spōk℠

SPOK® PC/PSAP FOR FEDERAL AGENCIES

Intelligent 9-1-1 Call-Taker Console for Public Safety Answering Points

PC/PSAP: A 9-1-1 CALL CENTER SOLUTION FOR FEDERAL AGENCIES

It's the responsibility of the public safety answering point (psap) to provide reliable and speedy assistance to callers dialing 9-1-1 or the emergency telephone number in your area. Although the call-takers fielding the calls are likely not the individuals going to the scene to assist with the situation, they play a major role in each event by empowering safety officials with the information they need to respond effectively. When it comes to emergency calls, every second matters and could mean the difference between life and death. It's important to make sure psap call-takers are well trained, informed of the latest procedures, and have a dependable software solution to manage every call as quickly and effectively as possible.

Having a solid communication infrastructure between 9-1-1 call-takers and safety officials provides everyone with a secure environment. The latest psap technology runs on personal computers and uses existing telephone systems, creating an emergency communication system that helps 9-1-1 call-takers process emergency calls properly, without relying on proprietary single-vendor equipment and switching systems.

The Spok® pc/psap gives psap call-takers an easy-to-use, standards-based interface that integrates the underlying phone system, mapping systems, and other resources to put critical information and tasks at the call-taker's fingertips. 9-1-1 call-takers are able to instantly involve police, fire, EMT, and hazmat personnel with a single click of the mouse or touch of the screen. With Joint Interoperability Test Command (JITC) certification, Spok pc/psap provides the highest levels of security and interoperability as required by the U.S. Government and the U.S. Military. It's flexible enough to help you incorporate changing needs, yet reliable enough to handle your most important function—answering and dispatching 9-1-1 calls.

INDUSTRIES SERVED

- Dispatch centers
- Government
- Hospitals
- Higher education
- Mass transit
- Military bases
- Municipalities

PBX INTEGRATED SOLUTION

Spok pc/psap easily integrates with your existing PBX or Centrex telephone system. This is in sharp contrast to other solutions that require you to include additional phone systems or phone system projects. For example, the Spok solution eliminates the need for additional, proprietary or specialized ANI and ALI controllers to help determine the specific location and phone number of a 9-1-1 caller. The solution is highly reliable because it uses the PBX or Centrex as the core switching component.
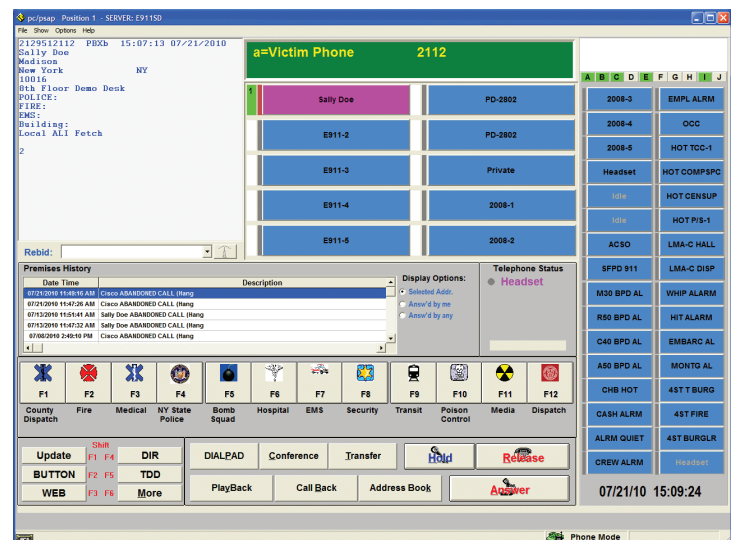
The main Spok pc/psap interface offers many capabilities at the click of a button.

ACCELERATED EMERGENCY RESPONSE TIME

Enable more accurate and faster emergency dispatching by giving psap call-takers the speed and flexibility they need to field emergency calls. The Spok pc/psap solution has enhanced 9-1-1 (E9-1-1) functionality built into the workstation, providing precise location information for 9-1-1 callers. This provides better service and creates a safer community for the campus or base.

CONSOLIDATED CALL-TAKER FUNCTIONS, INCLUDING PLAYBACK, HISTORY, AND REPORTING

Using PBX or Centrex automatic call distribution (ACD) functions or other switching configurations, call-takers can be in either a centralized location or decentralized locations using the same Spok pc/psap system network, allowing for site-based configuration as needed. The Spok pc/psap solution also has call playback functionality as well as call history and reporting capabilities. Having this functionality is helpful in training situations or for various legal purposes where the details of a particular scenario are important.

MICROSOFT® WINDOWS® GUI

Call-takers can make an important task simple and easy to understand with the ability to operate through Windows on their PC. The graphical user interface allows for speed dials and other common tasks. Spok pc/psap is more intuitive to use and administer than the traditionally large psap solutions available.

INTEGRATION WITH THIRD-PARTY SYSTEMS

Having the ability to interface with other vital systems, such as radio systems, CAD, mapping, or network time sources, makes implementing Spok pc/psap seamless and easy to use. The standards-based integration practices used for Spok pc/psap provide the flexibility to integrate with additional systems today and in the future.

The Spok pc/psap solution provides 9-1-1 call-takers with important details for every call.

COMPREHENSIVE SUITE

Spok has an effective, comprehensive suite of emergency management tools that help organizations of all sizes respond to and manage incidents. In addition to its Spok pc/psap solution, Spok offers an enhanced 9-1-1 (E9-1-1) solution which pinpoints a 9-1-1 caller's exact location and passes it along to the psap. This enables 9-1-1 call-takers to dispatch emergency personnel to the precise location within a multi-story building or across an entire base.

APPROVED BY THE U.S. DEPARTMENT OF DEFENSE

Like several other Spok solutions, pc/psap has received Joint Interoperability Test Command (JITC) certification and is listed under the Department of Defense's Unified Capabilities Approved Products List. This means the solution has completed rigorous federal government testing and compliance processes under real-life conditions. For our customers, this certification represents the utmost level of security and reliability.

GSA Advantage!®

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. More than 125,000 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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