Overview

<u>Scenario</u>: A call is made to 911. From the caller's perspective, the call will be answered by an Emergency Operator and then transferred to the party that will assist. The caller is never 'on-hold,' but is in voice contact with the Emergency Operator and subsequently with the care provider.

<u>Events</u>:
- 911 call received by HiPath 4000
- HiPath 4000 forwards to DAKS conference
- DAKS dials conference (**49 40 001**)
  - o **49** – trunk
  - o **40** – suffix / dial-thru code
  - o **001** – conference group ID
- DAKS conference dials an ACD agent via the tradeboard
- Emergency Operator determines the best recipient for call and adds to conference via ***#33102#**
  - o ***#** - initiate conference/transfer
  - o **33102** – extension of caregiver
  - o **#** - end of dial
- Once connected, the Emergency Operator dials ***1#** to drop-off
- Caregiver will dial ***0#** to terminate conference

DAKS Configuration

<u>Requirements</u>:
1. Create an announcement with no sound (Silent Announcement).
2. Create an announcement with a single ring cycle (Ring Announcement).
3. In the conference configuration:
   A. Choose the **This Conference is expandable** checkbox
   B. Choose the **Do Not Remove Operator from Conf. While He is Making Entries** checkbox
   C. Assign the Silent Announcement to the "Message to Dialed"
   D. Assign the Ring Announcement to the "Message to Initiator"

Possible Issues

- Unify Trade Board - No caller-ID displayed on trade-board.
    o There is a check-box checked in the "Display Output to Other Subscribers" section, in the number section of the drop-down selection, DITO/via tel calling no.
- Emergency Operator does not get a ring-back tone when calling care provider
    o Record a wave file (ringing tone) and put it in "Announcement to Initiator." Also, drop waiting time between initiator announcements to "none."
- Once you leave the conference, you must rejoin via the "Active Participation ID." which will not allow you to start another conference.

Reference:

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