

CITY OF NEWARK, NEW JERSEY



SOLUTION OVERVIEW

The Spok pc/psap solution 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

Spok brought in the Spok 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 9-1-1, police department, and non-emergency callers. The Spok 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 Spok pc/psap system.

When a 9-1-1 call is received the ANI or unique identifier is provided with the call. Spok pc/psap uses this information to fetch the location information (ALI) from the Verizon® ALI database. The call is answered on the Spok pc/psap workstation with the 9-1-1 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 9-1-1, police and fire department calls as well as non-emergency calls. This aspect was critical to the functionality of the 9-1-1 call center solution. The call center consists of 30 agent positions between the police and fire departments.

Furthermore, this product needed to integrate not only with the Avaya telecommunications platform, but also be flexible enough to handle multiple platforms within this mission-critical call center. For this, Newark PD looked to Spok; a leader in the computer telephony integration (CTI) industry.

Spok 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.

OVERVIEW

The City of Newark, N.J. 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. Downstream the Passaic terminates into Newark Bay, which in turn provides access to nearby New York Bay and the Atlantic Ocean.

INDUSTRY

Government

SOLUTION

Spok® pc/psap