

Dispatch Log

The Dispatch Log feature allows administrators and dispatchers to record and track all inquiries or communications that come into the office directly from the handheld device. Its primary purpose is to maintain a formal, time-stamped record of field inquiries, which can later be linked to specific incidents for further tracking and resolution. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The dispatch logging functionality is native to the handheld application and requires minimal backend configuration to use in the field.

Admin Side: Administrators must ensure that appropriate Log Categories are established within the core OPSCOM administrative portal so that field staff can accurately categorize their entries.

Using this Feature

Enforcement personnel can use this tool to quickly document interactions, dispatch calls, or field inquiries, complete with supporting photographic evidence.

Adding a Dispatch Log Entry

1. Tap **Dispatch Log** from the main application menu.

2. Tap the **Log Category** drop-down menu and choose the appropriate classification for the inquiry.
 3. Tap the text field and enter detailed notes related to the dispatch or inquiry.
 4. Tap one of the **camera** icons (represented by a vehicle with a camera) towards the bottom of the screen to attach a supporting image.
 5. Tap the **shutter button** (the circle with a camera in it) to take the picture.
 6. Tap the **check mark** to accept the image, or tap the **arrow** to go back and retake the picture. *Note: You can attach up to two supporting images per log entry.*
 7. Tap the **Save** button at the bottom of the screen once all information and images are entered.
 8. Tap **OK** on the confirmation pop-up message to complete the process and return to the main menu.
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Best Practices and Considerations

- **Provide detailed context: Always enter clear, descriptive notes in the text field.** Comprehensive notes make it significantly easier for administrators to understand the context of the inquiry when reviewing logs or linking them to complex incidents on the backend.
- **Utilize image attachments: Attach relevant photos whenever applicable.** Visual evidence (such as a photo of a hazard, a damaged sign, or a specific vehicle) is highly valuable when a standard dispatch inquiry escalates into a formal incident or dispute.

Linking to Incidents While the handheld device creates the initial Dispatch Log entry, the process of formally linking these logs to larger, ongoing "Incidents" is managed by administrators or dispatchers within the main OPSCOM web portal.

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