



Release Summary

HxGN OnCall® Dispatch
May 4, 2020 (Cloud)

Product overview

HxGN OnCall® Dispatch from Hexagon's Safety & Infrastructure division represents the evolution of the industry's leading public safety computer-aided dispatch (CAD) software. Available on-premises or as a SaaS managed service offering in the cloud, it's accessible via browsers and apps.

The suite delivers superior incident management capabilities in the PSAP, emergency control room, station, unit, and/or anywhere responders need to go. With it, emergency services and dispatch centers can improve performance, deliver a better return on their IT investments, and provide more responsive service to the public.

OnCall Dispatch adapts to rapidly changing demands and technologies faster than legacy CAD systems and in a more cost-effective way. In addition to being easier to administer and maintain, it reduces call-taker and dispatcher burdens, while also increasing situational awareness and coordination between users and teams. Finally, it supports public trust and legitimacy by:

- Improving organizational efficiency and performance
- Reducing costs
- Generating the robust operational data needed for oversight, governance, and engagement

Version overview

This cloud release delivers critical customer updates to the 2003 release and corrects several reported problems. The updates:

- Fixed multiple timer system issues
- Made possible the transfers of custom data fields from the agency event and common event tables to calls for service (CFS) in a records management system (RMS)
- Corrected the event chronology dialog that was not opening from tear-off event panel context menu
- Corrected the custom feeds that caused stack overflow and affected the HxGN OnCall website
- Enabled support for adding custom fields in supplemental information
- Set SQL query parameters to increase security

Full details are available in the "[Issues Resolved](#)" document on the Hexagon support site.

Licensing & distribution

For more information, visit [Licensing Resources](#).

Additional information & resources

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