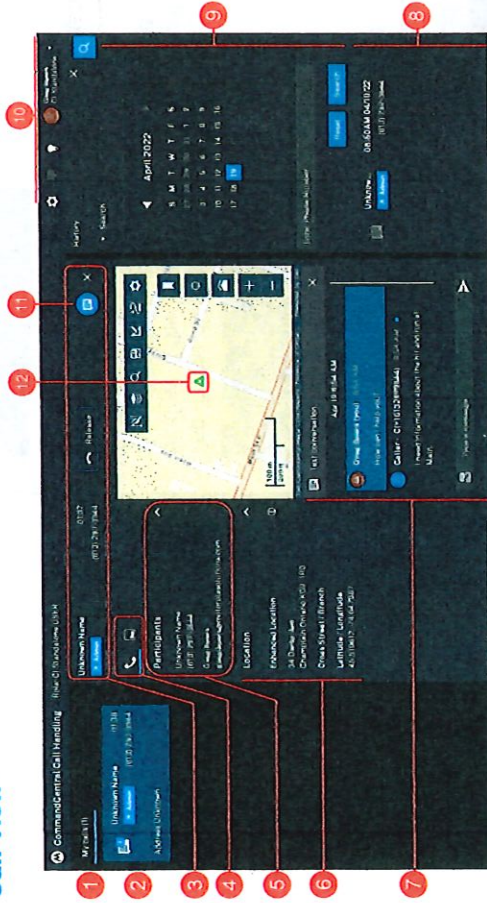


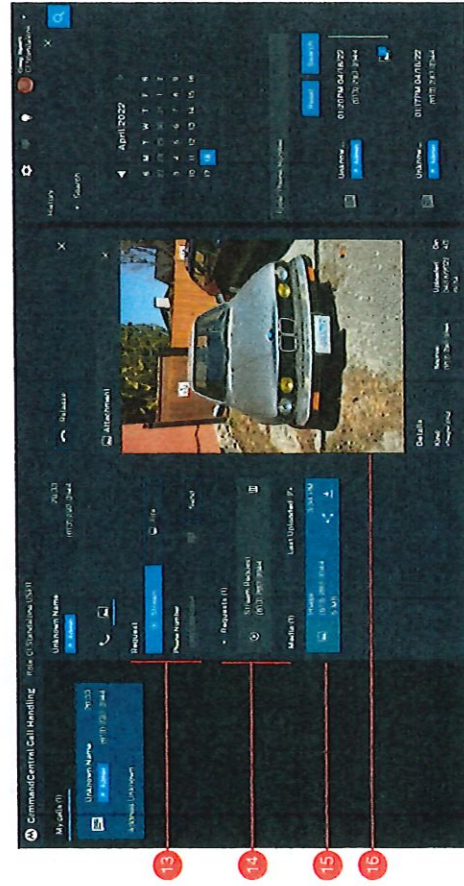
CommandCentral Citizen Input | Telecommunicator/ Agent

CommandCentral Citizen Input has two main views: Call View and Media View.

Call View



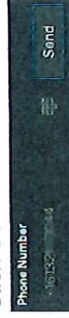
Media View

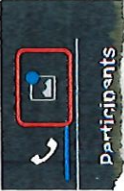


Requesting Location and Media from an Active Caller

- 1 In the **Connected Calls** pane, click an active call card.
- 2 To request caller location, file attachment, streaming video, or all three, do the following:

If	Then
Requesting call location	In the Location area, click the Send location request button.
Requesting file attachment	- Click the Media view button. - Click the File button. - Click Send.



If	Then
Requesting a live stream	- Click the Media view button. - Click the Stream button. - Click Send. 
The caller receives a text message with a link to where the media can be uploaded. The caller has a maximum of 30 minutes to respond to the request. A blue dot on the Media View button indicates that the media request is received and not yet viewed by the caller. 	
3 Depending on the caller response to the requests, do one or more of the following:	
If	Then
Location information is returned	Check the pinned location on the map and the location details in the Location area.
File attachment is returned	In the Media area, click the incoming file attachment thumbnail.  The image displays in the Media viewing window. If the image does not appear right-side up, click the attachment to rotate the image in a clockwise direction.
Live streaming is returned	In the Media area, click the incoming video stream.  The video feed displays in the Media viewing window. At the end of the streaming, a video is saved to the Media area for playback and download. 

Placing Calls

- In the Title bar, click the **Dial Pad** button.
- 
- In the **Make a call** dialog, select one or more citizen request types:
 - Request location
 - Request attachments
 - Request streaming
 - To place a call, choose one the following tabs:

Tab	Then
Internal or External	- In the Find contacts box, type the name of the contact or number or scroll the contact list. - Click the option button of the contact.  - Click Call.
Dialpad	- In the Enter phone number box, start typing a number or enter the entire number. - Click Call.

Searching for a Call

- Click the **Search** button.
 - On the calendar, click the beginning and end search dates, or click a single date.
 - In the text box below the calendar, type a 10-digit phone number for a caller.
 - Click **Search**.
- All calls within the specified date for the phone number appear.



- Optional: Click **Reset** to clear the current search.