TACTICALL
DISPATCHER SUITE
THE TACTICALL DISPATCHER SUITE

TactiCall Dispatcher Suite applies Saab’s proven integrated communications technology to optimise, modernise, and future proof the control room.

The suite helps our customers address key challenges: improving public services, reducing costs, and adapting to rapid technical evolution.

Saab equips control rooms with a robust user-friendly radio dispatch capability that delivers enhanced situational awareness, collaborative pooling/sharing of voice & data communications, accurate resource status & location information, voiceless dispatch, mobile resource self-service, and group communications that seamlessly span current & legacy radio telecommunication systems.

The core system can be enhanced with optional features like mapping/GIS, contact center functionality, PA/GA, alarms, legal recording, etc. The result is a complete digital dispatch solution tailored to your exact operational needs. The solution even provides open APIs, allowing integration of radio capabilities into 3rd party command & control/computer aided dispatch workflows.
CONTROL ROOM DEPLOYMENT

The TactiCall Dispatcher Suite can be utilized as a stand-alone solution, or fully integrated into existing C&C, CAD or similar systems. The distributed architecture scales from a single workstation to multi-center nationwide deployment, and eliminates single points of failure.

The operator has full use of all radio communication and dispatch functionality. Dispatch client workstations may be wired or wireless. Both voice and data is fully supported.

COLLABORATIVE WORKING

Our advanced technology enables new models of collaborative working, linking one or more control rooms in a single system that can pool & share voice communications between all operator positions. Event information and dispatch services can be offered to partner organisations. The suite provides all parties with a single common view of current mobile resource status information.

TactiCall Dispatcher Suite can co-ordinate an effective response to emergency radio alarms, intelligently identifying and notifying those operators who are best placed to act promptly.

ROBUST & FUTURE PROOF

TactiCall Dispatcher Suite uses a highly resilient, decentralized, and scalable distributed system architecture. The architecture is designed to eliminate single points of failure, maintaining critical communication services, even in the midst of a major operational crisis.

You can build a countrywide ‘network of networks’ allowing operators to connect to the system from anywhere to gain access to all radio services – even using wireless or mobile devices if required.

TactiCall Dispatcher suite can integrate multiple digital & analogue radio networks concurrently – allowing group voice & data communications to span multiple technologies when necessary - facilitating a smooth transition to future technologies.
The TactiCall Dispatcher user interface has been carefully optimized for radio dispatcher operations, presenting large volumes of complex status information from thousands of radios & talkgroups in an efficient, intuitive, and user-friendly interface that is designed to minimize clicking, typing, and re-keying.

The interface provides features such as search-as-you-type resource directories, GIS mapping of radio positions, and drag & drop placement of resources onto schema-based screen layouts for convenient ad hoc incident co-ordination. The interface is flexible and may be customised throughout, to match required styles and color schemes.

The user interface can be enhanced through integration of business intelligence sourced from “big data” applications, delivering mission critical decision making information directly to the point of dispatch.

It is also possible to combine radio dispatch capabilities into 3rd party command & control/computer aided dispatch workflows using the Dispatcher Suite API.

**Context sensitive menus**

**Search-as-you-type results for directories**

**Colour coded talkgroup state**

The default setup includes:
- Available talkgroups
- Active talkgroups
- Event monitored talkgroups
- SDS messages
- Radio directory
- Members list
- Radio calls
- Emergency alarms
- Patches
- Radio call history
- Network overview

Depending on the available screen area the dispatcher views can be arranged, resized, stacked or hidden as tab pages that can be displayed when needed.
TactiCall Dispatcher Suite can be used stand-alone, but has also been successfully integrated into command & control systems. The Dispatcher Suite API can be used to enhance other 3rd party systems with radio capabilities.

The Dispatcher Suite can be rapidly integrated into safety & security management systems, distributed control systems, CAD systems etc. using the open REST API we provide. In addition the TactiCall Dispatcher feeds external recorders with radio, intercom, and telephone audio & associated metadata for incident recreation.

Extensive event logging supports business intelligence, allowing organisations to identify & address inefficiencies, and improve customer service.

Contact all units within an area, by simply dragging a loop over the map

Status indicated through colour coded map icon, ability to invoke context sensitive operations such as ‘call unit’ directly from the map.

Dispatcher Add-ons
• View and quickly select your resources through a map
• Plan your incident by use of an resource plan with drag and drop functionality

Contact Centre Integration
The TactiCall Dispatcher Suite can integrate with customer’s existing telephony and contact centres or Saab can provide a fully integrated contact centre solution supporting multiple contact channels like: telephone, web chat, email, SMS etc.

The solution includes multiple call queues, call prioritization and support for automatic call distribution based on skills e.g. only certain operators have the competences to handle emergency and eCalls.
TactiCall Dispatcher can be further enhanced using TactiCall Connect to extend business critical mobile communications to smart device users. Connect is an app based PTT mobile communication platform for popular tablets and smart phones. The app functionality lets smart phone users join radio group communication, tunnelling via a WiFi, GSM/LTE cellular, or SATCOM network.

TactiCall Connect enables smart device users to access the control room communication system, and communicate easily with any operator, talkgroup, or radio connected via the TactiCall Dispatcher Suite. Connect gives smart device users the ability to communicate over digital trunk radio networks such as TETRA or P25 beyond their normal reach. Connect users have full access to functionality such as: group communications, intercom conferences and conventional radio access to HF, VHF and UHF communication channels. Self-service applications can be used to reduce control room workload and improve service efficiency.

TactiCall Connect controls the individual user rights, talk group membership, and priority rights within the system.

Access menus and application features with a single press
Long-press to access button specific features

The TactiCall Dispatcher Suite is designed with an architecture permitting pooling & sharing of infrastructure points of presence. This cost saving feature reduces the number of dispatcher connections needed whilst enhancing the team working capabilities. The design allows the operator to access all voice & data communication services from anywhere within the corporate network and share access with local & remote team members.

Operators can even link to the system over wireless or mobile networks if required, maintaining contact even on the move, and extending system reach to mobile control rooms.
An operator with the supervisor privilege will have complete overview of the control room activities and can immediately take over control and responsibility of another operator. This can be used both during operator training scenarios and daily operations.

The TactCall Dispatcher Suite supports a wide range of system supervision features such as:
- Remote monitoring of control room activity
- Eavesdrop and covert eavesdrop on remote audio activity
- View and remote control communication resource dispositions
- Forcibly disconnect remote users
- Operational alarms such as talk groups minimum monitoring levels, unhandled emergencies, or calls waiting too long
- Ambient listening alarm
- The supervisor has the ability to make whispered suggestions to the eavesdropped user without being audible on radio or telephone calls

Features
- Group call
- Individual call
- Emergency call
- Text messaging
- Status messaging
- Callback requests
- Ambience listening
- Stun / Un-stun / Kill
- Location tracking
- Dynamic group management
- Intercom/hotline functionality
- Public Address/ General Alarms integration
- Telephony integration
- Cost effective pooling and sharing of dispatcher ports
- Integration with digital radio systems such as TETRA, P25 & DMR
- Integration with analogue UHF, HF and VHF radios
- Integration to legal recording
- Radio - telephony patch functionality
- Comprehensive REST API for third party integration
- Highly flexible and intuitive user interface
- VoIP based technology, provides cost efficiency and highly scalable architecture
- Data feed to/from business intelligence & analytics