

# SPOK<sup>®</sup> ENTERPRISE ALERT

## PUBLIC SAFETY TELEPHONY SOLUTIONS



### SPOK ENTERPRISE ALERT: KEY BENEFITS

- Simplify and automate ALI database updates
- Improve emergency response time for 9-1-1 callers
- Track the location of wired and wireless IP phones automatically
- Call monitoring
- Call recording
- Notify onsite personnel of the location of 9-1-1 callers on analog, TDM, IP, and wireless phones
- Associate remote employee 9-1-1 callers with their local PSAP using Spok<sup>®</sup> Virtual E9-1-1

## ENSURING SAFETY

As an organization with many users connected to a common phone system/PBX, you have the obligation to protect your customers, employees, and visitors in the event they dial 9-1-1. In fact, there is no service more important or mission-critical than ensuring that when someone calls 9-1-1 using your telephone system, the 9-1-1 call-taker knows the caller's precise location. This means someone dialing 9-1-1 from a multi-building campus or multi-floor building will be associated with a precise building, floor, and room. Spok Enterprise Alert helps you update the 9-1-1 service provider's automatic location information (ALI) database in an accurate and timely manner and helps ensure that the 9-1-1 call-taker will know the caller's location. It also provides additional options that go far beyond traditional enhanced 9-1-1 services.

## UPDATING THE ALI DATABASE

Spok Enterprise Alert contains records for each extension, including its location. This is what maintains the accuracy of your 9-1-1 caller location data. For ongoing usability, Spok<sup>®</sup> offers an interface to your telecommunications management system (TMS) to automatically provide a single source for all moves, adds, and changes (MACs) within your telephone system. This database integration feature supports most major TMS available today. In addition, Spok performs the necessary ALI insertion step to enable the public safety answering point (PSAP) to get caller location for IP phones that are automatically tracked.

## ONSITE NOTIFICATION AND CALL MONITORING

In an enterprise network, command and control are today's watchwords. Who dialed 9-1-1? Where are they located? How can we help? These are all-too-common questions asked by security personnel after a 9-1-1 call has been dialed. Spok Enterprise Alert enables you to answer all of these questions by providing powerful tools for your security team. The instant a 9-1-1 call is made, advanced notification methods are enacted to include paging messages, text messages, emails, screen pops, printers, and LED boards configured to automatically print and display the extension and location data. This can include other information such as medical conditions. It can also contain notes concerning the physical location of the telephone, such as nearby hazardous materials and whether the location is remote and connected via wide-area network (WAN).

Furthermore, knowing that there is a 9-1-1 call and where the caller is located does not provide information about the nature of the 9-1-1 call. This is where the passive monitoring feature comes into play. Onsite security or other personnel can monitor 9-1-1 calls made from your organization to learn the nature of the call (e.g., medical, fire, HAZMAT, or prank). This "listen-only mode" enables approved personnel to learn important details without interfering with emergency response. This is especially helpful if onsite staff need to direct first responders or clear people from the area.

## CALL RECORDING

Spok Enterprise Alert automatically activates the voice-recording feature upon receipt of a 9-1-1 call. This is helpful if the call needs to be reviewed to provide assistance or for call-taker training. Each .wav file is time/date stamped and contains the caller's identification information. The files are stored locally for easy access and playback.

## ASSOCIATING REMOTE CALLERS WITH THE RIGHT 9-1-1 ANSWERING POINT: SPOK VIRTUAL E9-1-1

The common trend in enterprise networks is to consolidate public switch telephone network (PSTN) access to reduce costs. However, in many enterprise networks, the locations are dispersed across a wide geographical region covered by multiple 9-1-1 answering points. This is where the Spok Virtual E9-1-1 service comes in. It provides a single ALI database for all remote locations and a single routing point from the enterprise network for all 9-1-1 calls. Spok Enterprise Alert integration provides the automated upload of ALI records to the virtual service provider. It also provides a web-based tool to identify and MSAG-verify locations associated with a road warrior or work-at-home employee (i.e., an off-network site that uses VPN for the enterprise’s telecom and data network services).

## SPOK® IP PHONE TRACKING GATEWAY

Tracking the location of 9-1-1 calls across the enterprise’s VoIP wired and wireless phones is an ongoing challenge. In a wired VoIP environment, users can move their phones, or they can log on to another IP phone with their phone number and credentials. Thus, tracking the physical location of the phone making a 9-1-1 call becomes difficult. Spok IP Phone Tracking Gateway enables you to keep track of the current location for VoIP phones, soft phones, and any other authorized VoIP telephony devices. This solution can also follow the real-time location for authorized VoIP wireless phones which connect to the network via radio transmission.

KEY FEATURES	BENEFITS
Automatic updates to PS/ALI database	<ul style="list-style-type: none"> <li>• Pinpoint each 9-1-1 caller’s exact location</li> </ul>
Browser-based administration	<ul style="list-style-type: none"> <li>• Work with a user-friendly interface for database editing to add records or unique location information not in the automatic feed</li> <li>• Automate database updates</li> </ul>
Integration to leading telecommunications management systems, including OTM/TM, MAT, ASA, MA4000, Omni Vista 4760 and others	<ul style="list-style-type: none"> <li>• Simplify administration with a single entry of MAC that results in multiple databases being updated at once</li> </ul>
Multiple enhanced event notification methods available: <ul style="list-style-type: none"> <li>• Paging, text messages, LED boards</li> <li>• Printer with strobe light</li> <li>• Screen pops with audible alarms</li> </ul>	<ul style="list-style-type: none"> <li>• Alert onsite personnel of a 9-1-1 call and the caller’s location using a variety of methods</li> </ul>
Reporting by extension, new calls, all calls	<ul style="list-style-type: none"> <li>• Generate extensive reports of 9-1-1 calls</li> </ul>
Integrates with the Spok Virtual E9-1-1 service	<ul style="list-style-type: none"> <li>• Simplifies administration with a seamless solution for protecting geographically dispersed employees placing calls from behind the main PBX</li> </ul>
Integrates with the Spok IP Phone Tracking Gateway	<ul style="list-style-type: none"> <li>• Tracks the physical location of wired and wireless phones even as a phone’s physical location changes</li> </ul>
Uses Microsoft® SQL database	<ul style="list-style-type: none"> <li>• Leverage industry-standard DBMS for easy-to-use ad hoc reports and database queries</li> </ul>