9-1-1® ENABLE
A Division of Connexon

The E911 Experts.
Flexible. Reliable. Experienced.

Feature Brief: Security Desk Routing and Notification
Optimize the performance of security desk personnel with 911 Enable.

Routing and Notification Options

911 Enable offers four key security desk routing and notification options as part of its E911 solutions: security desk call monitoring, security desk call delivery, email crisis alerts, and automatic screen pops. All or some of these notification options are available as features of 911 Enable's Emergency Gateway or Emergency Routing Service. An organization may choose to implement any combination of these routing and notification options to help improve on-site coordination amongst rescue teams and reduce response times when seconds count.

Availability

The table below indicates which security desk routing and notification options are available on 911 Enable's Emergency Routing Service (ERS) and Emergency Gateway (EGW).

Feature	ERS	EGW
Security Desk Call Monitoring	✓	✓
Security Desk Call Delivery	✓	✓
Email Crisis Alerts	✓	✓
Automatic Screen Pop		✓

Security Desk Call Monitoring

Security desk call monitoring allows personnel to listen in on 911 calls sent to the local PSAP. The call is routed to both the PSAP and security desk using three-way call conference, with security personnel on one-way mute. Security personnel may also barge in on the call simply by pressing *1.

Security desk call monitoring can be enabled using either the EGW or the ERS. Unique security desk monitoring rules may be configured per ERL.

Security Desk Call Delivery

911 calls may be directly delivered to on-site security personnel. This allows security personnel to properly assess the situation prior to connecting the caller to the local PSAP. Unique security desk routing rules may be configured per ERL, and location-based routing can be enabled for non-emergency calls to local security.

Security desk call routing can be enabled using either the EGW or the ERS.
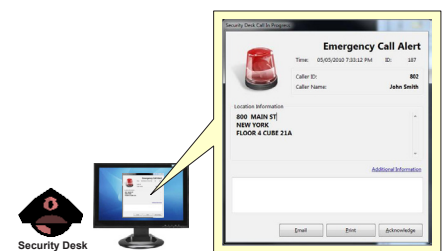
Email Crisis Alerts

Both the EGW and the ERS can deliver email alerts to designated distribution lists based on a 911 caller's ERL. Email alerts include the caller's name, callback number, and location information, and can be directed to alpha-numeric pagers, smartphones, or SMS gateways.

Email Crisis Alert on BlackBerry

Automatic Screen Pops

Desk Alert is an optional component of the EGW. It is an application installed on Windows-based security desk workstations. In the event of a 911 call, a screen pop instantaneously appears on the security desk monitor, notifying personnel of an emergency call in progress. Information provided by the pop-up screen includes the caller's name, callback number, date and time of call, and location information. Desk Alert also includes a configurable URL link, which can point to a campus map, contact list for medical emergencies, etc.

Desk Alert Screen Pop Notification

For More Information

To learn more about the 911 Enable security desk routing and notification features, contact a 911 Enable sales representative:

Call	1-877-862-2835
Visit	**www.911enable.com**
Email	**sales@911enable.com**

Additional Resources

Emergency Gateway Data Sheet

Virtual Emergency Gateway Data Sheet

Emergency Routing Service Data Sheet for the US

Emergency Routing Service Data Sheet for Canada

Top 10 Reasons Businesses Choose 911 Enable Brochure

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