



Case Study

Emergency Response Support

Client

'Dial 999'
Control Room

Vertical

Government

Location

Multiple locations in
India

Switch

Panasonic –
NEC - SV8100
Siemens

Introduction

'Dial 999' is emergency response services for public. Using this service public can reach out to the POLICE easily and get help on time. This service intends to encourage people to dial up police control more often and ultimately improve relations between police and public.

The Need

Emergency response services such as 'Dial 999' are expected to be efficient. As soon as any citizen calls for help; system should be able to fetch the available details of incoming caller from CRM Database and populate it on associated Agent's screen attending that SOS.

Entire communication take place between caller and operator as well as communication between operator and patrolling party in caller's vicinity needs to be recorded.

The Solution

TELESOFT have developed customized solution suite that fulfils the telephony requirement of client. This Solution will seamlessly integrate with CRM to achieve desired results.

Solution Comprises of following Modules;

✓ **CTI Event Acquirer**

CLID of every incoming call will be captured and passed on to CRM. At same time this module will check for agent status and incoming call will be transferred to a free agent's extension.

Using this CLID Query will be made to CRM Database and associated information will be popped on Agent Screen

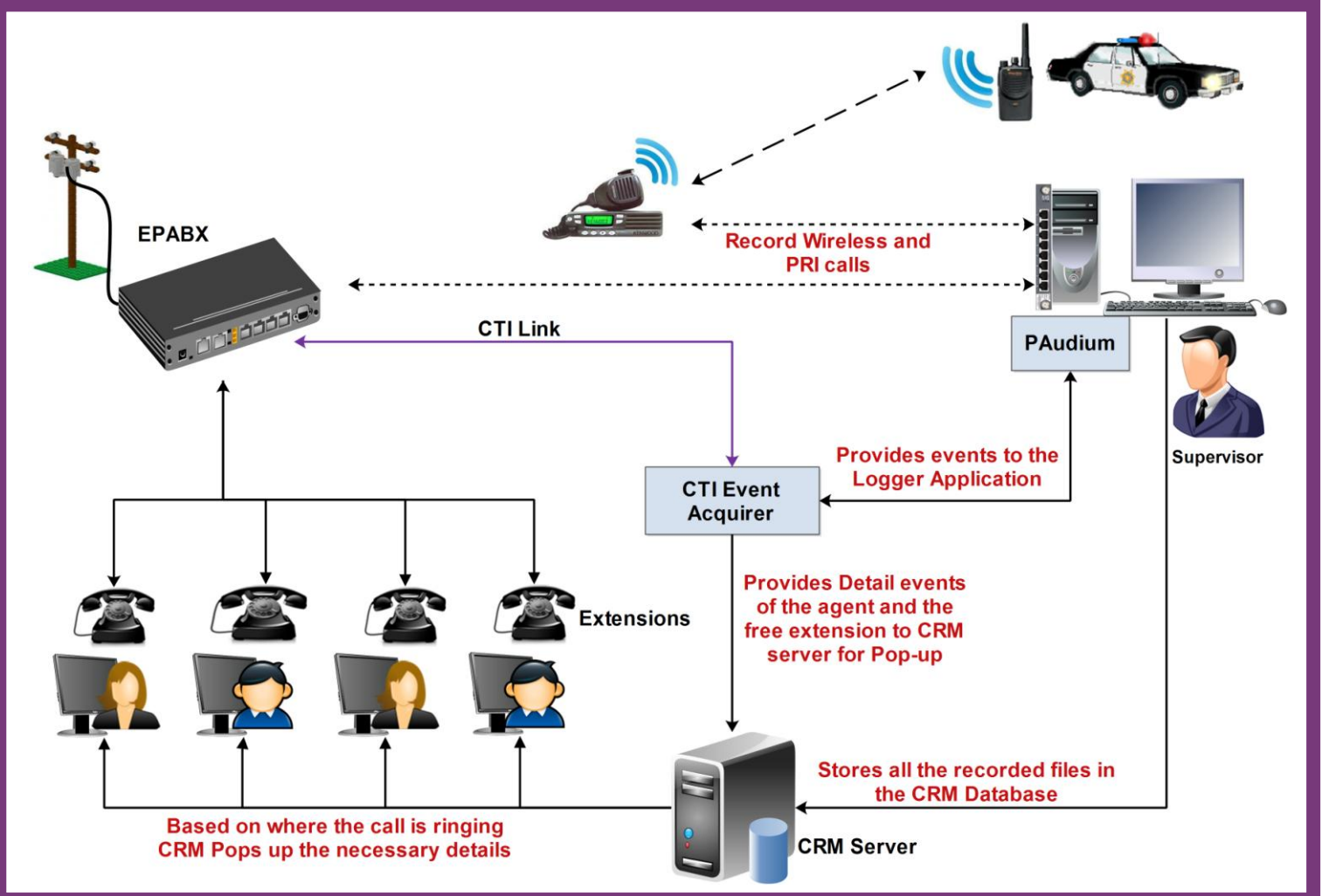
✓ **PAudium – PRI**

All conversations taking place between caller and operators over PRI channels will be recorded and stored in CRM database.

✓ **PAudium – Wireless**

Every base station of wireless handset is configured with PAudium module. Every conversation happening over these wireless sets will be recorded and stored in CRM database as per associated call ID.

Schematic



Conclusion

Proposed solution makes valuable contribution in achieving the aim of making 'Dial 999' service most efficient and quick response.

Acquiring caller's destination & information from its CLID is proving very helpful to locate the caller and resources available in nearby vicinity. Recording every SOS call is required for further investigation and references. Recording communication over wireless sets is proven to be an achievement.