

Government Offices

Government Offices & Entities

As a government agency you know the importance of controlling your telecom costs to stay on budget. You know that telecom costs can easily get out of control and further complexity arises when your facility has multiple buildings or sites. Government facilities often have high instances of telephone misuse, and controlling this can be a challenge.

Keeping your staff safe and informed of any emergency situations is imperative.

The Genesis Solution:

- ✓ Receive immediate notifications of emergency situations, without delay
- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Calculate optimum number of lines and see if your lines are functioning
- ✓ Determine if you have enough call takers and supervisors
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Manage legacy and leading edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ Do all of this and much more, from any smart device or computer



Genesis allows you to do all this and more from anywhere on or off site. 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 comes with automatic reports that send you the critical information you need when it matters most. All Genesis solutions can be virtualized, accessed from the cloud, or housed on your own equipment.



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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