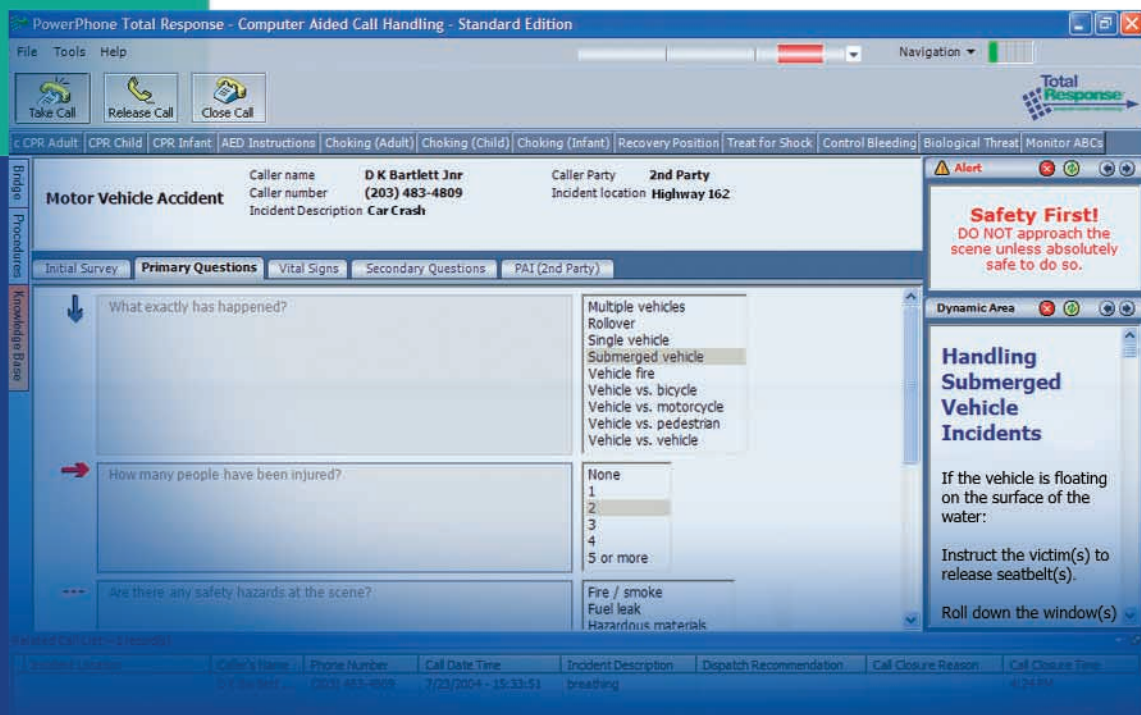




Total Response[®]

computer aided call handling™



The first call handling software for 9-1-1

Introducing Total Response®

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 call 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.*

PowerPhone has responded with **Total Response® Computer Aided Call Handling™ Software**. Built on years of industry research and the direct feedback of public safety agencies around the world, **Total Response makes one number, one protocol a reality.**

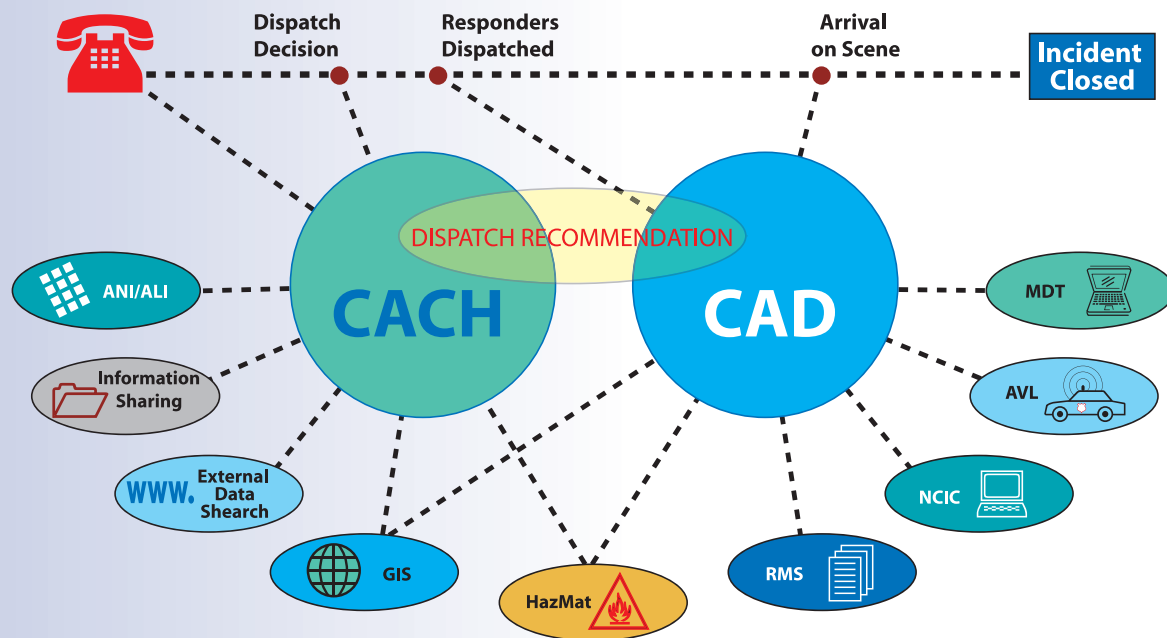
What is Computer Aided Call Handling (CACH™)?

Computer Aided Call Handling (CACH) is a revolutionary concept in 9-1-1. Built upon the premise that effective call handling is the foundation for effective dispatch, CACH is the first software to automate the questioning and information gathering process on *every* 9-1-1 call.

CACH vs. CAD

Computer Aided Dispatch (CAD) has become a standard in 9-1-1 technology. CAD systems were designed to assign and track dispatch resources. That's what they're best at. But CAD systems do not determine **the need** for those resources based on **information gathered from a 9-1-1 caller**.

Computer Aided Call Handling (CACH) is designed to fill this void. It's the first application that provides a front-end for the dispatch process—by delivering **automation and information** to the fingertips of the **call handler**.



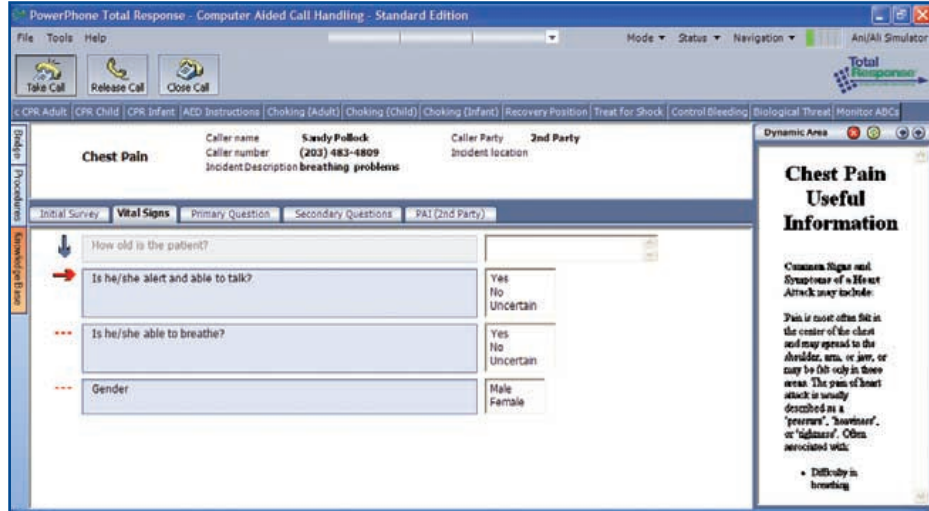
What does Total Response Deliver?

- **Integrated protocols** for more consistent call handling
- **Intelligent resource recommendations** that can be passed to multiple CAD systems
- **Previously unimagined insight** into call handler and agency performance
- **Smart features** that solve information sharing and interoperability challenges

Call Handling

GUIDED FLEXIBILITY FOR THE FIRST PERSON ON THE SCENE

Finally, there's a **clear and simple** application that guides call handlers through protocols, yet still empowers them to use their judgment.



Intuitive User Interface

Total Response takes clutter out of the call handler's way. Whether it's a critical incident or a non-emergency call, the streamlined user interface **helps call handlers focus** on asking the right questions and gathering the necessary information for a dispatch.

Call handlers can navigate through each protocol using either the keyboard or mouse. Unlike rigid script-based systems, Total Response gives call handlers the **freedom** to move ahead in a questioning sequence, or even switch between call phases based on their training and experience.

Two dynamic areas allow supervisors to post **alerts and useful information** to call handlers. Critical actions and supplementary information are accessible when needed, but won't get in the way of questioning and pre-arrival instructions.

Total Response also captures each keystroke and action taken by the call handler, for **complete documentation of every call for service**.

ANI/ALI Integration

Save precious time by capturing **address and subscriber information** in your CACH system. Total Response can pull ANI/ALI data directly from your telephony system into each call record.

The more you use Total Response, the more intelligence you'll have. Total Response uses ANI/ALI information to track **previous call history** at each number—giving call handlers access to prior incidents and helping them anticipate likely conditions.

Emergency & Non-Emergency Protocols

Total Response can be equipped with over **100 emergency call handling protocols** 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.

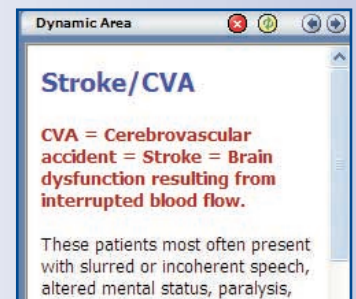
You can also build your own emergency and non-emergency scripts for Total Response with the **CACH™ Protocol Builder** module—giving your agency even more **customization and control**.

KEY FEATURES



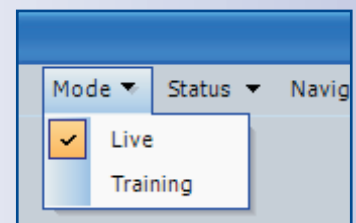
Instant Hotkey Access

Hotkeys give call handlers one-click access to life saving pre-arrival instructions—at all times. You can use the standard set of Hotkeys, or create and specify your own, based on local conditions or specialized needs.



Dynamic Areas

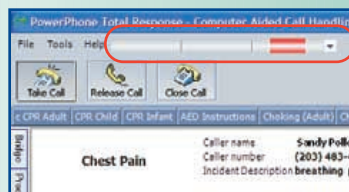
Alert messages and supplementary information are always visible to the call handler. Two dynamic areas are used to display instant messages, articles from the built-in knowledge base, links to external websites, and much more.



Live & Training Modes

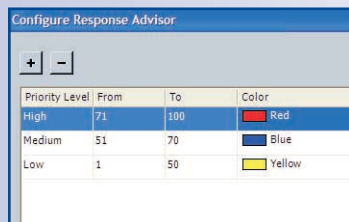
While call handlers are learning the system, they can operate in Training Mode, which eliminates false call records from your database. When they're ready to handle real calls, they can switch to Live Mode with a click.

KEY FEATURES



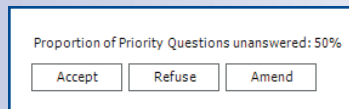
Response Advisor™ Technology

When the call handler has gathered enough information to make a dispatch, Total Response will recommend responder skills and priority levels appropriate for the situation at hand. Recommendations are delivered through a collapsible toolbar that's always visible.



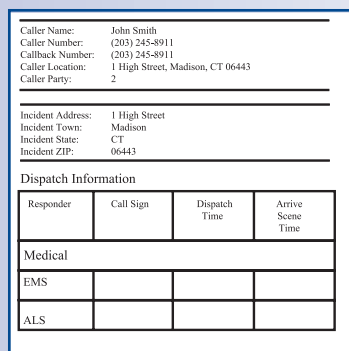
Acuity Level Control

Build your own response priority scale. Set up to 8 levels of acuity, and assign each one a name and color based on your agency's standards.



Empowerment

The call handler is always in control. Dispatch recommendations can be rejected or amended as necessary. Call handlers can use their training and experience to adjust priority level and responder skills as desired.



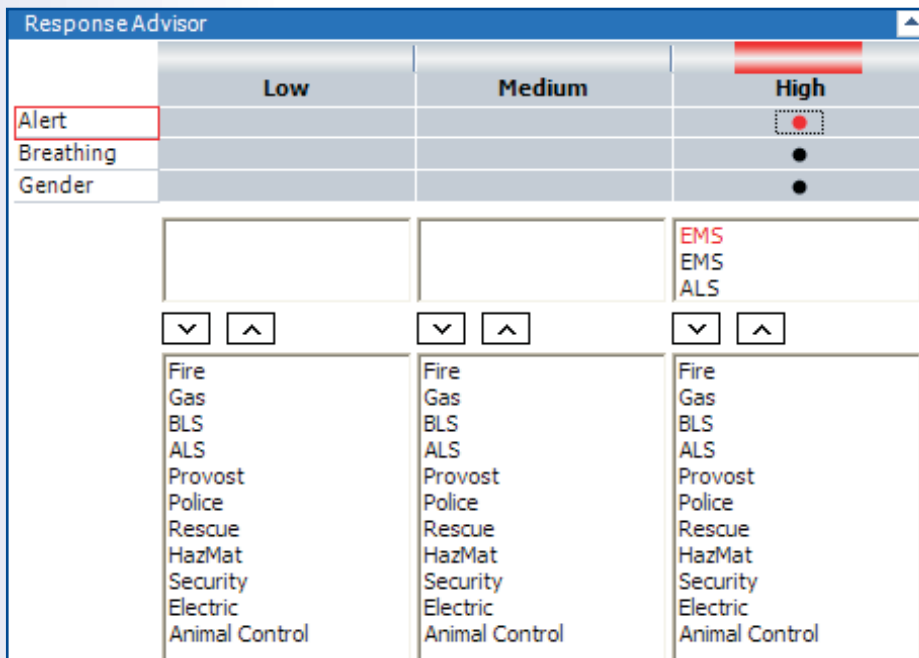
Running Sheets

For agencies without a CAD system, Total Response can print a traditional running sheet.

Response Prioritization

NOW YOU CAN **TRULY** DISPATCH SMARTER

Dispatch recommendations based on **conditions at the scene** of an incident—for more intelligent use of resources.



Automated Risk Assessment and Dispatch Recommendations

As the call handler gathers info, Total Response is working in the background to calculate the most appropriate response. The **Response Advisor™** assesses the risks and delivers a dispatch recommendation that includes both **responder skills** and corresponding **priority levels**.

The call handler is automatically alerted when Total Response has reached a dispatch recommendation. If desired, the call handler can amend the dispatch by adding or subtracting responder skills sent to the incident, or adjusting the priority level as the situation warrants. Total Response ensures your call handlers remain in **complete control at all times**.

Fully Audited for Quality Assurance

When the call handler accepts, amends, or rejects a dispatch recommendation, **Total Response tracks everything in detail**. Call handlers get the ability to control the dispatch, and supervisors get the ability to review decisions objectively.

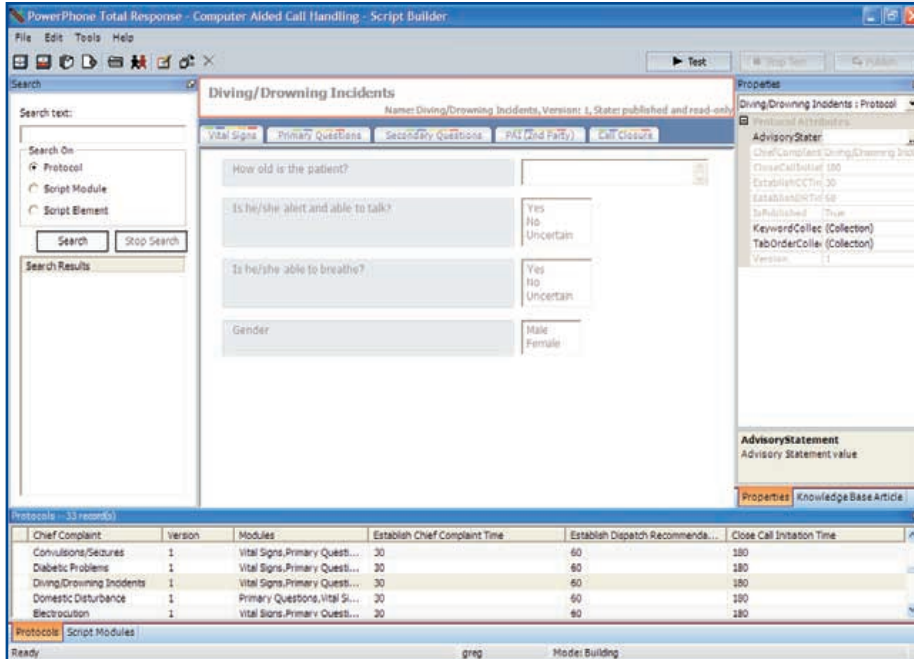
CAD Integration

Total Response can seamlessly integrate with **multiple CAD systems**. Your CAD can take dispatch recommendations and use them to assign, track, and manage your resources. Since Total Response uses an XML handler for data exchange, it can be integrated with almost any system you have. *Please contact **PowerPhone** for more details.*

Customization & Control

BUILT TO HANDLE YOUR AGENCY'S SPECIAL NEEDS

No two call centers work the same. Total Response is a truly open system—designed to accommodate **your SOPs and your protocols.**



Create Your Own Call Handling Protocols

Your agency has special needs? **No problem.** Total Response can help—whether you're a metropolitan agency handling sensitive Homeland Security information, or a rural department dealing with the challenges of increased response times.

The **CACH™ Protocol Builder** unleashes the full power of Total Response—by giving you the tools to **modify existing protocols or build your own** from scratch.

Create emergency and non-emergency protocols based on your local standards or SOPs. Best of all, you can **set custom dispatch recommendations** in each protocol according to your agency's needs and capabilities. That's the power of the first truly open call handling system.

Adjustable Security Levels

Under certain conditions, you may have to change the way your personnel question callers and offer pre-arrival instructions. The Security Status feature gives you the **flexibility** to accomplish this seamlessly and painlessly.

Inspired by the Homeland Security Advisory System, the Security Status feature can **automatically change the content of your protocols** based on a change in local conditions. For example, if the Terror Alert Level rises, Total Response can automatically change your protocols to include additional procedures for maintaining bystander safety and passing on notifications.

Total Response also lets you **configure your own system of security levels.** Supervisors can change the security level at any time—Total Response will take care of the rest. The system will notify every call handler of the change, and automatically invoke the modified protocols you've set up.

KEY FEATURES



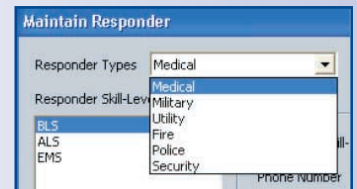
System-Wide Security Status

The Security Status feature sets a system-wide security level displayed to all call handlers. The United States Homeland Security Advisory System is built into the system by default, but you can customize this feature to meet your local requirements.

Chief Complaint	Version	Modules
Abdominal Pain	1	Open Selected Item
Allergies / Stings	1	Duplicate Selected Item
Chest Injury	1	Modify
Chest Pain	1	Remove from Protocol

Protocol Creation

Total Response is the first 9-1-1 software that lets you create and modify protocols for emergency and non-emergency calls. You can design lines of questioning and pre-arrival instructions for all phases of a call.



Configure Resources

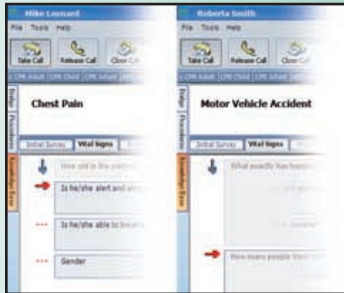
Configure emergency and specialized resources with ease. Assign any number of responder skills for maximum flexibility and control in dispatch decisions.

ResponderSkill	Hazmat Response
Phone Number	(203) 245-8911
Fax Number	(203) 245-3022
Email Address	alert@centraldispatch.info
Township Location	Madison
Township Address	1321 Boston Post Rd
Primary Contact	John Alvarez

Alert Triggers

Instantly alert key personnel or other agencies by e-mail, fax, or pager. During a major investigation or a heightened terror alert, you can automatically pass critical information to the people who need it.

KEY FEATURES



Monitor Up to Four Call Handlers Simultaneously

The Supervisor module lets you monitor call handlers in real-time with split-screen views.



Send Instant Alerts to Call Handlers

Supervisors can offer instructions or reminders to a call handler at any time. The Call Handler Alert feature displays the message instantly—a critical feature when seconds count.

Scores	Default	Assessed
Call General	15	9
Considerations	10	9
Primary Questions	20	18
Secondary Questions	20	20
Dispatch	15	15
Pre-Arrival	15	15
Call Close	5	5
	100	91
Overall Assessment Scores: 91		

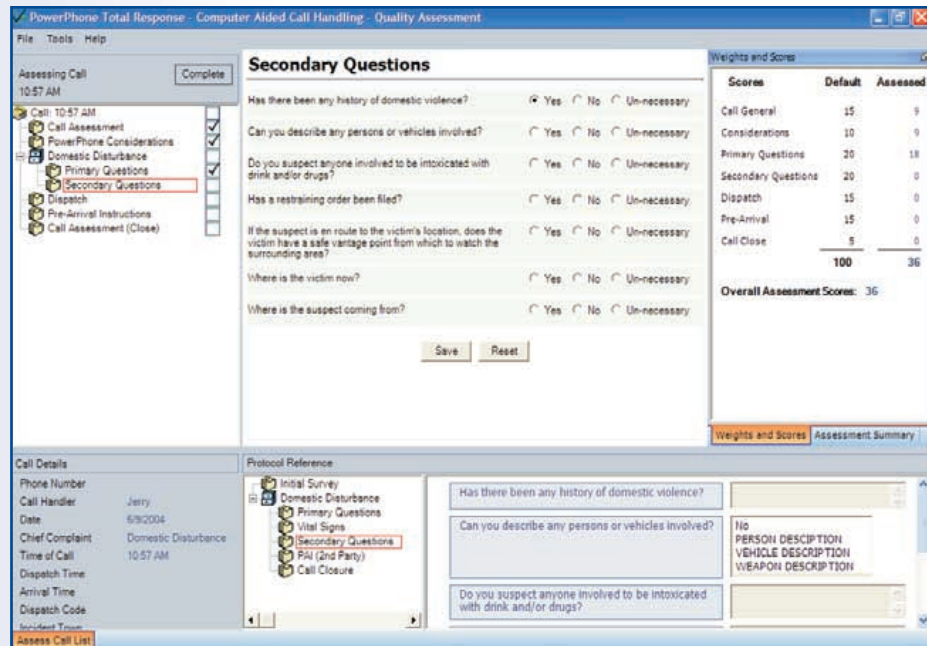
QA Scorecard

Built-in quality assurance scoring looks at all phases of a call. For the first time, you can get a truly objective view of the call handling process—by analyzing how well your protocols hold up in certain situations.

Quality Assurance

SEE THE WHOLE PICTURE—WITH QA ON EVERY CALL

Total Response gives you *real-time monitoring, retrospective analysis, and in-depth management reports*. The result: insight into your call center you can't get anywhere else.



Real-Time Supervisory Features

Supervisors can monitor the activities of call handlers and offer assistance at any time. The CACH™ Supervisor delivers a real-time view of **multiple call handler screens**. Supervisors can see what calls are being handled at a glance, and send instant message alerts to a call handler if needed.

Retrospective Call Assessment

Finally—the first truly objective way to score 9-1-1 call handling performance. The CACH™ Assessor lets you score performance on **every call**—not just the ones where pre-arrival instructions were used.

Evaluators can review each phase of a call and rate performance with a simple scorecard. And because Total Response provides QA on every call processed through the system, evaluators can also gauge the effectiveness of each protocol. Agencies get a truly global view of call handling for **continuous skill building and quality improvement**.

Management Reports

Using a Crystal Reports® engine, Total Response can provide detailed reports on call volume, average call times, staffing analysis, and more. The CACH™ Management Reports module comes with a standard set of management reports, or lets you build your own for **detailed analysis of trends** in your communications center.

9-1-1 Intelligence

SOFTWARE BUILT FOR CRISIS COMMUNICATIONS

Total Response is the product of PowerPhone's 20 years experience in 9-1-1—from major assessments to training over 120,000 operators. Every feature has been designed with the *realities of the call center* in mind.

Related Call List			
Caller's Name	Phone Number	Call Date Time	Incident Description
D K Bartlett ...	(203) 483-4809	7/23/2004 - 15:33:51	fighting
D K Bartlett ...	(203) 483-4809	5/14/2004 - 08:22:03	assault
D K Bartlett ...	(203) 483-4809	9/07/2003 - 10:04:53	domestic disturbance

Call Log Related Call List

Prior History at a Glance

As your call handling database grows larger, Total Response delivers even more information to your call handlers. When a call comes in, Total Response can instantly **show history on previous calls** coming from the same number—an invaluable aid for spotting “red flags.”

In addition, operators can always see other calls and chief complaints being handled in real time. Imagine how useful this can be when your center is flooded with calls on a high-profile incident (like a rush-hour car crash).

Integrated Protocols

Traditional dispatch software and protocol card sets separate 9-1-1 calls into police, fire, and EMS categories. Total Response offers the first truly **integrated call handling platform**, with a protocol model that breaks down the lines between the three services. That's what makes Total Response **far more** than a computer program based on simple card sets.

Information Sharing Capability

Interoperability and Homeland Security concerns have made information sharing a priority. With the ability to pass details gathered from a 9-1-1 call to other agencies and key personnel, Total Response is invaluable when it comes to **critical notifications**.

System Redundancy

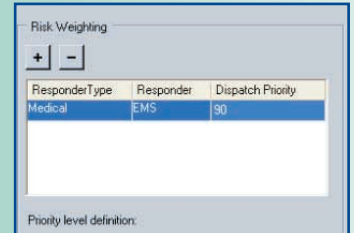
Total Response is designed with resilience in mind. Running in a client/server environment, the core database is built on **Microsoft® SQL technology**—which delivers industrial-strength stability and scales to fit the needs of large or small operations.

For extra protection, Total Response uses Microsoft® Data Access Components (MDAC) on each client workstation, which means that **call handlers can still use the system in the event of a server failure**. When the server comes back online, Total Response will seamlessly update your call handling database as if you never lost connectivity.

Backup Protocol Printing

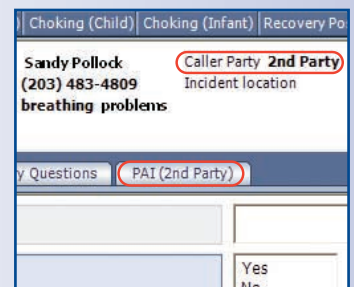
Sometimes the unexpected happens. To help you **prepare for catastrophic power outages or system failures**, Total Response makes it easy to print backup copies of your protocols in advance. In just one click, you can create a formatted Microsoft® Word document of any protocol. This feature is also ideal for creating **customized training manuals** for your personnel.

KEY FEATURES



Risk Weighting

Place emphasis on the factors you believe are important when making a dispatch recommendation. You can adjust pre-configured conditions or build your own.



Caller Party

Total Response is the first 9-1-1 software to make the vital distinction of caller party—by defining the relationship of the caller to the incident. Whether you get a call from a victim, a Good Samaritan, a passerby, or a mutual aid agency, Total Response will adjust questioning and pre-arrival instructions automatically.

Incident Description	Chief Complaint
stomach pain	Abdominal Pain Allergies/Stings Back Pain Chest Pain Headache

Keyword Searching

Total Response helps call handlers find the right protocol by using a simple keyword search. You can associate a list of keywords with each protocol that includes common terms, local phrases, code words, or acronyms. When call handlers type a keyword in, a link to the protocol appears instantly.



Specifications

Software 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.

CACH™ Core Applications

Includes the three essential Computer Aided Call Handling Applications for 9-1-1 environments.

CACH™ Call Handler

Provides the interface for each call handler to process emergency and non-emergency calls; includes the Response Advisor™ feature, which provides objective dispatch recommendations based on risk assessment.

CACH™ Supervisor

Delivers real-time monitoring of up to four call handling stations simultaneously. Also provides tools to assist call handlers in critical situations.

CACH™ Administrator

Allows for system and user configuration.

CACH™ Emergency Scripts

Over 100 interactive, emergency call handling protocols for police, fire, and emergency medical dispatch, developed by PowerPhone, the originator of integrated pre-arrival instructions. Each incident type is configured 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™ Assessor

Provides the framework for a complete assessment of call handler effectiveness and protocol compliance.

CACH™ Protocol Builder

Unleash the full functionality of Total Response by modifying existing questions, alerts and priorities—or build your own incident-specific questions, responses, and resource requirements from scratch.

CACH™ Protocol Printer

Ensure agency uptime in the event of a system failure by outputting all your call handling protocols to Microsoft® Word documents.

System Architecture

Total Response supports multiple concurrent users. The system can be configured for both single-server or multi-server environments. The core database uses Microsoft® SQL Server to accommodate a wide range of user level requirements.

System Requirements

Server

Microsoft® Windows 2000 Advanced Server or higher (Enterprise Edition for replicated load-balanced environments) and **Microsoft SQL Server 2000 Standard** (Enterprise Edition for replicated load-balanced environments).

Client

Microsoft® Windows 2000 or XP

The operating environment is based upon a thin client model, with the application running at both the server and local client levels.

Fail-Safe Capabilities

Total Response can be configured to run on multiple servers to provide greater resilience and fail-safe capability. In addition, Total Response uses Microsoft® Data Access Components (MDAC) on each workstation to ensure client redundancy in the event of server failure.

API Support

An XML handler provides API support. Total Response supports integration with multiple CAD systems and PBX/telephony systems.

FOR MORE INFORMATION



POWERPHONE

1.800.537.6937

Outside the U.S., please call +1 203.245.8911

www.powerphone.com