

# CORTEX with CISCO Telephony

First ICCS Handling 999 Calls Via Cisco Telephony



Gloucestershire Police have selected a CISCO IP telephony solution to replace their aging Contact Centre telephone system. CISCO's solution provides integration, increased resilience and intelligent routing of emergency and non-emergency calls which is essential for the Force to realise their planned resilience and efficiency gains in call handling.

A key requirement for Gloucestershire Police is for the CISCO solution to fully integrate with APD Communication's CORTEX Integrated Communication Control System (ICCS), which is used at both the Tri-Service Centre Control Room near Gloucester and the fall back control room at Cheltenham. CORTEX merges TETRA radio dispatch, emergency and non-emergency telephone call handling, access control and video monitoring into a single user friendly touchscreen interface and is used by around half the Police Forces in the UK to answer 999 calls and deploy officers to incidents.

The highly resilient CISCO telephony system is being supplied by JAM IP, with APD being responsible for developing the CORTEX to CISCO integration which includes full support for CISCO's ACD (Automatic Caller Distribution) solution which will ensure 999 calls are routed to skilled operators as quickly as possible.

Almost uniquely in the market place, APD's CORTEX ICCS is totally software based, and this along with its inherently resilient distributed architecture has enabled APD to design an integration with CISCO that makes CORTEX the only ICCS in the market to be officially approved by CISCO's stringent A2Q (Acceptance to Quality) assessors to handle emergency calls.

JAM IP's delivery of the new CISCO telephony solution to Gloucestershire Police is underway with APD scheduled to deploy the new CORTEX software upgrade in September.



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