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HiPath DX - Vivista Integrated Communications Control System Integration

Vivista



Siemens Enterprise Communications and Vivista are two leading players in the police non-emergency and emergency call handling environment. They have worked in partnership to integrate the HiPath DX communication server and HiPath ProCenter contact routing solution with the DS2000 Integrated Communications Control System, (ICCS) providing forces with greater call handling flexibility.

HiPath ProCenter is being used by an increasing number of forces to provide skills based routing of calls in police call centres, enabling them to maximise the knowledge and expertise of their call handling staff and ensure that calls are always routed to the best person to assist with an enquiry.

All forces are being driven to enhance service levels to the public and are looking to maximise their existing resources to ensure the most effective routing of calls across their control centres. The integration that Siemens and Vivista have undertaken to link the call handling platform and the ICCS environment, provides 'call takers' in emergency services control rooms with enhanced functionality.

The solution

To support the integration Siemens have incorporated specific enhancements to the HiPath DX DPNSS signalling system and implemented new features in HiPath DX Release 8, Application Pack 4.

The solution takes advantage of the HiPath ProCenter Software Development Kit (SDK) which allows organisations such as Vivista to develop interface software for their applications and to provide users with ProCenter call control features.

Vivista have modified DS2000 ICCS to interwork with HiPath DX and HiPath ProCenter, so when 'call takers' log into and out of the DS2000 application they can also be automatically logged in and out of HiPath ProCenter. The users are also provided with call control features in the ICCS application, so they can also indicate their availability (ready / not-ready status) to take calls

The integration provides increased flexibility for optimising call traffic into both the 999 and non-emergency call handling environments. With HiPath ProCenter all call handlers can be assigned skills, such as the ability to handle '999' calls, and have preferences and priorities assigned.

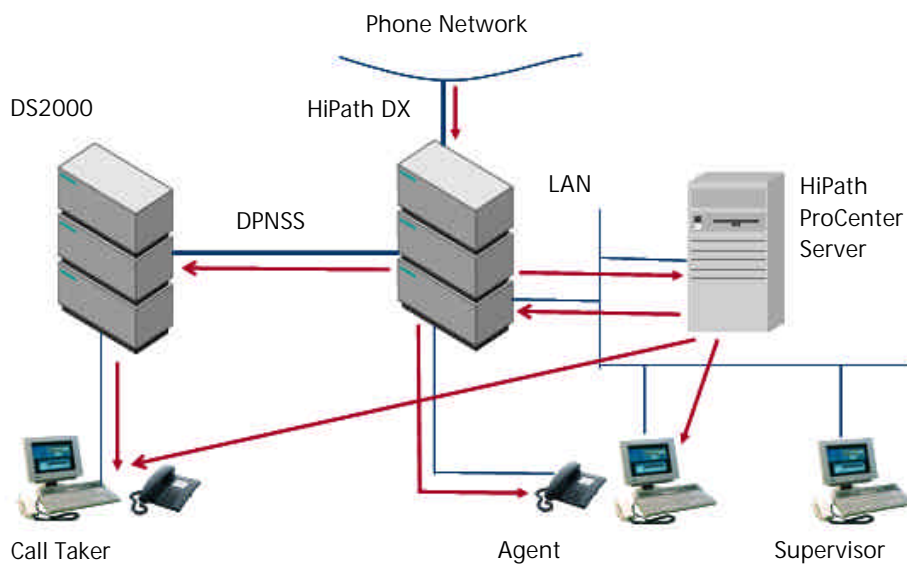
Routing strategies can be deployed to manage call traffic peaks and troughs across a number of centres and environments, to ensure best utilisation of resources. 'Call takers' on the DS2000 could continue to be used exclusively for emergency calls or alternatively they could be used to manage other calls as well, with priority being given to emergency calls.

Non-emergency call handlers can also be used as an additional resource to enable the force to cope with an unexpected peak in emergency calls. This allows the emergency services to develop a fully flexible call handling strategy for emergency and non-emergency calls.

As the 'call takers' are members of the ProCenter system the full range of call reporting and supervisory facilities are available. An emergency calls supervisor will have real-time information displayed in a graphical format detailing who is logged in, what their status is, and the status of the emergency calls queue.

Technical data

To take advantage of the skills based routing functionality the DS2000 'call takers' also need to be logged into HiPath ProCenter and this connectivity is enabled by the DPNSS connection between the HiPath DX and the DS2000 and the DX hot desking functionality.



The HiPath DX hot desking feature has been enhanced for interworking with HiPath ProCenter and ICCS, enabling call handlers to register to receive their calls via the ICCS, in this instance the DS2000. For resilience a further enhancement has been made to support a permanent hot desking assignment.

The hot desking configuration is performed during the system implementation, when the call takers directory numbers on the associated ICCS are configured into the DX. So for the user there is no requirement to log into the DX. Should a restart of the DX software be required then the association of the ICCS 'call taker' position with a DX extension is automatic.

Appropriate signalling information is provided by the DPNSS system so that the DX is always aware of the availability state of the telephone circuit of the ICCS 'call taker'. This allows HiPath ProCenter to route calls to the 'call taker' only when the telephone circuit is free.

Requirements:

HiPath DX Release 8 Application Pack 4

DPNSS connection to the ICCS

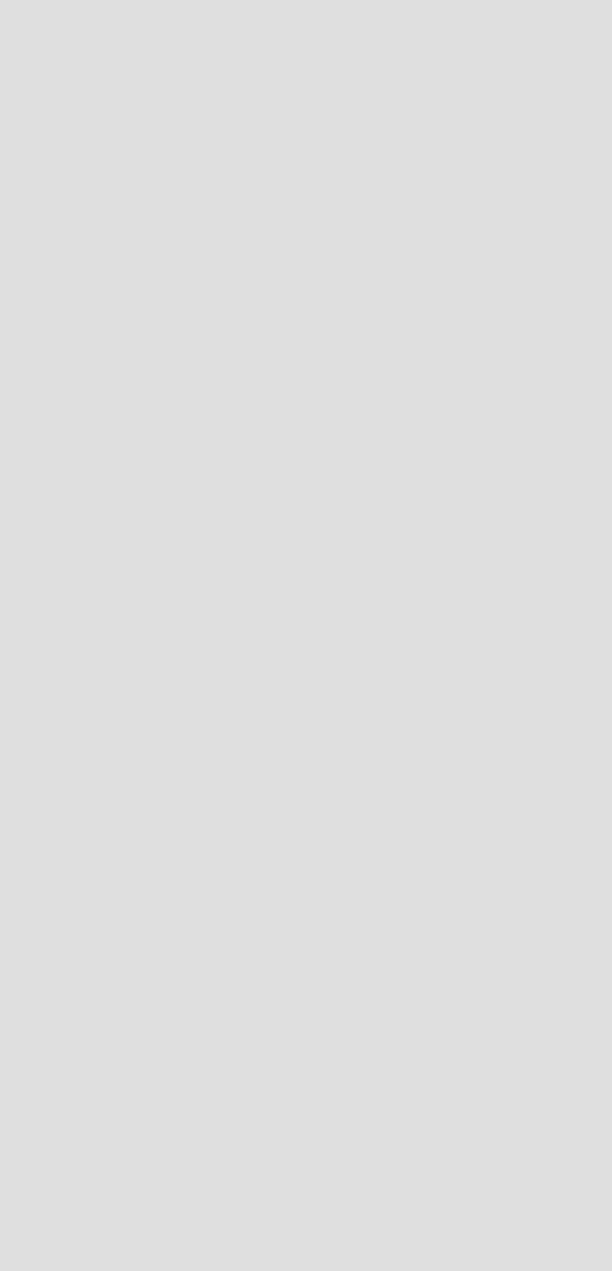
HiPath ProCenter Version 5.1

Real Time Manager licences for the call takers hosted on the ICCS

Vivista DS2000

DPNSS enhancement and HiPath ProCenter interface.

The DS2000 Integrated Communications Control System application is designed to provide single touchscreen control to a host of integrated subsystems.



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FS 261



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