Mobi-Dispatch

Introducing, Mobi-Dispatch, the all in one Messaging, AVL and Dispatch System.

The ideal solution for any radio dispatch system

Designed to operate with Kenwood TK-7180/8180 Fleetsync radios

Main Features

- **Short and Long Messages (with KDS100)**
- **Status message tables showing remote unit status at a glance**
- **Automatic Vehicle Location (GPS Positioning)**
  - **Control autopoll in remote units by placing units on and off duty in Mobi-Dispatch**
- **Voice Free Dispatching**
  - **Create new calls and place in database queue ordered by date and time**
  - **Dispatch units based on proximity to pickup point or based on First in First Out (FiFo) rules**
  - **Dispatched calls are visible to operator**
  - **Protocol based confirmation that remote unit has received the dispatch message**
    - **Calls not confirmed are flagged back to operator**
  - **'Picked Up' indicator controlled by Status message from remote unit**
  - **Calls when completed can be cleared by Status message from remote unit or manually by operator**
    - **When a call is cleared the remote unit is placed back in dispatch rotation**
  - **Comprehensive archives of all Messaging, AVL and Dispatch data**
    - **View and print from data with the archive viewer tool.**

Fleetsync™ Kenwood Communications

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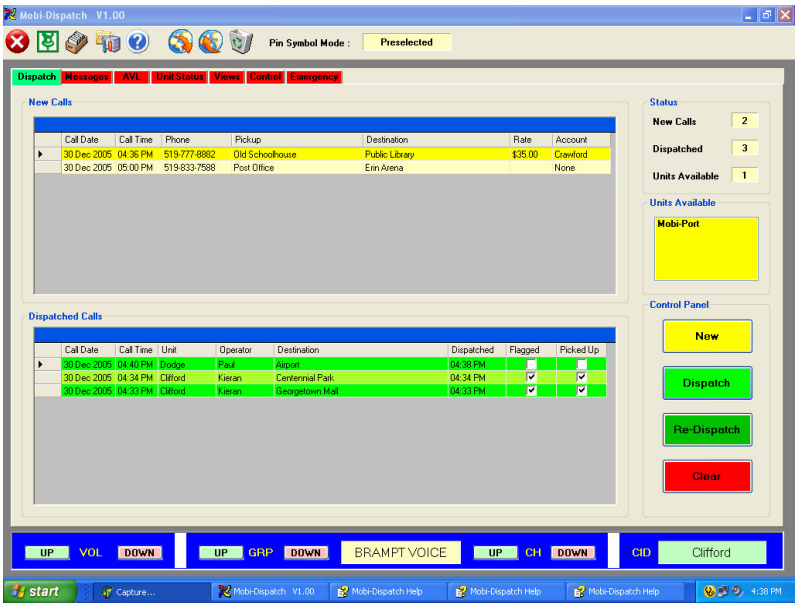
Dispatch System Overview



The basic process flow for Mobi-Dispatch is :

- NEW CALL is created when a customer calls requesting a pickup and delivery.
  - The NEW CALL is entered into the New Call TABLE.
    - EDIT the New Call if required by double clicking on the ROW of the New Call TABLE.
- DISPATCH the call by clicking on the ROW of the New Call Table and clicking the Dispatch button.
  - The Call is entered into the Dispatched Calls TABLE automatically once it is received by the remote unit, and then deleted from the New Calls table.
    - EDIT the Dispatched Call if required by double clicking on the ROW of the Dispatched Calls TABLE.
    - RE-DISPATCH the call if necessary.
    - CANCEL call if necessary.
- CLEAR the call when completed and the details are entered into the ARCHIVE Database.

FiFo (First in First out) is an option in the Setup Screen of Mobi-Dispatch. When selected, a unit that is CLEARED from a call is placed at the bottom of the list of available units. If this option is not selected then the units are alphabetically sorted.

STATUS - shows the current status of the call count and units available

Automatic functions from remote units:

Picked Up - Status Message 71 from the remote unit will change the Picked Up indicator in the Dispatched Calls TABLE.
Clear - Status Message 72 from the remote unit will CLEAR the call automatically.

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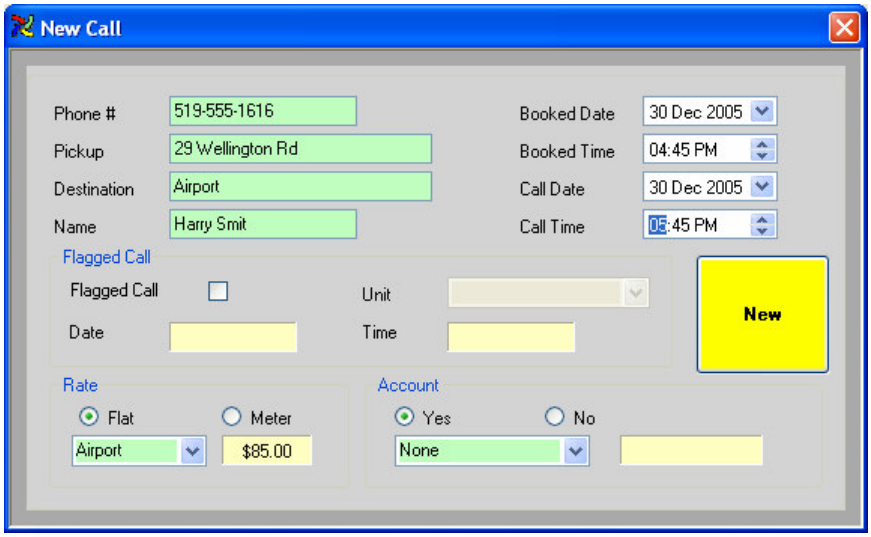
New Call



Description

Mandatory fields are :

Phone #, **Pickup, Destination**

Failure to enter these will result in a warning message

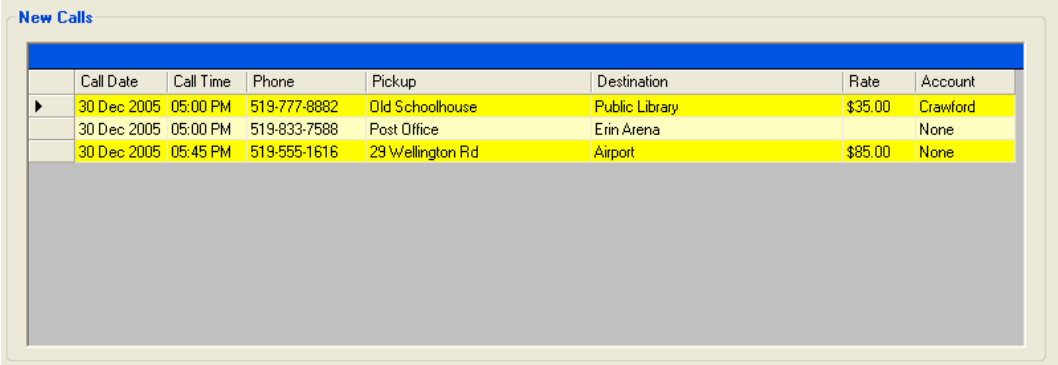
Options:

Flagged Call - If the call is the result of a Flag then check Flagged Calls and the name of the remote units must be selected.

Flat/Meter - These options indicate if the call is to be billed on a flat rate basis or measured by the meter.

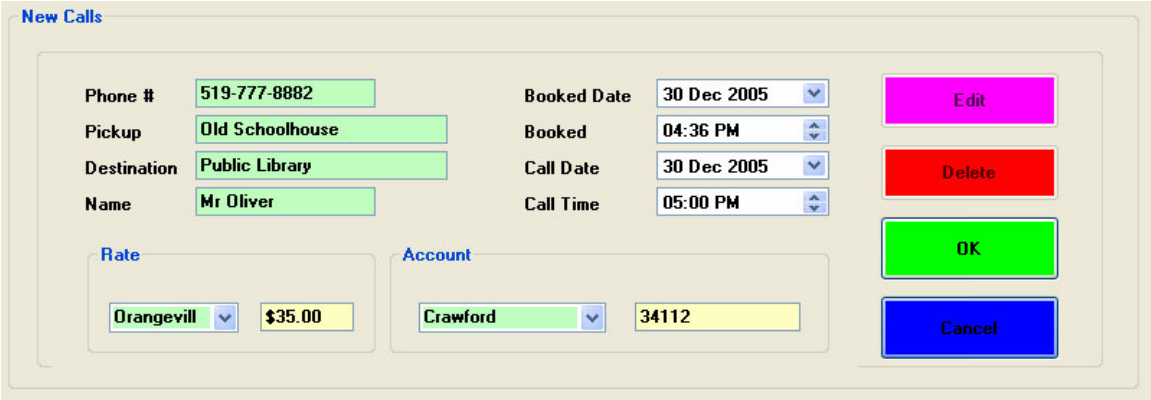
Account - If the call is to be placed on a customer account then this option should be chosen and the customer account selected.

New Calls Table



Single Click - the left hand column of the row to be selected to DISPATCH.
Double Click - the left hand column of the row to be EDITED.

Edit New Calls Table



Edit - Removes read only from data fields and allows user to edit data.
Delete - Deletes record from New Calls TABLE.
OK - Saves changes and returns to the New Calls TABLE.
Cancel - Cancels EDIT operation and returns to the New Calls TABLE.

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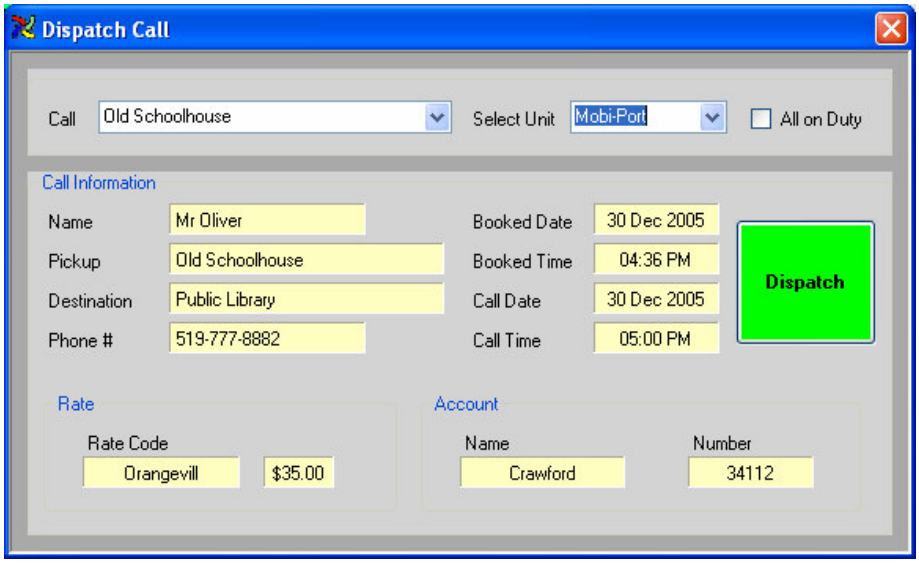
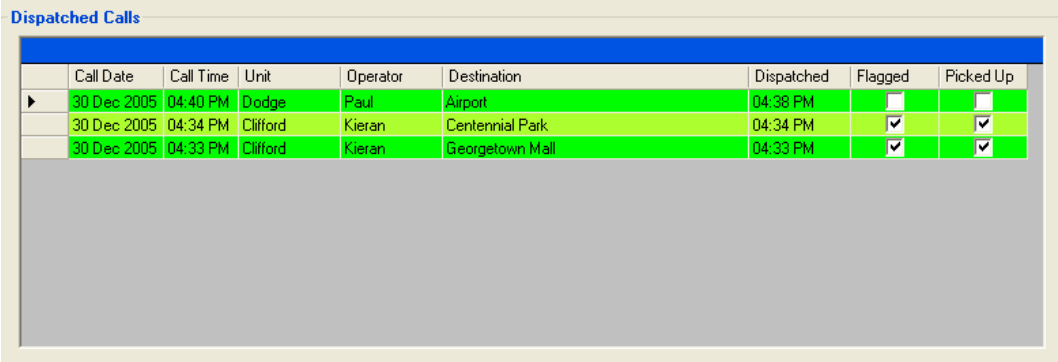
Dispatch Call



Select Unit - Dispatcher must select a unit to send the call to.
All on Duty - Allows the dispatcher to send the call to a Unit currently dispatched.

When the call is dispatched the call details are sent to the remote unit. Information contained in the message is selected by pre-determined configurations as selected by Message Type on the Administration TAB of the Setup Screens. (Please see the Help on the Setup Screen for further information)

Dispatched Calls Table



Single Click - the left hand column of the row to be selected to CLEAR.
Double Click - the left hand column of the row to be EDITED.

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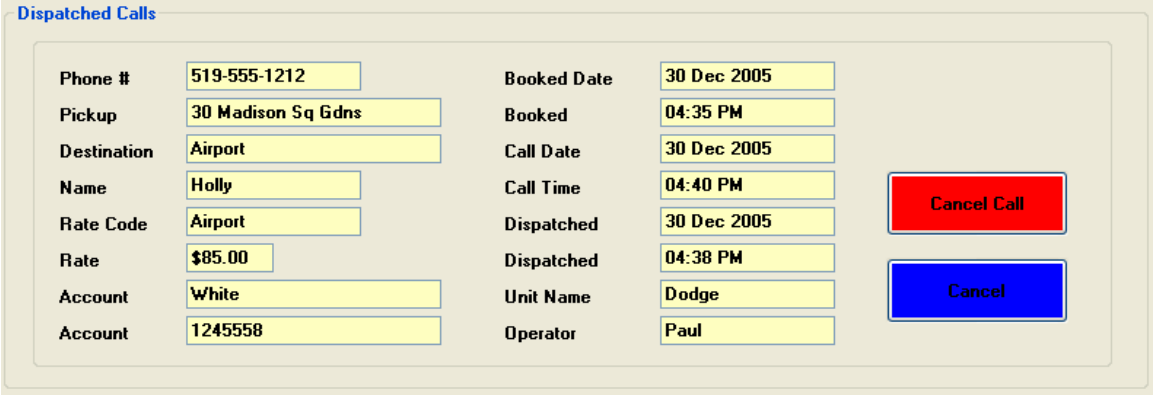
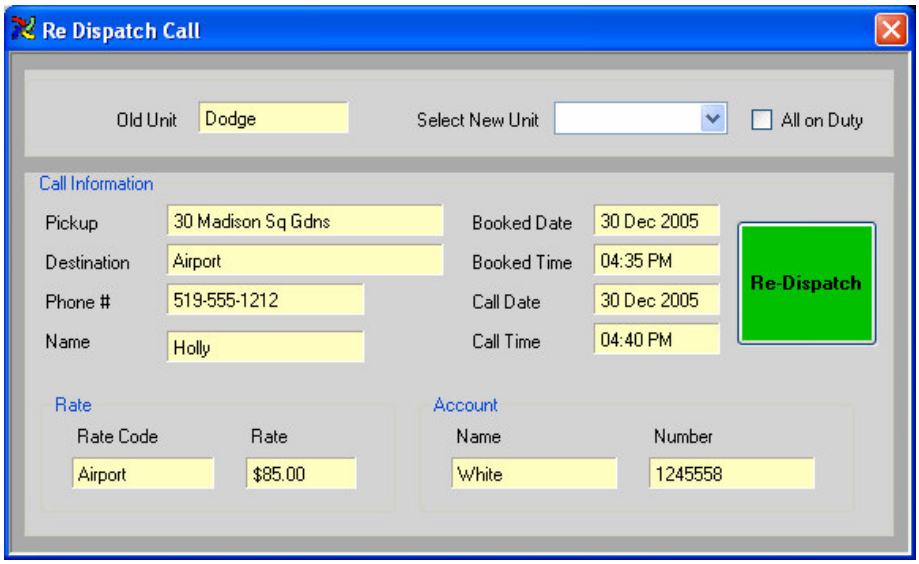
Edit Dispatched Call/Cancel Call



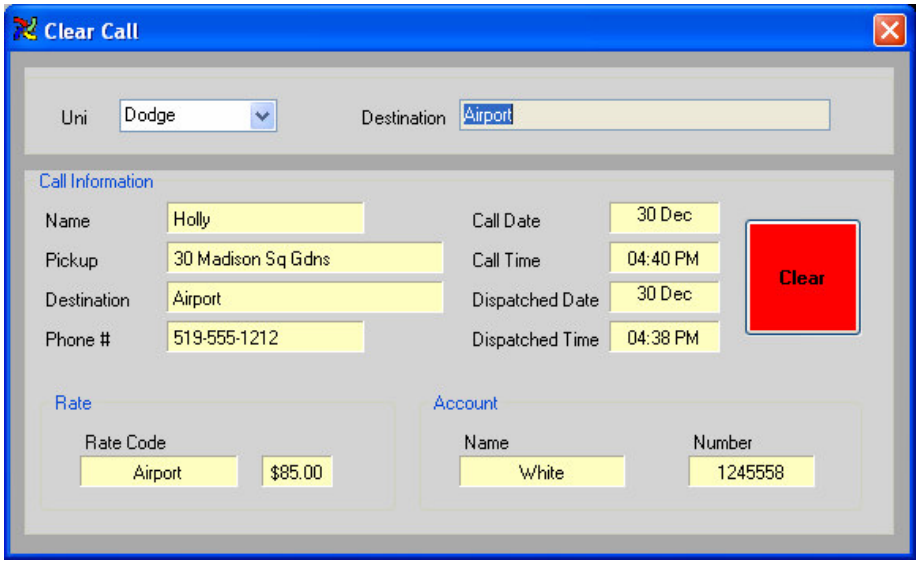
Cancel Call - Sends a Call Cancellation to the Dispatched Unit and clears the call from the Dispatched TABLE. The call information is entered into the ARCHIVE database.
Cancel - Cancels Edit operation and returns to the Dispatched Calls TABLE.

Re-Dispatch Call



Select New Unit - Selects a new unit to dispatch call to.
All on Duty - Allows the dispatcher to send the call to a Unit currently dispatched.

Clear Call



Clears the call, removes it from the Dispatched Calls TABLE and enters the data into the ARCHIVE database.

Status

New Calls - shows number of records in New Calls table waiting to be dispatched.
Dispatched - shows total number of calls currently dispatched waiting to be completed and cleared
Units Available - shows number of units which are on duty and not currently handling a Dispatched call. Units in the process of a Flagged Call remain in the list and are deemed to be available.

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Data Table Contents

New Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number

Dispatched Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number
Unit	Unit Call Dispatched to
Operator	Operator of Remote Unit
Dispatched Date	Date Call Dispatched to Remote Unit
Dispatched Time	Time Call Dispatched to Remote Unit
Flagged	Indicates if the Call was a Result of Flag
In Progress	Indicates if the Remote Unit Operator has Picked Up

Archived Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number
Unit	Unit Call Dispatched to
Operator	Operator of Remote Unit
Dispatched Date	Date Call Dispatched to Remote Unit
Dispatched Time	Time Call Dispatched to Remote Unit
Flagged	Indicates if the Call was a Result of Flag
In Progress	Indicates if the Remote Unit Operator has Picked Up
Cleared Date	Date Call Completed
Cleared Time	Time Call Completed