VIEWABLE CALL FREQUENCY
The Spillman Flex CAD Management Dashboard gives agencies an at-a-glance view of the nature and frequency of calls. Agencies can also use the dashboard to see how many calls occurred per day or per hour and compare call frequency and response time by week, month, quarter, or year.

RESPONSE TIME TRACKING
Using the dashboard, dispatch management can see how response times compare to department standards or to national standards set by the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA). The dashboard enables managers to see which dispatchers meet response time standards, allowing agencies to adjust staffing or schedule additional training to increase employee effectiveness.

CUSTOMIZABLE AGENCY INFORMATION
Agencies can customize the CAD Management Dashboard module to meet dispatch center needs. The dashboard gives management complete control in determining what call natures are displayed and what date ranges are shown. Agencies can also customize the appearance of the CAD Management Dashboard by adding agency name and badge image.

CALL MAPPING
The CAD Management Dashboard enables agencies to view calls on Google Maps™, allowing management to quickly determine which jurisdictional areas are generating the most calls for service and emergency response.
TOTAL SOFTWARE INTEGRATION

Spillman 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.

1. Dispatch managers can compare the number of calls received during customizable time periods on a bar graph and view the number and type of calls received per day or per hour on a line graph.

2. The CAD Management Dashboard module is completely customizable, allowing agencies to select which date ranges and call nature types are shown.