GMC = Games Medical Center  
GDU = Games Dispatch Unit  
W1CC = Web 1CC  
M1CC = Mobile 1CC (Android)  
Resources = Pegawai dilapangan atau Ambulance  
Responders = Resources yg di assign tugas (Callcard)

Aduan 🡪 GDU GMC

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| W1CC | |
| 1. Create/Update/View Callcard 2. Assign Responder    * Ambulance    * Basic Life Support    * Advance Life Support    * Etc 3. Dispatch Responder 4. Assign Additional Responder (if any) 5. Update Status 6. Close Callcard 7. Chat | 1. Manage Resources 2. View Callcard |

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| M1CC |
| 1. Receive Notification 2. Accept Callcard 3. Update Status 4. Chat |