www.intrado.com

Intrado

- Plus de 40 ans dans le secteur du 9-1-1
- Acheminement de 60% des appels 9-1-1 aux EU
- 2,300 Centres d’appels d’urgence (CAU)
- 68% de nos clients sont avec nous depuis plus de 10 ans

VIPER

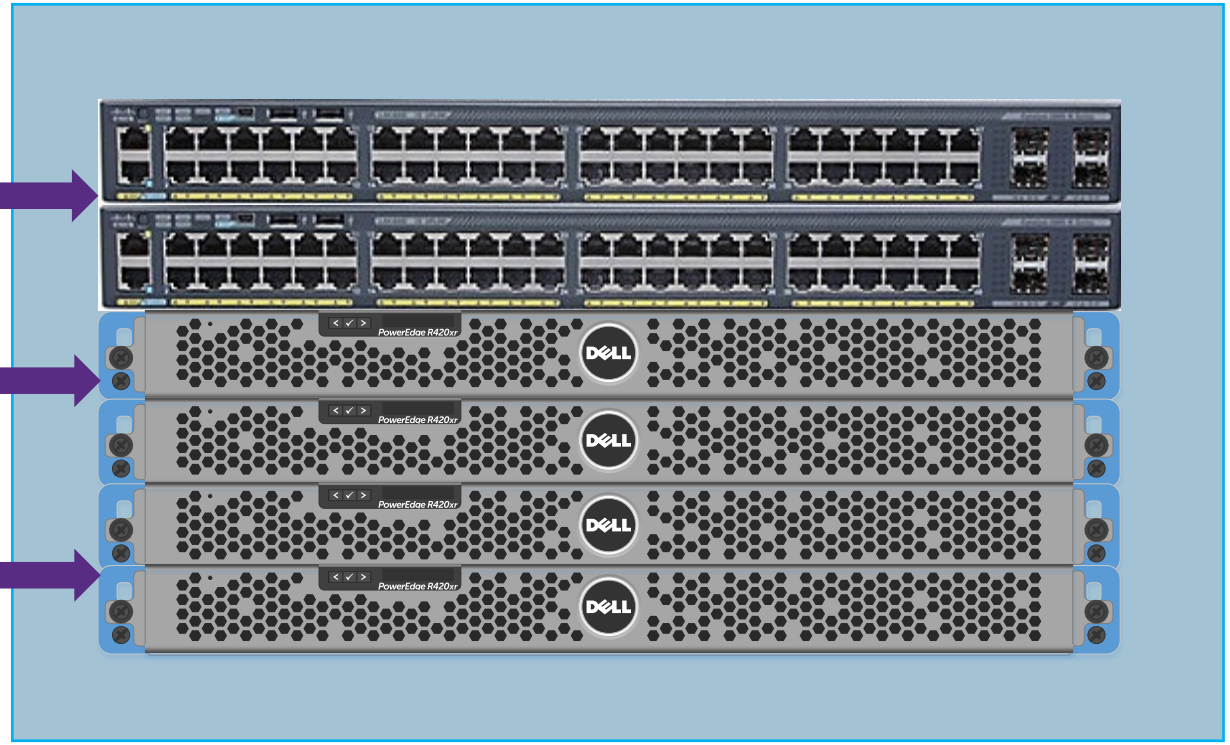
- Premier déploiement VoIP en 2005
- 13,000 postes de prise d’appels
- Haute disponibilité grâce à la redondance et à la géolocalisation

VIPER

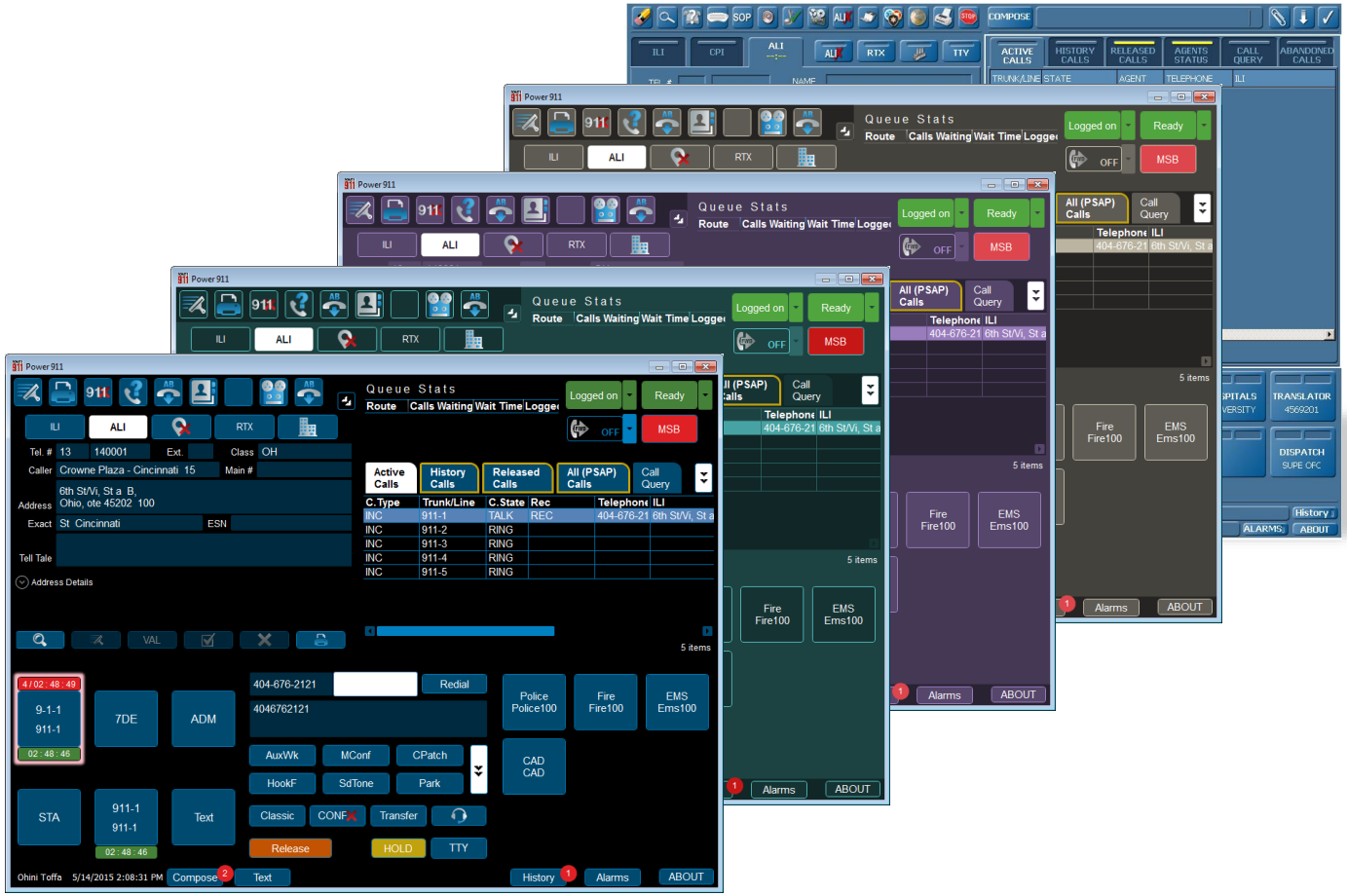
Commutateurs redondants

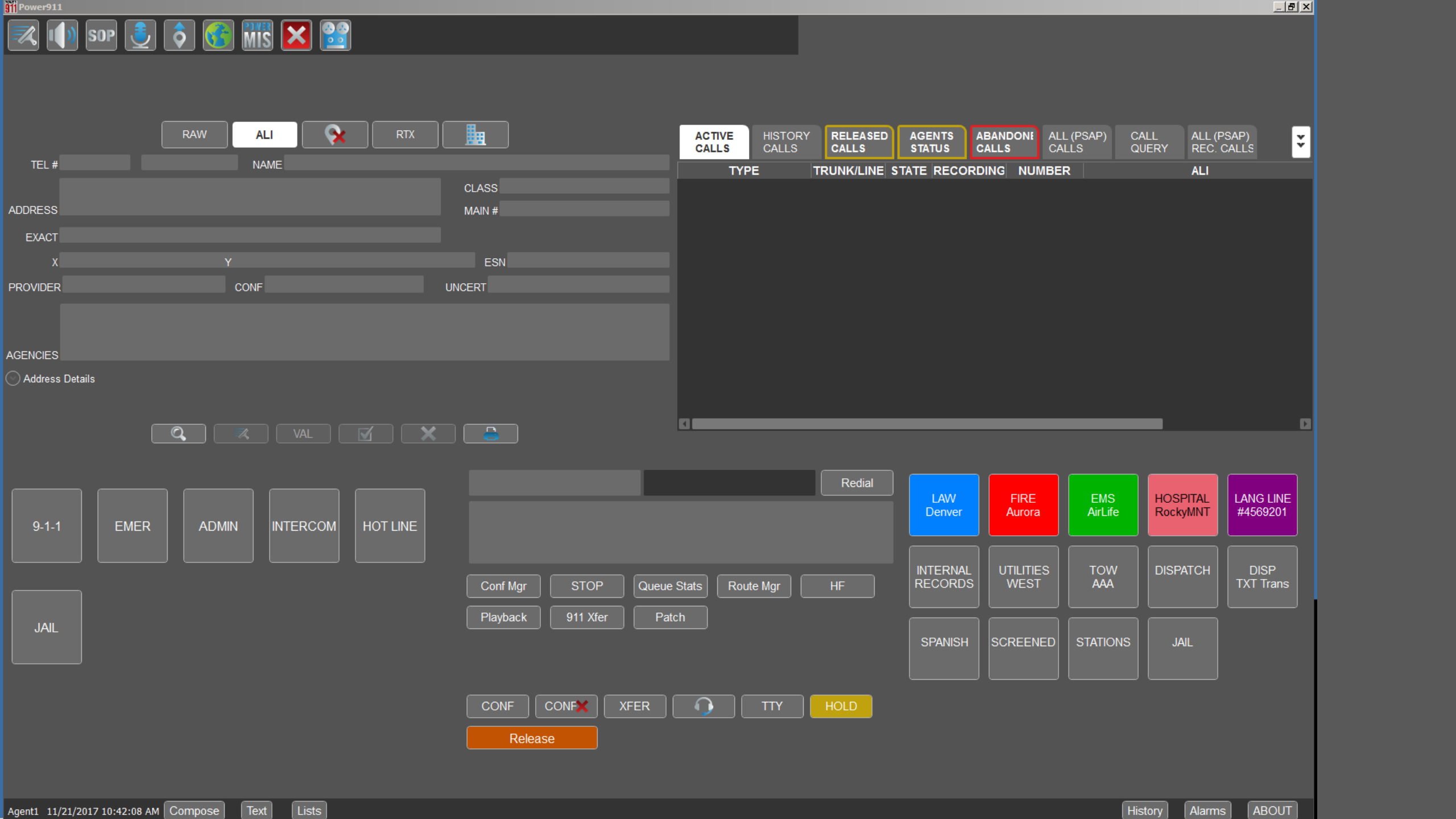
Serveurs applicatifs redondants

Commutateurs IP redondants



Power 911


Power 911
Queue Stats
Route
Calls Waiting
Wait Time
Logged on
Ready
OFF
MSB
ILI
ALI
RTX
Active Calls
History Calls
Released Calls
All (PSAP) Calls
Call Query
C.Type
Trunk/Line
C.State
Rec
Telephone
INC
911-1
911-2
911-3
911-4
911-5
TALK
RING
REC
Tel. #
Caller
Crowne Plaza - Cincinnati
Address
Exact
St Cincinnati
ESN
Tell Tale
Address Details
VAL
404-676-2121
Redial
4046762121
AuxWk
MConf
CPatch
HookF
SdTone
Park
Classic
CONF
Transfer
Release
HOLD
TTY
9-1-1
911-1
7DE
ADM
STA
Text
Police
Police100
Fire
Fire100
EMS
Ems100
CAD
Alarms
ABOUT
Compose
History
5 items


Power911
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ACTIVE CALLS
HISTORY CALLS
RELEASED CALLS
AGENTS STATUS
ABANDONI CALLS
ALL (PSAP) CALLS
CALL QUERY
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STATE
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NUMBER
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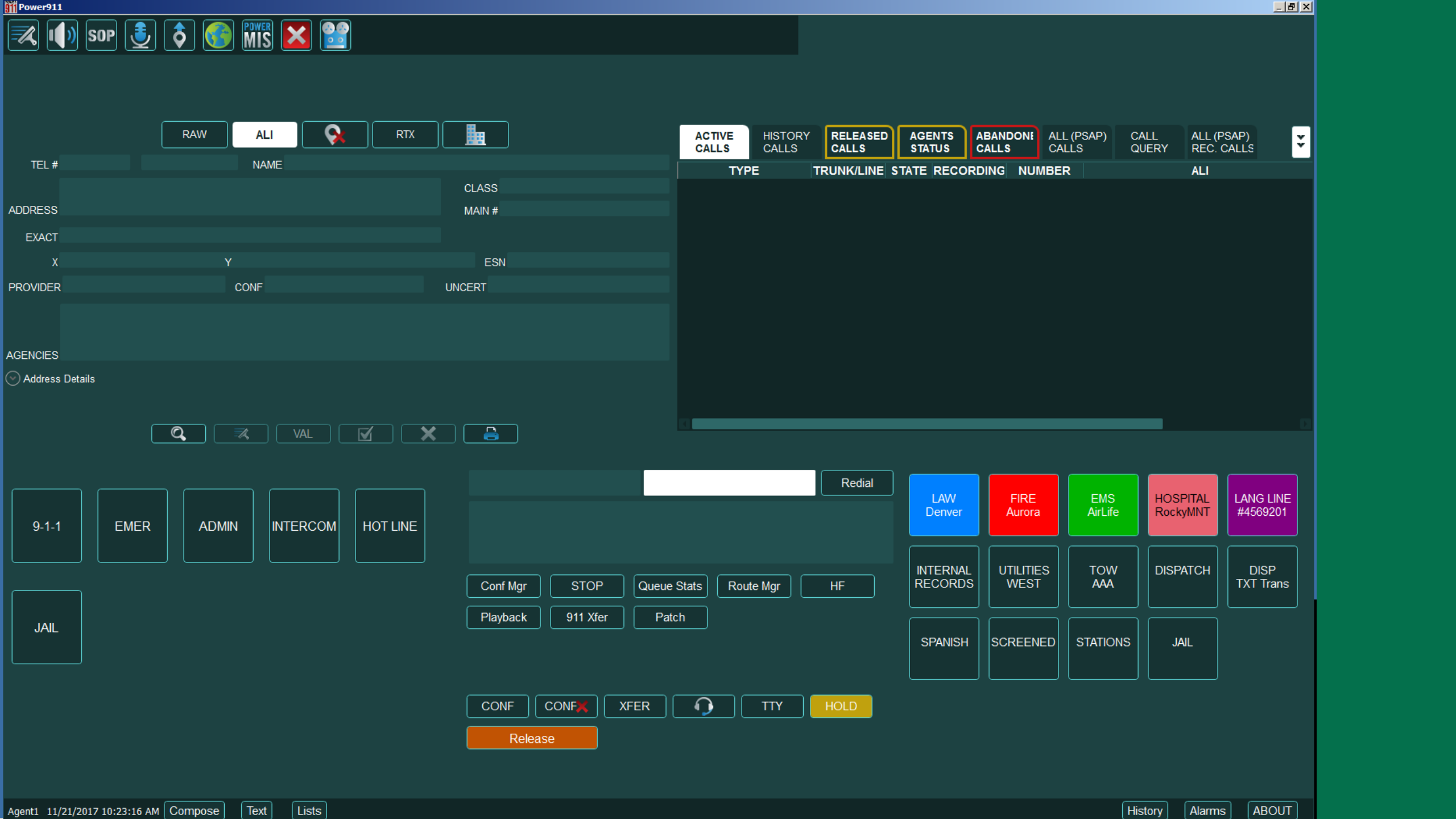
Redial
9-1-1
EMER
ADMIN
INTERCOM
HOT LINE
JAIL
Conf Mgr
STOP
Queue Stats
Route Mgr
HF
Playback
911 Xfer
Patch
LAW Denver
FIRE Aurora
EMS AirLife
HOSPITAL RockyMNT
LANG LINE #4569201
INTERNAL RECORDS
UTILITIES WEST
TOW AAA
DISPATCH
DISP TXT Trans
SPANISH
SCREENED
STATIONS
JAIL
CONF
CONF
XFER
TTY
HOLD
Release
Agent1 11/21/2017 10:42:08 AM
Compose
Text
Lists
History
Alarms
ABOUT


Power911
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Conf Mgr
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Queue Stats
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UTILITIES WEST
TOW AAA
DISPATCH
DISP TXT Trans
SPANISH
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STATIONS
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XFER
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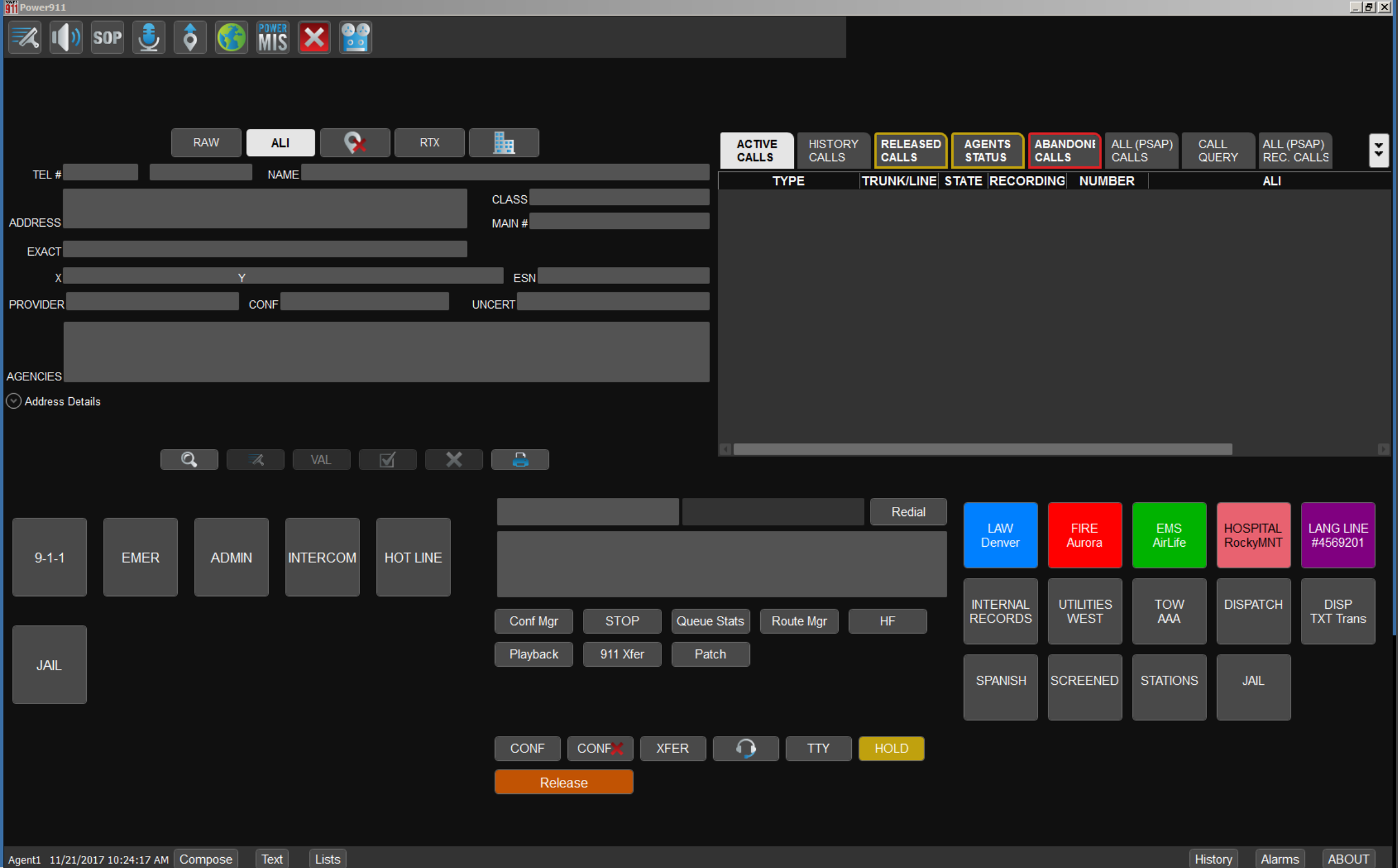
HOLD
Release
Agent1 11/21/2017 10:23:16 AM
Compose
Text
Lists
History
Alarms
ABOUT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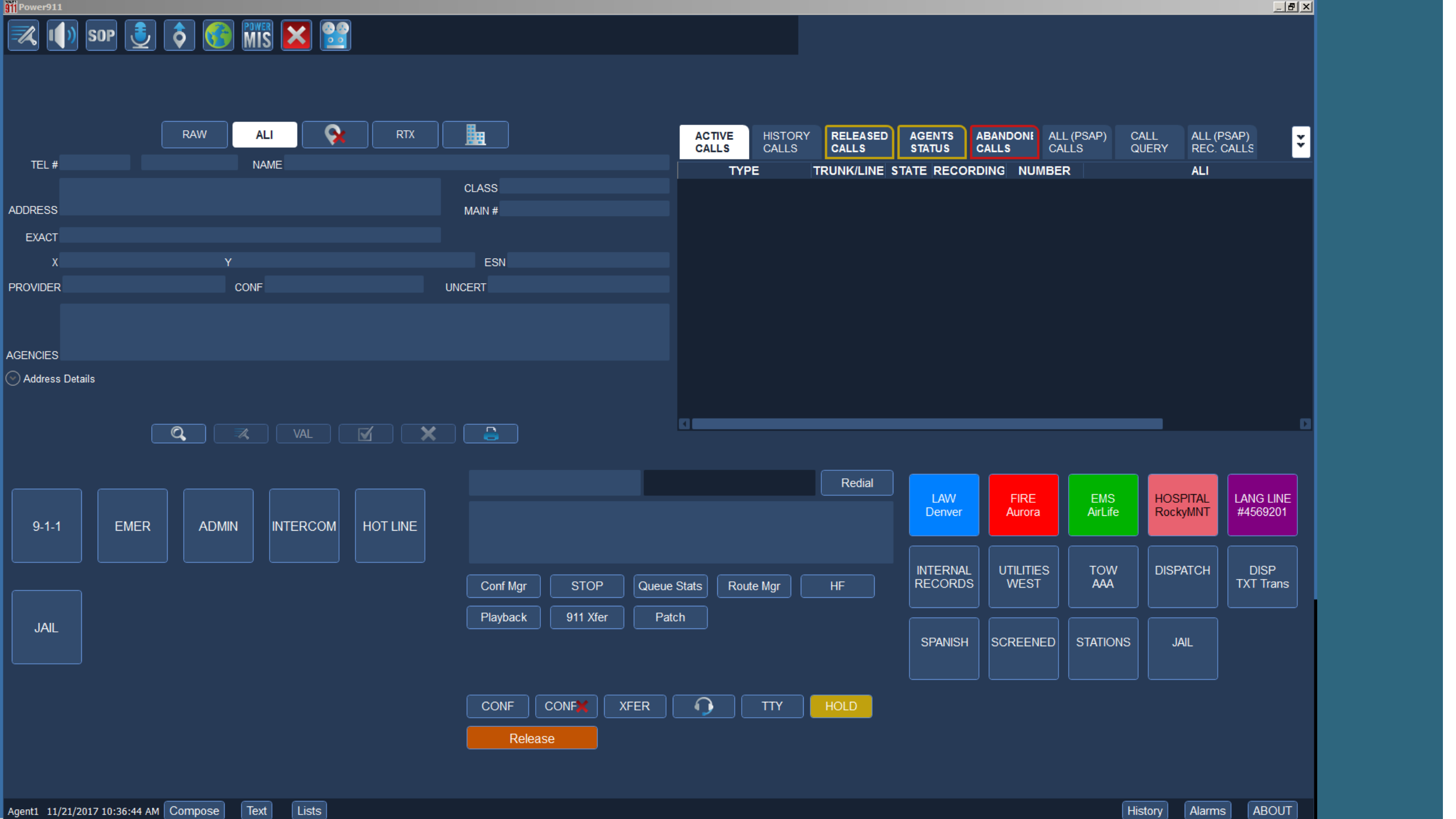
Compose
Text
Lists
History
Alarms
ABOUT


Power911
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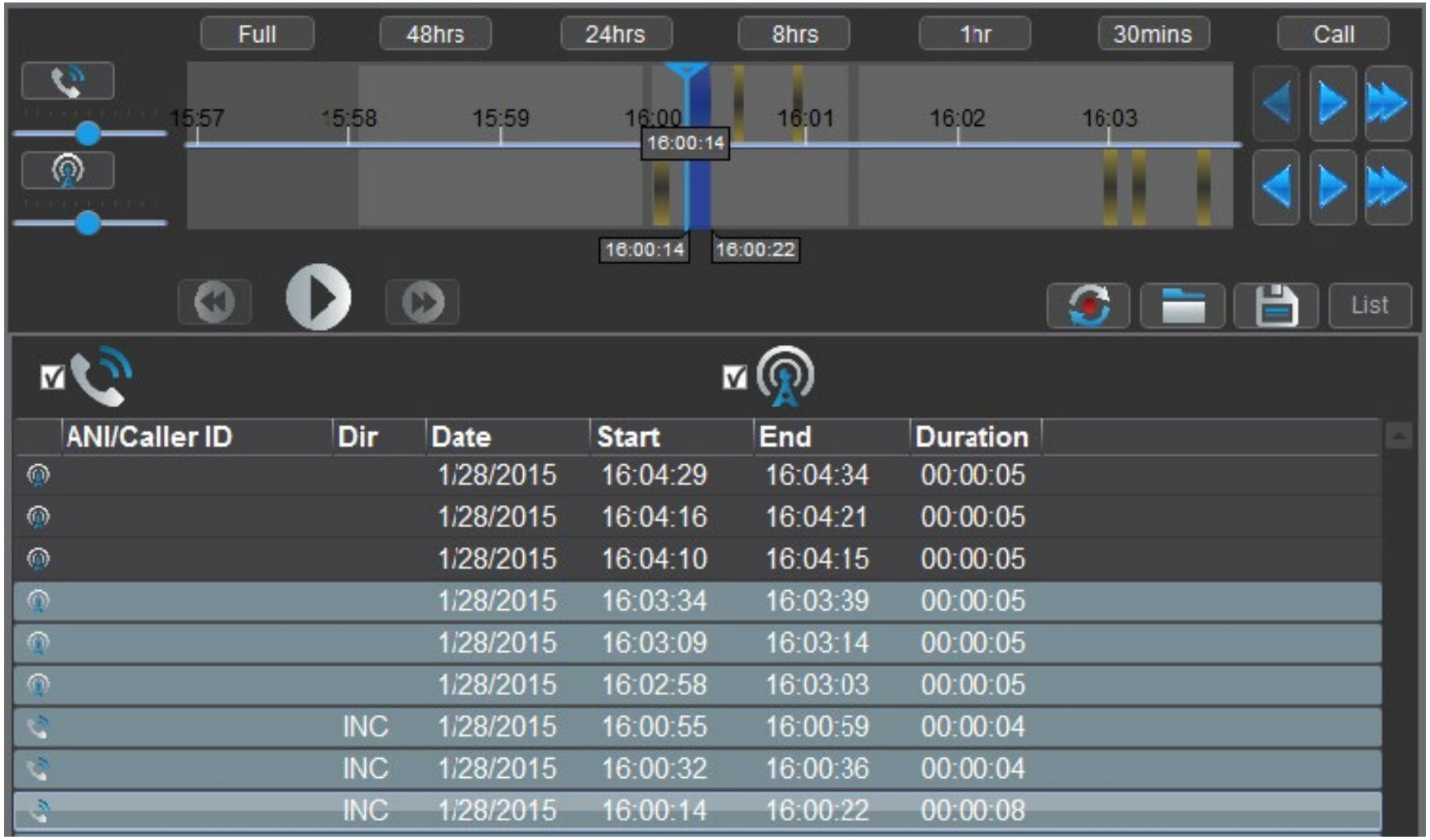
UTILITIES WEST
TOW AAA
DISPATCH
DISP TXT Trans
SPANISH
SCREENED
STATIONS
JAIL
CONF
CONF
XFER
TTY
HOLD
Release
Agent1 11/21/2017 10:36:44 AM
Compose
Text
Lists
History
Alarms
ABOUT

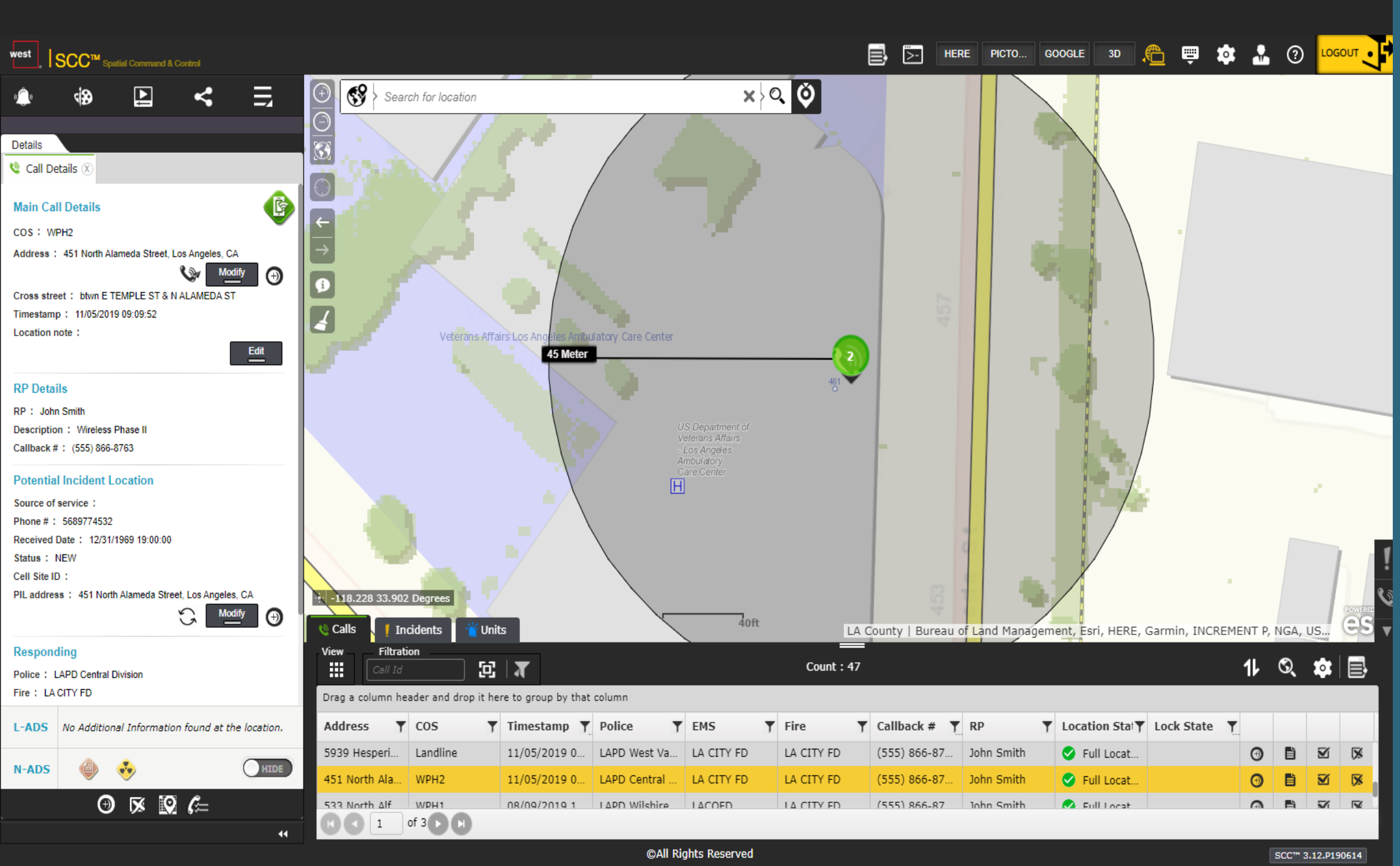
Fonctionsç

En plus des fonctions de prise d’appels, mise en attente et transfert:

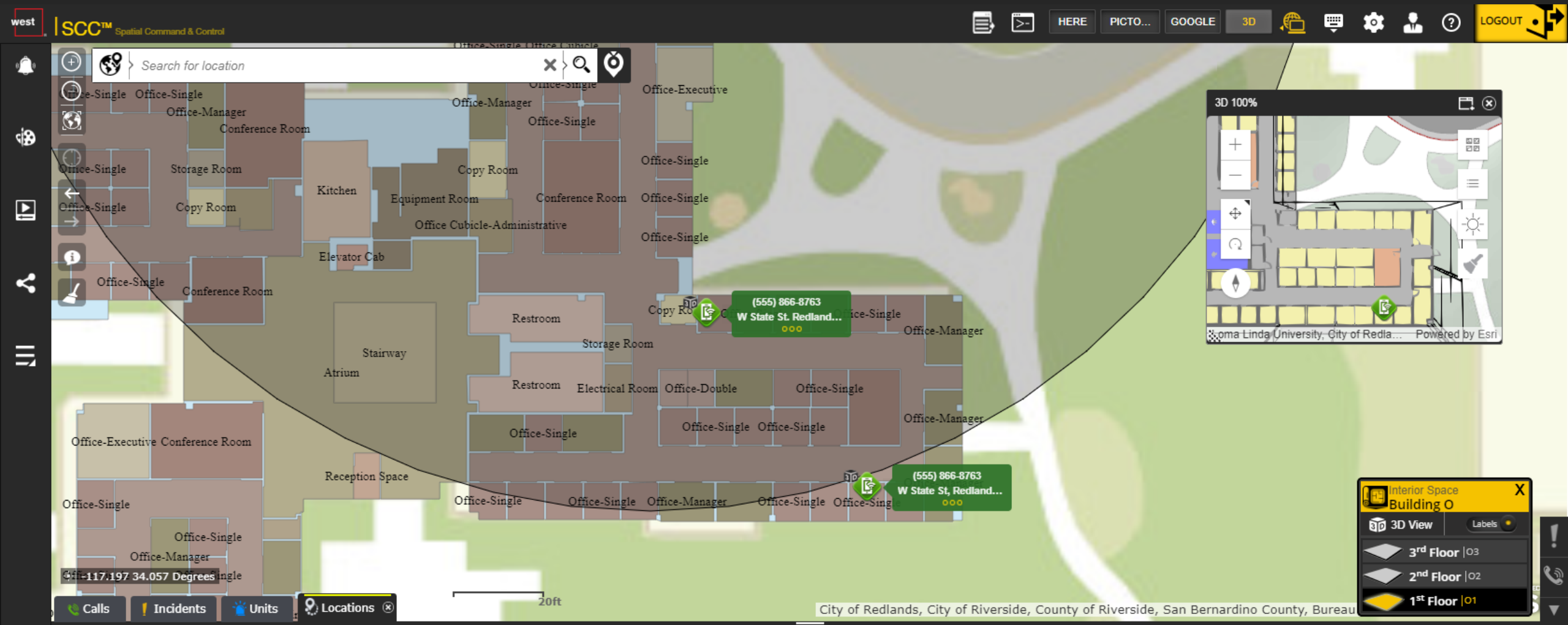
- Distribution automatique des appels (DAA ou ACD)
- Message d’accueil (RAN)
- Système interactif de réponse vocale (option d’activation dynamique)
- Ponts de conférence
- Boîte vocale
- Rappel automatique d’appels abandonnés

ITRR (Enregistrement radiotéléphonique intégré) 2.0




west
SCC™ Spatial Command & Control
HERE
PICTO...
GOOGLE
3D
LOGOUT
Search for location
Details
Call Details
Main Call Details
COS : WPH2
Address : 451 North Alameda Street, Los Angeles, CA
Modify
Cross street : btwn E TEMPLE ST & N ALAMEDA ST
Timestamp : 11/05/2019 09:09:52
Location note :
Edit
RP Details
RP : John Smith
Description : Wireless Phase II
Callback # : (555) 866-8763
Potential Incident Location
Source of service :
Phone # : 5689774532
Received Date : 12/31/1969 19:00:00
Status : NEW
Cell Site ID :
PIL address : 451 North Alameda Street, Los Angeles, CA
Modify
Responding
Police : LAPD Central Division
Fire : LA CITY FD
L-ADS
No Additional Information found at the location.
N-ADS
HIDE
Veterans Affairs Los Angeles Ambulatory Care Center
45 Meter
US Department of Veterans Affairs - Los Angeles Ambulatory Care Center
-118.228 33.902 Degrees
40ft
LA County | Bureau of Land Management, Esri, HERE, Garmin, INCREMENT P, NGA, US...
Calls
Incidents
Units
View
Filtration
Call Id
Count : 47
Drag a column header and drop it here to group by that column
Address
COS
Timestamp
Police
EMS
Fire
Callback #
RP
Location Stat
Lock State
5939 Hesperi...
Landline
11/05/2019 0...
LAPD West Va...
LA CITY FD
LA CITY FD
(555) 866-87...
John Smith
Full Locat...
451 North Ala...
WPH2
11/05/2019 0...
LAPD Central ...
LA CITY FD
LA CITY FD
(555) 866-87...
John Smith
Full Locat...
533 North Alf...
WPH1
08/09/2019 1...
LAPD Wilshire
LACOFD
LA CITY FD
(555) 866-87...
John Smith
Full Locat...
1
of 3
©All Rights Reserved
SCC™ 3.12.P190614

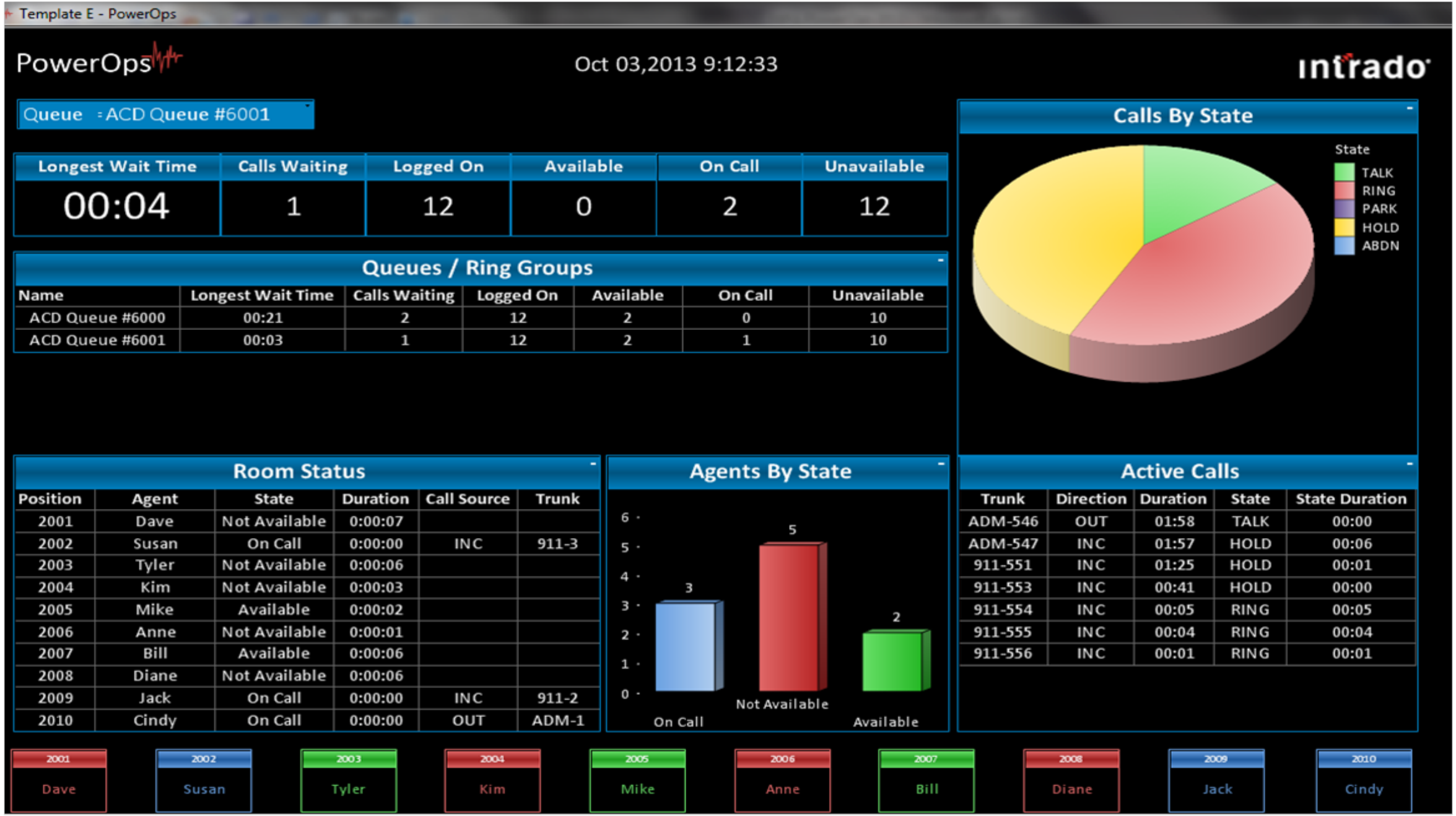
En option



ESRI Building D - 17-02-2020 9:00:42 PM

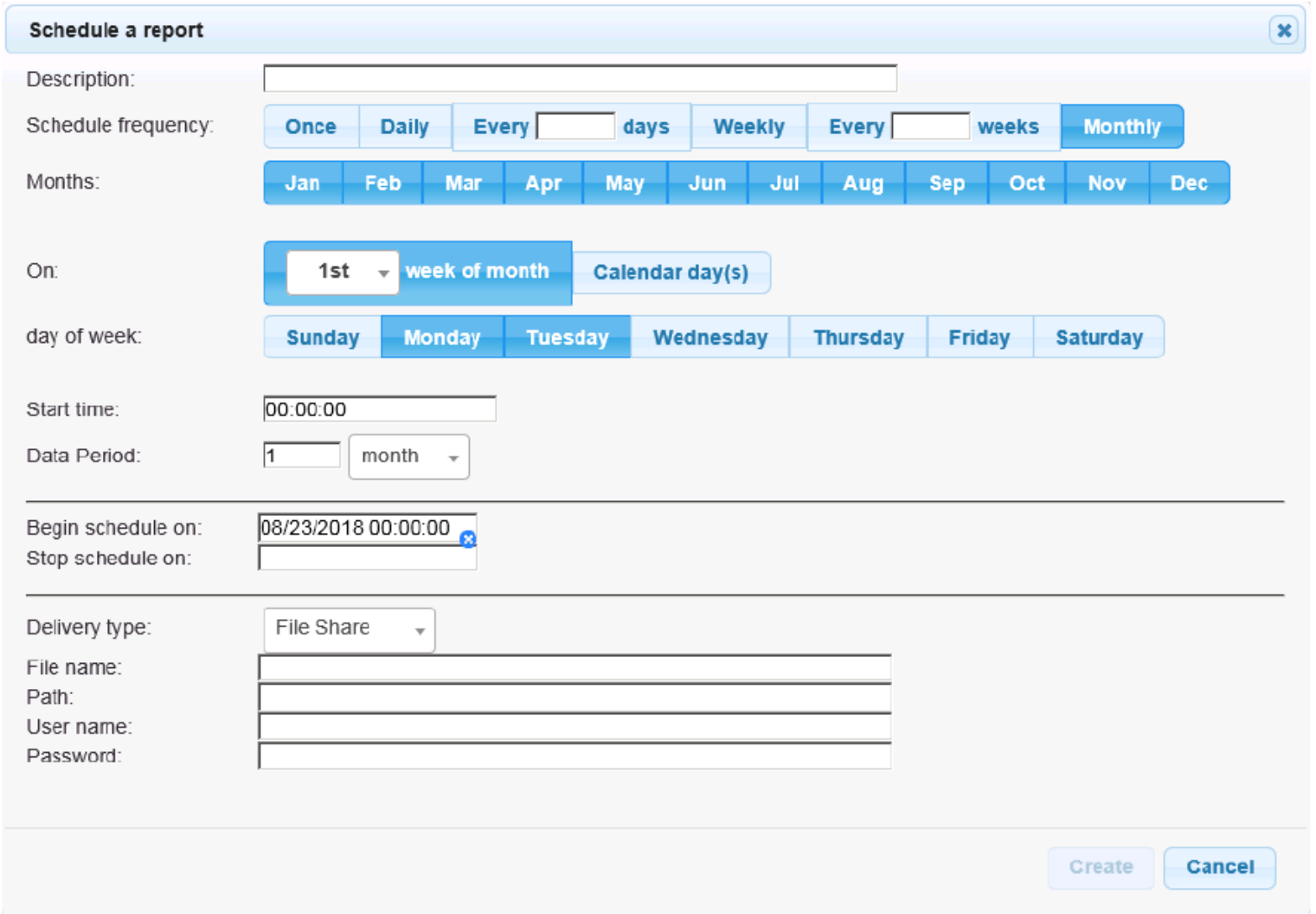
1	San Bernardino, Orange	SECONDARY	esri Building D, Floor 1	Conference Room	100.0	
2	San Bernardino, Orange	SECONDARY	esri Building D, Floor 1	Copy Room	100.0	
3	San Bernardino, Orange	SECONDARY	esri Building D, Floor 1	Electrical Room	100.0	
4	San Bernardino, Orange	SECONDARY	esri Building D, Floor 1	Hallway	100.0	
5	San Bernardino, Orange	SECONDARY	esri Building D, Floor 1	Janitor Closet	100.0	

Tableau de bord



Rapports Statistiques

Rapports Statistiques



Rapports Statistiques

Date from:4/10/2018 13:00:00 **Date to:**4/10/2018 23:59:59

Prefix_TimeRange: Ring Time
Position: Position1|Position5
Leg to Use: Any Leg

Total Number of Calls: 13

Creation Time	Phone Number	Direction	First Ring Time	Total Process Time	Agent	Position	Address
4/10/2018 13:53:50	514	Incoming	00:16.965	35:49.793	Position1	Position1	
4/10/2018 14:29:43	514	Incoming	02:12.841	02:35.634	Position1	Position1	
4/10/2018 14:32:27	514	Incoming	00:16.193	00:28.131	Position1	Position1	
4/10/2018 14:32:58	514	Incoming	00:19.948	00:28.290	Position1	Position1	
4/10/2018 14:33:28	514	Incoming	00:34.340	01:06.786	Position1, Position5	Position1, Position5	
4/10/2018 15:12:09	908	Outgoing	00:00.000	00:32.617	Position5	Position5	
4/10/2018 15:12:50	918	Outgoing	00:00.000	00:21.220	Position5	Position5	
4/10/2018 15:13:40	+8-	Outgoing	00:00.000	00:28.721	Position1	Position1	
4/10/2018 15:14:20	+8-	Outgoing	00:00.000	00:08.833	Position1	Position1	
4/10/2018 15:16:12	+8-	Outgoing	00:00.000	00:18.297	Position1	Position1	
4/10/2018 15:16:35	514	Incoming	00:51.424	03:06.869	Position1	Position1	
4/10/2018 15:17:42	+8-	Outgoing	00:00.000	00:36.873	Position1	Position1	
4/10/2018 15:19:44	514	Incoming	00:07.391	00:54.378	Position1	Position1	

Rapports Statistiques

west

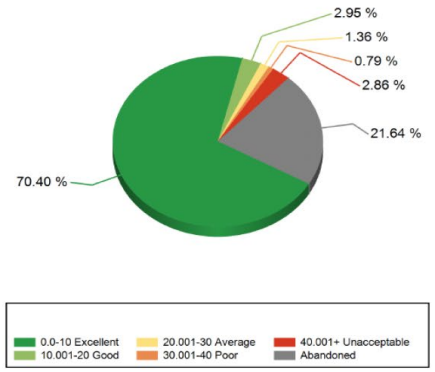
Answer Time Statistics per Hour, Grouped by Month

Date from:11/1/2017 00:00:00 **Date to**:12/31/2017 23:59:59

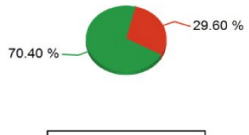
Leg to Use: Any Leg

Total Number of Calls: 180,990

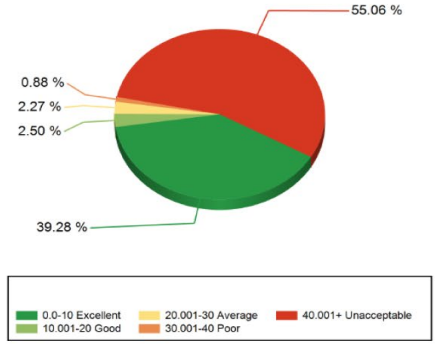
Distribution of Calls per Range of Answer Time



Total Standard Level



Distribution of Abandoned Calls per Range of Ring Time



		Answer Time					Answered						Abandoned					
Month	Hour	Number of Calls	Average	Minimum	Maximum	Standard Level %	Number of Calls	0.0-10 Excellent	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unacceptable	Number of Calls	0.0-10 Excellent	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unacceptable
			(hh:mm:ss.sss)	(hh:mm:ss.sss)	(hh:mm:ss.sss)													
2017 - November	00:00	2278	00:13.190	00:00.000	03:01.178	69.89%	1655	1592	41	10	4	8	623	208	2	1	1	411
	01:00	1978	00:15.758	00:00.000	03:12.840	65.02%	1336	1286	39	4	3	4	642	192	2	0	1	447
	02:00	1811	00:16.039	00:00.000	01:13.811	64.66%	1227	1171	36	8	5	7	584	166	2	4	0	412

		Answer Time					Answered						Abandoned					
Month	Hour	Number of Calls	Average	Minimum	Maximum	Standard Level %	Number of Calls	0.0-10 Excellent	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unacceptable	Number of Calls	0.0-10 Excellent	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unacceptable
			(hh:mm:ss.sss)	(hh:mm:ss.sss)	(hh:mm:ss.sss)													
2017 - December	03:00	1866	00:15.525	00:00.000	02:32.155	67.10%	1293	1252	24	7	4	6	573	164	0	0	1	408
	04:00	1820	00:15.920	00:00.006	01:03.049	66.81%	1238	1216	16	3	1	2	582	157	1	1	0	423
	05:00	2060	00:14.195	00:00.006	02:40.220	68.06%	1474	1402	47	10	2	13	586	185	6	3	2	390
	06:00	2628	00:15.784	00:00.000	03:02.490	65.72%	1897	1727	79	27	12	52	731	208	5	39	11	468
	07:00	3327	00:10.073	00:00.000	03:02.177	76.50%	2664	2545	65	22	14	18	663	229	7	14	4	409
	08:00	3936	00:10.447	00:00.000	04:04.969	74.82%	3148	2945	80	40	24	59	788	304	16	14	8	446
	09:00	4361	00:10.124	00:00.000	03:19.792	74.32%	3489	3241	113	30	21	84	872	383	28	15	2	444
	10:00	4909	00:08.944	00:00.000	04:30.510	76.13%	3981	3737	110	42	27	65	928	432	24	20	3	449
	11:00	4878	00:10.734	00:00.000	06:37.005	73.12%	3961	3567	138	62	52	142	917	423	23	19	9	443
	12:00	5083	00:11.937	00:00.000	06:29.456	72.48%	4183	3684	188	81	52	178	900	390	42	23	11	434
	13:00	5227	00:15.748	00:00.000	09:45.254	65.93%	4157	3446	214	103	77	317	1070	477	52	50	16	475
	14:00	5261	00:12.033	00:00.000	13:43.062	72.08%	4263	3792	159	96	35	181	998	456	39	29	12	462
	15:00	5224	00:11.602	00:00.000	08:55.893	71.88%	4233	3755	165	97	48	168	991	467	34	24	12	454
	16:00	5130	00:18.534	00:00.000	09:01.158	65.75%	4079	3373	196	104	79	327	1051	461	50	32	25	483
	17:00	5127	00:21.488	00:00.000	13:34.098	59.68%	3957	3060	246	150	85	416	1170	457	81	58	25	549
	18:00	4804	00:14.876	00:00.000	07:18.180	68.13%	3862	3273	185	96	75	233	942	358	47	34	19	484
	19:00	4144	00:08.773	00:00.000	02:46.888	76.62%	3326	3175	94	25	14	18	818	360	12	6	5	435
	20:00	3911	00:08.977	00:00.000	02:59.662	75.68%	3111	2960	83	28	13	27	800	370	8	10	2	410
	21:00	3646	00:10.434	00:00.000	03:54.415	73.26%	2893	2671	89	57	20	56	753	331	15	12	3	392
	22:00	3463	00:11.744	00:00.000	02:45.640	71.44%	2631	2474	81	21	10	45	832	325	7	4	2	494
	23:00	3043	00:12.982	00:00.000	02:32.801	69.93%	2208	2128	46	12	5	17	835	287	4	4	1	539
	Sub-Total	**90633**	**00:12.909**	**00:00.000**	**13:43.062**	**70.79%**	**71003**	**64155**	**2539**	**1150**	**683**	**2476**	**19630**	**7812**	**508**	**418**	**176**	**10716**
Total		**180990**	**00:13.049**	**00:00.000**	**13:43.062**	**70.40%**	**141830**	**127425**	**5338**	**2454**	**1438**	**5175**	**39160**	**15381**	**980**	**890**	**346**	**21563**

A call is considered within the standards if answered by the agent within 10 seconds

Standard Level represents the percentage (%) of calls answered within 10 seconds over the total number of calls

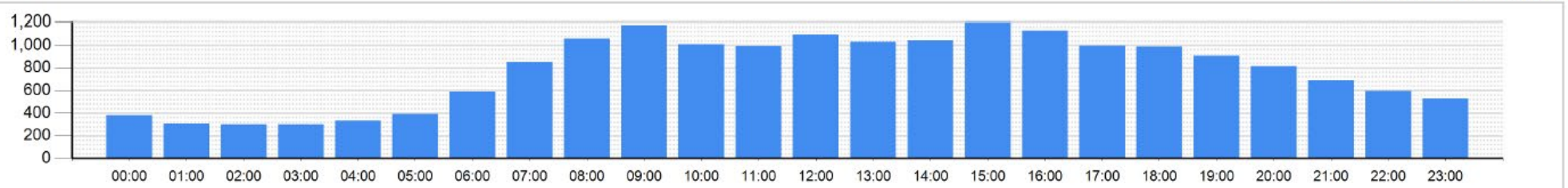
Intrado

Rapports Statistiques

Date from:3/5/2018 00:00:00 **Date to**:3/9/2018 23:59:59

Leg to Use: Any Leg

Total Number of Calls: 18,698



Day	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Monday	76 (76)	63 (63)	54 (54)	54 (54)	65 (65)	72 (72)	129 (129)	167 (167)	227 (227)	270 (270)	216 (216)	189 (189)	201 (201)	218 (218)	208 (208)	242 (242)	251 (251)	229 (229)	227 (227)	195 (195)	154 (154)	128 (128)	126 (126)	116 (116)	162 (3,877)
Tuesday	78 (78)	41 (41)	69 (69)	60 (60)	66 (66)	74 (74)	136 (136)	164 (164)	208 (208)	223 (223)	235 (235)	182 (182)	227 (227)	193 (193)	187 (187)	283 (283)	221 (221)	168 (168)	168 (168)	164 (164)	155 (155)	125 (125)	133 (133)	99 (99)	152 (3,659)
Wednesday	65 (65)	61 (61)	54 (54)	64 (64)	38 (38)	109 (109)	107 (107)	167 (167)	219 (219)	215 (215)	179 (179)	226 (226)	200 (200)	220 (220)	244 (244)	228 (228)	219 (219)	175 (175)	171 (171)	136 (136)	127 (127)	105 (105)	91 (91)	90 (90)	146 (3,510)
Thursday	85 (85)	71 (71)	66 (66)	72 (72)	59 (59)	63 (63)	100 (100)	150 (150)	222 (222)	251 (251)	194 (194)	196 (196)	263 (263)	204 (204)	220 (220)	205 (205)	189 (189)	218 (218)	201 (201)	188 (188)	162 (162)	168 (168)	112 (112)	106 (106)	157 (3,765)
Friday	78 (78)	69 (69)	54 (54)	50 (50)	106 (106)	75 (75)	119 (119)	204 (204)	181 (181)	217 (217)	182 (182)	201 (201)	200 (200)	197 (197)	182 (182)	238 (238)	249 (249)	207 (207)	223 (223)	225 (225)	215 (215)	165 (165)	135 (135)	115 (115)	162 (3,887)

HeatMap

Choix d’équipement – fixe ou portable

- Poste de travail fixe

ou portable (VPN en option)

- Module Sonic pour interfaces

Choix d’équipement - Power Station Gen 3

Choix d’équipement - Power Station Gen 3

Téléphones IP (en option)

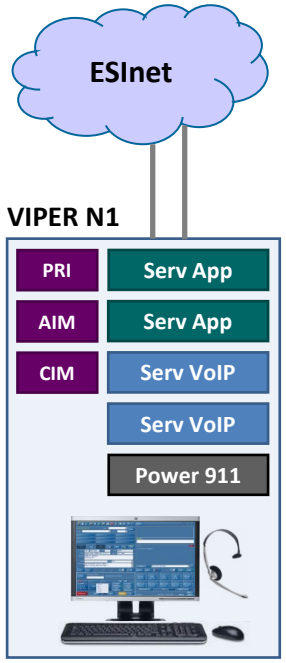
Accessoires en option

Écrans tactiles

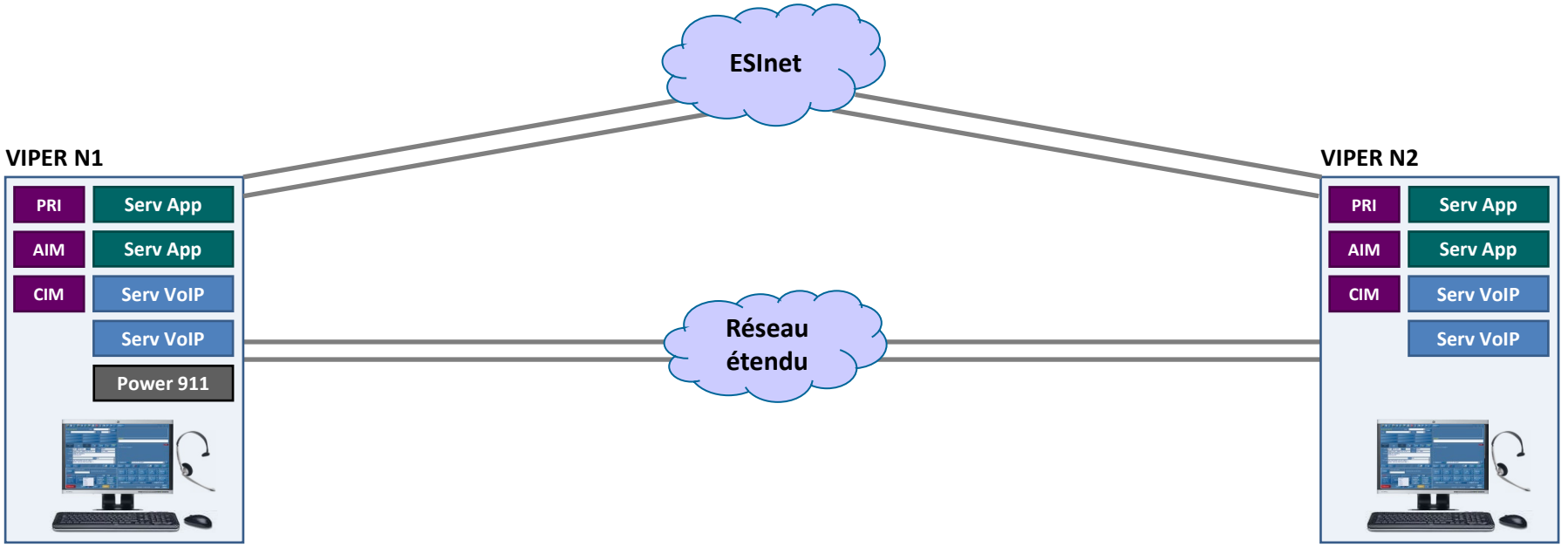
Indicateurs d’état

Claviers Genovation

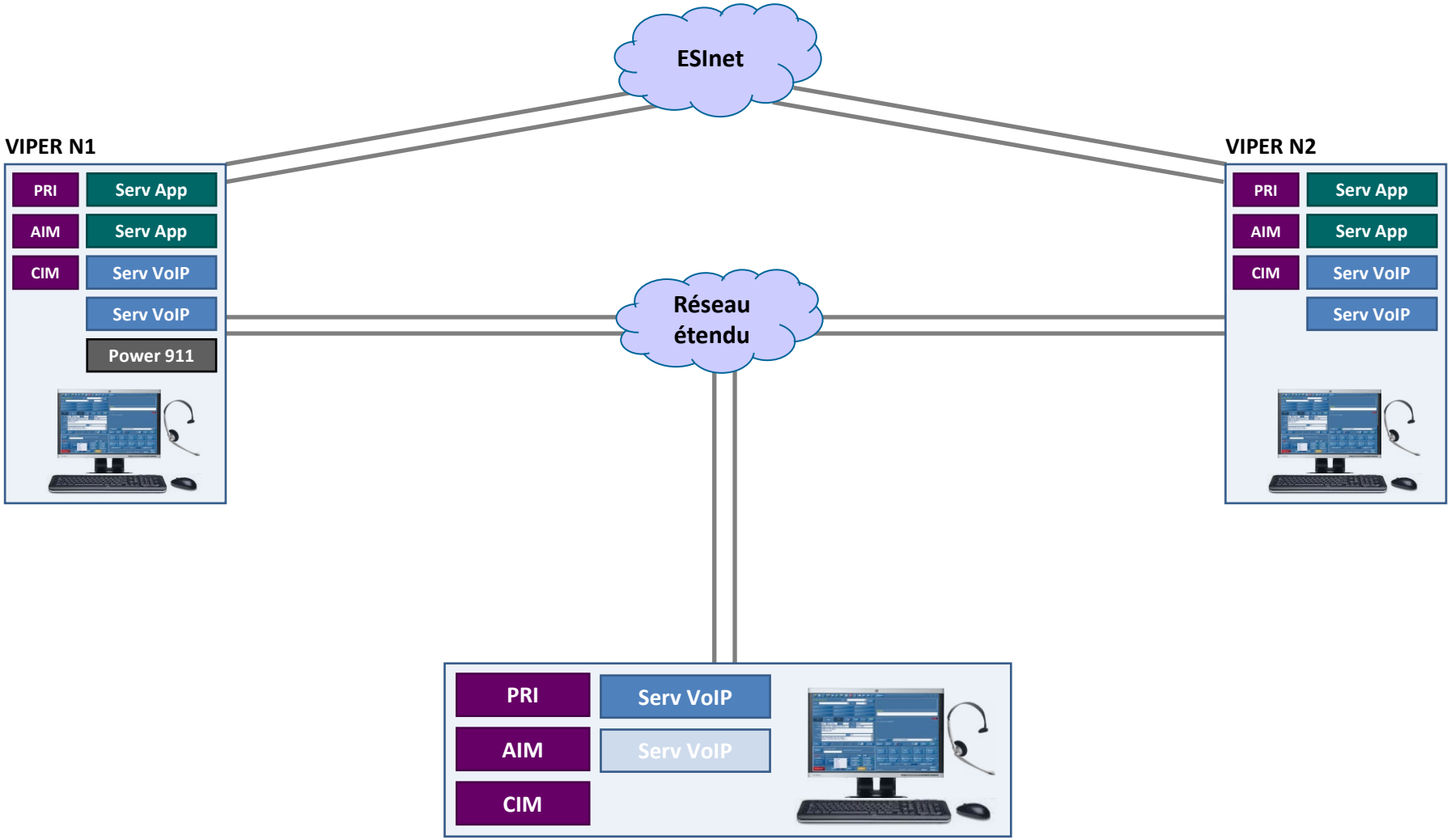
VIPER


ESInet
VIPER N1
PRI
Serv App
AIM
Serv App
CIM
Serv VoIP
Serv VoIP
Power 911

VIPER

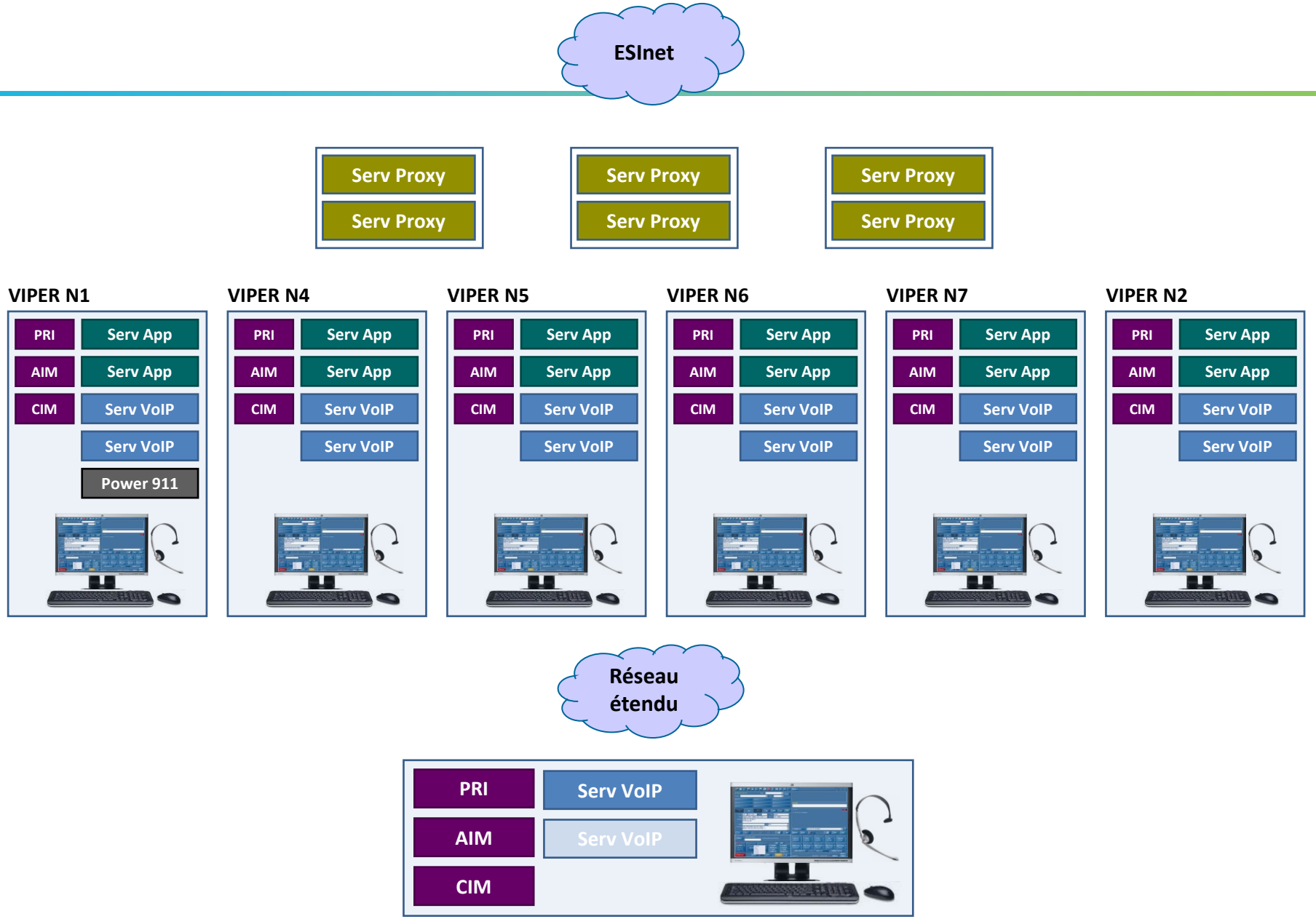

ESInet
VIPER N1
PRI
Serv App
AIM
Serv App
CIM
Serv VoIP
Serv VoIP
Power 911
Réseau étendu
VIPER N2
PRI
Serv App
AIM
Serv App
CIM
Serv VoIP
Serv VoIP

VIPER



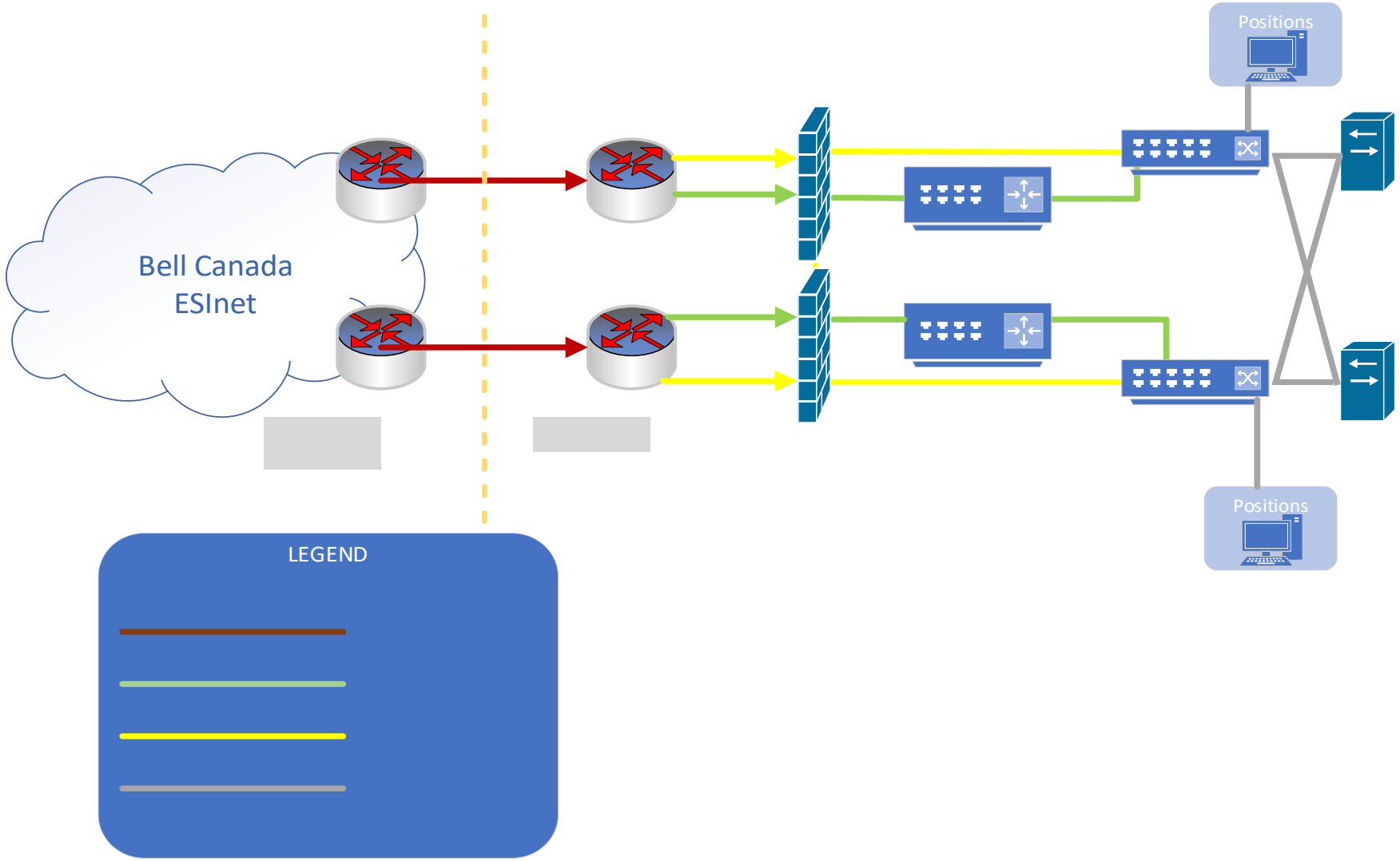
Satellite VIPER N3x – (multiples)

VIPER



Satellite VIPER N3x – (multiples)

Connexion au réseau i3 de Bell Canada



PG-911 - Tests en cours (PSAP trials)

- Trois CAU ont installé un banc d'essai VIPER pour effectuer les essais de PG 911
  - Telus: Ville de Calgary
  - Bell : EMO, Nouvelle-Ecosse
  - Sasktel : Saskatchewan (réseau ESInet de Telus)
- Tests SIP complétés avec la Ville de Calgary
- Développements en cours pour la version Bell
  - Tests prévus d'ici la fin 2020

PG 911 - Échéancier

Les développements prévus pour se conformer aux spécifications UNI incluent les éléments suivants:

- Interface RAO (EIDO) – Date cible : 31 décembre 2021
- Texte en temps réel (RTT) – Date cible : 30 mars 2022
- Déconnexion du réseau 911 actuel (legacy) : mars 2024

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