



INTEGRATION SOLUTION OVERVIEW

PRIORITY DISPATCH

HigherGround® and Priority Dispatch® Integration Simplifies Public Safety Quality Assurance Process

HigherGround Capture911 integrates with Priority Dispatch AQUA™ Evolution through an Application Program Interface (API) that exchanges data – or recorded integrations – on the Capture911 recorder. Capture911 recordings are easily accessible in the AQUA user interface by clicking “audio” and searching for recordings using a variety of parameters, allowing supervisors to quickly and efficiently document the quality of service telecommunicators are providing, as well as determine compliance with International Academies of Emergency Dispatch™ (IAED), Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA) recommended QA standards.



Supervisors also have the ability to play back and evaluate interactions which require additional scrutiny based on characteristics collected from both ProQA and the CAD system. This eliminates the need for random sampling, and allows review based on the nature and/or severity of a particular interaction.

Integration Highlights and Benefits:

- » Access Capture911 recordings directly from the Priority Dispatch AQUA user interface
- » Quickly search for recordings using a variety of parameters
- » Save audio links for quick future retrieval
- » Supervisors save valuable time conducting QA reviews

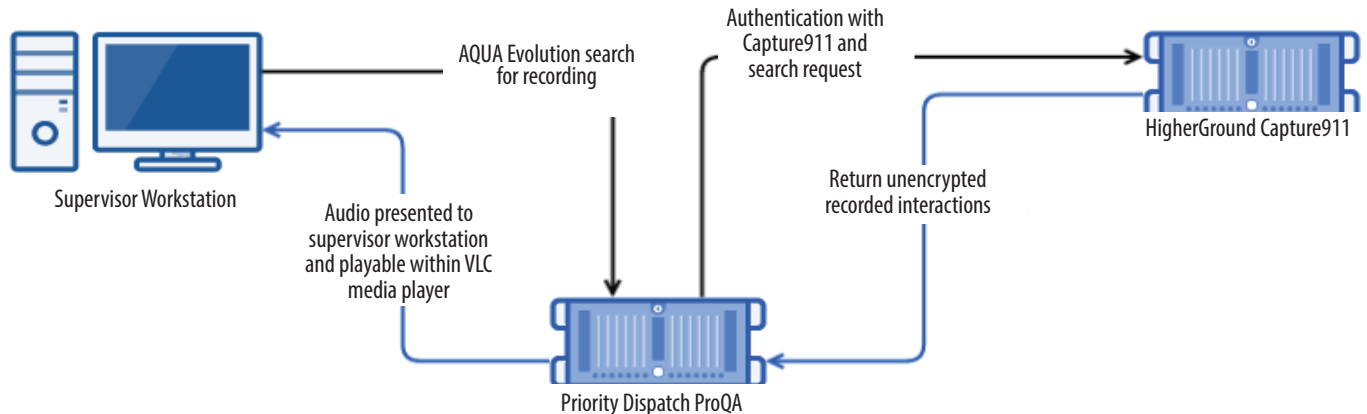
capture911 Product Features

- Capture interactions from any device (analog, digital or IP): phone, mobile, radio, email, chat, video, text, GIS and photo
- Intuitive, easy-to-learn and easy-to-use interface
- Seamless integration with major console, radio and telecom systems
- Exceeds anticipated NENA and APCO NG9-1-1 standards
- Record interactions and associated metadata; available for immediate playback
- Synchronize data from every channel to create chronological and complete incident reconstructions
- Proactive support, monitoring and notification ensures 24/7 system up time
- Effective dispatcher assessment and training

Software Requirements

- HigherGround Capture911 v8.9.1 or greater, with Metadata attachments
- Priority Dispatch Xlator v4 or greater

Network Architecture



About Priority Dispatch AQUA Evolution

AQUA Quality Assurance software automates the entire emergency dispatch case review process. It assists you in everything from data entry, to compliance scoring, to record keeping, to reporting, and more. With the power of AQUA you can measure and document the quality of service your dispatchers are providing the community, as well as your level of compliance to IAED standards. In today's world, public safety agencies simply must have a QI program that measures, analyzes, and helps them improve, protects them from liability lawsuits, and ensures their citizens are receiving the safest and best possible dispatch service. AQUA delivers this and more.

About HigherGround

HigherGround provides reliable, user-friendly and economical recording for critical communications. Our multi-channel recording and incident reconstruction solutions transform data into actionable intelligence, enabling decisions with certainty to optimize operations, enhance telecommunicator performance and reduce costs. HigherGround partners and/or integrates with leading edge technology vendors to bring our clients best-in-class solutions.



capture911

*Specifications and information are subject to change without notice.
Some features and applications mentioned may require the latest HigherGround software release.
Please contact HigherGround or your authorized HigherGround reseller for more information.*



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