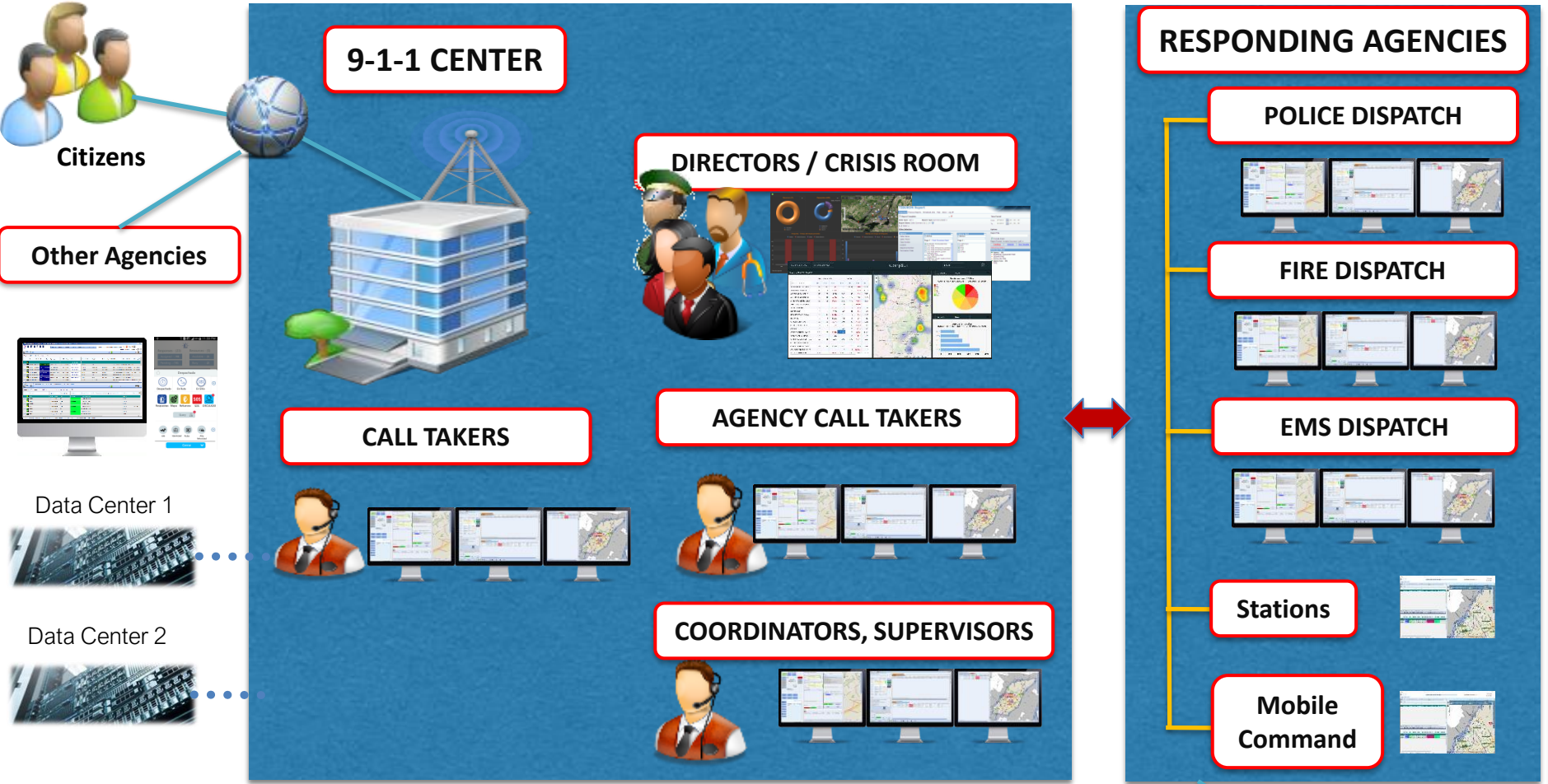




Solution Overview – C4iS

September 2021

Users



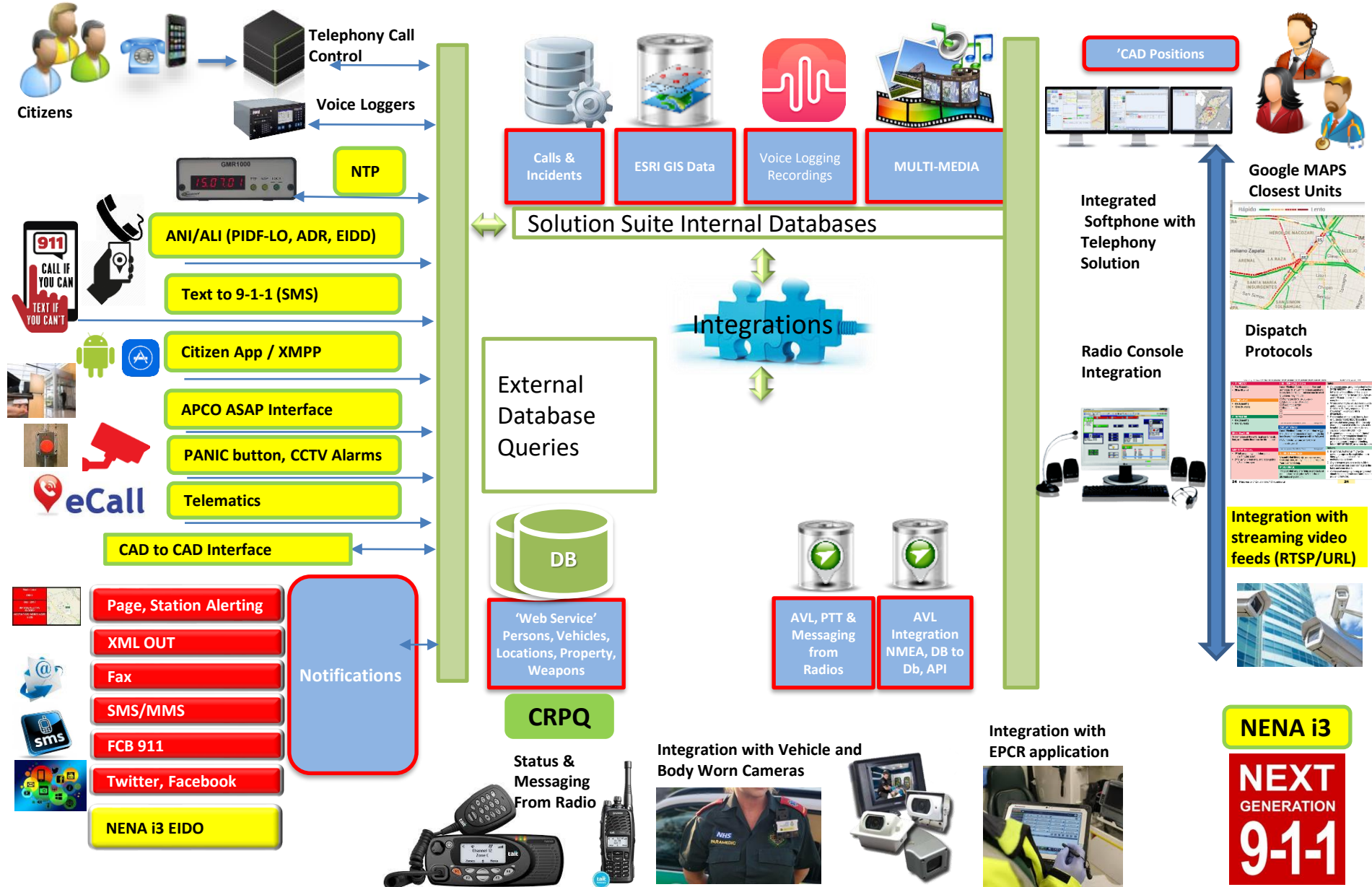
PATROL SUPERVISORS

RESOURCES

REMOTE VIDEO SURVEILLANCE

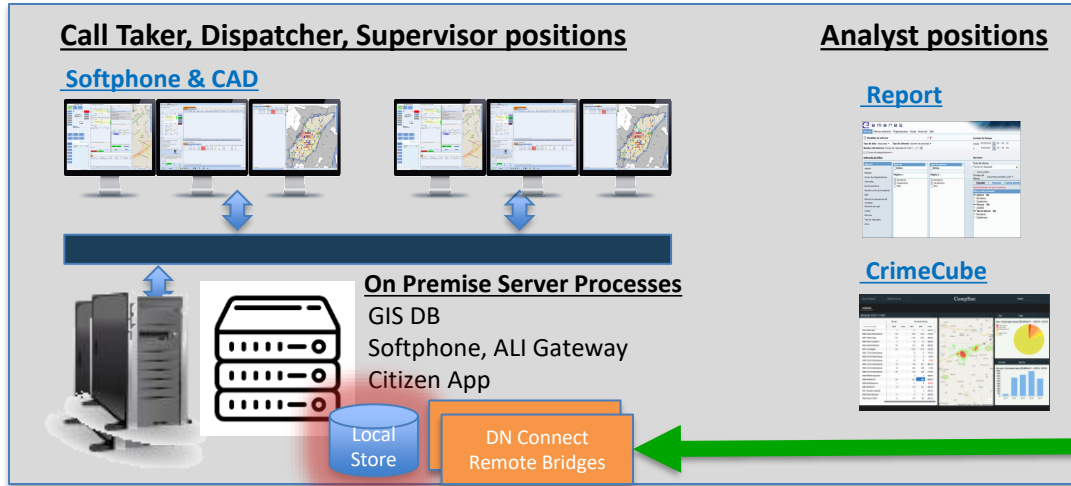


Principle Integrations



Architecture

Command Centers



WebMonitor

for Agency stations

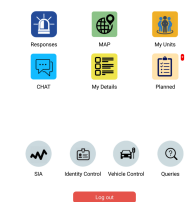
WebCAD

for Mobile Command Posts



Mobile Responder

for Field Personnel



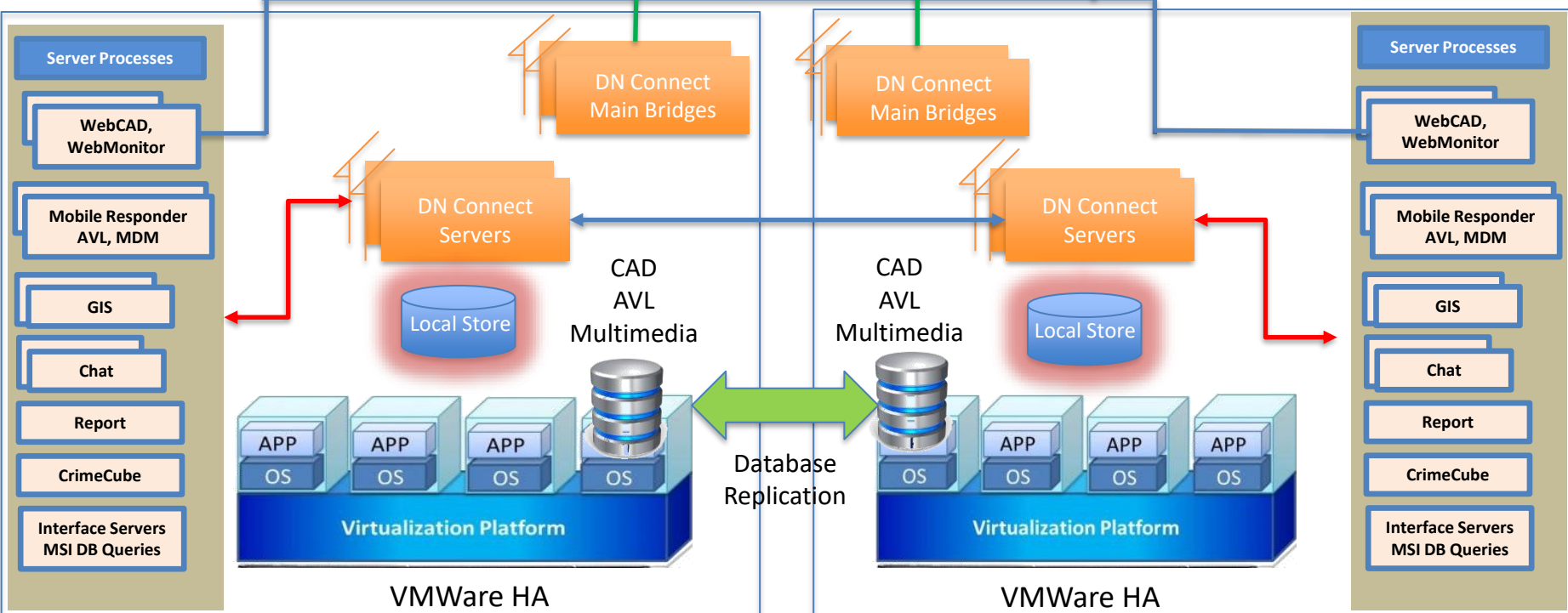
HTTP

TCP/IP

TCP/IP

Data Center 1

Data Center 2



Integrated Communications



CAMERAS



REGISTER, RECORD
AUDIT LOGS
CONSOLIDATED REPORTS



RADIO CONSOLE



PBX



LMR P25

Mobile Radio



Portable Radio



Mobile CAD



SAM



Handheld LTE Devices



PTT over
Cellular

Main Applications

Softphone / CAD for Call Takers, Dispatchers and Supervisors



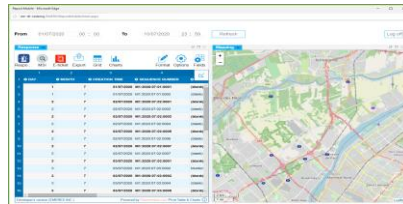
WEBCAD for Stations or other agencies



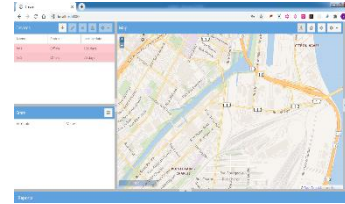
Mobile CAD on Windows



Web - FieldStats



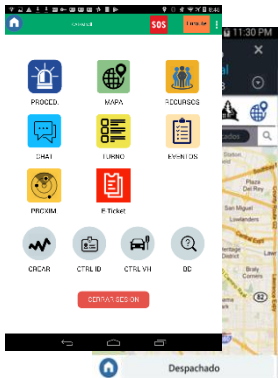
Web - FieldMonitor



Web - Reports



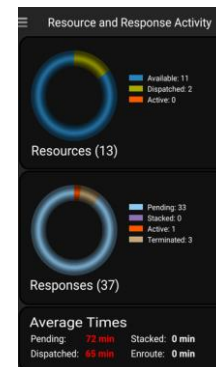
Mobile CAD on Android



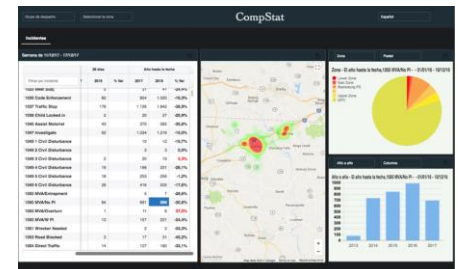
SAM on Windows or Android Tablet



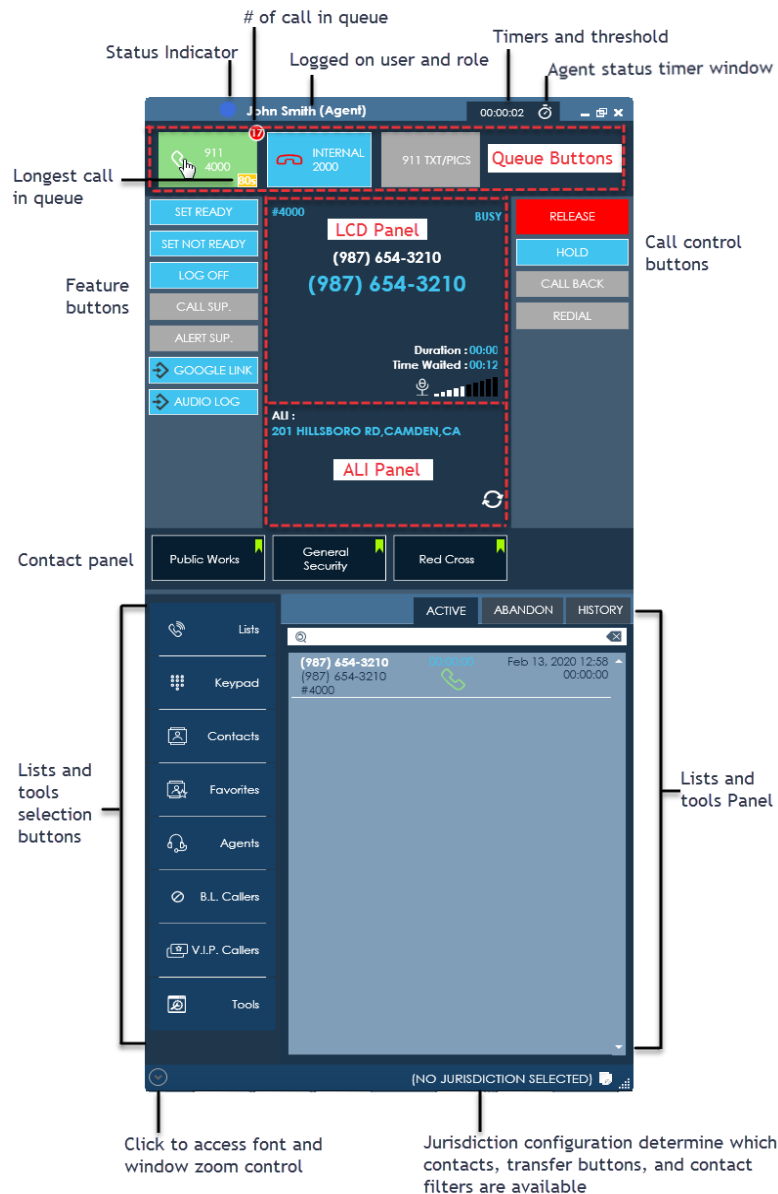
SAM on Smartphone Android



Web - CrimeCube



Softphone – CTI Integration



Supported (with Cisco):

- Automated ACD Login
- Call Control / Conf. / Transfers
- ANI/ALI
- Contact Lists
- Active Agent View
- Alert Supervisor
- Call Back 123 Caller
- Set Reason for Not Ready
- Timer Alerts / Agent Statistics
- Call History

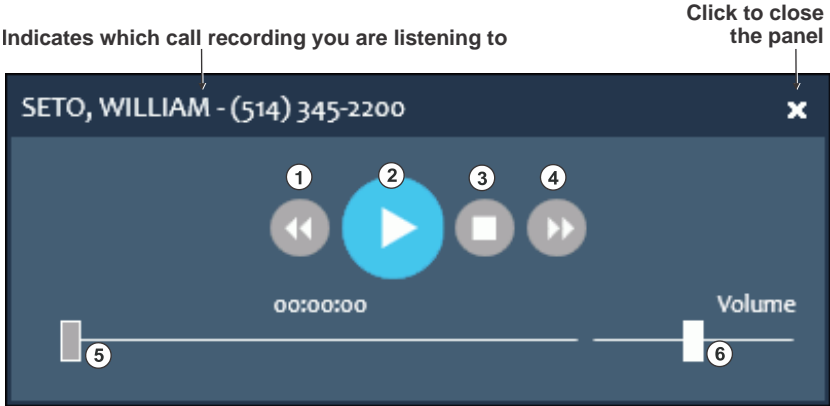
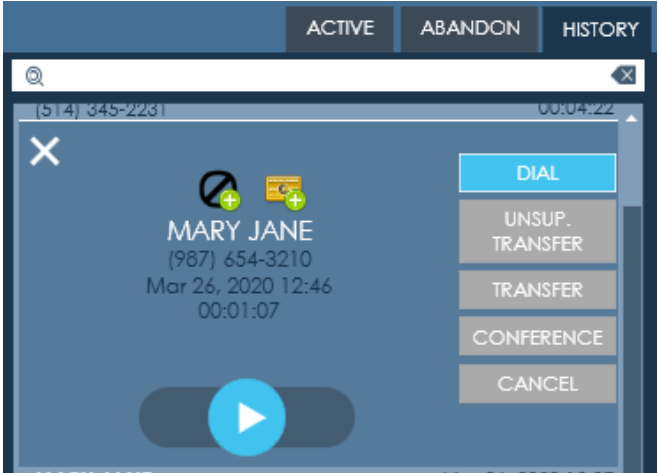
Optional Features:

- Abandoned Call List
- # of Calls in Queue Display
- Longest Call in Queue Display
- VIP/Black-Listed Callers

Softphone - Voice Recorder Integration

Call Takers can access a conversation recording via the Call History Tab.

Supervisors and QA personnel can access a conversation recording for a call associated to a Response from Query Tool module in CAD.



Indicates which call recording you are listening to

Click to close the panel

Softphone - Supervisor Features

AGENTS

Robert Wilson
Hostage Negotiator
2003
READY
00:00:07

Judy Thomson
English
2004
NOT READY
00:00:51

Mike Davis

NOT READY
00:00:18
2002

DIAL CHAT BARGE IN

UNSUP. TRANSFER SILENT MONITOR

TRANSFER COACH

CONFERENCE SET READY

CANCEL

SUP. ALERTS

Mike Davis
2002

KEYPAD

CONTACTS

FAVORITES

AGENTS

P. ALERTS

REQUESTS

BLACKLIST

Mike Davis

BUSY (911)
00:14:53
2002

DIAL CHAT BARGE IN

UNSUP. TRANSFER SILENT MONITOR

TRANSFER COACH

CONFERENCE SET READY

CANCEL

Softphone - Agents Statistics

TIMES FOR 'Robert Wilson'

SUMMARY WEEKLY TIMESHEET SUMMARY AGENT CALL HANDLING METRICS

August 09, 2021 LOGIN DURATION 01:16:14

NOT READY 00:44:04	READY 00:32:04	BUSY 00:36:48	AFTER CALL WORK 00:00:04
-----------------------	-------------------	------------------	-----------------------------

FIRST LOGIN 15:16:26

OBJECTIVE < 01:00 01:00

AVERAGE 00:36:48 OBJECTIVE < 00:20

ACD CALLS ANSWERED 1	CLASSIFIED 0	RESPONSE RELATED 0	OUTGOING CALLS 0
-------------------------	-----------------	-----------------------	---------------------

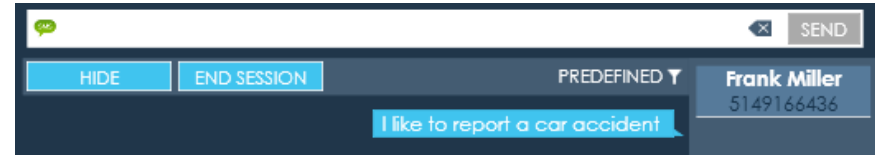
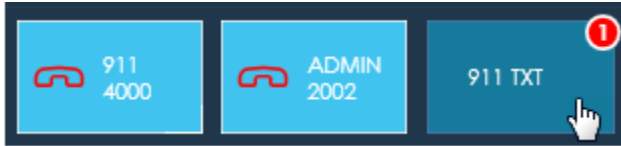
FILTER TIMESHEET

ALL
 TODAY

Accessible by both the Agent and the Agent's Supervisor

Softphone - Text to Command Center

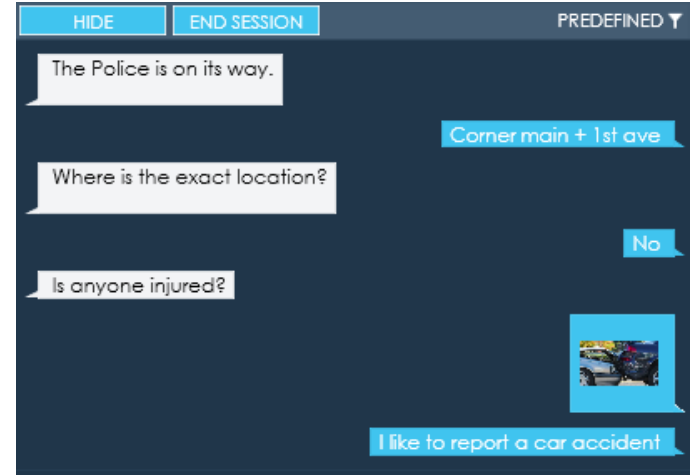
Via SMS or Citizen App



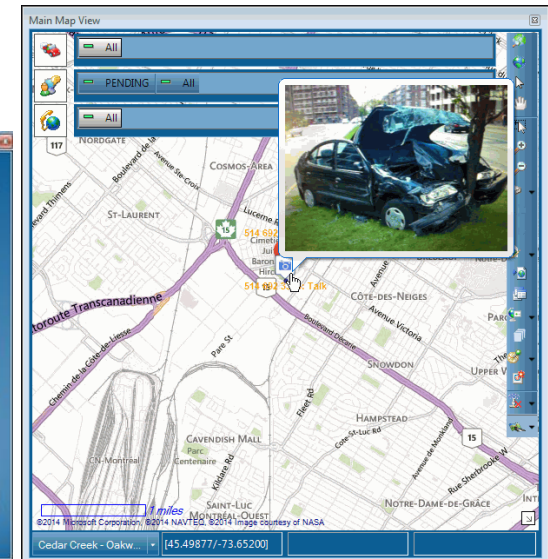
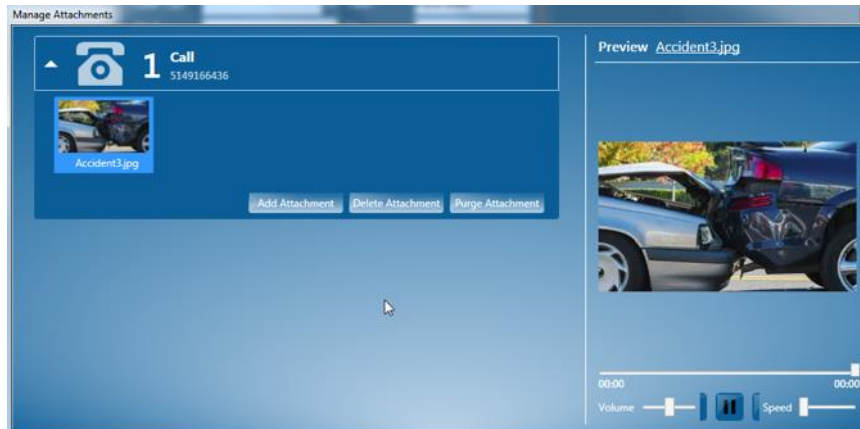
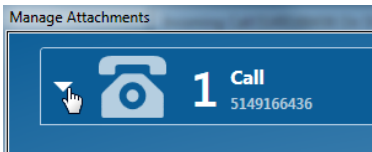
Click to close the viewer



Click and drag the slider to resize the image



Text Transcript, pictures and videos shared with CAD



CAD – Layouts by User Profile

The screenshot displays a CAD software interface with a 'Response View' window. The window title is 'Response View (10) - Filtered on All'. It features a table with columns for Agency, Creation Time, Sequence Number, Response Type, Status, Address, Dispatch Group, Major Incident, Origin, Primary Agent, Primary Response, and Primary Resource. The table is filtered to show 10 records. A dialog box titled 'Edit Layouts - (User)' is open over the table, allowing for customization of the view. The dialog has tabs for 'Columns Selection' and 'Information Sorting'. Under 'Columns Selection', there are two lists: 'Available Columns' and 'Selected Columns'. The 'Available Columns' list includes fields like ExpirationDate, Handling Resource, Incident Sequence Number, Incident Type Name, IsPrivate, Last Modification, Linked Response Count, Manual creation time, Manual finalization time, Milestone, MilestoneTime, Original Response Type, Person Count, Primary Agent Name, Primary Resource, Primary Response, and Priority. The 'Selected Columns' list includes Agency, Creation Time, Sequence Number, Response Type, Status, Address, Dispatch Group, Major Incident, Origin, CustomDateTime1, CustomFreeFormat10, and Application Name. The dialog also has a 'Text Align' dropdown set to 'Left Align' and buttons for 'Save', 'Add', 'Cancel', and 'Close'.

Agency	Creation Time	Sequence Number	Response Type	Status	Address	Dispatch Group	Major Incident	Origin	Primary Agent	Primary Response	Primary Resource
POLICE AGENCY	8:19:49 AM 8/1...	POL:2021:08:1...	BURGLARY IN PROG...	Req_Dispatch	100 Main St, Moncton, NB E1C 1B8...	POL1		CAD		POL:2021:08:1 ...	
POLICE AGENCY	8:20:...				NS, Canada	POL1		CAD		POL:2021:08:1 ...	
FIRE AGENCY	8:20:5...				NS B4A2M7, C...	FIRE1		CAD			
EMS AGENCY	8:21:3...				r Bank, NS B4...	EMS1		CAD		EMS:2021:08:1 ...	
FIRE AGENCY	8:21:3...				r Bank, NS B4...	FIRE1		CAD		EMS:2021:08:1 ...	
POLICE AGENCY	8:21:3...				r Bank, NS B4...	POL1		CAD		EMS:2021:08:1 ...	
EMS AGENCY	8:22:0...				r Bank, NS B4...	EMS1		CAD		EMS:2021:08:1 ...	
FIRE AGENCY	8:22:0...				r Bank, NS B4...	FIRE1		CAD		EMS:2021:08:1 ...	
POLICE AGENCY	8:22:0...				r Bank, NS B4...	POL1		CAD		EMS:2021:08:1 ...	
EMS AGENCY	8:22:1...				r Bank, NS B4...	EMS1		CAD		EMS:2021:08:1 ...	

Configurable by Agency / User Profile:

Response and resource grid layout, field selection, order, field width, colours, Font size, filter and grouping criteria, placement / size

Unlimited number of grids per User Layout

Configurable Response Detail Window

The image displays a CAD software interface with a 'Response Details' window and a 'Customization Window' overlaid on it. The 'Response Details' window shows information for a call (MTL:2021:04:30:0002) including location, status, and notes. The 'Customization Window' allows users to configure the 'Response Detail General Tab' by selecting, re-ordering, and removing various controls. A table in the customization window lists font and misc settings for the selected controls.

Font	Value
Bold	False
FontSize	8.25
Italic	False
Strikeout	False
Underline	False

Misc	Value
Spacing	5, 0, 0, 0
TextHorizontalAlign	Default
TextLocation	Default
TextSize	70, 13
TextTrimming	Default
TextVerticalAlign	Default
TextVisible	True

Configurable by Agency / User Profile:

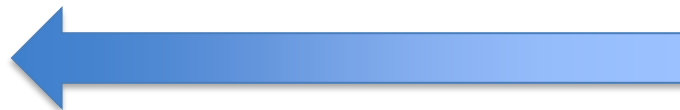
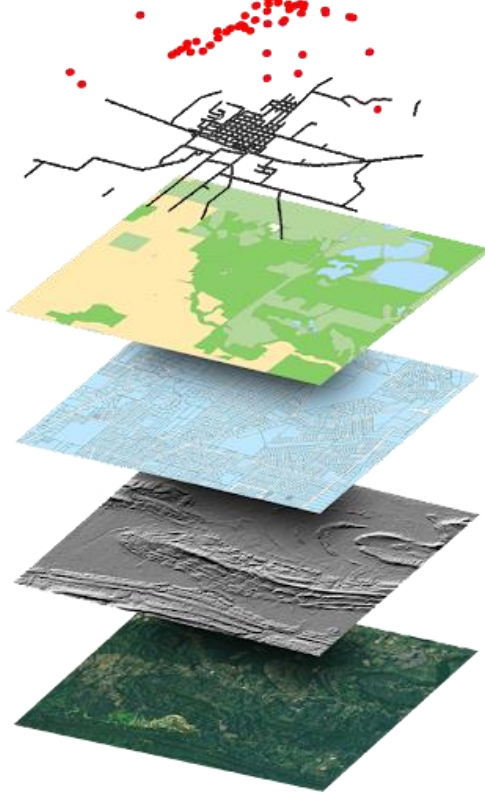
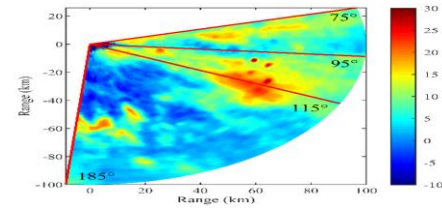
Fields can be removed, re-ordered, field resized, Font size changed

Tabs can be removed

Buttons can be removed or moved

Configurable Response Detail Window – GIS Layer

Weather Data
↓
Tracking Data
↓
Street Data
↓
Building Data
↓
Vegetation Data
↓
.....
↓
Integrated data

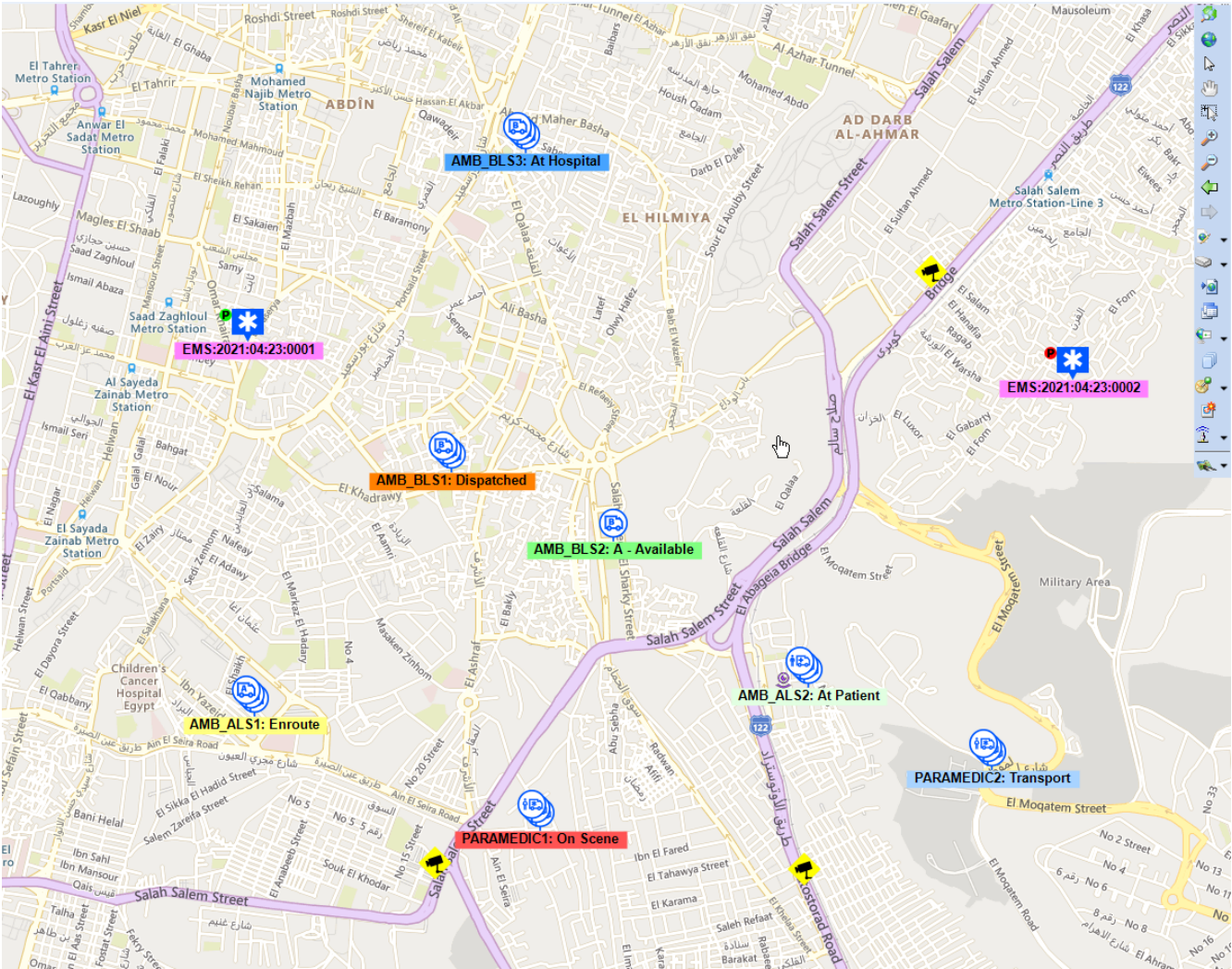


Live data Streaming

Agency Specific MAP Icons



CAD - Resource Status



Color coded Resource statuses on MAP match CAD Grids and SAM.

CAD - AVL, Geofence Alert

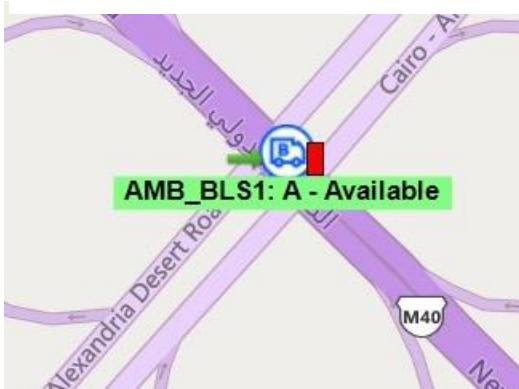
Speed, Travel Direction
AVL Latency < 30 sec.



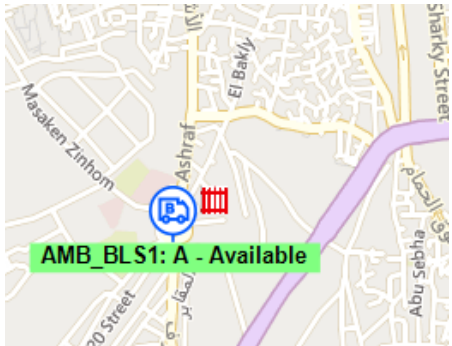
AVL Latency - 2 min.



AVL Latency > 4 min.



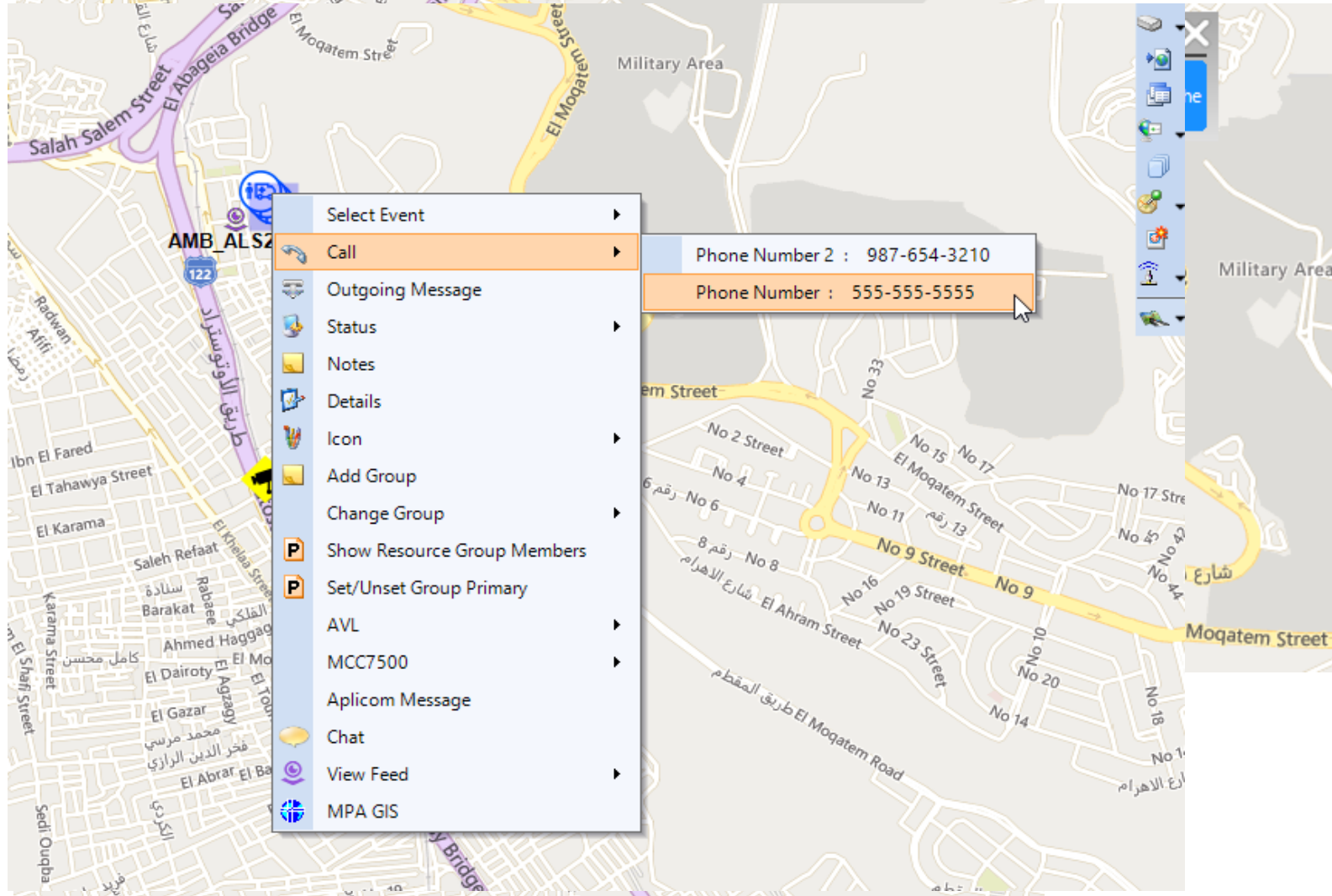
Geofence Alert



AVL CAD Resource icon with a red vertical bar. Geofence Alert when a Resource enters or exits its assigned Zones or a Dynamic Polygon drawn on the MAP by a CAD user.

CAD - Communications

Call Resources (CAD) or all the Agent Actions on one or all Resources



Chat with a particular Resource or all (CAD and Mobile CAD) users assigned to a Response

CAD - Integrated Cameras

View street camera feeds:

The screenshot shows a CAD interface with a street map. A context menu is open over a location on the map, showing options like 'Reload Common Places', 'Common Places', and 'MPA GIS'. A sub-menu for 'Common Places' is also open, showing 'Edit', 'View Feed', and 'Delete'. Another context menu is open for 'Details', showing options like 'Icon', 'Add Group', 'Change Group', 'Show Resource Group Members', 'Set/Unset Group Primary', 'AVL', 'MCC7500', 'Aplicom Message', 'Chat', 'View Feed', and 'MPA GIS'. A sub-menu for 'View Feed' is also open, showing a list of camera feeds: 'DASHCAM2', 'Mark Boyd - BODYCAM1', 'Jack Browne - BODYCAM2', and 'Janet Trung - BODYCAM3'. The map shows streets like 'El Moqatem Street', 'No 2 Street', 'No 4', 'No 6', 'No 8', 'No 9 Street', 'No 11', 'No 13', 'No 15', 'No 17', 'No 19 Street', 'No 20', 'No 23 Street', 'El Ahram Street', 'El Moqatem Street', 'No 14', 'No 16', 'No 18', 'No 21', 'No 22 Street', 'Ain El Sera Street', 'No 19', 'Desert Road', 'El Fared', 'El Tahawya Street', 'El Karama', 'Saleh Refaat', 'Barakat', 'Ahmed Haggag', 'El Dairoty', 'El Moawsia', 'El Gazar', 'El Imam El Shah Street', 'El Ghafary', 'Sedi Ounqia', 'Farid', 'El Country', 'El Kharaba Street', 'Rabaaee', 'القلاكي', 'كامل محسن', 'شارع السارات', 'طريق المقطم', 'El Moqatem Street', 'No 3', 'No 2 Street', 'No 4', 'No 6', 'No 8', 'No 9 Street', 'No 11', 'No 13', 'No 15', 'No 17', 'No 19 Street', 'No 20', 'No 23 Street', 'El Ahram Street', 'El Moqatem Street', 'No 14', 'No 16', 'No 18', 'No 21', 'No 22 Street', 'Ain El Sera Street', 'No 19', 'Desert Road', 'El Fared', 'El Tahawya Street', 'El Karama', 'Saleh Refaat', 'Barakat', 'Ahmed Haggag', 'El Dairoty', 'El Moawsia', 'El Gazar', 'El Imam El Shah Street', 'El Ghafary', 'Sedi Ounqia', 'Farid', 'El Country', 'El Kharaba Street', 'Rabaaee', 'القلاكي', 'كامل محسن', 'شارع السارات', 'طريق المقطم'.



CAD – CamCap Module



CAD users can capture pictures & video clips and append them to the response

Mobile App

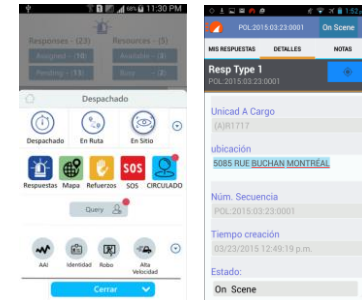
Windows



Android Tablet



SmartPhone Android



- Receive and generate events,
- Receive and capture multi-media and append to event,
- Change resource status without using voice Radio network,
- View event location on the MAP as well as the GPS position of other resources,
- Integration with GoogleMAPS or Waze to obtain best routing directions to the event location,
- External database queries including persons, vehicles, others,
- Chat with agency personnel and other first responders,
- Send SOS message and receive SOS from other first responders,
- View / track resources / events of other units within a field commander's responsibility.

Mobile CAD on Android



Responses



MAP



My Units



CHAT



My Details



Planned



استجابات



خريطة



وحداتي



حديث



تفاصيل الوحدة



الاحداث المخطط لها



الاحداث المجاورة



SIA



Identity Control



Vehicle Control



Queries



خلق اجراءات
ذاتية



مراقبة الهوية



السيطرة على
السيارة



الاستفسارات

Log out

الخروج

Site Activity Monitor (SAM)

On Tablet

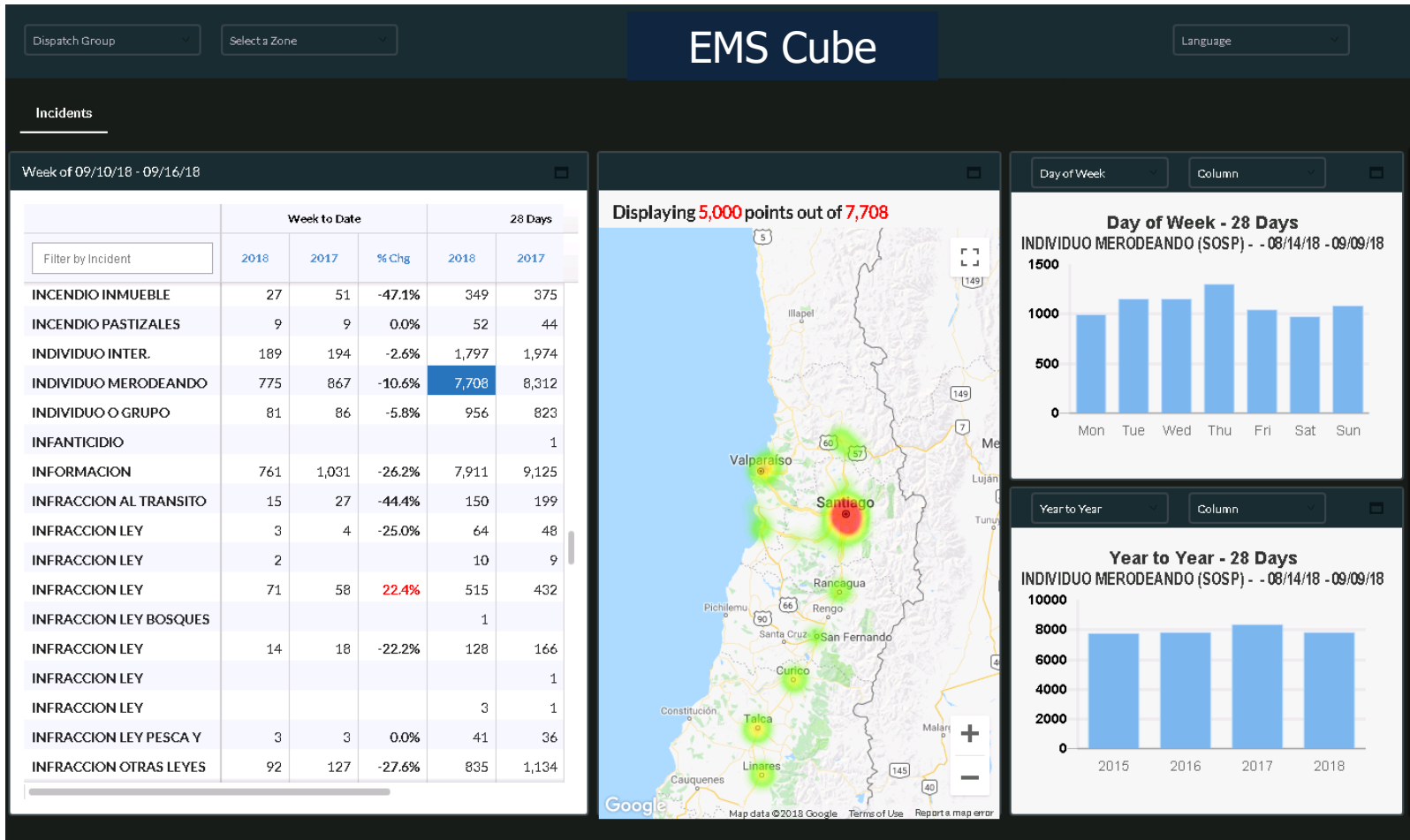
On Smartphone

The image displays two views of the Site Activity Monitor (SAM) application. The left view is on a tablet, showing a detailed form with fields for Case Number, Agency (Carabineros), Location (CAMPOS DE HIELO, COIHAIQUE / FRAN...), CPI Location, CPI Name (ANDRES.), Status (Apilado), Creat. Time (16/04 17:37:30), Origin (133), Seq. Num. (AYSE:2021:04:16:3634), Type (INFORMACION), Elapsed Time (00:01:02), and Total Time (00:01:38). The right view is on a smartphone, showing a summary card with tabs for GRID, GRID & MAP, and MAP. The summary card includes sections for GENERAL, NOTES, RESOURCES, PERSONS, and VEHICLES. Key information displayed includes Case Number, Agency (Carabineros), Location (968 AVENIDA CHUQUICAMATA, CALAMA ;), and CPI Location.

GENERAL	NOTES	RESOURCES	PERSONS	VEHICLES
Case Number		Handling Unit	(A)Z08416	
Agency	Carabineros	Zone	105 C3 1RA. CALAMA	
Location	968 AVENIDA CHUQUICAMATA, CALAMA ;			
CPI Location				

- Real-time statistics of Response and Resource activity
- Response time indicators
- Real-time view of CAD event and resource details as well as their location on the MAP
- Available on Android Tablet and Smartphone

EMS Cube - Comparative Statistics



Comparative statistics by response type filtered by dispatch groups and zones showing:

- Week to date, last 28 running days & Year to date compared to last year
- For a selected incident count, heat maps indicate geographical distribution of incidents, other graphs show hour of day, day of week, dispatch group/zone, weekly over 52-week period and year to year distribution of incidents.

Statistics and Reports

The screenshot displays a web-based reporting interface. At the top, there is a navigation bar with 'Reporting' selected, and links for 'Previous Reports', 'Scheduled Jobs', 'Help', 'About', and 'Log off'. Below this is a 'Report Template' section with a dropdown menu showing a red 'X'. The 'Data Type' is set to 'Call' and the 'Report Type' is 'Summary/Detail'. The 'Report Name' is 'Caller Summary by [...]' and the 'Filter Selection' is 'Caller'. The 'Time Period' is set from '2/4/2013 00:00:00' to '2/4/2013 23:59:59'. The 'Options' section includes 'Report Title', 'Include Graph' (checked), and 'Report Format' set to 'Portable Document (.pdf)'. There are buttons for 'Creating', 'Schedule', and 'Save Template'. The 'Generating Report' section shows 'Selected Filters' with 'Agency (11)' and 'Agency Type (11)'. The 'Agency' list includes 'BURBANK PARADISE FIRE', 'DENAIR FIRE', and 'ESCALON FIRE'. The 'Agency Type' list includes 'FIRE'.

- Generate detailed reports and statistics on calls, events, agents and resources, over 500 report templates available
- Create custom reports, schedule recurring reports and automatically send reports to distribution list,
- ADHOC database provides read only view of all CAD event data for agency IT purposes including connection to Business Intelligence tools