



## GHC 9-1-1 TRAINING

# Direct Connect

ALL SITES WITHIN GHC SERVICING AREA HAVE BEEN ADDED TO THE DIAL DIRECTORY WITH THE FOLLOWING NAMING CONVENTION:

**DIRECT CONNECT (AGENCY NAME).**

THERE IS ALSO A “GROUP” ADDED UNDER YOUR “RESOURCE LIST” QUICK BUTTON. (HARRIS COUNTY SHERIFFS OFFICE WILL NOT BE ADDED AT THIS TIME)

THE USE OF THIS CONTACT WILL ALLOW OUR CENTERS TO DIAL DIRECTLY INTO ANOTHER GHC 9-1-1 CENTER ON THE VESTA CONSOLE.

GHC HAS ADDED THESE CONTACTS TO GIVE OUR CENTERS A LEVEL OF INTEROPERABILITY THAT WILL NOT AFFECT 9-1-1 CALLS.

***WHAT THE CALL TAKER CAN EXPECT:***

A NEW COLUMN WILL BE ADDED NEXT TO THE LINE STATUS COLUMN. ONLY SUPERVISORS WILL BE ABLE TO SEE THIS NEW COLUMN.

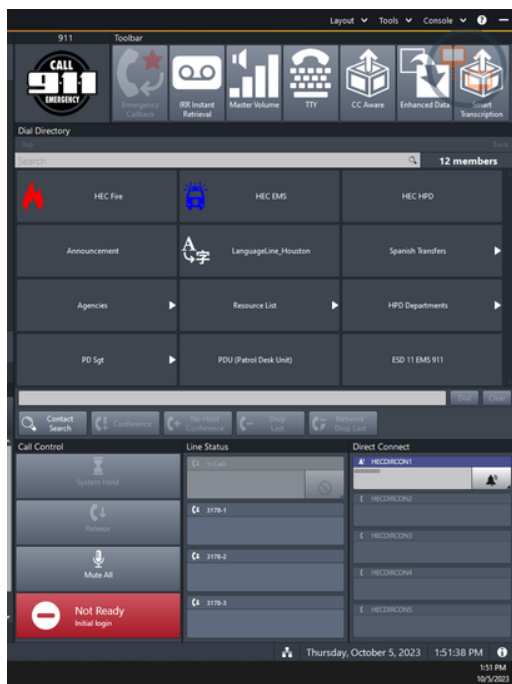
WHEN ANOTHER GHC AGENCY IS CALLING YOUR CENTER USING THIS CONTACT THE LINE WILL RING INTO YOUR CENTER ON THE DIRECT CONNECT LINE. THE LINE COLOR WILL BE PURPLE. THE RINGER WILL BE DIFFERENT THAN THE 9-1-1 RING TONE. THE SUPERVISOR WILL HAVE TO CLICK ON THE RINGING LINE TO ANSWER THE CALL.

ALL CALLS RINGING INTO THE DIRECT CONNECT QUEUE WILL “RING ALL” FOR ANY SUPERVISOR LOGGED IN TO 9-1-1. HOWEVER, THEY DO HAVE TO MANUALLY BE ANSWERED.

THE CALL TAKER WHO ANSWERS THE LINE WILL NOT RECEIVE ANI OR ALI. THE CALL LINE ID WILL DISPLAY ALL ZEROS.

CALL TAKERS WILL **NOT** BE ABLE TO USE THIS NEW CONTACT TO TRANSFER A 9-1-1 CALLER. IF THE CALL TAKER ATTEMPTS TO USE THIS CONTACT WITH A 9-1-1 CALLER ON THE LINE THE SYSTEM WILL NOT PERFORM THE TRANSFER.

ONLY HEC SUPERVISORS WILL HAVE ACCESS TO ANSWER PHONE CALLS FROM THIS QUEUE. HOWEVER, ALL CALL TAKERS WILL HAVE THE ABILITY TO CALL OTHER AGENCIES USING THEIR DIRECT CONNECT CONTACT.



**THIS IS A PICTURE OF A DIRECT CONNECT CALL COMING INTO THE HEC 9-1-1 SUPERVISOR LAYOUT.**

**NOTE:  
THE INCOMING LINE IS PURPLE IN COLOR.**

**ALSO ONLY THOSE WITH A SUPERVISOR ROLE WILL BE ABLE TO ANSWER/SEE THE CALLS THAT COME INTO THIS QUEUE.**

**THE SUPERVISOR DOES NOT HAVE TO BE IN READY STATUS TO ANSWER THE LINE. THE SUPERVISOR WILL HAVE TO CLICK ON THE RINGING LINE TO ANSWER THE CALL.**



**THIS IS A PICTURE OF A DIRECT CONNECT CALL ANSWERED BY THE 9-1-1 SUPERVISOR.**

**NOTE:  
THE CALL LINE ID IS DISPLAYING ALL ZEROS.**