Power 911®

Intelligent Work Station Future–proofs your PSAP

No matter what type of call comes in – a noise complaint or when a life literally hangs in the balance - your call takers need proven, reliable tools that help them rapidly and effectively respond to each and every caller.

Powerful New Graphical User Interface

Power 911, paired with world-class VIPER®, gives PSAPs full control with on-screen command of landline, wireless and VoIP 9-1-1 calls in a variety of telephony environments.

The Power 911 user interface (UI) makes it easier for your call-takers to customize their display. Based on Microsoft.NET, this highly adaptive UI adjusts on the fly to screen aspect ratios and provides an optimal experience on wide aspect ratio screens.

The new UI removes previous layout constraints which means that "Queue", "Feature", "Toolbar" and color-coded "Agency" buttons can be used for fly-out presentation of a large number of items. Both horizontal and vertical views are easily configured and the Left/Right panels are resizable on the fly by dragging the edge.

Call handlers will appreciate easy access, selected at logon, per profile – Workstation, Agent, Role, Default. This friendly feature allows for gradual introduction of the new UI at a site already familiar to the user with the earlier interface.

Intrado Life & Safety

- Trusted by PSAPs nationwide and the country's largest wireless carriers to deliver lifesaving emergency communication

- Deliver industry standard equipment and services with proven hardware and software solutions

40+
Over 40 years
of 9-1-1 innovation
and leadership

1000
Nearly 1000 NG
PSAPs deployed

14,000
VIPER call-handling
positions in 2300
PSAPs

Information to Insight

Realize Full PSAP Control with Power 911

Scalable to meet the operational needs of any PSAP, Power 911 offers a self-healing, fully integrated, end-to-end solution. This intelligent information display empowers your call takers in an integrated i3-compliant environment providing advanced customizations.

Benefits

- Versatility: Emergency call takers can use Power 911 to handle 9-1-1 AND administrative calls to create incidents, access procedural and site information, and transfer calls

- High availability: With its proven, self-healing design and built-in redundancy, Power 911 has NO single point of failure

- Enhanced Efficiencies: On-screen control of landline, wireless and VoIP calls provides more efficient and consistent call handling

- Flexible and feature-rich: lays the foundation for you to easily configure and utilize future enhancements for your PSAP

- Proven service and support: Intrado's dedicated service professionals are committed to helping you manage technology changes, feature additions and/or expansion projects on an ongoing basis.

Features

- i3- compliant

- TXT29-1-1 dialog integrates with GUI, workflow and reporting

- Configurable ALI display and repeat ALI

- PIDF-LO

- Exchanges pseudo ANI (pANI) with cellular callback numbers

- Integrated TTY, call check recording and greeting announcements

- Full incident detailing

- One-click contact buttons

About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, providing thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end, NG9-1-1-compliant solutions help organizations keep their users of both traditional and emerging technologies safe.

For more information, please call 1-877-262-3775, email safety@intrado.com or visit www.intrado.com/life-safety

Intrado
Information to Insight