



PRODUCT BRIEF

GUARDIAN MANAGED INFORMATION SYSTEM (MIS) ADVANCED CALL LOGGING, TRACKING, AND REPORTING

Ongoing,
real-time data
collection.

In addition to answering the call, today's public safety answering points (PSAPs) must also be able to log all calls, track call activity, and package all data into useable and actionable reports.

Solacom's **Guardian Management Information System (MIS)** enables ongoing, real-time collection of critical data and provides easy access to all data at any time for a variety of administrative reports. It's a complete call logging, tracking, and reporting application that is engineered to integrate easily with Solacom's **Guardian 9-1-1 Call Handling** solution — the most flexible, user-centric voice, data, and video emergency call management solution for PSAPs.

Trust Advanced Call Logging and Tracking

The Guardian MIS application is engineered to simplify logging and tracking of voice, text, and video information and the administrative processes required to generate reports. It provides an innovative, flexible call-logging interface and an efficient means of gathering, viewing, and distributing a greater variety of data quickly and easily to improve operations and



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meet compliance requirements. To track call activity, the Guardian MIS application leverages the i3 call logging capabilities built into every Guardian 9-1-1 Call Handling solution. Each call is assigned a unique identifier that enables the application to track the progress of a call through the system using significantly more call information than that available with traditional Call Detail Record (CDR) feeds, including:

- Operator actions (hold, mute, busy out, and others)
- Automatic Location Information (ALI) from an ALI provider
- Call recordings
- Call records (start of call, call answered, call released, and others)
- Location to Service Translation (LOST)
- Attachments (operator screen captures and others)
- HTTP-Enabled Location Delivery (HELD) protocol

Simplify Reporting

Once the data is logged into the system, you have all the information you need at your fingertips to generate a variety of reports. Guardian MIS supports standalone queries, as well as ad hoc and custom reports.

To simplify the reporting process, the application is delivered fully loaded with a library of 25 default report templates that can be used as structured or modified to generate custom reports. Users, supervisors, and network maintenance personnel can pull specific data into a report and customize the presentation of the data as needed using filters, checkboxes, buttons, and custom fields. This makes it easier to generate custom reports for specific workstations, days, weeks, or months and present them in a focused report.

Guardian MIS can be used to generate a variety of detailed reports, including:

• 9-1-1 calls by hour of day	• 9-1-1 calls by hour period
• 9-1-1 calls by day single	• 9-1-1 calls by day
• 9-1-1 calls by day period	• 9-1-1 calls by day of week
• 9-1-1 calls by week start date	• 9-1-1 calls by week period
• 9-1-1 calls by week current	• 9-1-1 calls by month current
• 9-1-1 calls by month name	• 9-1-1 calls by call taker
• 9-1-1 calls single call trace	• 9-1-1 calls answered versus abandoned
• 9-1-1 calls overflowed and answered	• 9-1-1 calls overflowed and answered by PSAP
• 9-1-1 calls overflowed and redirected	• 9-1-1 callbacks by PSAP
• All operator logouts	• 9-1-1 calls uninitialized wireless calls
• 9-1-1 call transferred to PSAP	• 9-1-1 call transferred from PSAP
• 9-1-1 calls by location	• 9-1-1 TTY calls
• 9-1-1 calls answered by city	• 9-1-1 calls answered by ESN
• 9-1-1 calls answered by class of service	• Admin calls by hour
• Admin calls by day	• Admin calls by week
• Admin calls by month	• Admin calls by line
• Admin calls by call taker	• Admin calls abandoned
• Call taker statistics – all 9-1-1 calls sorted by division and call taker	• ACD statistics – queue statistics (how many calls reached each queue and were answered or unanswered)
• Specific call details (about a single 9-1-1 call)	



Rely on Secure Data Protection

Of course, you will want to protect all that data. The Guardian MIS application only provides access to data and reporting capabilities based on assigned user permissions. Each user is only allowed to see call data from specific users or agencies. And only specific users have the permissions needed to save reports and recordings for external use.

Leverage Purpose-Built Technology

With Solacom, you get a purpose-built, customizable, emergency call handling and management solution for your PSAP rather than a preconfigured, off-the-shelf system adapted for all PSAPs. Guardian MIS is engineered to fit seamlessly with your Solacom Guardian 9-1-1 Call Handling solution.

Guardian MIS provides access to data and reporting capabilities based on assigned user permissions.

The Guardian 9-1-1 Call Handling solution is available in a full range of configurations, from single sites to hosted and geo-diverse solutions. To ensure you get the right options for your PSAP, our sales and engineering teams work with you to customize the solution to fit your PSAP's unique requirements and workstation configurations.

After design and configuration, your Solacom call handling and management solution is built and tested in our factory staging center. This ensures all hardware and software components meet operational requirements *before* they are installed, so you don't have to interrupt workflows or disrupt work environments. The result is a smooth integration of new technologies and capabilities.

Partner With an Industry Innovator

At Solacom, public safety communications management is not a sideline, it's our single focus. Our 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety. Today, our 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, our solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.



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