

CALL MANAGEMENT & DISPATCH SERVICE

A flexible, resilient voice communications system

Call Management & Dispatcher Service (CMDS) offers a high-availability, resilient voice communications system to effectively manage field support teams with operators; it connects the right engineers with right operators at the right time, every time.

PROVEN TECHNOLOGY

CMDS is built on MultiSwitch technology; a voice and data gateway software platform which can be used as an interoperability component between different telephony infrastructures.

The application was developed for the US military, in use over 30 years and operates on Commercial Off The Shelf (COTS) components with control software that can be customised.

CMDS can be deployed in any organisation, in any environment and it can be operational in under two weeks.

SIMPLE APPLICATION

The service comprises of multiple CMDS Dispatcher Terminal (CDT) clients working with a CMDS server.

The CDT provides a simple browser-based web-application through which an operator can register with the system via a secure Internet Protocol (IP) connection on a variety of telephony devices. The CDT client recognises the operator's device from the CMDS server which integrates with your existing telephony infrastructures allowing access at work, home or when remote working.



CONNECTION AT THE RIGHT TIME - EVERY TIME

CMDS offers high-availability, real-time connection to unite personnel where required, including:

- > Local operators
- > Remote operators
- > Supervisors
- > Engineers

DEPLOYMENT IN ANY ENVIRONMENT

CMDS may be a standalone service or as part of a wider integrated system, including:

- > Advanced solutions in enterprise IT
- > Operational infrastructure
- > Cyber operations
- > Business support



EFFECTIVE OPERATIONS

ACROSS MULTIPLE ZONES

Operators can select an operational zone to take sole or joint responsibility for incoming calls, call back requests, voice messages and text messages relating to their zone.

An operator can select a call from shared queues so several operators can easily handle the same queues together.

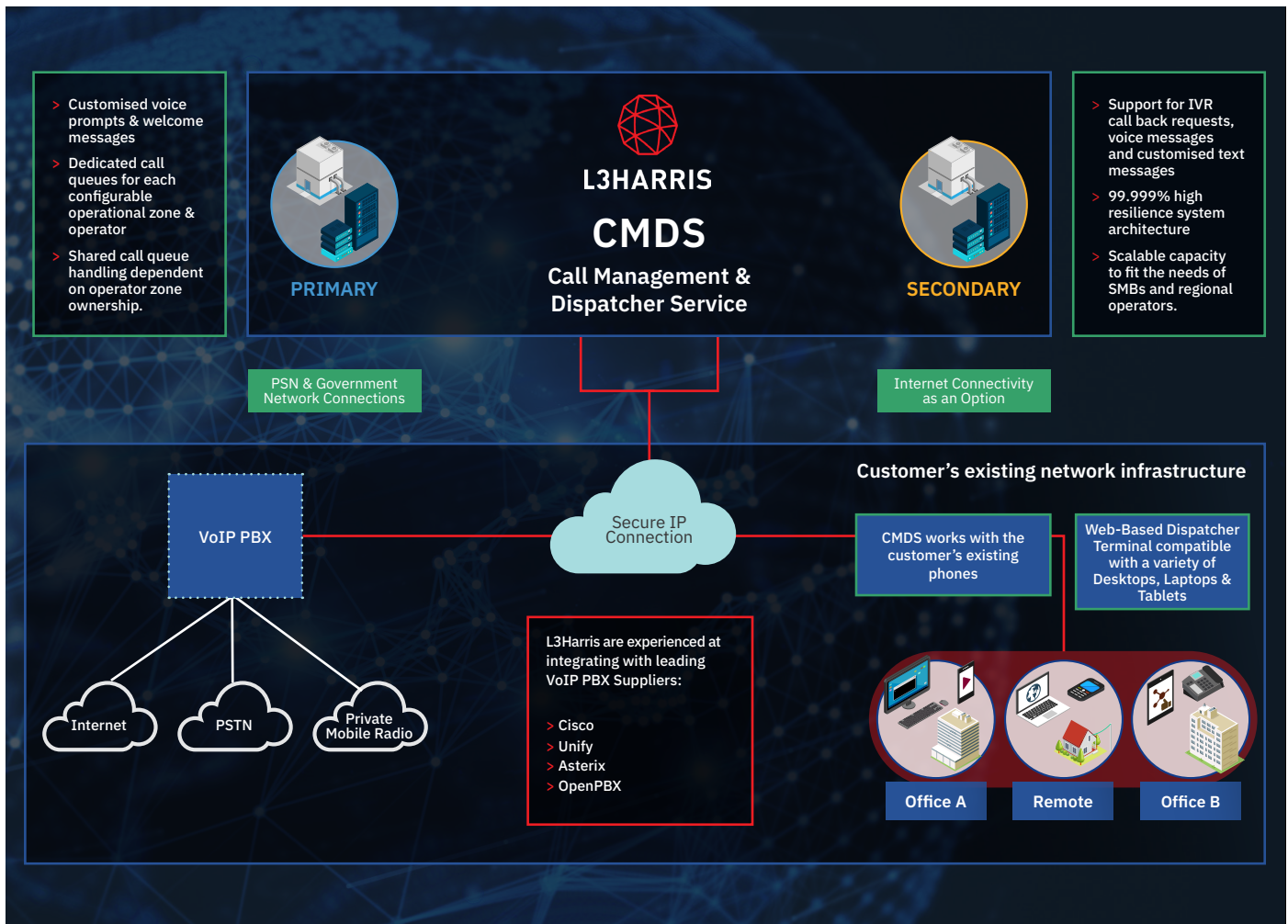
Supervisors can effectively allocate resources across multiple zones, through having a view of the whole call landscape in real-time with CMDS.

When an engineer calls in, CMDS greets with customised voice prompts and, depending on

the number dialled or options selected, the auto-attendant routes the call accordingly.

Incoming calls are routed to operational zones or to specific operators and high priority calls are marked in red, displayed at the top of any call queue to be answered.

Callers may be offered options to wait on hold, leave a voice message, request a call back, or send a predefined text message. These are messages defined by the business, for example “Available for Work” and “Arrived on Site”. The options offered are configurable based on which number is dialled.



CMDS INTEGRATION AND COMPATIBILITY

CMDS can be integrated into existing customer infrastructure allowing existing telephones to be used as well as a range of devices and browsers.

HIGH-AVAILABILITY ARCHITECTURE

FOR SIMPLE INTEGRATION

Centred on high-availability architecture, you can have a communications solution for any environment, integrated into your existing infrastructure, fulfilling unique demands normally only available through bespoke solutions.

All CMDS deployment models require a SIP enabled VoIP PBX to provide external telephony services. The MultiSwitch servers are compatible with the major VoIP PBX suppliers, including:

- > Cisco CallManager
- > OpenSource FreePBX
- > Asterix IP PBX
- > Unify OpenScape infrastructure

DEVICE SUPPORT:

- > Voice Over IP (VoIP) Handset
- > Mobile Phone
- > Public Switched Telephone Network (PSTN) Handset
- > VoIP Soft-Phone
- > Private Mobile Radio (PMR)
- > Private Branch Exchange (PBX) Handset



EFFECTIVE CALL MANAGEMENT

Key features:

- > High Availability (99.999%)
- > Continuous health monitoring, status and alerts
- > Automatic failover within seconds of a critical failure
- > Manual failover supported for maintenance
- > Engineer voice call interface
- > Per operator group Call Line Identification (CLI presentation)
- > IVR Auto Attendant
- > Call Routing based on DDI or IVR Options to an operator or zone
- > Wait on hold, leave a voicemail, request a call back or send a predefined text message
- > Operational Zoning
- > Assign multiple calls to a zone
- > Assign multiple operators to a zone
- > Accept zone calls - notify other operators who is dealing with a call
- > Catch calls to zones with no operators
- > One-Click Answer held calls
- > One click to select other calls, another click to action - play a voicemail, call back, delete, etc.



PARTNER OF CHOICE

We are dedicated to helping our customers to make mission critical decisions with confidence.

For almost 35 years, we've established a strong software engineering pedigree in the development and through-life management of complex information systems, data fusion solutions and mission configurable communications.

We have the expertise and agility to meet time-critical operational requirements and with a proven record of assured delivery, we collaborate with customers to help them to generate actionable intelligence from the most demanding challenges of the information age.

QUALITY ASSURANCE AND SUPPORT

We offer:

- > System integration
- > Development
- > Installation
- > Tailored solutions to support customer requirements
- > Process-driven product migration to our service



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L3Harris Technologies is an agile global aerospace and defense technology innovator, delivering end-to-end solutions that meet customers' mission-critical needs. The company provides advanced defense and commercial technologies across air, land, sea, space and cyber domains.



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