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SPOK® SAFETY CONNECT COMMAND CENTER CONSOLE

Getting the Most From Your Spok® Solutions

GIVING OPERATORS THE TOOLS THEY NEED TO SPEED RESPONSE

Command center staff have responsibilities that range far beyond the typical handling of phone calls. Employees need to triage emergency situations, send out important messages to key staff members and teams, and help callers in distress with a high level of professionalism. In order to complete their mission, they need the right tools.

Spok has worked with federal agencies for decades to enhance how they manage critical communications. Our solutions help these organizations integrate technology, automate processes and consolidate operations. Spok provides the tools that allow command center staff to be more efficient and effective, allowing them to focus on what's most important: responding to callers' urgent needs.

SPOK® SAFETY CONNECT COMMAND CENTER CONSOLE

The Command Center console aids situational awareness for command center teams. Command Center provides the information needed for operators to process calls via their computers. Incoming calls pop up on their screens, allowing them to carry out a wide range of critical functions such as efficiently looking up information, paging and messaging staff, transferring calls, and accessing and administering schedules. Screen-based interactive functions display incoming calls, single-button call transfers, conferencing, speed dialing, and other telephony functions. Fully configurable displays ensure calls are handled professionally and consistently around the clock.

INTELLIGENT, EASY-TO-USE CONSOLE

Command Center is the result of decades of experience within communications centers, where top operators know what it takes to achieve success at every level. The application's simple user interface makes it easy for both expert and entry-level operators to use.

Color-coded displays easily identify critical actions and telephony functions such as "answer," "hold," "transfer," "conference," "page," and "release." Additional functions, including macro-based call control and speed transfer, can be configured into the screen to address your unique business operations. Not only will your operators be able to improve their efficiency, but training time for new staff can be minimized.
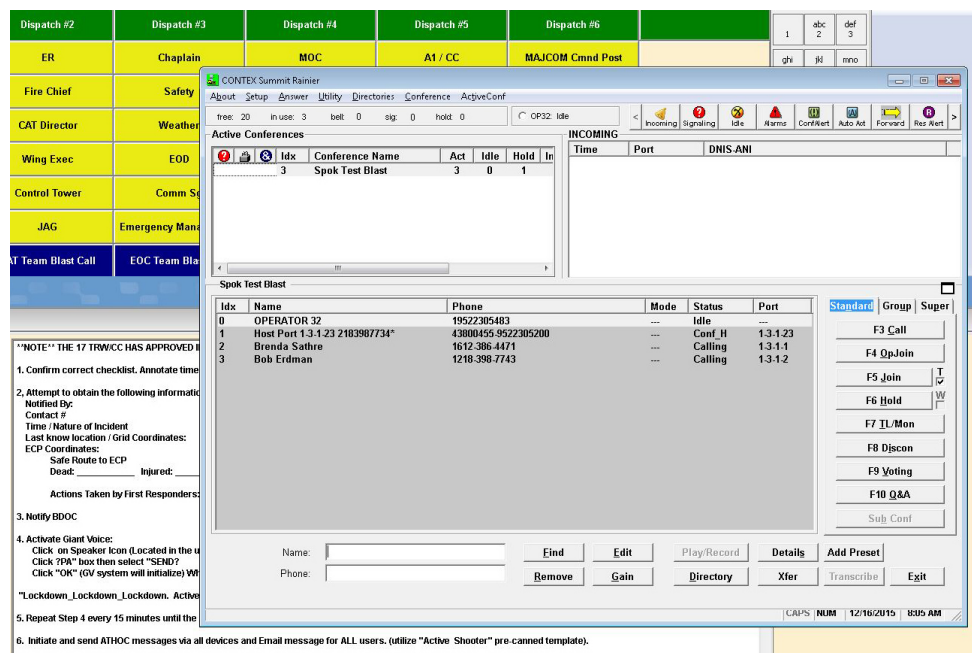
RADIO SYSTEM INTEGRATION

In addition to integrating with Command Center's existing PBX telephony system, the console also enables operators to receive calls via radio systems. Radio system integration is accomplished with a one-click, speed-dial button, which allows access to the console-telephone connection. The operator may then listen or speak across the integrated radio channel(s). This is enabled by a Motorola WAVE radio integration, which runs on the PC workstation.

QUICK CONFERENCING CAPABILITY

Command Center operators must serve as the central point for critical group discussions. Our Command Center console allows an operator to quickly set up a conference bridge using multiple, predefined individuals and their phone numbers. A visual interface shows the status of each line, and whether an individual is currently on the line. These group discussions can be recorded as necessary.

DEFINED PROCEDURES

Command Center console allows certain procedures to be created as templates, with customized instructions for various situations such as medical emergencies, active shooters, or aircraft crises. When a situation arises, a template can be popped on screen with all necessary instructions to be followed, and input can be gathered. These templates can then be archived, providing an audit trail of actions taken for each event.

CONFIGURABLE

Users can also take advantage of configuration tools to make the system look and operate in a way that works best for them. For example, many organizations leverage this configurability to address specific service requirements, enforce operator processes, or simply add their logo and colors so the solution achieves the desired look.

Once staff members determine that they need to communicate with someone, perform a function, or administer a duty schedule, there may be associated communications and business rules that must be followed. With Spok Command Center, you can ensure these rules are adhered to properly. Primary, backup, and tertiary communication rules and procedures are available for access at all times.

Through the use of flexible and sophisticated data records, configurable templates and well-designed intelligent workstation capabilities, you can effectively enforce correct business processes. Command Center also provides records of every transaction for audit trails and process improvement. If a situation arises, you can provide the correct documentation quickly and accurately.

INTEGRATION WITH KEY SYSTEMS

Command Center integrates with your voice, data, and network systems. Because all of this information is consolidated, operators can use a simple screen to perform actions from their desktop and do not have to fumble through multiple systems. Command Center can also be scaled to fit any organization with diverse communication switching systems, data centers, paging or messaging systems, or networks in various locations. It is also available with fully configurable, standards-based, first-party and third-party call control, which provides clear investment protection and maximum functionality with switch independence for evolving communications and IT infrastructure in dynamic organizations.
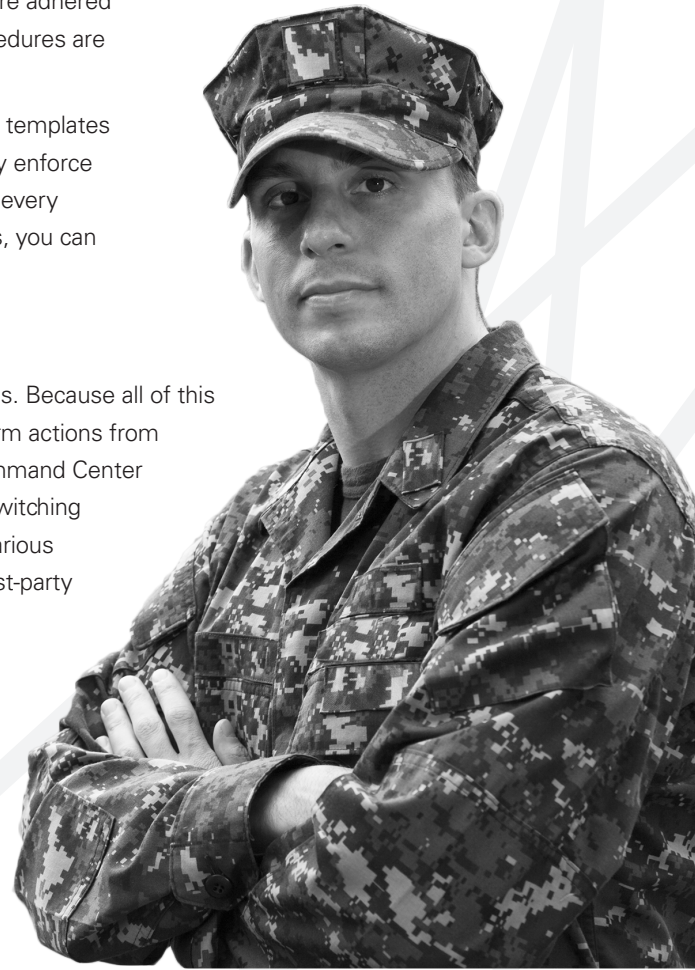
BEST-IN-CLASS CAPABILITIES

To enable critical communications, Command Center provides many industry-leading features that provide improved safety, higher caller satisfaction, greater workforce efficiency and satisfaction, and improved workflow.

DIRECTORY SERVICES

Command Center's sophisticated search tools enable the communications team to have all necessary information at their fingertips. Complete security, including role-based requirements, is fully addressed within the system. Administrative capabilities, both from authorized consoles as well as web-based administrative tools, are provided so that directories can be updated at any time by authorized individuals through intuitive, password-protected screens.

CALL RECORDING OPTION

Record and log all Command Center calls. Each recording is tagged with the name of the operator who handled the call to make searching easy. Spok's JITC-certified call recording system also offers quality management tools, such as call scoring, real-time line status, and audio monitoring.

MESSAGING OPTIONS

Enable operators to send messages quickly—via wireless device, email, fax, printer, or pager—to any destination. Operators can write their own messages or the system can walk them through configurable templates to help them obtain vital information and follow established procedures. All transactions and messages are logged, including the time, date, operator name, IP address, and message text information. Unanswered, outstanding messages can be viewed at the touch of a button. Time thresholds can be set to notify the proper personnel if messages are not read or answered in an acceptable timeframe.

PAGING TO SMARTPHONE MESSAGING OPTIONS

Support current and evolving paging protocols, including: TAP, TNPP, SMTP, SNPP, WCTP, SMS, and SMPP. Spok fully supports alphanumeric, numeric, voice, tone, two-way pagers, cell phones, and smartphones with messaging built in. Centralized and consistent device compatibility provides system-wide distribution of all messaging requirements and leverages the same database and system infrastructure for all origination points—including messages generated through Command Center, the web, IVR and speech recognition, cellphones, AlphaMates, or other input devices. Paging options include configurable retry and automatic recall mechanisms, priority paging, two-way paging, paging escalation, group paging, and automatic coverage.

APPROVED BY THE U.S. DEPARTMENT OF DEFENSE

Federal government agencies require the highest standards in systems and processes throughout their enterprise to achieve secure communications. Many Spok solutions have completed the highest level of testing and certification as required by federal agencies and the U.S. Department of Defense.

- Department of Defense (DoD) Approved Products List (APL)

- Joint Interoperability Test Command (JITC) Certified

- Information Assurance (IA) Accredited and Certified

- Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Certified

ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

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