Agency

Agencies are organized by Agency Types, such as fire, police...etc. The Agency Type is used as a search parameter and a call recipient type for Action Plans. Agency Types are set up in the Agency Types window (see below).

Agencies are assigned to sites in the Site Detail window. If a permit is required for the Agency, it is entered in the site detail. Permits can be searched in the Permit Lookup window (Data > Site/Device > Permit Reference).

Agency Instructions can be applied two ways. In the Agency window, specific instructions for the agency are entered. In the Agency Instructions window (Setup > Agency Setup > Agency Instructions), common instructions are entered and can be applied with the lookup in the agency window. Agencies can be assigned both types of instructions. Both are displayed for the operator during a call. Common Agency Instructions can require acknowledgment and will appear in a modal window when the Dial button is pressed with an option to continue or cancel. With acknowledgment required, Common Instructions can inform to not place a call to the agency at a specific time/situation before the call is placed. Agency Instructions allow for Rich-text.

City, State, Zips can be applied to Agencies. When assigning agencies to Sites, the Agency Quick Entry lists agencies matching the Zip Code of the Site for selection.

If required, the agency can be assigned an Action Plan Rule based on either Service Type or dispatch type. This action plan will be overridden according to the action plan hierarchy. Action Plans assigned to the Agency can be set with effective and expire dates.

During dispatch, any agency can be dialed using the Manual Dial tab and using the agency search.

Agency Instructions

Agency Instructions are common instructions that can apply to multiple agencies. These instructions are entered in Agency set up, and displayed when placing a call to the agency during dispatch. The instruction can be marked as 'Ack Required' to make the Instruction pop up in a modal window before the call is made with options to proceed with the call, or cancel.

Permit Status

Permit Statuses are used by permit rules to assign a Status when a number of Alarms/False Alarms have been received.

Permit Rule

Permit Rule supplies information on the permit assigned to Site Agencies, such as '2 dispatch per month' and rules to apply a status based on the number of Alarms/False Alarms received.