

GINA Software

Smart CAD certified with Alcatel-Lucent Enterprise OmniPCX Enterprise



SOLUTION OVERVIEW

GINA Smart CAD is a next-generation emergency management system, offering a comprehensive suite of applications - including **Computer-Aided Dispatch (CAD)**, Automatic Vehicle Location (AVL), Emergency Response App, and Supervisor App - all within an intuitive and user-friendly interface. Designed to support both nationwide emergency operations and smaller-scale deployments, GINA Smart CAD is a complete solution that enhances emergency response from the initial call or alert to incident management and reporting.

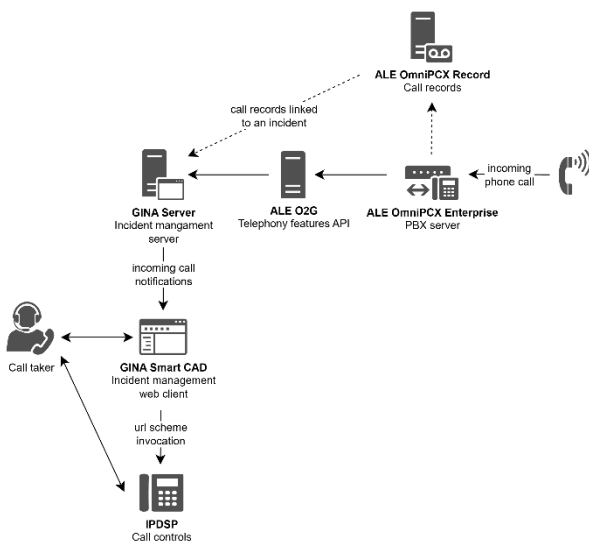
INTEGRATION OVERVIEW

GINA Smart CAD integrates with OmniPCX Enterprise (OXE) via OmniPCX Open Gateway (O2G) to provide *call-takers* at the operations center with a seamless experience, enabling task automation such as automatic alert creation in the CAD system and auto-population of caller information. OmniPCX Record (OXR) records all incoming calls, and the corresponding audio recordings are accessible through the Smart CAD interface.

INTEGRATION DETAILS

Integration with OXE/O2G REST API.

Incoming calls and alerts are displayed in the CAD interface with automatic number identification (ANI) and automatic location identification (ALI) when available. Operator status is synchronized with the telephony system to reflect availability. Calls can be dismissed or processed directly into incidents using the provided call metadata. Call recordings are stored and linked for review and investigation. CAD users can invoke IPDSP softphone to make calls and control them.



- Connections and configuration
- Inbound call to agents with notification in CAD
- Access to call recordings
- Management of call transfers among agents
- Agent's availability status synchronization between CAD and OmniPCX
- Failure and recovery

TECHNICAL DETAILS

ENVIRONMENT

For technical support, contact

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support@ginasystem.com

Partner

- GINA Smart CAD 3.6

Alcatel-Lucent Enterprise

- OXE R101.1 – N4.205.38
- O2G 2.7.3 14.7.003.003
- OXR 2.5.0.14
- IP Desktop Softphone v13.10.2

SUPPORTED API

- O2G REST API

COMPANY OVERVIEW

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GINA Software provides incident management and emergency response solutions, including Smart CAD, Tactical AVL, GINA Mobile, and GINA Tablet. Our platform enables rapid unit dispatch, seamless communication, and informed decision-making to mitigate risks, protect property, and save lives. Serving public safety agencies, armed forces, private security services, and non-profit organizations in over 50 countries, GINA supports first responders in managing both emergencies and routine operations.



DISCLAIMER: This certification provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on [MyPortal - Alcatel-Lucent Enterprise](#) which provides possible restrictions and limits.

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