Dispatchers have an intense and demanding job that requires focus and the ability to multi-task. They have to be ready at any given moment to respond to those in need and do so in a timely manner. Genesis-Aided Dispatch Interface (GADI) enhances the standard features in the Motorola MCC 7500 console and provides dispatchers with functionality that makes their day-to-day tasks easier so they can concentrate on what matters to them most; helping their community.

IMPROVES RESOURCE MANAGEMENT

Proper resource management is critical to dispatchers whether it’s to oversee where talkgroups are being monitored, or to know which are available for use. GADI’s Unattended Emergency and Centralized Patch features are two examples where dispatchers have complete control over their radio channels.

Unattended Emergency allows unmonitored talkgroups to be dynamically added to a specified console when an emergency call has been initiated. This solution is particularly beneficial for users within covert operations or for agencies that do not require the ongoing monitoring of their talkgroups.

Centralized Patch shares resources across all console positions. The patches reside on a single server where authorized dispatchers are then able to activate, deactivate, add or remove members from a patch regardless of where the resource is hosted. Therefore, if a patch is created and a shift changes without tearing down the patch, work can continue.

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STREAMLINES WORKFLOWS

Dispatchers are required to do a number of things simultaneously, when assisting First Responders during an incident. Therefore, they need solutions that can save them time and ensure accuracy. GADI offers a number of features that help streamline common workflows and increase productivity. Dispatchers are able to create Predefined Patches that can be edited before they are activated, reducing the risk of error. Active Patch eliminates the need to hunt for a resource by displaying all active patches throughout the system in one location. This is especially important when dispatchers are either geographically separated or in the middle of an ongoing event.

With GADI Emergency Handling, all emergencies are front and center on the screen making it easier for dispatchers to notice and respond to them in a timely manner rather than being forced to toggle through multiple folders.

Configurable Input Devices are another great tool that dispatchers can use to perform a series of unique functions with a single press of a button. Action scripts are defined to, for example, play an alert tone, activate a patch, even let the dispatcher know if they have entered into Site Trunking mode.

ENHANCES DISPATCHER SATISFACTION

Dispatchers are taking calls all day, every day and with the utmost patience. It’s for this reason that GADI provides functionality that strives to maintain high levels of satisfaction through their entire shift. One aspect that is most critical to a dispatcher is what they are able to hear in their headset. GADI’s Select Audio feature preserves the selected resource regardless of what task they are performing. Volume and Tone Management can immediately silence an emergency tone and play it through a third party speaker on the console. Not only will this prevent the unwanted shock when the Emergency Tone is emitted, but it can also mitigate the interference it may cause to an ongoing event.

Also, because screen real estate is important, dispatchers have the flexibility to customize the GADI interface as they desire.

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YOU DESERVE TO GET THE MOST OUT OF YOUR MCC 7500 CONSOLE INVESTMENT!