



# Release Summary

HxGN OnCall® Dispatch  
Q3 2020 (On-premises release)

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## Product overview

The HxGN OnCall® Dispatch suite is the evolution of the industry's leading public safety computer-aided dispatch (CAD) software. Delivered on-premises or in the cloud, it is available via browsers and apps. It delivers superior incident management capabilities in the PSAP, emergency control room, station, unit, and 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.

HxGN OnCall Dispatch adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems and it 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 on-premises release of HxGN OnCall Dispatch delivers significant new functionality across the product suite. Major themes include:

- New operational reports delivered within HxGN OnCall Dispatch | Viewer, Essentials, and Advantage
- Important new features in HxGN OnCall Dispatch | Mobile Responder and HxGN OnCall Dispatch | Mobile Unit
- New capabilities in HxGN OnCall Dispatch | Call-Taker extend support for NextGen 9-1-1 / 112 workflows
- Usability improvements to existing solutions based on customer feedback
- A build-out of core dispatch functionality against APCO's standard dispatch requirements
- Administration improvements

Note: New licenses are required for this release.

**These releases pertain to the on-premises version only. The Azure version release will be announced separately when available.**

# HxGN OnCall Dispatch release details

## HxGN OnCall Dispatch field mobility solutions

### HxGN OnCall Dispatch | Mobile Unit

As part of our HxGN OnCall Dispatch suite, Mobile Unit can be configured and administered utilizing the same tools available in our OnCall Dispatch solutions. This removes many of the overheads and challenges of deploying and maintaining applications on large numbers of mobile devices.

Mobile Unit carries the functionality needed from OnCall Dispatch to a mobile environment in support of key in-vehicle workflows, including optimization for smaller form factors.

As we continue to build out functionality, the following is available in the September release:

- Map tile caching capability to allow for offline use of the map and reduction of network traffic.
- Map tile seeding provides base layer pre-loaded map tiles, the following layer types are supported: TMS, WMTS, Mapbox, MapQuest
- Support for adding attachments to broadcasts
- Offline support to include a new PrecacheDialogs parameter to allow use of dialog boxes
- Data restoration that re-establishes lost network connectivity and restores unit and event data to the latest version

For information on all the functionality delivered in this release, see the release notes.

### HxGN OnCall Dispatch | Mobile Responder

The following are highlights of the September release:

- Informer query capability for the following is now available:
  - Person, vehicle, gun, article and boat
- Traditional messaging functionality is now available:
  - Send messages to other OnCall users
  - Ability to send images as attachments to messages
- Unit properties functionality has been enhanced to include updating/viewing the following:
  - Devices, vehicles, special contact, equipment and transfer and unit history
- The ability to view active broadcast information and create a broadcast is now available
- Filtering is now available:
  - Unit board – agency and dispatch group filters
  - Event board – agency, dispatch group, event type, priority, and status filters

For information on all the functionality delivered in this release, see the release notes.

## HxGN OnCall Dispatch | Call-Taker

Updates to Call-Taker include:

- Ability to add remarks, attachments, and supp info prior to event creation
- Receive caller location updates from external systems, such as RapidSOS, and request further updates, including caller location history
- Stacked events timers for maximum stacked events and time user has stacked events in queue
- Timer for a partial event is entered in the Call-Taker create event dialog
- Creating a scheduled event in Call-Taker
- Creating a closed event in Call-Taker
- Adding multiple callers to an event (with the multiple callers being reflected in the event panel)

## HxGN OnCall Dispatch core products

Some important enhancements are listed below. For a full list, see the release notes on the [Hexagon Safety & Infrastructure support website](#).

### New standard features for operational reporting

Twelve (12) standard tabular-style reports are now available in all three HxGN OnCall Dispatch applications: Viewer, Essentials, and Advantage. These reports can be accessed from a SQL Server Reporting Services (SSRS) portal. Users can also generate their own report using SSRS Report Builder.

Licensed users can run the following reports as part of this new feature set:

- Demand analysis
- Event detail
- Event register
- Event register comments
- Event register supplemental
- Event register unit
- Event remarks
- Officer history
- Unit history
- Top event locations
- Top event locations by cross-agency
- Top event locations by priority

### General HxGN OnCall Dispatch improvements

Based on user feedback, new features and improvements to existing tools include:

- Increased routing flexibility allows routing by foot or vehicle mode and allows users to configure route restrictions by vehicle type (provider dependent)
- Custom feeds now accommodate text keywords as a filter for information in a feed

- Enhanced keyboard navigation supports chaining commands together and multiple command lines
- Location entry allows users to provide additional information about the location
- Clicking on a map with the What's This tool displays the address, longitude/latitude coordinates, and related addresses
- Users have the option to show which event a unit is assigned to when clicking on a unit on the unit board (This would previously bring up unit properties)
- Unit board now displays event type and sub-type for unit
- Users can cancel an event when there are unit(s) assigned
- User changes to the event panel are stored from session to session

### **Usability for busy centers**

- An alternative event board design displays more rows of information on a single screen
- Event notifications can be filtered to the items displayed on the primary event board
- Ability to quickly return to recently viewed incidents with the new recent incidents list
- Ability to quickly find important items in event chronology with new filter tool
- Ability to filter information on the event board using the map window extents or a user-defined polygon

### **APCO requirements build-out**

This release addresses dispatch requirements from the APCO dispatch requirements standard (APCO ANS 1.110.1-2015 Multi-Functional Multi-Discipline Computer Aided Dispatch (CAD) Minimum Functional Requirements). More than 40 new items are now supported, including:

- Event creation with bearing and range location
- Change operator support, enabling quick user replacement and logon without the need to exit
- Time saved from a multiplication factor for each disposition when multiple instances of the same disposition apply
- Adhoc LOI, which retrieves information about a location and adjacent area as an ad-hoc query
- Scheduled messages, which creates messages retained in the system and sent at prespecified times
- Search distance criteria support for different types of incident situations and hazards

### **Administration / implementation improvements**

Ease of system administration and implementation are core tenets of the HxGN OnCall portfolio. New capabilities and improvements in this release include:

- Support for logging all administrator operations
- Single sign-on with Windows Active Directory (previously supported on Azure AD only)
- User credentials from Active Directory are now updated automatically in OnCall so administrators do not have to manage the data in two places
- Ability to optionally restrict users from seeing sensitive event information with the Secure Access command
- Improved support for the General Data Protection Regulation (GDPR) with increased transaction logging

- Additional flexibility in data access workflows to support larger sites with many changes to coverage rules for agency/Dgroups
- Extension points to HxGN OnCall Dispatch | Administrator to enable internal and regional applications to add to the product, including custom tabs, integrated help, and common styling

## Option packs & interfaces

### HxGN OnCall Dispatch | Advanced Mapping

- Person-level tracking (PLT) now supports a configurable halo for automatically identifying personnel as outside a vehicle

### Hexagon OnCall Dispatch | Tracker

- Display custom AVL data, such as an indication if a vehicle is stopped, in motion or speed, height, etc.
- Follow a unit with automatic map pan and GPS accuracy circle

### Hexagon OnCall Dispatch | Notifications

- Product now supports Emergency Service Zone (ESZ) paging

## Licensing & distribution

All products in the HxGN OnCall Dispatch suite require a Reprise license, which is based on the number of concurrent users. Premium maintenance is available.

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

## Additional information & resources

Collateral is available on the [external](#) and [support](#) websites.