Text-to-9-1-1 Record Management

For PSAP Administrators

PSAP Administrators will have the ability to access Call Detail Records for Text-to-9-1-1 sessions in the same fashion as voice calls using the DecisionStation application. DecisionStation will capture the **written conversation for the text session, allowing for a written transcript of the session when needed.** There will be audio recording for active Text-to-9-1-1 sessions.

It is possible that a voice call may accompany a text session if one of the following has occurred:

- The texter also made a voice 9-1-1 call to your PSAP, either before or after the text session;
- The texter was no in your PSAPs jurisdiction, and a voice relay call was made to another PSAP.

In order to access the written transcript for the text session, you must have a PSAP Administrator username and password to access DecisionStation. The text session conversations are not captured by the Equature DLR software.

DecisionStation Components

The following are component to be aware of in DecisionStation:

- **Active Call Monitor** - The Active Call Monitor tab gives you access to detailed information on all active calls for your dispatch groups.
- **Dashboard** - The Dashboard tab allows you to view detailed information on active and closed calls, and it allows you to access historical information on lines.
- **Reports** - The Reports tab allows you to generate, view, print and export detailed reports on call and user activities in the NG9-1-1 system.
- **Hyperlinks** - Within many tabs and reports, you will notice underlined pieces of information that contains a link to more information or detailed report. To open the detailed information, click any **underlined text of the hyperlink.**

Reports
When using the defined reports under the Report tab of DecisionStation, you will now find that Text-to-9-1-1 activity data will begin to be captured on any reports that highlight SMS call volumes. Reports which now specifically display text call volumes include some of the following:

- Calls by Line Type
- Calls Answered with XX Seconds
- Calls by Position
- Call Summary

Reports can be printed or download using DecisionStation. The steps for printing and downloading Reports or Call Detail Records are included on of this document.

Closed Calls: Search Parameters

When using the Closed Calls sub-tab, the search parameters range from recent times to specific dates, as well as other criteria. Figure 26 displays all parameter options.
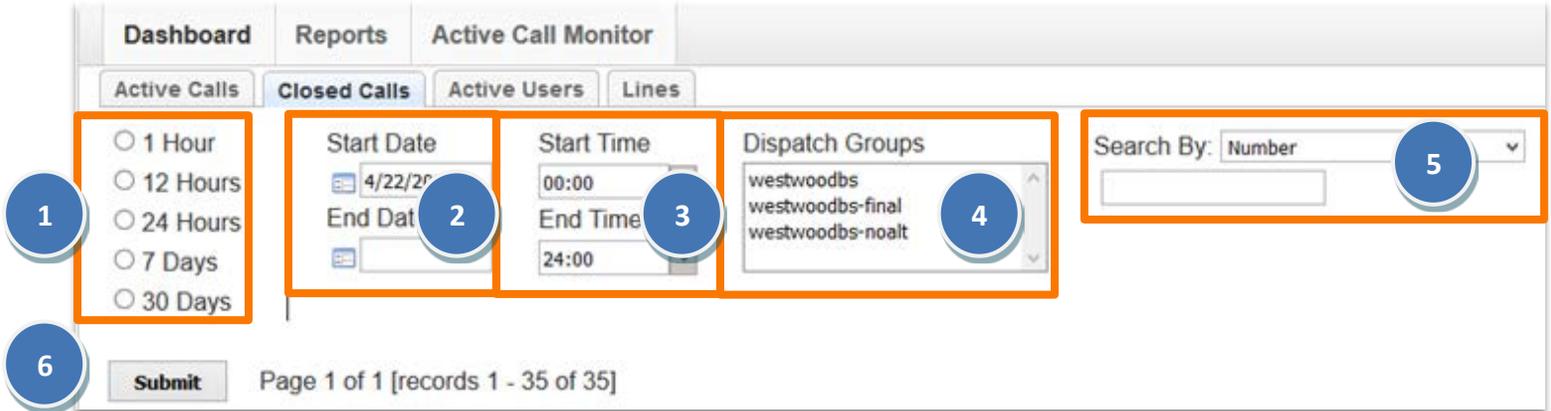

Figure 1. Closed Calls Search Parameters

1. **Preset date filter** – Allows automatic filter by days in the recent past by selecting a radio button.
2. **Date filter** – Allows specific dates to be entered.
3. **Time filter** – Allows specific times to be entered.
4. **Dispatch groups filter** – Allows searching within specific groups of the PSAP.
5. **Number filter** – Allows records to be filtered by either an ANI entered or Call ID.
6. **Submit button** – Used to submit search parameter requirements to produce results.

Please note: A new dispatch group for TEXT will be visible in the Dispatch Groups list for ACD PSAPs.

Text-to-9-1-1 Call Detail Records

After performing the search for a desired text session using the above search parameters, you can access the specifics details of the text session, including a transcript of the text conversation by reviewing the Call Detail Record.

To access the Call Detail Record for a text session, select the **hyperlink for the desired Call ID number** (outlined in blue in **Figure 2**) from the list with the Closed Calls sub-tab.

ID #	TRUNK ID	TRUNK TYPE	NUMBER	TYPE	STATUS	RING START	ANSWER TIME	DURATION	USER	DISPATCH GROUPS
184552	91	E911	508-479-5977	Outbound	Released	04/23/2018 14:18:48	00:00:17	00:00:22	wwdbs1	norwoodbs , westwoodbs , westwoodbs-text
184549	92	E7DIGIT	508-479-5977	Inbound	Released	04/23/2018 14:11:37	00:00:08	00:00:20	wwdbs1	westwoodbs-noalt
184547	92	E7DIGIT	508-479-5977	Inbound	Released	04/23/2018 14:10:24	00:00:30	00:00:51	wwdbs1	westwoodbs-noalt
184546	92	E7DIGIT	781-400-7953	Inbound	Released	04/23/2018 14:05:12	00:00:20	00:01:21	wwdbs1	westwoodbs-noalt
184543	92	E7DIGIT	339-203-1228	Inbound	Released	04/23/2018 14:01:44	00:00:04	00:00:52	wwdbs1	westwoodbs-noalt
184536	92	E911	339-203-1228	SMS	Released	04/23/2018 13:57:16	00:00:13	00:02:13	wwdbs1	westwoodbs-text
184535	92	E7DIGIT	781-400-7953	Inbound	Released	04/23/2018 13:57:02	00:00:23	00:02:29	wwdbs1	westwoodbs-noalt
184526	92	E911	508-479-5977	SMS	Released	04/23/2018 12:57:14		00:00:32	wwdbs1	norwoodbs , westwoodbs , westwoodbs-text
184524	92	E7DIGIT	781-400-7953	Inbound	Released	04/23/2018 12:57:08	00:01:14	00:04:11	wwdbs1	westwoodbs-noalt
184523	92	E7DIGIT	339-203-1228	Inbound	Released	04/23/2018 12:57:07	00:01:10	00:06:26	wwdbs1	westwoodbs-noalt

Figure 2. Closed Call Search Results List

You can easily identify text sessions by looking for an "SMS" type within the "Type" column from the search results list (outlined in orange in **Figure 2**). This list contains two SMS Call Detail Records.

Call Detail Record Overview

The Call Detail Record displays additional information about the call that is not listed in the summary list.

Figure 3. Call Detail Record

Information available within the Call Detail Record varies by call, and but can include:

- Complete ANI and ALI;

- Telephony and extra information, such as the NENA Call ID;

- Times for the call (including ring time, answer time and release time, and duration);

- RapidSOS location information (as applicable)

- Line information

- Joined and left times for participants;

- Redial information;

- Transfer information; and

- Link to the Audio recording (as applicable); and

- Messages received during the session *The messages section is where the SMS conversation will be displayed.*

If a section is not populated with information, it was not available at the time the call was received.

To review details related to the Call Detail record, you can click each of the related **hyperlinks within the Call Detail Record**. For example, by clicking the Number hyperlink, you can view historical information about other calls received from that phone number.

Text Session Transcripts

Messages Section in a Call Detail

The Messages section varies for each Call Detail Record and may contain some or all of the following important data:

- Timed receipt of ALI data, which includes a time stamp for when a Retransmit was performed, ("ALI data received from call with number XXX-XXX-XXXX.);

- TTY messages sent and received;

- Dual-Tone Multi Frequency (DTMF) responses (from silent callers);

- Call Notes (entered by the telecommunicator);

- Conference and transfer activity;

- Abandoned call activity; and

- **Text session SMS conversation messages.**

For Text-to-9-1-1 sessions, the conversation that occurs between the texter and telecommunicator, as well as other activities performed during the active session, such as Retransmits, are captured within the messages area. **Message sent by the telecommunicator will have a User ID listed next to them. Messages received from the texter will have no User displayed.**

In the Messages section pictured in Figure 4, you can see that the telecommunicator answered the SMS text session, greeted the texter, verified ANI and dispatchable location of the incident, as well as pertinent details for the incident, confirmed that responders were dispatched to the incident, and ended the text session appropriately.

Transfers Information

No data

Redial Information

No data

Messages

DATE / TIME	USER	MESSAGE
04/23/2018 14:46:15		Call **184571** with number **339-203-1228** is created on **04/23/2018**
04/23/2018 14:46:19	wwdbs1	Answering text call with number **339-203-1228**
04/23/2018 14:46:47		ALI data received for call with number **339-203-1228**
04/23/2018 14:47:23		I need the police.
04/23/2018 14:47:51	wwdbs1	9-1-1, (this session is recorded) What is the address and town of your emergency
04/23/2018 14:50:57		123 North Main Street, Anytown, MA
04/23/2018 14:51:25		ALI data received for call with number **339-203-1228**
04/23/2018 14:55:39	wwdbs1	You need the police at 123 North Main Street, Anytown, MA. Is that correct?
04/23/2018 14:55:40		Please hurry! I think someone is in my house.
04/23/2018 14:55:42		What is your phone number?
04/23/2018 14:55:45		339-203-1228
04/23/2018 14:55:51	wwdbs1	Help is on the way
04/23/2018 14:55:54		The police are here. I can see the lights.
04/23/2018 14:56:24	wwdbs1	Good. Stay where you are until police are with you.
04/23/2018 14:56:57	wwdbs1	Ending text session, if you need more help contact 9-1-1

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Figure 4. Call Detail Record – SMS Conversation in the Messages section

Joined text session transcripts

If a texter contacts your PSAP using SMS technology more than once within a 30-minute timeframe, **DecisionStation will join those text sessions together under ONE Call ID.** Below is a list of things you should look for to determine if multiple sessions have been joined, as part of the 30-minute rule:

- Longer than anticipated during of the text sessions – This is because the duration of each session, as well as the time in between, is joined together.

- Either different User IDs or the same User ID listed under the Participants section, with gaps of time possible between connections.

- Conversation time stamps with larger than expected time stamp gaps

- Multiple "Answering text call with number XXX-XXX-XXXX" messages displayed as part of the conversation.

If a texter contacts the PSAP outside of the 30-minute timeframe from the ending of the last session, two separate Call Detail Records will be created under two different Call IDs. If the texter contacts another PSAP, no record of the text session will be captured at your PSAP.

Timed out text sessions

If a Text-to-9-1-1 session has "timed out" because it was not answered before the Text Control Center's (TCC) **Ring No Answer (RNA)** timer was reached, there will be no conversation displayed within the messages section of the Call Detail Record. Instead, a system notification will be displayed, as pictured below in :

Messages		
DATE / TIME	**USER**	**MESSAGE**
04/23/2018 14:46:15		Call **184571** with number **339-203-1228** is created on **04/23/2018**
04/23/2018 14:46:19		ALI data received for call with number **339-203-1228**
04/23/2018 14:46:47		SMS call with number **339-203-1228** was released by TCC due to timeout
04/23/2018 14:47:23		ALI data received for call with number **339-203-1228**
04/23/2018 14:47:51		SMS call with number **339-203-1228** was released by TCC due to timeout
04/23/2018 14:50:57		ALI data received for call with number **339-203-1228**
04/23/2018 14:51:25		SMS call with number **339-203-1228** was released by TCC due to timeout

Figure 5. Call Detail Record – Ring No Answer (RNA) Timeout Message

Please note: Whenever a timeout occurs, the "Answer Time" on the Call Detail Record will display as "Unanswered", and no User ID will be listed as a participant on the session, as is seen in Figure 6.

You will also notice, on the list of Closed Calls you began with, that timed out sessions will generally have no "Answer Time" and no User ID will be listed as a participant on the session.

Figure 6. Call Detail Record – Ring No Answer (RNA) Timeout Message

Exporting and Printing Call Detail Records

From the Call Detail Record window, you will notice an **"Export"** link in the upper right hand corner. Using this link, you will create a PDF file on the system that can be either printed or downloaded.

To print a Call Detail Record report in DecisionStation,

1. Preview a Call Detail Record.
2. Click the Export link to open the PDF preview screen.
3. From the PDF preview screen, click the printer button, select the printer location from the printer dialog box, and click OK to print the document.

To export a Call Detail Record report in DecisionStation as a PDF file,

1. Preview a Call Detail Record.
2. Click the Export link to open the PDF preview screen.
3. From the PDF preview screen, click the download button, and select the location on the computer to save the file in the Save dialog box.