

## Engelbart Software

Emergency Solutions since 2015

The critical nature of the emergency sector is the driving force behind our continuous innovations. We are committed to developing advanced solutions that enhance response times, improve efficiency, and ultimately save lives in high-pressure situations.

### NG112 / 911

To drive the modernization of emergency communications, Engelbart delivers essential key components for Next Generation 112/911 (NG112/NG911), ensuring faster, smarter, and more efficient emergency response.

- Emergency Service Routing Proxy (ESRP)
- Emergency Call Routing Function (ECRF)
- Location Information Service (LIS)
- Call Bridging function (BRIDGE)

Our solutions have been rigorously tested in multiple NG112 Emergency Communications Plugtest events, ensuring reliability and performance.

Engelbart is currently working in the deployment of a full-scale NG112 setup for the entire country of Portugal, helping to move to the new standards for next-generation emergency response.

### eCall / NG-eCall

Engelbart supports both traditional eCall and the next-generation NG-eCall, ensuring seamless emergency communication across all standards.

As part of our NG-eCall offering, Engelbart delivers:

- ANS-1 decoding and encoding
- Necessary ng112 components
- NG-eCall Simulator

Engelbart has been operating eCall services in Portugal and France for over five years, ensuring rapid and reliable emergency response.

Currently, we are driving the migration to the new NG-eCall standard, enhancing the future of emergency communications.

### Enterprise Emergency Calling

Engelbart delivers a cutting-edge solution for internal enterprise emergency calling, ensuring precise, efficient, and reliable emergency response.

Built on NG112 standards, our solution accurately determines the caller's location and dynamically routes calls—whether to internal emergency & security teams or external emergency centers—based on predefined location policies.

Designed for maximum flexibility, it seamlessly supports hybrid environments, integrating effortlessly with AVAYA Aura, MS Teams and audiocodes to provide a unified and intelligent emergency communication system.

### Emergency Call Notification

This application activates instantly upon detecting an emergency call, notifying the relevant personnel within the location.

By accelerating the rescue chain, ensuring the right people are informed, and optimizing response times, it plays a crucial role in delivering timely and effective assistance.

### AI Support for Emergency Services

In addition to traditional telephony integration, Engelbart is a leader in innovation, bringing advanced AI technologies to the emergency sector, including:

- **Language detection and real-time language translation:** Breaking down communication barriers to ensure accurate understanding across diverse languages.
- **Agent Assist and Agent Well-being:** Empowering agents with real-time support and monitoring to enhance performance and reduce stress.
- **Post-call analytics and summarization:** Automatically analyzing and summarizing calls to improve reporting and future responses.
- **Dynamic background noise cancellation:** Ensuring crystal-clear communication even in noisy environments.
- **Deep Voice Fake Protection and Voice Biometrics:** Enhancing security and verifying caller identity to prevent fraud.
- **Call deflection of non-critical calls:** Redirecting non-urgent calls to optimize resource allocation.
- **Call deflection for patient transport services:** Improving efficiency by routing non-emergency transport requests to the appropriate channels.
- **Caller information gathering:** Collecting vital information upfront to streamline emergency response and decision-making.

### Agent Desktop

Engelbart provides a state-of-the-art Agent Desktop designed specifically for 112/911 services, ensuring emergency calls are handled with the highest efficiency.

Our cutting-edge innovations equip emergency agents with best-in-class tools and real-time information, empowering them to respond swiftly and confidently.

For a seamless end-to-end 112/911 service, our desktop integrates effortlessly with multiple CAD providers, enhancing coordination and operational effectiveness.

This desktop is seamlessly integrated into the AVAYA Elite Call Center, ensuring a unified and efficient communication experience.