Octave OnCall Dispatch Advantage

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Call-takers and dispatchers are the first line of contact during an emergency. To help save lives and improve outcomes, they need cutting-edge tools that let them quickly understand the situation and take action.

Octave OnCall Dispatch Advantage (formerly HxGN OnCall Dispatch | Advantage) offers a transformative user experience (UX) that delivers richer situational awareness without overloading the operator. Available on-premises or in the cloud, it provides streamlined workflows that reduce operator workload, increase productivity and boost public safety answering point (PSAP) capacity.

Part of the Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) product suite, OnCall Dispatch Advantage helps agencies modernize contact to better meet changing public expectations and make smart decisions for the future. It improves coordination and collaboration between the PSAP, units and field personnel and supports multi-agency deployment. With a browser client that simplifies administration, OnCall Dispatch Advantage's configuration-based customization options allow agencies to adapt the software for different roles and changing needs.

Advantage features Octave OnCall Dispatch Dashboard (formerly HxGN OnCall Dispatch | Dashboard) for dynamic visual summaries of events, units and workloads. It offers flexible licensing with specialized extensions and products that deliver subsets of its capabilities, including Octave OnCall Dispatch Essentials (formerly HxGN OnCall Dispatch | Essentials) for organizations with simple dispatching needs and Octave OnCall Dispatch Call-Taker (formerly HxGN OnCall Dispatch | Call-Taker) for agencies that provide call-taking and dispatch services with separate teams.

Benefits

Optimize operation and awareness

As PSAPs gain more sensors and systems, workstations and workflows have become increasingly complex, making it harder for call-takers and dispatchers to access information and take effective action. OnCall Dispatch Advantage features optimized screen layouts, visual displays and user interaction shaped by extensive UX research and testing. Agencies can easily configure the user interface (UI) to their own needs, roles and users. With OnCall Dispatch Advantage's clear insights and streamlined workflows, operators can perform critical tasks faster and more efficiently. The product's ability to integrate with other control room technologies also allows users to replace multiple UIs and input devices with a single, unified interface.

Select best-in-class maps

With OnCall Dispatch Advantage, agencies can choose their own provider for map display and processes, enabling them to leverage existing GIS investments or switch providers as needed. By selecting their own map provider, organizations can take advantage of advanced map capabilities, such as 3D rendering, routing with real-time traffic information and the ability to add new themes and ad hoc content.

Enable better coordination

OnCall Dispatch Advantage delivers a wide range of capabilities to support efficient, effective coordination across teams. It uses the same dynamic common operating picture for supervisors, field officers and the PSAP to improve communications and track resources in real time. With OnCall Dispatch Advantage, standard operating procedures are no longer standalone documents, but capabilities integral to the system. Particularly valuable for infrequent, complex scenarios, they can guide and inform operators, trigger system commands and provide a record of actions.

Organizations can leverage facilities, diversions and unit transports and create, share and use staging areas during incidents and major events. OnCall Dispatch Advantage can also record, validate and track units assigned to the same incident operating away from the primary or initial location. The product supports strike teams and task forces and allows operators to schedule future events, such as a controlled burn, non-emergency hospital transport or patrol task.

Modernize call-taking and contact management

More people than ever are using mobile phones to make emergency calls. To better meet public demand, OnCall Dispatch Advantage allows agencies to modernize contact services by supporting different contact channels, harnessing richer information and handling increasingly diverse types of data. It is also compatible with NG911/112 initiatives and supports message-based communication with the PSAP.

Increase agility

OnCall Dispatch Advantage's centralized administration and configuration-based customization offers increased agility while cutting management overhead.

Features

Innovative UX

When every second counts, call-takers and dispatchers need relevant information and capabilities to quickly solve problems and respond effectively. OnCall Dispatch Advantage delivers clearer insights and faster operation by constantly matching the tools and information users see to those most relevant to their current tasks. It also ensures related functions and data are available at the click of a mouse. Its dynamic UI changes dialogs and icons to alert users to events, keeping the interface clear and uncluttered and avoiding the need to frequently move or close new windows.

Automated assistance

OnCall Dispatch Advantage uses automated processes to make call- takers and dispatchers more productive

and efficient. From automating basic data capture to discovering and alerting users about valuable insights, these processes run in the background to enhance workflows and simplify call center operations.

- **Location verification:** With location verification, operators can confirm event location faster when given incomplete or ambiguous information, such as the name of a common business or establishment. This feature offers dynamic search capabilities that reveal potential locations on a map as users receive and enter new data.

- **Location and person of interest:** Leveraging Octave OnCall Records (formerly HxGN OnCall Records) and other external sources, location and person of interest searches highlight matches to current call information. Both provide important insights earlier in the call-taking process after running location verification.

- **Nearby events:** This feature alerts operators about existing events near their current call for service and provides a link to drill-down for additional information. This process allows agencies to identify events that may be part of a larger incident and adapt their response efforts.

- **Duplicate processing:** By highlighting existing records that may be related to the same event as their current call for service, operators can cut back on creating and closing out duplicate event records.

Alerts and notifications

- **Geofencing:** Users can create operational boundaries on a map that trigger automated alerts when resources enter or exit the defined area

- **Be on the lookout (BOLO) or attempt to locate (ATL):** Dispatchers can create, manage and push high-priority alerts to a large audience

- **Ad hoc timers:** User-defined, ad hoc timers allow operators to set timed alerts against a call for service or unit and produce a visual or audible alert when time has run out

More information at octave.com

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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