



# Power Metrics Service Guide

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## 1. Introduction

This Service Guide describes Intrado's Power Metrics services ("Services").

## 2. Services Overview

Services allow public safety entities the ability to aggregate all their public safety data, in a centralized location for pre-configured (standard and management) and ad-hoc reporting. Reports are readily accessible via a web browser utilizing a secure data center solution. Users are not tied down to a workstation to create or access valuable situational reports, and information can be extracted within seconds without requiring manual collating of information from multiple sources.

Services provide Customer with both standard and management reports in the Power Metrics suite of reports. Standard reports are those that Customer would typically pull on a daily basis. The comprehensive management reports specifically address the analytical requirements of individual PSAP managers, supervisors, and executives within jurisdictions. The reports provide the tools necessary to identify areas and issues that require management attention.

Ad-hoc reporting is one of the most powerful features of Power Metrics, and is accessible through an intuitive user-friendly interface. It allows Customer to generate reports against any data element stored in the system, providing a broad range of ad-hoc reporting capability.

Power Metrics is a secure analytics application with the ability to report on individual PSAPs, countywide, state-wide, or for any other jurisdiction with the same level of simplicity.

### 2.1. Key Features

- Intuitive "one click" reporting
- Call and Trunk statistics information
- CDR and ALI information
- Local call taker statistics
- Hassle-free and low-maintenance
- Low profile equipment at PSAP
- Built in system monitoring and response
- Role-based accessibility via an Internet browser
- VIPER® specific
- Customer care Included
- Scheduling of almost any report at any frequency (ad-hoc reports cannot be scheduled)

### 2.2. Standard Reports include:

- Call Summary
- Calls Per Hour
- Top Busiest Hours
- Average Call Duration
- Calls By Circuit
- Circuit Utilization
- PSAP Answer Time
- PSAP Ring Time
- Last 12 Month Answer Time
- Last 12 Month Ring Time
- Class of Service
- Call Detail Records
- Initial Station Total Calls
- Call Transfer Count
- Calls by Agent

- Agent Speed of Answer
- Calls Per Hour By Day of Week
- Call Detail Records
- Top ESN Report
- Top ANI Report

### 2.3. Additional reports available for VIPER implementations only (Requires a Windows-based Data Collector):

- Agent Audit Log
- Broadcast Message
- Call Log
- SMS Reports (basic)
- Messages Per Hour
- Session Transcript
- SMS Summary
- TTY to SMS
- TTY Reports
- TTY Call List
- TTY Call Detail

## 3. Installation and Support

Power Metrics requires the installation of data collection appliances in Customer's environment, which will be used to collect the data needed for reporting, and securely send the data to the Power Metrics platform. Installation, including network configuration and installation of these data collectors will be Intrado's responsibility. Data collectors will be delivered to Customer FCA point of origin (Incoterms 2010), and title will pass at time of delivery. Intrado will provide maintenance and support for the data collectors as part of the Power Metrics Services, and at Intrado's cost will replace any data collector that fails in the field. If Customer's access to the data collector requires a site visit from Intrado, Customer will pay for Intrado's travel and labor costs associated with the repair.

Initial training will be fulfilled by Intrado. Future webinar trainings are available at an additional cost for Customer.

Intrado will monitor all aspects of Services, including data collection and transfer points, and the health of data collectors, Intrado's equipment, Intrado databases, and web services. Contact information for support follows:

- Help Desk Number: 800.361.2596
- Email Support: [ichsupport.safetyservices@intrado.com](mailto:ichsupport.safetyservices@intrado.com)
- Hours: 9:00 am to 5:00 pm PT, Monday through Friday, company holidays excluded

## 4. Optional Dashboard and Near Real-Time Analytics

The ECaTS® Dashboard gives PSAP/County/State management personnel the ability to monitor 9-1-1 call activity in a near real-time display.

The ECaTS Dashboard provides a visual representation of actual 9-1-1 call activity, answer time, hold time, and other factors, and represents the real or near-time condition of 9-1-1 within the specified jurisdiction in a rich visual interface with phase 2 wireless mapping. Additional analytics segment the data by wireless carrier, identifying wireless 9-1-1 calls, or other communication data traffic through the PSAPs in the State and/or County. Each data factor, such as call volume, will be compared against normative values (averages) to identify anomalies in call traffic, call volume, and call handling statistics. An area of the ECaTS Dashboard will be dedicated to mapping incoming phase 2 wireless calls to identify possible areas of high traffic or anomalous call volume (either higher or lower than normal). Wireless carrier activity will also be compared

against normative values and significant deviations between normal and abnormal call activity will be highlighted as an “alert” by the ECaTS Dashboard.

Pre-requisites: ECaTS or Power Metrics data collectors