



E-911 Diagnostic Dashboard (EDD)

Overview

One of the worst things that can happen to an E-911 dispatch center is failure of a key component or system. To prevent this, real time, proactive monitoring is critical. E-911 dispatch center operators need instant notification in one simplified dashboard, consolidating all the information on the many complex, computer-based systems.

MicroAutomation's E-911 Diagnostic Dashboard (EDD) solves this problem by placing a simple dashboard on the supervisor's desktop that provides comprehensive real-time system status, failure notification and troubleshooting information. Using industry-standard SNMP protocols, the EDD interfaces with your MicroAutomation CTI, ALI and telephony systems to provide visual and/or audible alerts to system problems.

Designed for maximum flexibility, EDD easily integrates with your IT and telephony environments and can be expanded to include additional SNMP-enabled nodes or connections. With a single click, the EDD can provide first level troubleshooting information about a specific system or sub-system.

Solution Components

The EDD system may include monitoring of:

- **Emergency Circuits**- Whether PRI or CAMA, the EDD will provide realtime status of these critical connections
- **ALI Connections**- Modem or webservice connections to the PS ALI database is constantly monitored
- **CAD Interface**- The critical ALI-to-CAD interface is functionally exercised every few seconds
- **Database Connectivity**- To confirm that all call data for call status display and call reporting, as well as any local ALI data is always available to the call takers, database connections are queried every few seconds.

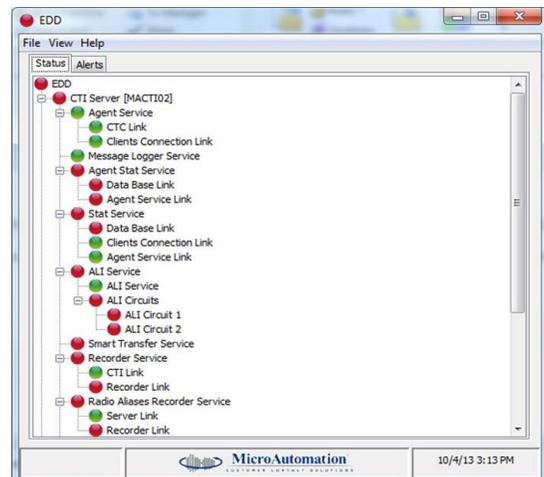
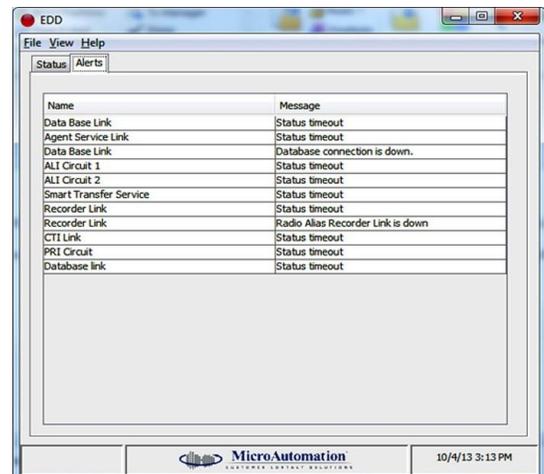
Notifications

With EDD you also have the ability to set up unique rules for your business. This allows the system to monitor ports and usage – and ensures that each is in compliance with the user-configurable business parameters that have been established. If any of these rules are breached, the system triggers email or SMS alerts to authorized administrators to immediately identify failure or potential failure situations.

Benefits

- Prevent systems failure with real-time alerts
- Notification to take proactive measures when redundancy failover occurs
- Scalable to complex systems
- Integrates to any systems based on open-standards protocols
- Customizable display to fit in any existing work environment

Main Dashboard Screenshot



Contact Us

MicroAutomation Sales and Marketing
5870 Trinity Parkway, Suite 600
Centreville, VA 20120

Telephone: 703-543-2100 | Fax: 703-543-2099
sales@microautomation.com | www.microautomation.com