MIS Reporting by ECaTS

Leverage intuitive MIS reports to track 911 performance

Make sense of your 911 data

With an increasing number of 911 calls originating from wireless devices, it is more critical than ever to spot call routing issues and errors. Wireless Routing Analysis (WRA) by ECaTS helps you assess whether cell sectors have been configured to accurately route 911 calls within a jurisdiction, including regions with NG911-enabled public safety answering points (PSAPs).

Monitor day-to-day operations

Analyze overall performance at jurisdictional, county or state levels with standard MIS reports:

- Agent Ring Time
- Agent Speed of Answer
- Average Call Duration
- Call Detail Records
- Call Summary
- Call Transfer
- Call Transfer Count
- Calls by Agent
- Calls by Circuit
- Calls per Hour
- Calls per Hour by Day of Week

- Circuit Utilization
- Class of Service
- Initial Station Total Calls
- Last 12 Months Answer Time
- Last 12 Months Ring Time
- PSAP Answer Time
- PSAP Ring Time
- Top ANI Report
- Top Busiest Hours
- Top ESN Report
- Top PSAP Metrics

Identify critical issues earlier

- 10-digit Emergency Summary
- Daily Outage
- Day-in-review Email
- Speed of Answer

- Trunk Group Utilization
- Wireless Call Sector
- Unparsed Data

Let's save more lives together.

Connect with us to **customize a reporting** and **analyzing solution** that meets your unique requirements.

Online: ecats911.com
Email: info@ecats911.com
Phone: 1-855-333-0826

Ask about our other reporting tools:

- Real-time PSAP monitoring
- Staffing forecast
- Wireless Routing Analysis
- Text-to-911
- i3 Logger (ESInet)

Information to Insight

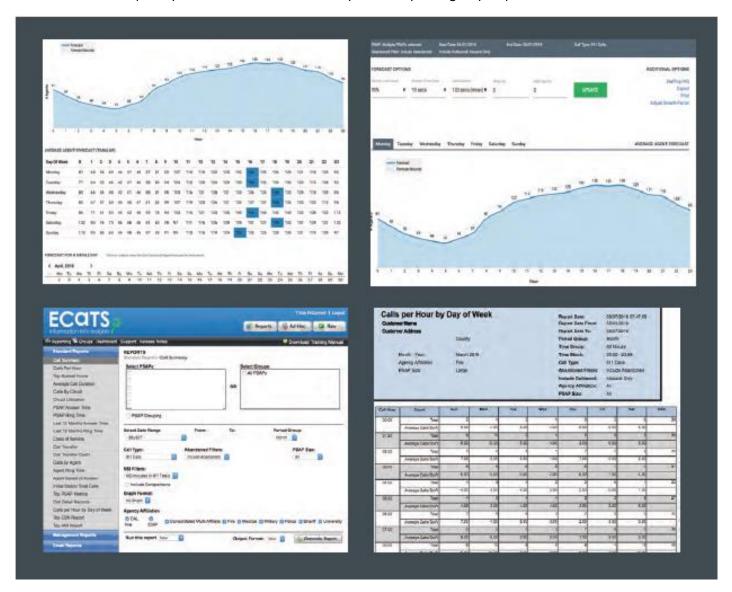## Simplify, Customize and Schedule

Your agency doesn't have to spend a lot of time to grapple with complicated, clunky reporting tools. ECaTS MIS was designed to be simple and intuitive. In addition to our standard and management MIS reports, you can generate custom, ad-hoc reports using any fields defined in the platform to export to Microsoft Excel and other formats. You can schedule any report for maximum efficiency.

CPE-agnostic

ECaTS' MIS reporting integrates with all the leading CPE platforms. Better yet, our MIS tool can capture data from disparate CPE systems across your entire enterprise, aggregating and consolidating this information for streamlined reporting and analysis.

Ongoing Customer Service and Support

ECaTS' unlimited phone support, data request assistance and educational webinars are unique within the industry. Our customer team makes sure you're leveraging our tools to the fullest capabilities while ensuring you have the ad hoc and scheduled reports you need to understand every facet of your agency's operations.

With ECaTS, you can:

- Make smarter decisions with real insights
- Plan better budgets using the right data
- Justify funding with facts and statistics
- Identify and respond to incidents faster
- Staff your PSAP using trusted models
- Improve PSAP operations and performance
- Spot trends and solve problems faster

Why ECaTS?

- Flexible 911 reporting and analytics tool
- Intuitive and customizable
- Relentless customer service and support
- Extremely secure and highly-available web interface
- Trusted by more than 2000 agencies
- Seamless integration with leading providers

About ECaTS

We're as passionate about public safety and saving lives as you are. That's why the ECaTS team works hand-in-hand with our customers as we develop, manage and optimize every facet of our reporting and analytics solutions. Our business is 100% dedicated to emergency call tracking and reporting so that you make decisions that lead to improved emergency response and, ultimately, more saved lives.

For more information, please call 1-855-333-0826, email info@ecats911.com or visit ecats911.com

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