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Manage Emergencies Using a Real-Time 911 Notification Tool

On-site emergencies happen fast and demand immediate action. When someone at your site has dialed 911 you need to know where they are, now. The more time you have to locate & react to an emergency the better, especially in large or multi-building organizations. It is not always easy to determine where a 911 call came from internally; the 911 operator typically only knows your site's address and not the location of the emergency within your premises. When the emergency responders arrive at your main entrance you need to be able to direct them to exactly where the emergency is.

What Information Can Real-Time Notification Software Provide? Real-Time Notification software can provide you with the locations of each phone within your site (building, floor, corner, etc.), as well as any other information you wish to store and attach to 911 alerts. Many sites track pertinent information (allergies, emergency contacts, etc.) that could be important for the first responders to know. All information you enter into the software is then sent out with the alert, in addition to a customizable emergency plan and any other relevant information you need to have included.

Can't I Just Use Call Accounting? Call Accounting and Real-Time Notification are not interchangeable, and the solutions are often used in conjunction to provide a complete emergency management solution. Unlike Real-time Notification solutions, Call Accounting cannot determine that a 911 call is in progress. This is problematic for locating emergencies as most 911 calls are not terminated until emergency staff are present. Call Accounting is useful for determining who placed a 911 call ***after the call has been hung up***, and for producing more extensive reports than a Real-Time Notification package can produce. Call Accounting also Integrates with Real-Time Notification to avoid maintaining multiple databases.

What Types of Organizations Use it? Any organization can benefit from having Real-Time 911 Notifications. For larger businesses operating on multiple floors, large warehouses, or in multiple buildings, the need for real-time 911 notification is indisputable; finding an emergency in these types of facilities is difficult at best and every second counts. Smaller businesses face many of the same problems, and also use the software to automatically notify persons who may or may not be on-site at the time of the emergency, as well as for tracking staff allergies and conditions and broadcasting an action plan to staff members who may or may not be trained to deal with emergencies.

How Can I Be Notified? Customized alerting options allow you to choose exactly how you receive alerts. You can use any combination of email, SMS text, on-screen messages and audible alerts. You can choose exactly which information you want broadcasted. Multiple different groups can be notified by different means (ex. security staff can have messages pop up on their computers and text messages sent to their mobile devices while administrative staff can just receive an email). Additionally, through the web interface you can log into the software to view all the recent 911 calls and run customized reports.

How Flexible & Secure Is The Software? Real-Time 911 Notification software comes with both client and web-based interfaces that can be run on a workstation or server and be accessed across the corporate network. Extensive user account control allows administrators to selectively allow or deny individual users access to certain functionalities of the software. Real-time 911 notification is just one piece of the total telephone management solution.