

Product overview

HxGN OnCall Dispatch from Hexagon's Safety & Infrastructure division is the evolution of the industry's leading public safety computer-aided dispatch (CAD) software. Delivered on-premises or in the cloud and accessed via browsers and apps, it delivers superior incident management capabilities in the PSAP, emergency control room, station, unit, or anywhere responders need to go. With it, emergency services and dispatch centers can improve performance, deliver better return on their IT investments, and provide more responsive service to the public.

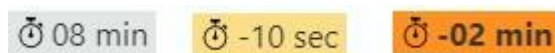
OnCall Dispatch adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems and is easier to administer and maintain. It reduces call-taker and dispatcher burdens, while increasing situational awareness and coordination between users and teams. It also supports public trust and legitimacy by improving organizational efficiency and performance, reducing costs, and generating the robust operational data needed for oversight, governance, and engagement.

Version overview

This release focuses on quality improvements driven by customer and internal feedback. It also continues the buildout of the OnCall Dispatch suite with important new functionality, including status timers, special addresses, improved support for multi-agency workflows, and new HxGN OnCall Dispatch | Administrator tools.

Timers

OnCall Dispatch now supports the display of preconfigured alert timers on the Event Panel and Event Board. Timers display in minutes until the timer reaches one minute, after which the timer displays in seconds. Expired timers display a negative value and are highlighted in tan for 30 seconds, after which the timer is highlighted in orange.

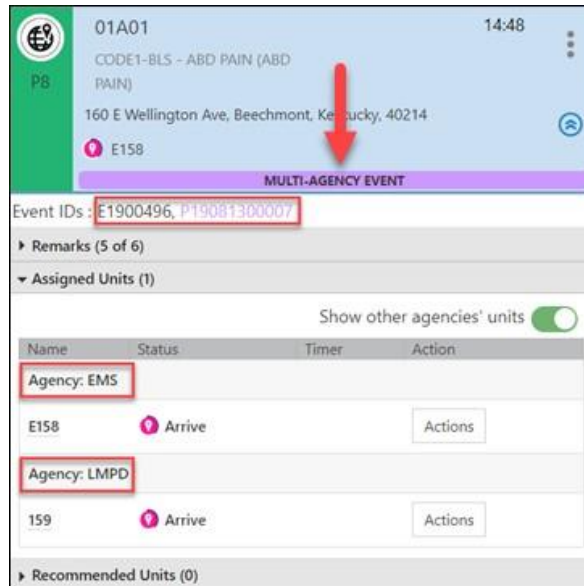


Status timers display in seconds until the timer reaches 60 seconds, after which the timer displays in minutes.

Clearer identification of multi-agency events

OnCall Dispatch supports events that span different agencies in an automated and clear way, saving dispatchers' time and ensuring correct response. This release includes new emphasis on the OnCall Dispatch user interface to make multi-agency events easier to see and manage.

- Multi-agency events now display a color-coded label on the Event Board.



- Customers can now add a column to Event Board tabs to display open multi-agency events.
- The New Event Panel features a similar color-coded banner for multi-agency events.
- Event Search results now indicate multi-agency events with a purple marker and toggle that combines related multi-agency events into a single result.

Selected Search Results: Roll-up Multi-Agency Events

	Type	Location ...	Event I D ...	A...	P...	Agencies ...	Date And Time
	TERRORIST...	3590 Bards...	E20190000...	★	0	EMS, JTN, L...	09/20/19 3:10:22 PM
	OFC IN TR...	2896 Cann...	103080073...	★	0	JTN, LMPD, ...	09/20/19 3:22:48 PM

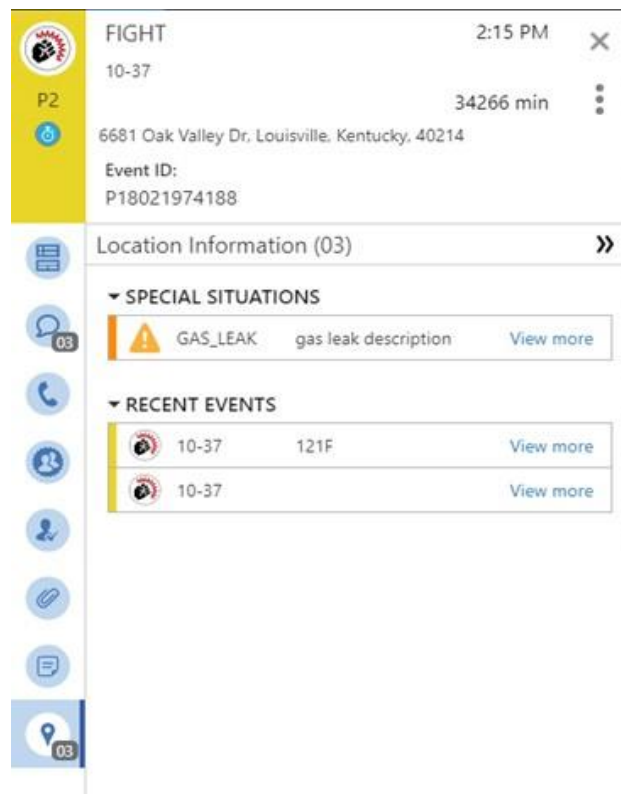
Event panel

The June 2019 OnCall Dispatch release delivered a new Event Panel based on extensive customer feedback and usability testing. It is an important part of the overall strategy to efficiently organize and present information to the dispatcher and call-taker without overloading them with less critical data.

The September 2019 release adds several new items, including support for easy access to special situations and recent events on a new location tab. The Event Panel always shows the most critical information, such as priority, event type, address, but other important information is quickly available without needing to search through menus for a specific command.

Enhancements include:

- Inclusion of case numbers in the header
- Capability for users to delete attachments from the Attachments tab on the New Event Panel
- New Location Information tab shows special situations and recent events



Event search wildcard support

Searching for events is a very common task in the communication center. Wildcards save time by making it easier to find an event by suggesting matches for partial information.

OnCall Dispatch | Administrator

Easier special address management

OnCall Dispatch now supports interactive creation and editing of special addresses in OnCall Dispatch | Administrator. Previously, users could only set up special addresses via a bulk load mechanism.

Enterprise authentication

OnCall Dispatch now enables enterprise authentication within the product by supporting third-party credential systems, such as Microsoft's Azure Active Directory or Active Directory Federated Services (ADFS).

Agency-specific configurations

Multi-agency customers always have variations in the way each individual agency operates. OnCall Dispatch now supports these variations with independent configurations for each agency and role within the system. Previously, all agencies used a single configuration in OnCall Dispatch.

For more information, see the [release notes](#).

Licensing & distribution

The following products in the OnCall Dispatch suite require a Reprise license:

- HxGN OnCall Dispatch | Essentials
- HxGN OnCall Dispatch | Advantage
- HxGN OnCall Dispatch | Viewer
- HxGN OnCall Dispatch | Dashboard
- HxGN OnCall Dispatch | Call-Taker
- HxGN OnCall Dispatch | Tracker
- HxGN OnCall Dispatch | Backup
- HxGN OnCall Dispatch | RestAPI
- HxGN OnCall Dispatch | Mobile Responder

Additional information & resources

More information is available on the OnCall Dispatch webpages on the [external site](#) and [support site](#).