



Computer Aided Call Handling™



One Number... One Protocol™

The Problem

9-1-1 call handling has changed dramatically over the last 10 years. Increased call volumes, wireless technology, heightened public expectations, Homeland Security concerns and shrinking budgets are changing the way 9-1-1 centers operate. Consolidation is the trend of the future.

The need for an **integrated and systematic** approach to emergency call handling is obvious. **Finally, there is one.**

The Solution

PowerPhone has responded with its new **Total Response® Computer Aided Call Handling Software™ (CACH™)**. Built upon years of industry research and the direct feedback of agencies around the world, **Total Response** makes *one number, one protocol* a reality.

The core of Total Response is a single set of protocols that use a common structure. Each question asked and response given is scored with a weighted dispatch priority — and **Total Response** will recommend response levels based on the severity of an incident.

You can customize **Total Response** to meet your specific requirements. You can modify the pre-arrival advice your agency is giving to callers, create your own protocols, and control the resources you send on every emergency according to your local guidelines.

In addition, a **built-in quality improvement system** provides 9-1-1 management with objective performance measurement tools. For the first time, your telecommunicators will have access to continuous skill building — to increase their confidence and proficiency every day.

BENEFITS

- Streamlined design helps call handlers **log critical details quickly**.
- **Reduces liability** by ensuring consistency during the handling of any emergency call.
- **Increases focus** on responder safety, scene management and public safety.
- **Reduces errors** by electronically sending call details to responders and other agencies.
- **Better handling** of major disasters and coordination of mutual aid.
- **Reduces employee stress** and turnover; improves morale and agency image.

FEATURES

- **Automatically displays the appropriate pre-arrival instructions** based upon answers given and the party of the caller.
- **CRM functionality** shows prior call history, active calls and related incidents in progress.
- **Customized alerts** trigger dispatch recommendations based upon pre-defined risk assessments and threat levels.
- **Built-in quality assurance** helps you continually improve performance.
- Supports **full customization and control** of protocols, response priorities and resource allocation.



The First and Only Computer Aided Call Handling Application:

A new category of call-handling... for a new category of response and control.

SYSTEM COMPONENTS

Recognizing that each agency has unique needs and requirements, Total Response® is built with a modular structure to provide a complete, customized call handling solution.

- **Total Response® CACH™ Client Server** - The main component of the Computer Aided Call Handling system, the CACH client server includes the core Call Handler application, as well as the CACH Assessor for integrated quality improvement; the CACH Trainer and CACH Administrator.
- **CACH™ Emergency Scripts** - Over one hundred interactive, emergency call handling scripts developed by PowerPhone, the originator of integrated pre-arrival instructions. Each incident type is categorized and weighted to generate a risk assessment and appropriate dispatch recommendation.
- **CACH™ Non-Emergency Scripts** - With non-emergency calls accounting for nearly 70% of PSAP call traffic, PowerPhone offers a series of non-emergency scripts to standardize responses, cut costs and save time.
- **CACH™ Response Advisor** - Facilitates the objective allocation and prioritization of resources and responders based on scene conditions and potential risks.
- **CACH™ Assessor** - Provides the framework for a complete assessment of call handler effectiveness and protocol compliance. Enables objective analysis of individual, agency and incident performance.
- **CACH™ Protocol Builder** - Unleash the full functionality of CACH by modifying existing scripts, triggers, alerts and priorities as well as building your own agency and incident specific protocols, responses and resource requirements.
- **CACH™ Script Printer** - Ensure agency uptime in the event of a system failure by outputting all your call handling scripts to a paper based system.
- **CAD Lite™** - For agencies not requiring the full functionality of a Computer Aided Dispatch system, our CAD Lite module offers many of the features of CAD at a fraction of the cost.

SYSTEM ARCHITECTURE

Total Response® is fully configurable to support multiple concurrent users; operate on a single-server platform or multi-servers to provide greater resilience and fail-safe capability. The core database uses SQL Server while an XML handler provides API support.

System requirements are:

- **Server** - Microsoft Windows 2000 Advanced Server or higher (Enterprise for replicated load-balanced environments) and Microsoft SQL Server 2000 Standard (Enterprise Edition for replicated load-balanced environments).
- **Client** - Microsoft Windows 98, NT4.0, 2000 or XP

The operating environment is based upon thin client, with the application running at both the server and local client levels in order to ensure the system is best able to support multiple concurrent users as well as provide local client redundancy in the event of server failure.

AVAILABILITY

PowerPhone is currently accepting select clients to join our beta site program. If you are interested in being a part of this revolutionary new approach to computer aided call handling, please contact us at **1.800.537.6937** or visit us online at **www.powerphone.com**.



**CACH it...
and pass it on.**

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