

Employees working at a company with expansive facilities use two-way radios to communicate. During emergency situations, communications between company emergency response crews, the company management team, and local emergency resources takes place over radio, as well as the company's IP telephony infrastructure. The company is looking for a way to record all emergency communications due to local regulations, legal liabilities, and for future training.

Solving this challenge will benefit the company in the following ways:

- ◆ Much of the personnel involved in responding to emergencies carry and communicate through two-way radios; if the company can record and retain all radio conversations, the most critical reports/reactions/instructions to emergency events will be captured.
- ◆ By recording radio traffic together with telephony traffic, the company will have a central repository of all voice communications, making it easier and more efficient to retrieve and review all communications pertinent to an event
- ◆ The scope of emergency event training can be expanded to incorporate instructions as given by management through typical telephony devices, and how those instructions are interpreted by those responding to the event through radio devices for a more comprehensive training program.
- ◆ Recording emergency responders' conversations provides legal protection to the company as it proves no negligence to its operations and response to emergency events.



## THE SOLUTION

- ◆ An alert arrives to the IP phone of the facilities management office; the safety and security manager places a call to the two radio of the personnel on patrol throughout the facility to get a first hand account; as the on-site personnel confirms the alert the manager selects a button on their IP phone to have the entire conversation recorded
- ◆ The on-site personnel uses his two way radio to call for assistance and report the incident to dispatch; dispatch sends an all-hands-on-deck transmission to all radios; the content of the message with the date and time is automatically recorded
- ◆ As the emergency situation is addressed and resolved, all radio traffic and telephony traffic is captured and recorded
- ◆ After the event, management reviews the recorded content looking for opportunities to improve communications, equipment and/or personnel availability, and techniques used to resolve the issue.
- ◆ Through an intuitive web interface, the safety and security manager book marks segments of radio communications, where based on the recorded dialogue, response time was lost due to miscommunications, and sends the link to access the recording to the dispatch office for review and improvement of their communications policies