

911 Call Alerting Solution

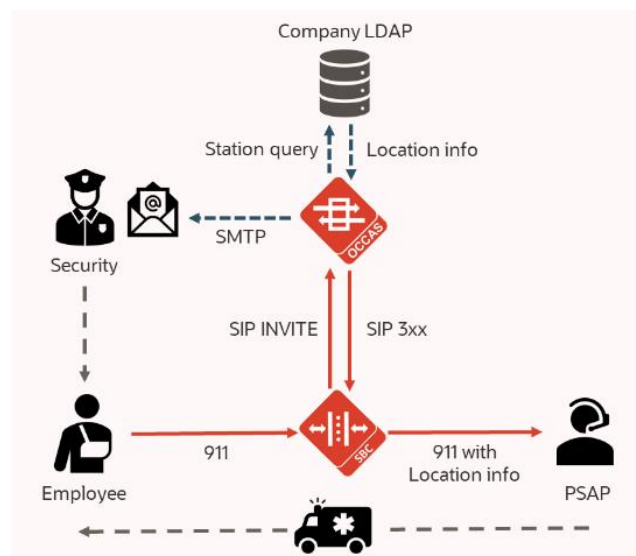
Oracle Customer Solutions for Industries- Communications

In the telecommunication and enterprise business sectors, the ability to handle emergency situations swiftly and accurately is crucial. With over 240 million 911 calls made annually in the United States alone, the necessity for an effective alerting system is undeniable. Studies reveal that timely responses can drastically reduce the impact of emergencies, with delays potentially leading to increased risks and costs. The Oracle Communications Converged Application Server (OCCAS) - 911 Alerting Solution addresses these challenges by integrating advanced alerting mechanisms directly into telecommunication infrastructures. By automating and streamlining emergency notifications, this solution ensures that critical alerts are promptly delivered to the appropriate personnel, minimizing response times and enhancing overall safety.

911 Alerting Service Detail Powered by OCCAS

The Oracle Converged Application Server (OCCAS) 911 Alerting Solution is essential for businesses to effectively manage emergency situations while complying with regulatory requirements and upholding moral obligations. One of the critical aspects of the OCCAS solution is its ability to meet FCC requirements for the communication of location information from multi-line telephone systems (MLTS). This feature ensures that organizations can accurately convey the location of anyone placing a 911 call from their premises, a key factor in speeding up emergency response.

Additionally, OCCAS integrates with corporate LDAPs, which contain vital information such as an employee's cubicle location and any pertinent medical conditions. When a 911 call is initiated, the application queries the corporate LDAP to retrieve this crucial data, facilitating a more informed and effective response from emergency services. Simultaneously, an alert is sent via email to the relevant security station, notifying onsite personnel and enabling them to take immediate action. This dual approach not only fulfills legal and moral obligations but also enhances the safety and well-being of employees by ensuring swift, coordinated responses in critical situations.



Key Features of OCCAS 911 Alerting Solution

The 911 Alerting Solution powered by Oracle Communications Converged Application Server (OCCAS) offers several key features:

1. **Compliance with FCC Requirements:** Ensures adherence to FCC regulations for communicating location information for multi-line telephone systems (MLTS).
2. **Real-Time Location Tracking:** Integrates with corporate LDAPs to retrieve and provide real-time location data, including specific cubicle locations and employee medical conditions.
3. **Automated Location Query:** Automatically queries the corporate LDAP for relevant location and personal information when a 911 call is made, improving response accuracy.
4. **Simultaneous Alerts:** Sends automated email alerts to onsite security personnel and other relevant contacts in parallel with the 911 call to the Public Safety Answering Point (PSAP).

5. **Enhanced Emergency Response:** Facilitates quicker and more informed emergency response by delivering critical data directly to both emergency services and internal security teams.
6. **High-Volume Handling:** Capable of managing a large volume of alerts efficiently in real-time, ensuring reliability even during high-demand situations.
7. **Integration with Existing Systems:** Seamlessly integrates with existing telecommunication infrastructures and corporate systems for streamlined operation.
8. **Regulatory Compliance:** Helps organizations meet legal requirements and industry standards for emergency notification and response.
9. **Operational Efficiency:** Reduces manual handling errors and delays, enhancing overall operational efficiency and safety.

How Does 911 Alerting Help Enterprises?

Ray Baum's Act mandates accurate location information for emergency calls from multi-line telephone systems (MLTS), while Kari's Law requires direct dialing of 911 without needing a prefix. Oracle's solution meets these requirements by integrating real-time location tracking through corporate LDAPs and automatically delivering this information to emergency responders. Additionally, it facilitates direct 911 dialing and sends simultaneous alerts to onsite security, ensuring that all necessary parties are promptly informed. By streamlining these processes, Oracle's 911 Alerting Solution not only enhances regulatory compliance but also improves overall emergency response effectiveness, safeguarding both personnel and organizational assets.

Increase Emergency Response Activeness with the OCCAS 911 Alerting Solution

Created by a highly skilled team of Oracle Communications Converged Application Server experts, the 911 Alerting Solution enables Telecom Service Providers and Enterprises to manage high-volume alert monitoring by automating the process. With hundreds of service providers and thousands of enterprises trusting Oracle communications applications to secure their voice networks, Oracle has the experience to help telecom organizations ensure that when it comes to customer satisfaction, your network integrity remains uncompromised.

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