HyperionMIS
Management Information System

InterAct
PUBLIC SAFETY SYSTEMS

Making Connections for Life.

The latest version of the robust InterAct HyperionMIS Management Information System provides reports and accurate record keeping improving the efficiency of public safety answering points.

Stay Informed

HyperionMIS was developed to simplify public safety systems to help your dispatch call center operate to its ultimate potential. Designed to meet the most demanding requirements of today's busy PSAPs, the system helps maintain the effectiveness of your dispatch center by:

> **establishing accurate and easy record keeping,**

> **creating instant employee evaluation,**

> **logging every call event that takes place within the dispatch center along with critical data.**

Three Components

HyperionMIS is comprised of three main components that enable dispatch centers to maximize their efficiency, including the:

> **MIS Client** Allows users to edit dispatcher's names, add MIS users, configure line groups, and generate, save, and export a variety of reports.

> **Report Generator** Allows a user to select and print a variety of prepared reports on demand or schedule them for automatic printing at a later time and date.

> **MIS Service Manager** Used to configure the MIS data collection system, edit the way ESN information is processed, and start or stop the MIS Services on the MIS Server.

Easy Integration

HyperionMIS is easy to setup, operate, and use. HyperionMIS was designed for easy upgrades and modifications as software improves and changes over time. HyperionMIS offers extreme flexibility, capable of operating with multiple 9-1-1 Controllers from different manufacturers simultainously, including both ACD and non-ACD E-9-1-1 systems. HyperionMIS has three different configurations: Stand-Alone, Enterprise, and Enterprise with Data Collection Only.

> **Stand-Alone** Allows the PSAP to collect, monitor, and report on the call activity for the PSAP.

> **Enterprise** A centralization option that allows a single operation point to collect, manage, analyze, and report on two or more PSAPs, with each individual PSAP retaining the ability to manage data independently of the central user.

> **Enterprise with Data Collection Only** Provides the same centralized capabilities as the standard Enterprise version but does not provide the individual PSAPs with the same degree of autonomy as the Enterprise version. Servers are not required at each remote PSAP, which can be an economical alternative to the Enterprise system.

ACD Statistical Data

HyperionMIS is also equipped with the added feature of collecting statistical data for call centers using Automatic Call Distribution (ACD) functionality.

Secure Information Management

HyperionMIS records all of the information received at the call center in real time. The information can be instantly generated into reports. All data stored by the MIS system can be retrieved by the administrative personnel on demand. By having access to all of the call events taking place at the dispatch center, management teams are able to improve the productivity of their staff, decrease response times, and stay completely organized. Managers are also able to secure the reports and information so that only select users are able to access the information, ensuring security and privacy for both the callers and dispatchers.

Advanced Report System

HyperionMIS streamlines information received by the dispatch center, including call-wait times, call volume, and dispatcher performance. Reports can be instantly created that represent the activity taking place at the call center. MIS provides managers with the necessary tools needed to evaluate the productivity of the call center. Features of the report system include rapid printing, multi-task abilities, export functionality, report filters, and recurring printing, among many more advanced features. MIS reports can be scheduled to print automatically at a later time, even when another program is in use or when MIS is not being used at all.
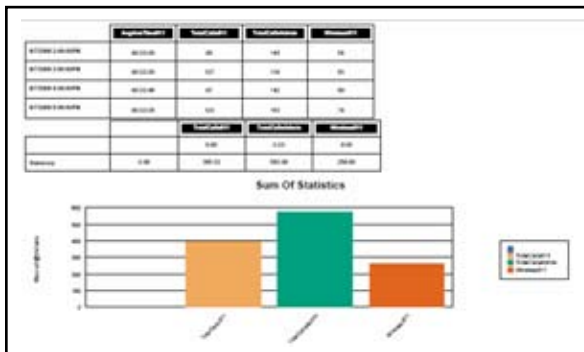
Sample MIS Reports

Call Detail Report Builder
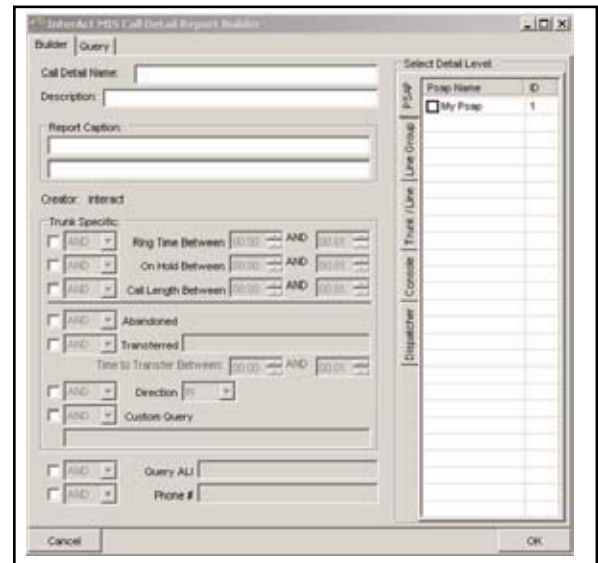
The Call Detail Report Builder allows you to create reports based upon user defined filters based on Call Details, ALI, Trunks, Lines, Dispatcher, Console, Line group or any combination. You can create report filters based on any combination of:

> Ring Time
> Hold Length
> Call Length
> Abandoned
> Transferred
> Incoming or Outgoing
> ALI information

> Phone number
> PSAP (Enterprise Only)
> Line Group
> 9-1-1 Trunk
> Admin Line
> Console
> Dispatcher

Call Detail Report

MDC Report With Summary Data And Charts

Management Display Console Report

Dispatcher Report

Full statistical performance data on every dispatcher logged in during the report period
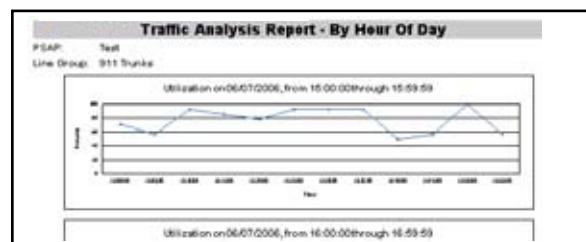
Stacked Line Chart
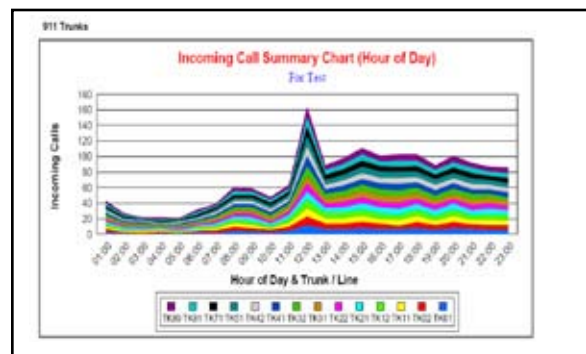
Call detail report in a stacked line chart format graphically showing the relationship between trunks or lines and call volume

Line Group Report

Call data for each Trunk and Line

Traffic Analysis Report

Graphically shows the percentage trunk line or line group utilization for the report period.

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Benefits of HyperionMIS

> Real time tracking of call data.

> Client software that permits multiple workstations to simultaneously perform searches and obtain reports.

> Stay up to speed on all call events taking place with the dispatch center.

> Ensure the highest productivity from your staff members.

> Generate accurate reports with vital information such as call volume, call answer time, and dispatch performance.

> Keep your information secure.

Key Features

> Provides management information for E 9-1-1 calls as well as incoming and outgoing administrative calls.

> Near real time tracking of abandoned 9-1-1 calls.

> Detailed reports on individual dispatcher performance.

> Client software that permits multiple workstations to simultaneously perform searches and obtain reports.

> All Call details are captured by system and stored in an SQL database.

> Optional Call Detail Logger that can be used as a substitute for the Call Detail Recorder printer, eliminating the need for changing and storing boxes of printer paper.

> Call detail viewer can be accessed from any workstation with a LAN connection to the Logger computer.

> Perform searches of the Call Detail record for any text string.

> Copy and paste to any windows application or print to any Windows printer.

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