Active Dispatch Logs

> The Active Dispatch Logs feature allows administrators and dispatchers to record, track, and manage all incoming inquiries and automated system alerts. Its primary purpose is to provide a centralized dashboard of all open dispatch entries and seamlessly link them to actionable incident reports for further tracking. This article is intended for OperationsCommander (OPSCOM) administrators and dispatch personnel.

Setup and Configuration

The Active Dispatch Logs feature is a core component of the Incident module. While it requires no special setup to operate, users must have the appropriate incident and dispatch management permissions enabled on their administrative role to view, edit, or assign incidents to logs.

Using this Feature

The Active Dispatch Logs page serves as the primary workspace for dispatchers to view all open logs that require follow-up, add new records, and assign tasks to other administrators.

Accessing and Creating Logs

1. Hover over the **Incidents** icon, click **Dispatch**, and select **Active Dispatch Logs** to view all open entries.
2. Click the **Add Log** button in the top right of your screen to create a new record.

3. Select the appropriate **Source** and **Category** from the drop-down menus.
4. Type the necessary details into the **Note** section.
5. Click **Save Log** to keep the record open and active, or click **Save Log & Close** if the dispatch is already resolved.

> If a dispatcher clicks the incident number link within a log but receives an error, ensure their administrative role has the proper permissions configured to view and edit incidents.

Adding Additional Log Notes

1. Click the blue **plus** icon under the actions column of an existing log to add a separate, attached note.
2. Select the **Source** and **Category**, and enter the supplemental details.
3. Click **Save Log** to append the note, or click **Save Log & Close** to append the note and close the entire dispatch log.

Assigning a Log to an Incident Report

1. Click the **Assign** button under the actions column to attach the log to an incident or assign an admin user to act on it.
2. Select either **A new incident** or **An existing incident**.
3. Assign the log to an admin user. If you selected an existing incident, search for the incidents already assigned to an admin user or manually enter the incident number.

Closing Dispatch Logs

1. Click the red **X** icon under the actions column when a log has been fully dealt with.
2. Click the **Confirm** button in the pop-up window to remove it from the active list.

Searching Contacts

1. Click the **Search Contacts** button to open the **Search Contact History** window. Depending on the width of your monitor, this button will be located either on the right side of the screen or along the bottom of the page.

Visual Cues and Status Indicators

- **Blue Number Icon:** Indicates how many additional notes or rolled-up alerts are linked to the dispatch log. Click the log to view all associated records.
- **Incident Number Link:** Once an assignment is made, the incident number appears in the listing of Dispatch Log Records. Click this link to directly view or edit the incident report.

Available Actions and Buttons

- **Refresh:** Displays a countdown indicating how long until the page automatically refreshes (the default is one minute). Actions such as adding notes or assigning an incident will temporarily pause the page refresh.
- **Limit To Recent:** Toggle this setting to view older dispatch logs in addition to recent ones.
- **View Classic Logs:** Click this button to redirect to the legacy dispatch logs view.

Best Practices and Considerations

- **Keep the dashboard clear: Always close dispatch logs once they are resolved** using the red **X** icon or the **Save Log & Close** button. This ensures your active dispatch view remains uncluttered and focused on actionable items.
- **Leverage external integrations: Organizations should take advantage of API integrations where possible.** Systems such as Cisco Prime or ITS-NetworkingAlerts can be configured to push an incident number alongside an alert, automatically creating a dispatch log with the associated incident already attached.

Revision #11
Created 16 October 2024 15:47:37
Updated 6 November 2026 09:47:16