PSAP Link is an easy-to-use service that allows call center agents to automatically transfer member emergency calls and real-time location information to the appropriate Public Safety Answering Point (PSAP) in a crisis situation. With connectivity to over 5,500 PSAPs across the US, PSAP Link ensures that call centers can connect their members to the help they need, when they need it.

**COMPLIANCE WITH ALL E9-1-1 REGULATIONS**
PSAP Link’s call routing capabilities conform to FCC regulations and follow NENA i2 standards, providing a reliable, standards-based E9-1-1 solution for call centers.

**COMPATIBLE WITH TODAY’S PUBLIC SAFETY NETWORK**
PSAP Link provides 100% nationwide 9-1-1 coverage across the US and E9-1-1 access to over 5,500 PSAPs, ensuring reliable emergency service is available to members in all regions.

**SUPERIOR NETWORK RELIABILITY**
With carrier-grade redundant data centers, PSAP Link delivers continuous E9-1-1 call routing service 24/7/365.

**SIMPLE TO USE**
PSAP Link can be easily integrated into a call center’s own interface using a SOAP/XML API. With a single click, the call center agent can seamlessly forward the distressed member’s call and location information to the appropriate PSAP, saving valuable time when seconds count.

**EMERGENCY CALL RESPONSE CENTER**
In the event of a failure scenario, the member’s call can be automatically routed to PSAP Link’s Emergency Call Response Center (ECRC). The ECRC is staffed 24/7/365 by professionally trained personnel who obtain the member’s location information, and deliver the call and location information to the appropriate PSAP.

**COMPETITIVE PRICING STRUCTURE FOR CALL CENTERS OF ALL SIZES**
West Safety Services makes E9-1-1 cost-effective, with a variety of packages to suit any call center’s needs.
HOW IT WORKS

PSAP Link allows call center agents to determine the appropriate PSAP for call routing based on the location linked to the member’s caller ID, their GPS coordinates, or the location information verbally provided by the member themself.

1. A member contacts the call center. The member’s caller ID or GPS coordinates automatically populate in the agent’s contact management console. In the instance of caller ID, the call center agent obtains the member’s civic address from their own database, and confirms the address with the member. If an address is unavailable, the call center agent verbally obtains the civic address from the member.

2. The call center agent determines that the member requires emergency assistance and needs to be connected to the appropriate PSAP. The call center agent uses the contact management console to transfer the member to public safety. The console software automatically requests the ten digit transfer number for the appropriate PSAP, based on the member’s GPS coordinates or civic address.

3. PSAP Link caches the member’s record and GPS coordinates/civic address. The transfer number is returned to the contact management console software.

4. The contact management console software automatically dials the ten digit transfer number to connect the call to PSAP Link.

5. PSAP Link uses the GPS/civic address to determine the Selective Router (SR) to which the call should be routed. It assigns an Emergency Services Query Key (ESQK) to the call and routes the call to the selective router (SR) using standard CAMA or SS7 signalling.

6. The SR receives the call and ESQK, and delivers both to the appropriate PSAP.

7. The PSAP receives the call and ESQK, and uses the ESQK to request ALI location information from the regional ALI database.

8. The regional ALI database requests the member’s location information from PSAP Link based on the ESQK. PSAP Link returns the cached location associated to the call to the regional ALI database, which in turn forwards this information back to the PSAP dispatcher’s screen.
**SPECIFICATIONS**

**PSAP Link Components**

- **Dashboard Interface**
  - Sample Web GUI Interface that allows the provisioning of records with Civic Address location in the National ALI and retrieval of access numbers.
  - (Future) Supports records with GPS coordinates

- **SOAP/XML Interface**
  - Web SOAP/XML Interface that allows the provisioning of records with Civic Address location in the National ALI and retrieval of access numbers.
  - Supports records with GPS coordinates

- **Emergency Call Response Center (ECRC)**
  - Used for unprovisioned callers and as a failover
  - Ability to route user to appropriate PSAP as an enhanced 9-1-1 call
  - Operated 24/7/365
  - APCO trained and certified staff

- **Data Centers**
  - Carrier grade, fully redundant
  - 60 Hudson Street, New York City, NY
  - 1 Wilshire Blvd, Los Angeles, CA

**Connectivity**

- **Call Delivery**
  - PSTN via access numbers

- **Provisioning**
  - Web-based administrative Dashboard
  - Real-time SOAP/XML Interface
  - SSL encryption
  - 128 bit crypto key

- **Enhanced 9-1-1 Coverage**
  - 5,500 Public Safety Answering Points (PSAPs) across the US
  - Delivers basic 9-1-1 calls* to PSAPs in NENA i1 coverage areas

* A basic 9-1-1 call implies location is not automatically provided to the PSAP. If routed via the ECRC, the ECRC call agent can verbally confirm the location on behalf of the call center organization (and user) to the PSAP call taker if known.

**Maintenance and Support**

- **Technical Resource Center (TRC)**
  - Customer support and troubleshooting
  - 24/7/365 Emergency number
  - Email and Web support

- **Network Operation Center (NOC)**
  - 24/7/365 Network monitoring

**Other**

- **Licensing**
  - Annual subscription service
  - Based on the number of calls

- **Standards Compliance**
  - NENA (08-001)
  - RFC
  - SIP: 2543, 3261, 2976, 3262, 3205
  - RTSP: 2326
  - RTP: 1889
  - SOAP: 3902
  - Presence-based GEOPRIV Location Object Format: 3863, 4119, 5139
  - SSL 3.0 Protocol Specification

**Network Operation Center (NOC)**

- 24/7/365 Network monitoring

**PSAP Link Components**

- **Dashboard Interface**
  - Sample Web GUI Interface that allows the provisioning of records with Civic Address location in the National ALI and retrieval of access numbers.
  - (Future) Supports records with GPS coordinates

- **SOAP/XML Interface**
  - Web SOAP/XML Interface that allows the provisioning of records with Civic Address location in the National ALI and retrieval of access numbers.
  - Supports records with GPS coordinates

- **Emergency Call Response Center (ECRC)**
  - Used for unprovisioned callers and as a failover
  - Ability to route user to appropriate PSAP as an enhanced 9-1-1 call
  - Operated 24/7/365
  - APCO trained and certified staff

- **Data Centers**
  - Carrier grade, fully redundant
  - 60 Hudson Street, New York City, NY
  - 1 Wilshire Blvd, Los Angeles, CA

**Connectivity**

- **Call Delivery**
  - PSTN via access numbers

- **Provisioning**
  - Web-based administrative Dashboard
  - Real-time SOAP/XML Interface
  - SSL encryption
  - 128 bit crypto key

- **Enhanced 9-1-1 Coverage**
  - 5,500 Public Safety Answering Points (PSAPs) across the US
  - Delivers basic 9-1-1 calls* to PSAPs in NENA i1 coverage areas

* A basic 9-1-1 call implies location is not automatically provided to the PSAP. If routed via the ECRC, the ECRC call agent can verbally confirm the location on behalf of the call center organization (and user) to the PSAP call taker if known.
WHY CHOOSE WEST

West Safety Services is in the business of 9-1-1, but it’s also personal. After all, we’re all potential consumers of the most essential service anyone requires. We help carriers, alarm companies and organizations of all sizes connect millions of subscribers, employees, students and end users to the nearest emergency assistance, and we arm thousands of public safety agencies and first responders with critical data points to locate those individuals and coordinate the best response. As innovations emerge to make our lives more connected and convenient, we focus on the ones that make us all safer.

Ready to learn more? Connect with us:
west.com/safety-services, 877.862.2835 or WSSinfo@west.com.