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.

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