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Control Your Law Enforcement Agency's Costs

As a Government Agency you need to know what's going on at your site at all times. You know that you need to track and log all call information in the event of a dispute. You know that accurately estimating your future telecom costs is important for keeping on budget. You need a way to monitor your agency's performance. Additionally, you need to:



- Track and log incoming and outgoing call activity
- Monitor call takers, trunk routes and queues performance
- Ensure that all your lines are working to ensure outside callers can reach you
- Determine current and accurately estimate future line and call taker requirements
- Allocate all your telephone-related costs to their sources
- Control telephone misuse, abuse and fraud
- Make telephone programming changes in your Nortel PBX
- Respond to staff in distress
- And many more

Genesis allows you to do all this and more, securely, in real-time. Genesis software comes standard with both client and web-based interfaces, and you can even allow limited access for users that only need to use certain features. Genesis allows you to report in real-time and historically, and will keep information indefinitely. Automatic reports can be configured to be dispatched to intended recipients.

911 Call Center Management

GenTracker 911 provides you with real-time comprehensive 911 caller and traffic stats for capacity planning and historical reporting of call details. Genesis 911 also allows you to identify trends to make timely equipment and staffing decisions, and Evaluate queue and call taker performance. Historical data is indefinitely retained to assist in investigations or liability claims.

Log Printer Replacement

Genwatch replaces noisy outdated real-time and log printers and gives you a real-time display of caller information. GenWatch gives you Immediate access to current and previous 911 caller information for quick follow up action. GenWatch triggers alarms based on your criteria, and notifies you the using external strobes, sirens, etc. Genwatch stores all captured data for historical purposes.

911 Line Checker

Genesis Integrity Checker monitors and tests individual 911 emergency lines and reports any troubles to you in real-time. GenWatch triggers alarms based on your criteria, and notifies you the using external strobes, sirens, etc.

Call Accounting

Genesis Call Accounting accurately tracks and logs the details of all incoming and outgoing non-911 calls, and notifies you when a fraudulent or suspect call is made. Historical data is archived and kept indefinitely. You can generate over 100 different customizable reports and even have them sent out automatically.

Traffic Reporting (For Avaya, Cisco, Nortel, Siemens, Rolm & more)

For larger Agencies, Genesis Traffic Manager monitors PBX traffic to accurately estimate your current and future telephone requirements. You can quickly determine if all your lines are functioning correctly, and report on console, trunk, network, processor, usage and more.

Contact Center Reporting (For Avaya & Nortel)

For larger Agencies, Genesis Contact Centre Manager allows you to easily manage your call takers activity and performance. You can evaluate individual call takers, queues, trunk routes, and report on individual and group performance.

Nortel Switch Management

GenSwitch allows you to easily perform moves, adds and changes (MACs) in your Nortel / Avaya Meridian or CS1000 PBX, reducing or eliminating outsourcing for MAC services. You can manage your phones easily by clicking on actual buttons on pictures of the phones you are administering, and can schedule changes to happen outside of regular business hours.

Nortel 911 Alerts

GenAlert alerts you immediately when someone at your law enforcement agency dials 911. You need a solution that notifies you when a 911 call is placed on your site so that when help arrives you know exactly where to send it. Standard call accounting only notifies you after the call was terminated, which could make finding the distressed person quickly much more difficult. GenAlert is available for Nortel / Avaya Meridian & CS1000 phone systems.

Visit Genesis Systems at: **www.buygenesis.com**, or call us at: **1-888-993-2288**