Flex
E9-1-1 Interface

Receive reliable ANI/ALI information

Automatic field entry

By using the E9-1-1 Interface, agencies can automatically add call information to the CAD screen, including contact name, address, city and phone number. This interface enables personnel to rapidly create accurate call records while minimizing the need for additional data entry.

Mapping ALI data

When used in tandem with the Flex CAD and CAD Mapping modules, the E9-1-1 Interface improves data accuracy and promotes faster response to calls for service. When agencies receive a call, the E9-1-1 Interface pre-fills the information, which is then validated by the call taker using Flex's integrated GIS technology. Once verified, the call location is automatically plotted on the Flex CAD Map, routed to the appropriate call taker and displayed on the call taker's screen.
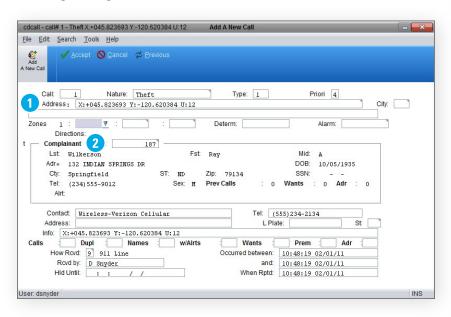
Cellular location data

With the E9-1-1 Interface, an agency's system can be configured to automatically transfer the original ALI information to a specific field of the call record. This way, call takers can perform continual ALI rebids to update location information while retaining a history of all ALI information received. ALI information can be captured regardless of whether it is a Phase I or Phase II wireless call. The E9-1-1 Interface will capture information from the call sector, or from the triangulated location using multiple towers to pinpoint the location of the caller. Additionally, when ALI rebids are performed to receive additional Phase II latitude and longitude information, the updated location information is automatically populated.

Visual call locations

When the E9-1-1 Interface is integrated with Flex's CAD Mapping module, agencies can immediately view calls on a computer-generated map, along with the street name where the call is located and the nearest cross streets for improved dispatching accuracy. When a call location is received, they system then reverse geocodes the XY coordinates to display nearby physical addresses around XY points, allowing for an easily understood location.

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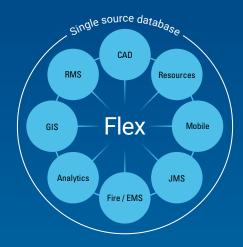
Navigating the E9-1-1 Interface

1. Calls originating from a landline appear as addresses, and cellular calls appear as latitude and longitude coordinates. **All information automatically populates in the Address field** of the Add Call screen.

2. Agency-specified **call information automatically populates into the call screen,** including contact name, address, city, and phone number.

Total software integration

Flex's Integrated Hub™ is an open, centralized database where all agency information is entered, stored and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.

For more information about Flex, visit:
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