



HxGN OnCall Dispatch | Customer Rules Engine

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

HxGN OnCall Dispatch | Customer Rules Engine is a tool that our Hexagon implementation team can use to help you customize HxGN OnCall Dispatch. Using Customer Rules Engine's drag-and-drop editor, Hexagon experts can quickly build tailored business rules and user workflows within OnCall Dispatch to meet your organization's specific needs, including automated changes to the UI.

Customer Rules Engine allows you to get the most out of OnCall Dispatch by having Hexagon experts easily implement customizations or tweaks to the product. Business rules can also be implemented to support workflows and functions not available out of the box in OnCall Dispatch.

Benefits



Flexibility

Our implementation teams can easily create custom rules and workflows based on functions (e.g., If/Then, Choice, Repeat, Invoke Other and Handle Error), data sources and custom user dialogs




Efficiency

Our implementation teams can help you realize reduced costs and time savings by using a standardized, easy-to-use tool with zero coding required



Best practices

Our implementation teams draw on years of experience of partnering with customers to meet agencies' specific needs and leverage this expertise to make the customization process as smooth as possible



Examples of rules Hexagon has created for customers 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

Our Hexagon implementation team can easily customize HxGN OnCall Dispatch to meet your unique needs.

[Contact us](#) to learn more

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

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://www.hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).

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