Infinity Emergency Call Response Management

Infinity's triage workflow software gives Public Safety Answering Points (PSAPs) powerful data insights and guides dispatchers through 9-1-1 calls, enabling them to provide a faster, more consistent response.

Next Generation 9-1-1 (NG9-1-1) encourages PSAPs to use technology to provide a more convenient and effective service to the public. Infinity Response brings the power of technology to those who need it most – dispatchers, whose job is becoming more complicated, stressful, and difficult by the day.

The software guides dispatchers' responses to emergencies, prompting them to ask the right questions every time to determine the appropriate response as quickly as possible – no more hunting through rolodecks or folders to find the correct process to follow.

Overview

Infinity ERM runs on dispatchers' desktops and integrates with other systems including the CAD.

- Prompts dispatchers to ask callers the right questions and act based on the responses – from assigning priority levels and suggesting follow-up questions, to dispatching appropriate response services and messages via the CAD.

- Achieves consistency and boosts speed of response (while reducing training costs) as dispatchers all adhere to pre-defined processes and protocols without having to look them up.

- Personnel can easily add and alter workflows to improve emergency response and cater for new scenarios including an unfolding crisis.

- All call data is captured and stored for analysis, to deliver ongoing and measurable gains in dispatch times, resource accuracy, caller experience and operational efficiency.

- Integration with CAD systems gets the right emergency resource on the road as quickly as possible, and ensures they have the correct information every time as text messages can be standardised.

Triage Workflow

Enable dispatchers to respond faster and more consistently by providing them with a single interface to various systems, including the CAD.

The software provides intelligent guidance during calls, prompting dispatchers to ask the right questions or take the appropriate actions based on callers' responses.

In the workflow interface, appropriate data and tools are presented to dispatchers, rather than them having to look for them or switch applications.

All workflow scenarios can be edited and created by medical personnel and management with no need for coding, giving PSAPs complete control over their emergency response processes.

CAD Integration

To ensure speed and efficiency, the workflow software can be integrated directly with the CAD system. This allows Infinity to 'push' messages to the CAD system using consistent, pre-defined wording which eliminates errors and misunderstandings.

Once integrated at the desktop via a local connector, the workflow captures call information and populates the CAD in real time, without the dispatcher having to switch applications. This integration allows for two-way comms, meaning emergency services can escalate and overrule.

For additional security and fail-over, a local log 'mirrors' the workflow application so that if connectivity is compromised, work continues uninterrupted.

Analytics

The workflow software captures the detail of every interaction to enable managers and specialists to analyse performance and adjust workflows to achieve continuous improvement.

A simple and user-friendly reporting interface brings data together and assembles it into a single, coherent search engine. Users can quickly and easily retrieve and configure data for querying and reporting, all from a single access point.

Users can structure and group related data together on-screen incorporating logos, images and text with fully customisable dashboards.

With Infinity ERM, every call, question and response, and every action taken is recorded, making them auditable for compliance and analysable for performance improvement.