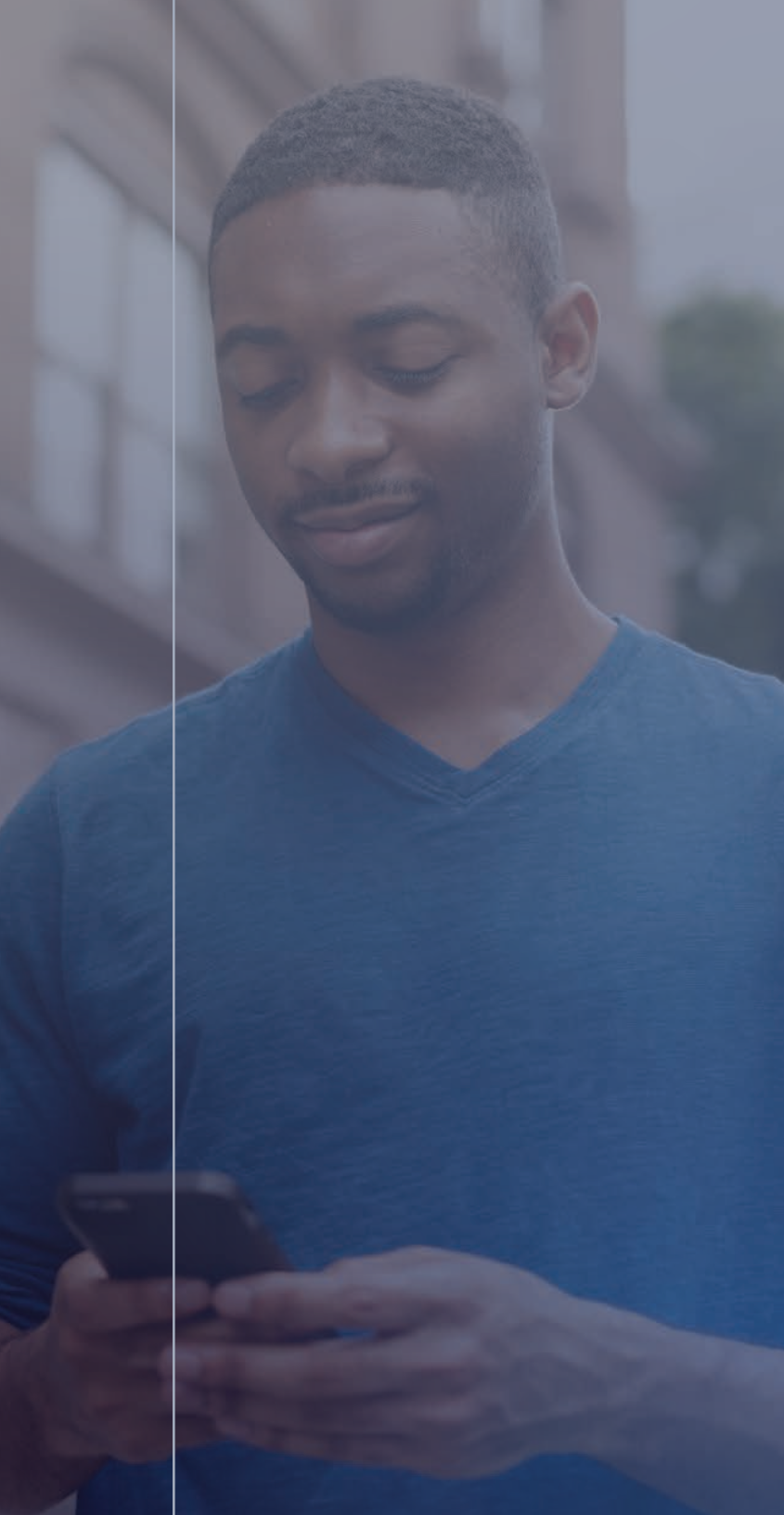




# Emergency Call Handling & Management

Lead the Change Towards NG9-1-1



# Meet the Needs of Modern Communication

The existing analog 9-1-1 system has served us well for decades. However, the aging infrastructure and rapid innovation of technology are causing considerable strain. Next Generation 9-1-1 (NG9-1-1) digital platform offers a range of advanced features, including multimedia communication, better location accuracy, and enhanced interoperability. These capabilities help our emergency communications meet the evolving needs of communities.

Explore how to upgrade your system to accommodate the demands of modern emergency call handling.



**Komand911**



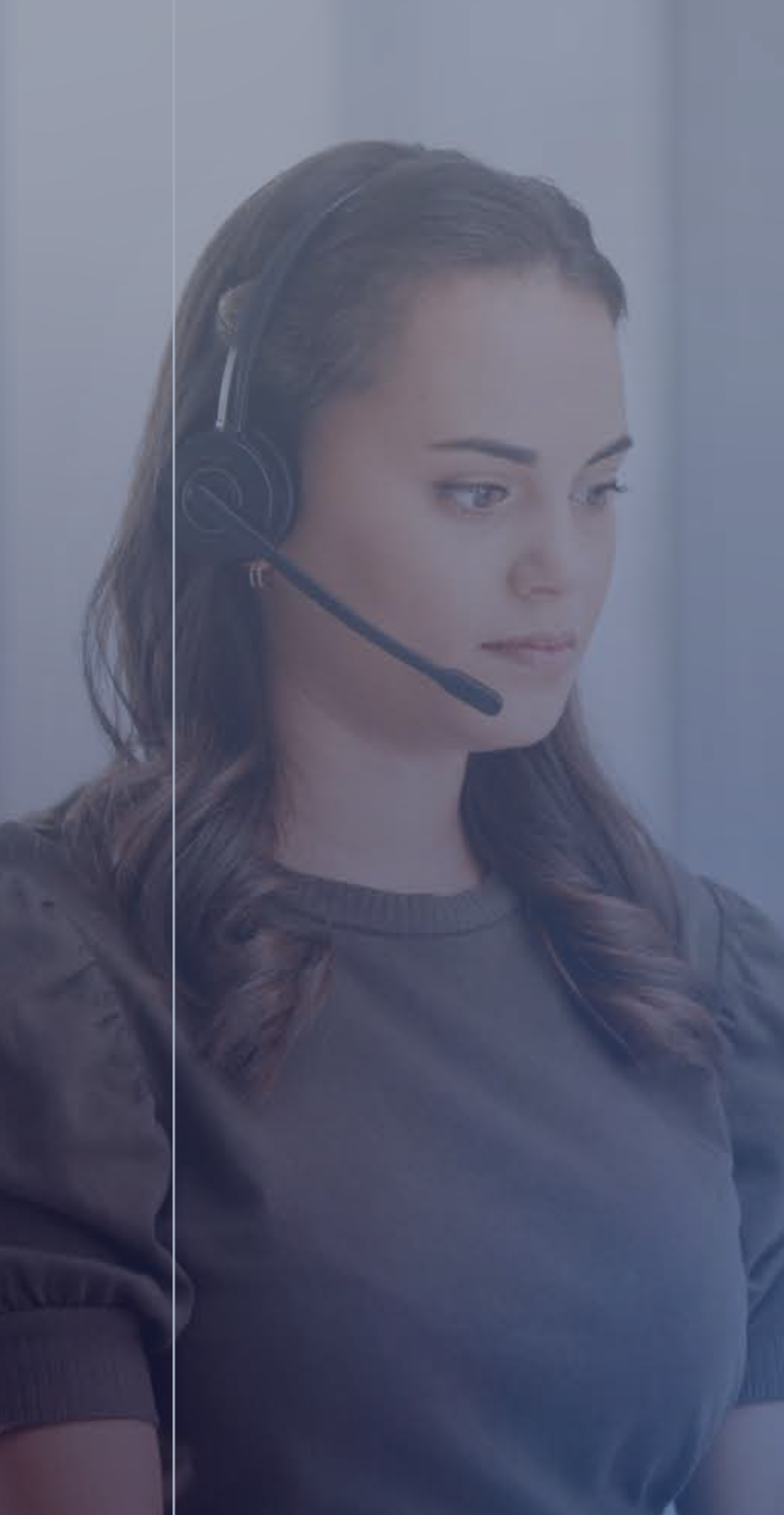
**SIT911i3**



**Komlog**



**Unanswered Call Management System**



# Komutel

## **Upgrade your emergency communication system for better location accuracy, interoperability, and scalability**

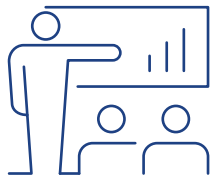
As NG9-1-1 legislation continues to evolve, Public Safety Answering Points (PSAPs) and Emergency Communication Centers (ECCs) should prepare for the migration to a compliant, more agile system.

A digital, internet protocol (IP)-based infrastructure is now necessary to address the limitations of the existing analog system and adapt to the ever-changing technology landscape. This shift removes the "swivel chair" operations to ensure a more efficient, effective, and reliable emergency call handling system that benefits both the public and responders.

Komutel solutions help your operations streamline this transition to NG9-1-1 while reducing infrastructure costs and ensuring that your systems will be prepared moving forward.

# Forward Thinking

Komutel's solutions are designed to evolve alongside changes in NG9-1-1 standards and emergency communication trends.



## **Industry Thought Leader**

Komutel works closely with PSAPs nationwide to define standards within emergency call handling



## **Flexible Solutions**

Software-based solutions are hardware neutral and work with most PBX and SBC vendors



## **Complementary, Cohesive Modules**

Additional modules such as document management, call management, and call recording increase system interoperability

# People-Driven Approach

Your agency is dedicated to effectively manage response expectations – we designed our solution and services to fit the needs of your call handlers.



## **Personalized Training**

Your staff will receive customized training focused on your needs that can be in-person or remote



## **Implementation**

Experienced in remote or on-site implementation projects of all sizes working with multiple vendors

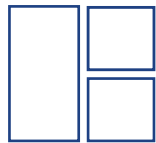


## **Technical Support**

Our service contract guarantees 24/7 technical support and updates for all solutions

# Komand911

## A streamlined, modular, and browser-delivered SIP softphone for NG9-1-1



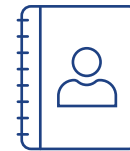
### **Customizable & Comprehensive Modules**

Integrated 911-specific modules include call management, incident information, phone release reasons, transfer history, and status management



### **Ability to Work from Anywhere**

Dispatch and call handlers have the flexibility to work from anywhere and still efficiently handle calls from the command center or a remote location

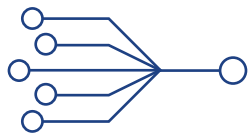


### **Searchable Resource Directory**

Customizable with colors and agency logos, the resource library allows unlimited speed dial, documents, and URL buttons

# SIT911i3

**An on-premise SIP softphone that efficiently manages calls, reduces handling time, and maximizes contact reach**



## **Streamline Processes**

Access easily directory lookups, integrated documents, team member availability, emergency procedures, and security cameras



## **Improve Call Handling**

React to evolving situational needs more quickly with the solution's comprehensive call information display



## **Increase Efficiency**

Take advantage of streamlined call transfer capabilities through features linked to call history and instant replay

# Komlog

**Meet compliance, protection, and staff training needs with emergency call recording designed for public safety**



## **Securely Save and Manage Recordings**

Organize, share and listen to your recordings anytime and anywhere with multiple security profiles



## **Audio & Multimedia Recording**

Record real-time text, screen, audio, and geolocation



## **Cross-platform Compatibility**

Hardware and software solution options integrate with analog, digital, and IP-based systems



# Komstat Module

## Actionable reports for better decision-making

A custom report generator solution that gathers and analyzes information from your telecom infrastructure.



### Access Relevant Information

Usage data is collected directly from your system's own Call Detail Recording



### Identify Areas of Improvement

Relevant details are compiled into different reports to provide key insights that can be applied to business operations



### Streamline Time Management

Automated reports allow for staff to devote more time to urgent needs, boosting performance during peak and congestion periods

# Komsync Module

## Increase efficiency with database centralization

Integrate information in one place to minimize redundant tasks and provide relevant real-time information



### **Establish Interoperability**

Synchronize files and data in a centralized database for near real-time interoperability between applications



### **Use Resources Efficiently**

Reduce management and maintenance costs and overhead by simplifying data structures and eliminating redundant data processing

# Unanswered Call Management System

**Track, organize, and call back dropped or abandoned calls**



## **Improve Response Capabilities**

The UCMS module is configurable to perform automatic callbacks to dropped or abandoned 911 calls



## **Use Custom Messaging**

In the case of wireless calls, tailor SMS message according to predetermined standard operating procedures



## **Meets Your Requirements**

Can be configured according to ALI policies; specific policies can be applied for the management of short-term calls for wired and cellular phones

 **VERSATERM PUBLIC SAFETY**

# About Us

Komutel has over a decade of experience developing communication solutions to support public safety professionals. Now as part of Versaterm Public Safety, we are committed to delivering solutions that provide public safety professionals with the tools they need to perform their job in a more efficient and effective way that fosters better service, safer communities and more just outcomes. Visit [komutel.com](http://komutel.com).

Versaterm Public Safety is a global public safety solutions company helping agencies transform their organizations. We have an ecosystem that enhances community safety by creating purposeful integrations. Formed in 1977, our dedication to public safety is demonstrated by an unwavering commitment to customer satisfaction and outcomes powered by innovative solutions developed with innovative technologies. Visit [versaterm.com](http://versaterm.com).