Flex PowerPhone Interface

Integrate PowerPhone total response scripts into your call-taking process

Seamless integration

The PowerPhone Interface enables your dispatch center's PowerPhone Total Response software and Flex CAD module to seamlessly transfer data back and forth to each other, reducing the need for dispatchers to enter information into both platforms. When a dispatcher enters the nature of a call into CAD, that data is transferred automatically to the PowerPhone software, which provides a preprogrammed script of questions for the dispatcher to ask relating to that particular nature. After the dispatcher enters responses into PowerPhone, both the questions and responses will automatically populate into the Call Comments field within Flex CAD.

Accurate, nature-based scripts

Your dispatchers need software that keeps up with their call-taking process. The PowerPhone Interface ensures that the dispatcher 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. For example, if a nature is manually updated from "Head Pain" to "Seizure" in CAD, the PowerPhone software can be configured to automatically provide a new set of scripted questions pertaining to the new nature. You can also configure the interface to allow a response-based update to the call nature within PowerPhone to trigger an automatic update to the call nature in CAD, if desired.

Efficient communication with field personnel

Field personnel need as much information about the call they are responding to as possible. The PowerPhone Interface facilitates efficiency and thorough preparation by providing first responders with all of the scripted questions and the responses collected by the dispatcher directly in the Call Comments field in Flex CAD or Mobile. This information is then automatically updated, providing responding personnel with the situational awareness they need to respond efficiently and effectively to the call.

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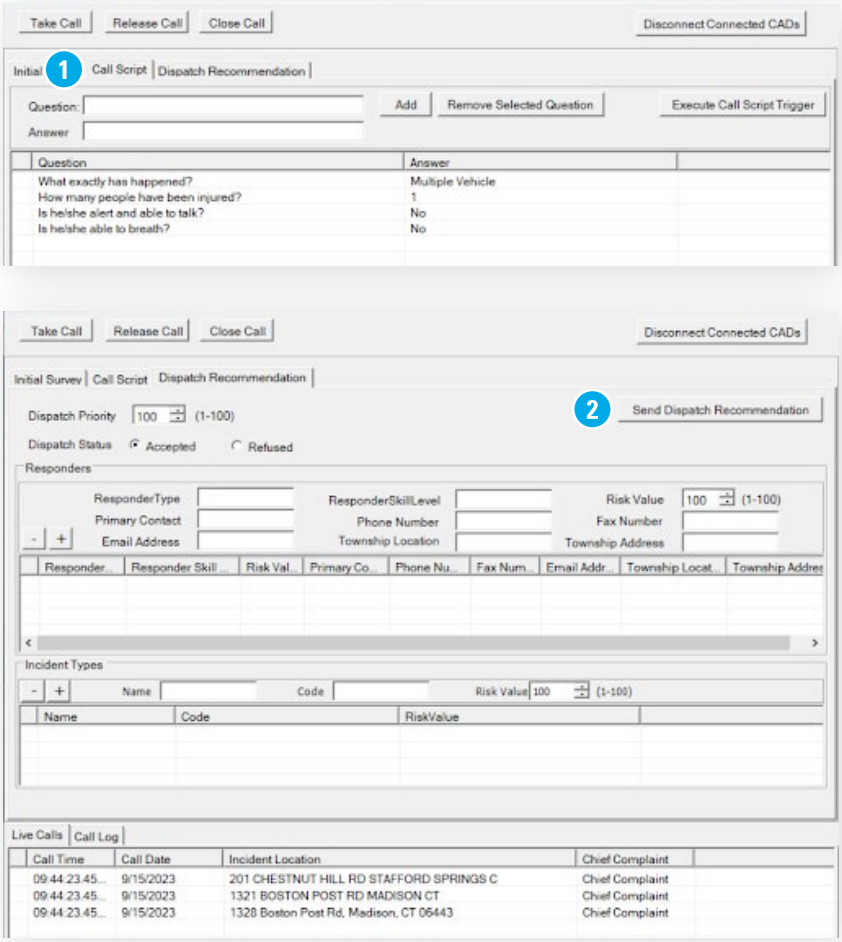
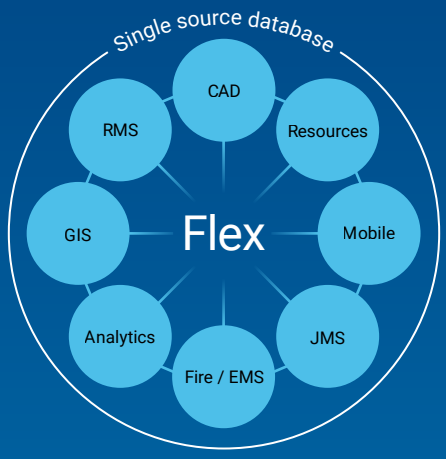
Navigating the PowerPhone Interface



1. Dispatchers can use the interface to seamlessly receive scripted questions from PowerPhone based on the current nature of the call.

2. Administrators can set dispatch recommendations based on responder type, skill level, location and risk value.



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:
motorolasolutions.com/flex

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