PSAP Monitoring by ECaTS

Gain deeper insight into incidents

Monitor events and respond faster

A picture is worth more than a thousand words. ECaTS' PSAP Monitoring tool makes it possible for you to visually detect and oversee critical events as they occur within your agency, jurisdiction or state. Our near-real-time incident display helps you identify problems sooner and respond more effectively using the most relevant statistics and near-real-time metrics.

Track KPIs by PSAP, County or State

Our dashboard graphically displays call activity data across jurisdictions, or through drill down menus into PSAP-specific activity:

- Calls per Hour
- Calls per Minute
- Answer Time
- Call Duration
- Call Volume over Time
- Call Volume by Class of Service
- Call Volume by Carrier
- Call Abandonment Rate
- Map of Active 911 Call "Clusters"

Pinpoint active incidents and outages

With PSAP Monitoring, you can:
- Respond faster to emergency situations
- Gain visibility into outages and impacted PSAPs
- Proactively monitor large-scale, public events
- Deliver key data points to law enforcement
- Monitor wireless call volumes by carrier and receive visual alerts during cell sector outages

CPE-agnostic

ECaTS' solutions are compatible with all leading CPE platforms. Better yet, our tools can capture data from disparate CPE systems across your entire enterprise, and aggregate and consolidate the information for streamlined reporting and analysis.

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:

- MIS
- Staffing forecast
- Wireless Routing Analysis
- Text-to-911
- i3 Logger (ESInet)

Information to Insight

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 their fullest capabilities while ensuring you have the ad hoc 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
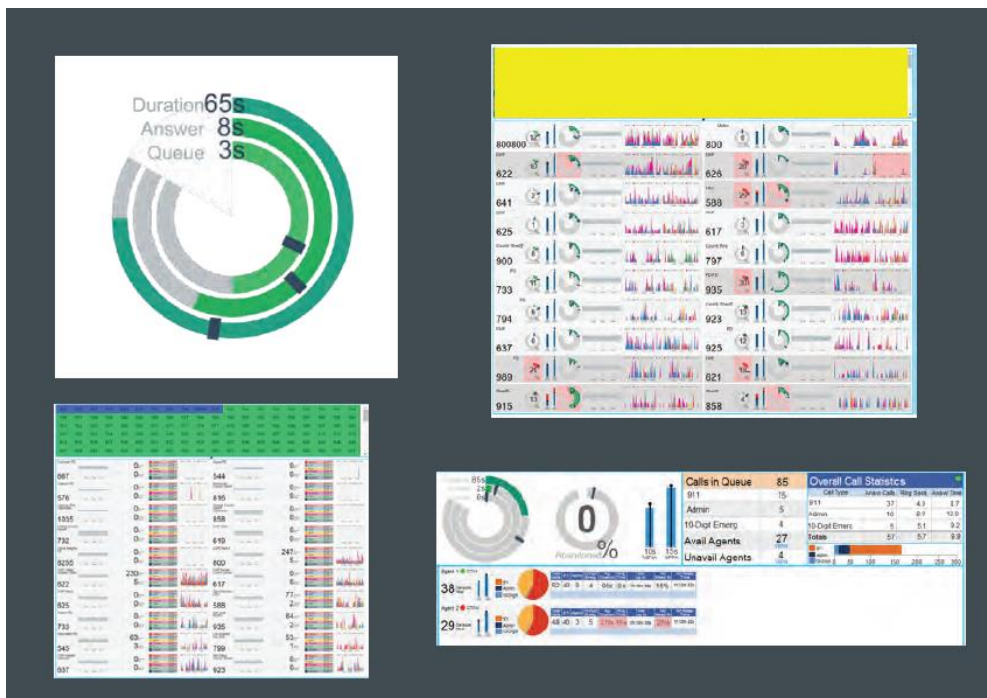
About ECaTS

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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