

ECS-1000™ Controller

Advanced, fully-redundant gateway for ANI/ALI routing in the mission-critical environment

All mission-critical call centers will eventually outgrow their available resources and require additional solutions and equipment to continue efficient and effective operations. Allowing for single button call transfers, extensive speed dial, eight-party call conferencing, automatic conference setup, dynamic status update of all active calls and more, **ECS-1000™ Controller**, by industry leader PlantCML, is designed for call centers where rapid call handling is a must.

The ECS-1000 Controller serves call centers with reliable Automatic Number Identification/Automatic Location Identification (ANI/ALI) control and integrated Automatic Call Distribution (ACD). This highly scalable gateway is ideal for larger operations supporting up to 250 9-1-1 trunks and up to 60 positions. It can operate as a standalone controller, or in dual mode with integrated selective routing, for a versatile, networked solution connecting remote call centers serving multiple jurisdictions.

The ECS-1000 Controller performs all switching functions for voice and data communications, and controls all resources to which the system is connected. It includes an integrated ACD manager with customer-selectable routing choices, including to the longest idle call taker; to a priority answer scheme; and to all call takers. A built-in ACD queue manager keeps only the oldest call for any given ANI; ensuring call takers don't have repeat calls in the queue at the same time. For wireless calls, the queue manager recognizes the Calling Party's Number (CPN), so it keeps all distinct wireless calls even if they come in with the same pseudo-ANI.

Ensuring maximum performance and reliability, the ECS-1000 Controller also provides the highest level of redundancy possible. Masterfully engineered with "hot" standby, redundant modules and non-blocking architecture, these systems are completely free from any single point of failure. In fact, field data of systems in operation for more than a decade indicates an unprecedented 99.999 percent availability.

The ECS-1000 Controller meets or exceeds all NENA (National Emergency Number Association) standards for ANI/ALI controllers. ALI parsing ensures that when a single system is linked to several ALI computers that use different interface protocols, ALI will still be accurately displayed at the Intelligent Workstation (IWS). It also supports PlantCML's complete product line, as well as other third-party products, such as mapping and Computer-Aided Dispatch (CAD), enabling call centers to build and evolve the communications center to the latest specifications and requirements.



Components & Operating System

- Standard 19-inch rack mount shelves (housing the CPU)
- Main switch (mixer module)
- Tone decoder
- Power supply modules
- All required interface modules (site-specific)



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Key Features

- Compliant with Phase I and Phase II wireless
- Accepts both 10-digit (pANI) and 20-digit (pANI + CPN) calls
- Supports large number of connections, easily expandable
- Trunk and ANI selective routing
- Enabled wireless call handling includes auto ALI rebid, selective answer, advance ALI display and segregated abandoned calls from active calls
- Integration with call center applications
- Dual-redundant link to improve the ALI network's security and efficiency

Key Benefits

- Cost-effective, scalable gateway solution
- Field-tested to meet the needs of small to large communities
- Simplified call handling with intelligent queue management
- Documented 99.999 percent reliability

Managed Services

With a keen focus on system protection and reliability, industry leader PlantCML brings an unmatched suite of Managed Services to the mission critical environment. By taking part, users of ECS-1000 Controller gain direct and secure connectivity with the company's exclusive Service Management Center (SMC), where a team of IT experts observe all PlantCML systems in real-time. Customers can also choose to implement one or any combination of services for Monitoring & Response, Patch Management, Virus Protection and Disaster Recovery for maximum system integrity.

The Industry Leader

For 40 years, PlantCML has developed and supported comprehensive solutions that address the rapidly changing communications needs of the mission critical environment. With its fully redundant and advanced gateway for ANI/ALI routing, ECS-1000 Controller is no exception. Join the growing number of public safety and private security operations implementing next-generation call processing technology. Join those who rely on PlantCML, now an EADS North America company.



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