

A photograph of a young woman with brown hair, wearing a white shirt and a black headset with a microphone, looking slightly to the right. The background is a blurred office or call center environment with bright lights.

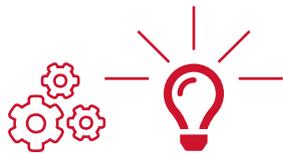
PRODUCTS | eCALLER Emergencies
Emergency coordination system

After years of experience in the world of emergencies, **Ingenia** launches this product aimed at managing critical situations.

A **comprehensive solution**, with high functional capacity, which supports all processes and operations in the field of emergencies. Designed and created by a large team of professionals specialized in the development of technological solutions for this sector.

www.ingenia.es/en/products/ecaller-emergencies/

eCALLER Emergencies is designed to provide a **comprehensive and coordinated response to emergencies**. Thanks to its technical and functional characteristics, it allows offering a high-quality service to the citizen, facilitating faster and more efficient actions.



INTEGRATED SOLUTION

eCALLER Emergencies supports the complete cycle of management of each emergency case, from the request for help to its resolution. It has the necessary tools to respond with reliability, flexibility and efficiency to the tasks of reception, data management, decision making, coordination, monitoring of resources mobilized and resolution of services.



PLANNING AND OPTIMIZATION OF RESOURCES

It has the mechanisms to, either preventively or on-demand: plan, select and mobilize the most appropriate resources at the required resolution level, providing the status of all operational means.



MODULARITY

It has been designed based on independent and autonomous modules in its operation, allowing maximum interaction between them.



ADAPTABILITY

It provides a high degree of functional and technical parameterisation, making it possible to design and configure operational and expert plans for real-time decision-making, media coverage models, etc.



INTEROPERABILITY

The great flexibility provided by its modular structure and the design of interfaces using standard technologies, enable interaction with other subsystems of the organization, providing cohesion and reducing development times.



MODULES

01

Communications

- It integrates all types of communication channels: telephone, radio, social networks, fax, SMS, etc.
- Identification of groups of callers by communication channels; 112, police, fire, hospitals, etc.
- Operation in ACD mode by priority stack.
- Visualization of the whole operation of the room.
- Playback of all recordings associated with a case/event.
- Identification of the caller's number by its appearance in blacklists, official organizations' agenda, caller's register and subscribers' list.
- Automatic completion of caller's data from their phone number.
- This wide functional range of the communications module is completed with: call transfers, listening to coordinators, intercommunication requests between operators, multi conferencing, call parking, answering machine referral, secret calling, etc.

02

Attention and dispatch

- It allows the management of the services: Health information related to medical emergencies, health advice and guidance to users and patients, initial assistance to emergencies/emergencies, emergency health transport, scheduled transport of patients, predictable risk devices, response and coordination of epidemiological diseases.
- It includes tools to plan, visualize and optimize the use of available resources, as well as the response time to emergencies.
- It facilitates the design, adaptation and implementation of coverage models appropriate to the geographic location and resolution level required by the service.
- Expert Plans: through action protocols, the system suggests actions based on the citizen's responses.

- Operational Plans: allows the selection of the most appropriate resource according to the type of emergency, attending to multiple criteria (coverage model, availability and priority of resources, time planning, etc.).
- The profile system allows the organization of the coordination room by roles. In large rooms, it facilitates specialization in some type of service or management.

03

Geographic information and location

- It facilitates the geo-referencing, in real-time and on a map, of the calls, demands, resources and mobile units of the system.
- Publication of layers from different sources of geographic information.
- Use of advanced Google Maps features Street-View, weather layer, traffic, etc.
- Address search.
- Routes calculation.
- It provides visual and interactive mechanisms to visualize associated information and perform different actions on calls, demands, resources and mobile units.
- Actions on demands: geographical displacement, calculation and reproduction of routes, assignment to demands, etc.
- Actions on resources and mobile units: geographical displacement, calculation and reproduction of routes, assignment to demands, etc.

04

Maintenance

- Parameterization of the system's master entities.
- It allows the definition of the set of system roles and their permissions.
- It provides tools to manage the system's user data, including affiliation data, access roles, credentials, etc.
- It has functions for the management of the data of the external actors of the system: provision of the fleet of mobile resources, entities, organizations, etc.

05

Use of data

- It facilitates decision making through the tools of design, calculation and publication of activity indicators.
- Generation of activity reports of different nature: calls, demands, typologies, mobilizations and times of action of the resources, evaluation of the quality of the services provided, invoicing of services, etc.
- Video-Wall: real-time information.
- Elaboration and publication of daily and monthly scorecards accessible to certain roles.
- Reports sending to mobile devices.

