

Essential Dispatch

Product Overview



Making Connections for Life.

Designed to Meet the Needs & Budgets of Smaller Agencies

InterAct Essential Dispatch places a full-featured, industry leading CAD & GIS system within reach for 2 - 3 position PSAPs. InterAct Essential Dispatch provides a customizable solution that can grow with you and includes the essential modules your agency needs for a more efficient response to calls for service.

Every aspect of InterAct's emergency dispatch system was designed knowing that saving a life may depend on the accuracy of information. That is why InterAct designs every feature with the goal of split-second response, ease of use, data integrity and data security.



Developed with Dispatchers in Mind

With InterAct Essential Dispatch, you can get two or three positions of our best-of-breed computer aided dispatch (InterAct CAD) and geographic information system (OdysseyGIS) for one low package price.

InterAct CAD is designed to allow users to easily perform their jobs with speed and accuracy. It records incident details and updates, prioritizes events and identifies the most appropriate units to respond to each event. Dispatchers can work quickly and efficiently, without worrying about data loss or disruption.

OdysseyGIS, is a dynamic, easy-to-use digital mapping application that displays wired and wireless caller locations, landmarks, aerial and satellite imagery, specific structure photos and other geo-based items necessary to dispatch a successful response. The information is displayed in a large map window that includes an inset pane for wide-area view. OdysseyGIS is Phase 1 and Phase 2 compliant and supports industry-leading ESRI formats.

Key features of InterAct Essential Dispatch include:

- > **Affordable** Robust emergency dispatch system including best-of-breed CAD and GIS systems priced to meet the budgets of smaller agencies. Hardware, training and installation services are included in one low package price.
- > **Multi-Agency Support** Enables effective distribution of calls for service to multiple law enforcement, fire and emergency medical agencies.
- > **User Interface** Our easy to use interface is configurable to meet the needs of all types of communications centers. Users have the flexibility to execute actions using a variety of methods - graphical, hot key, command line, or drag-and-drop.
- > **Layered Security** Role based privileges at all levels. Audit trail displays incident and unit updates.

Together you can take advantage of the following features:

- > **Create new CAD incidents from the map**
- > **Drag and Drop units from CAD to the map** to assign them to an incident.
- > **Dynamic routing** with driving directions taking information such as one way streets, speed and closed roadways into consideration
- > **Integrated structure photographs**
- > **Ability to set and pre-schedule road closures**
- > **Incident flags** display incident type and number at incident location
- > **Assigned units and color-coded status display** at incident locations for easy identification of assigned resources
- > **Perform unit status updates from map**
- > **Manage pursuits while they are in progress**

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Essential Modules

- > Wrecker Module
- > Online Book File for key phone numbers and SOPs
- > Vehicle File
- > More (Hazard) Information Table
- > Pre-Fire Plans
- > Common Place Name File
- > Auto-population of ANI/ALI
- > BOLOs
- > CAD Scheduler
- > OnScene Timers
- > Reports
- > Training and Installation services included in the package price

Essential Benefits

Flexible and Customizable. Designed to be customizable for the specific requirements of public safety agencies - database updates and additions can be done by your CAD and GIS Administrator.

Simple and Efficient. Reduce manual data recording ensuring quicker response times and streamlined reporting.

Complete and Accurate Data. Color-coding and field validation ensure consistent data entry for accurate search results.

Comprehensive Data Handling. From call inception to report archiving, the system automatically recommends units and streamlines workload management.

Additional System Features

- > Streamlined design uses function keys and quick access icons, instantly giving dispatchers the information they need to handle calls for service accurately.
- > Function keys allow access to pre-formatted screens for commonly used functions or to quickly update unit status (hot key functionality).
- > Dynamic recommendations of units available to respond. The dispatcher can quickly accept the recommendations with a single keystroke, or can over-ride it if necessary.
- > Historical incident searching capabilities allow users to find prior incidents with minimal information such as a date/time range, unit ID or keyword.
- > Electronic notes and messaging eliminate the need for paper notepads and bulky storage boxes. With the messaging feature users can send notes to each other electronically, and each message is logged.



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