

Case Study

Industry: 9-1-1 Call Center

Countywide Emergency Call Center

Project: Information management
Major challenge: One person, lots of information



The challenge

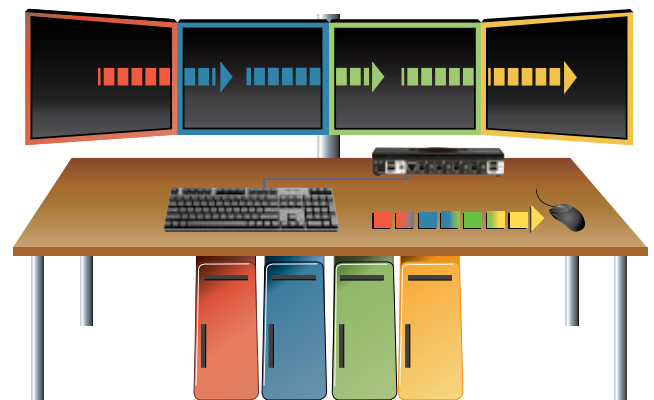
A countywide emergency 9-1-1 call center was staffed by a single person at a time to handle various types of emergency calls, including police, fire, and accidents. The center was responsible for sorting calls, sending out the appropriate response team, and communicating with the response team about the situation as well as any obstacles that would impede them from reaching the caller (such as traffic jams or weather-related problems). Information had to be front-and-center and easy to track.

The solution

By connecting computers in sets of four to monitors, and then connecting the ServSwitch™ Freedom, Black Box techs demonstrated how managing a large amount of incoming information could be as simple as using a keyboard/mouse to access servers and monitors. With the Freedom in place, the call center staff member can quickly track incoming calls, see what resources are available from the emergency departments (ambulance, fire trucks, EMS, police), and make the necessary response.

Other computers can be used to transcribe phone calls, and then communicate the conditions of the emergency to

responding personnel. With another monitor set up to receive information about traffic and weather conditions, all the vital information is at the fingertips of a single person. Additionally, the Freedom reduces clutter and lowers costs by using fewer keyboards and mice per reviewer.



Switching ports with the ServSwitch Freedom glide-and-switch technology is as simple as moving your mouse cursor over the connected monitors' X and Y borders. You can also use "quick-fire" hotkey or front-panel switching.