

# Sentinel® CommandPost™

NG Ready, Portable, On-Location Call Center

## Mobile Call Center Solution

**Sentinel® CommandPost™** is a unique and cost-effective mobile solution for mission-critical call centers in need of setting up a temporary call center. From PlantCML®, an EADS North America company, Sentinel CommandPost can serve as a backup to the primary call center in addition to providing on-scene call handling, such as the scene of an emergency situation or disaster.

## Backup, Disaster Recovery and Overflow Operations

When an emergency situation arises, an immediate need to evacuate the call center without advance warning is imminent. With Sentinel CommandPost, public safety officials simply move to a pre-arranged backup site – or any appropriate location – plug into power and network lines, and begin answering calls. Sentinel CommandPost can be connected via wireline or wireless Internet connection via VPN back to the primary Sentinel® Patriot® controller, providing many options to the existing and future call center including contingency planning, Emergency Operation Centers (EOC) and additional flexibility in general day-to-day operations.

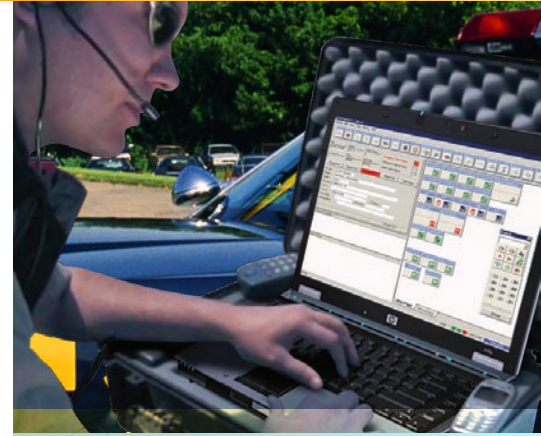
## Reliable Service Under Unexpected Conditions

The system supports quick and easy set-up of remote answering positions in the event of a call center evacuation, special event emergency and disaster recovery management, and special event handling, to provide emergency response services from literally any location. Designed to meet the exacting standards of the public safety sector, Sentinel CommandPost is lightweight, portable and robust.

## Familiar Sentinel 9-1-1 Software

The same, easy-to-use Sentinel 9-1-1 software already running in your primary call center is presented in a ruggedized mobile package providing features such as Automatic Number Identification (ANI) and Automatic Location Identification (ALI) display, up to four-party conferencing, intelligent call transfer prompts, one-button callback, and programmable voice and data speed dial buttons.

Sentinel® CommandPost™ features the same powerful and intuitive Sentinel 9-1-1 call-taking application familiar to hundreds of top public safety agencies throughout North America.



## Key Benefits

- Self-contained, portable answering position
- Uses the familiar Sentinel 9-1-1 software
- Provides access to all primary call center functions
- Handles wireline and wireless calls
- Everything you need to set up and answer emergency calls in minimum time from any location

## Key Features

- ANI/ALI Display
- Multiple area code ANI ring back
- Multiple call hold and retrieval
- Up to four-party conferencing
- Call waiting indication
- Abandoned call trapping
- Manual ALI query
- ALI data transfer to fax or printer
- Direct access and speed dial
- Selective transfer
- Automatic Call Distribution (ACD)

# Sentinel® CommandPost™

## System Hardware

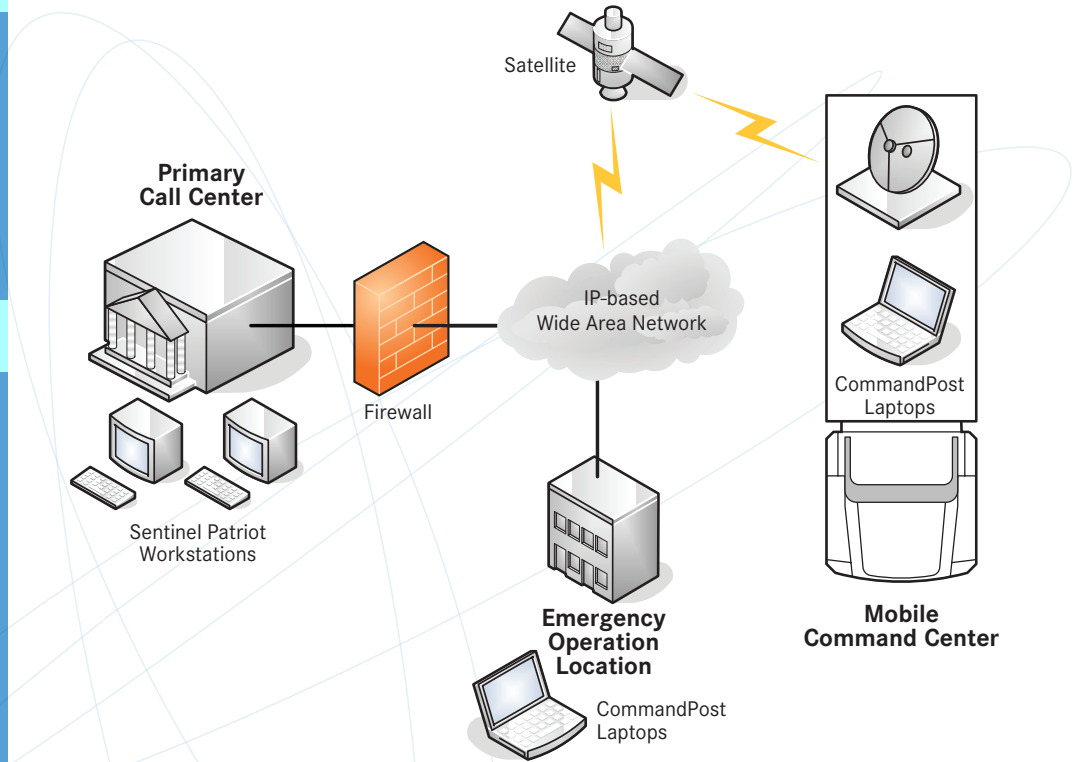
- Ruggedized laptop computer
- All cables and connections
- Water-tight case with foam packing
- Total weight less than 10 pounds

## Network Considerations

Sentinel CommandPost provides a level of portability allowing it to be used from a remote location that will require IP network connectivity back to a central location. In order to guarantee suitable performance and voice quality, the network must satisfy minimum requirements including:

- Minimum of 300 kbps dedicated and symmetrical bandwidth
- Maximum of one percent packet loss
- Average delay of less than 100 ms
- Average jitter not exceeding 30 ms

It is important to note that the Internet is a collection of best effort networks, and performance and voice quality cannot be guaranteed in such an environment. PlantCML recommends that the CommandPost be deployed within a private network that provides a deterministic level of service.



Sentinel CommandPost facilitates the deployment of remote call taking in a back up or overflow capacity for emergency remote locations and mobile command center operations

## The Industry Leader

For nearly 40 years, PlantCML has developed and supported comprehensive solutions to address the rapidly changing communications needs of the mission-critical environment. Join the growing number of public safety and private security operations implementing leading-edge call processing technology. Join those who rely on PlantCML, an EADS North America company.

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