

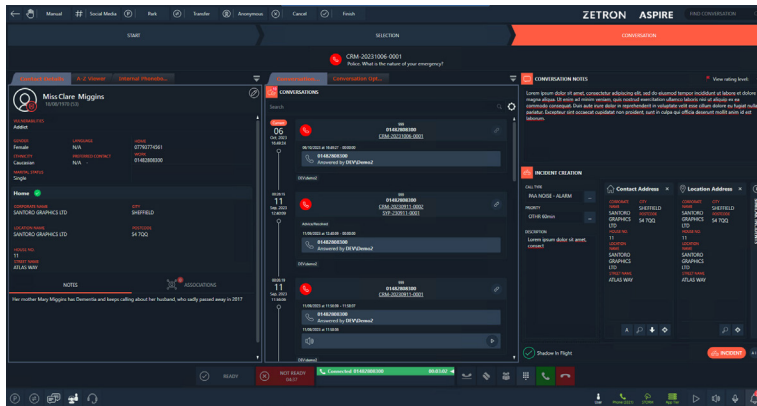
ZETRON™

ASPIRE

Contact Management System



Providing more insight for better decision making



Aspire is Zetron's contact management system (CMS) designed specifically for emergency communications centers. It pulls data together from multiple communication channels, such as telephone, email, SMS and Webchat, into a single contact record, accessible to the operator, providing call handlers with vital information to help make more informed decisions.

Aspire automatically pulls important caller information from all incoming channels, including previous reports, markers for repeat victims, specific vulnerabilities (such as health conditions) and more, and shares it with the call taker in a single view. So, all the information needed to make decisions and offer the right support can be completed as efficiently as possible.

Aspire Helps To

- Identify and better assist vulnerable people calling for help
- Conserve resources and streamline critical processes
- One-click incident creation to increase response speeds
- Quickly review caller information to determine the best response

How Aspire Works: Features and Benefits



CONTACT MANAGEMENT

Aspire is designed to receive information and build contacts from telephone calls, multimedia channels (such as email or text), and manual walk-ins. When a call comes in, Aspire performs an automatic search on the phone number against the contacts in the system for matches. If there isn't an existing record, a new contact will be created. When used for front desk intake, Aspire can be used to perform a search and create new contact records manually as well.



INFORMATION IN ONE PLACE

All historical information, including background on specific health needs, previous call reports and more, is collected and shared so call takers can more quickly and accurately determine the type and urgency of support needed. Having all the data aggregated and in view within seconds improves response times and accuracy.

How Aspire Works: Features and Benefits



INTEGRATES WITH COMMAND & CONTROL SOLUTIONS

Interoperable with other solutions, Aspire pulls known data from CAD and other solutions used in the control room, creates an incident report and escalates to dispatch seamlessly with an easy-to-use integrated workflow. No rekeying or repeat input is needed.



PERFORMANCE AND REPORTS TRAINING

Store copies of call recordings and web-chats, and review performance reports to assess previous decisions and provide future training.



AUTOMATIC CALL DISTRIBUTION

Supervisors can manage the distribution of calls in a variety of ways, including by longest idle time, to help manage the demand and spread calls across call takers. Operators can also easily set their status as away, versus having to log into a separate application to manage their availability.



MANAGE CALL CONTROLS

Aspire allows operators to answer both ACD and internal calls, as well as make outbound calls in a variety of ways, including dial pad, internal phone books, using Zetron's Cortex scratch pad and hotkeys, and more. They can also dial directly from a contact record by clicking the stored phone number, as well as hold and transfer calls as needed.



SUPERVISOR ASSIST

Call takers can request assistance from a supervisor while a call is active. The system alerts supervisors, who see the request flashing within the application, and gives them the option to monitor or even take over the call.



Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

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ZETRON

Always ready, always on.