



SPOK[®] PC/PSAP

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



PC/PSAP: A 9-1-1 CALL CENTER SOLUTION FOR THE PUBLIC SAFETY INDUSTRY

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 safer campus or municipality. 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.

Spok® pc/psap gives PSAP call-takers an easy-to-use, standards-based graphical 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. 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.

➤ “The Police Department is the center of the university from a life safety standpoint. We have to be responsive, and pc/psap is key to our efforts. It adds more flexibility in how we communicate.”

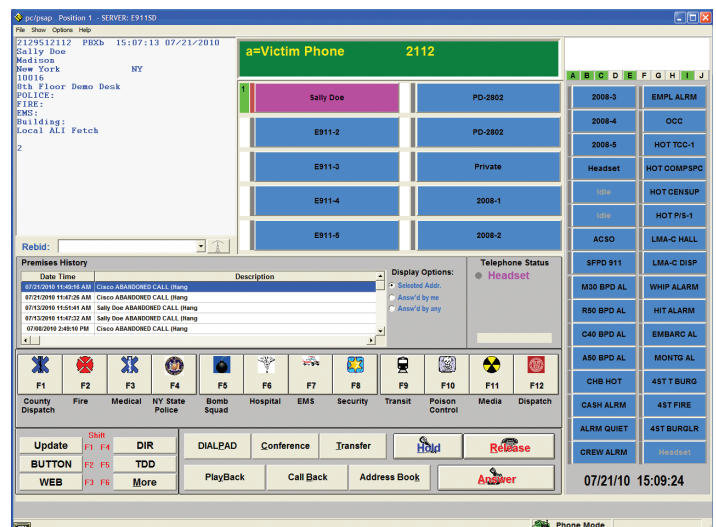
Tom Ball
Manager of Voice Engineering
Cornell University

INDUSTRIES SERVED

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

PBX INTEGRATED SOLUTION

Spok pc/psap integrates with the 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 and thus eliminates the need for additional, proprietary or specialized ANI and ALI controllers. The solution is highly reliable because it uses the PBX or CENTREX as the core switching component.



ACCELERATED EMERGENCY RESPONSE TIME

Enable more accurate and faster emergency dispatching by giving PSAP call-takers the speed and flexibility 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 municipality.

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 one centralized location or decentralized but on the same Spok pc/psap system network, allowing for customer-specific configuration. 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.

LEVERAGING SMS TECHNOLOGY FOR SECURITY-RELATED COMMUNICATIONS

Spok pc/psap in combination with related Spok solutions allows your PSAP to field non-emergency inquiries quickly and easily in a format many people have come to depend upon, SMS (text) messages. These communications can include messages to security staff and call-takers across a range of topics such as reporting suspicious activity and any other security-related questions. Spok solutions can allow you to seamlessly integrate with smartphones, which enables call-takers to interact with security personnel via secure text messaging.

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 traditional PSAP solutions.

INTEGRATION WITH THIRD-PARTY SYSTEMS

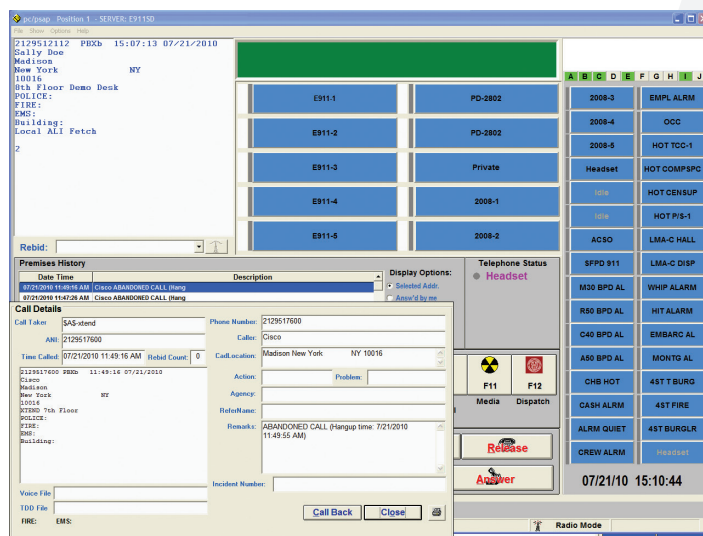
Having the ability to interface with other vital systems, such as CAD, mapping, or network time sources, makes implementing Spok pc/psap seamless and easy to understand. The standards-based integration practices used for Spok pc/psap provide the flexibility to integrate with additional systems today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

APPROVED BY THE U.S. DEPARTMENT OF DEFENSE

Spok 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.

➤ “The combined [Spok] 9-1-1 call center system and underlying IP network has taken the inefficiency out of the process for managing and responding to 9-1-1 calls. We’re now able to provide faster assistance to each caller while positioning our center to incorporate functionality such as accepting text and video messages down the road.”

Patrick Norton
IT Manager
Adams County, Indiana





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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