



# APCO 9-1-1 ADVISER INTERFACE

INTEGRATE 9-1-1 ADVISER SCRIPTS INTO YOUR FLEX CAD CALL-TAKING PROCESS

## SEAMLESS INTEGRATION

The APCO 9-1-1 Adviser Interface enables your dispatch center's 9-1-1 Adviser software to seamlessly transfer data back and forth with the Spillman Flex CAD, reducing the need for duplicate entry by dispatchers. When a dispatcher enters the nature of a call into CAD, that data is transferred automatically to the 9-1-1 Adviser software which provides a preprogrammed script of questions for the dispatcher to ask relating to that particular nature. After the dispatcher enters responses into 9-1-1 Adviser, both the questions and responses will automatically populate into the Flex CAD Call Comments field.

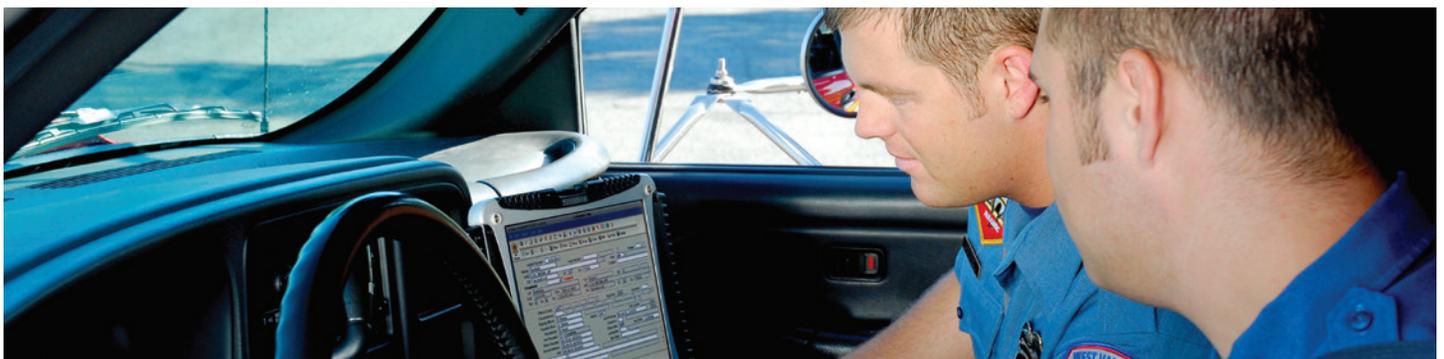
## ACCURATE, NATURE-BASED SCRIPTS

Your dispatchers have a fast-paced call-taking process, so they need software that keeps up. The APCO 9-1-1 Adviser Interface ensures that dispatchers always has questions relevant to the nature of the call they are taking, even when that nature is updated in the middle of a call. The

9-1-1 Adviser software can be configured to automatically provide a new set of scripted questions pertaining to an updated call nature, for example, if a nature is manually updated from "Head Pain" to "Seizure" in Flex CAD. You can also configure the interface to allow a response-based update to the call nature within 9-1-1 Adviser to trigger an automatic update to the call nature in CAD, if desired.

## EFFICIENT COMMUNICATION WITH FIELD PERSONNEL

Field personnel need the maximum amount of call information possible, as soon as it is available. The APCO 9-1-1 Adviser Interface facilitates efficiency and thorough preparation by providing first responders with all scripted questions and collected responses in the Call Comments field in Flex CAD or Mobile. This information is automatically updated in real time, providing responding personnel with the situational awareness they need to respond efficiently and effectively to the call.



Call Comments call# 20 - Head Pain

Call#: 20 Nature: Head Pain Type: e Priority: 2  
Location: 321 N Main St Zone:

Call Information

14:20:18 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Is the patient able to respond to you and follow simple commands? ... NO  
14:20:21 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Can the patient answer your questions? ... NO  
14:20:23 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Is the patient acting normally? ... YES  
14:20:26 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Is the patient combative (wanting to fight with you)? ... NO  
14:20:47 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Are there any hazards present? ... YES  
14:21:00 01/31/2017 - SPILLMAN (9-1-1 Adviser)  
Are there any hazards present? ... Flammable chemicals

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1. Dispatchers can use the interface to seamlessly receive scripted questions from 9-1-1 Adviser based on the current nature of the call.
2. Field personnel can view both the scripted questions and dispatcher responses, along with date and timestamps, in the Call Comments field in CAD or Mobile.