

Recording of emergency call number 112

Customer: Bendrasis Pagalbos Centras - 112
Place of installation: Vilnius, Lithuania

case study

A Lithuanian customer "**Bendrasis Pagalbos Centras - 112**" in cooperation with Siemens Enterprise Communications Oy branch office Lithuania UAB "**Innoseven technologies**" turned to us with request of implementation recording emergency calls 112 of the Call Handling Agency in two localities. ReDat Recording System has updated and enlarged the current recording system of redundant recording and additional higher functions.



Emergency call number 112

The EU-wide emergency number 112 is emergency service free of charge from both fixed and mobile phones. All calls from anywhere in the European Union by dialling 112 are routed to Emergency Call Handling Agency. This emergency dispatch centre has to answer hundreds of calls, which are very urgent and emergent. Prompt reaction can save human's life. It does not matter whether the caller needs a doctor, police officer or fire-fighter's help, the calls are routed by the trained dispatch centre operators to the appropriate emergency rescue teams. Number 112 functions 24 hours a day 7 days a week all over Lithuania in all public phone networks.



Contract specifications

The customer requested to implement call recording of **Siemens Hicom Trading in the Emergency Call Handling Agency**, which process thousands of emergency calls every day. The next demand was to record only some of selected digital exchange lines of Fire and rescue service brigade. Thanks to ReDat rich experience and technological sophistication, we can offer new upgraded functions to the current system according to customer's requirements.

About RETIA

RETIA, a.s. is a producer of ReDat Recording System for dispatch centres, contact centres and telecommunication operators. ReDat records VoIP as well as conventional telecommunication systems, radio networks, screens and multimedia channes. ReDat technology is compatible with PBX Siemens (Up0, VoIP) and able to integrate with Siemens Hicom Trading.

Partnership program

RETIA, a.s. is Siemens technological partner with the possibility to use the direct link to Siemens technological support. The partnership derives the profitable advantage for customers, because it is used actively for constant improvement of ReDat technological integration with Siemens.

ReDat® Recording System

ReDat® Recording System provides complex customer service solution of record and quality management. It helps to improve agent's and dispatchers' skills. RETIA's solution reduces training costs and thus helps to improve customer relations and services.

ReDat® holds certified trade-mark of company RETIA, a.s.

ReDat®3 Recording Unit, ReDat® VoIP Recorder, ReDat® Phone Recorder, ReDat® Application Server, ReDat® Catalog, ReDat® CTI, ReDat® QualityChart, ReDat® StorageManager, ReDat® LineMonitor, ReDat® PhoneControl, ReDat® VoiceProcessor belong to group of ReDat® System products.

Solution principle

ReDat®3 Recording Unit ensures hybrid telecommunication recording of **digital extension lines** and **Siemens Hicom Trading terminals**. We applied **ReDat® Application Server** as the functional shell providing comfortable web environment for work with records, central database and archive of records. RETIA implemented also additional functions for active work with records, immediate and repeat playback, sorting and archiving by the SQL database server with web graphical interface. Based on the strictly defined user access rights, the system minimizes data fraud of private information.

Configuration of supplied recording system

- ReDat®3 Recording Unit + integration with Siemens Hicom Trading
- ReDat® Application Server, **ReDat® Catalog** – central database and archive of records, intuitive web environment

Benefits

- Reliable recording of voice communication via Siemens Hicom Trading terminals
- The silence intervals are not recorded. Parts of voice communication of a single session are linked with the same Call ID
- Attribution of the signalling information into the database of records
- Attribution of a logged user into the database of records
- Secured access rights - user / administrator / service
- History of records / system configuration

ReDat integration with telecommunication technologies

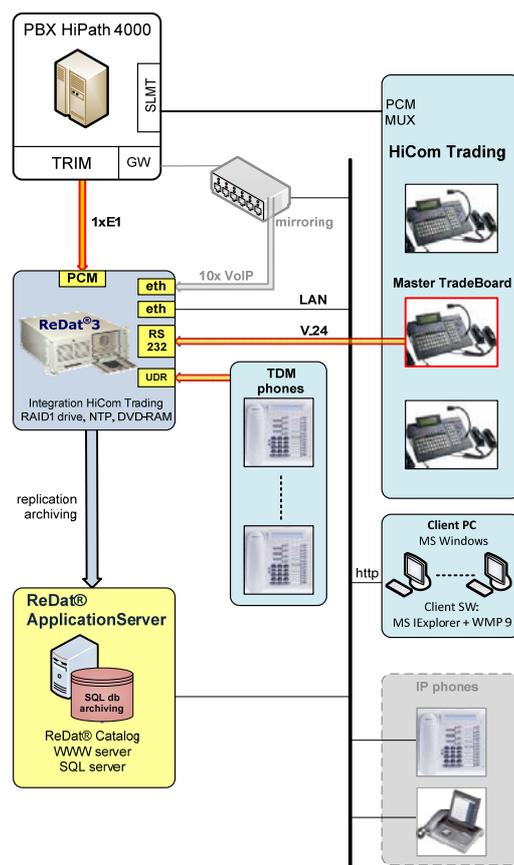
- PBX Siemens HiPath 4000 v.4
- Siemens Hicom 300 Trading equipment
- Digital telephone sets Siemens optiPoint 500

Configuration of supplied recording system

- 3 x ReDat®3 Recording Unit – operating unit
- 1 x ReDat®3 Recording Unit – support unit/backup server
- 1 x ReDat® Application Server

Contacts

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RETIA, a.s. offers above standard warranty and post warranty conditions and maintenance services, customizing recording systems to various applications and proactive solution of specific requirements with integration to various telecommunication platforms.

RETIA, a.s. is a partner of significant producers of telecommunication companies such as Alcatel-Lucent, Cisco, Genesys, Orange Business Services, TTC, Siemens, etc. with which closely cooperates on future development of ReDat® Recording System.