

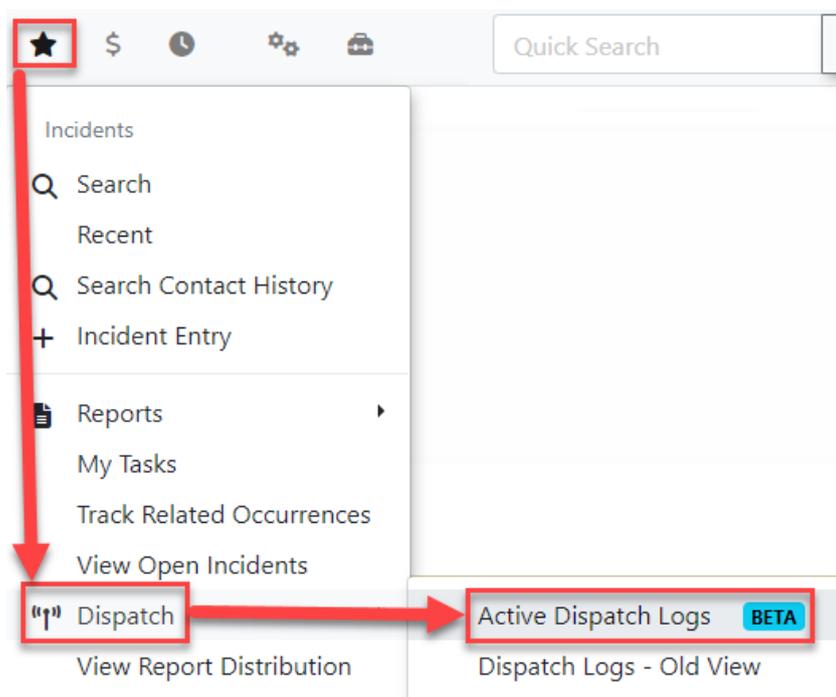
Active Dispatch Logs (BETA)

When do we use this?

Dispatch Logs allows administrators/dispatchers to record and track all inquiries that come into the office through alerts or another system. These dispatch logs can be linked to incidents for further tracking if the alert that triggered the dispatch log did not already have a valid incident attached. The Dispatch Log also provides administrators with a summary of all open dispatch entries. Some systems such as Cisco Prime or ITS-NetworkingAlerts can push the incident number with an alert that creates a dispatch log with the associated incident assuming it exists.

Reviewing Dispatch Logs:

Hover over the **Incidents** icon, **Dispatch**, and select **Active Dispatch Logs**.



This will bring up the **View/Edit Dispatch Logs** page. Here administrators/dispatchers can view all open logs that still need to be followed-up on.

View/Edit Dispatch Logs

Refresh 49

Limit To Recent

View Classic Logs

Add Log

No updates available.

Log No.	Admin	Created	Source	Category	Notes	Actions
127	justin.gendron.tomahawk	2024-10-16 16:55	Patrol Handheld	Escorts - SafeWalk	Escorted Student 123 to athletics building. 03:13 AM - 03:17 AM.	+ ✎ Assign
126	justin.gendron.tomahawk	2024-10-16 16:53	Alarm System	Alarm Response	Science building intrusion alarm.	+ ✎ Assign
125	justin.gendron.tomahawk	2024-10-16 16:52	Text2Dispatch	Suspicious Activity	Broken window at science building entrance.	+ ✎ Assign
124	justin.gendron.tomahawk	2024-10-16 16:49	Phone	Complaints	Complaint from residence. room 34 of loud music.	+ ✎ Assign
122	-	2024-10-16 15:50	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:mustafa123 MASH WV - 3 unpaid of 16	+ ✎ Assign
119	-	2024-10-15 17:57	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:Robin.tomahawk LUKEW1 ON - 5 unpaid of 5	+ ✎ Assign

Search Contacts

First Name

John

Last Name

Smith

Student/Employee #

12345

Incident/OPS #

Plate

PL8RDR

Search Contacts

Creating new Dispatch Log Record:

To create a new log record click the "Add Log" button in the top right of your screen:

View/Edit Dispatch Logs

Refresh 49

Limit To Recent

View Classic Logs

Add Log

No updates available.

Log No.	Admin	Created	Source	Category	Notes	Actions
127	justin.gendron.tomahawk	2024-10-16 16:55	Patrol Handheld	Escorts - SafeWalk	Escorted Student 123 to athletics building. 03:13 AM - 03:17 AM.	+ ✎ Assign
126	justin.gendron.tomahawk	2024-10-16 16:53	Alarm System	Alarm Response	Science building intrusion alarm.	+ ✎ Assign
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First Name

John

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Student/Employee #

12345

Incident/OPS #

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PL8RDR

Search Contacts

This will bring up the **Add New Log Record** screen:

Add New Log Record

×

Source

Patrol Handheld

Category

Alarm Response

H3

Paragraph

B

/

S

Save Log

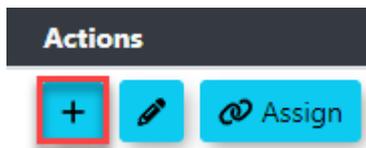
Save Log & Close

Cancel

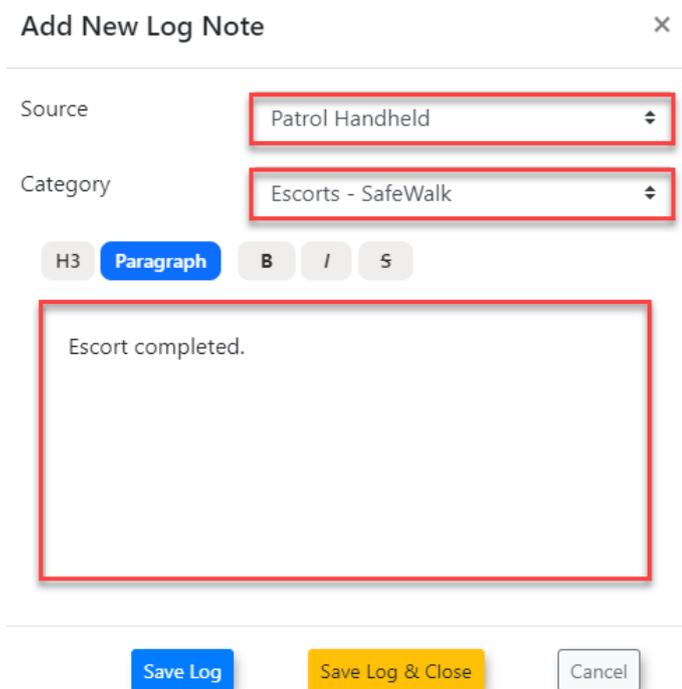
Select the appropriate **Source** and **Category** from the drop-down menus and type in any details that need to go with the log in the **Note section**. Depending on whether or not you want the dispatch log to be closed, click **Save Log** or **Save Log & Close**. If **Save Log** is clicked the information will be saved and the log will show at the top of the listing of Dispatch Log Records.

Adding Additional Log Notes:

If dispatchers want to add a separate log that is attached to the first log, click the blue plus icon under actions:



This will bring up an **Add New Log Note** screen where dispatchers can include the **Source** of the information, the **Category** and any notes that need to be included:

A screenshot of a 'Add New Log Note' form. The form has a title bar with 'Add New Log Note' and a close button (X). Below the title bar are two dropdown menus: 'Source' with 'Patrol Handheld' selected and 'Category' with 'Escorts - SafeWalk' selected. Below the dropdowns is a rich text editor with a toolbar containing 'H3', 'Paragraph', 'B', 'I', and 'S'. The text area contains the text 'Escort completed.'. At the bottom of the form are three buttons: 'Save Log' (blue), 'Save Log & Close' (yellow), and 'Cancel' (grey).

To save the log click the **Save Log** button. **OR** To save the log and to also close the log, if it is completed, click **Save Log & Close** button at the bottom:

Add New Log Note



Source

Category

H3 Paragraph B / S

Escort completed.

Save Log Save Log & Close Cancel

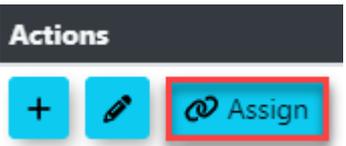
Viewing Additional Notes / Rolled-Up Alerts

The dispatcher can view all of the available log records associated with the dispatch log on the **View/Edit Dispatch Logs** page by clicking a log that has additional notes/alerts associated to it. This is indicated by a blue number (the number being how many notes are linked to the log in question):

125	2	justin.gendron.tomahawk	2024-10-16 16:52	Text2Dispatch	Suspicious Activity	Broken window at science building entrance.	+		Assign	
124		justin.gendron.tomahawk	2024-10-16 16:49	Phone	Complaints	Complaint from residence, room 34 of loud music.	+		Assign	
122			2024-10-16 15:50	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:mustafa123 MASH WV - 3 unpaid of 16	+		Assign	
119	4		2024-10-15 17:57	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:Robin.tomahawk LUKEW1 ON - 5 unpaid of 5	+		Assign	

Assigning a log to an incident report:

If dispatchers want to assign an admin user to act on the log or if they want to attach an incident report, select the **Assign** button under actions:



The **Assign an Incident Report** window will open. The dispatcher can either assign the log to **A new incident** or **An existing incident**:

Assign an Incident Report



Log Number 127

Assign Log to

A new incident

An existing incident

Search Incident Admins

george

IF **A new incident** is selected and assigned to an admin user a new incident will be created. IF **An existing incident** is selected a new Incident Number field will appear. The dispatcher can either search incidents already assigned to an admin user OR enter in an incident number:

Assign an Incident Report



Log Number 127

Assign Log to

A new incident

An existing incident

Search Incident Admins

Henry R

OR

Incident Number

24-0005

Search

When an assignment is made, the incident number will appear in the listing of Dispatch Log Records. This link can be selected to gain access to view/edit the incident report if the admin account viewing the dispatch page has permissions to view and/or edit incidents:

View/Edit Dispatch Logs

Refresh 46

Limit To Recent

Add Log

No updates available.

Log No.	Admin	Created	Source	Category	Notes	Actions
108	justin.gendron.tomahawk	2024-10-04 11:54	Radio Call	Alarm System Other	ddsadas	+ 24-0004

Close Dispatch Logs:

To close a log once it has been dealt with, click the red X icon under actions:



The **Confirm Closing Log** window will open with a **Confirm** button that can be clicked.

Confirm Closing Log



Please confirm that you wish to close the log record.



Search Contacts:

Depending on the width of the admin/dispatch users **View/Edit Dispatch Logs** page the **Search Contacts** area will either be located on the right side of the screen (for wide monitors/windows):

View/Edit Dispatch Logs Refresh 32 Limit To Recent View Classic Logs Add Log

No updates available.

Log No.	Admin	Created	Source	Category	Notes	Actions
127	justin.gendron.tomahawk	2024-10-16 16:55	Patrol Handheld	Escorts - SafeWalk	Escorted Student 123 to athletics building. 03:13 AM - 03:17 AM.	+ [edit] Assign [close]
126	justin.gendron.tomahawk	2024-10-16 16:53	Alarm System	Alarm Response	Science building intrusion alarm.	+ [edit] 24-0005 [Assign] [close]
125	justin.gendron.tomahawk	2024-10-16 16:52	Text2Dispatch	Suspicious Activity	Broken window at science building entrance.	+ [edit] Assign [close]
124	justin.gendron.tomahawk	2024-10-16 16:49	Phone	Complaints	Complaint from residence. room 34 of loud music.	+ [edit] Assign [close]
122	-	2024-10-16 15:50	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:mustafa123 MASH WV - 3 unpaid of 16	+ [edit] Assign [close]
119	-	2024-10-15 17:57	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:Robin.tomahawk LUKEW1 ON - 5 unpaid of 5	+ [edit] Assign [close]

Search Contacts

First Name

Last Name

Student/Employee #

Incident/OPS #

Plate

Search Contacts

OR along the bottom of the **View/Edit Dispatch Logs** page:

Quick Search Justin @ OPS-COM

View/Edit Dispatch Logs Refresh 16 Limit To Recent View Classic Logs Add Log

No updates available.

Log No.	Admin	Created	Source	Category	Notes	Actions
127	justin.gendron.tomahawk	2024-10-16 16:55	Patrol Handheld	Escorts - SafeWalk	Escorted Student 123 to athletics building. 03:13 AM - 03:17 AM.	+ [edit] Assign [close]
126	justin.gendron.tomahawk	2024-10-16 16:53	Alarm System	Alarm Response	Science building intrusion alarm.	+ [edit] 24-0005 [Assign] [close]
125	justin.gendron.tomahawk	2024-10-16 16:52	Text2Dispatch	Suspicious Activity	Broken window at science building entrance.	+ [edit] Assign [close]
124	justin.gendron.tomahawk	2024-10-16 16:49	Phone	Complaints	Complaint from residence. room 34 of loud music.	+ [edit] Assign [close]
122	-	2024-10-16 15:50	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:mustafa123 MASH WV - 3 unpaid of 16	+ [edit] Assign [close]
119	-	2024-10-15 17:57	System Alerts	Plate Alerts	PLATE ALARM: handheld_user:Robin.tomahawk LUKEW1 ON - 5 unpaid of 5	+ [edit] Assign [close]

First Name	Last Name	Student/Employee #	Incident/OPS #	Plate	Search Contacts
John	Smith	12345		PL8RDR	

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When Search Contacts Button is clicked the Search Contact History window will appear:

Search Contact History

First Name	<input type="text" value="Justin"/>
Last Name	<input type="text" value="Smith"/>
? Student/Employee #	<input type="text" value="113351212"/>
Incident/OPS #	<input type="text"/>
Licence plate	<input type="text"/>
<input type="button" value="Search Contacts"/>	

Name <i>Aliases</i>		Employee # Student #	Incidents	Violations
Justin G	  	2451		User: 0 of 2 unpaid
Justin Thomas	  	org 123	<input type="button" value="1 user"/>	User: 1 of 5 unpaid

Miscellaneous buttons:

Limit To Recent

Refresh: The dispatch page will automatically refresh every minute by default. The Refresh number indicates how long until the page will automatically refresh. Some actions will stop the page refresh from occurring such as adding notes or assigning an incident.

Limit To Recent: Limit Dispatch logs to recent logs only. Toggle this setting to view older dispatch logs in addition to recent ones.

View Classic Logs: This will redirect the admin/dispatcher to the old dispatch logs view, this is a temporary feature that exists until the old dispatch log view is completely removed.

Revision #9

Created 16 October 2024 15:47:37 by Justin Gendron

Updated 16 October 2024 17:21:20 by Justin Gendron