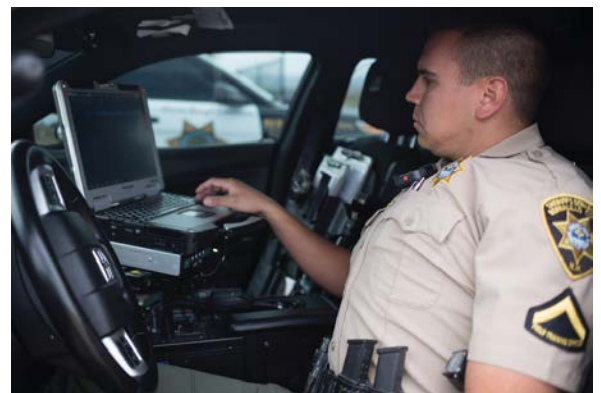
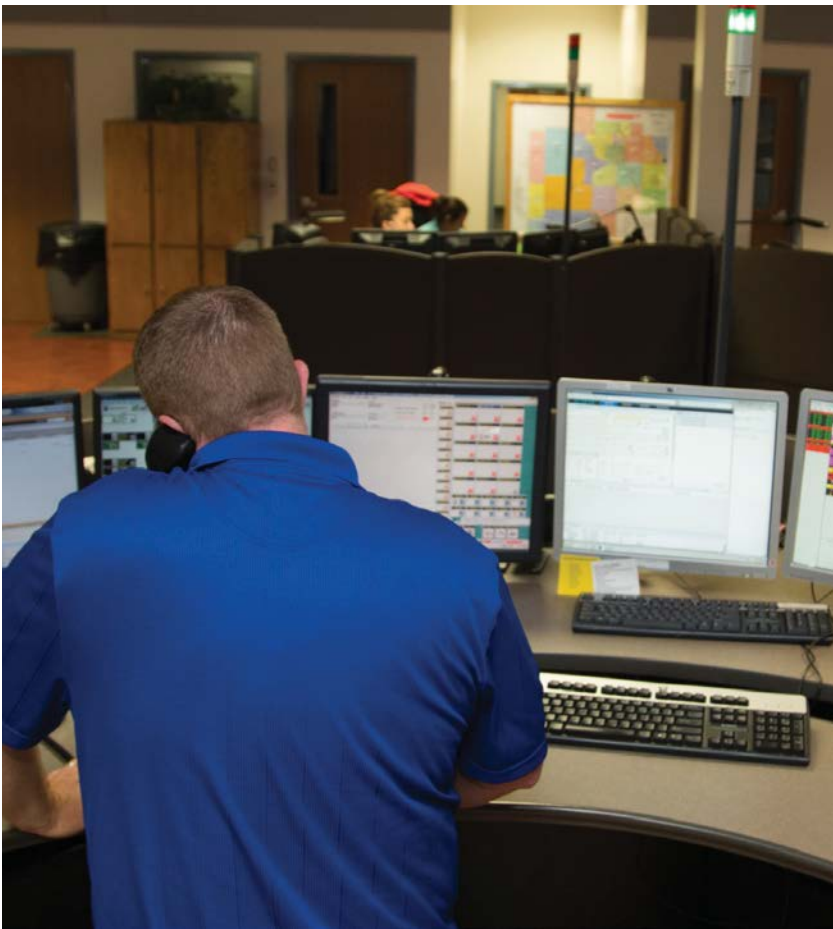




CALLWORKS

RapidSOS Integration & Implementation

9-1-1 INNOVATION BEYOND NEXT GENERATION



2017

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Document date: November 15, 2017

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CallWorks & RapidSOS Integration

CallWorks provides the ability to integrate with RapidSOS for enhanced location accuracy with inbound wireless 9-1-1 calls. RapidSOS is an advanced emergency technology company partnering with leading device manufacturers and app developers to get precise handset location from a variety of sensors on modern devices, such as GPS, Wi-Fi Access Points, cell towers, Bluetooth beacons and barometric pressure sensors.



NOTE:

The integration of RapidSOS with CallWorks requires CallWorks Version 4.2.5.1 (or subsequent).

RapidSOS Location on the CallWorks Call Screen

When a CallWorks system is configured with RapidSOS integration and RapidSOS location data is available for an inbound wireless 9-1-1 call, that data is displayed on the ALI Results sub-tab in the Call window of the Call Screen and an **ANI / ALI | RapidSOS** button is added to the rightmost side of the ALI Results sub-tab.

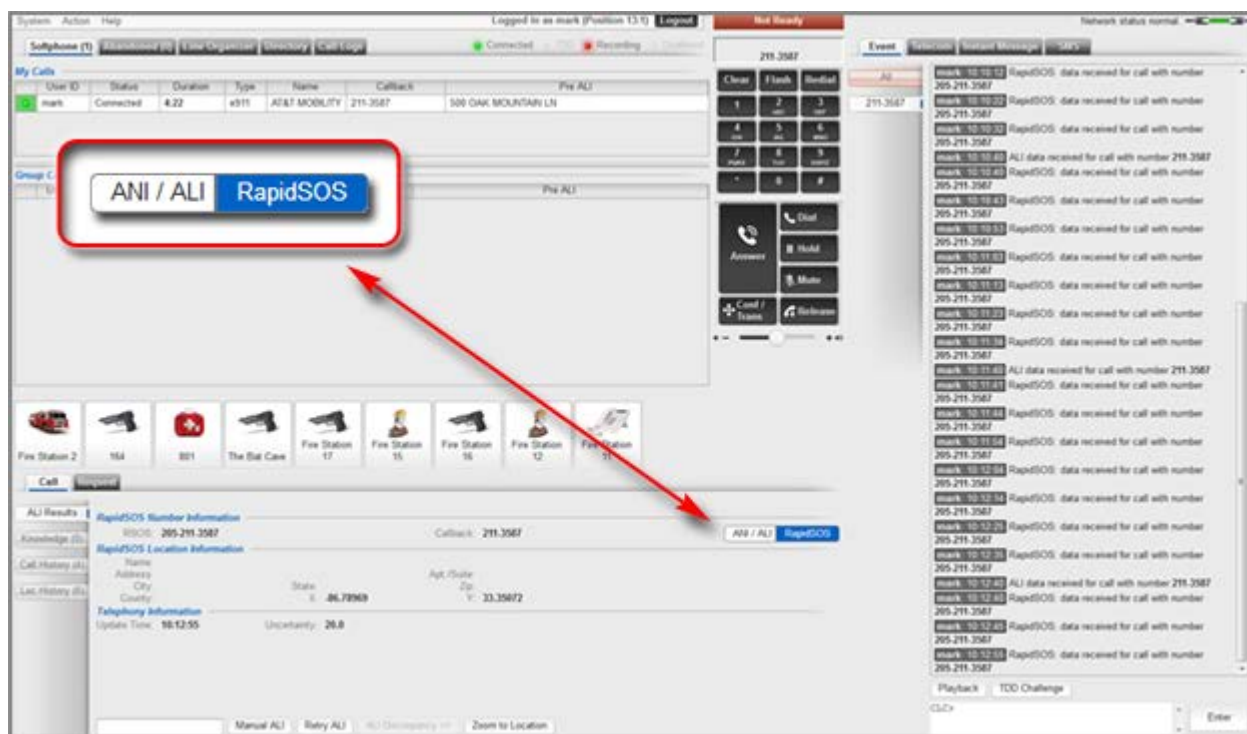


Figure 1: ANI / ALI | RapidSOS Toggle Button

The ANI / ALI | RapidSOS button allows call takers to switch between the ANI / ALI provided information and the RapidSOS provided information. A **blue** background on the button indicates which information (ANI / ALI or RapidSOS) is in focus. For example, when clicking the RapidSOS portion of the button, a blue background indicates the RapidSOS provided information is in focus (as shown in Figure 1 and Figure 2).

RapidSOS Information Displayed on the Call Window

When RapidSOS location data is available for an inbound wireless 9-1-1 call, the RapidSOS location information is displayed on the ALI Results sub-tab of the Call window by default.



Figure 2: RapidSOS Location Information

The information displayed includes:

- **RapidSOS Number Information** – Displays the calling number and callback number.
- **RapidSOS Location Information** – Displays X and Y map coordinates as provided by RapidSOS. If available, displays the caller's name and address.
- **Telephony Information** – Displays the time of the last update and the degree of uncertainty.

Reporting on RapidSOS Information

RapidSOS information also captured for historical reporting in the CallWorks DecisionStation.

RapidSOS Location on the CallWorks Map Screen

When a CallWorks system is configured with the RapidSOS integration and RapidSOS location data is available for an inbound wireless 9-1-1 call, a RapidSOS uncertainty circle may be displayed on the Map Screen in addition to the ALI uncertainty circle (as shown in Figure 3). Displayed in red with dashed red lines, the RapidSOS uncertainty circle surrounds the area of the RapidSOS reported position.

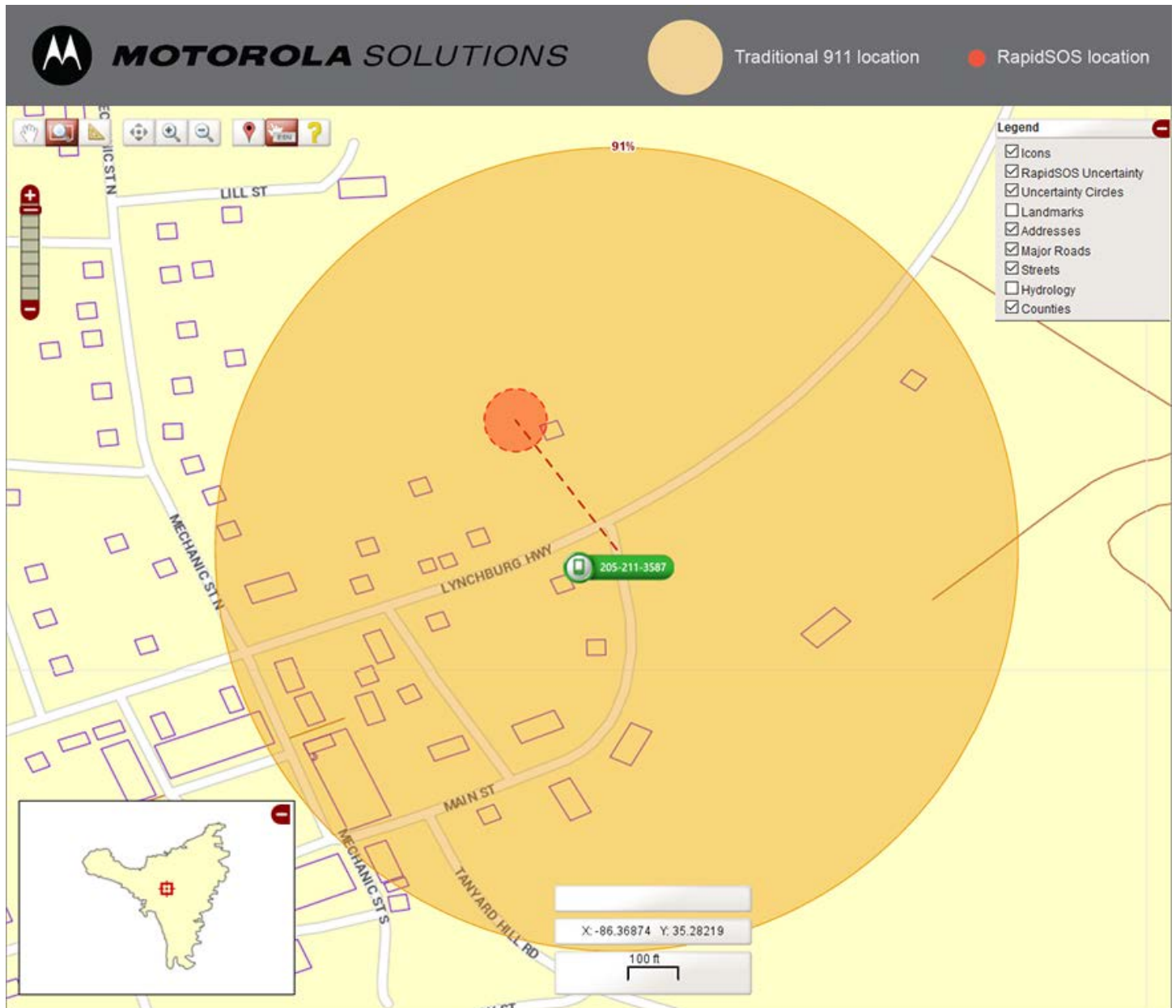


Figure 3: Traditional 9-1-1 Location & RapidSOS Location Circles

Implementing a CallWorks & RapidSOS Integration

System Requirements

System requirements for a RapidSOS integration include:

- CallWorks Version 4.2.5.1 or subsequent
- A networking method for CallWorks to use to access the RapidSOS server. RapidSOS offers:
 - **Over the Internet with HTTPS and DNS** – Choosing the Internet HTTPS route is recommended by CallWorks because it is the easiest to implement and manage going forward and also provides very good security. In this approach the CallWorks server uses its existing Internet connection (already in place for the phone home support capability) and makes REST calls to the RapidSOS clearing house (a Location Information Server in i3 terminology). The Internet connection needs to support DNS so the rapidsos.com name can be resolved. The connection from CallWorks is outbound only so there are no incoming requests or services, protecting against hacking attempts. The REST call keeps the RapidSOS reply within the same connection that CallWorks requested so this outbound only rule can be followed.
 - **VPN** – It is also possible to access the RapidSOS services over a VPN, but this requires coordination between Customer IT and RapidSOS specifically. CallWorks does not provide or support the VPN. If a customer must use a VPN, the customer should coordinate the details with RapidSOS and keep CallWorks informed of the technical specifics needed to contact RapidSOS using the VPN the customer has established for this purpose.

Customer Requirements

Prior to implementing a RapidSOS integration, customers should:

1. Notify RapidSOS that you are going to use the service and are availing yourself to RapidSOS expertise as needed. The contact for RapidSOS is Reinhard Ekl (rekl@rapidsos.com).
2. Send an email to CallWorks Support (ecwsupport@motorolasolutions.com) indicating you want RapidSOS enabled. This initiates the process in CallWorks. CallWorks will then request credentials for your PSAP from RapidSOS which will be placed in the CallWorks settings so that your CallWorks system can contact the RapidSOS service during calls.
3. Ensure the System Requirements in the preceding section are met.