

pc/psap™

Intelligent Console for Public Safety Answering Points

Speed and reliability are key in your public safety answering point. For this reason the modern PSAP is equipped with technology that leverages your existing communications infrastructure and runs on standard, commercially available PC and server class equipment. Combine this with the flexibility of a software system and your PSAP is not only ready for today's needs, but also ready for next generation requirements as well.

Amcom Software's pc/psap™ solution gives PSAP call takers an easy-to-use, standards-based graphical interface that integrates the underlying phone system, database utilities, mapping systems and other resources in order to put critical information and tasks at the call taker's fingertips. Police, Fire, EMT and Haz Mat personnel can be instantly involved in the call with a single click of the mouse or touch of the screen.

**PBX Integrated Solution**

- Integration with existing PBX or CENTREX telephone system for additional, proprietary or specialized ANI and ALI controllers

Accelerated Emergency Response Time

- A more efficient PSAP that provides more accurate and faster emergency dispatching to the proper agencies translates to better service to members of the community

Consolidated Call Taker Functions

- Using PBX or CENTREX ACD functions or other switching configurations, call takers can be centralized or decentralized on the same pc/psap system network, allowing for customer-specific configuration

Windows GUI

- Ability to operate through Windows on a PC – by using such a familiar interface, call takers make such an important task incredibly simple

Integration with Third Party Applications

- Ability to interface with other vital systems, such as CAD, mapping or network time clocks

For more information about pc/psap or Amcom Software, call 888-337-9274 or visit www.amcomsoftware.com.