E911 Solutions for Microsoft Teams

Intrado Life & Safety developed one of the industry’s first E911 service for Dynamic E911 that was jointly developed and tested with Microsoft.

An employee dials 911 using a softphone within your enterprise’s network. Once the 911 caller’s location is tracked, how will the 911 call and location information be routed to the appropriate Public Service Answering Point (PSAP) from the cloud? Will first responders be able to get to the distressed employee quickly, regardless if the call was made on-site or off-premises?

Every second matters when 911 is signaled. Intrado Life & Safety builds E911 solutions that enable enterprises to locate and route 911 calls, keeping employees safer by delivering the call and caller’s location information to the correct emergency assistance in the appropriate format — every time, anywhere, with any device.

Microsoft Teams can now automatically track and locate 911 calls using Dynamic E911, a cloud-based location tracking feature that is natively integrated in Teams. Intrado’s E911 solution for Microsoft Teams with Direct Routing is able to process 911 calls by routing the call, and location information from the cloud, to the appropriate PSAP. Our E911 solution for Teams also offers standardized E911 capabilities for clients, using multi-vendor Unified Communications (UC) environments.

Protecting what matters most: your employees, your guests, and your customers is critical. Our simplified emergency solutions will help you protect them, while ensuring your enterprise meets state and federal E911 regulations.

Intrado Life and Safety’s products are rigorously tested to seamlessly integrate with the following systems:

- Teams (Direct Routing)
- Skype for Business on-premises
Intrado’s Value-Added E911 Solution

Plug and Play with Intrado’s Emergency Routing Service (ERS):

- No manual provisioning
- Location information extracted during the 911 call and delivered to the appropriate PSAP
- Compatible with all Microsoft certified Session Board Controllers (SBCs) for Teams with Direct Routing
- No additional software or hardware required

Security Notifications with Intrado’s Emergency Gateway (EGW)

- Enhanced security desk notification features for federal regulatory compliance
- On-screen alerts, multi-party emergency bridging, and more
- Consistent user experience for a uniform workflow in a multi-vendor UC environment.

Support for Teleworkers

- 911 calls without a location are routed to Intrado’s U.S.-based Emergency Call Relay Center (ECRC)

E911 Call Flow with ERS

1. Enterprise’s administrator logs in to O365, populates the online LIS database with the enterprise’s location network elements (Ethernet, IP subnets and Wireless Access Points (WAP), and assigns location information. Administrator validates the civic address for all locations so the LIS may deliver location data to Teams.

2. Teams requests the user’s location in O365, which consists of the BSSID of the WAP, the IP address, and the Ethernet switch port to which the endpoint is physically connected. Once the location request is sent, the online LIS database returns the location of the user back to the Teams client.

3. When a 911 call is made from Teams, the location data obtained by the LIS is inserted in the signaling, in XML PIDF-LO format, and routed to the customer’s Session Boarder Controller (SBC).

4. The customer’s SBC routes the 911 call with the caller’s location to the ERS. The ERS parses the information and delivers the 911 call and location data to the appropriate PSAP.
E911 Call Flow with ERS and EGW

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3. When a 911 call is made from Teams, the location data obtained by the LIS is inserted in the signaling, in XML PIDF-LO format, and routed to the customer's Session Boarder Controller (SBC).

4. The customer's SBC routes the call to the EGW, which triggers security alerts to the enterprise's security desk, and sends the 911 call with the caller's location to the ERS.

5. The ERS parses the information and delivers the 911 call and location to the appropriate PSAP.
**Emergency Routing Service (ERS)**

ERS is a hosted E911 call routing service that provides organizations with connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America. It serves as a single, centralized E911 call routing solution, delivering emergency calls and precise end-user location information to the nearest PSAP.

With ERS, you will:

- Comply with state and federal E911 regulations
- Deliver E911 support for your end-users, including those at a main campus, at branch offices, or working remotely
- Have the ability to send granular location information to the PSAP, down to the building, floor, and room level
- Leverage real-time address provisioning and validation capabilities
- Eliminate the need for dedicated 911 trunks and local gateways

**Emergency Gateway (EGW)**

EGW is an on-site appliance that includes enhanced notification capabilities with additional features to simplify E911 management.

EGW supports:

- On-site security desk routing and notification via screen pop, email, pager, and SMS
- Complex, multi-vendor environment integration including Cisco, Avaya, Mitel, etc.
- Automatic discovery of IP phones, soft phones, and wireless phones for on-premises UC devices in a multi-vendor environment
About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-862-2835, email safetyservices@west.com, or visit www.intrado.com/Life-Safety