

Government Offices

Solutions for Government Agencies, Public Safety & Other Entities

As a government or public agency, you know the importance of controlling your telecom costs and staying on budget. You know that costs can easily get out of control and additional complexity arises when your facility has multiple buildings, locations, complex organizational structures, etc. Government facilities often have high instances of telephone misuse and controlling this can be a challenge without proactive recognition and notification tools.

Additionally, government buildings are often the target of threats, making it critical to have robust emergency response plans & tools in place to ensure both staff and public safety.

Genesis's Government Solutions provide you with both the emergency response tools, and records keeping to ensure you're not just compliant, but equipped to quickly & effectively handle any situation that may arise.

The importance of keeping everyone safe and informed during an emergency can't be overstated.

The Genesis Solution:

- ✓ Send immediate notifications of emergency situations via multiple simultaneous channels
- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Calculate optimum number of lines and see if your lines are functioning
- ✓ Determine if you have enough call takers and supervisors
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Manage legacy and leading-edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ Do all of this and much more, from any smart device or computer



Specializing in Telemanagement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics