

E9-1-1 Emergency Security Notification (ESN) Application Suite

E911 Emergency Security Notification

TriVium Systems' **E9-1-1 Emergency Security Notification (ESN) Application Suite** provides a comprehensive and cost-effective E9-1-1 solution for medium to large enterprises with multiple sites, campuses or buildings.

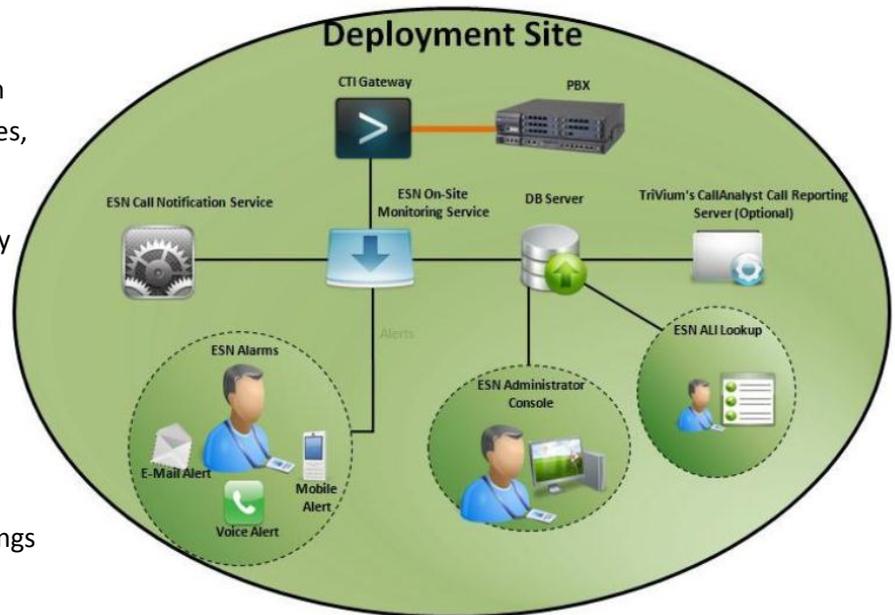
ESN supports NENA recommended E9-1-1 registry format to maintain Private Switch – Automatic Location Identification (PS-ALI). This solution also provides real-time notifications on 9-1-1 calls in addition to detailed location information.

WHAT IS PS-ALI?

There are many businesses that have large buildings and multiple locations connected to a central Private Switch (PBX). With the popularity and adoption of IP based PBXs, more and more businesses are having remote locations and employees connected to the central PBX at the main location. When a Public Safety Answering Point (PSAP) receives a 9-1-1 call from these businesses, they typically receive only the information pertaining to the main location where the PBX is located and not the actual location of the caller or the extension that dialed 9-1-1.

PSAPs all over North America store the location information in the NENA (National Emergency Number Association) format. Businesses beyond a certain size are required to provide up-to-date information like call-back number (ANI) and the location information (ALI) in NENA format to the PSAP so that they can dispatch emergency services to the actual location of the caller.

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Features

- Easy-to-use, intuitive user interface
- PS-ALI Registry (NENA format)
- Multiple PSAP profiles supported
- ALI Export/Import options
- Various real-time-on-site notifications including screen pop and email
- ALI look-up tool
- Call reporting and tracking

Benefits

- Critical and accurate information is instantly available in an emergency
- Alerts inform onsite security of the location and details of the caller
- Email and SMS alerts notify external parties of the emergency
- Emergency responders have the ability to access the caller quicker, which may save lives
- Regulatory Compliance – maintains up-to-date information using a convenient and centralized registry

ESN CONSISTS OF:

- **ESN Registry** is a centralized database for PS-ALI information (NENA format)
- **ESN Administrator Console** provides centralized administration of the various components of ESN Application Suite. This includes configuration of ESN Alarm Client Users, performing Import/Export of PS-ALI details, defining multiple PSAP ALI formats and configuring stations or external numbers for voice/call notification.
- **ESN Onsite Monitoring Service (EOMS)** connects to each PBX and is needed at each site where there is a PBX. This includes a CTI Gateway module that tracks call activity for that PBX.
- **ESN Alarm Client** provides users real-time alarm notifications through screen pops and email notifications. This tool can be installed on one or more PCs within the network.
- **ESN ALI Lookup** software tool allows the user to search for ALI information from their desktop.

CUSTOMERS

- Schools and Universities
- Government Offices
- Large Enterprises
- Retail Stores
- Hotels
- Businesses with Remote Locations

Search on Extension

Extension No. Extension Name Search

| Primary | | Secondary | | | |
|----------------------|---------------------------------------|---------------------|-----------------------------------------|------------------|---------------------------------|
| Type | <input type="text" value="Internal"/> | Information | <input type="text" value="Nester"/> | Phone ID | <input type="text" value="73"/> |
| Location | <input type="text"/> | IP Address | <input type="text" value="10.0.11.95"/> | Port | <input type="text"/> |
| Partition ID | <input type="text"/> | Node | <input type="text"/> | DID | <input type="text"/> |
| Function of change | <input type="text"/> | NPA | <input type="text"/> | Calling Number | <input type="text"/> |
| House Number Suffix | <input type="text"/> | Street Name | <input type="text"/> | Street Suffix | <input type="text"/> |
| Post Directional | <input type="text"/> | Community | <input type="text"/> | State | <input type="text"/> |
| Location Information | <input type="text"/> | Subscriber Name | <input type="text"/> | Class of Service | <input type="text"/> |
| Type of Service | <input type="text"/> | ESN | <input type="text"/> | Main NPA | <input type="text"/> |
| Main 7 digit TN | <input type="text"/> | Order Number | <input type="text"/> | Extract Date | <input type="text"/> |
| County Code | <input type="text"/> | Telephone ID | <input type="text"/> | Source ID | <input type="text"/> |
| Zip Code | <input type="text"/> | Zip Code Extension | <input type="text"/> | General Use | <input type="text"/> |
| Customer Code | <input type="text"/> | Comments | <input type="text"/> | Longitude | <input type="text"/> |
| Latitude | <input type="text"/> | Structure elevation | <input type="text"/> | Sector ID | <input type="text"/> |
| TARI Code | <input type="text"/> | Reserved | <input type="text"/> | | |

ALI Lookup Screen

About TriVium Systems, Inc.

Established in 1996, TriVium Systems, Inc. is a leading provider of call recording and reporting solutions for all sizes and types of businesses.

The Company's enterprise-grade solutions are affordably priced and help businesses cut costs, increase productivity, improve quality and enhance security. These solutions provide access and insight into business data that help managers coach and train employees while strategizing and optimizing their bottom line.

Visit: www.triviumsys.com

CallAlert! Alarms

Alarm Details

Trigger : 316
 Day of Call : Monday
 Time of Call : 12/01/2011 08:45
 Direction of Call : Out
 Extension : 316 , Extension Name : James Montes
 Caller ID : Phone:5034399338
 Caller Location : Building : 2025 , Floor : 2 , Wing : West ,
 Room : 201 , DID : 8882513
 Other Details : Site : Local Site (1)
 Caller ID : Phone:5034399338
 Extension : 316 , Extension Name : James Montes

Hold

Alarm Client Screen

Admin Console

Users | CTI Gateway | Sites | Setup

Email Configuration | VOIP Call Notifier | **Audio Message** | Voice Call Priority | PSAP Profile | Format ALI Display

WAV File

Duration

Alarm Configuration



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Request a Demo

To schedule a demonstration of ESN Application Suite, contact us:

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