Genesis Systems

COPS Exception Alerting

COPS Exception Alerting & Detection is fully integrated into Genesis Call Accounting. You set the triggers and let COPS do the rest. When calls matching your triggers occur, COPS alerts you by alarm, email, or SMS text.

Any combination of triggers or actions can be set. Set thresholds for calls using day, time, extension, duration, number, cost, etc. that you want to be alerted to. Set as many triggers as you like. Then relax with confidence knowing that COPS will alert you by sending details of those calls directly to you, so you can take the necessary action.

Forget about missing those suspect calls when you are busy or away. Genesis COPS delivers the information to you, wherever you are.

Specializing in Telemanagement Solutions Since 1984.

Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

Contact Us

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