

Genesis 911

PSAP Solutions

Genesis PSAP solutions produce timely statistics & consolidated reports that enable you to maximize the performance of your 911 center. Genesis PSAP 911 works with modern E911 systems to collect and assemble call details like, ANI, ALI, Date, Time, Speed of Answer, TTA, Station Answering, mobile user locations and more from several sources to provide you with end-to-end details. Genesis PSAP 911 consolidates and displays this information in a variety of ways, such as real-time dashboards, user & supervisor applications and ad-hoc & scheduled reporting options.

Genesis PSAP 911 will assist you when making those tough decisions, such as staffing requirements, service level calculations, investigations, etc. Queue reports providing critical statistics on operator and queue performance, and Traffic reports measuring system and line performance allow you to optimize resources and schedule staff. Trend analysis helps you make equipment decisions at the right time. Genesis PSAP 911 gives you information that will help you to be proactive, not reactive, and give you the visibility and control over your 911 call center like you never had before.

- ✓ Real-time display of current call details (ANI, ALI, name, duration, agency, etc.)
- ✓ Historical data retention, permitting retroactive reporting and trend analysis
- ✓ Works seamlessly with both NG911 and legacy 911 voice environments
- ✓ Fully customizable caller information display and alerting system
- ✓ Support for multiple data feeds, configurable limits and thresholds
- ✓ View only the relevant details with individual user and supervisor accounts

Access critical 911 PSAP information to Control, Manage & Plan your 911 Center.



Collect, Display & Summarize Critical 911 Information in Real-time & Historically.



Provide real-time 911 caller info to your call takers, team leaders & supervisors.



Store historical 911 call data indefinitely to meet retention requirements & litigation situations



Specializing in Telemangement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics