

Enhanced 9-1-1 Call Center Solutions Consolidate Functionality & Increase Efficiency

MicroAutomation has been developing solutions for 911 call centers with a complete turn-key solution that provides state-of-the-art technology at a fraction of the cost of traditional 911 centers. Over the years, MicroAutomation has developed customized Enhanced 9-1-1 solutions for emergency response organizations at the local, state and federal government levels as well as for international clients. Our Enhanced 9-1-1 solution consolidates multiple existing systems from emergency response organizations into a single workstation enabling the call-taker to concentrate on facilitating the fastest and best reaction to the emergency.

SOLUTION COMPONENTS

A MicroAutomation Enhanced 9-1-1 solution:

- Provides intelligent call handling and full Computer Telephony Integration (CTI) or Call Control functionality, including immediate “screen pops” of caller information to the call-taker’s display
- Consolidates simultaneous call-taker operations - including Computer Aided Dispatch (CAD), Telecommunications Device for the Deaf (TDD), telephone control, radio control and mapping - onto a single workstation
- Supports multiple operating system environments including Windows, OS2, AIX, Unix, Linux and Sun Solaris
- Compatible with many telephone switches - Siemens, Nortel, Avaya, Cisco, Tadiran and many more
- Interfaces with any standard Relational Database Management System (RDBMS) including: DB2, Oracle, Informix, SQL Server and MySQL
- Supports multiple Automatic Location Identification (ALI) database interfaces including remote, stand-alone, wireless and local ALI databases
- Full compliance with the Americans with Disabilities Act (ADA)
- Compliant with the National Emergency Number Association (NENA) technologies and CAD interfaces
- Certified Centralized Automatic Message Accounting (CAMA) support for multiple protocols: 8-digit, 10-digit and 20-digit
- Interfaces with multiple digital recording devices
- Comprehensive and customized “cradle-to-grave” reporting: real-time and historical

- Deployable in call center locations as well as in mobile disaster recovery units

ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

CONTACT US FOR FURTHER INFORMATION

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SOLUTION BENEFITS

A MicroAutomation Enhanced 9-1-1 Call Center Solution:

- Consolidates multiple communications systems from numerous emergency response agencies into a single control unit
- Allows calls to be monitored and controlled from the moment they enter the call center
- Provides improved administrative control across all technology components with real-time and/or historical monitoring and reporting
- Tracks full incident life cycle reporting for use by law enforcement agencies
- Reliable, replicable and scalable solutions easily integrated onto any hardware platform
- Cost-effective solutions for any size 911 center at a fraction of the cost for proprietary solutions
- Enables call-takers to focus on the emergency at hand by improving and integrating the communication systems

