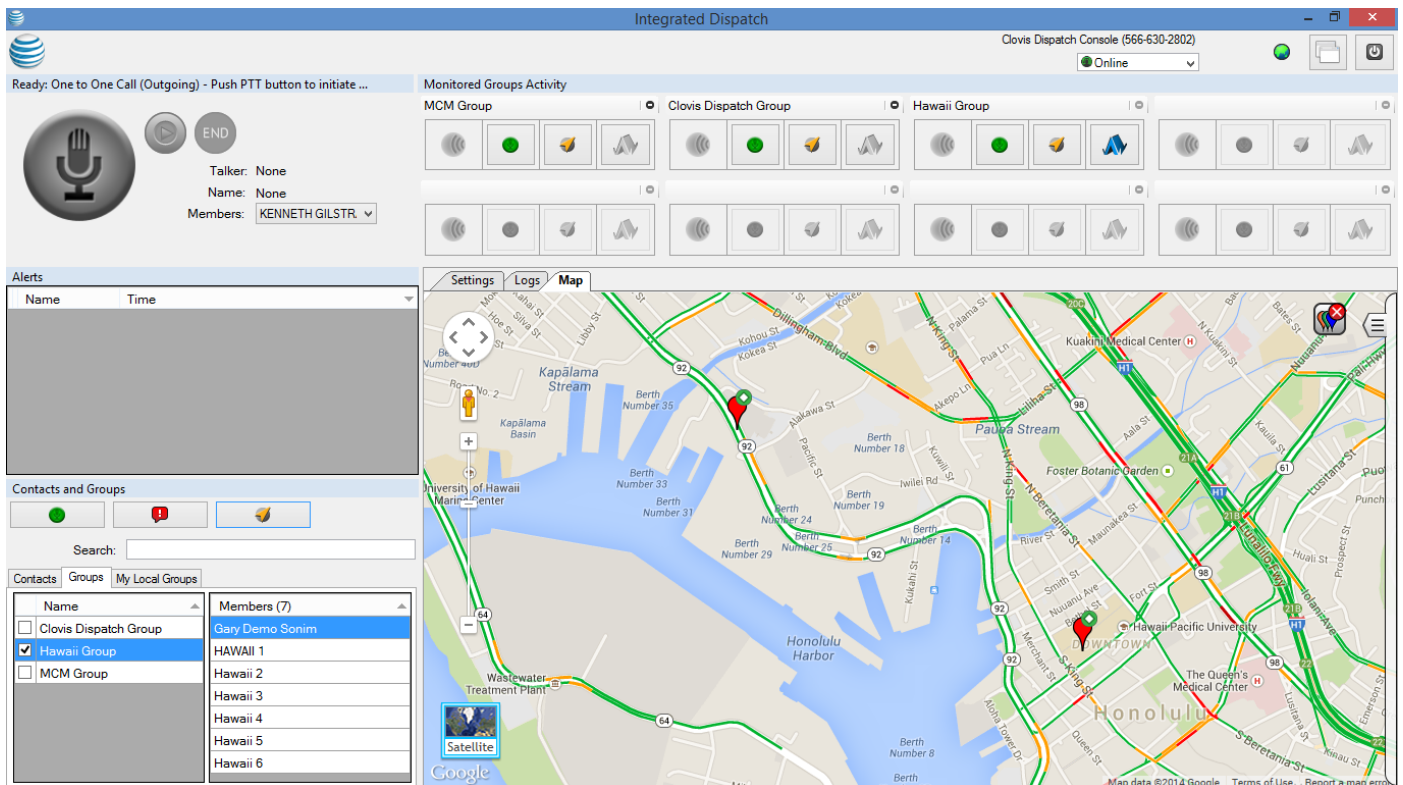# Manage Dispatched Operations

Integrated Dispatch Console

Dispatcher PTT Calling

The Dispatch Console allows a dispatcher to make PTT calls to workers on the road or in the field directly from a Windows PC equipped with a microphone and a speaker. To make a PTT call to someone, the dispatcher just needs to click on a PTT user's marker on the integrated map. To call multiple people, the dispatcher can simply select multiple markers to start a quick-group (ad hoc) call. PTT users in the field can listen to and monitor talk group calls from the dispatcher and initiate a direct one-to-one call to the dispatcher if allowed by the administrator. Additionally, the Dispatch Console is manageable via the Centralized Admin Tool so you can include it in multiple talk groups, assign associated PTT users, and set the dispatcher to have Supervisor Override (Talker Priority) conveniently and easily.

Locate Workers Based on GPS Mapping

See your workers' locations on the integrated map within the KG Comm Dispatch Console. Each of your PTT users in the field with a GPS-supported device is displayed on the map with as a marker. The map provides a convenient way for you to search workers, initiate PTT calls to a single or a set of selected workers, send alerts, determine the availability status of workers, or even control who displays on the map.

Talk Group Monitoring

The KG Comm Dispatch Console from Island Wireless provides a dedicated panel for group monitoring allowing you to view the activity status of a monitored group, start a group call, join an on-going group call, or locate group members on a map.

Dispatcher Priority for On-going PTT Calls

Dispatchers can be given Supervisory Override (Talker Priority) so that they can take the call floor any time during an on-going group call—even when someone else is speaking. Supervisory Override is easily set up using the Centralized Admin Tool and can be assigned for one, some, all of the talk groups for which the dispatcher controls. With Supervisory Override, your dispatcher will be able to communicate an important, time-sensitive message to a group at any moment.

Call Recording

The dispatcher decides whether each PTT call will be recorded automatically (default) or whether only a particular call should be recorded. If the latter, the dispatcher simply presses the convenient "Record" button to record a PTT call.

Status of All

Easily find out the availability status of your PTT users by looking at the color of the presence indicators displayed in front of each PTT user's name: Available (green), offline (gray), or Do Not Disturb (red). The Dispatch Console's integrated map colors PTT users' map markers based on each mobile's presence status which allows you to quickly see who's available within a geographic area. Also, dispatchers can set their own presence status as Available or Do Not Disturb.