

Index

- 1) Information
- 2) Installation
- 3) Support information

911 Call Tracker

911 Call Tracker is already in use in a thirty-one position 911 center in a county north of Atlanta, Georgia. This particular 911 center has relied on 911 Call Tracker for the past three years. This particular 911 center has made significant improvements in :

- 1) 911 answer times
- 2) Number of abandoned calls
- 3) Calls ringing over 12 seconds
- 4) Calls ringing over 18 seconds
- 5) Administrative line answer times

In addition to the reduction in answer times, the 911 center has eliminated all paper CDR printouts and now relies on a combination of a live database and a data warehouse to store call records. The center uses 911 Call Tracker for real-time retrieval of calls from the live database. They also use 911 Call Tracker to access archived call records from the data warehouse.

911 Call Tracker offers the following features:

- 1) Number of 911 calls answered by each operator.
- 2) Number of admin calls answered by each operator.
- 3) Number of abandoned calls.
- 4) Calls over 12 seconds.
- 5) Calls over 18 seconds.
- 6) List of abandoned calls by number.
- 7) List of call over 12 seconds by number.
- 8) List of call over 18 seconds by number.
- 10) Search call by time/date.
- 11) Search call by operator.
- 12) Search call by position.
- 13) Search call by phone number.
- 14) Search cell phone calls.
- 15) Search TDD calls and view all TDD communications from both caller and operator.
- 16) Search by address.
- 17) Search by caller's name.
- 18) Average answer times for 911 calls.
- 19) Average answer times for admin calls.
- 20) Average answer times for all calls.

911 Call Tracker can be adapted to any 911 phone system that has the capabilities to store call records in a database. Most modern 911 phone systems have this capability.

A **professional version** that includes **custom modifications, installation, and phone/on-site support** is available from:

Driven Solutions
www.drivensolutions.com
P.O. Box 587
Hiram, GA 30141
678-372-4284

Installation

Installation involves a three step process:

- 1) Install a Java web container (Apache Tomcat is the one we recommend).
- 2) Install the 911 Call Tracker web application.
- 3) Configure the application to work with your database.

Step 1:

Find a web container and install the container as recommended in the container documentation.

You can download Tomcat from

<http://jakarta.apache.org/tomcat/index.html>

Step 2:

Copy the 911 Call Tracker files to the web app folder of your container (the directory structure and naming depends on your container). Refer to your container documentation if you need help.

Make sure not to modify the 911 Call Tracker file structure.

Step 3:

Configuration involves a three step process:

- 1) Open the default.jsp page and modify the appPath session variable to match your system:

```
session.setAttribute("appPath","../webapps/911CallTracker/WEB-INF/");
```

- 2) Configure the dbconfig.xml file to make the necessary database connections.

db1 is for the live database.

db2 is for a data warehouse.

db3 is for a database used for recovered tape older that data contained in the data warehouse.

- 3) Configure the reports.xml to match your particular phone system. This includes writing SQL statements that match your database. You must also modify the parameters for each statement.

(This is the hardest part of the installation and often takes many hours to fine time the installation. Configuration of this file is dependent on the particular phone system used)

Support

A professional version that includes custom modifications, installation, and phone/on-site support is available from:

Driven Solutions
www.drivensolutions.com
P.O. Box 587
Hiram, GA 30141
678-372-4284