

The Intelligent Dispatch System (IDS) manages the coordination of your mobile workforce (field personnel) to effectively respond to service requests received from customers. Dispatch activities can be prioritized and managed by a central dispatcher or by field personnel. IDS facilitates dispatchers, call center staff and field personnel to track, manage and respond to “**Requests for Assistance**” (RFA) from the public.

IDS provides the ability to record and track all response activities as well as office activities such as, breaks, meetings and manage enforcement initiated in the field by enforcement personnel.

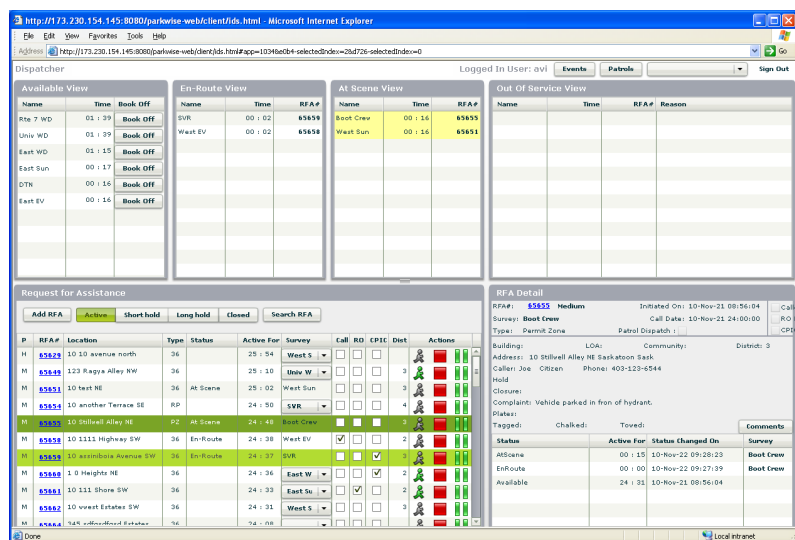
Are your dispatchers too busy recording the movement, status, and details of a request from customer calls and field personnel? The **IDS – Patrol Module** allows field personnel to directly update their assigned service requests without having to constantly await confirmations from the centralized dispatcher.

## IDA COMPONENTS

IDS consists of RFA Lifecycle Management, Patrol Management and Mobile Patrol component.

**RFA Lifecycle Management** facilitates the recording and managing of requests from the public. This includes entry of request data, dispatch of enforcement officers, tracking of work activities and finally recording closure of the request as complete.

**Patrol Management** records and manages your mobile workforce including scheduling, work planning and training management. It also tracks personnel as they book on to their shift, the requests they service, and maintains administrative activities like vehicle maintenance and meetings.



**Mobile Patrol Module** puts access to dispatch information in the hands of your enforcement personnel in the field. They can easily view, prioritize and update, their “work list”. This makes communication with dispatch highly efficient and tracks activities on a more timely basis.

A highly configurable system, IDS maintains the information relevant to your dispatch operations and mobile workforce including Daily Events, Patrol Officers; Patrol Vehicles, Letters of Authorization, Survey Schedules, Special Patrol Schedules and Requests for Assistance.

The key benefit of having all of this information in a centralized web accessible database allows your staff to provide consistent and timely response to calls and questions from the public. It also provides a consistent and efficient process model for taking and dealing with calls from the public.

## WHAT CAN IDS DO FOR YOU?

IDS is designed to make your operation cost efficient and to increase productivity by automating your teams activities:

### Dispatcher can:

- Track status of patrol officers.
- View Patrol or RFA history for the day.
- Track the status of calls received.
- Assign patrol officers to handle RFAs.

### Call Center Staff can:

- Create RFAs based on customer requests.
- View / update RFAs as work is completed.
- Search RFA's to respond to queries.
- Contact customers to provide updates.

### Mobile Workers can:

- View assigned work list.
- Create new requests in the field.
- Update work as it is completed.
- Record other patrol activities.
- Receive updates and information

### Administrators can:

- Maintain configurable codes for key fields.
- Manage user accounts and roles for users;
- Manage operational information such as regiments, vehicles and schedule.
- Setup alarms and notifications.,

## A FLEXIBLE BUSINESS REPORTING

In addition to basic operational reports such as RFA Detail and Application Statistics, IDS also includes a Reporting module that provides full access to all your dispatch information through pre-configured reports. This enables you to access all of your operational data in a timely manner for decisionmaking or to measure the performance of your dispatch processes.

With this data at your fingertips, key performance and operational metrics are available to management to make informed decisions. The application monitors a wealth of dispatch data including:

- Response time, from call initiation to officer dispatch to call resolution;
- Request / call statistics including call types, geography and volumes;
- All activities by survey or by geography within the municipality;
- Patrol office on-duty activities, similar manner to timesheet tracking.

The screenshot shows a web-based interface for an RFA (Request for Assistance) with ID 65655. Key fields include:
 

- Priority:** Medium
- Initial DateTime:** 10-Nov-21 08:56:04
- Call Date:** 10-Nov-21 24:00
- Call Type:** Permit Zone
- Survey:** Boot Crew
- Building Name:** Stillwell
- Street Name:** Alley
- Street Type:** Alley
- Quadrant:** NE
- District:** Beat 3
- Last Name:** Citizen
- First Name:** Joe
- Phone:** 4031236544
- Complaint:** Vehicle parked in front of hydrant.
- Comments:** Sent 10-Nov-22 09:46 AM. Sending officer for Checkup.
- Tags Issued:** 0
- Vehicle Chalked:** 0
- Vehicles Towed:** 0

 The interface includes buttons for 'Save', 'Cancel', and 'History' at the bottom.

## ABOUT PARKWISE SOLUTIONS

Intelligent Dispatch System is a product developed and distributed by ParkWise Solutions Inc. ParkWise Solutions Inc., established in 2009, is dedicated to the design, development and distribution of innovative technology solutions to the parking industry.

For more information or to schedule a demonstration please contact [info@parkwisesolutions.com](mailto:info@parkwisesolutions.com).