Zetron's
MAX Call-Taking MIS

MAX Call-Taking MIS augments the MAX Call-Taking platform by providing a means for doing call analysis and producing reports based on Call Data Records (CDRs) passed to the MAX Call-Taking MIS logger by the Call-Taking Core and stored in the MAX Call-Taking MIS Database. MAX Call-Taking MIS allows you to run canned reports, create ad-hoc reports, and export and share reports.

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MAX Call-Taking MIS

Features/Reports	Description
One-time Charge for Software	Upfront cost for software.
One-time Charge for Server	Upfront cost for server. Windows 7-based PC.
Meets NENA Requirements	Meets NENA Management Information system requirements.
Secured Access	Individual user IDs and passwords.
Pre-Configured Canned Reports	Industry-standard reports based on NENA04-001 and common requirements.
Graphical Report Output	Graphical report output support, including line, bar, or pie graphs.
Management Reports	Reports catered towards the PSAP manager and their daily data needs.
Ad-Hoc Reports	Custom report creation.
Sharing Reports	Share reports and report results with others via email.
Unparsed Data Report	Provides a raw CDR data dump.
Existing DB Data Migration	Option to take existing MAX Call-Taking system data and migrate it. This is only for existing MAX Call-Taking Customers who wish to carry forward existing call data.
Call Summary Report	Provides a report for all trunks, 10-digit emergency lines, and admin calls. Displays a summary of total calls for each day of the month.
Average Call Duration	Provides a report for calls by hour, with average time in seconds.
Calls by Circuit Report	Provides a report of all calls coming through each line over a specific time-frame.
Circuit Utilization Report	Provides a report of when one or more circuits in each trunk group are utilized simultaneously.
Operator Answer Time Report	Provides a report of the operator's answer time.
PSAP Call Taker Ring Time Report	Provides a report of ring-to-answer time.
Class of Service Report	Provides a report with counts of calls based on the class of service from the ALI record.
Call Sector Report	Provides a report of the number of calls by call sector.
Call Taker Report	Provides a summary of call taker statistics for a given time span.