

### Engage and Leverage Local Security in Emergency Calls

When an emergency 911 call is placed on your campus, what is your response time? Do you even know the call was placed prior to the emergency vehicles appearing at your front door?

#### Go Beyond Notification

Knowledge that a 911 call has been initiated on one of your campus sites is important, but is that enough? DAKS supplements simple notification by including onsite security personnel on the call. This offers several benefits:

- Your on-site security agent hears “live” details about the incident and can quickly dispatch local resources to assist before public response personnel can arrive.
- The caller may be unable to adequately communicate situation details to the 911 operator – such as a young child or a confused or incapacitated caller. On-site personnel participating in the call can ensure effective communication.
- On-site security may want to coordinate a specific local response to the incident, such as lock down or evacuation.



#### Assisted 911 Workflow

DAKS not only alerts you of the call but connects your security team directly into the call.

- When the 911 call is placed, the call is routed to DAKS (virtualized server or high-performance hardware platform). DAKS initiates a conference to include the calling party, the on-site security personnel and the PSAP.
- The caller’s phone number (or another number you customize) will be sent to both internal and external called parties.
- The on-site security agent hears the emergency details and may quickly dispatch local resources or add in additional personnel to the conference.

#### Optimize Response

Leverage DAKS features to tailor the workflow to optimize your response:

- To alert security of the high priority call, the inbound 911 call rings with an alarm tone and the telephone displays “Emergency 911” (or any customized text) plus you have the option to have Impact Technologies customize enhanced caller information.
- The microphone of the on-site personnel can be active or inactive at the beginning of the conference call. If muted, the agent may have the option to unmute during call.
- The on-site security agent may conference additional parties without putting the caller on hold.
- If you want to interrupt on-site personnel when they are on a call when a 911 call is initiated, leverage various station busy features such as intrusion or camp-on.
- Set up “roll over” conferences in case of multiple initiations.

#### KEY BENEFITS:

- Dispatch on-site resources to emergency location immediately
- Reduce false or accidental 911 calls
- Provide assistance to public response team

***DAKS provides a more efficient emergency response –  
both in terms of a quicker reaction time and complete direct information from the caller!***