INETUM

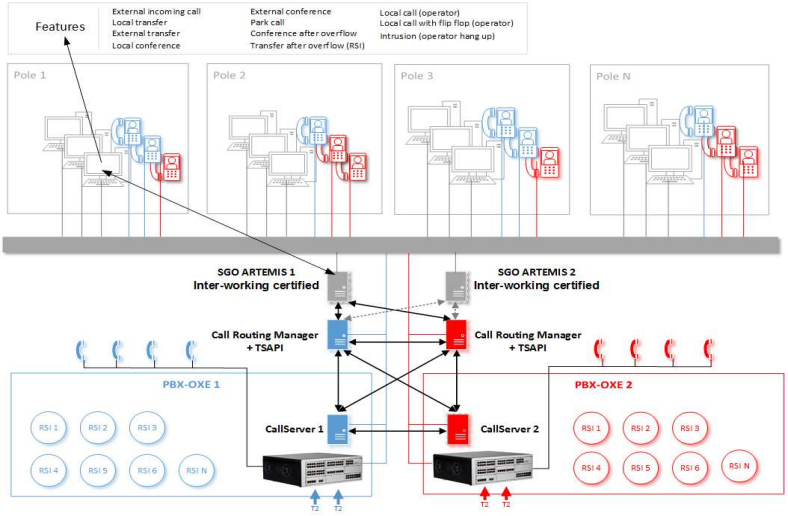
ARTEMIS® certified with OmniPCX Enterprise™

ARTEMIS® is a reference solution for Fire & Rescue Services.
From the emergency call handling to the detailed reporting of the intervention, ARTEMIS® is a global solution allowing managing the chain of alert from end to end. A forest fire, a natural disaster, a traffic accident, a factory explosion… The emergency services must act quickly and engage the suitable resources for the operation.
With ENETUM solution ARTEMIS®, the interventions will be prepared in order to optimize every second. This modular solution for emergency management provides a complete software functional range.
Main features:

- Emergency Call Handling (18/112/911)
- Call Taking and Call Dispatching
- Fully Integrated CTI (Computer Telephony Interface)
- Real-Time resource monitoring
- Computer Aided Dispatch
- Operations and risk management
- Alert Processing
- Crisis Management.

Integration Overview:

The ARTEMIS® servers contain the main processes of the ARTEMIS solution. The interface with ALCATEL OXE's nodes uses ALCATEL Call Routing Manager on dedicated servers. ARTEMIS® interfaces with 2 Call Routing Managers (CRM). Each CRM integrates a TSAPI driver connected with each OXE's Call Servers. The entire architecture is secure to guarantee the routing of calls in all cases of failure or software failure.
ARTEMIS® Global schematic architecture diagram:



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Integration Details:

The telephony header allows managing telephony calls of operator.
It contents number field to compose call and call manage buttons to make telephony operations on operator calls.

The incoming calls window allows the operator to pick up calls with a single mouse click. Interface and integration telephony main features:

- External incoming call: Display according to the calling / called number
- Local transfer
- External transfer
- Local conference
- External conference
- Park call
- Conference after overflow
- Transfer after overflow (RSI)
- Local call (operator)
- Local call with flip flop (operator)
- Intrusion (operator hang up)
- Directory management
- Security phones (RSI overflow)

Technical Details:

Environment

Partner	ALE
• ARTEMIS v2.60 • ARTEMIS v2.50 • ARTEMIS v2.43. • ARTEMIS v2.42	• OmniPCX Enterprise R12.4™ • OmniPCX EnterpriseR12.2™ • OmniPCX Enterprise R12.1™ • OmniPCX Enterprise R11.2™

Supported APIs/Protocols

- Call Manager / TSAPI

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Company Overview:

Inetum is an agile IT services company that provides digital services and solutions, and a global group that helps companies and institutions to get the most out of digital flow. In a context of perpetual movement, where needs and usages are constantly being reinvented, the Inetum group is committed towards all these players to innovate, continue to adapt, and stay ahead. With its multi-expert profile, Inetum offers its clients a unique combination of proximity, a sectorial organisation, and solutions of industrial quality

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