



# HIGHER GROUND INTERFACE

AUTOMATICALLY SEND CAD CALL ID TO HIGHER GROUND

## STREAMLINED PROCESSES

Spillman Flex's Higher Ground Interface brings the functionality of Higher Ground's suite of recording, quality assurance, and reporting tools to Flex users without requiring call takers to sign in to multiple systems. This seamless integration increases efficiency and eliminates the need for users to compare times and dates in order to identify which Higher Ground call recording is associated with each Flex CAD Call ID.

## AUTOMATIC DATA TRANSLATION

The Higher Ground interface helps ensure that data integrity remains intact as it transfers from the Flex system to Higher Ground through a translation table. The translation table correlates the Flex Call Taker ID to a Station ID in Higher Ground. When a dispatcher logs into Higher Ground, the system recognizes what station they are at, as well as their Flex ID. Afterwards, personnel can easily associate the correct recording with the correct Call ID.

## REQUIREMENTS

The Higher Ground Interface can be installed on a Windows Server or a Windows PC. The interface does not need to be on a separate server from Flex if the agency is currently using a Windows server. However, the server must be running .NET Framework.

