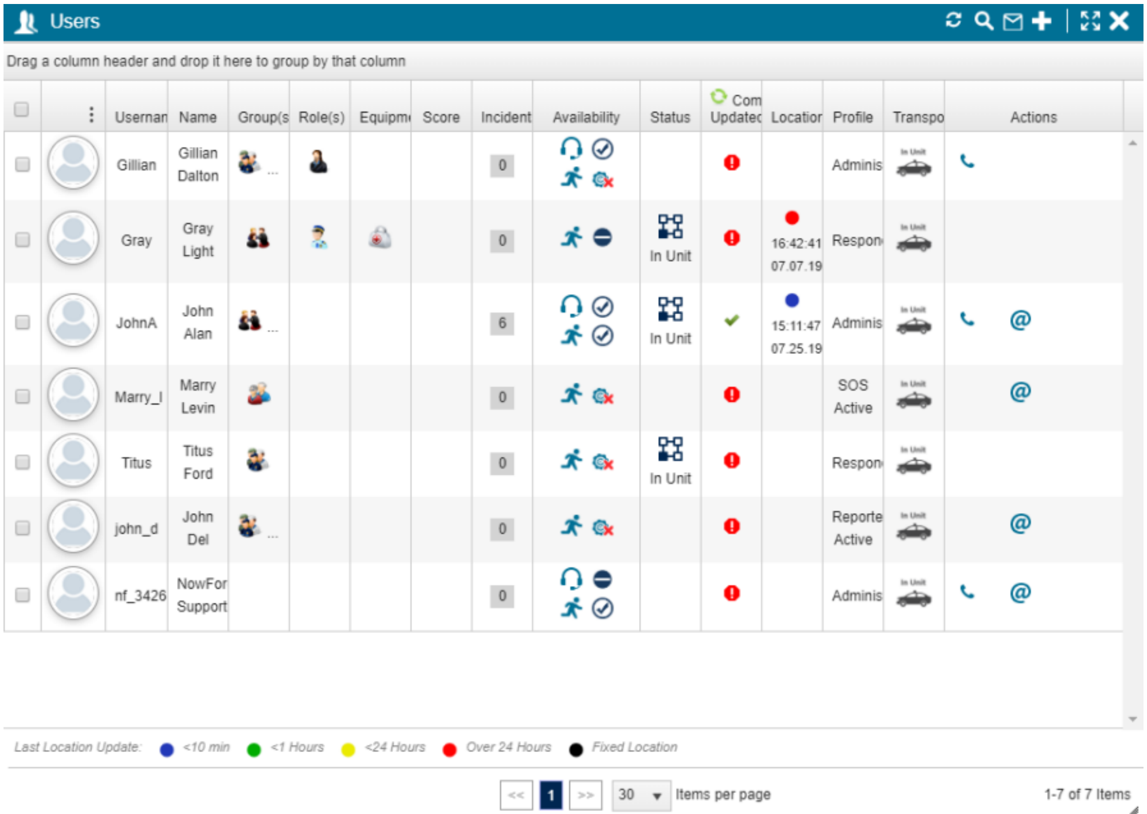


3. Click **Yes** to confirm that you want to disable the user.

   A message appears confirming that the user has been disabled.

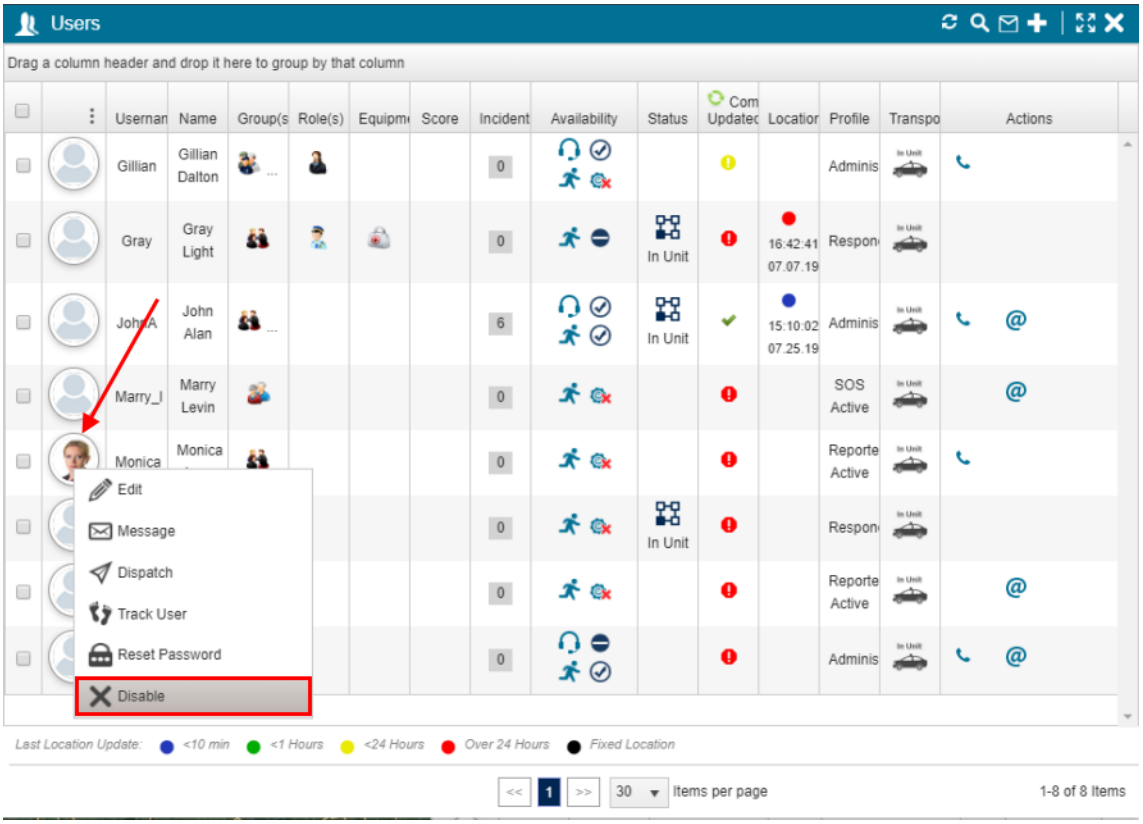


Click **Close**. The user is removed from the **Users** panel.



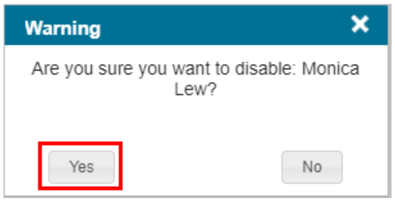
▼ To disable a user from the user right-click menu on the Users panel

1. From the Users panel, hover your cursor over the image of the user you want to disable.



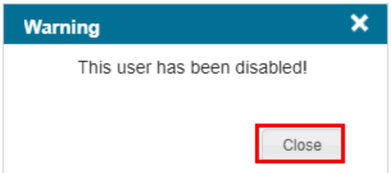
2. Click **Disable**.

   A **Warning** message appears asking you to confirm if you want to disable the selected user.

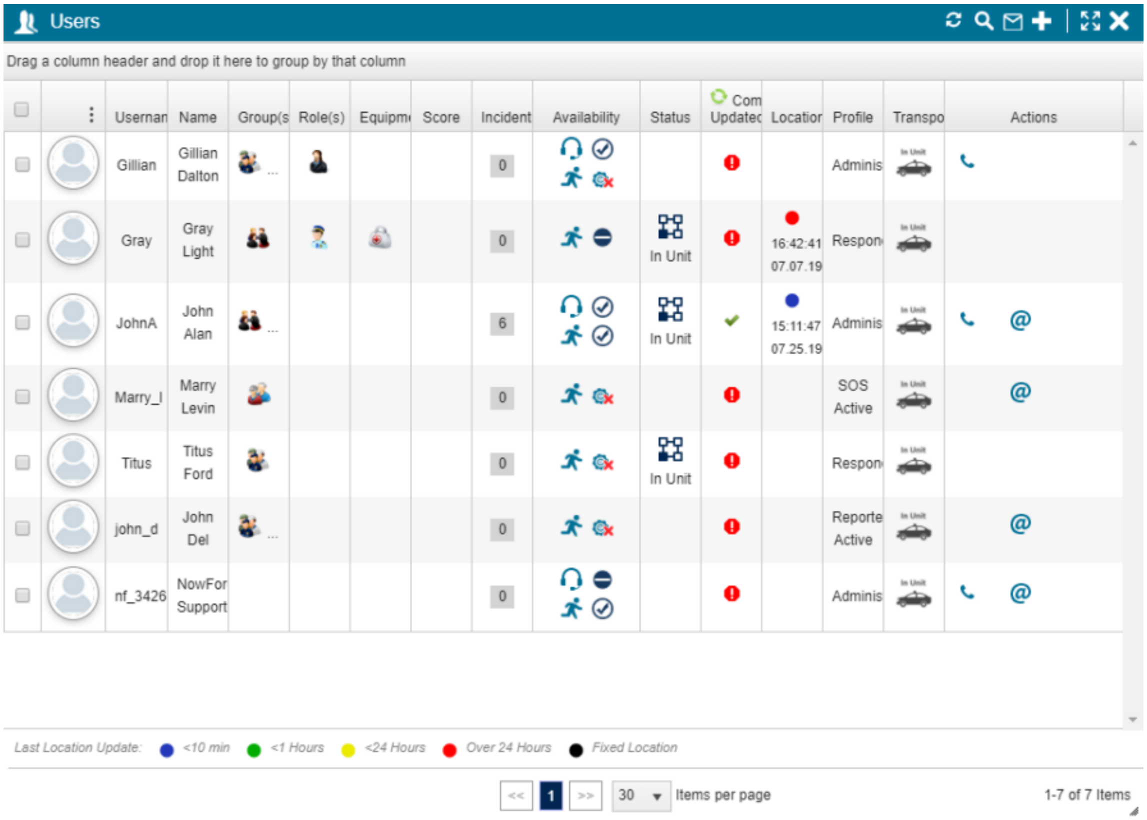


   Click **Yes** to confirm that you want to disable the user.

   A message appears confirming that the user has been disabled.



3. Click **Close**. The user is removed from the **Users** panel.

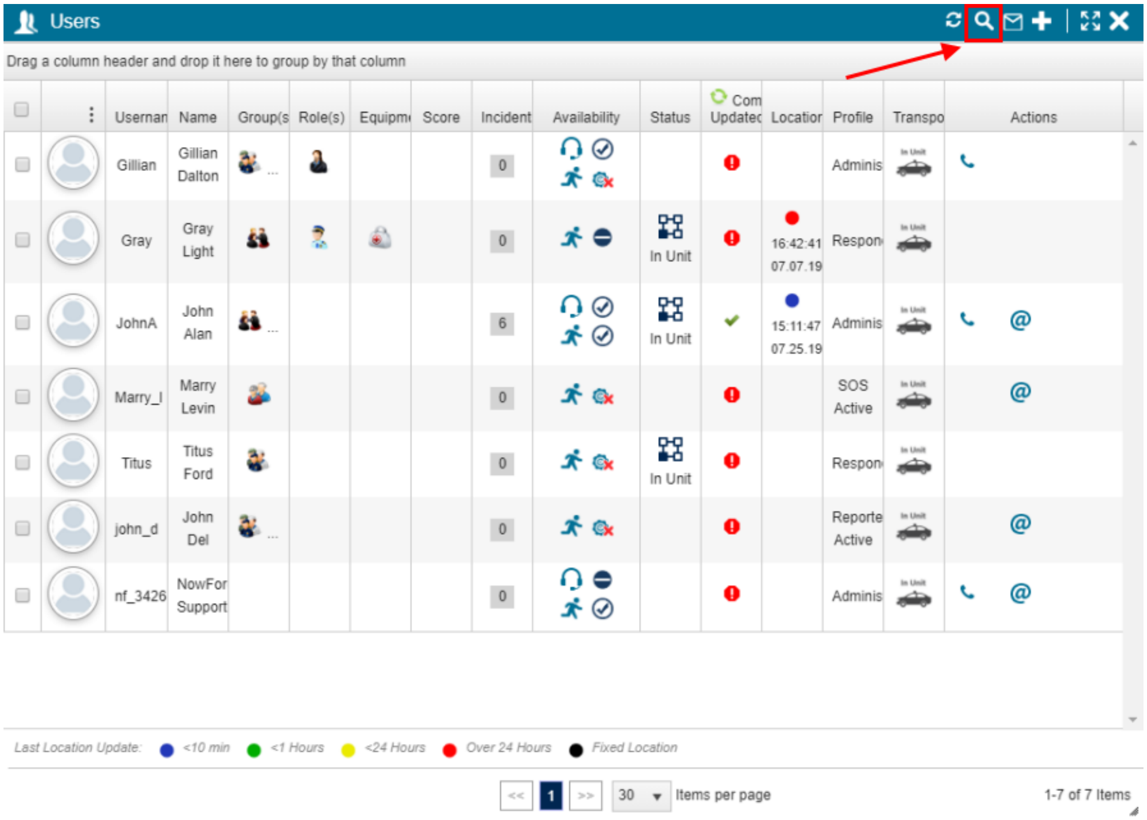


Activating a Disabled User

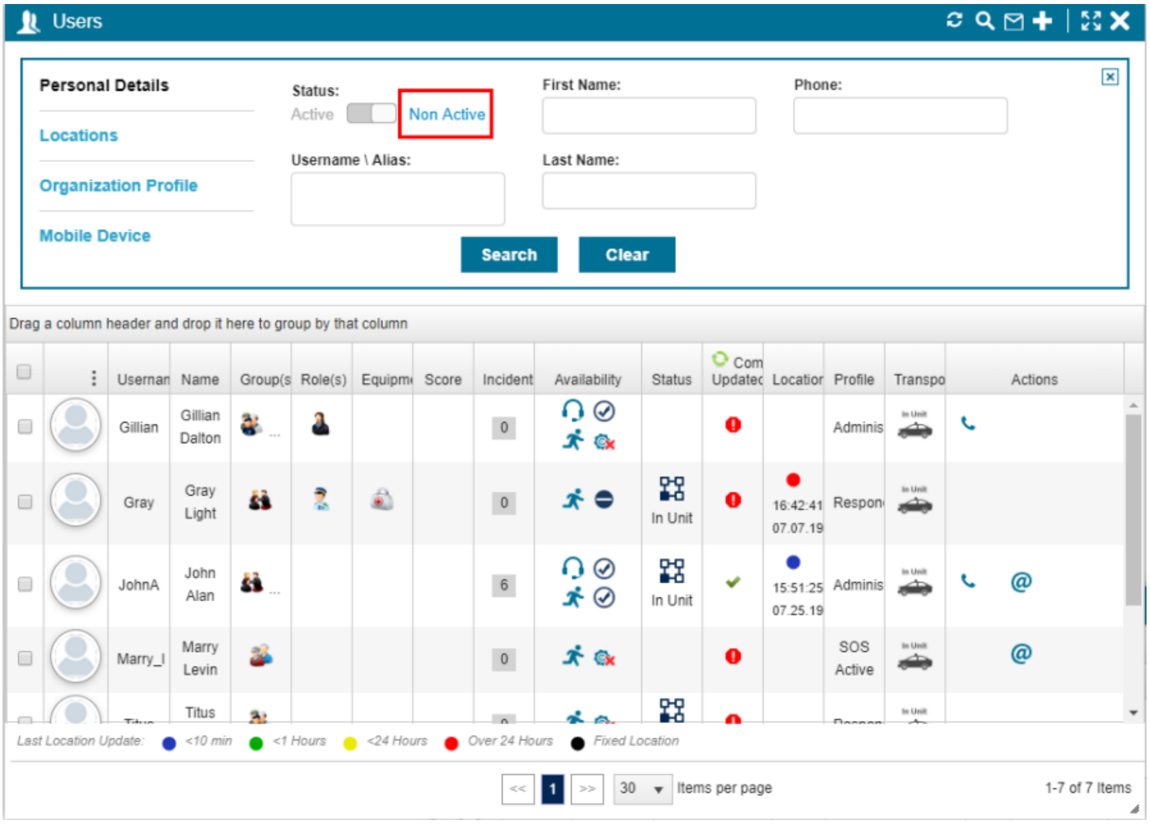
You can reactivate a user that has been disabled and no longer appears in the Users panel.

▼ To reactivate a user

1. From the **Users** panel, click **Search**.

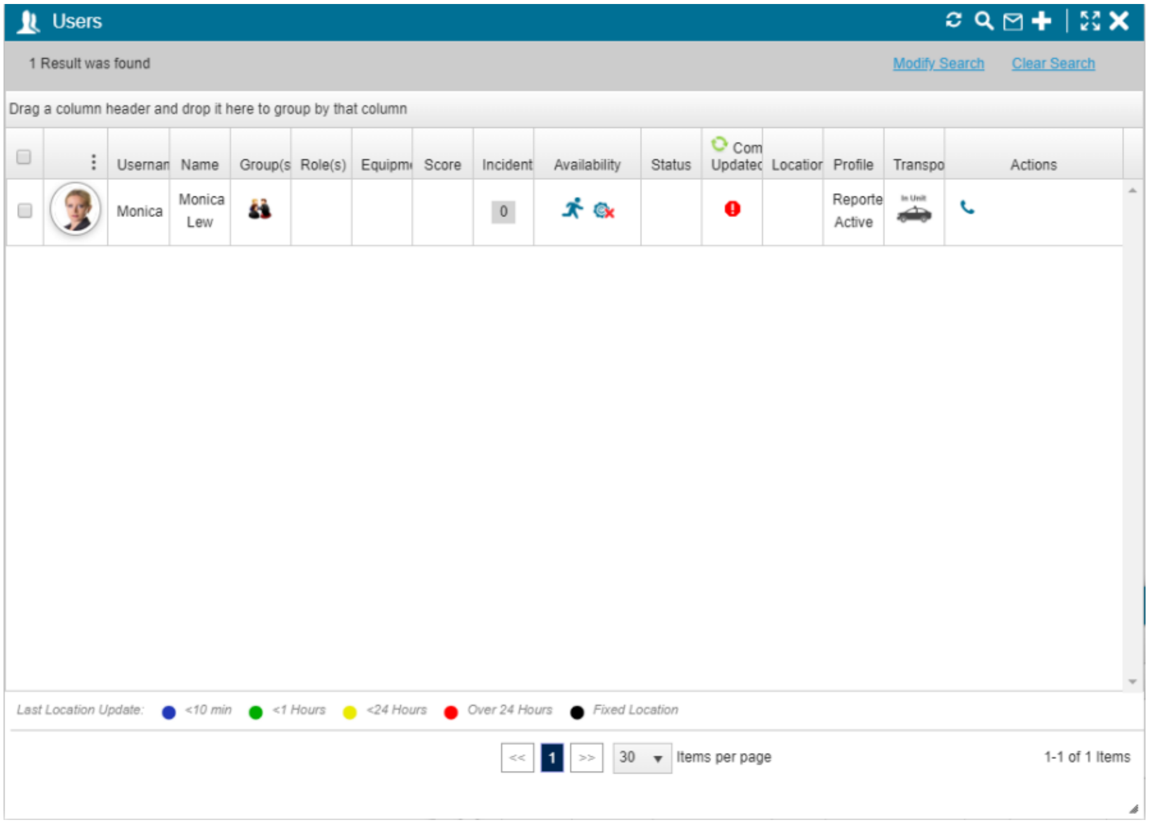


The **Search** area opens in the **Users** panel.

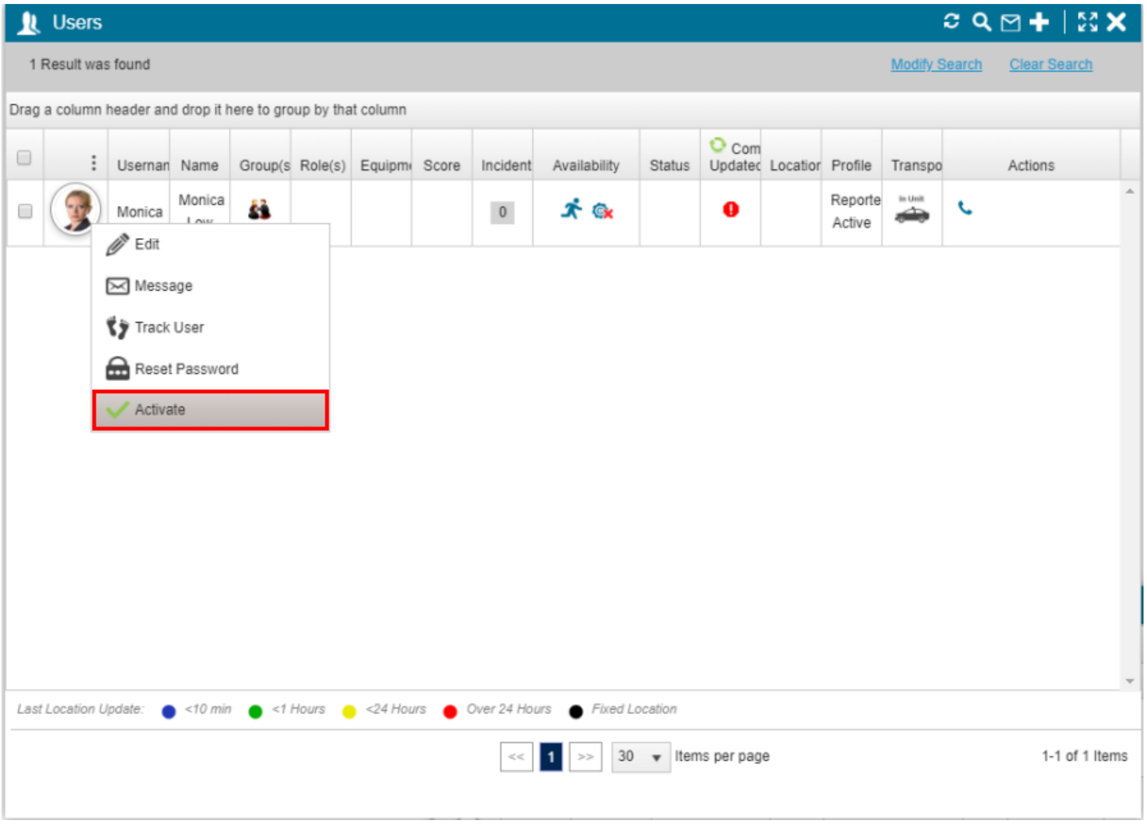


2. In the **Status** area, select **Non-Active**.
3. Enter search criteria, as required. In the following example. the users **First Name** has been used as a search criteria.

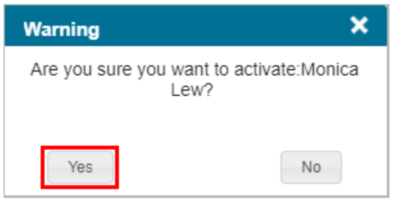
4. Click **Search**. The **Users** panel shows the search results.



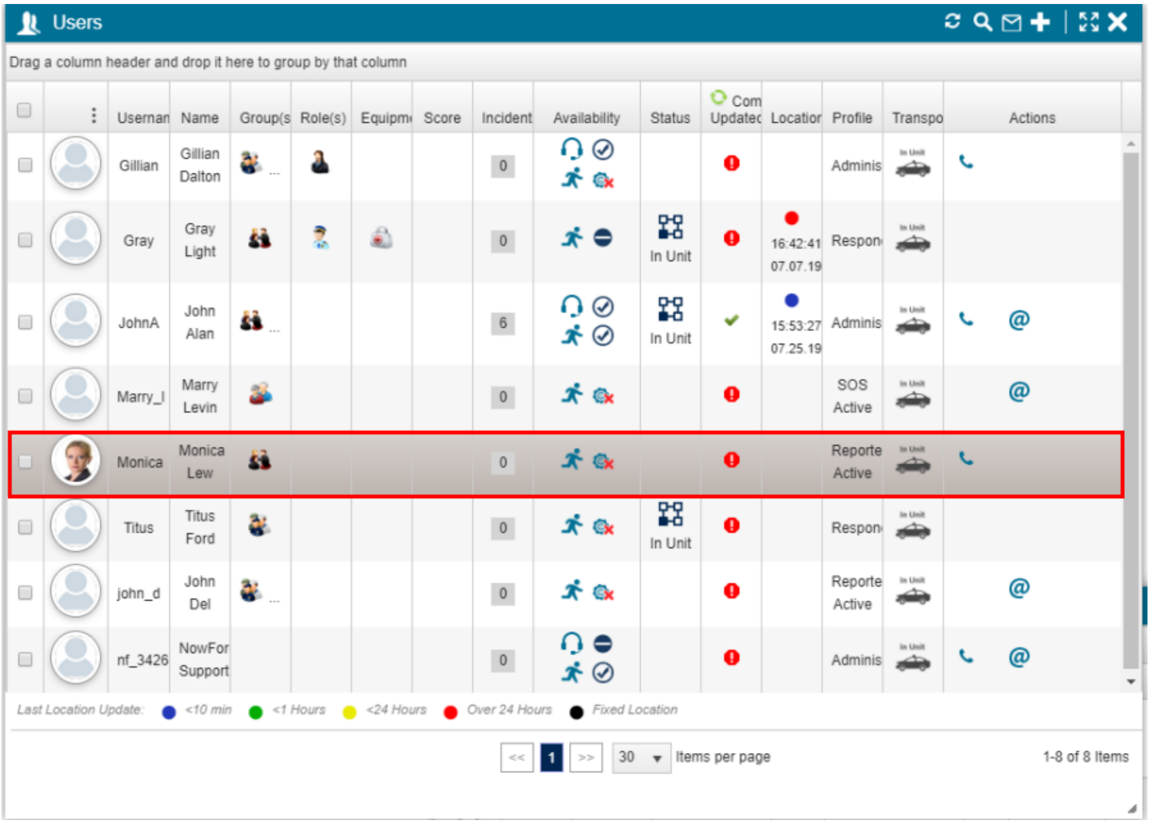
5. Right-click on the user, and select **Activate**.



6. A **Warning** message appears asking you to confirm that you want to activate the user.



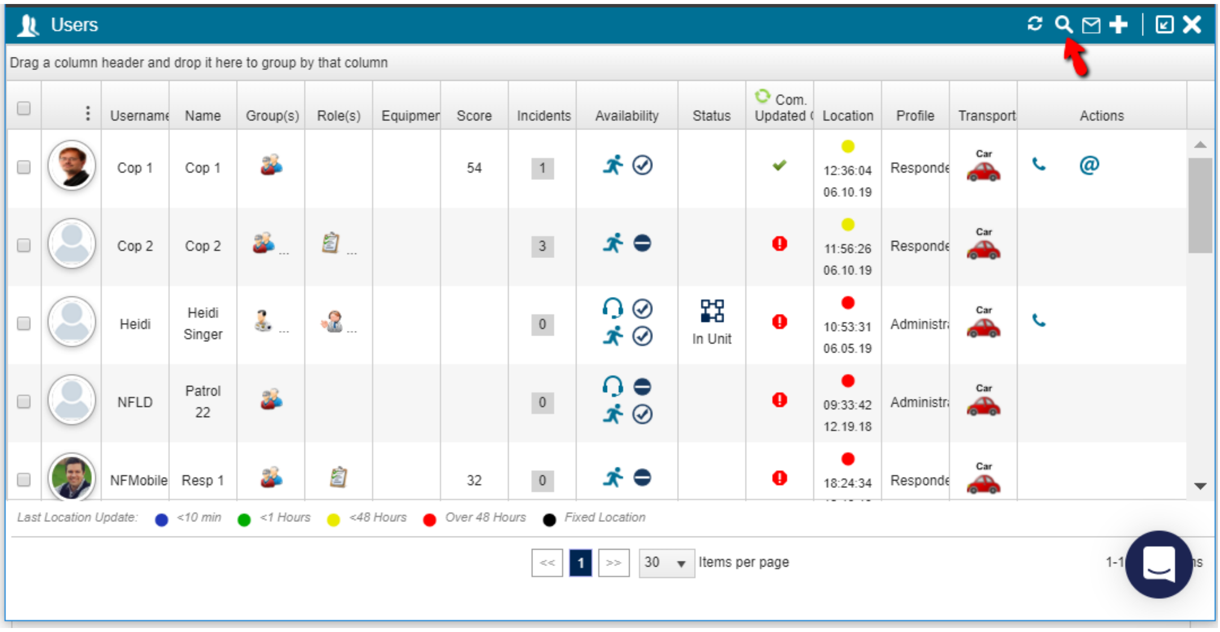
7. Click **Yes**. The user is reactivated and is added to the list of users in the Users panel.



Searching for Users

You can use the search function in the Users panel to help you manage your user list more efficiently.

To open the search function, click the **Search** icon at the top right corner of the Users panel toolbar.



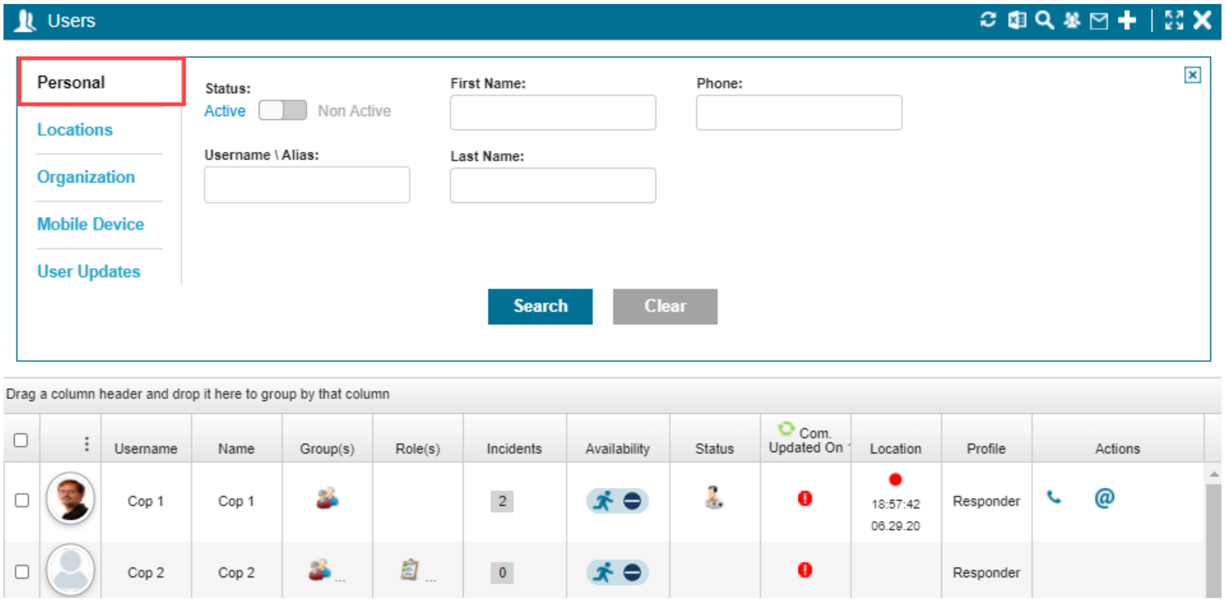
The Search panel enables you to search the Users panel according to the following search criteria:

- Personal Details
- Location
- Organization Profile
- Mobile Device
- User Updates

Searching by Personal Details

You can search for a user by personal details by entering free text in any of the search fields.

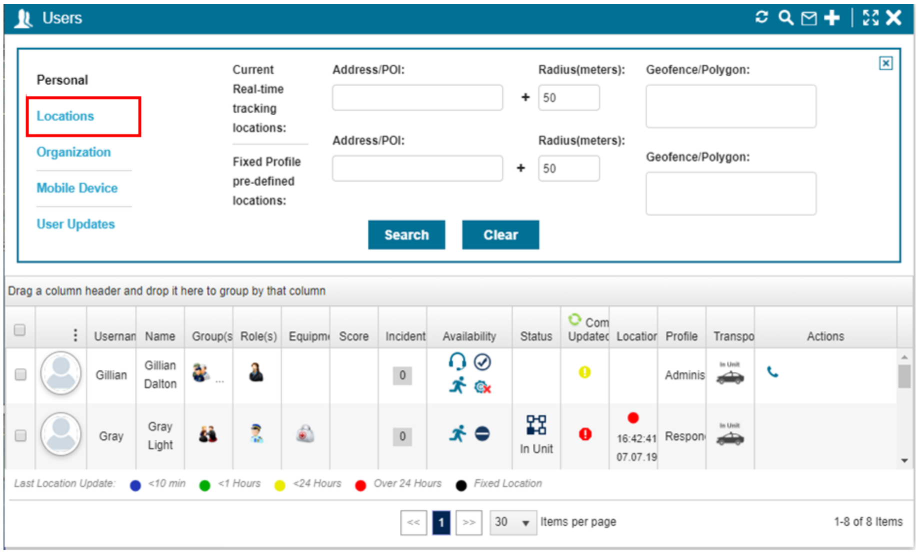
The search uses the OR function within the same attribute while the AND function is used between the attributes.



Searching by Locations

You can search for a user by locations by entering the location search details in the respective text boxes.

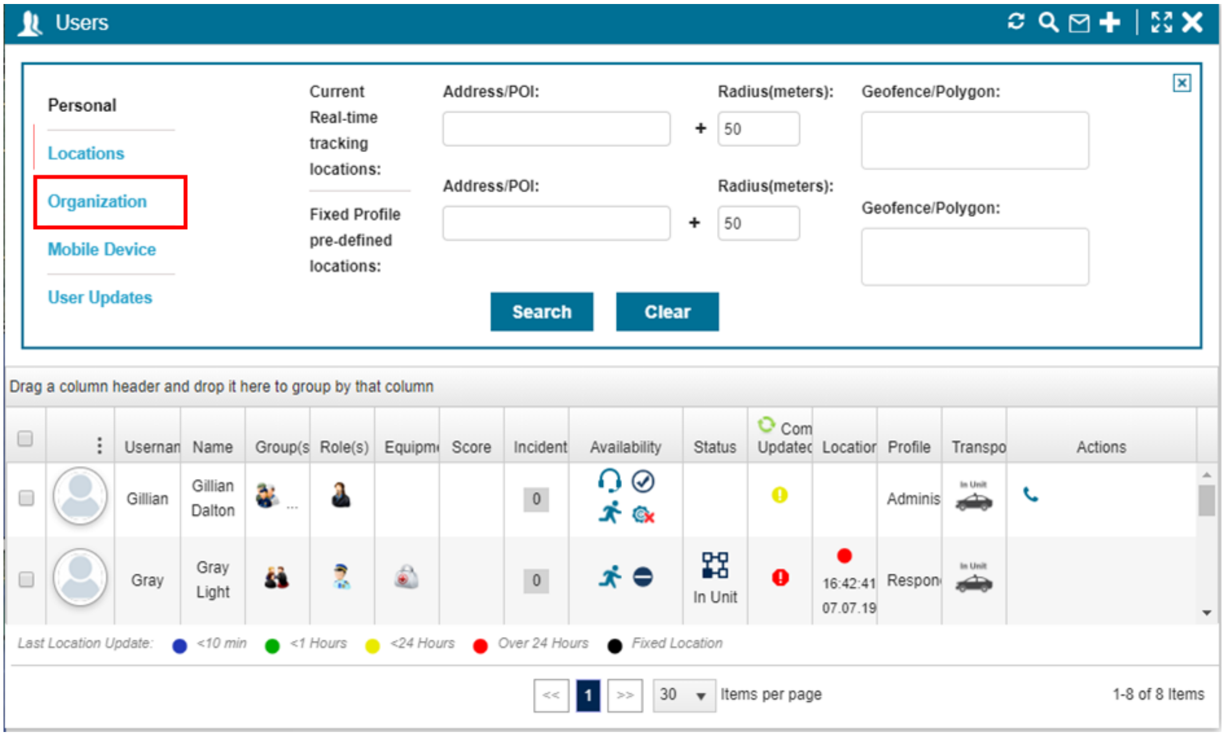
The search uses the OR function within the same attribute while the AND function is used between the attribute.



Searching by Organization Profile

You can search for a user by organization profile by selecting one or more profiles from each category's dropdown menu.

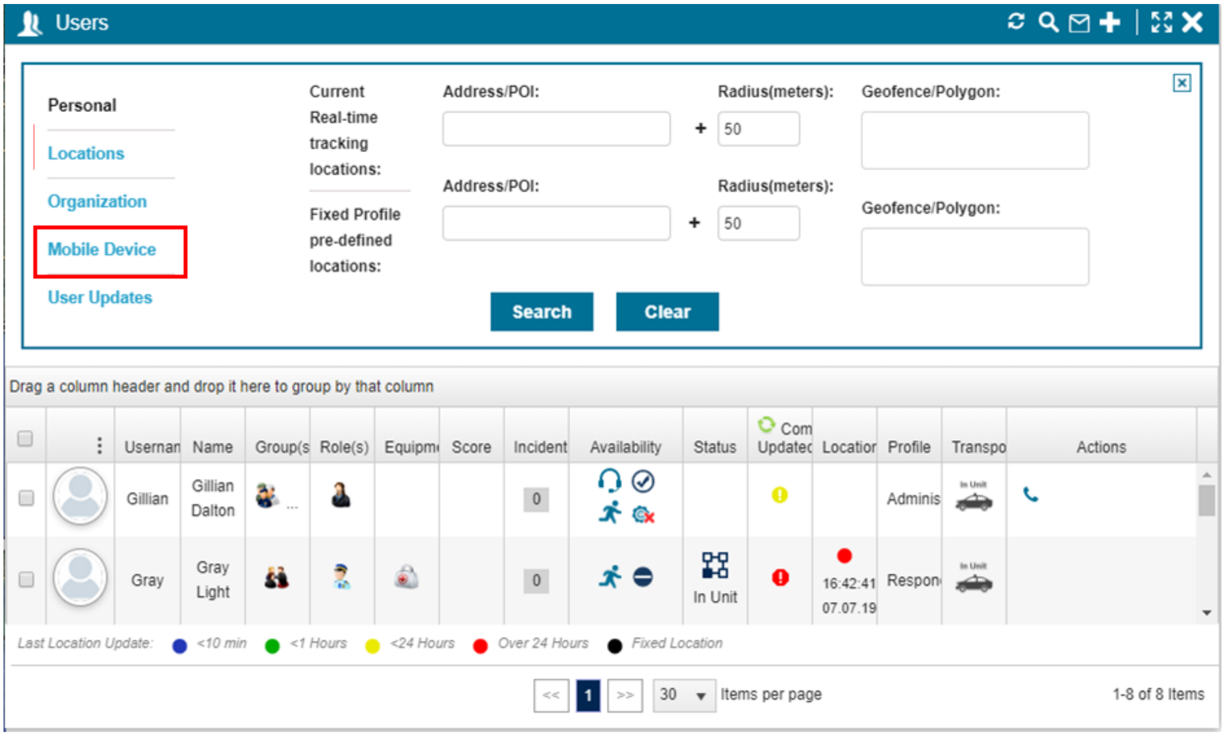
The search uses the OR function within the same attribute while the AND function is used between the attribute.



Searching by Mobile Device

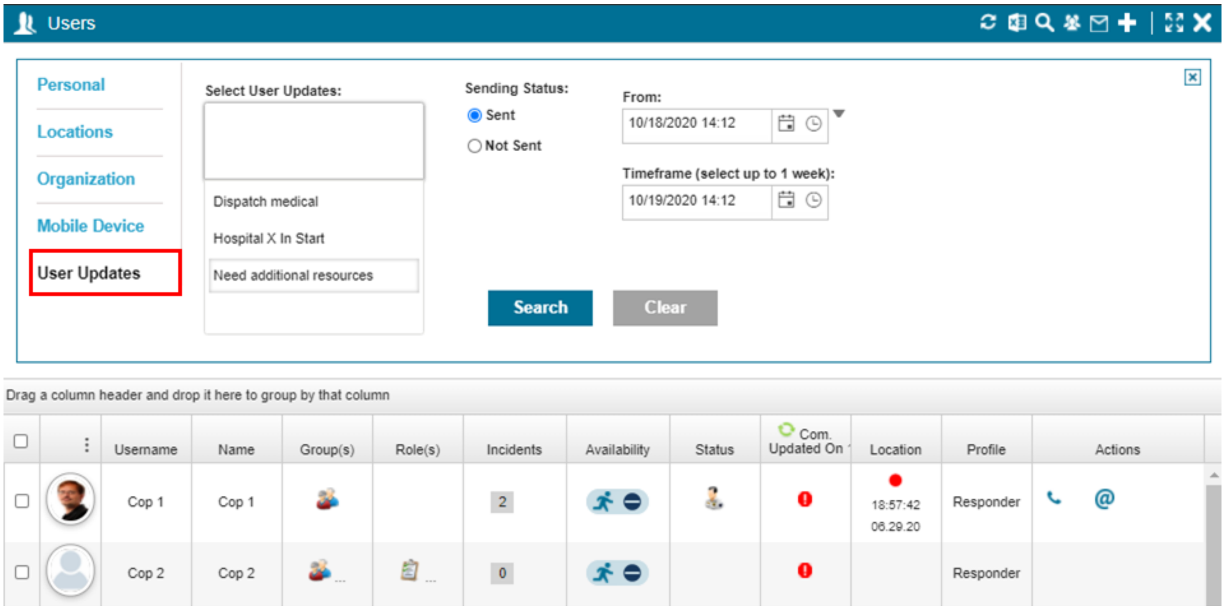
You can search by Mobile OS version, device type, App Licenses, or availability. Furthermore, you can filter the results by the location last sync time.

The search uses the OR function within the same attribute while the AND function is used between the attribute.



Searching User Updates

You can search by User Update, Sending Status and within a defined timeframe.



Permissions Profile

Permission Profiles (Profiles) determine the authorization and access of each class of user within NowForce. A Profile is associated with a specific license(s) (which can be either mobile or desktop) and related selected permissions and add-ons.

> **Note**
> The license selected for the profile determines the available set of permissions.

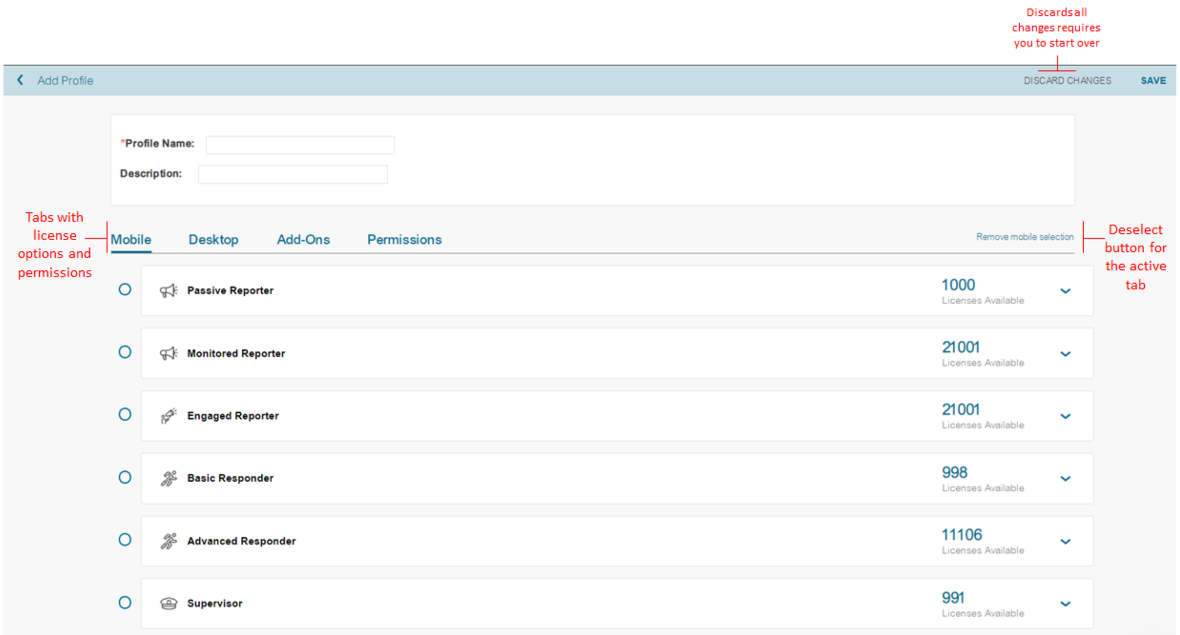
There is no system limit on the number of profiles you can add.

> **Caution**
> When defining new profiles consider how users are managed in the system.

▼ To access the Profiles settings page

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.

2. Click **Profiles** tab, the **Profiles** settings page opens.



> **Note**
> Clicking **Save** will save all your changes and closes the **Add Profile** window, returning you to the **Profile Settings** table. To continue editing a profile, stand on the profile and select **Edit** and the **Edit Profile** page opens.

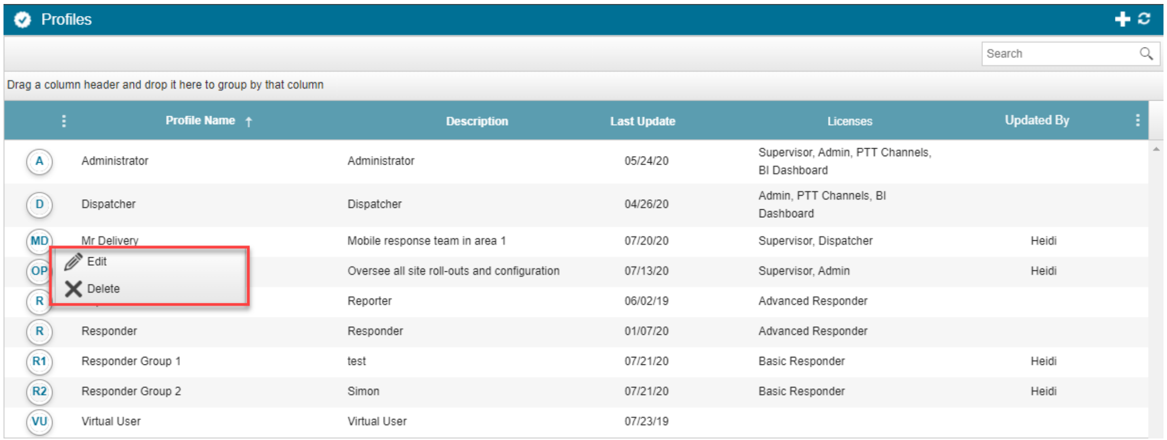
Allocating Licenses to Profiles

Permission profiles determine the access that each user has to specific functions in the Dispatcher and on their mobile devices. You assign each user to a permissions profile and they are allocated to the available licenses in that profile. There are three default permission profiles: Administrator, Dispatcher and Responder. This section explains how to allocate licenses to an existing profile and how to create and allocate licenses to a new profile.

▼ To allocate a license to an existing profile

1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.

2. Click **Profiles** tab, the **Profiles** settings page opens.
3. In the Profiles settings table, hover over the Profile name you need to edit. Select **Edit**. The **Edit Profile** page opens.



4. Select the either **Mobile** of **Desktop** tab to select the required license.
5. Select the **License** required.
6. Select **Add-Ons** tab and select relevant licenses.
7. Select **Permissions**.
8. Click **Available Only** to display on **Available Permissions**.
9. Select **Permissions** tab and select all relevant permissions for the profile.

> Note
> Only the permissions available to the user with the selected licenses are available for selection.

10. Click **Save**.

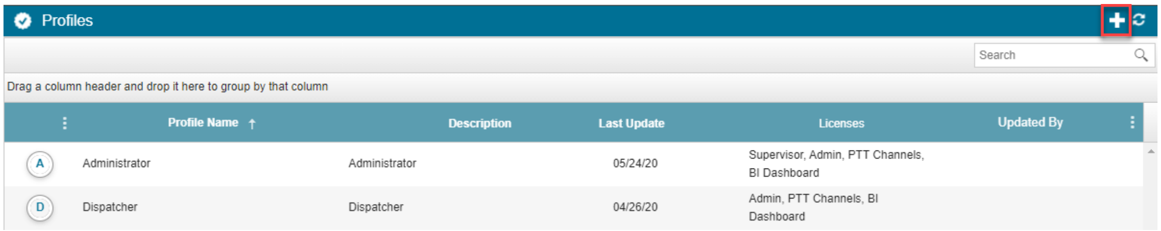
> Note
> Changes to a profile takes effect on close of the profile settings page and are applied to the user the next time he/she logs in.

Each of these can be modified according to the specific requirements of the organization, and you can also add new profiles and add licenses to the new profile.

▼ To create a new profile

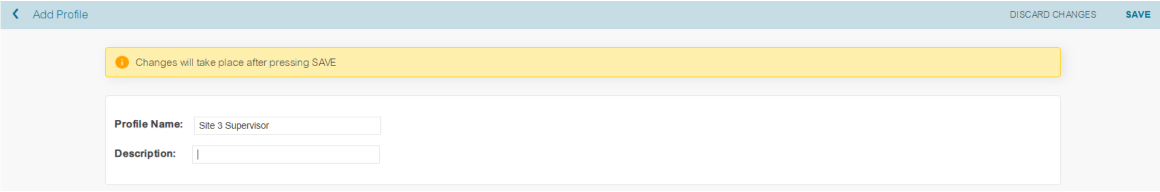
1. Click **Settings** (gear) in the upper left corner of the **Dispatcher** screen.

2. Click **Profiles** tab, the **Profiles** settings page opens.
3. Click the **+** to add a profile.



4. Provide a name in **Profile Name** text box.

   A pop up warning indicates that changes occur only after pressing SAVE appears.



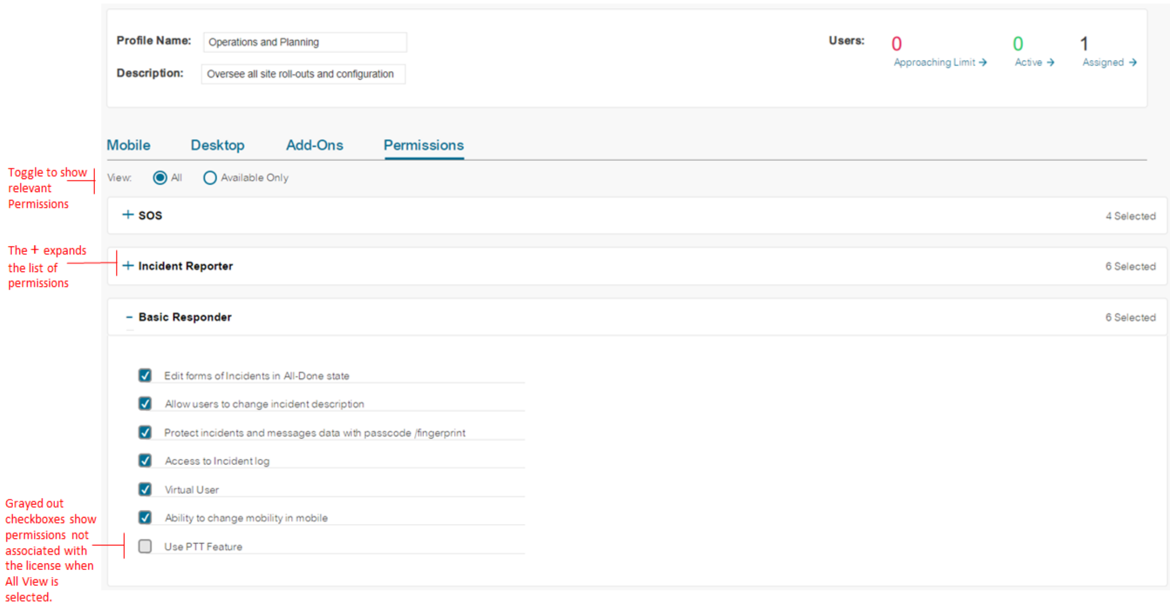
> **Note**
> Clicking **Save** will save all your changes and closes the **Add Profile** window, returning you to the **Profile Settings** table. To complete the set up of your new profile select your recently added profile and click **Edit** to open and continue the steps below.

> **Caution**
> Selecting **Discard changes** removes all changes and you must start over.

5. Add a **Description** in the text box.

> **Tip**
> Ensure your description explains the new profile's function in your organization.

6. Select the either **Mobile** of **Desktop** tab to select the required license.
7. Select the checkbox of the **License** required.
8. Select **Add-Ons** tab and select relevant checkboxes of add-on licenses.
9. Select **Permissions**.



10. Click **Available Only** to display the relevant **Available Permissions** to that license.
11. Select **Permissions** tab and select all relevant permissions for the profile.

> Note
> Only the permissions related to the selected license type are available for selection in the profile. The permissions that are not available appear grayed out.

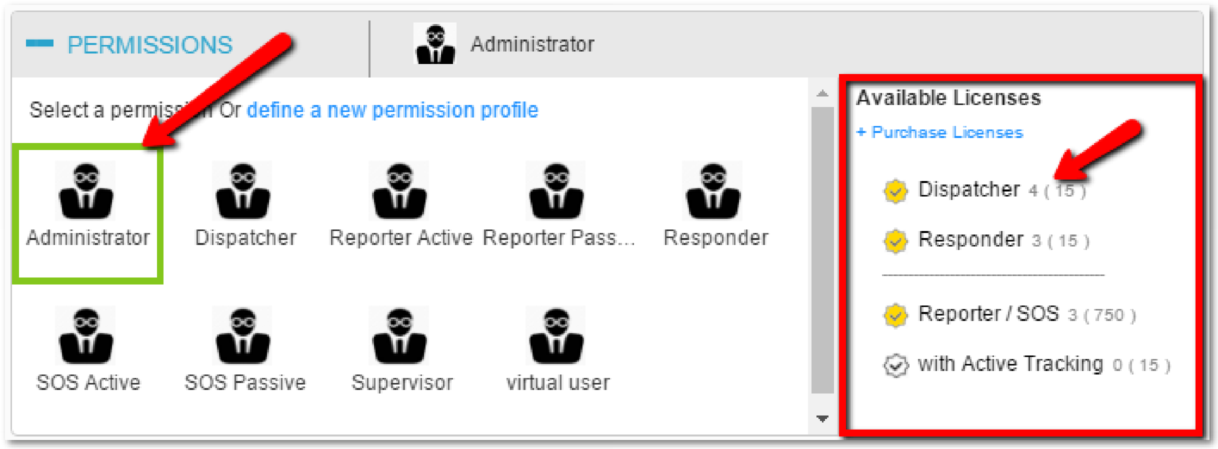
12. Click **Save**.

> Note
> Changes to a profile takes effect on close of the profile settings page and are applied to the user the next time he/she logs in.

Viewing User License Types

The **Organization** tab of the **User Management** window, shows the licenses available in your organization.

The **Available Licenses** area that appears on the right of the **Permissions Profile** area lists the licenses being used for that particular profile. The following screenshots shows the available licenses in your organization, as well as the licenses being used by the **Administrator** permission profile.



In this example, the following licenses are being used:

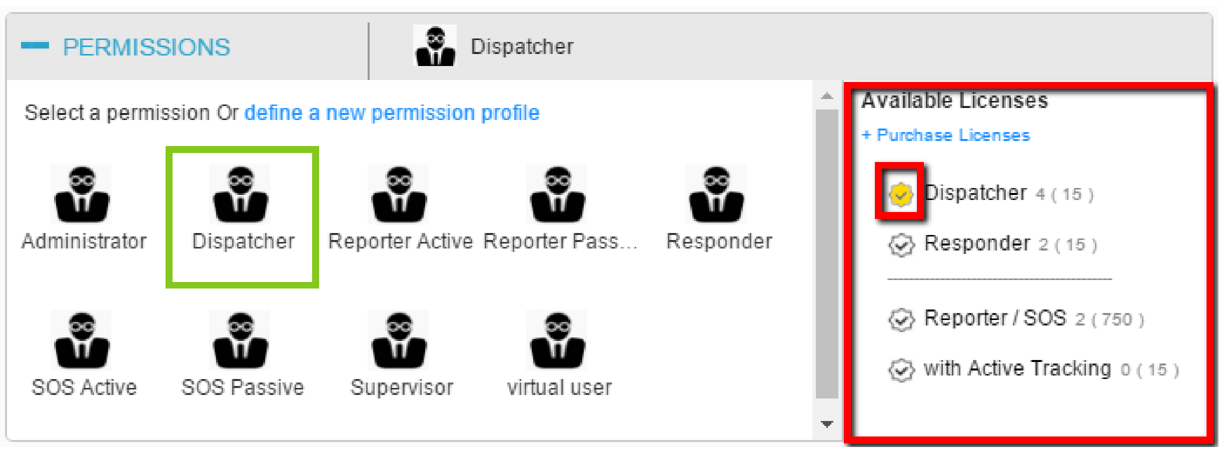
- Dispatcher
- Responder
- Reporter/SOS

The licenses being used are indicated by a yellow check mark on the left of the license. A white check mark indicates that the license is not being used by that particular permission profile.

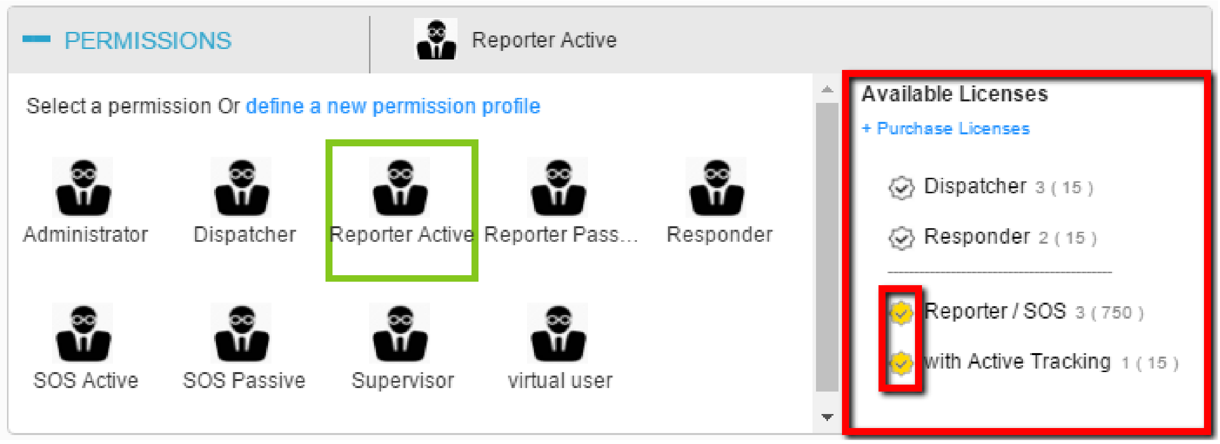
The numbers to the right of each license type indicate the number of licenses being used out of the total available licenses (the number in parenthesis). For example : **Dispatcher 4 (15)**, means that this organization is using 4 Dispatcher licenses out of 15 that are available. (You can purchase more licenses by clicking the **Purchase Licenses** link.).

Each profile uses different license according to their permission profile.

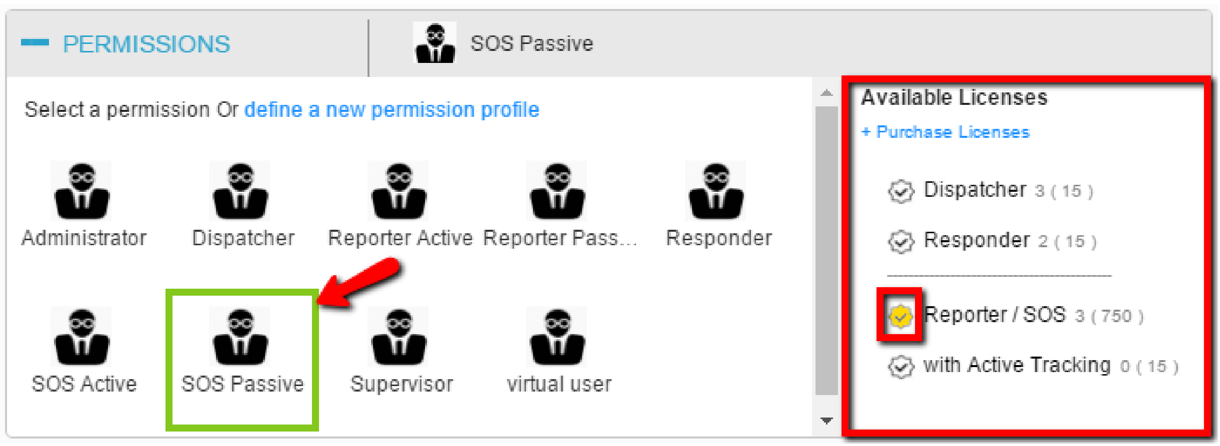
The following example, shows a **Dispatcher** permission profile using 1 Dispatcher license.



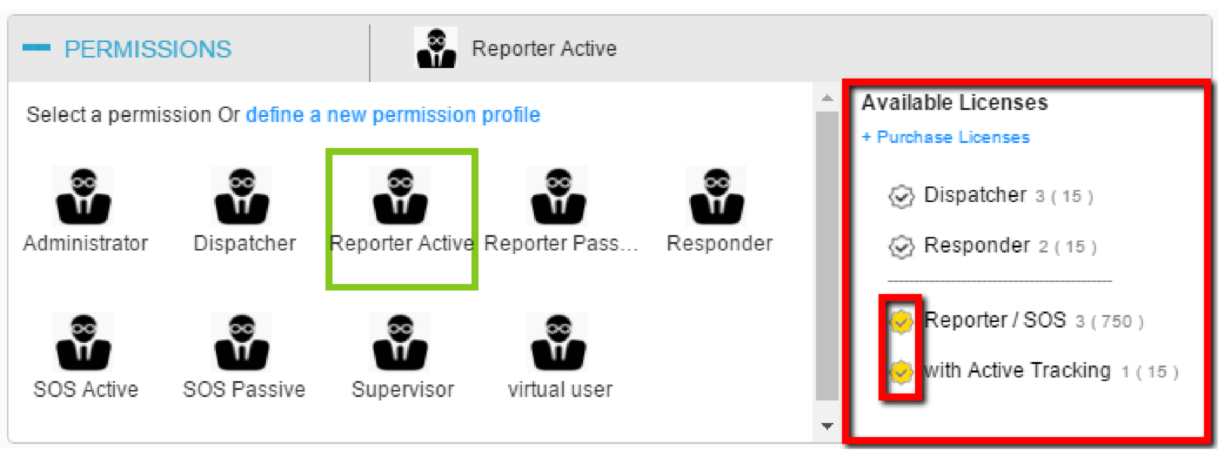
The following example, shows a **Responder** permission profile using 1 Responder license.



The following example, shows an **SOS/Reporter** permission profile without active tracking using 1 Reporter license.



The following example, shows the **Reporter Active** permission profile uses 2 different licenses: **1 Reporter** license and **1 with Active Tracking** license.



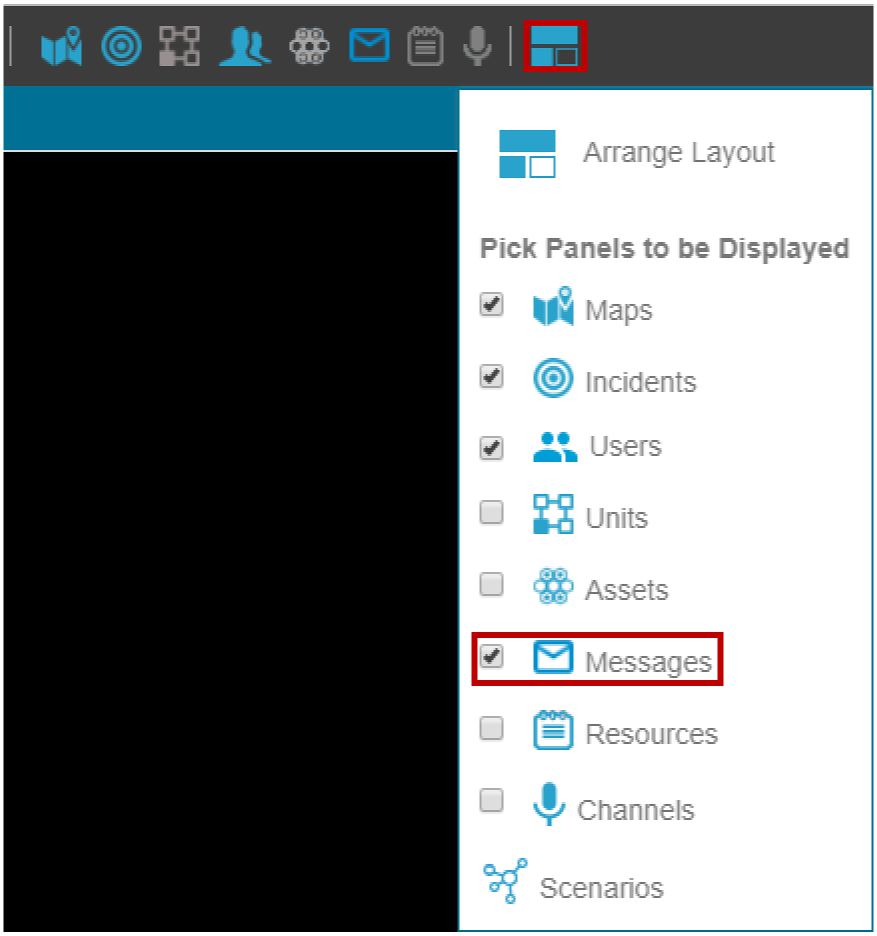
Messages

This section explains how to use the messaging features in Dispatcher.

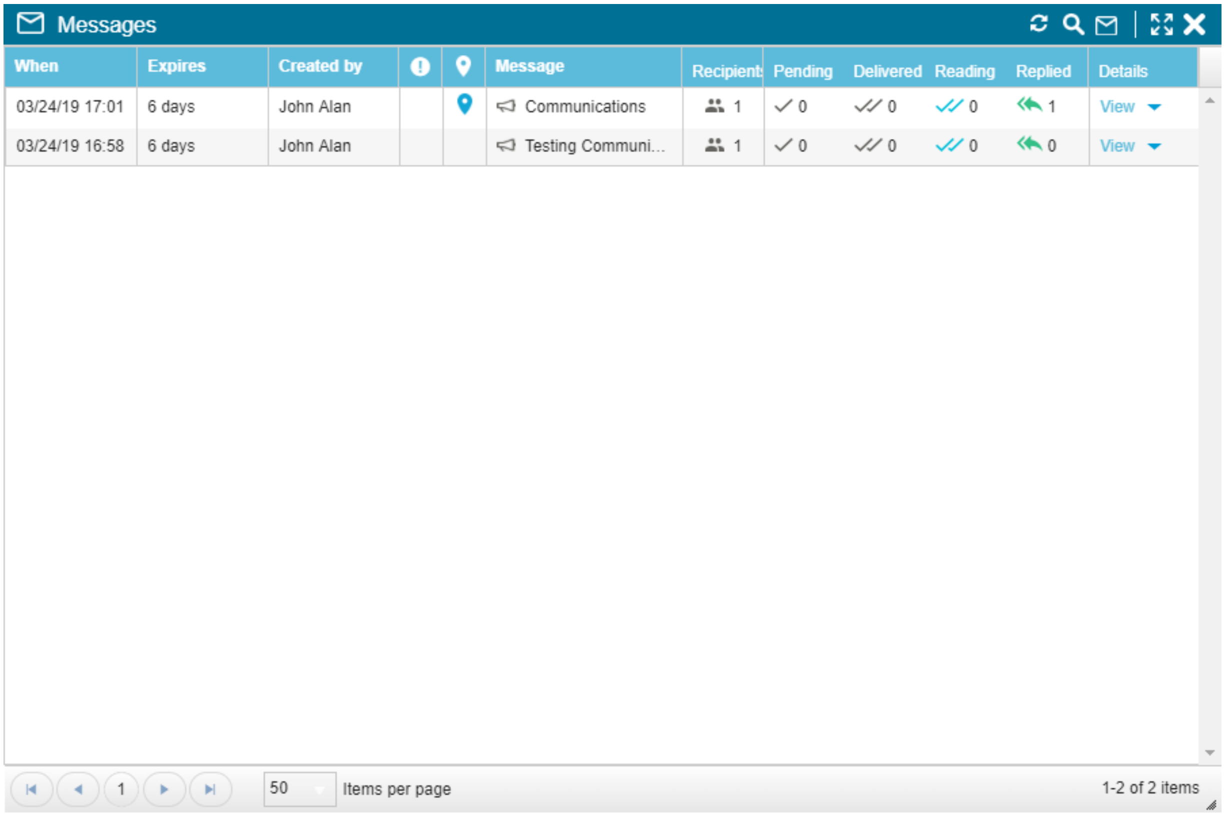
Sending Messages

You send messages from the Dispatcher via the Messages panel.

To open the Messages Panel on your dashboard click on the **Arrange Layout** button in the toolbar, and select **Messages**.



The Messages panel opens.



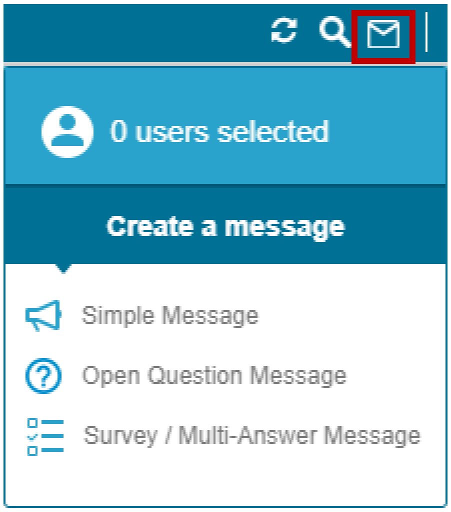
You can read more about the Messages Panel.

Read about App users Viewing, Sending and Receiving Messages on their Mobile Devices

Creating a Message

You can create messages from the **Messages** panel, as well as from the **Users** panel. You can create new messages using free text or by using a template that you had previously saved. When you click the **New Messages** icon in either of these panels, the following message types are available:

- Simple Message
- Open Question Message
- Survey/Multi-Answer Message

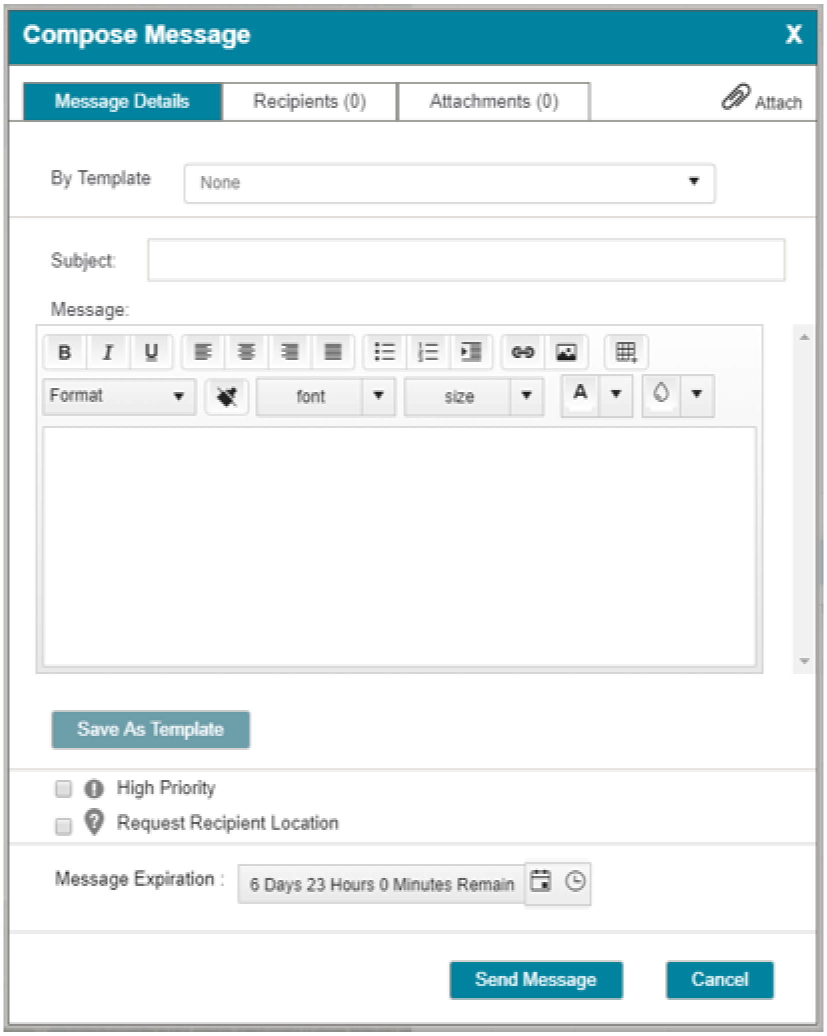


Simple Messages

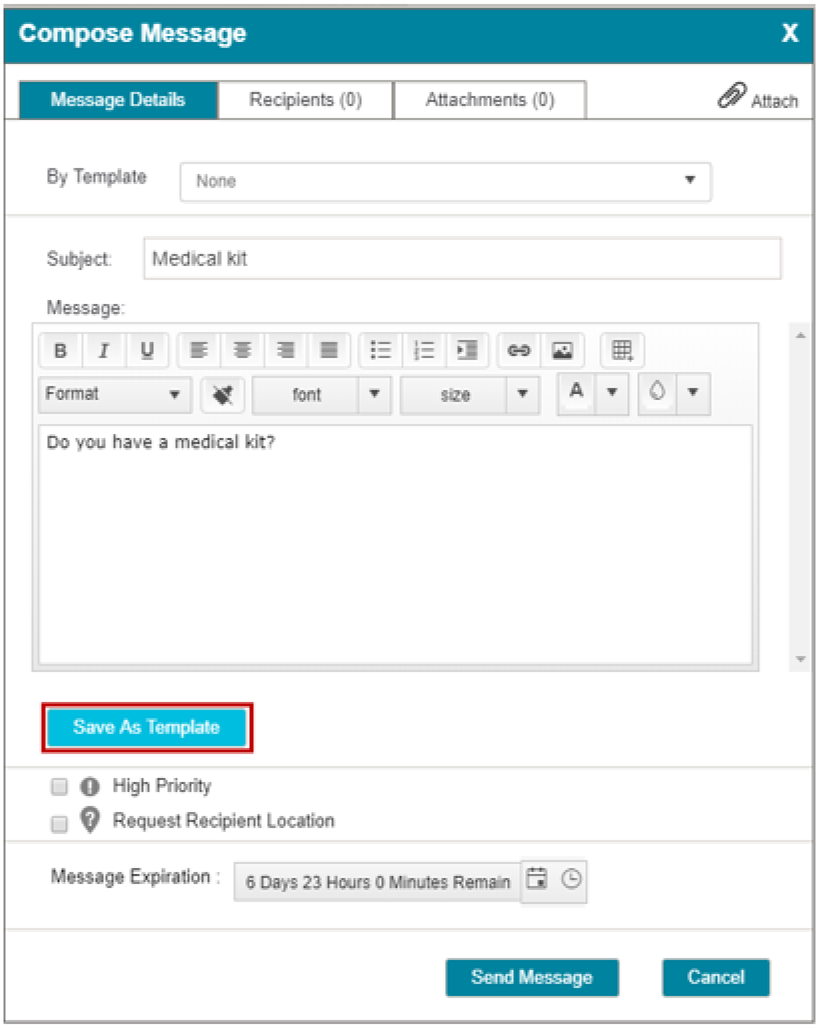
▼ To compose a simple message

1. From the Messages or Users panel, click the New Messages (Envelope) icon.
2. From the Create a message list, select the type of message you want to create.
   - Simple Message
   - Open Question Message
   - Survey/Multi-Answer Message

   The following screenshot is an example of the Compose Message window for a simple message.



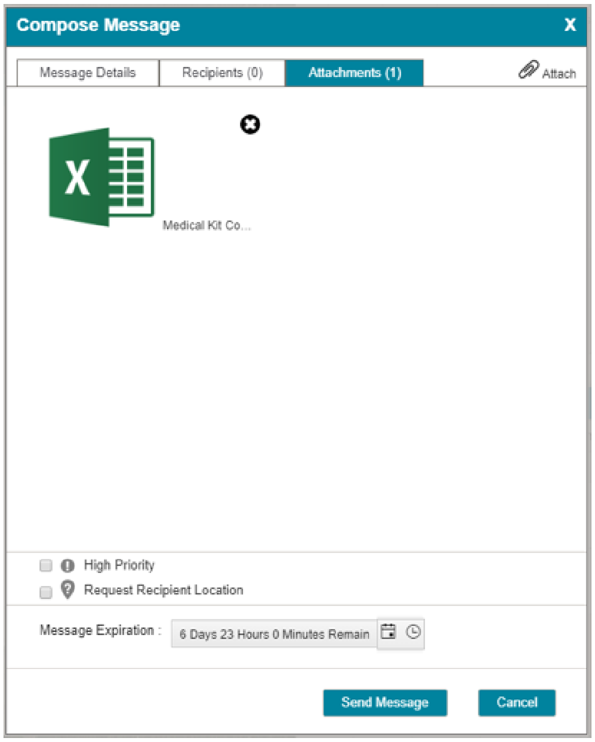
3. Enter the contents of the message in the Message area, or select a message template from the By Template dropdown list.



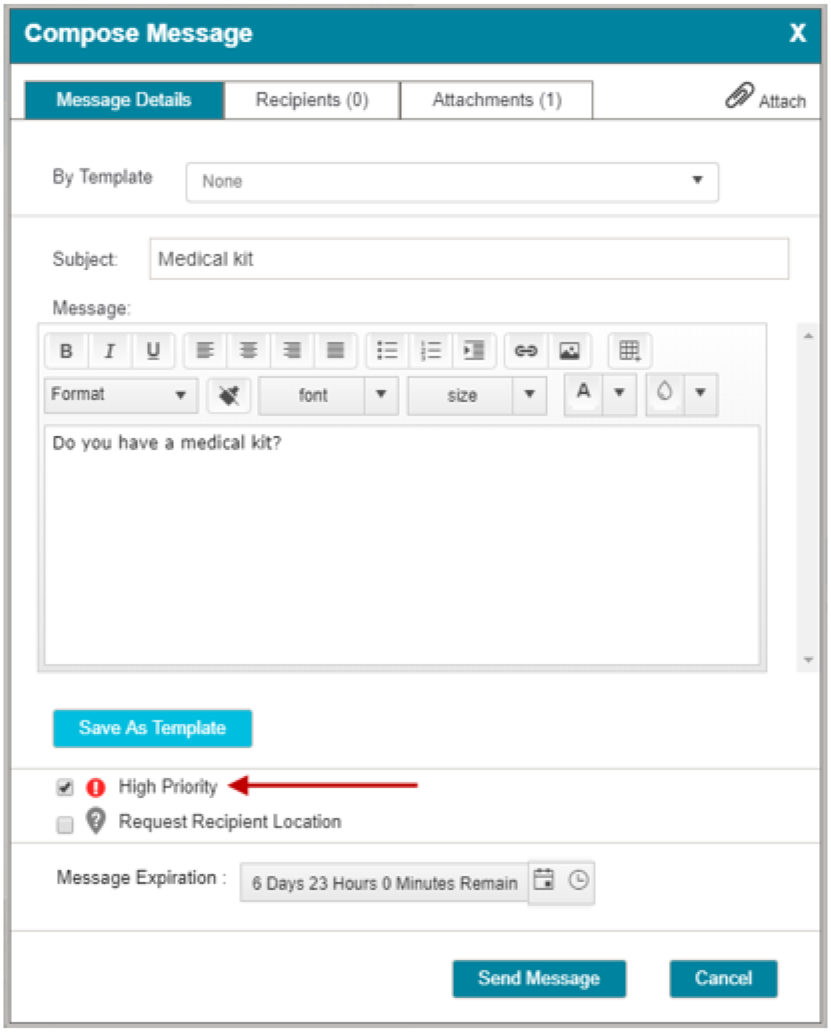
You can save the message as a template for later use by clicking **Save As Template**. This button is not available until you have entered text in the **Message** area.

▼ To add an attachment to your message

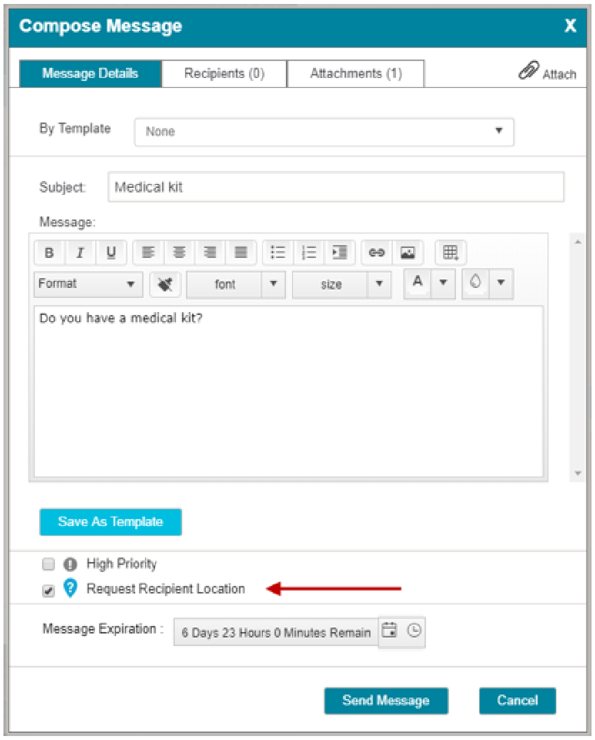
1. Click the **Attachments** tab, click **Attach**, and browse to the location of the attachment.
2. Click **Open** to add the attachment to your message.



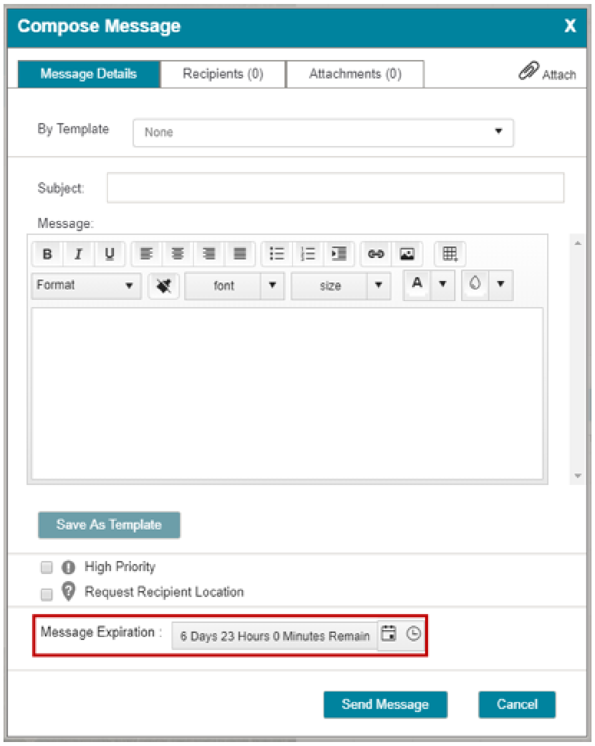
Set the message as a high priority message by selecting the **High Priority** check box.



Request that the recipient send you their location by clicking the **Request Recipient Location** check box.



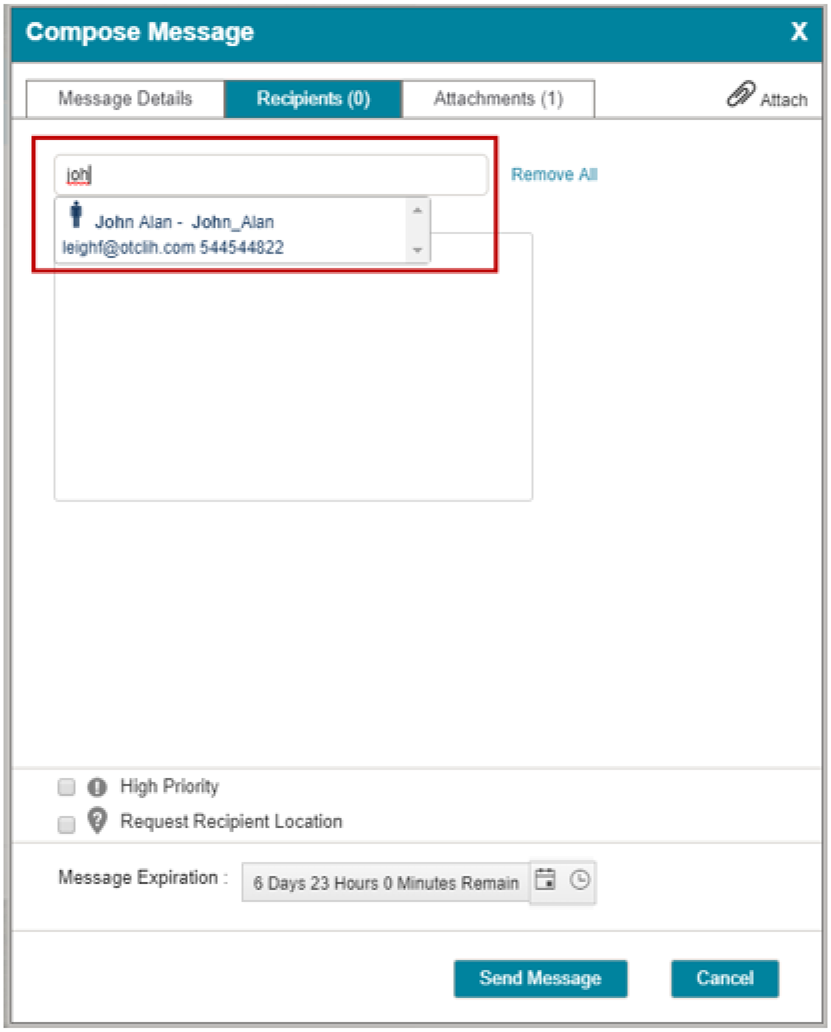
By default, the message expiration date is set at 6 days and 23 hours from the time it is sent. You can change the expiration date by selecting a new date and/or time from the respective **Date** and **Time** icons.



▼ To add recipients to a new message

1. Click on the **Recipients** tab.
2. In the **Add User / Group / Equipment / Role** text box start typing the first three characters of a user/ group/equipment/role.

   As you type, names that match the characters you entered appear in a dropdown list.
3. Select the **recipient** from the list.
4. Repeat this operation for all recipients.



5. Click **Send Message.**

Multiple Choice Messages

You can create messages with a question that can have multiple answers. By default there is provision for 2 answers to your question.

▼ To create a multiple choice message

1. Select the **Message Details** tab.
2. Add the **Subject**.
3. Add the **Question**.
4. Add the response option in Answer 1 field and Answer 2 field.

> Note
> By default, there is provision for 2 answers to your question. You cannot have less than 2 answer fields.

> Tip
> - Click **+**Add to create an additional **Answer** field if required.
> - Click **X** to delete an **Answer** field if required.

5. Check the **High Priority** box.
6. Check the **Request Recipient Location** box.
7. Click on the calendar to set a Message Expiration.

> Tip
> - Select **Save As Template** to create a new template that can be use in future messages by others.
> - The template will be named according to the **Subject** you added
> - To select a message template click the dropdown list in **By Templates**.

8. Select the **Recipients** tab.
9. In the **Add User / Group / Equipment / Role** text box start typing the first three characters. The list will autocomplete in the dropdown.
10. Select recipients from the list.
11. Repeat for all recipients.
12. Click **Send Message**.

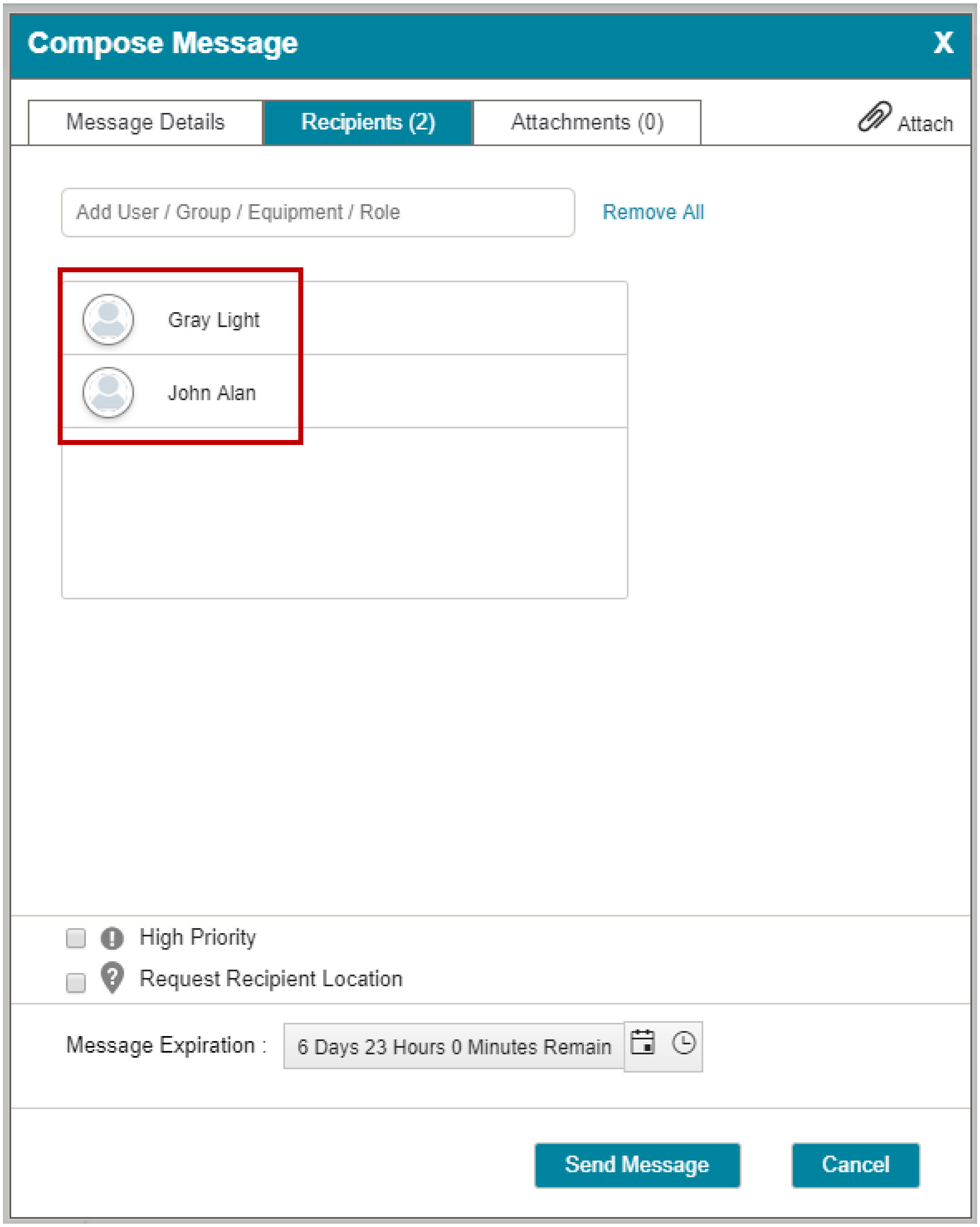
Sending Group Messages

You can send messages to group members from the **Groups Management** page of the **Settings** window.

▼ To send group messages:

1. Open the **Groups Management** pages as described in Editing and Deleting Groups.
2. From the **Action** menu, click **Send Message**. The Compose Message wizard opens.

3. Compile your message in the **Message Details** tab. The **Recipients** tab is already populated with the group members. You can add other recipients to the message in this tab.



4. (Optional) In the **Attachments** tab, add an attachments that you want to send with the message.

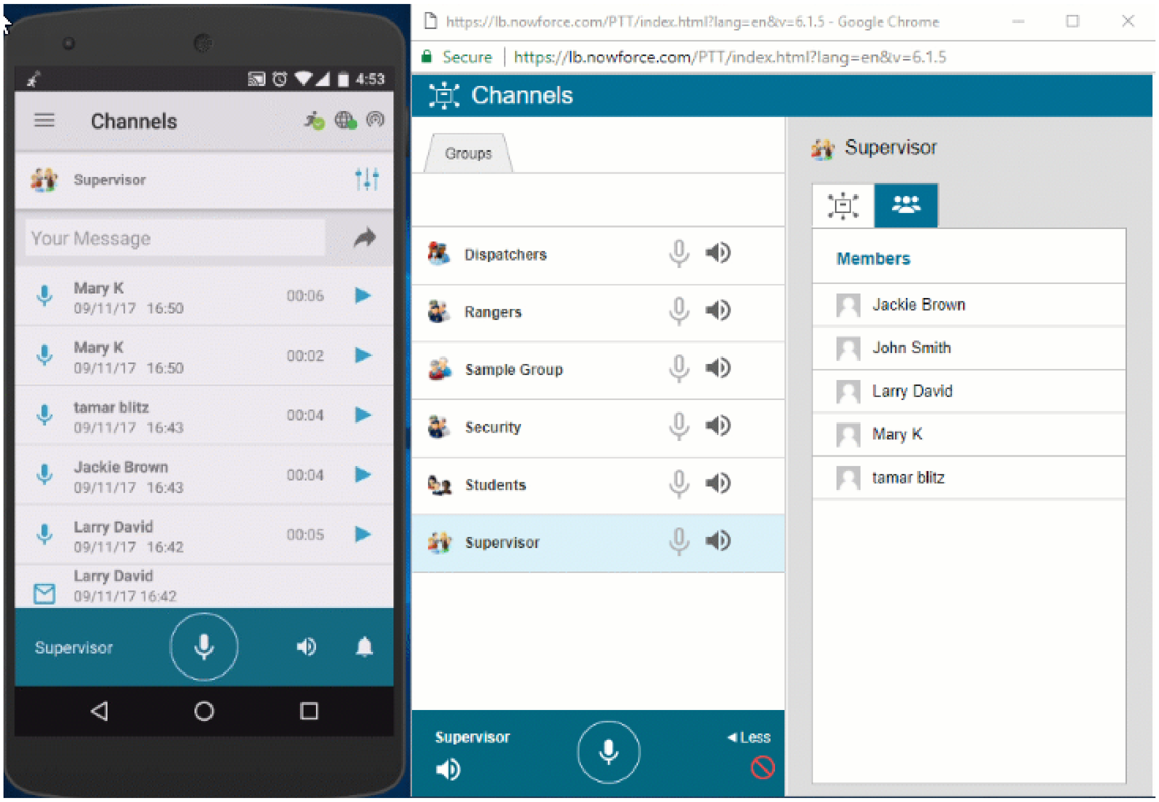
5. Click **Send Message** to send the message.

Channels

Channels (PTT) is a NowForce add-on feature that allows you to chat vocally with other users from your organization, based on your group relation.

The system provisions a PTT channel for each group in the organization, allowing group members to voice chat (and text) with each other on that channel. Users (dispatchers and mobile users) can also create their own group channels and start chatting with other users.

The feature is relevant only for Responder/Supervisor and Dispatcher profiles.



The PTT feature is an add-on feature. Please contact NowForce Support if you want to add it to your organization.

Using the PTT Channels in Dispatcher

This topic explains what the Channels feature is and how to use it.

Channels PTT is an add on feature that enables users to communicate via voice chat (Push-to-Talk radio style) with other groups in the organization.

The system provisions a PTT channel for each group in the organization enabling group members to voice chat (and text) with each other on that channel. Users (dispatchers and mobile users) can also create their own group channels and start chatting with other users.

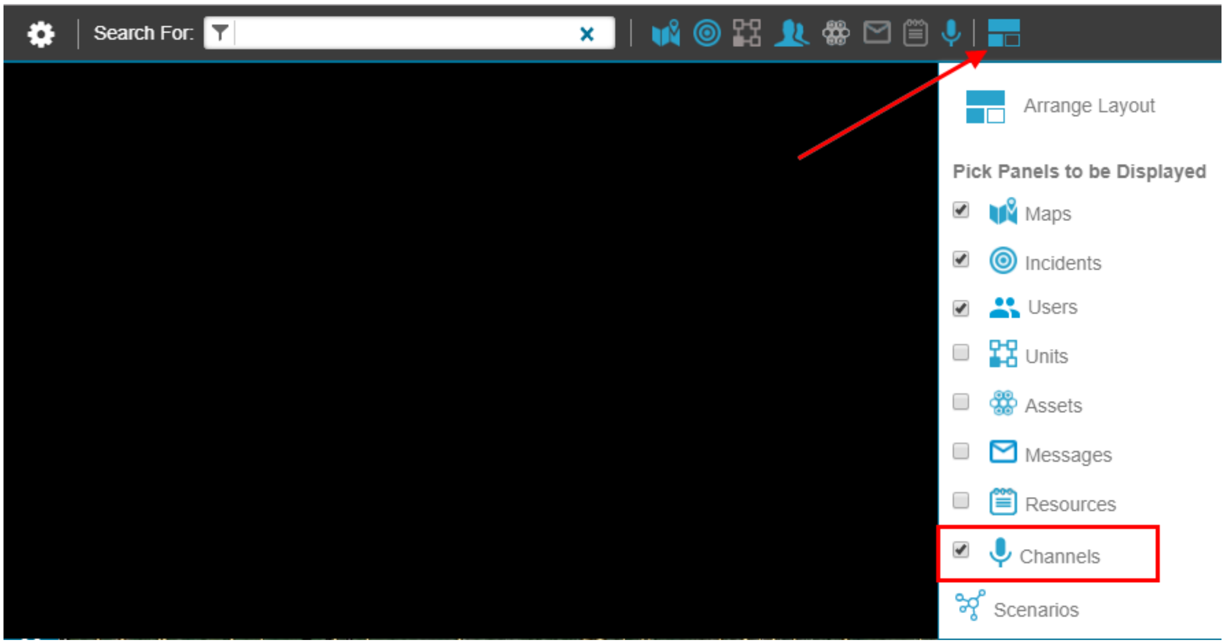
The feature is only relevant for Responder/Supervisor and Dispatcher profiles.

The PTT feature is an add-on feature. Contact us if you want to add it to your organization.

The Channels Panel

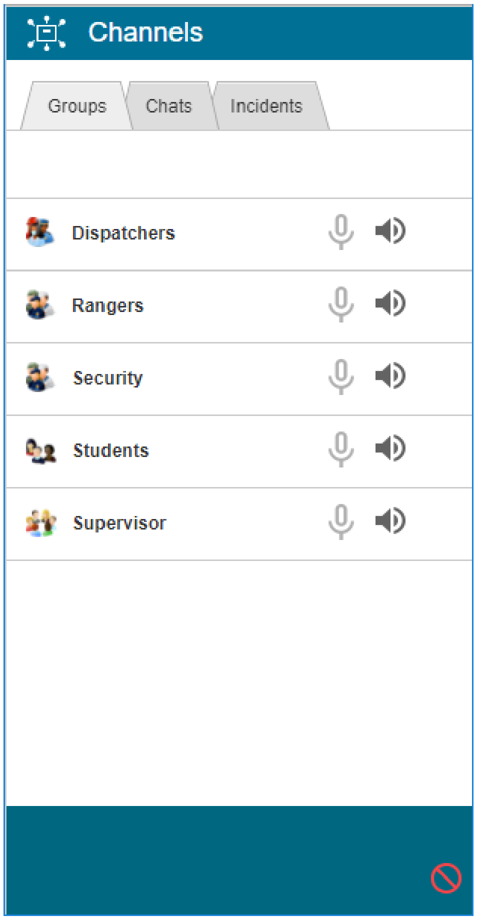
Dispatch operators have access to the channels of all groups under the jurisdiction of the control center to which they belong (meaning all groups visible in the control center). They also have access to the channels of all groups of which they are a member. Having access to these groups and channels means that they can also create new chats in any of these groups.

To open the **Channels** panel, click the **Open Panels** icon in the toolbar, and select **Channels**.



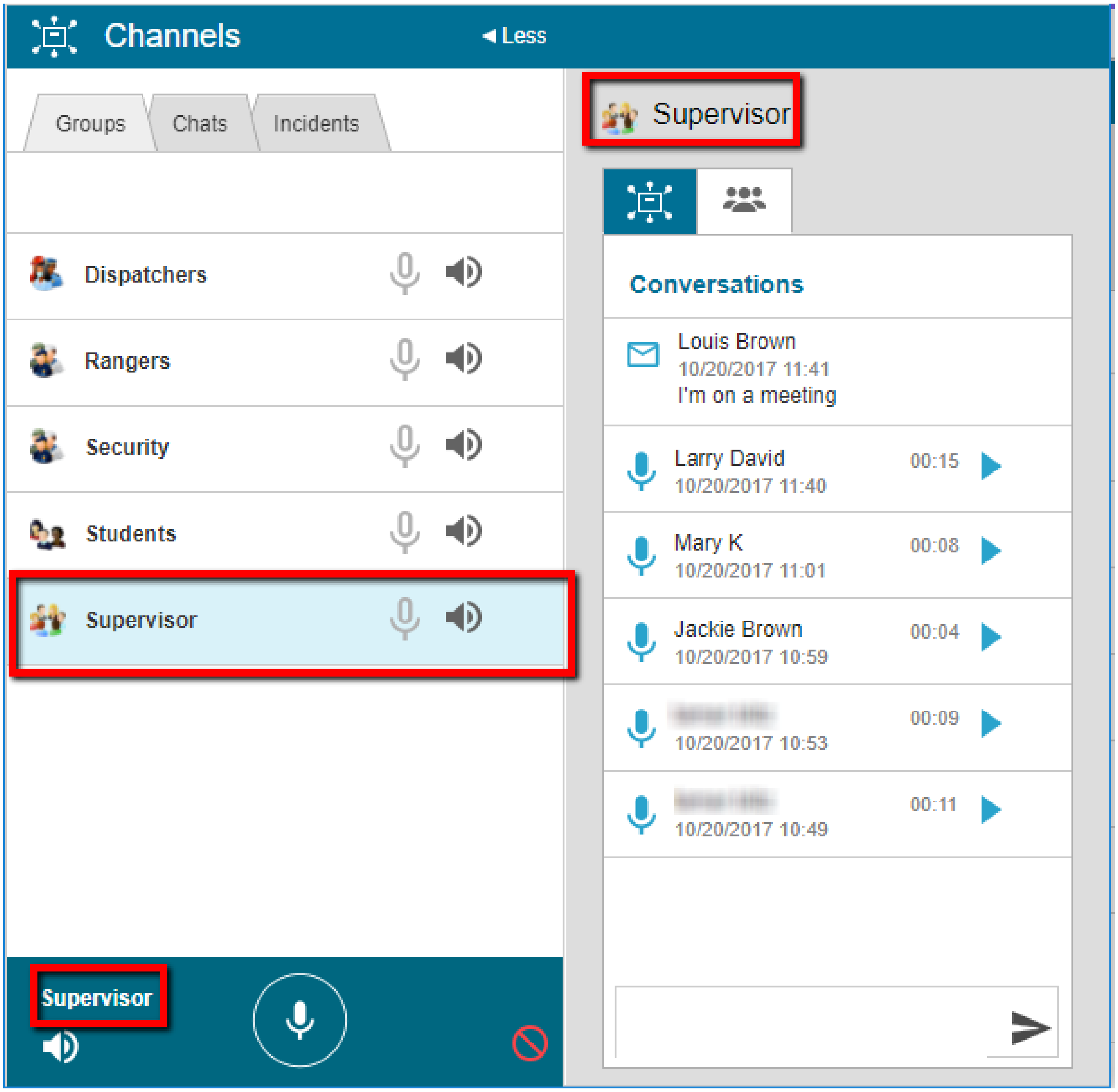
> **Note**
> If you do not see the Channels icon on the list, your organization has most probably not activated this feature. Contact Customer Support to add this feature to your organization.

The Channels panel opens showing a list of all channels to which Dispatcher has access.

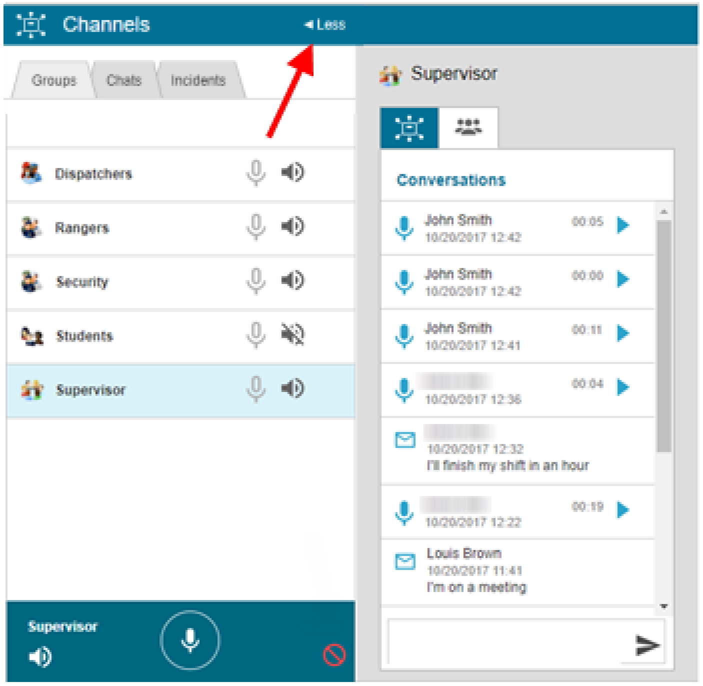


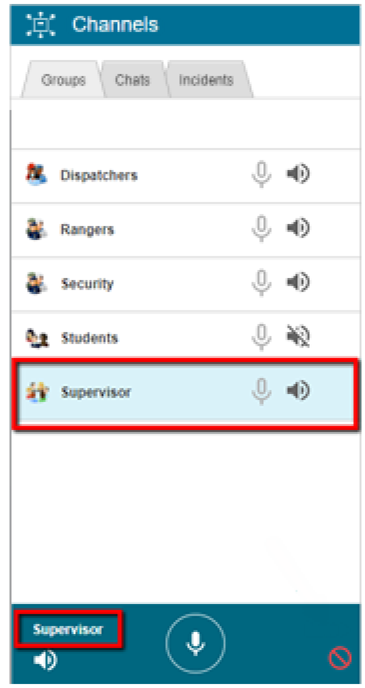
Important: If the Channels panel is not open, you will not hear or receive any notification of a new incoming voice communications.

Click a group name to display all the information about the channel. With this group selected, the dispatch operator can communicate a message (voice or text) to that channel.

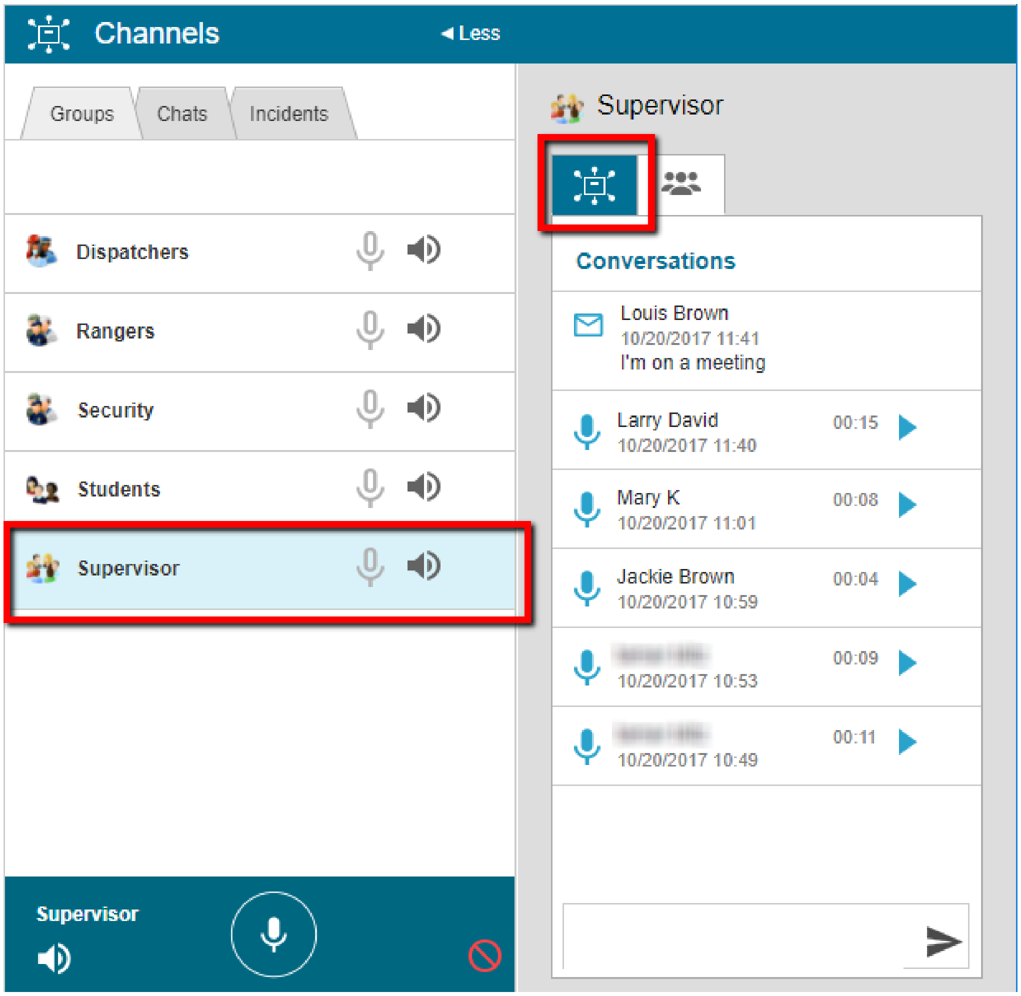


After selecting a group's channel you can click Less at the top of the panel to close the information pane. Click the group name again to open the information pane.

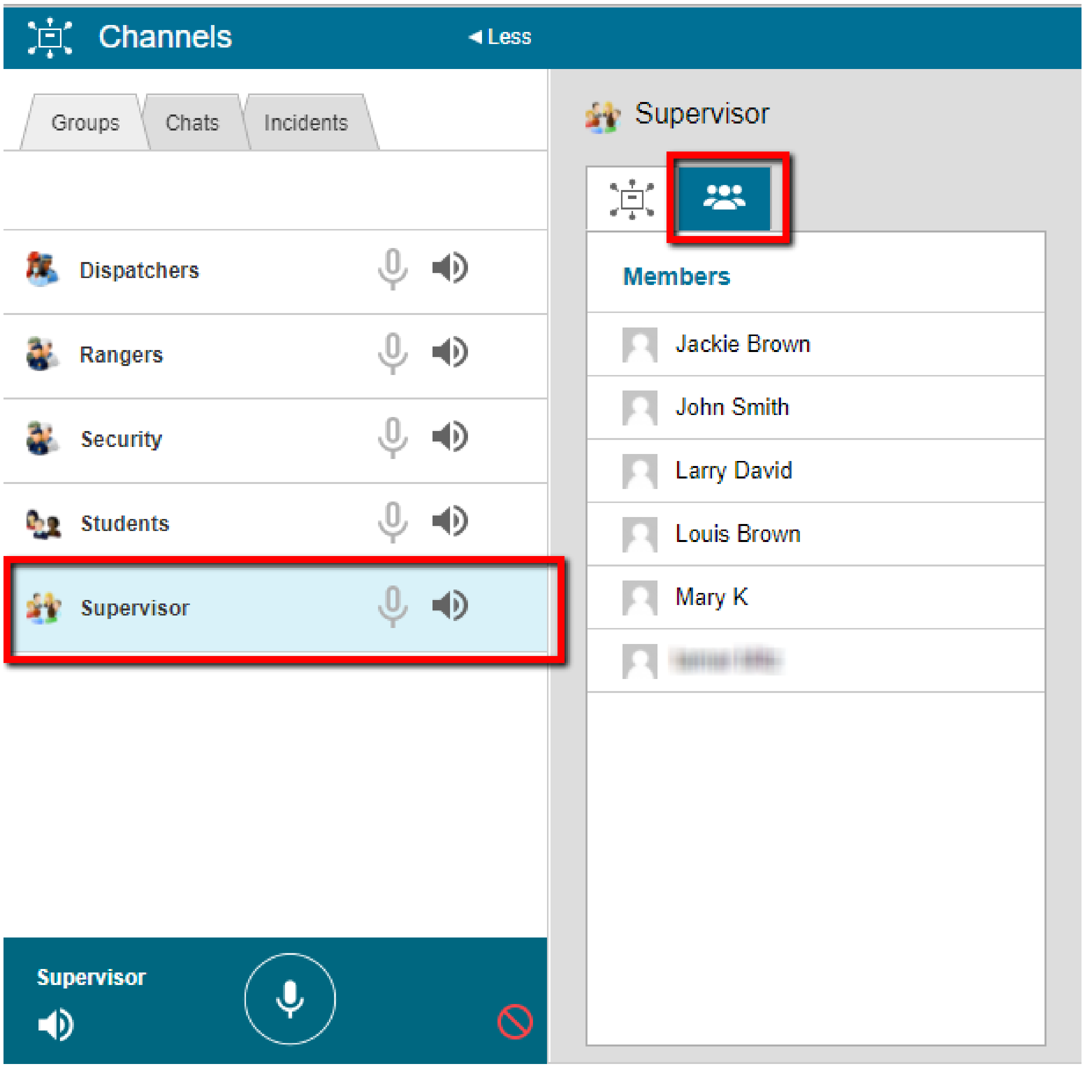




When the information panel is open, click the **Conversation** tab to see a list all previous voice and text messages. Click the **Play** icon to replay any voice message.



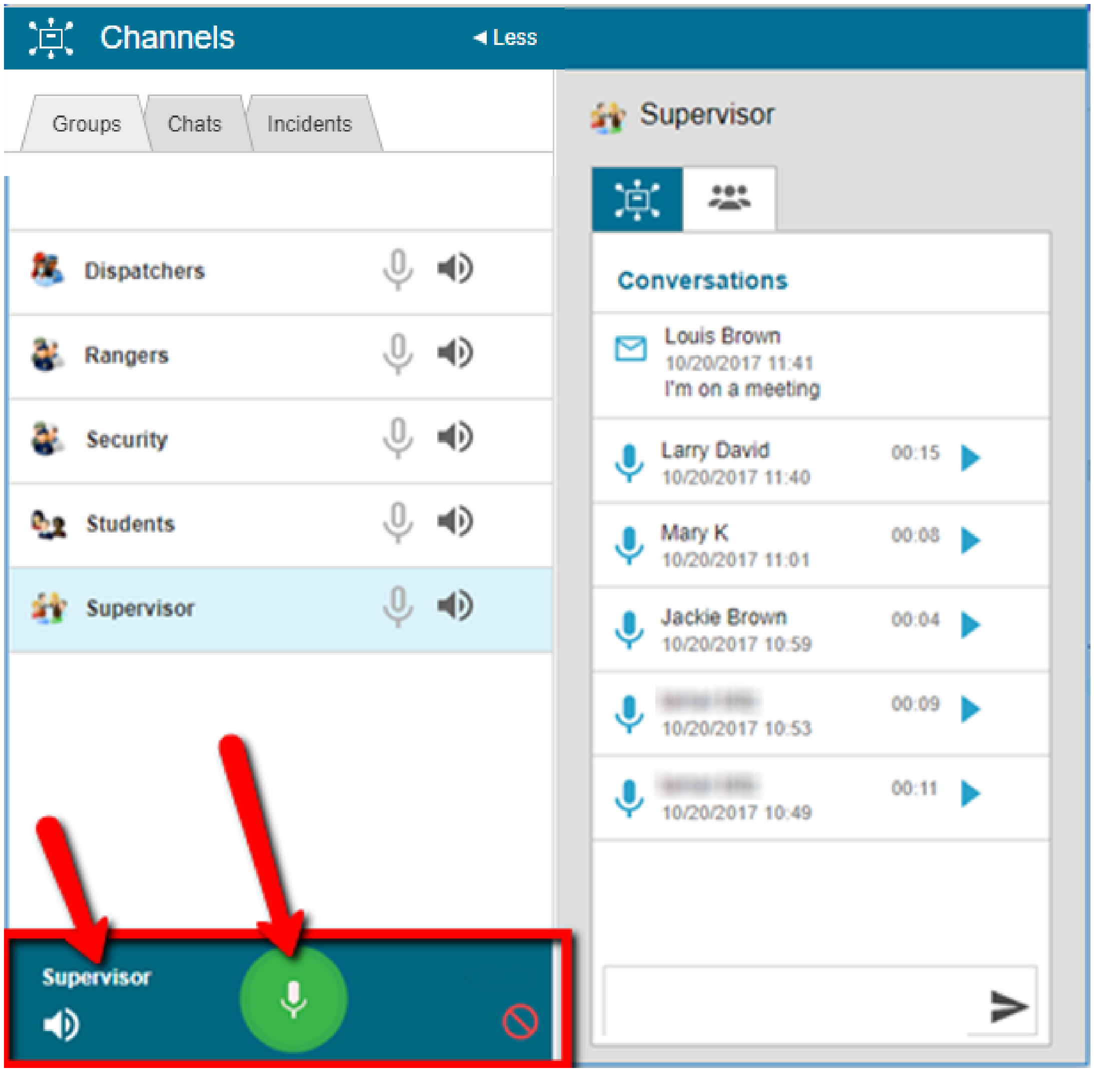
Click the **Members** icon to see all the members of the group's channel.



Note
A group member only appears in the channel list after logging-in to the app for the first time.

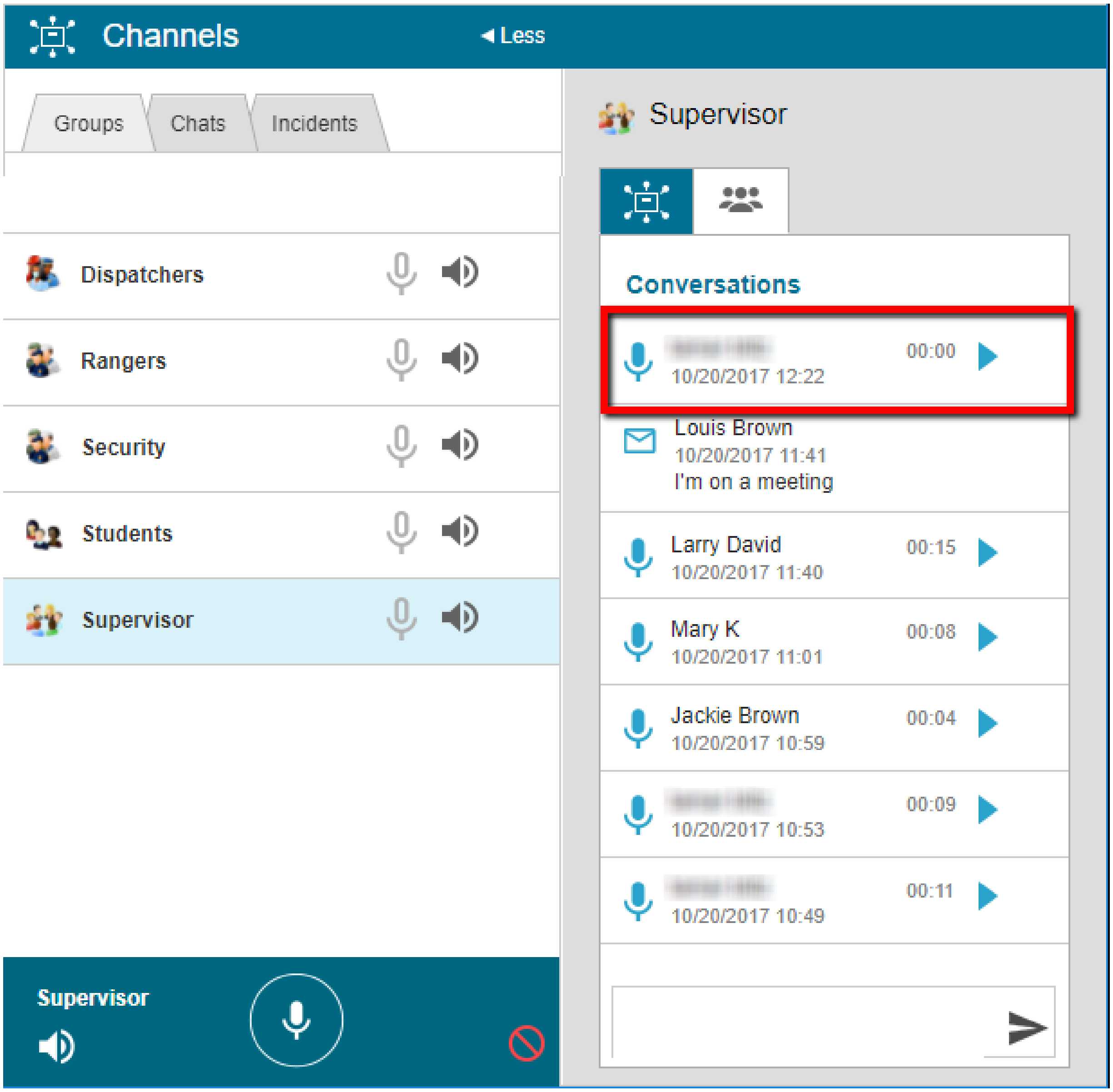
Transmitting a Voice Message

To transmit a voice message on one of the channels, click the Microphone icon on the blue ribbon at the bottom of the screen. The Microphone icon turn green, and the name of channel to which you are transmitting is displayed on the blue ribbon:



When you begin transmitting your message, all the members of the channel, who are currently logged in, automatically hear it.

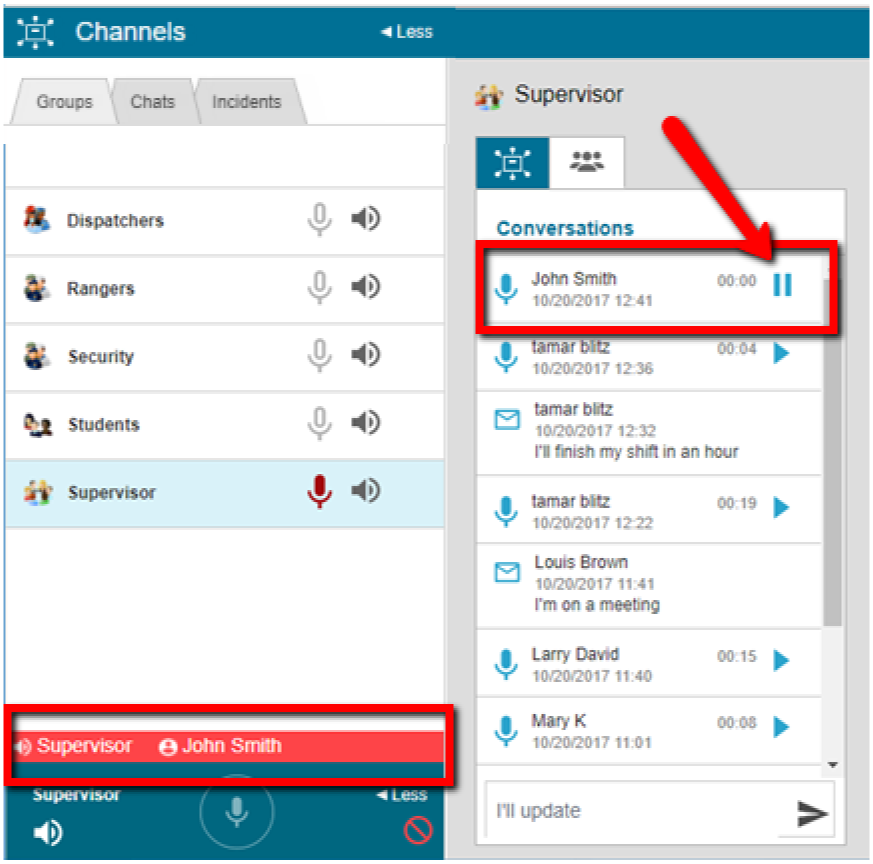
After you finish transmitting, the voice message is added to the conversations window and can be played-back:



Receiving Incoming Voice Messages

When another member of the channel transmits a message, you automatically hear it. A red strip showing the group and name of the person transmitting the message appears at the bottom of the Channels panel.

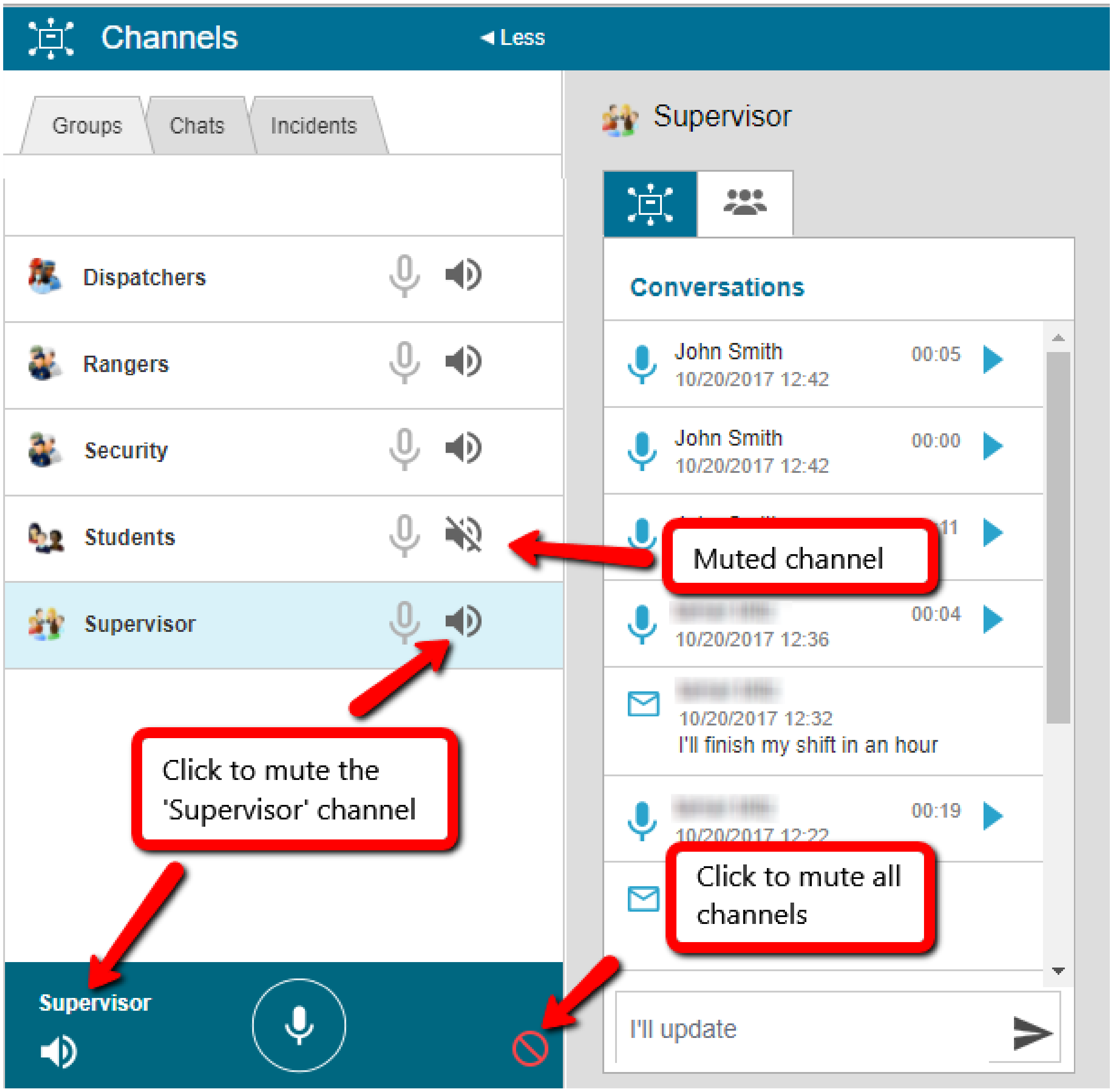
You can click on the Pause icon if you don't want to hear this specific message at that time. You can always re-play it later.



Bear in mind that you only hear the communications if the Channels panel is open, even if it is currently not visible at the top of your PC's desktop.

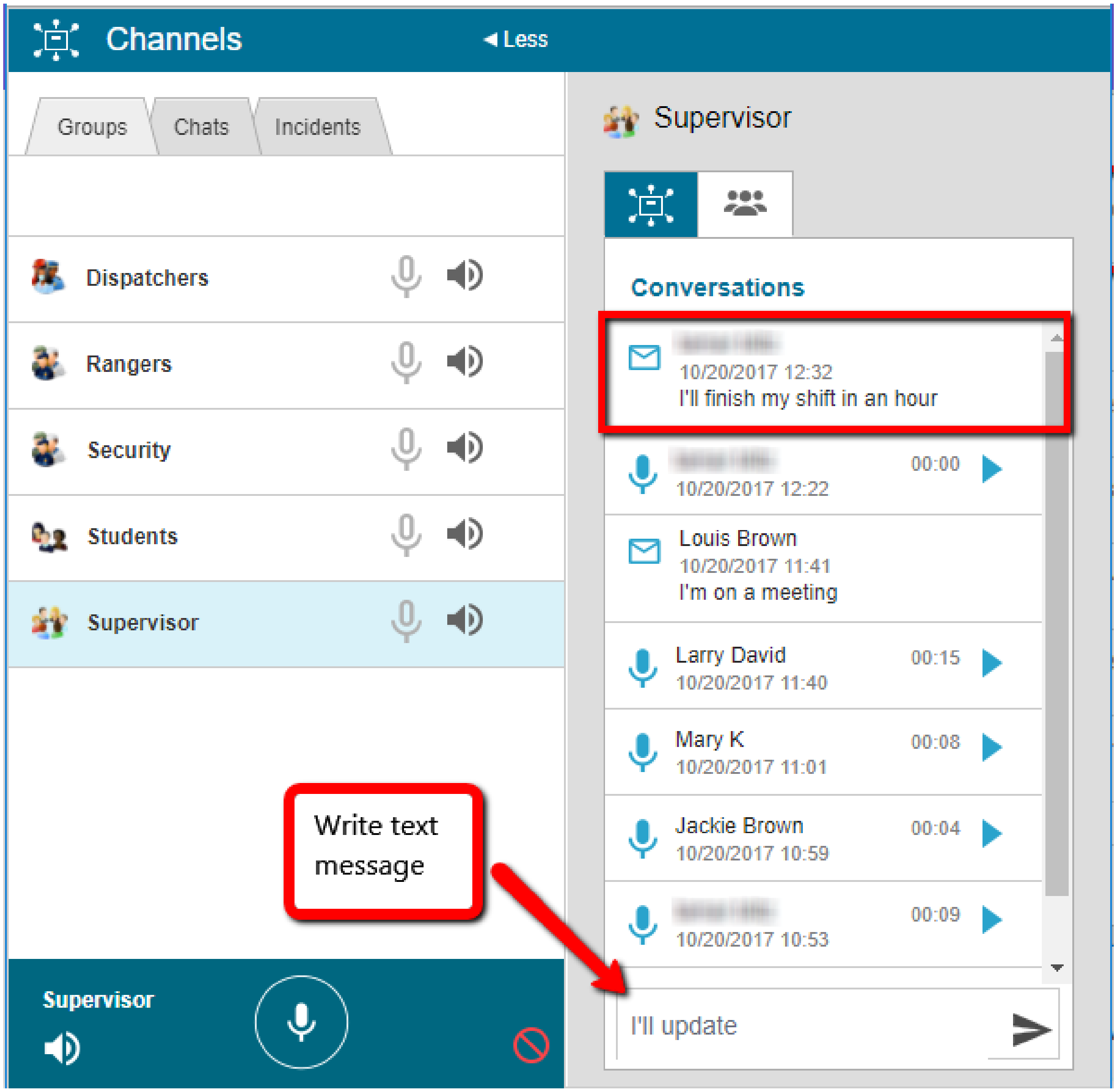
Muting Channels

You can chose to mute all channels by clicking the Red Circle icon on the blue ribbon, or mute selected channels by clicking the Speaker icon on the blue ribbon or the Speaker icon next to the selected group in the groups list.



Sending a Text Message

To send a text message, write the message in the text box at the bottom right of the screen, and click the arrow next to it.



You can read about creating new groups and chats and Sending PTT messages from the mobile application.

Creating New PTT Chats in Dispatcher

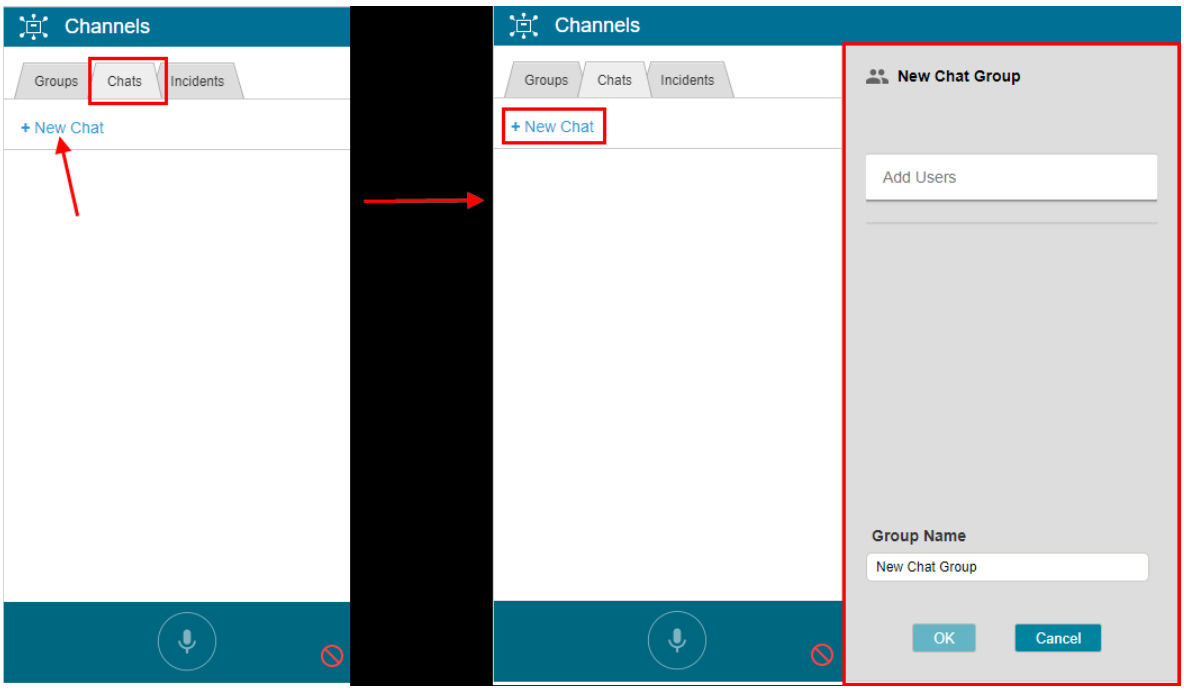
Channels PTT is an add-on feature that enables users to communicate with members of other groups in the organization via voice chat (Push-to-Talk audio) or text.

The PTT channels are divided to three main categories:

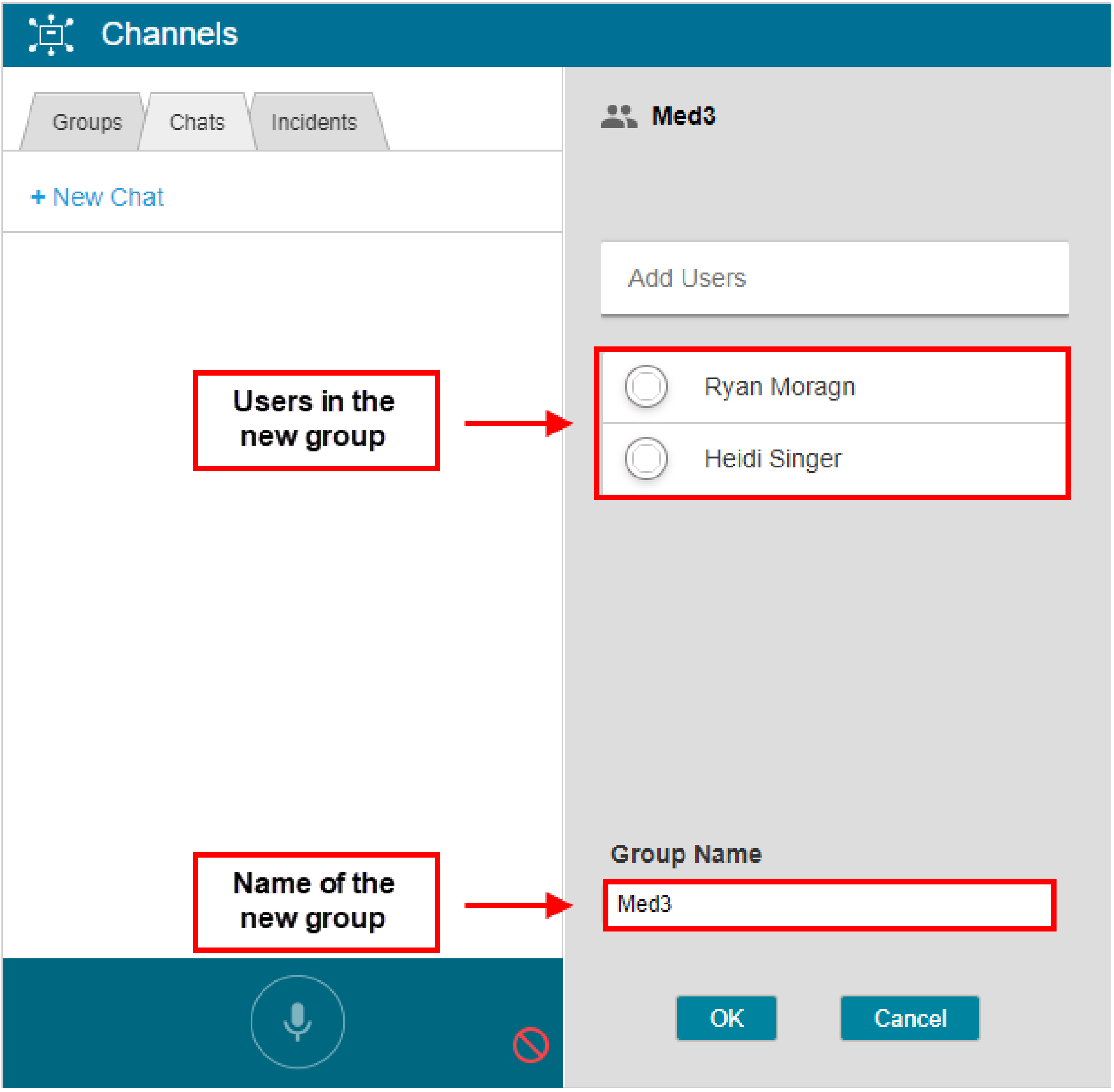
1. The Groups channels category allows users associated in any given group to communicate with members of the group. In this category the groups are mostly static and change only when a user is added or removed from the group.
2. In the Incidents channels category, the channels are constantly created and modified according to real-time dynamic developments of the Incidents.
3. The Chat channels category (subject of this article) allows users to create and modify their own personal chat group whether one-on-one or multiple users.

Creating a Personal Chat Channel in the Dispatcher

1. Open the **Channels** panel from the task bar in Dispatcher.
2. Select the **Chat** tab, and click **+New Chat**.



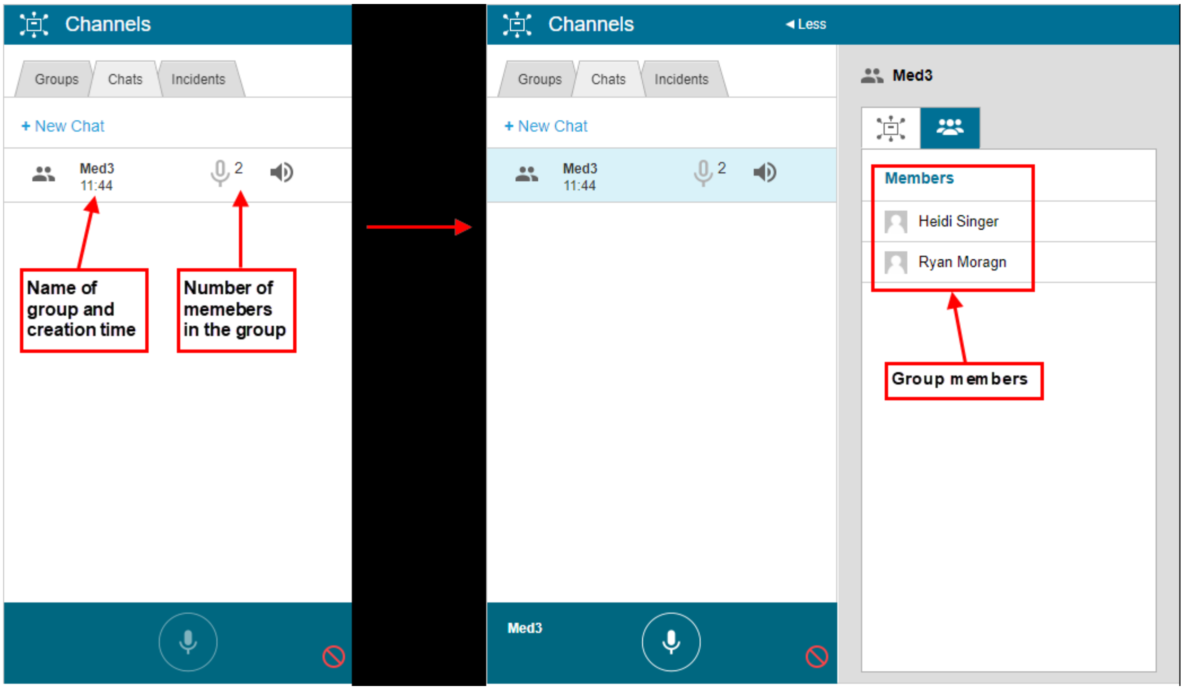
3. In the **New Chat** panel, type a user name in the **Add Users** text box.
4. From the list of names that are displayed, select the required name.
5. Repeat steps 3 and 4 to add all the users to this chat.
6. In the **Chat Name** text box, enter an name for the new chat.



7. Click **OK** to save your new chat.

   The new chat, together with number of users in the chat and the chat creation time, is added to the **Chat** tab.

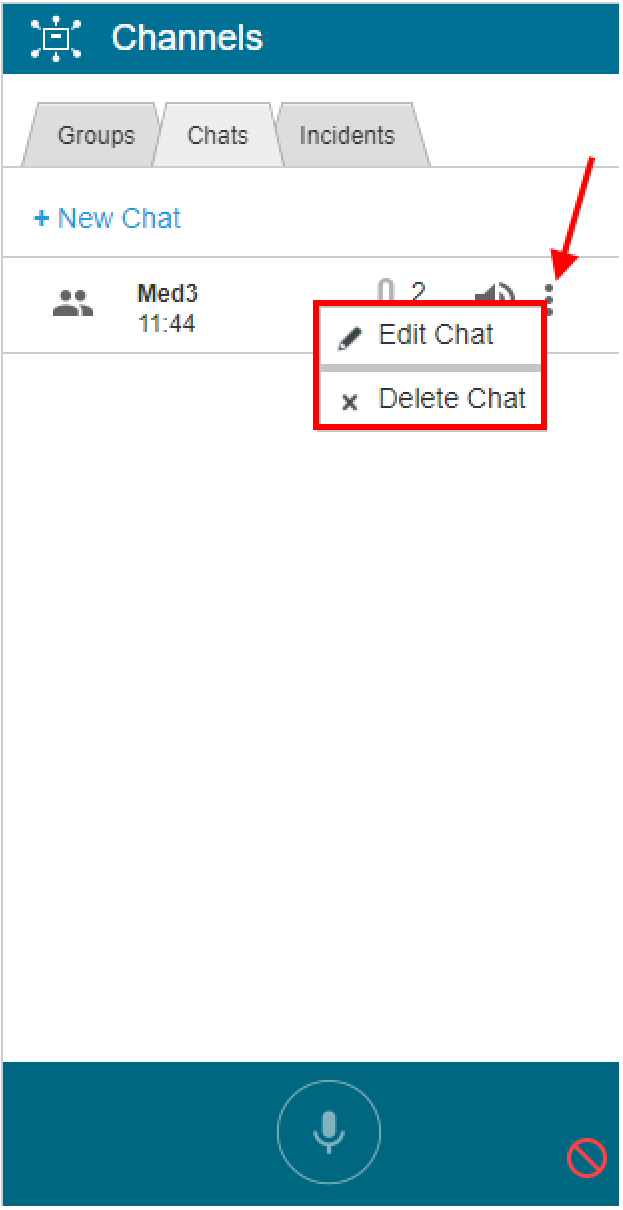
8. Click the chat name to open the **Chat Details** panel.



The Chat Details panel has the following tabs:

- Conversations: Enables you to send and receive text messages to and from chat members. This tab retains a complete thread of all text messages in the chat.
- Members: Lists the members in the group.

9. Click the menu button on the right of the group name to display the **Edit Chat** and **Delete Chat** menu options.



10. Click **Edit Chat** to open the **Groups** panel, where you can add or delete users to and from the chat, and/or change the name of the chat.

11. Click **Delete Chat** to delete the chat and its contents.

> Note
> The dispatch operator can only add users who are under the jurisdiction of the control center (members of groups under the jurisdiction of the Control Center).

Read more about the PTT channel in Dispatcher.

Accessing an Incident Channel in Dispatcher

The Incidents PTT channel is one of three categories in the Channels PTT VoIP module:

1. The Groups channel category allows users associated in any given group to communicate with all other users in the group. In this category, the groups are mostly static and change only when a user is added or removed from the group.
2. The Chats channel category allows users to create and modify their own personal groups whether one-on-one or multiple users.
3. In the Incidents channel category (subject of this article), the channels are constantly created and modified according to real-time dynamic developments of the Incidents.

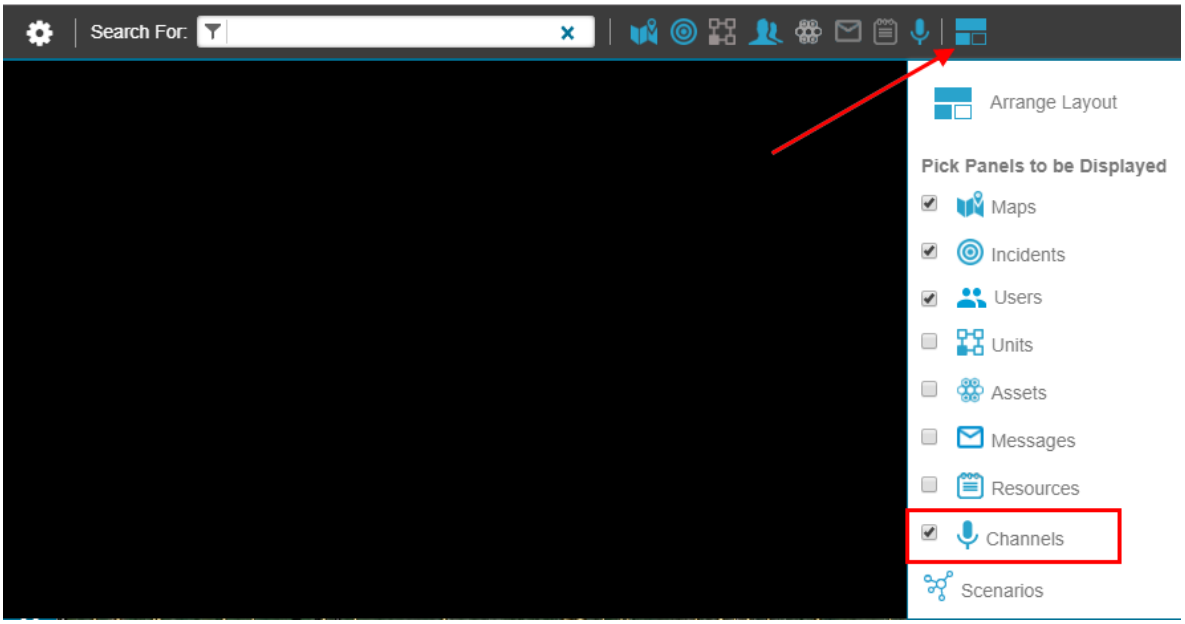
The Incident PTT channels are provisioned automatically whenever an incident participant (dispatcher, supervisor or responder) clicks on the PTT button. Users are added or removed to this designated channel automatically as they join or leave the incident. This dynamic channel remains available as long as the incident remains open and there are active responders in the incident.

Dispatchers can access an incident channel from the:

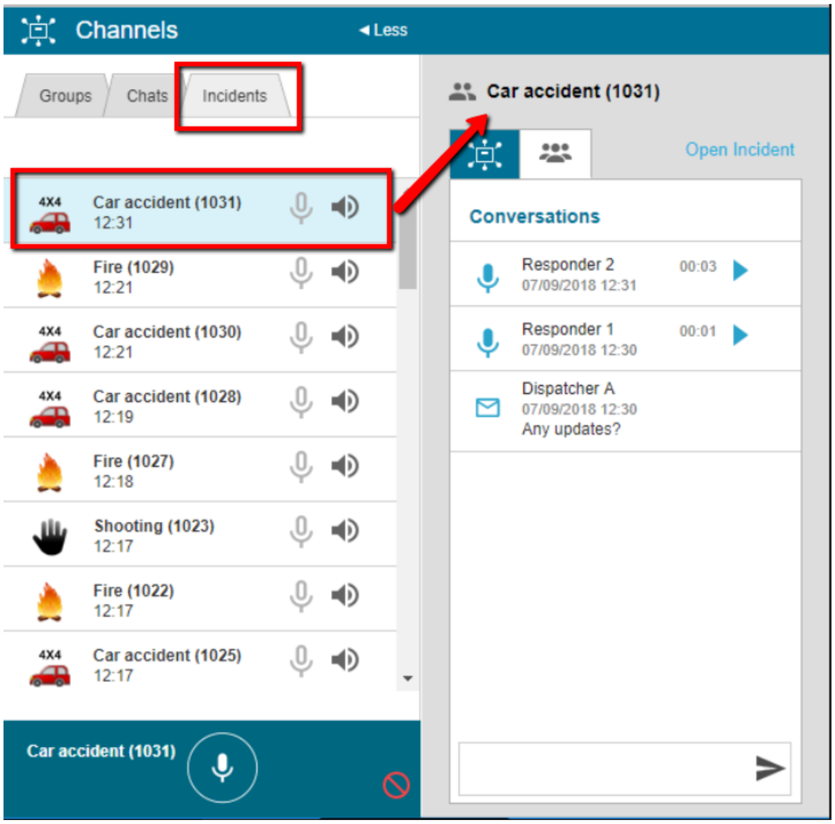
- Channels panel
- Incidents panel
- Incident Management window

Accessing an Incident Channel from the Channels Panel

1. To open the Channels panel, click the Open Panels icon in the toolbar, and select Channels.

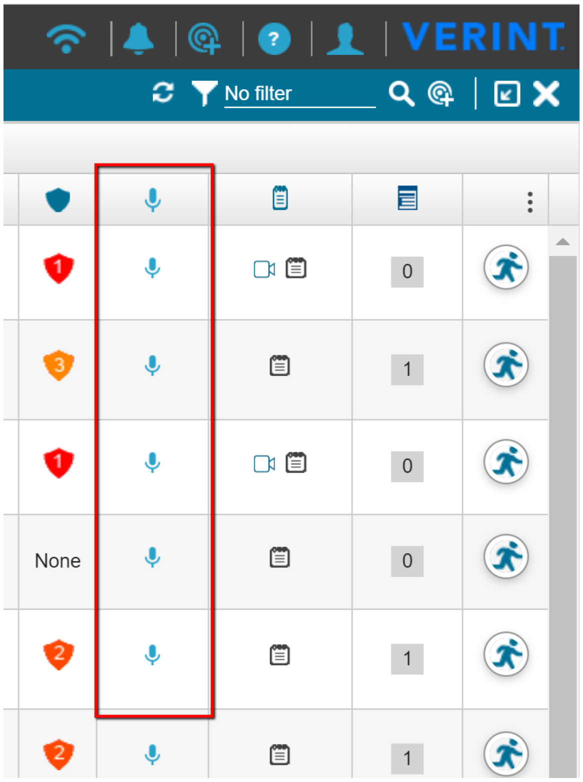


2. Select the Incidents tab and choose the required incident channel.



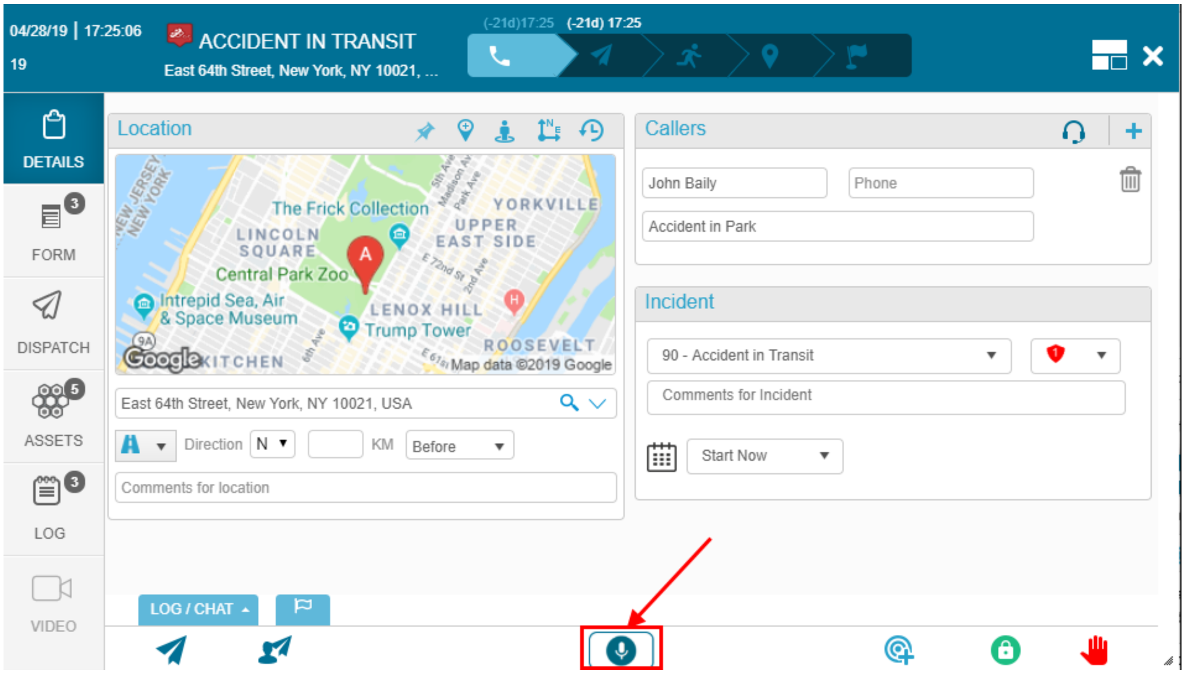
Accessing an Incident Channel from the Incidents Panel

1. To open the **Incidents** panel, click the Open Panels icon in the toolbar, and select Incidents.
2. In the **Incidents** panel, click the PTT icon in the PTT column of the relevant incident line. The Channels panel (shown above) opens directly on the selected incident channel.



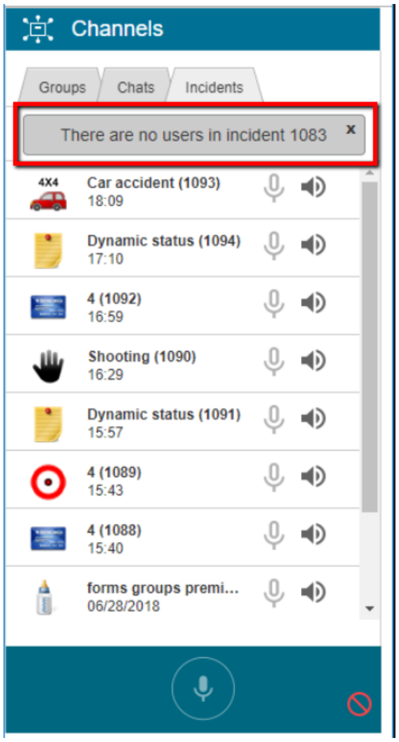
Accessing an Incident Channel from the Incident Management Panel

1. In the Incidents panel, click the incident for which you want to open a PTT channel.
2. In the Incident Management window, click the PTT icon to open the Channels panel directly on the relevant incident channel, shown above.



Note

If the channel is not active yet (i.e., no responders in active status in the incident) a pop-up message is displayed.



Read more about:

- Incident Channels for Supervisors and Responders
- Transmitting PTT messages from the Mobile Application
- Channels (PTT) General Overview
- Creating New PTT Groups and Chats
- Using the PTT Channel in Dispatcher

Assets

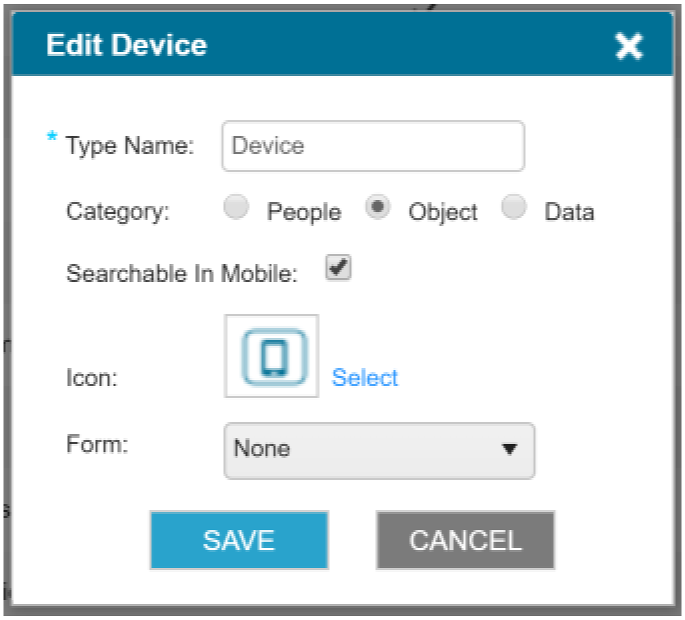
You have the ability to define relationships between Assets and other entities in the system (i.e. POIs, Geofences, Incident Types, Groups). These predefined **relationships** trigger real-time linkages between various attributes of incidents and corresponding **relevant** Assets.

Overview of Assets

Assets can be any kind of resource or entity that is of interest to your organization. Assets are classified in the system by three main categories:

- **People** - any person of interest
- **Objects** - Physical entities (i.e. cameras, sensors, equipment etc.)
- **Data** - Virtual entities (i.e. documents, footage, blueprints etc.).

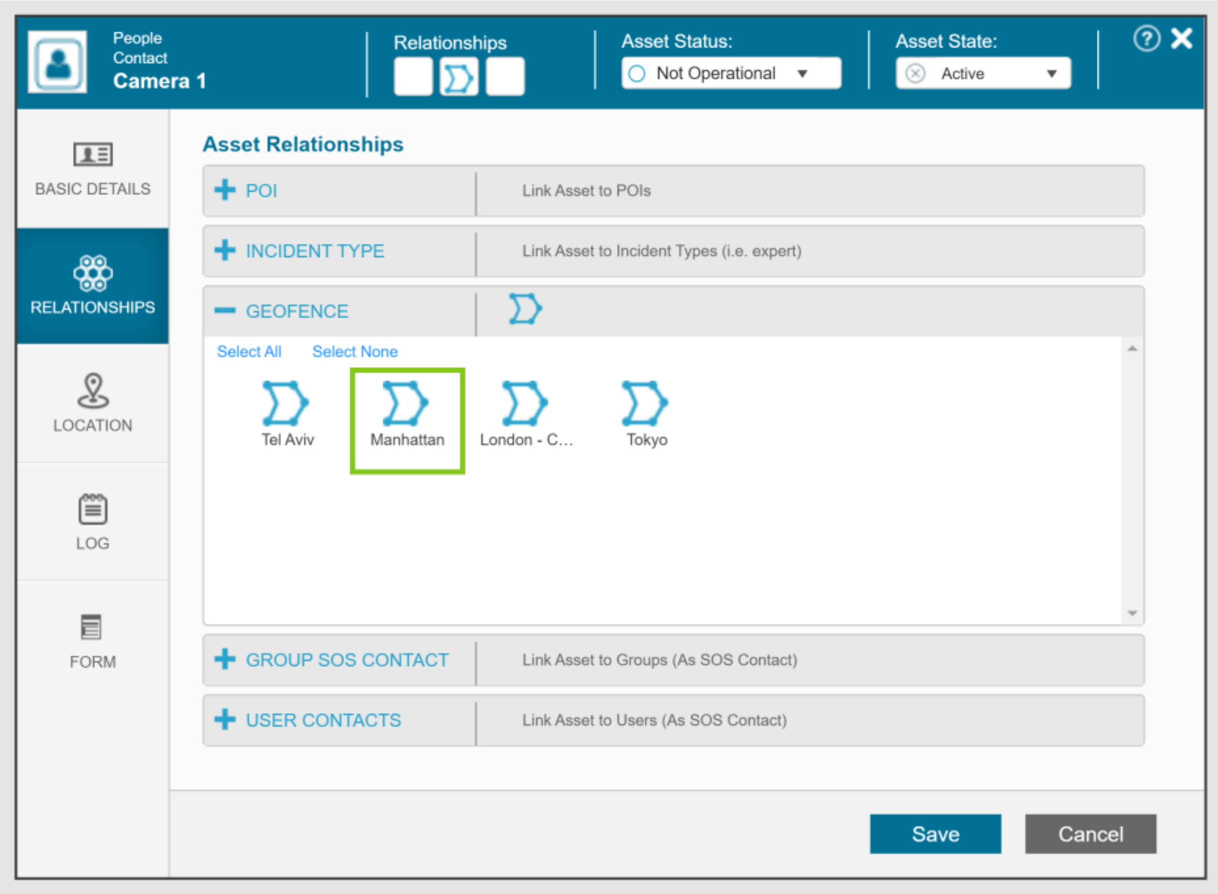
Under each of the three domains, Admin can create sub-categories called **Asset Types**. For each Asset Type Admin can define dedicated icon and form.



Asset Relationships

> Note
> The term Assets usually refers to entities not allocated an actual licensed User in the system. However, the relationships feature described here in detail, can also be applied to licensed Users in the User Manager.

The most significant Assets feature is the ability to define relationships between Assets and other entities in the system (i.e. POIs, Geofences, Incident Types, Groups). These predefined **relationships** trigger real-time linkages between various attributes of incidents and corresponding **relevant** Assets.



Thus, organizations can maximize the system's **operational potential** by creating and maintaining an Assets bank in the system. Having an up-to-date Assets database can play an important role in incidents by adding another operational layer of Assets and associated functions to the incident (i.e. sources of data and information, people or objects that need to be attended or transported, etc.).

When implemented and maintained, this feature can add substantial value by enriching the system with **contextual** situational awareness for both Dispatchers and Responders. Furthermore, the mobile app has an **Asset Lookup** module allowing mobile users (with appropriate permission) to search for nearby Assets, add an entry to their log, and even create an incident linked to the Asset's location and details.

Assets Management

The system has several features that engage with Assets:

- Asset Types Admin page - This is where the Admin defines the Asset Types and their behavior in the system

- Assets Panel - This is where permitted Dispatchers create and manage the Assets. For more information on managing Assets - click here.
- Dispatcher Incident Manager Assets tab - This is the focus of this article (see later).
- Asset Lookup - Mobile Responders with permission can access valuable information on Assets and perform actions on those assets.
- Assets tab in the Incident Responder - Responders can view the specific Assets that have links to the incident.

The focus of this article isn't the Assets main panel but rather ways to utilize the Assets within a specific Incident. Assets in Incident are managed in the Assets tab within the Incident Manager.

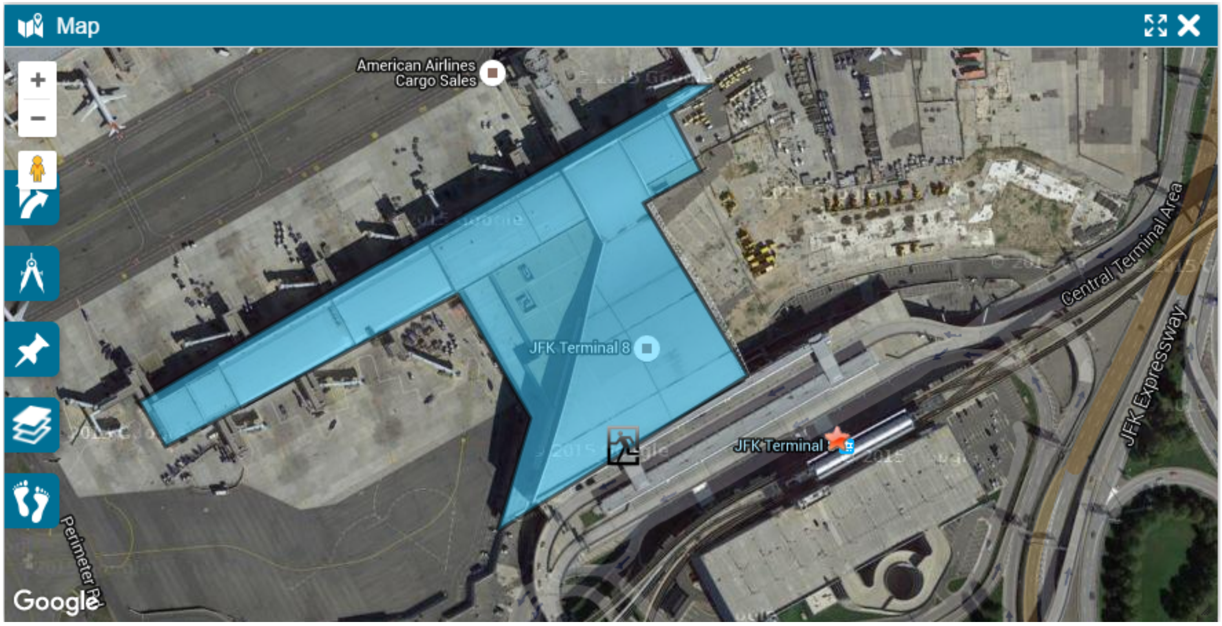
Typical Scenario

To illustrate the Asset in Incident features, we will use the example below.

Take a look at the map below of JFK airport:

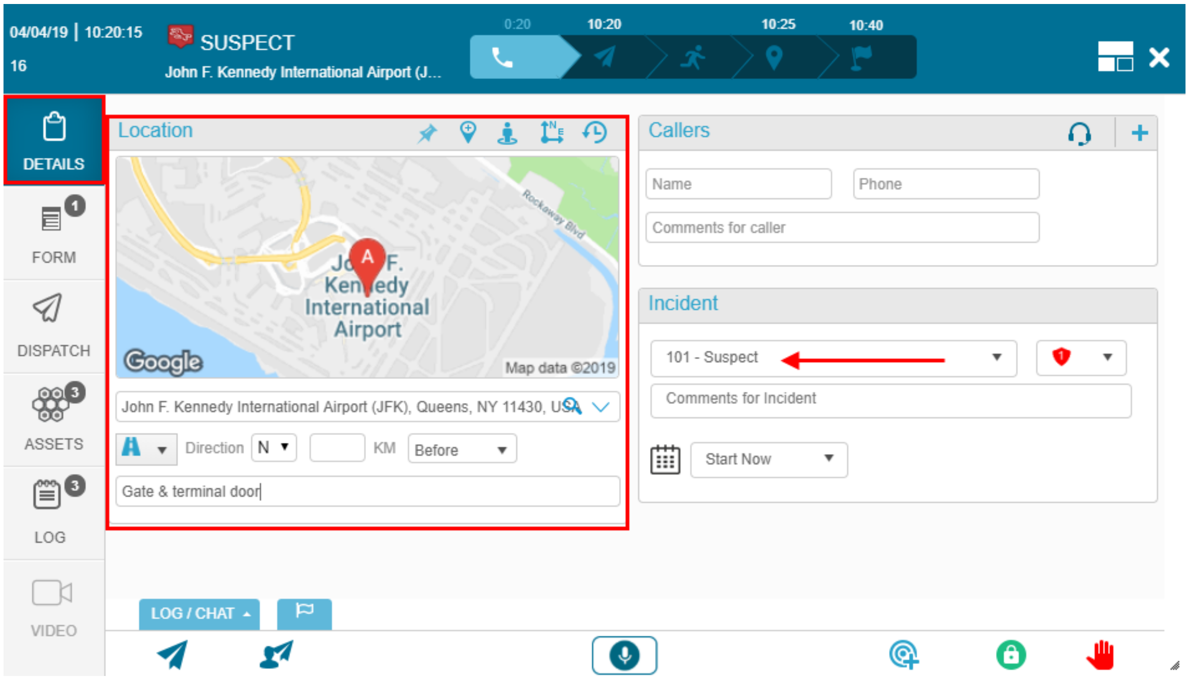
- The blue area marked on the map is a polygon/geofence of JFK's Terminal 8/
- The running man icon (

) is a POI (point of interest), known as the terminal's "Exit Door"



Our scenario:

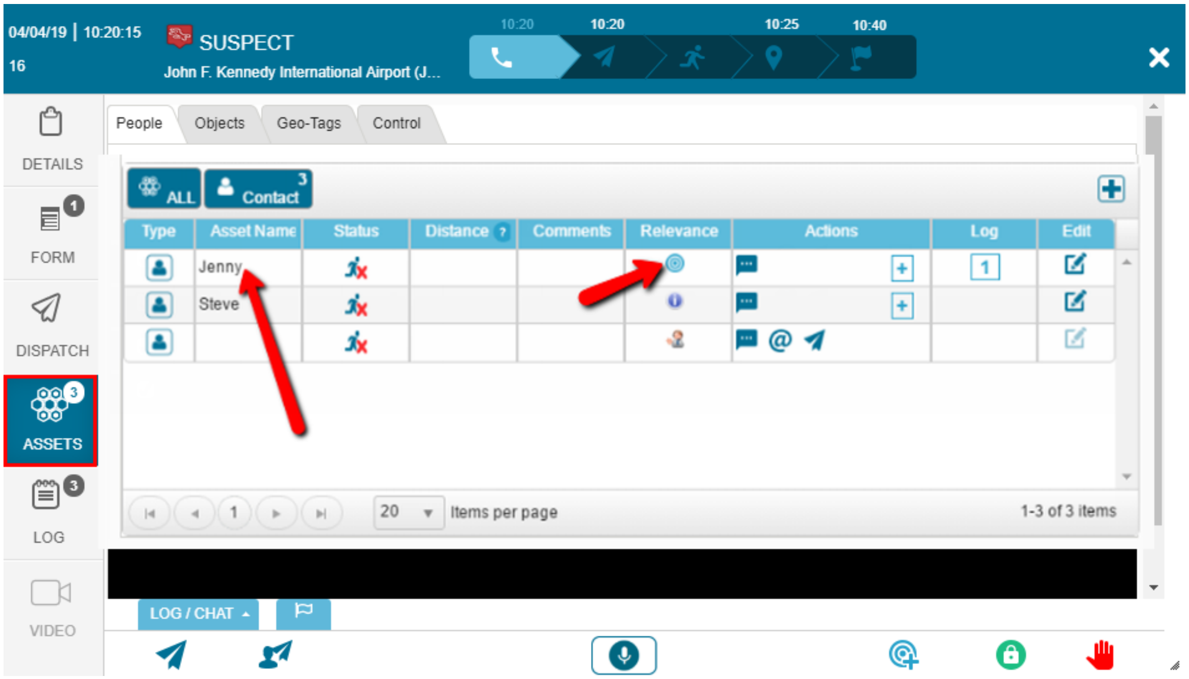
- Standing by the exit door of Terminal 8 is a suspicious looking individual, who has been reported by a local official to central dispatch.
- Once reported, the dispatch operator/dispatcher can create a Suspect incident.
- The location of the incident is the "Exit Door" POI.



- Once the basic information of the incident is inserted and location is set to "Exit Door" POI, move on to the Assets tab.

> **Note**
> The assets are divided into three different categories: People, Objects, Data, Geotags, and Control.

- We can see that "Jenny" from airport security is in the asset list and we can call or send her a text message (SMS). If necessary, we can also edit her information by clicking the edit button.
- To understand Jenny's relevance to this particular incident, we can look at the **Relevance** column. In this case, Jenny is associated directly with the type of incident Suspect (the incident icon appears) in her organization. This means that whenever a Suspect incident is created in this particular organization, Jenny's details will appear in the assets list both in Dispatcher and in the Responder app.

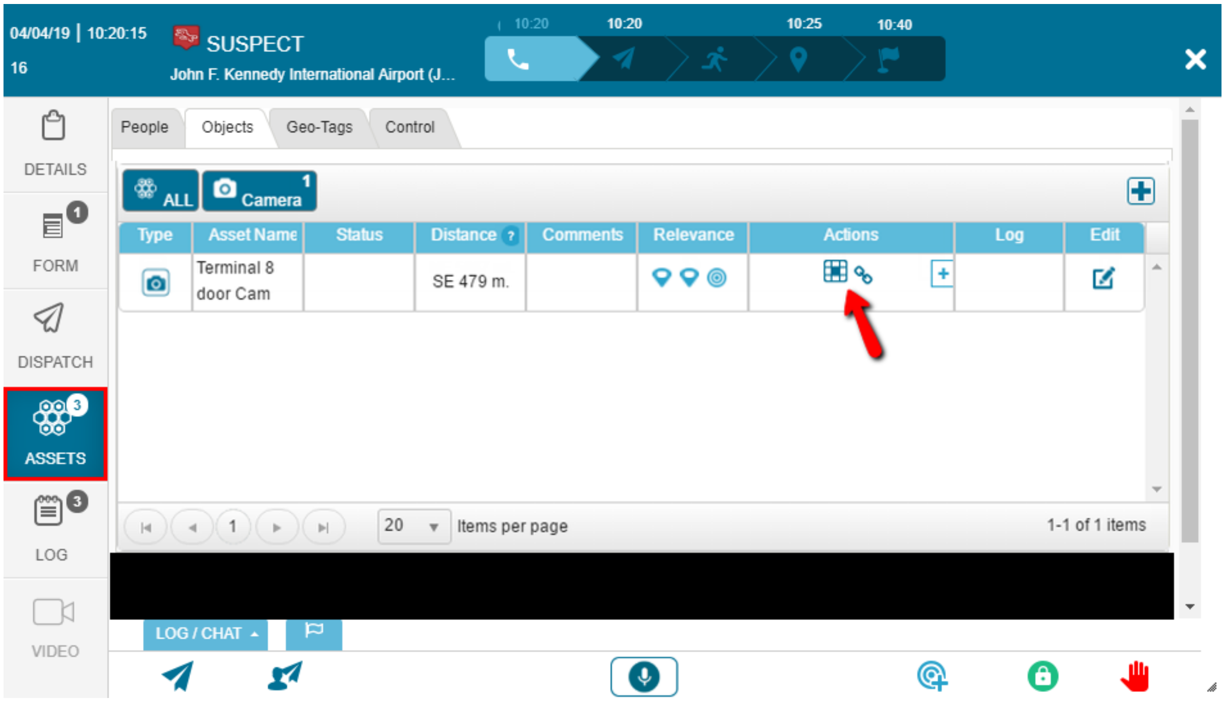


Asset Information

The following information appears in the 'People', 'Objects' and 'Data' lists:

- Asset Type (i.e. People)
- Asset Name (i.e. Jenny)
- Status (only for People Assets): Online/Offline/Static
- Distance (only for Assets with preset location): How far the asset is from the location of the incident
- Comments: Additional notes
- Relevance: The relevance (relationship) of the asset to the incident. An Asset can be linked to the incident via their location (geofence/area/POI), via the incident type, or to the specific incident (i.e. caller)
- Actions: The types of actions that can be taken with this asset at this given point in time
- Log: Any information recorded in a log in reference to the asset
- Edit: This button is available to users with the permission to edit the assets information.

By switching to the 'Objects' tab in the asset list, we see that there is a camera associated with the 'Exit Door' asset. Note that there is a link in the 'Actions' column, which in this example will take the dispatcher to a live streaming video of the exit door.



Adding and Editing Assets

You can add, edit or disable assets in the Assets panel. Read more about the Assets panel.

Adding Assets

When you add an asset to the system, you must enter details into the following mandatory fields:

- Asset Category
- Asset Type
- Asset Name

Asset Category

Assets are divided into the following categories:

- **People**: Persons of interest to the organization (for example, managers and stakeholders, customers, 3rd party decision makers, consultants), members of white lists (for example, people who have access to facilities), members of blacklists (for example, suspects, people who should not be granted access) and so on.

- **Objects**: Tangible physical assets that have an impact on the organization's operations. For example, cameras, sensors, fire hydrants, hospitals, offices, online document, links to video files, and so on.

Asset Type

Administrators define specific asset types according to the asset category. For example, for the Objects asset category, you can have assets types such as cameras, exit doors, fire hydrants, and so on. For the People asset category, you can have asset types such as contacts, black or white lists, and so on.

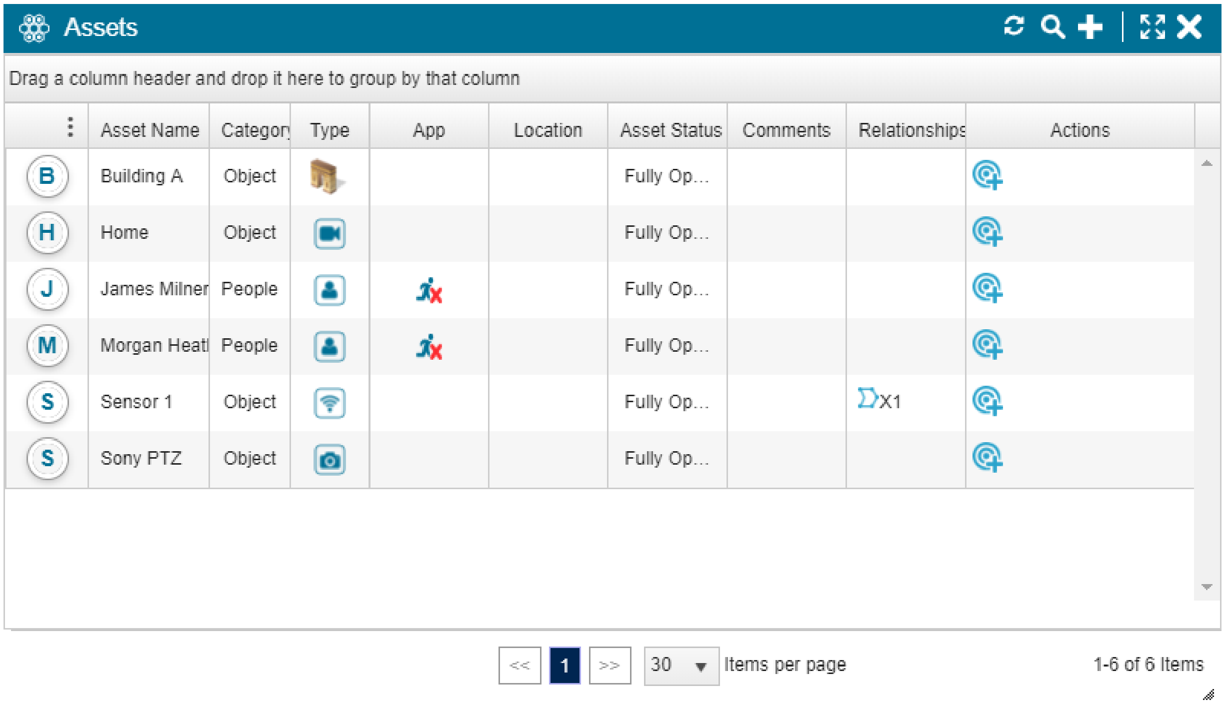
You can only select one asset type per asset category. The asset type also includes an asset icon, the asset layer on the map and the asset form.

See Asset Types for more information.

Asset Name

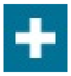
You must enter a name for each asset you add.

The following is an example of the **Assets** panel.

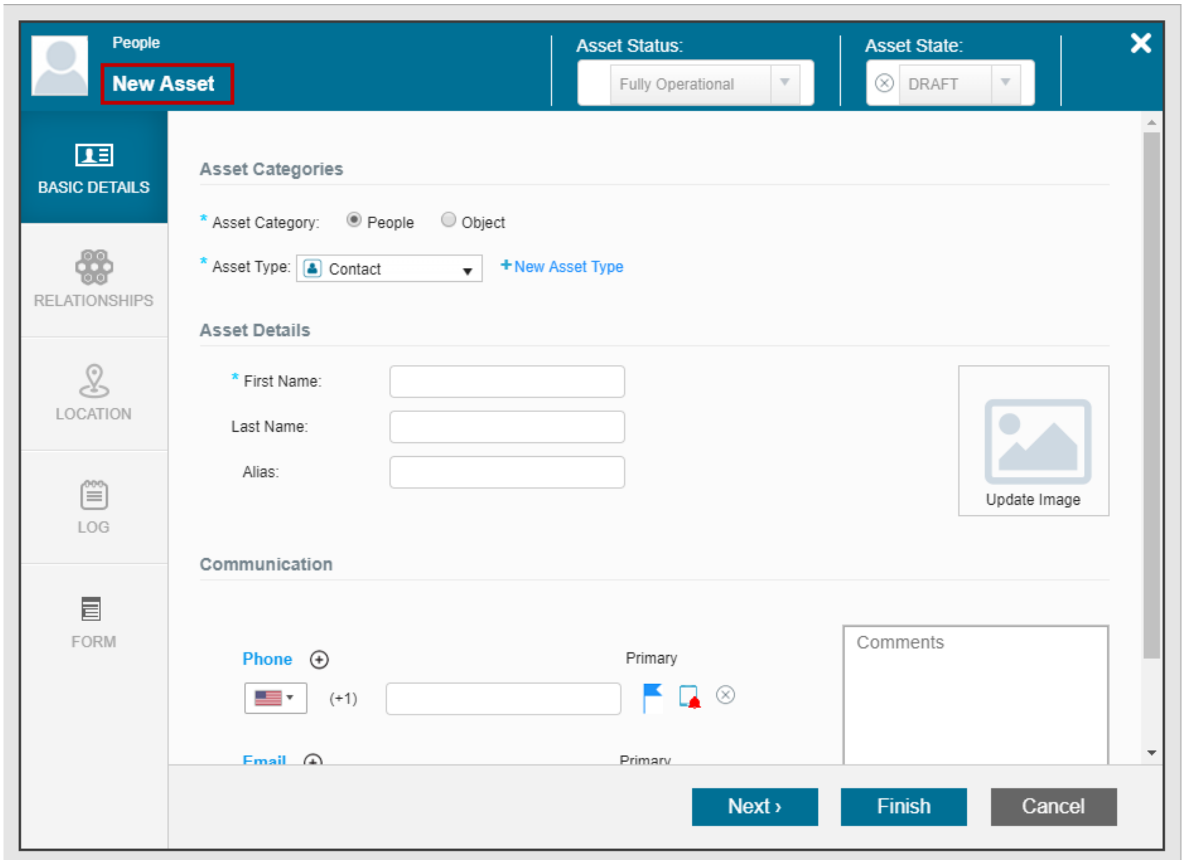


▼ To add an asset:

1. From Assets panel toolbar, click click on the **Add Asset** icon.



The **New Asset** window opens:



2. Complete the details in each tab, as required. Mandatory fields are marked with an asterisk and must be completed before you can progress.

Basic Details Tab

The Basic Details tab enables you to define the assets's main category (**People** or **Objects**), its **Asset Type** (this defines the asset's icon and its form), its **Name** (first name and last name for people, full name for objects), its **Alias** (or operational code), and any further details in the comments section. Only the asset category, type and name are mandatory.

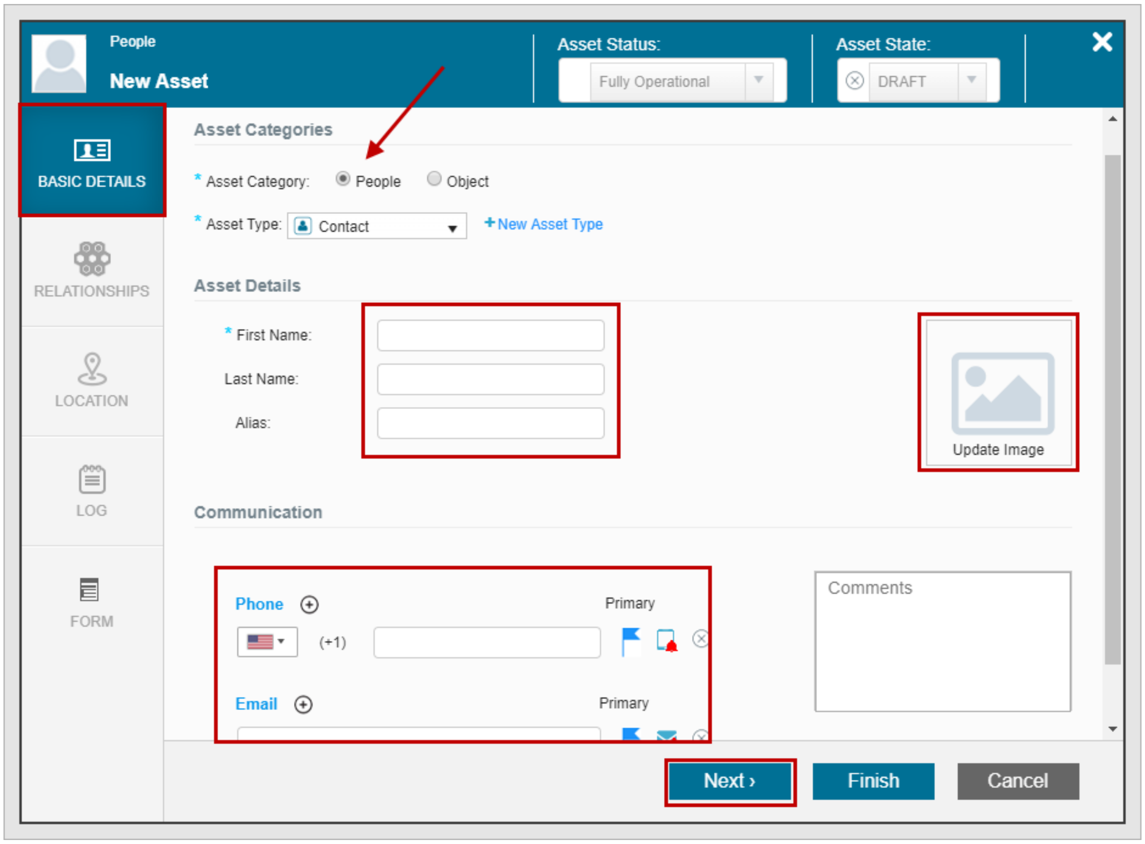
▼ To define the basic details:

1. Select the required **Asset Category** (**People** or **Object**).
2. If you selected **Object**, continue with step 4.
3. If you selected **People** do the following:

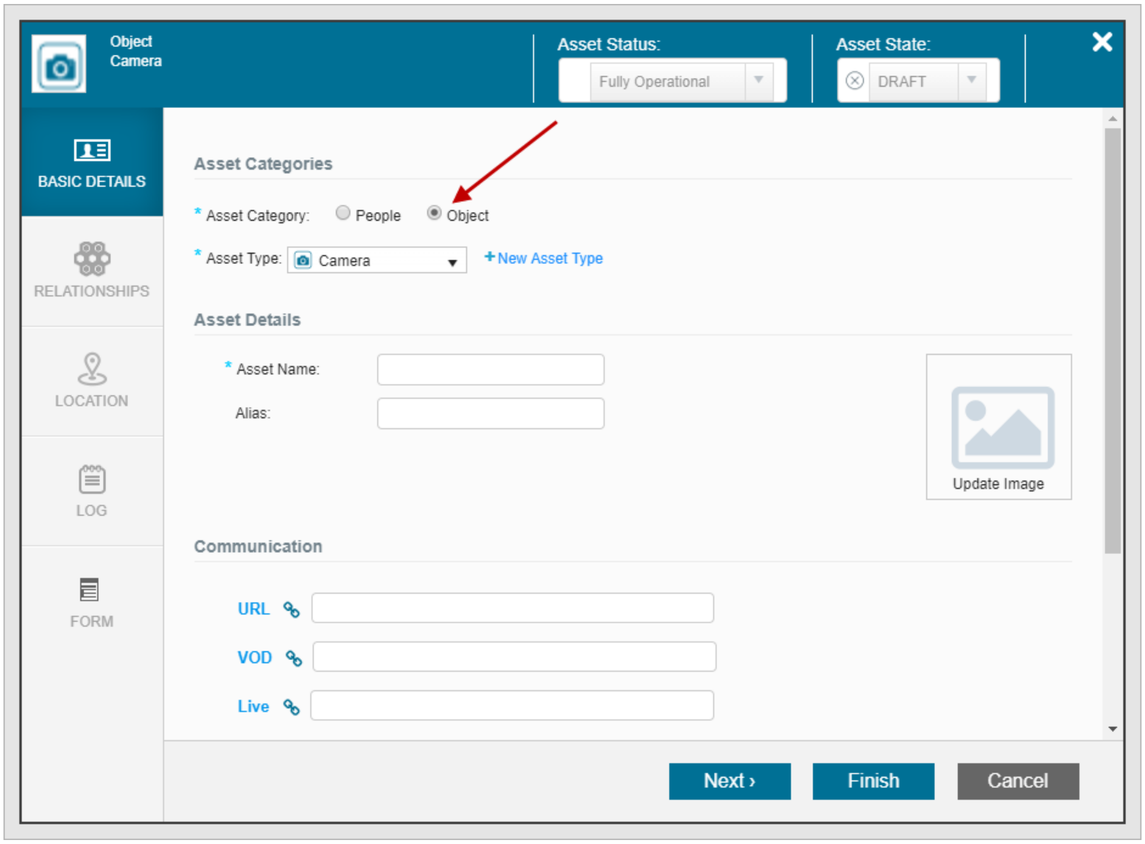
- From the **Asset Type** dropdown list, select the required asset type (**Contact** is selected by default).
- In the **Asset Details** area, enter the **First Name**, **Last Name** and **Alias** of the person.
- In the **Communications** area, enter the person's **Phone** and **Email** details.

  To enable the system to contact a user:

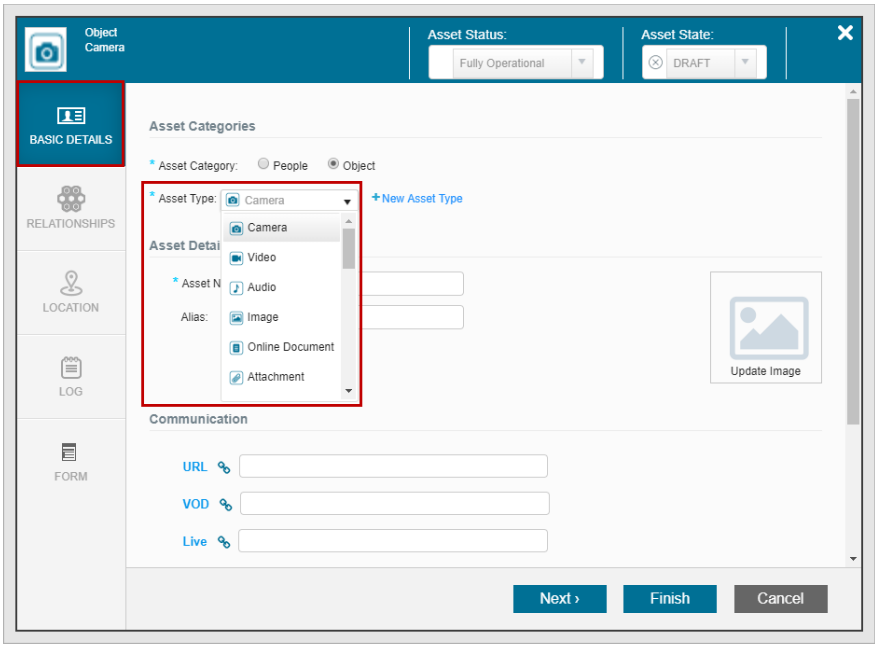
  - Via text message (SMS), click the icon so that the red bell appears.
  - Via email click the icon so that the red bell appears.



- If you selected **Objects** as the asset category **New Asset** window opens



4. From the **Asset Type** dropdown list, select the required asset type.
5. In the **Asset Details** area, enter the **Asset Name** and the **Alias** of the object.
6. In the **Communications** area, enter the object's **URL**, **VOD** and **Live** links.



7. Click **Next**.

> Note
>
> - You can use one of the default asset types or create a new **Asset Type**.
> - A default Asset Type is not editable, and does not have a form associated with it.

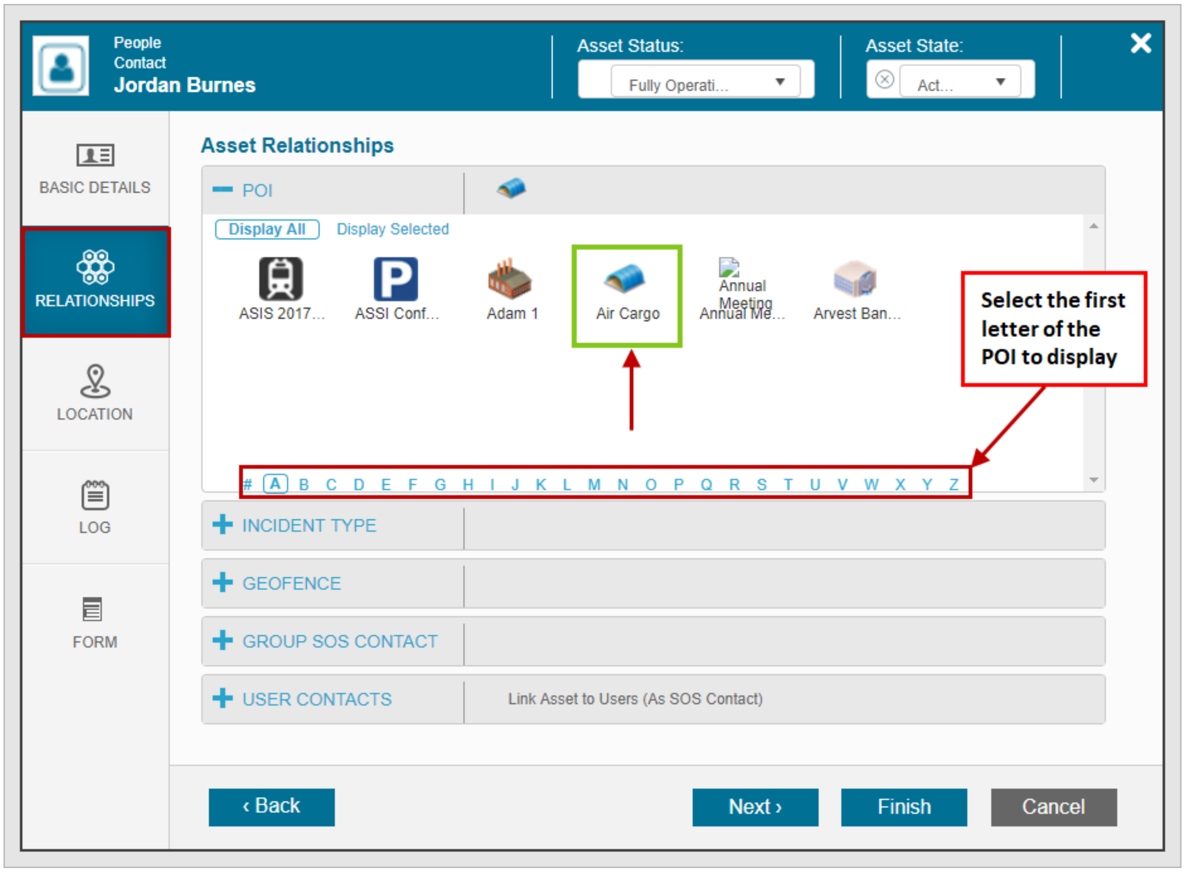
Read about creating and editing Asset Type.

Relationships Tab

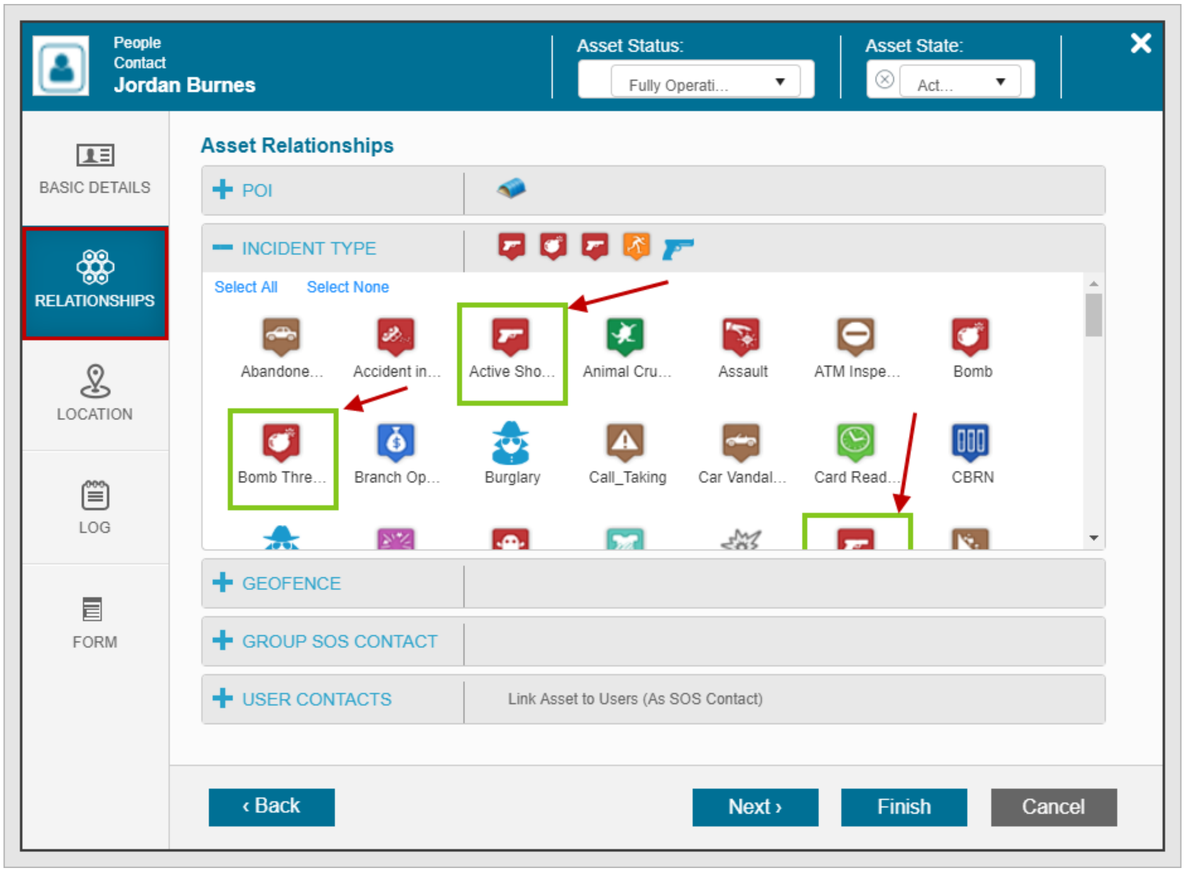
The **Relationships** tab enables you to define asset relationships within your organization. Each asset can have more than one relationship. For example, a person can be associated with a specific Point of Interest (POI), a Geofence, an incident and more. As it is not possible to list all POIs on one screen, you smut select the first letter of the name of a POI and then select the required POI.

▼ To define asset relationships:

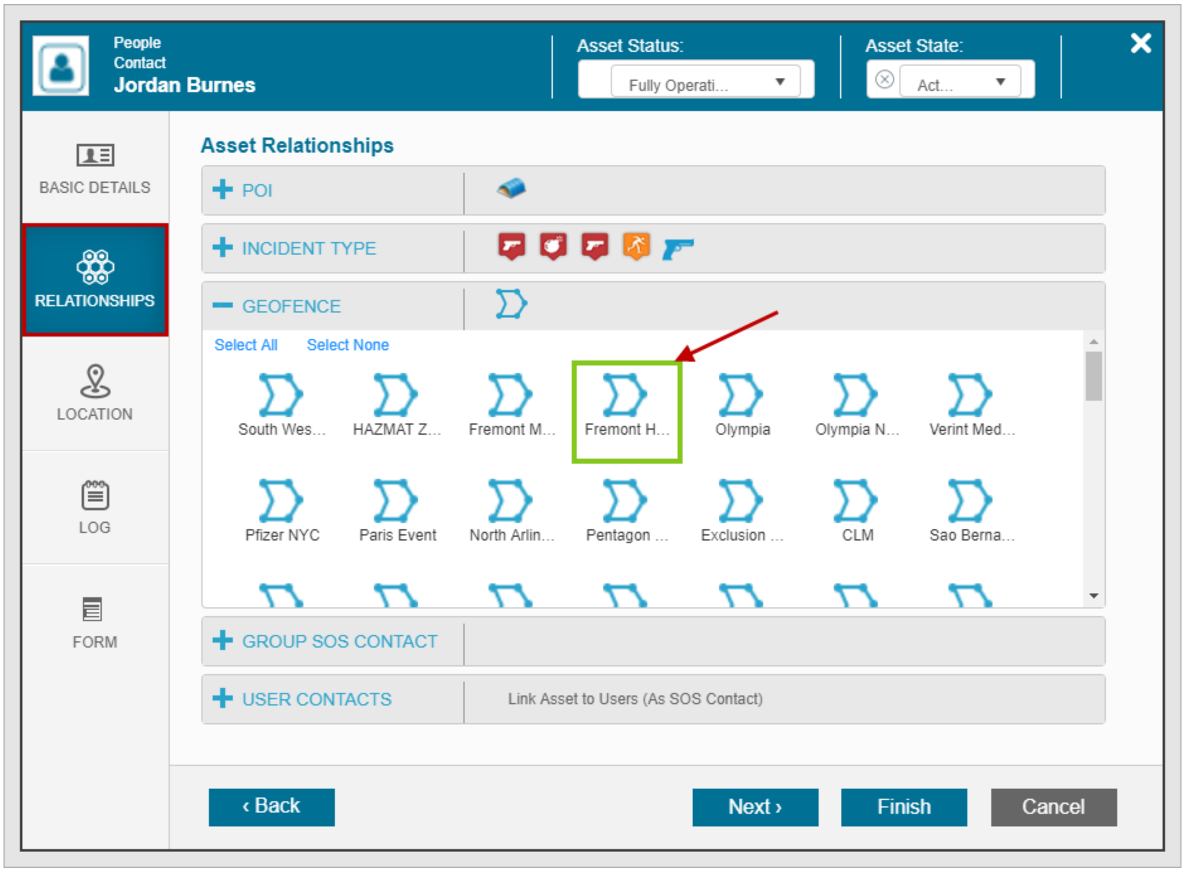
1. To associate the asset with a POI:
   - In the index list, select the first letter of the required POI.
   - From the displayed POIs, select the required POI.



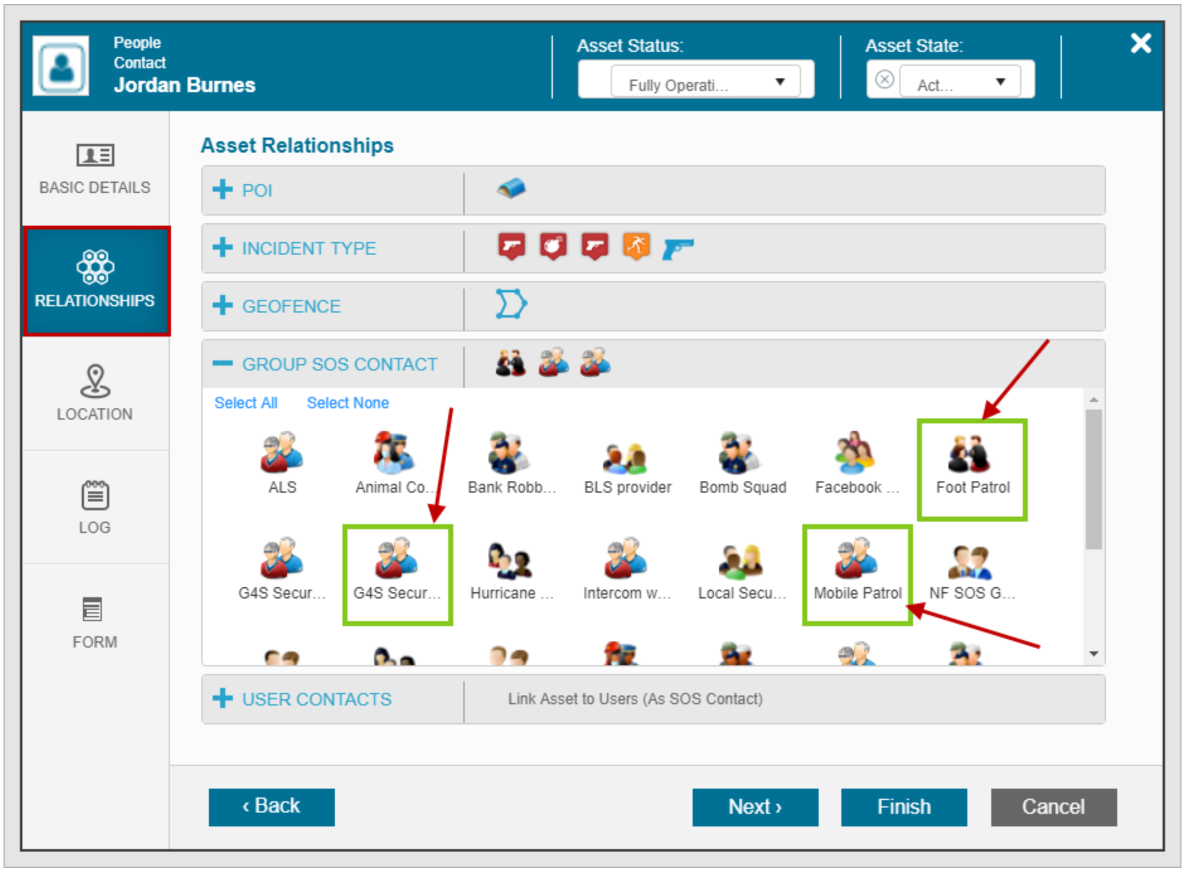
2. To associate the asset with an incident type, click the **Incident Type** tab and select the relevant incident types.



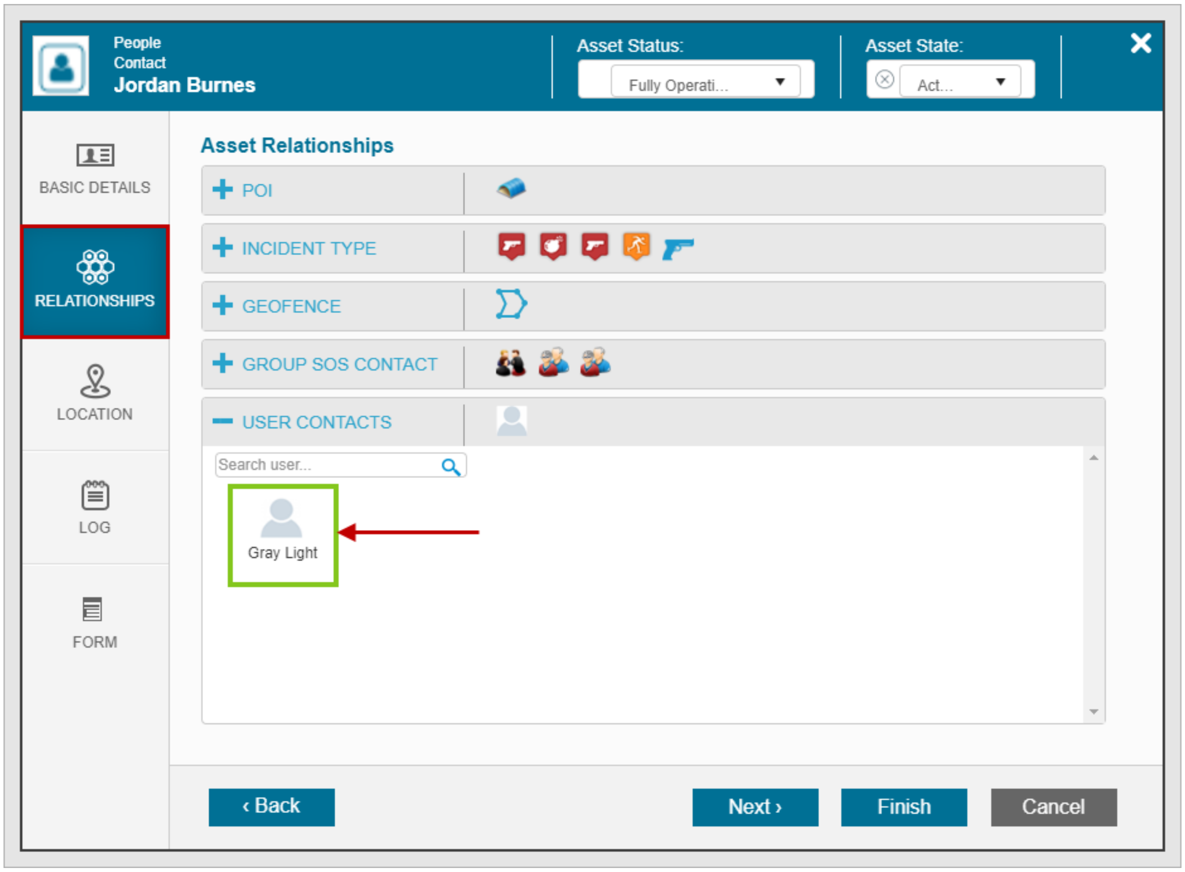
3. To associate the asset with a geofence, click the **Geofence** tab and select the relevant geofences.



4. To associate the asset with group SOS contacts, click the **Group SOS Contact** tab, and select the groups you want to associate the asset with for SOS purposes.



5. To associate the asset with a specific contact, click the **User Contacts** tab and enter user details in the **Search** box.
6. Select the required contact.

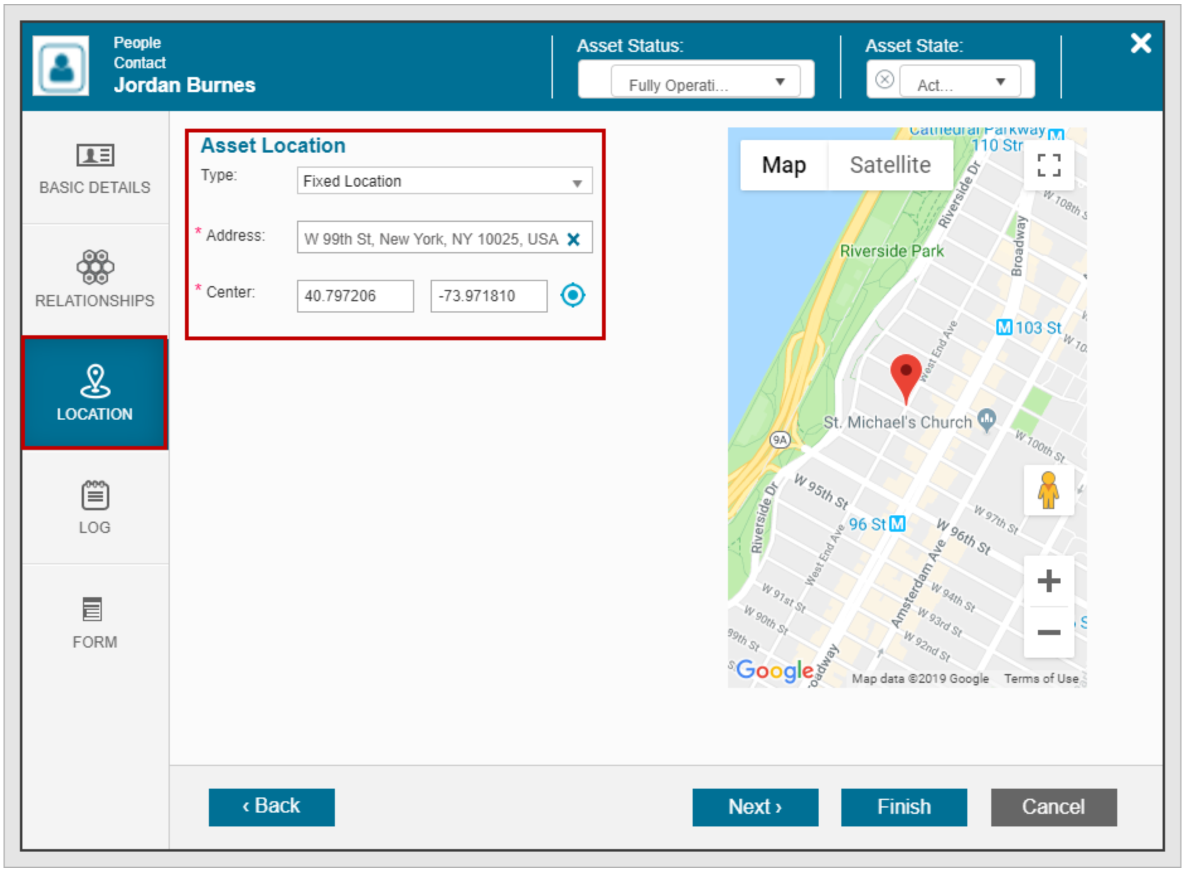


7. Click **Next**.

Location Tab

▼ To view the location tab

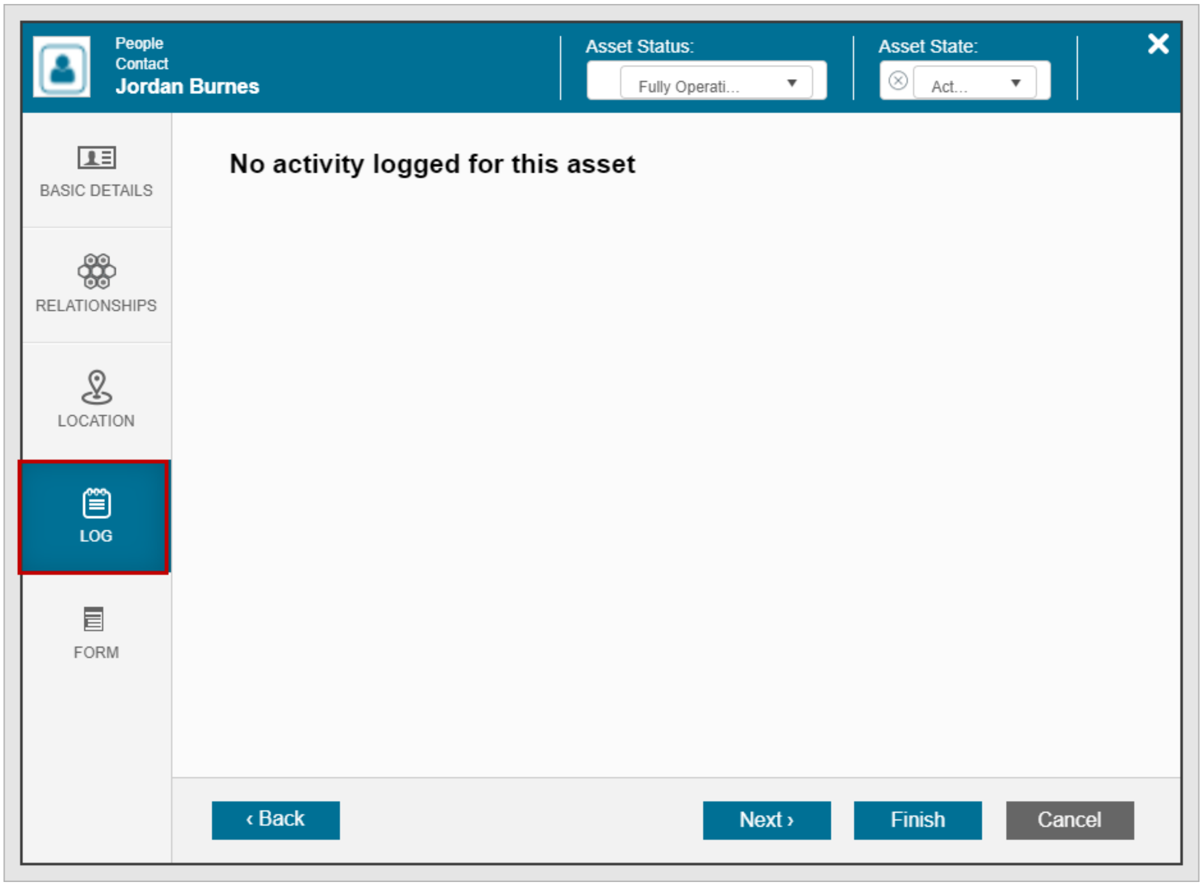
1. Define the location of an asset either with a specific address ('Fixed Location' option) or link the asset to the location of a POI ('POI' option):



2. Click **Next**.

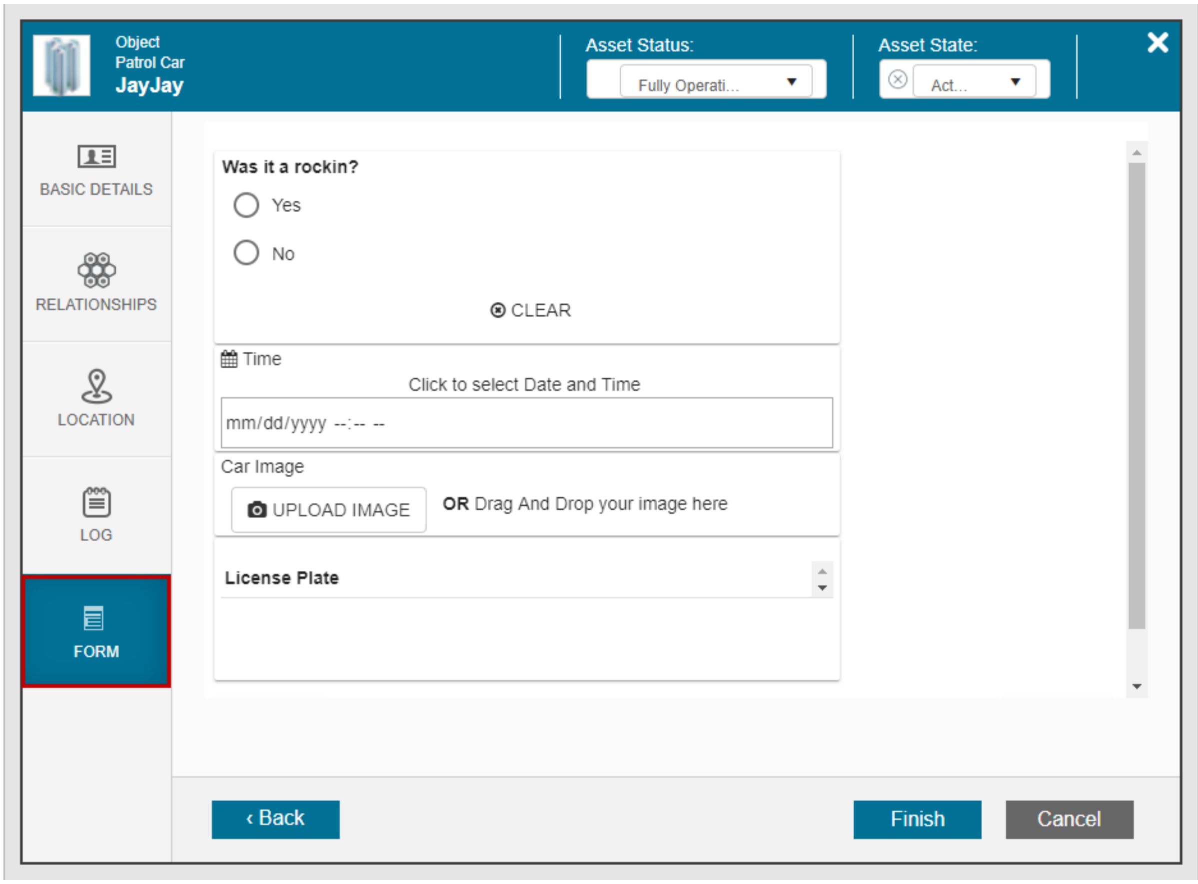
Log Tab

The Log tab shows the assets incident history. Click **Next** to move off the tab.



Form Tab

The **Form** tab displays the form template that was defined for the asset type you selected. You can complete the form with the specific information and details relevant to the asset you have created. The form is accessible and can be edited by any user with the correct permissions (Dispatcher and/or mobile app user).



Click **Finish** to move off the tab.

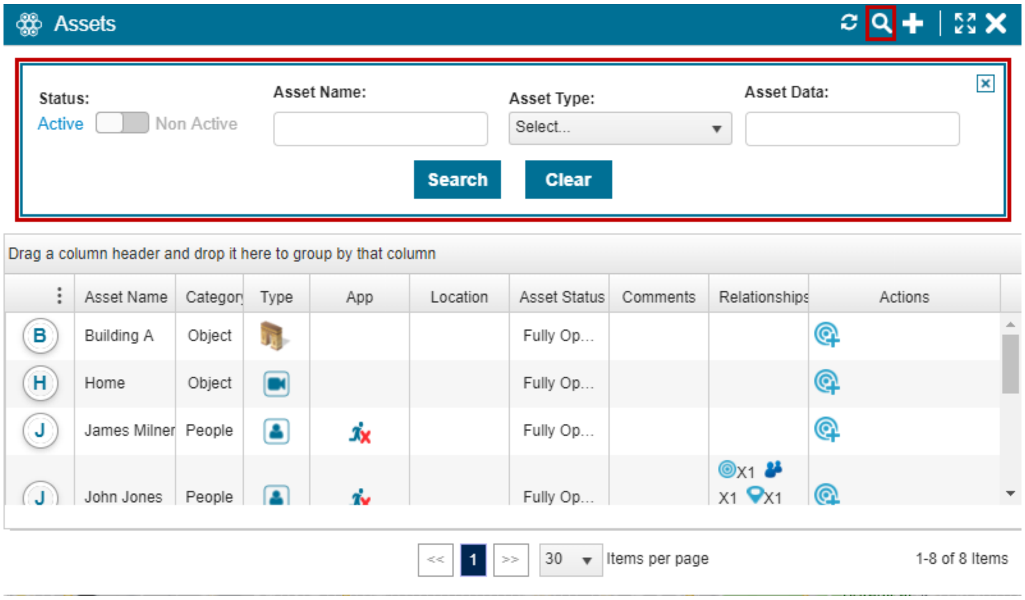
> Note
>
> Do not confuse Assets with Points of Interest (POIs). It is important to note that POIs are merely a way to mark a location on the map (POIs represent a single geographical point as opposed to geofences that represent an area). If you want to define a location and associate it with another entity in the system (such as a user, incident, asset…), then you should use the POI feature. However, if your organization has an actual asset (person or object of value) in that location, we recommend that you create an asset as this enables you to perform many operational actions with assets that are not available for POIs. Notwithstanding, you can define a location of an asset either with a specific address or link an asset (or multiple assets) to a location of a POI.]

Asset Search

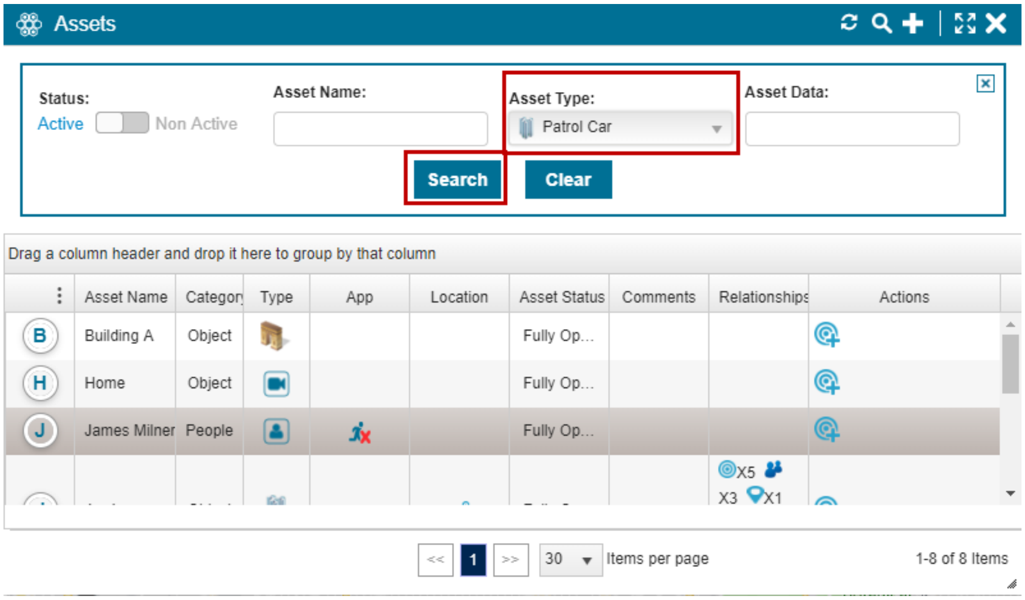
You can search for assets based on the asset name, type or data by clicking the Search icon in the Assets panel toolbar.

▼ To search for an asset:

1. In the **Assets** panel toolbar, click the **Search** icon.

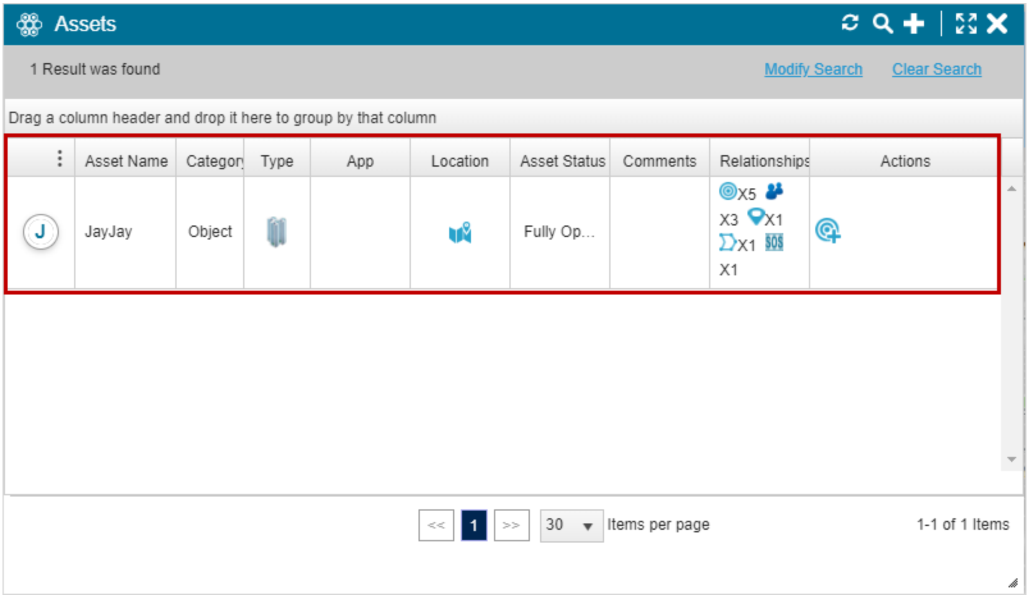


2. Enter your search criteria in one of the following fields:
   - **Asset Name**: Enter the asset name.
   - **Asset Type**: From the Asset Type dropdown list, select the asset types or a new type.
   - **Asset Data**: - you can search assets based on information and value entered in the Asset form

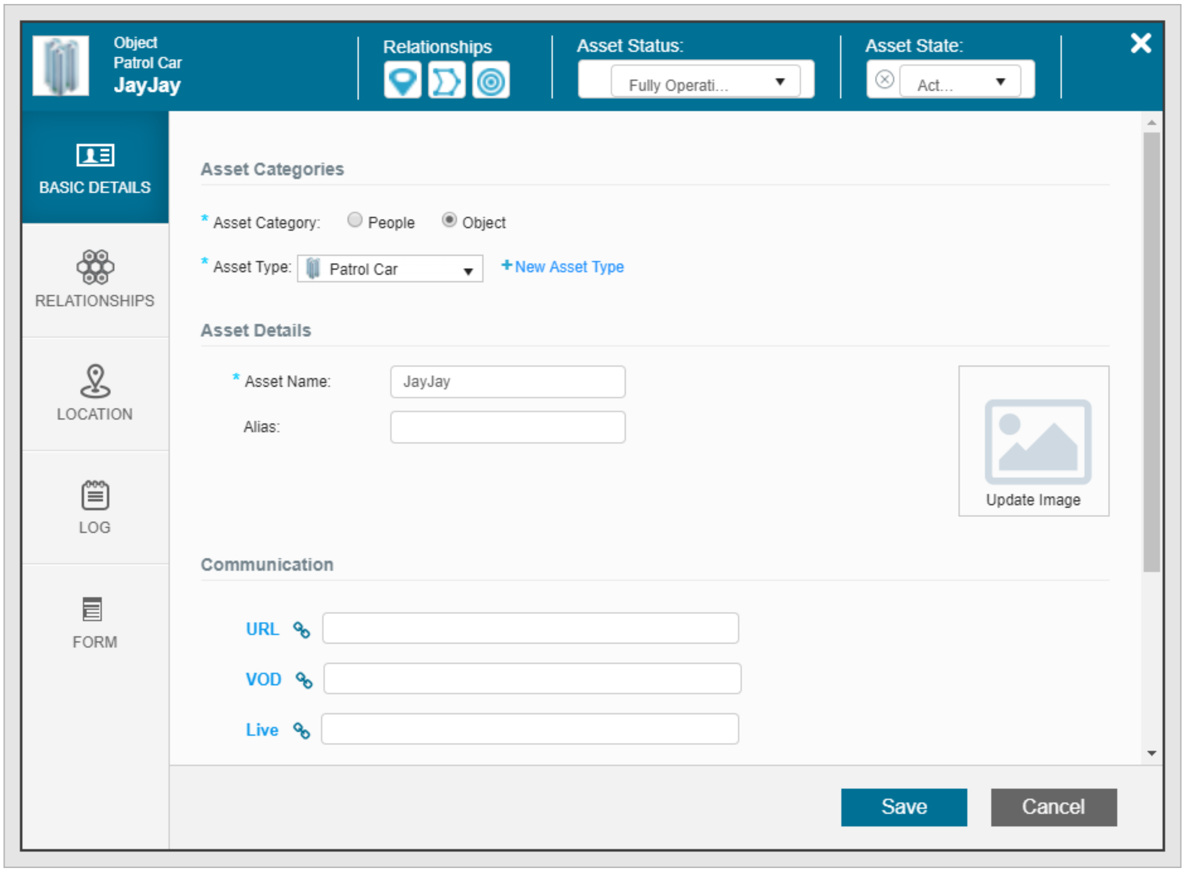


3. Click **Search**.

   The search results appear.



4. Click the asset's **icon** to view its details.

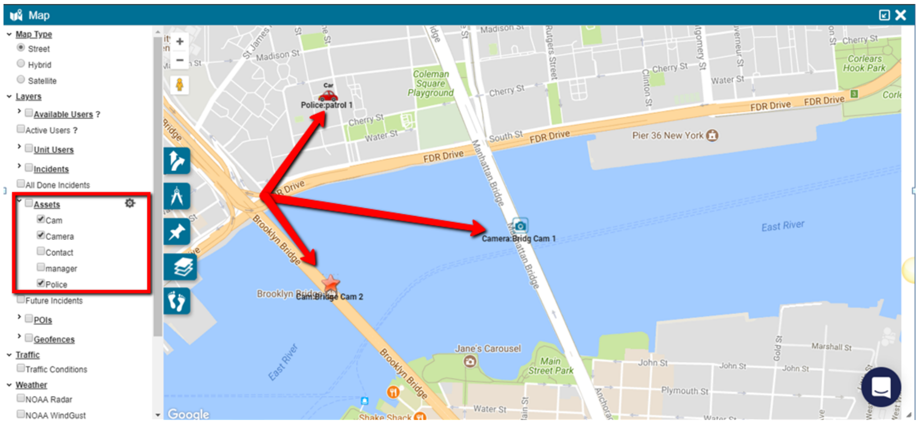


Note

- Asset Data search only shows results for information and values entered in the the Asset Form fields that were defined as Searchable for Asset Lookup when the form was created.
- You can read about creating asset forms and defining fields in Customizing Form Templates for Assets.

Assets Map Layer

You can view assets on the map based on their asset type. Each asset type has a separate map layer enabling the Dispatcher to show all organization's assets or choose to display specific asset types.



System Settings

This section includes several articles on system settings available to the dispatcher.

For more information on system settings available to the Administrator see the *Symphia NowForce Administrator Guide*.

Viewing Alerts

The Dispatcher can activate multiple types of alerts. These alerts are configured in the Alert Settings. Read about the full list of the available Alert Types.

The following are Incident related alerts that can be set for your organization and display in the Dispatcher.

- **New Incident - Dispatcher:** This alert lets you know a new incident was opened by another dispatcher.
- **Delayed Incident - Reporter (offline report):** This alert lets you know that an offline report from a Mobile App user, has been received successfully by the system.
- **New Incident - Reporter:** This alert lets you know that a Mobile App user has created a new report to the system and a new incident has been opened.

▼ To view and edit alerts

1. Open the **Dispatcher** main page.
2. In the toolbar, click the **Alerts** button. The Alerts panel opens, and displays active Alert notifications.

3. Click on the bell icon again to close the window.

Alert Types

The Alerts module allows Dispatchers to setup alerts for multiple events and triggers. These are the alerts available in the system:

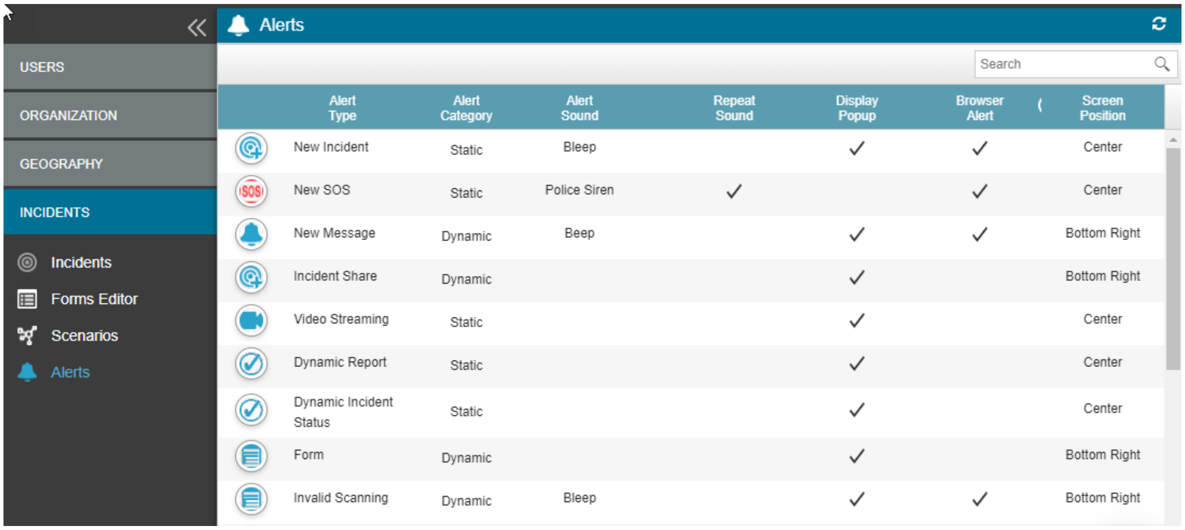
- **New Incident - Dispatcher:** This alert lets you know a new incident was opened by another dispatcher.
- **Delayed Incident - Reporter (offline report):** This alert lets you know that an offline report from a Mobile App user, has been received successfully by the system.
- **New Incident - Reporter:** This alert lets you know that a Mobile App user has created a new report to the system and a new incident has been opened.
- **New SOS** - SOS alerts are activated.

- **New Message** - A new message is sent from Supervisor.
- **Incident Share** - An incident is shared with another Control Center.
- **Video Streaming** - A new video streaming session was initiated by a user.
- **User Dynamic Status** - A mobile app user sends a dynamic status that is configured to show a pop-up (configure under setup-users-dynamic statuses).
- **Incident Dynamic Report** - A Responder sends a dynamic status in an incident that is configured to show a pop-up (configure under setup-incidents-incident type-statuses).
- **Form** - A user enters data into a field that is configured to send an alert (configured under setup-incidents-forms-alertable).
- **Form Scan Mismatch** - A mobile user scans a QR/barcode and the retrieved data does not match the data in the compared field (configured under setup-incidents-forms-match).
- **Not on-scene** - A responder reports on-scene when the location of the Responder is distant from the incident location (configured under setup-organization-config).
- **User not Moving** - A mobile user has not sent locations for more than x minutes (configured for each Role type under setup-roles).
- **Communication Failure** - A mobile user has not communicated with the server for more than X minutes (configured separately for each Role type)
- **Battery Level** - A mobile user sends the server a battery level lower than a predefined threshold.
- **Geofence Entry** - A mobile user enters a predefined geofence. This can be defined for specific users of for groups of users.
- **Geofence Exit** - A mobile user exits a predefined geofence. This can be defined for specific users of for groups of users.
- **Geofence Staffing** - When there isn't sufficient mobile users in a specific geofence.
- **Geofence Absence** - A specific geofence hasn't had any active mobile user present for a predefined time period.
- **Incident Dispatch Time Overdue** - The response to an incident is insufficient (dispatch rule hasn't been met within X minutes from auto-dispatch).
- **Incident SLA Arrival** - The SLA Arrival time has passed and no Responder reported On-scene.
- **Incident SLA Completion** - The SLA Completion time has passed and no Responder reported Done.

▼ To manage your organization's alert settings

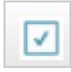
1. Click on the Alert Panel on the Dispatcher Taskbar.

The **Alerts Settings** table opens ina new browser tab.



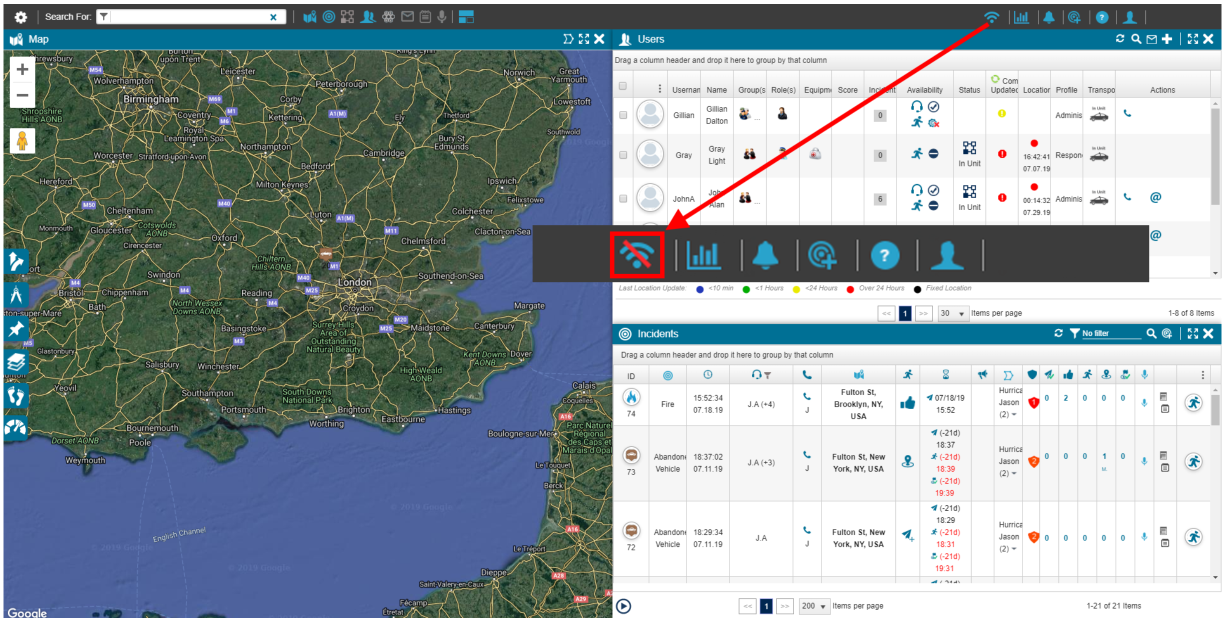
2. Click  to edit an alert.

   You can select unique sound alert, popup notification and desktop notification

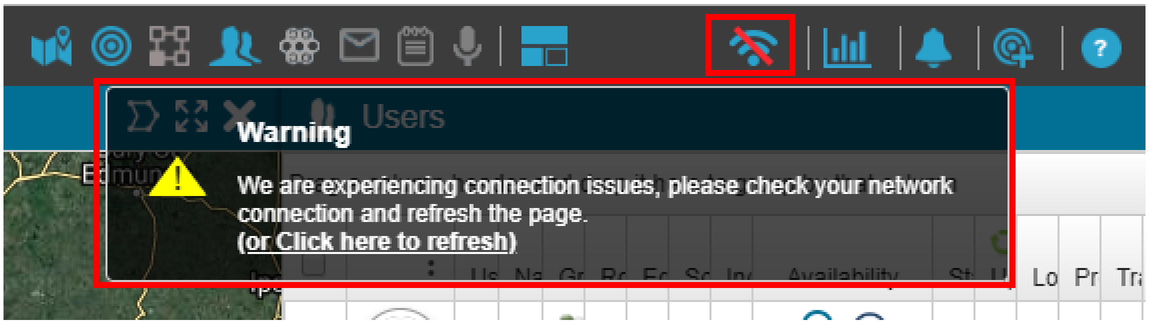
3. Click  to save.

Server Connection Status Indicator

The Server Connection Status Indicator indicates whether Dispatcher is connected to the servers or not. If the connection is lost, a red line appears across the **Server Connection Status Indicator** icon.



In addition to the red line appearing over the **Server Connection Status Indicator** icon, a pop-up message appears notifying you of the connection problem.



It is important to note that when you receive this notification you:

- Check that there is in fact no internet connectivity, and reestablish, an internet connection as soon as possible.
- If there is internet connectivity, refresh the web browser displaying Dispatcher.

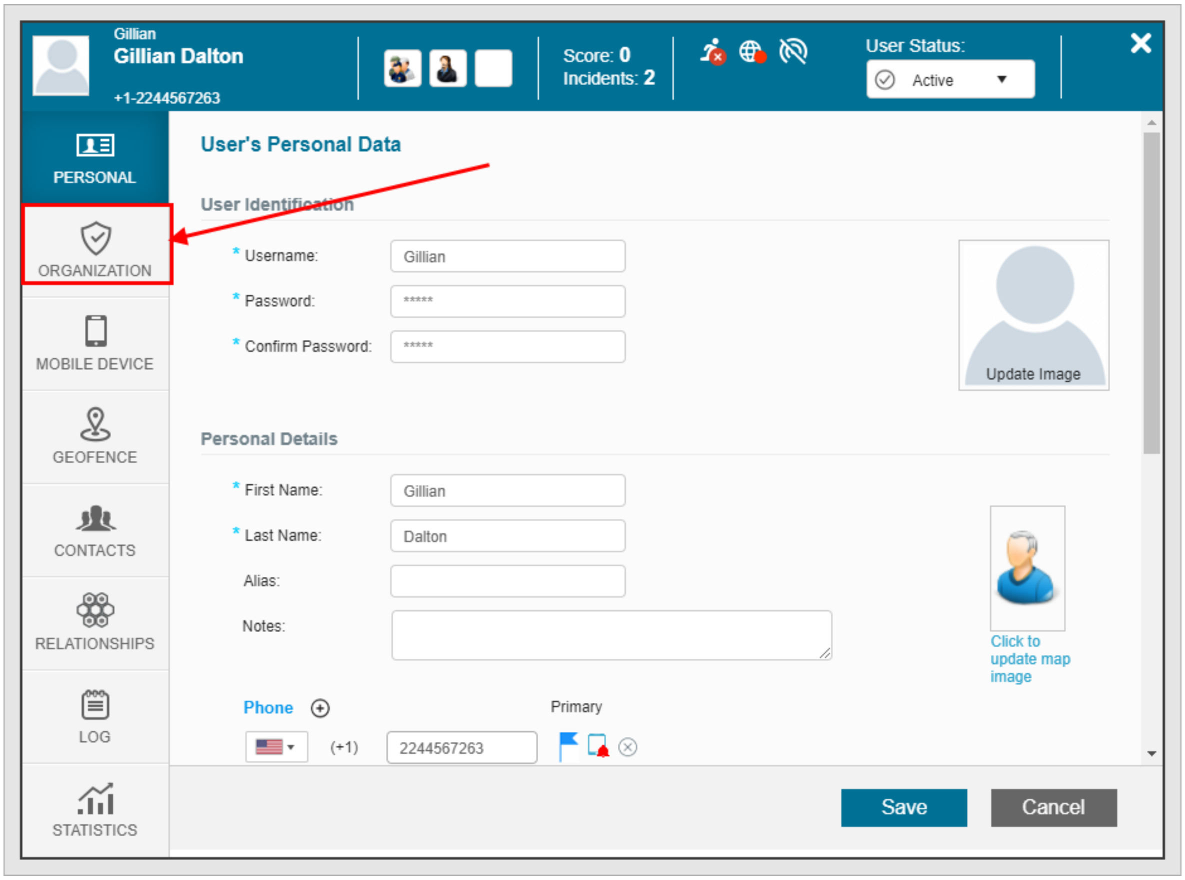
The **Server Connection Status Indicator** icon automatically returns to normal display when connectivity is reestablished.

Assigning Dispatchers to Control Centers

Dispatch operators are assigned to control centers in the Organization tab of the User Manager window. Usually control centers are created in the system by the system administrator, but if you have the necessary permissions, a dispatcher operator can also create new control centers.

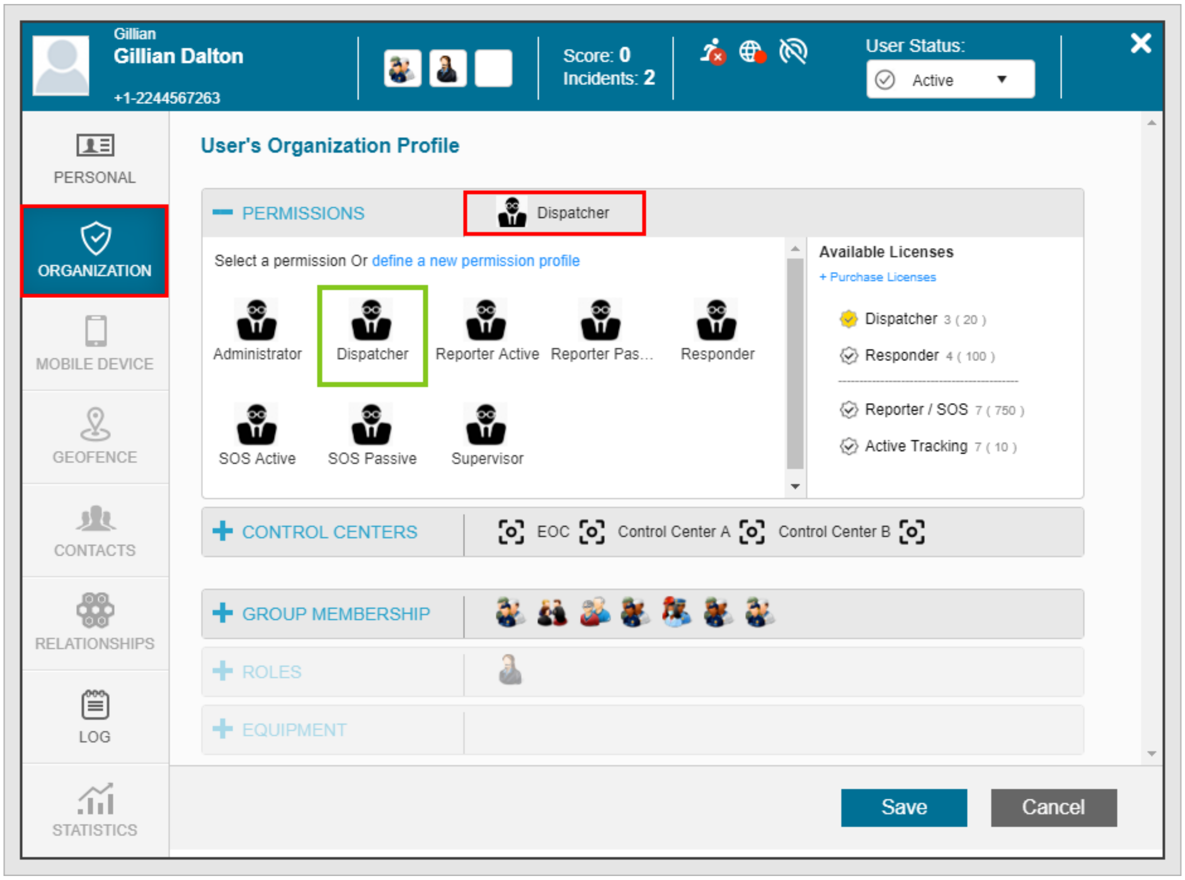
▼ To assign a dispatch operator to a control center

1. From the **Users** panel locate the dispatch operator user whom you want to assign to a control center.
2. Right-click on **the** User icon, and then click **Edit**. The **User Manager** window opens.
3. Click the **Organization** tab.

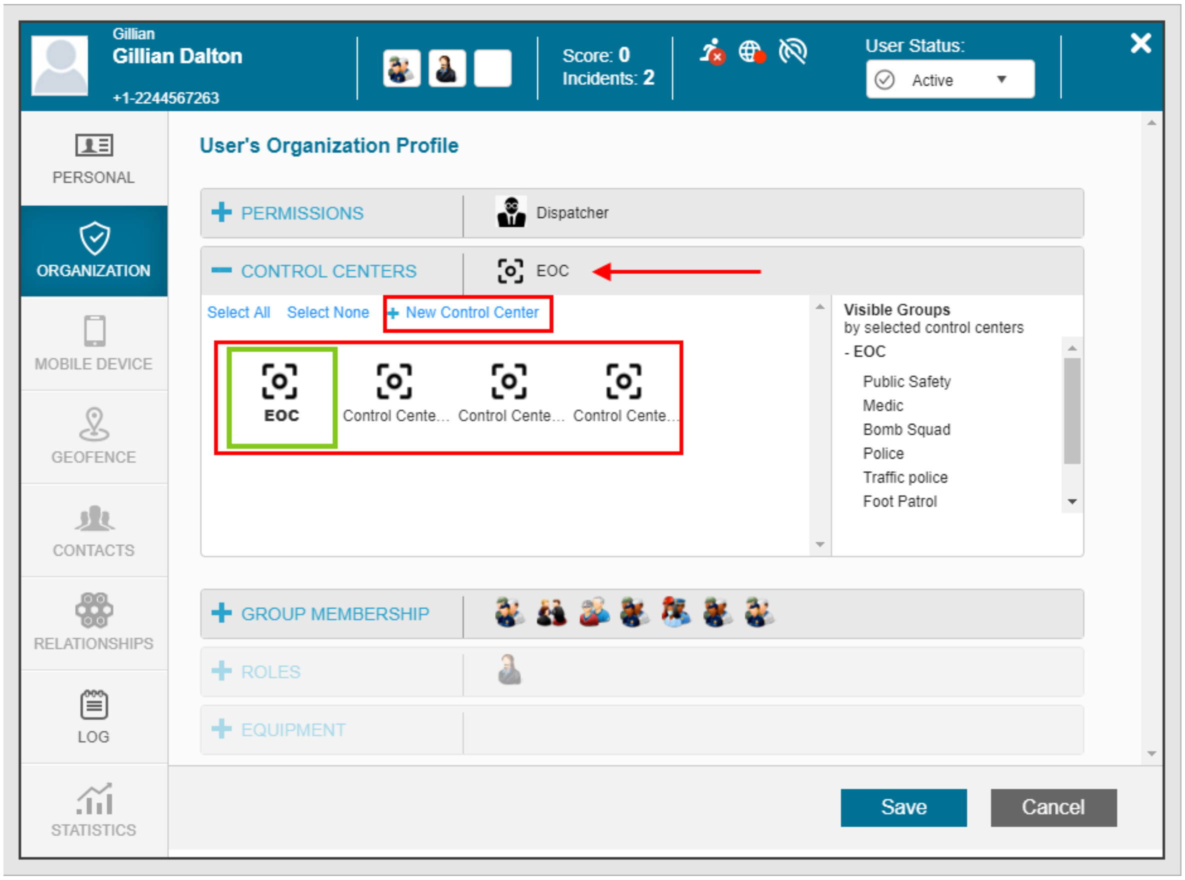


The **Organization** tab opens.

4. Confirm that the user has been assigned Dispatcher permissions. by reviewing the **PERMISSIONS** sub-tab.



5. Click the **CONTROL CENTERS** sub-tab.



By default the user is assigned to the Main Control Center (EOC in the above example).

6. Assign the user to another control center by selecting a control enter icon.
   A green rectangle appears around the selected control center.
7. Click **Save**.

> **Note**
> - The disptach operator must log for the change to be effected.
> - When logging back in, after entering their username and password, the Dispatcher will see their full list of available Control Centers

