

## Seth, Susami

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**From:** Customer Support <support@shotspotter.com>  
**Sent:** Tuesday, July 30, 2019 3:09 AM  
**To:** jdbell@columbuspolice.org  
**Subject:** Shotspotter - ColumbusOHHilltop - Misclassify - 7/30/2019 2:41 AM - Incident 614-27,017 [ ref:\_00D60Jm9t\_5000d1UWQHP:ref ]



Hello,

Thank you for contacting us about Incident 614-27,017 and providing ground truth.

We have reclassified this incident to reflect the accurate classification of FC.

This incident will be added into our training materials and analyzed further to better understand the root cause of misclassification and help prevent this from occurring in the future. We take great strides to accurately classify incidents.

More information on how incidents are classified can be found [here](#).

If you have any further questions, please don't hesitate to contact us at [support@shotspotter.com](mailto:support@shotspotter.com).

Thank you and have a safe day,

  
SOC Specialist



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