



## HxGN OnCall Dispatch | Customer Rules Engine

Organizations that use computer-aided dispatch (CAD) technology often need to customize their systems after implementation to meet specific requirements. Self-serve customization tools can give users the best experience possible.

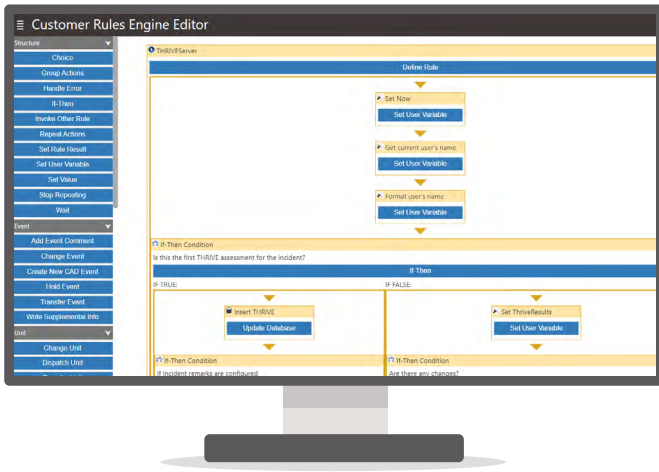
HxGN OnCall Dispatch | Customer Rules Engine is an add-on to HxGN OnCall Dispatch, Hexagon's flexible suite of next-generation incident management capabilities. Using Customer Rules Engine's drag-and-drop editor, users can quickly build tailored business rules and user workflows within OnCall Dispatch to meet their specific needs without having to write code. This includes automated changes to the user interface (UI).

Customer Rules Engine allows customers to get the most out of OnCall Dispatch by easily implementing customizations or tweaks in-house. The business rules can also be used to support workflows and functions not available out of the box in OnCall Dispatch.

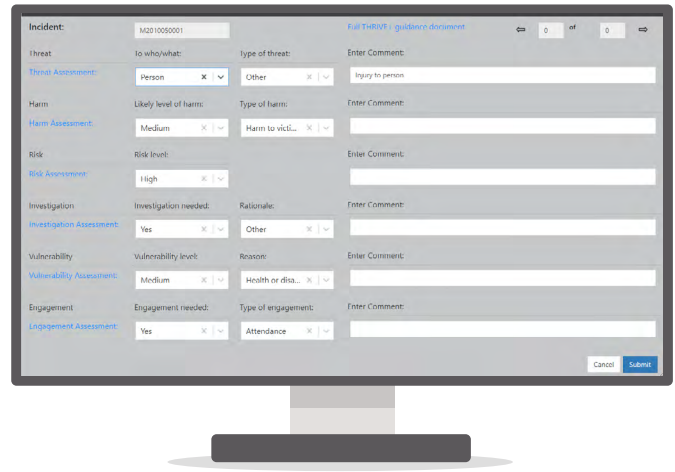
**Easily customize HxGN OnCall Dispatch with Hexagon's Customer Rules Engine.**

**Examples of rules Hexagon customers have created using Customer Rules Engine include:**

- Vulnerable caller assessment
- Casualty information capture
- Malicious caller challenge scripts
- Harassment reports
- Motorway event handling
- Late unit monitoring and notifications
- Event closure
- Searching for units by required skills



HxGN OnCall Dispatch | Customer Rules Engine Editor



Custom HxGN OnCall Dispatch dialog displayed using HxGN OnCall Dispatch | Customer Rules Engine

## Features

- **Drag-and-drop editor:** Quickly build tailored business rules and user workflows within OnCall Dispatch to meet specific needs without writing code
- **Client workflow engine:** Run workflows that interact with the operator, e.g., request operator input and capture as event remarks
- **Server workflow engine:** Run rules triggered by conditions such as new event creation, unit status change or scheduled timers
- **Flow control:** Includes ready-to-use functions to create customized workflows, such as *If/Then*, *Choice*, *Repeat*, *Invoke Other* and *Handle Error*

## Benefits

- Easily implement custom rules and workflows
- Reduce in-house or outsourced software development costs
- Satisfy user customization requests quicker than before

## Capabilities

With Customer Rules Engine, you can:

- Interact with the OnCall Dispatch client UI
- Read and write data to local or session variables
- Display custom dialogs in which the data displayed is generated via a rule, and the data entered onto the dialog by the operator is passed back to the rule for further processing
- Run OnCall Dispatch commands at different points in the rule
- Create, build and run business rules that interact with user-facing OnCall Dispatch clients
- Discover common event triggers that can be captured and used to invoke an action, such as display custom dialog boxes, automatically query a data source, run OnCall Dispatch commands, interact with the OnCall Dispatch GUI and more

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Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government. Learn more at [hexagon.com](https://hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).

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