

# Command Console

Commercial off-the-shelf (COTS) solution for multi-party voice collaboration for the efficient co-ordination of mission-critical responses.



## Do you have the following mission critical voice dispatch needs?

- Co-ordinate responses and activities to incidents
- Receive calls for help via an incident call centre
- Connect people where standard telephony solutions cannot reach
- Manage multiple concurrent communications
- Announce incidents to responding agencies or individuals
- Facilitating contact with vehicles on the move using radio and satellite networks

The Control Room (Command Post or Network Operations Centre) serve as the “nerve centre” gathering information, directing people and resources. As an integral entity, command console operators respond to any incident, operations order or emergency plan, across a wide range of industry verticals.

Whether you are an emergency service, military, transportation, utility, government or crisis management organisation, your control room operators need to take and prioritise calls. They need to collaborate with disparately located individuals out in the field in an instant.

The telecommunications capabilities for a Control Room require providing each operator with the ability to pro-actively monitor, bridge and conference different communications channels. Operators benefit from “One Touch” access to mobile telephones, hot-lines, intercom and regular telephone facilities, directly from the Speakerbus command console with a wide array of multi-party call handling capabilities.

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# The Speakerbus solution

Speakerbus' Command Console facilitates multi-party voice collaboration for the efficient co-ordination of mission-critical responses. The solution leverages existing telephone systems and interfaces to a wide range of communications networks including radios, mobiles and satellite to reach individuals in dispersed areas in an instant.

## Key benefits

- Works "natively" with existing IP telephone systems (AVAYA, CISCO & Mitel) and offers specialist features such as multiple call handling simultaneously & line visibility.
- Interfaces to a wide range of communications networks including radios, mobiles and satellite to reach individuals in dispersed areas in an instant.
- Commercially available off-the-shelf application, requiring less long-term investment in design, upgrades and maintenance than a bespoke application.
- Built with resilience and disaster recovery capabilities to ensure no disruption to mission critical operations occurs in unforeseen circumstances.
- Centralised management of multiple devices using a standard web browser.
- Can be hosted within data centre environments to reduce the IT hardware footprint at control centre sites.
- Delivered with ongoing training and support services.
- Supports multiple voice recording solutions to meet regulatory compliance.



## Key features

- Multiple line capacity
- Multiple call monitoring
- Call prioritisation
- Urgent call interruption
- Conferencing
  - Ad-hoc
  - Client side conferencing
- Instant collaboration and intercom
- Push-to-talk control
- Talker identification
- Emergency alerting
- High quality premium audio quality
- Communications network access to:
  - Multi-channel radio circuits
  - Satellite communications as a transport medium
  - IP/SIP, digital or analogue telephone circuits
  - Public address systems
- Integration with voice recording partners
- Flexible and customisable user interface screens
- Multi-location integration
- Resilience, robustness and reliability