# Managing Dispatch Categories

> The Managing Dispatch Categories feature allows administrators to define and classify the types of dispatchable events or incidents, such as parking incidents, security alerts, or maintenance requests. Its primary purpose is to organize dispatch logs, streamline response protocols, and enable accurate reporting on the nature of dispatched activities. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring dispatch operations and incident reporting.

## Setup and Configuration

This feature is a core administrative tool used to establish the event categorizations available to dispatch personnel.

**Admin Side:** Administrators must have the appropriate system role permissions enabled to access the dispatch configuration menus and manage category lists.

## Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add or edit dispatch categories.

### Accessing the Management Interface

1. Hover over **System Administration** and click **Dispatch** then **Manage Dispatch Categories**.

### Adding Dispatch Categories

1. Click the **Add Dispatch Category** button.
2. Enter a descriptive title in the **Name** field.
3. Click the **Save Changes** button to add the category to the system.

### Editing Dispatch Categories

1. Click the **Edit** button next to the specific category you wish to modify.
2. Make the necessary updates to the category name.
3. Click the **Save Changes** button to apply your updates.

> 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 historical data.

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## Best Practices and Considerations

- **Define comprehensive classifications: Define categories that accurately represent all types of dispatchable events your organization handles.** Providing a complete list ensures accurate documentation of any scenario your dispatchers might encounter.
- **Maintain clear and concise names: Use descriptive and unambiguous names for your categories.** This facilitates quick understanding and accurate logging by dispatch personnel, especially during high-stress situations.
- **Consider the impact on reporting: Remember that dispatch categories are fundamental for generating reports on incident types, call volumes, and resource allocation.** Accurate categorization ensures meaningful and actionable data analysis for

management.

- **Train your staff: Ensure that dispatch personnel are well-trained on selecting the correct categories for various events.** Consistent application across your team maintains overall data quality and reporting reliability.
- **Conduct regular reviews: Periodically review your dispatch categories to ensure they remain relevant to your current operations.** As your operational needs and incident types evolve, your active categories should be updated to match.

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