



EMERGENCY ASSIST

911 SUPPORT AND NOTIFICATION SYSTEM

QUICK OVERVIEW

CONNECT

- Automatically bridge security personnel and first responders to 911 emergency calls
- Allow full interaction between calling party, 911 operator and responders

INFORM

- Automatically provides calling party identification information to security personnel and first responders
- Enables calling party to describe full nature of emergency to responders

MITIGATE

- Automatically dial back calling party if call disconnected
- Easily determine if situation a true emergency or false alarm

INTEGRATE

- Leverage existing Cisco Unified Communications platform
- Integrates with CallManager and supports all Cisco IP phones, including wireless devices

POWERFUL SUPPORT FOR EMERGENCY RESPONSE

Schools, government agencies and corporations continually strive to enhance their emergency response capabilities while minimizing the cost burden of false alarms. **Emergency Assist** is designed to increase the effectiveness of organizational emergency response systems by automatically notifying and connecting security personnel and first responders to emergency 911 calls.



Emergency Assist leverages Cisco's Unified Communications platform, including Cisco's Unified Application Environment. In the event that someone dials a 911 call, 911 Assist automatically bridges security personnel into the active emergency call, allowing them to communicate with both the call initiator and 911 operator. Information about the calling party, such as name and extension, is also forwarded to the security officer's phone for immediate identification purposes. In the event that the initiator disconnects the call, 911 Assist automatically re-dials the initiating party enabling security to determine whether or not there is a real emergency or simply a false alarm.

The benefits of Emergency Assist are tremendous. In the event of a true emergency, security and first responders will have an early indication regarding the nature of the emergency, dramatically increasing the effectiveness of the response. In the event of a false alarm, security personnel can halt the response from the 911 operator and first responders, dramatically reducing costs to both the organization and public service entities.

Maximize the effectiveness of your emergency response procedures while leveraging the power of your Cisco Unified Communications infrastructure. Emergency Assist, along with the Cisco Unified Application Environment, integrates directly with Cisco CallManager. Give your emergency response personnel the information they need immediately and dramatically increase the effectiveness of their response!

CALL TODAY: 866.467.9695

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