



INTEGRATION SOLUTION OVERVIEW

PSAP Integrations for Capture911



If a desired integration is not specifically listed here, we may be able to customize a solution. Please contact Tom Goodwin, HigherGround Product Manager at 818-456-1569 to discuss options.

9-1-1 System IP Recording	
Motorola Vesta Formerly Airbus DS	HigherGround Instant Recall and Retrieval software (IRR) is a proven industry standard for call recording and is used as an OEM product within the Vesta console.
Solacom	Integrates with Guardian to record and generate MIS reports with i3 standards and associates recordings to MIS reports. Fields in the MIS report include: Event Type, Answer Time, Release Time, Ring Time, ALI data, SMS data and TDD data.
Comtech	Records audio via VoIP.
West	Integrates with Viper to capture Call Data Records (CDR) and Automatic Location Information (ALI) via an RS232 communication link. All recorded calls are managed by Session Initiated Protocol (SIP) to consolidate the recordings and CDR/ALI records.
Zetron	Captures metadata and records audio via VoIP and SMS.

CAD	
Spillman (Motorola)	Integrates directly utilizing the HigherGround API. Fields available for search include: Call ID, Name of Agent and Time of Ticket.
Southern Software	Integrates directly via the HigherGround remote API platform. Search by CAD call type and CAD incident ID.
TriTech Software Syst. (CentralSquare)	Integrates with the TriTech CAD platform using the HigherGround remote API to synchronize CAD Incident records with recorded interactions.
Zuercher Tech (CentralSquare)	Integrates directly utilizing the HigherGround API. Fields available for search include: Caller ID, Station ID, Time of Ticket, and other data.

Console	
Avtec	Capture911 is tested in Avtec labs for the highest level of compatibility. Recognized as Gold CE (console and endpoint) audio and metadata. Integrates with Scout IP consoles to record audio and capture associated metadata including: Audio direction, Username, Console ID, Caller ID, Alias and Talk Group.
Zetron	Captures and records audio and associated metadata via the Zetron MAX 2.0 Voice Logger Gateway (VLG). Metadata associated with the Zetron MAX integration includes: Source Caller ID, Destination Caller ID, Channel ID and Channel Type, as well as many others.

Phone Systems	
Avaya	Integrates with DMCC. Records audio and captures associated metadata including: Caller ID, Vector Directory Name and Call Direction.
Cisco	Compatible with Cisco Instant Connect, Unified Call Manager and Built-in-Bridge to record audio and capture metadata across multiple platforms.

Radio	
EFJohnson	Capture911 integrates with P25 radio allowing recording of radio traffic. This integration does not include metadata.
Genesis	Integration with GENSpout captures radio metadata normally reserved for IP-only integrations. Metadata includes: Emergency Alarm (when emergency button engaged), Alias, Talk Group, Call Type, GPS Location and Frequency.
Motorola	Integrates with MCC7500 P25 radio and captures associated metadata including: Alias, Zone & Site ID, Frequency and Talk Group. Integrates with MOTOTRBO Link Capacity Plus radio and captures associated metadata including: Site ID, Peer ID, Slot number, Call Type, Talk Group and Alias.

Evaluation	
Priority Dispatch	Search and playback calls logged with HigherGround's Capture911 recording platform, allowing review and scoring of recorded interactions within the AQUA user interface.

About HigherGround

HigherGround provides reliable, user-friendly, and economical interaction capture and storage solutions for performance monitoring in contact centers and incident reconstruction in critical communications. Our full-featured, multi-channel solutions transform data into actionable intelligence 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.



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*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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