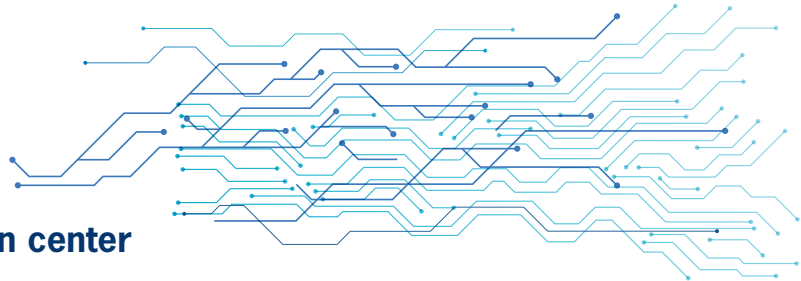


# QUARK

## Call-Taking and Dispatching communication center



Having in mind the rapid evolution of communication services, along with growing number of demands for customizations due to different work processes, legacy systems and public safety answering points (PSAPs), we are proud to present the most modern Call-Taking and Dispatching communication center solution – Quark.



**Quark** was designed specially for critical use cases, which are subject by the public protection and disaster relief (PPDR) authorities. Quark system offers a **unique product solution** which is designed with the goal to enable citizens to reach a 112 authority by using a legacy system based on Voice call, SMS, WAP, as well as the next generation communication systems such as VoIP, Video and eCall.



In critical environments, where every second counts, the solution that offers **interoperability between emergency services and providing both voice and data** information exchange, has the utmost importance in supporting the incident role. By providing software modularity, highest level of adaptability, open standard approach and architecture flexibility (distributed and cloud-based architecture), together with agnostic OS client installation, Quark as a Call-Taking and Dispatching systems has already been set as a **Next Generation 112 system**.



As a system, Quark has been in operational usage for many years as a central 112 management system in Slovenian Administration for civil protection and disaster relief, evolving from basic Call-Taking console up to a full scale communication center, which now connects local call-takers and dispatchers into a nationwide operational center. Quark achieves this by providing seamless voice and data experience through different regions, services and organizations (emergency units, fire brigades, police, intervention headquarters etc.).

## Key features of Quark system:

- operating system agnostic clients (works in Windows, Linux, any other platform)
- flexible server architecture
  - modularity of Quark system enables end user to set up own preferable, custom configuration
- cloud based
- distributed solution
  - local, regional or national level
  - interoperability of levels
  - redundant
  - 112 datapool feature, enabling external units to be a part of the system, as well as providing an additional form of data redundancy
- seamless over-border communication (lightweight client for non-operators and API's for non-green fielders)
- execution of Action Plan algorithms
  - action plan algorithms offer a rapid, user friendly access to an appropriate action plan for an incident taking place
  - hierarchical usage of location and event type
  - short action plan time to activation
- operator working place customization
- communication services and support for:
  - CS voice
  - VoIP
  - radio
  - paging
  - SMS
  - AML
  - eCall
  - Video
  - GIS
  - WAP
  - local CRM databases
- PSAPs for:
  - SMS
  - eCall
  - redundant
- operator diary
  - detailed log activity of users
  - operator shift switch documentation
- general internal messaging
  - clear insight of internal communication between operators
- statistical data and presentation
  - for all supported type of services