



VIPER

Industry Reference 9-1-1 Call Handling

When citizens call 9-1-1 for help, their expectations are high! They should be able to contact 9-1-1 from any device at any time, with the expectation that help will arrive quickly to their exact location.

Call takers need tools that give them the ability to effectively and rapidly respond to calls while providing essential situational and location information to first responders.

VIPER powers thousands of public safety answering points (PSAPs) across the North America, supporting both Legacy and NG 9-1-1 systems--and everything in between and has become a reference.

VIPER is an evolving standards-based platform built to accommodate emerging technologies that help you and your call takers to gain control of landline, wireless, MSRP TXT and multi-media calls.

VIPER provides the foundation for i3 compliant, NG9-1-1 applications, while fully supporting legacy network and operational environments. VIPER allows PSAPs of any size to easily transition to a networked model that integrates data, voice and future traffic.

Progressive, New Features Further Empower Agents

- UI tailored for emergency call handling
- Fully NG 9-1-1 compliant, full ESInet and NENA i3 support
- Local Survivability
- Multimedia, Text2911 and PSAP Initiated Text
- Advanced AI Extensions, such as Voice to Text Transcription and Translation
- Robust integration with industry leading ECATS analytics
- Comprehensive and Flexible CAD, PBX and recording integration options

Intrado Viper, the industry's leading 9-1-1 call handling solution.

Trusted by PSAPs across North America, both in the US and Canada

45+
Years of 911 innovation and expertise.

2300+
PSAPs have deployed VIPER

14000+
Call handling positions are powered by VIPER

Versatile VIPER Delivers Operational Flexibility

Utilizing Voice-over-IP (VoIP) technology to deliver NG emergency call-handling services, VIPER is easier to install, configure and maintain than traditional 9-1-1 call-handling systems, creating greater cost savings and operational flexibility. VIPER and Power 911 in one package give you the resources you need for state-of-the-art call control today!

POWER 911®: Intelligent Workstation Future-Proofs Your PSAP

Power 911 offers a comprehensive and rich user experience, providing on-screen command of both landline and wireless 9-1-1 calls in a variety of telephony environments. This intelligent information display empowers your call takers in an integrated i3-compliant environment providing both scalability and customizations. Power 911 allows users to customize their display with Queue, Feature, Toolbar and color-coded Agency Buttons. Both horizontal and vertical views are easily configured and the Left/Right panels are resizable.

Benefits

- Simplicity: the latest technology & standards compliance without the worry of hardware maintenance, upgrades and/or data configurations
- Local Survivability: better disaster recovery through a versatile, fault-tolerant, IP-based platform that can alternate call routing during disaster situations or times of high call volume
- Flexible and feature-rich: lays the foundation for you to easily configure and utilize future enhancements for your PSAP
- Cost effective and efficient: IP-based platform streamlines voice and data calls, providing a pathway to i3-compliant NG9-1-1 data services with a minimal amount of backroom equipment
- Proven service and support: Intrado's dedicated service professionals are committed to helping you manage technology changes, feature additions and/or expansion projects on an ongoing basis.

Features

- NENA i3(v2 and v3) compliant
- Secure ESnet integrations
- IP-based NG911 voice, video and data
- Multiple network integrations (CAMA, RFAI)
- Local Survivability
- Mapping/location integration
- TXT2911 integration + PSAP initiated text
- Auto-abandoned call back
- SIPREC Support
- PSAP initiated multimedia
- Text Translation
- AI enhanced voice call transcription and translation

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful.

For more information, visit intrado.com.

