

# Dispatch Configuration

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# Managing Dispatch Categories

**Dispatch Categories** allow administrators to define and classify the types of dispatchable events or incidents (e.g., "Parking Incident," "Security Alert," "Maintenance Request"). This feature is crucial for organizing dispatch logs, streamlining response protocols, and enabling accurate reporting on the nature of dispatched activities.

## Using this Feature

The **Dispatch Categories Administration** page provides a straightforward interface to manage your various dispatch categories.

Click **System Administration, Dispatch**, and click **Manage Dispatch Categories**.

### Adding

1. Click the **Add Dispatch Category** button.
2. Type in the **Name** and click **Save Changes**.

### Editing

1. Choose the Edit button next to the category you wish to edit.
2. Make the changes and click **Save Changes**.

**System-Wide Impact of Edits** - When you make changes to a dispatch category that is currently in use by records in the system, these updates will be reflected across the **entire system** for all associated dispatch logs and related data.

## Best Practices & Considerations

- **Comprehensive Classification:** Define categories that accurately represent all types of dispatchable events your organization handles.
- **Clear and Concise Names:** Use descriptive and unambiguous names for your categories to facilitate quick understanding and accurate logging by dispatch personnel.

- **Impact on Reporting:** Dispatch categories are fundamental for generating reports on types of incidents, call volumes, and resource allocation. Accurate categorization ensures meaningful data analysis.
- **Training:** Ensure that dispatch personnel are well-trained on selecting the correct categories for various events to maintain data quality and reporting consistency.
- **Regular Review:** Periodically review your dispatch categories to ensure they remain relevant to your current operations and incident types.

# Managing Dispatch Sources

**Dispatch Sources** in OPS-COM allow administrators to define and categorize the origins of dispatch calls or events (e.g., "Phone Call," "Email," "Officer Initiated"). This feature enables better tracking of incident intake, facilitates efficient routing to relevant categories, and enhances reporting on the origins of dispatch activities.

## Using this Feature

The **Dispatch Category Link Administration** page allows you to define where your dispatch calls originate from and link them to relevant dispatch categories.

1. Click **System Administration**, then **Dispatch**, and click **Manage Dispatch Sources**.

### Adding a Dispatch Source

1. Click the **Add Dispatch Source** button.
2. Type in the **Name** (e.g., "Walk-In," "Radio," "Internal Alert").
3. Select the **categories** that should be linked to this source from the connected dropdown menu.
  - Note: If you want to select all categories, you can left-click on the first category and use CTRL Click to select them all.
4. Click **Save Changes**

### Editing a Dispatch Source

1. Choose the Edit button next to the source you wish to edit.
2. Make the changes and click **Save Changes**.

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## Best Practices & Considerations

- **Comprehensive Definitions:** Define all common methods by which dispatch calls or alerts are received in your organization (e.g., "Emergency Line," "Non-Emergency Phone," "Email," "Mobile App Submission").
- **Logical Category Linking:** Link each source to all relevant dispatch categories it might generate (e.g., "Phone Call" might link to "Parking Incident," "Security Alert," "Maintenance Request").
- **Consistency:** Ensure consistent use of defined dispatch sources by all personnel involved in dispatch activities to maintain accurate reporting.

- **Reporting Value:** Properly categorized dispatch sources are invaluable for generating reports on call volume, types of incidents by source, and identifying trends in how incidents are reported.
- **Review Regularly:** Periodically review your list of dispatch sources to ensure they remain current and relevant to your operational needs.