Smarter **&** Safer ™

Intrado Call Handling
Solutions

5
Core Advantages of Intrado Call Handling Solutions

① Scalable for PSAPs to transition to integrated NG9-1-1 networked model

② ECaTS® based Power Metrics® with advanced reporting capabilities

③ MapFlex 911® advanced mapping finds caller locations quickly with context

④ Power Locate® identifies origination of dropped, abandoned or mis-routed calls

⑤ Power Station Gen 3™

Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

Rely on smarter Call Handling technology, support and services that help improve response times as well as public safety outcomes. VIPER® by Intrado is one of the most flexible, user-centric voice, data and video emergency call-management solution for PSAPs.

Intrado Call Handling Solution

Effective and efficient.

- By choosing one provider for all your call handling needs, you reduce risk of incompatibility
- Get an IP-based platform that streamlines both voice and data calls and provides a pathway to i3 compliant, NG 9-1-1 data services with a minimal amount of back-room equipment
- Proven service and support with Intrado's dedicated service professionals who are committed to helping you manage technology changes, feature additions and/or expansion projects on an ongoing basis

More efficient and consistent call handling.

Simplicity, reliability & redundancy.

The Intrado VIPER call handling solution offers groundbreaking flexible & feature-rich Next Generation 9-1-1 technology for public safety.

- VIPER provides better disaster recovery through a versatile and fault-tolerant, IP-based platform that can alternate call routing during disaster situations and/ or periods of high call volume
- Get the latest technology and standards compliance without the worry of hardware maintenance, upgrades and/or data configurations
- VIPER lays the foundation for you to easily utilize and configure future enhancements in your PSAP
- The user experience on the VIPER system is Power 911, providing on-screen command of both landline and wireless 9-1-1 calls empowering your call takers in an integrated i3-compliant environment with both scalability and other customizations
- Utilizing Voice-over-IP (VoIP) technology to deliver NG9-1-1 emergency call-handling services, VIPER is easier to install, configure and maintain than traditional 9-1-1 call-handling systems
- Can be deployed in a variety of local, host and remote configurations
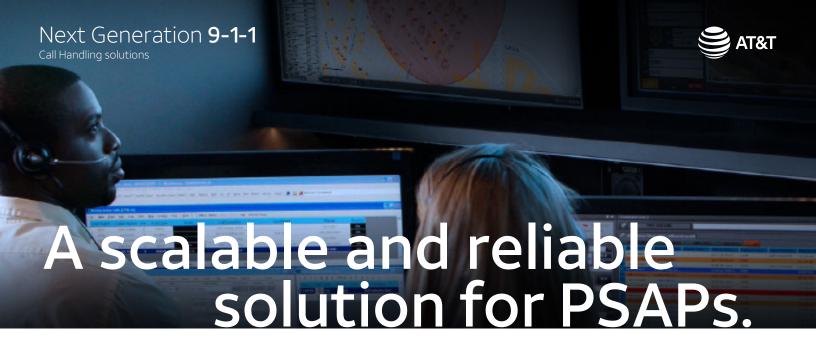
TXT29-1-1® Solutions.

- Transfer to any PSAP for both integrated and web versions regardless of the TCC provider
- Integrate with your existing call-handling system or via Web
- Seamless migration between integrated and web version
- Text initiation and call reactivation capability
- Automated language translation within web version only
- MMS multimedia capability on supported carriers
- CAD and recording interfaces
- A highly-available and intuitive interface
- Simultaneous text sessions with simplified message queue management
- Fully compatible with all wireless carriers and text service providers in a single stream with one interface for multiple carriers

Integrations.

- AT&T ESInet™ Service
- SIP PBX
- 3rd-Party call recording

A scalable and reliable solution for PSAPs.

Power Station Gen3™ – the ultimate call handling black box.

Optimize PSAP resources, simplify processes and realize greater affordability with this newly configured, feature-rich, i3-compliant appliance that delivers the VIPER call handling experience.

- Innovative hardware configuration replacing traditional "big iron" back-room servers
- Small footprint (8.5" width x 15" depth x 3.5" height) allows for deployment in a wide range of environments
- Newly-extended chassis accepts longer C-Blade cards than in previous versions of Power Station/A9C®
- Runs back-room applications for systems with up to 30 positions
- Allows integrated call control with your CAD partner

MapFlex 911® visual mapping streamlines response.

Drawn from highly accurate, locally-sourced data and other reliable supplemental data sources MapFlex provides:

- Clean, user-friendly, map-based display
- Advanced map visualization for enhanced situational awareness
- Faster, more accurate incident response
- Simple processes and easy administration
- Efficient resource allocation

Power Locate® – reducing the risk of dropped calls.

Provides critical information on the callers including the incident location, residential city, and the probable distance from the incident location within seconds.

- Ability to identify individuals and addresses correlated to dropped or abandoned calls
- Initiates query on the incident's location's latitude and longitude and or/telephone number
- Post-call research tools for additional queries after the event
- Supports both voice and text to 9-1-1 calls
- Automatic 9-1-1 call initiation
- Integrates seamlessly with Power911®
- Saves valuable time and allocates critical resources only when needed

AT&T

Make decisions that make a difference.

Power Metrics™ & PowerOps™ offer actionable reporting and analytics.

Power Metrics™ Basic and Power Metrics Advanced reporting and analysis solutions works seamlessly with Intrado's VIPER® platform.

- Helps increase operational effectiveness by giving PSAPs tools needed to get the most out of management information systems
- Web-based reporting applications use information from Intrado's Power 911 ® user interface to generate a wide range of comprehensive statistical reports critical to PSAP operations
- Helps 9-1-1 decision-makers understand the strengths, weaknesses and operational efficiencies of agencies
- Easy-to-read reports generated in response to standard or customer queries provide a quick snapshot with a single click
- PSAP supervisors use PowerOps™ as a visual data analysis tool to monitor call, position, and queue activity
- PowerOps offers a quick view of the operations floor performance through a visual representation of statistics to optimize ring group activity

Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

Modernize to NG9-1-1 with a Smarter Partner.
Let AT&T — the industry leader in Public Safety emergency communications — help you implement the Intrado Call Handling solution..

Smarter technology customized to your PSAP can help simplify your transition to NG9-1-1, improve caller location, clarify incident details as well as improve response times and public safety outcomes.

☑ **i3** Compliant

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