

Incident Distribution Feature

This article describes the Incident Distribution feature, which allows dispatchers to email incident details directly to pre-configured user groups. Its primary purpose is to streamline communication and enable faster response times by eliminating the need to manually copy information to external email clients. This guide is intended for OPS-COM administrators and dispatch personnel.

Setup & Configuration

Before this feature can be used, an administrator must create distribution groups. These groups define the recipients for incident emails.

- Go to **Dispatch** in the, and click **Distribution Group Admin**.

Creating a New Distribution Group

1. On the **Distribution Group Admin** page, click the **Create New Group** button.
2. Enter a descriptive name in the **Group Name** field (e.g., **Patrol Group A, Security Supervisors**). This name will be visible to dispatchers.
3. In the **Email Addresses** field, enter the email addresses for this group, separated by commas.
4. Click **Save Group**.

Managing Existing Groups From the **Distribution Group Admin** page, you can perform the following actions for any existing group:

- Click the **Edit** button to modify the **Group Name** or the list of **Email Addresses**.
- Click the **Delete** button to permanently remove a group.

Using this Feature

Once distribution groups are configured, dispatchers can send incident details directly from an incident's information page.

Sending an Incident Email

1. Go to the **Incident Information** page for the relevant incident.
2. Click the **Email Incident** button. A pop-up window will appear.

3. Click the **Select Recipient** drop-down menu and choose the appropriate distribution group.
4. Optionally, add any relevant comments or instructions in the **Comments** text box.
5. Click the **Send Email** button to distribute the information.

Key Information in Email The email sent to the distribution group automatically includes the following key details from the incident report:

- Incident Number
- Location
- Time of Incident
- Description of Incident
- Any optional comments added by the dispatcher

Best Practices & Considerations

- **Regularly audit your Distribution Groups to ensure the email lists are up-to-date.** Outdated information can lead to delayed or missed incident notifications.
- **Use clear and intuitive Group Names.** Names like **Day Shift Patrol** or **Weekend Supervisors** are more effective for dispatchers than generic names like **Group 1**.

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