Computer Aided Despatch System (CADS)

For Emergency Responses

Concept

Our advanced Computer Aided Despatch System (CADS) is used extensively by Police Control Room (PCR) operators in an IP based client-server architecture. CADS is specifically designed for PCR operators in order to facilitate rapid response to the incoming emergency calls.

A typical CADS solution automates all aspects of events, like:

- Call taking and classification
- Dispatching
- Event Monitoring
- Reporting and Statistical Analysis
- Automatic Police Patrol Vehicle tracking
- CCTV Integration with GIS
- GIS Integration with Communication System

SALIENT FEATURES

CADS is a very powerful platform that not only integrates all types of legacy connectivities, but also Radios like HF, UHF, VHF and Tetra. It also serves to provide a dial transfer voice among normal analog phones, GSM/CDMA, VoIP phones, radios and various other voice terminals and interfaces.

COMPONENTS

- VCCS (IP Based Voice Command and Control System)
- Operator Console.
- IP based Voice Logger.
- Call billing software.
- AMS - ACD Management Software.
- IVR - Interactive Voice Response System
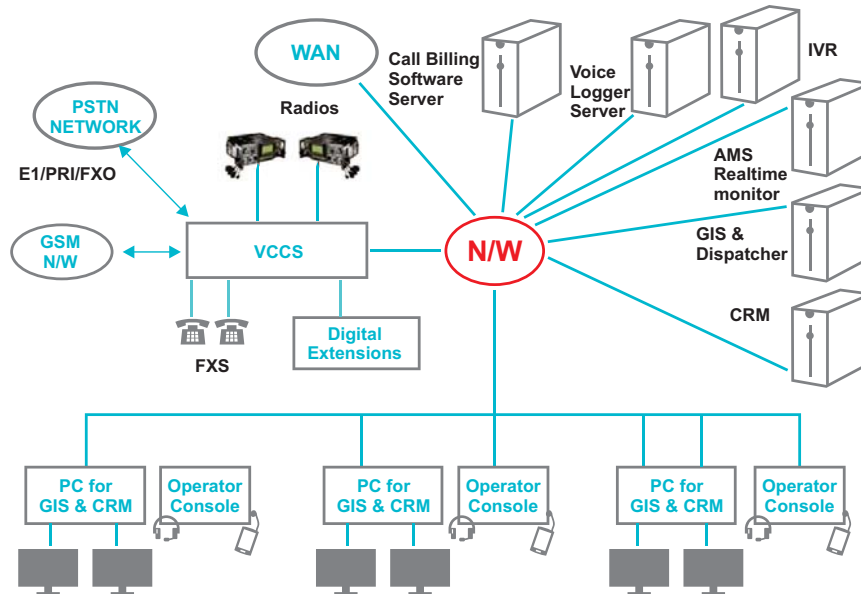
VCCS

IP Based Voice Command and Control System (VCCS) is the core voice switch of the entire network. The VCCS has a modular architecture with various plug-in cards, catering to different interfaces, which are connected to the system. The VCCS is an IP based switching system, which switches voice streams between all interfaces of the system. In addition, the VCCS also is connected to the IP Voice Logger, for recording conversations taking place in the entire network.

The VCCS allows all PCR operators to work in a coordinated manner wherein they share communication interfaces like VHF Channels, PRI, GSM/CDMA & PSTN lines and can also monitor their status. The Operations' Commander or Supervisor has a centralized console where the status of all the operators is shown and allows for generation of their activity report for future analysis.

The VCCS also acts as a voice switch, where the PRI and Analog lines can be connected which eliminates the need for a separate EPABX to be used for the purpose.

Features

Conference Facility
This feature allows the operators and subscribers to set up a conference call.
There are 2 types of conferences available in the VCCS:
• 3-Party Conference
• Meet Me Conference

Call Handling
Call handling is made simpler by using the functional keys which are used for handling incoming and outgoing calls. Some of these keys are Transfer, Hold, Release, Conference, Record etc. These keys are used by the operator for handling calls over any interface, connected to the VCCS.

Integration of Operator Console with CRM
The figure below shows the call flow on operator console. Although it shows only one operator console, however, multiple operator consoles can be installed as per the requirement.
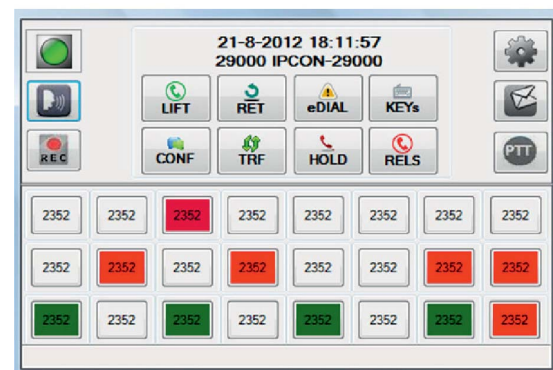
Whenever an incoming call lands from the PSTN network, VCCS forwards that call to an operator in an ACD group in which multiple operators can be configured. If desired, VCCS can play a pre-recorded voice prompt (welcome prompt) from the IVR to the external caller. After processing the call by built-in ACD system, the call shall ring on operator console in round-robin pattern. At the same time, operator console sends an intimation to the CRM of the incoming call, carrying detected CLI information also.