ZETRON

MAX Call Taking

Built to increase efficiency where saving seconds saves lives

MAX Call Taking is a NextGen call handling solution designed to improve telecommunicator efficiency and minimize distractions.

Offering a full range of features and functionality, it employs the latest standards-based IP protocols and IT best practices with an intelligent user interface (UI) designed to streamline tasks and reduce fatigue. MAX Call Taking seamlessly integrates with other Zetron solutions, as well as systems from other vendors to provide complete flexibility to customers.

Core Product Features

Automatic Call Distribution (ACD)
MAX Call Taking offers built-in skills-based routing to enable sophisticated call distribution. Configurable call queues reduce transfers by delivering specific call types to call takers who have the defined roles, skills, and ability to handle them.

Optimized Call Handling
Integrated workstations optimize call takers' ability to receive, process, and complete calls and texts. Selective display of information pertinent to tasks and single action operations increase efficiencies.

Telephony PBX Support
The PBX support in MAX Call Taking includes a robust feature set that easily integrates office personnel and phone PBX support includes features, such answer/release, transfers, hold, mute, auto-attendant, intercom, paging and more, easily integrates office personnel and phone systems into one fully functional call handling solution.

Integrated i3 Text to 9-1-1
Delivers SMS text-to-calls to the call taker screen in a user-friendly format. This is configurable so that a call taker can handle multiple text calls and voice calls at the same time.

Map Viewer for Pre-Answer Location
Pre-answer Map Viewer displays the location of a call before it's answered to provide more situational awareness of large or unrelated events. Call takers can answer calls based on geographic location directly from the Map Viewer display.

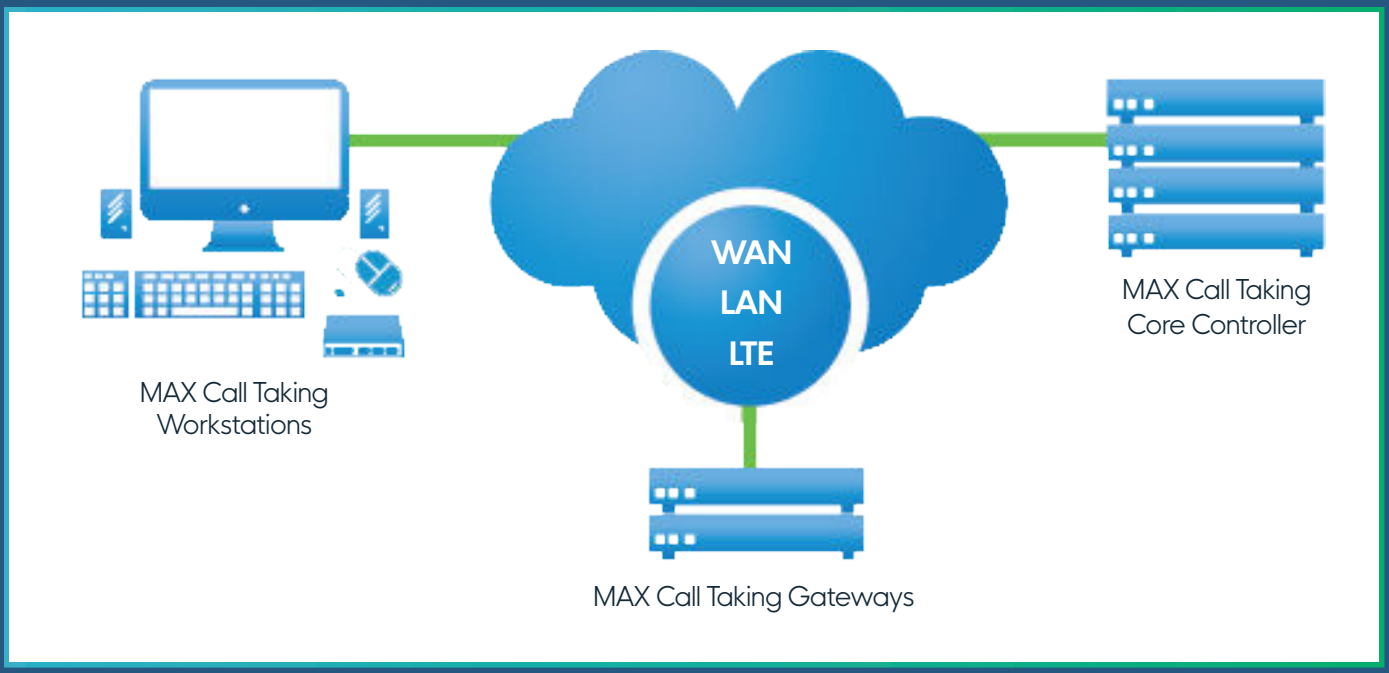
Supports Current and Emerging NENA i3 Standards
An IP-based solution with support for softphones and SIP phones, ready to meet existing and emerging NENA NG9-1-1 i3 functional and interface standards. It's compatible with Emergency Services IP Networks (ESInets) supporting both single Emergency Call Centers and hosted solutions.

MAX MIS
MAX MIS, a browser-based reporting engine, passes Call Data Records (CDR) through the MIS logger enabling standard and custom reporting options to meet the needs of PSAPs to improve operational efficiency.

Supports RapidSOS Enhanced Location Services
Offers enhanced location accuracy for mobile phone calls and texts through integration with RapidSOS location services, providing precise handset location from different sensors on devices, such as GPS, WiFi Access Points, cell towers, Bluetooth beacons, and barometric pressure sensors.

System Components

The main components of the MAX Call Taking System include MAX Call Taking Workstation, MAX Call Taking Core Controller, MAX Call Taking Network Switches, and MAX Call Taking Telephony Gateways.



MAX Call Taking Workstation

The MAX Call Taking workstation software was designed to be intuitive and present relevant information and functions to call takers as needed. The UI selectively displays information is most pertinent to a given activity or task to help operators remain focused on the immediate incident or job function. It also makes it easier to contact a group or person, rather than requiring they know which specific system resource or circuit is needed to make that contact. This improves the operator's ability to respond quickly, effectively, and efficiently to incidents.

Each workstation consists of a Windows based client running the MAX Call Taking application software and a Media Dock. The Media Dock provides the audio interface and connection point for accessories. The MAX Call Taking platform can also be deployed in a mobile configuration without a Media Dock allowing for remote call handling, or rapid deployment of additional in-house or on-scene call taking resources.

MAX Call Taking Core Controller

The MAX Call Taking Core consists of four servers, meeting NENA's redundancy design standards. The servers are high performance computers, commercial off-the-shelf (COTs) hardware.

Software services are distributed across the server cluster, with root services being distributed to server pairs so there are two separate instances of each service running on different servers at any given time. A distributed monitoring and recovery software component continuously monitors the system for failures and redirects services as needed, providing alarming and notification in the event of a failure.

MAX Call Taking Network Switches

The MAX Call Taking system uses dual COTs switches to provide a fault-tolerant redundant IP backbone. The network switches route all network traffic and data within the system and provide easy scaling when the system needs to expand. The switches also provide port-by-port control of Quality of Service (QoS), security for the system, and optional power-over-ethernet (POE).

MAX Call Taking Telephony Gateways

The MAX Call Taking system supports and can use a variety of gateways. Zetron uses COTs gateways that accommodate a wide array of telephony protocols and systems, including CAMA, PRI, FXS and FXO. Dual gateway configurations and power supplies provide continued system functionality even in the event of failure.

Why Zetron?

Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.

Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.

About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on LinkedIn, Facebook, Instagram, X and YouTube.

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ZETRON

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