



The City of Newark, NJ is manageably compact, just 24 square miles, of which the airport, seaport and supporting areas comprise 11.5 miles. Newark occupies the second smallest land area of America's 100 most populous cities. The Passaic River flows along one side of the city. It is now the focus of a waterfront restoration and development project (this project inspired a plot line in the HBO series the Sopranos regarding Newark's waterfront development and a fictitious Newark Museum of Science and Trucking). Downstream the Passaic terminates into Newark Bay, which in turn provides access to nearby New York Bay and the Atlantic Ocean.

## PUBLIC SAFETY ANSWERING POINT

### Product Overview

Amcom Software's XTEND pc/psap™ is a PC/LAN based Intelligent Workstation PSAP (Public Safety Answering Point) application that replaces traditional call taking solutions with the flexibility of a software based system, combined with the reliability of a PBX. It is deployed in a LAN configuration and resides on a call taker workstation along with tradition CAD (Computer Aided Dispatch) and GIS systems. It uses standard PBX types as the ANI/ALI controller.

### The Solution

Amcom Software<sup>1</sup> brought in their pc/psap product, which is a Windows-based application that allows call takers visual access to advanced public safety-specific telephony capabilities. The Avaya BCMS ACD system gave call takers information on 911, Police Department and non-emergency callers. The pc/psap system supplemented Avaya's BCMS by delivering detailed information on callers from either the ALI or subscriber database or from the local database provided inherently within the pc/psap system.

When a 911 call is received the ANI or unique identifier is provided with the call. pc/psap uses this information to fetch the location information (ALI) from the Verizon ALI database. The call is answered on the pc/psap workstation with the victim caller's information. This information is immediately displayed on the PC-workstation of the Newark call taker.

The requirements were to seamlessly integrate with the Avaya ACD system for 911, police and fire Department calls as well as non-emergency calls. This was aspect was critical to the functionality of the 911 call center solution. The call center consists of 30 agent positions between the police and fire departments.

Furthermore, this product was needed to integrate not only with the Avaya telecommunications

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<sup>1</sup> Amcom Software acquired XTEND Communications Corp. in November 2007. All mentions of "pc/psap" has been changed to "XTEND pc/psap" (respectively) in both copy and quotes.

platform, but be flexible enough to handle multiple platforms within this mission-critical call center. For this, Newark PD looked to Amcom Software; a leader in the computer telephony integration (CTI) industry.

Amcom also integrated with several other modules for the call center, including the Intergraph CAD/GIS solution, call logging, Motorola Radio System and many other call center applications.



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