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## How do I track 911 calls?

Call accounting software lets you configure call alerts to tell you immediately when calls are placed to, or received from, any number you specify. This capability has all sorts of valuable applications for organizations that want to keep track of international calling, calls to 900 numbers or competitors, harassing calls from known sources, and other calls to or from specific numbers.

Tracking 911 calls is one important application of this feature that can provide life-saving information in the nick of time. When someone in a business organization calls 911, the 911 operator can tell what organization the call came from – but not necessarily what extension. This can be a problem when the business has hundreds or thousands of extensions...and the caller is incapacitated and unable to identify exactly who and where they are. A 911 call alert can immediately indicate the extension from which the 911 call was made.

Veramark's call accounting software makes it easy to create call alerts. Go to the System Administration tab, and then select Alerts / Call Alerts. Click the "Add Call Alert Rule" link and enter information to configure the alert rule. This includes a rule name, the dialed digits you want to watch for, and the email address(es) to which you want the alert to be sent. To create a 911, alert, simply enter "911" in the dialed digits field. You can monitor all calls, or selected call types, calls on selected trunks or switches, calls that surpass specified durations or frequency, or calls during selected times and days of the week. Authorization code, billing number, and logging are other options.

Configuring a 911 call alert in your Veramark call accounting system is a great way to be notified of 911 calls *as they happen* – providing an extra measure of safety and security for everyone in your organization. In fact, a 911 alert has already been credited with saving one life. A recent caller to Tech Support told us that an employee in distress at work dialed 911...and was unable to complete the call. The 911 operator knew what company the call came from, but not what extension. Fortunately the company was using Veramark Call Accounting software, and had set up a call alert for 911 calls. They were able to quickly track the call to its source and locate the employee in time to administer life-saving medical care.

Why not set a 911 call alert up in your organization today?

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