



## **ProQA Certification Requirements**

Below are the details of the information and processes in an interface that is required for each of the three levels of integration between ProQA and CAD, Telco or other dispatching software.

### **Tiers of Integration:**

**1) Operative:** This level of integration indicates that Priority Dispatch Corporation has seen ProQA function on the system with minimal degradation in performance. There is very little interaction between the programs, the passing of ANI/ALI info and dispatch codes.

**2) Integrated:** This level of integration indicates that all of the functionality of an Operative integration have been completed and additional enhancements to assist in the effective dispatch and response of units.

**3) Certified:** This level of integration indicates that all of the functionality of an Operative and Integrated integration have been completed as well as additional enhancements to assist in the successful implementation of a CAD/Telco system with ProQA. These additional features can be user definable, in fact PDC suggests user definition of these items to allow for comm center preferences and control, but they must be available.

*\*\*This is the only level of integration that Priority Dispatch Corporation will support, endorse and partnership with.*

### **Functions of a Certified Interface:**

#### **Accessibility From CAD**

- 1) CAD should perform the following tasks upon creation of each new case. Gather information from ANI/ALI, verify caller location and callback number.
- 2) CAD should have a defined a function key or button that the call-taker will use to launch ProQA or an automatic shift to ProQA based on a call-type designator.
- 3) Once the function key or button is pressed focus needs to be given to ProQA.

#### **ProQA Start-up and Operation**

- 1) ProQA must open with fields Location and Callback preloaded.
- 2) When available, ProQA must open with the CAD ID of the call-taker and CAD incident number having been passed from CAD.
- 3) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 4) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 5) Workstation must operate with minimal speed degradation. ProQA should load in under 3 seconds.

6) Minimal hesitation between fields and screens. Call-taker should not be forced to wait for the computer to catch up or buffer keystrokes that may be in error.

### **Passage of Data**

- 1) **Abort Function:** Call-taker may choose to abort ProQA - CAD should regain focus with abort message/text or abort code.
- 2) **Initial Dispatch:** Call-taker selection of Send within ProQA.
  - A) CAD should retrieve the Dispatch Determinant from ProQA.
  - B) Retrieval of Suffix code by CAD.
  - C) Reconciliation of Dispatch Determinant and Suffix to locally defined response code with alert or recommendation to dispatcher.
  - D) Retrieval of Response Text by CAD.
  - E) Retrieval of Key Question Answer text by CAD.
  - F) Retrieval of Suspect Descriptor info by CAD – *Police ProQA only.*
  - G) Retrieval of Vehicle Descriptor info by CAD – *Police ProQA only.*
- 3) **Reconfigure:** Change in scene status within ProQA will update CAD with a new dispatch code.
  - A) CAD should retrieve the Dispatch Determinant from ProQA.
  - B) Retrieval of Suffix code by CAD.
  - C) Reconciliation of Dispatch Determinant and Suffix to locally defined response code with alert or recommendation to dispatcher.
  - D) Retrieval of Response Text by CAD.
  - E) Retrieval of Key Question Answer text by CAD.
  - F) Retrieval of Suspect Descriptor info by CAD.
  - G) Retrieval of Vehicle Descriptor info by CAD.
  - H) Dispatcher must be alerted to all retrieved reconfigure information and possible change in response assignment.

### **Program Focus - CAD vs. ProQA**

- 1) Vertical Dispatch - Return to CAD for unit response assignment. ProQA case in pending, or non-focused window. Upon Completion of unit assignment return to ProQA for remaining Key Questions and PDI's or PAI's.
- 2) Horizontal Dispatch - Remain focused in ProQA, send Dispatch Code to CAD and notify dispatcher of event.
- 3) ProQA completion by call-taker, return to CAD for next case and place ProQA in wait state.
- 4) When a call-taker requests a new case in CAD, if ProQA still has a case open, CAD needs to pass focus to ProQA or alert the call-taker to finish the previous case ProQA before CAD is to continue with the new case creation.

### **Additional Supported Functionality**

- 1) Re-open a previously completed/closed ProQA case. Allow for call-backs and additional input by allowing the user to open the incident in CAD, then have a function that will re-open the corresponding case in ProQA.

- 2) Where applicable, support the Pend (hold) and Unpend (unhold/re-open) functions of ProQA. Once the user Pends a case in ProQA, allow the user to Unpend from CAD.
- 3) Support the Summary function of ProQA. Have a function key or button in CAD that will call for the Summary of a particular case in ProQA.
- 4) Allow the CAD system to be configured to allow for the gathering of Case Entry information on the display of Key Questions.
- 5) Allow the CAD system to be configured to allow for the gathering of final Key Questions gathered after dispatch.
- 6) Any user from any position must be able to re-open a previously pended or completed incident in ProQA..

## **Functions of an Integrated Interface:**

### **Accessibility From CAD**

- 1) CAD should perform the following tasks upon creation of each new case. Gather information from ANI/ALI, verify caller location and callback number.
- 2) CAD should have a defined a function key or button that the call-taker will use to launch ProQA or an automatic shift to ProQA based on a call-type designator.
- 3) Once the function key or button is pressed focus needs to be given to ProQA.

### **ProQA Start-up and Operation**

- 1) ProQA must open with fields Location and Callback preloaded.
- 2) When available, ProQA must open with the CAD ID of the call-taker and CAD incident number having been passed from CAD.
- 3) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 4) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 5) Workstation must operate with minimal speed degradation. ProQA should load in under 3 seconds.
- 6) Minimal hesitation between fields and screens. Call-taker should not be forced to wait for the computer to catch up or buffer keystrokes that may be in error.

### **Passage of Data**

- 1) **Abort Function:** Call-taker may choose to abort ProQA - CAD should regain focus with abort message/text or abort code.
- 2) **Initial Dispatch:** Call-taker selection of Send within ProQA.
  - A) CAD should retrieve the Dispatch Determinant from ProQA.
  - B) Reconciliation of Dispatch Determinant and Suffix to locally defined response code with alert or recommendation to dispatcher.
- 3) **Reconfigure:** Change in scene status within ProQA will update CAD with a new dispatch code.
  - A) CAD should retrieve the Dispatch Determinant from ProQA.

- B) Reconciliation of Dispatch Determinant and Suffix to locally defined response code with alert or recommendation to dispatcher.
- C) Dispatcher must be alerted to all retrieved reconfigure information and possible change in response assignment.

### **Program Focus - CAD vs. ProQA**

- 1) Vertical Dispatch - Return to CAD for unit response assignment. ProQA case in pending, or non-focused window. Upon Completion of unit assignment return to ProQA for remaining Key Questions and PDIs or PAIs.
- 2) Horizontal Dispatch - Remain focused in ProQA, send Dispatch Code to CAD and notify dispatcher of event.
- 3) ProQA completion by call-taker, return to CAD for next case and place ProQA in wait state.

## **Functions of an Operative Interface:**

### **Accessibility From CAD**

- 1) CAD should perform the following tasks upon creation of each new case. Gather information from ANI/ALI, verify caller location and callback number.
- 2) CAD should have a defined a function key or button that the call-taker will use to launch ProQA or an automatic shift to ProQA based on a call-type designator.
- 3) Once the function key or button is pressed focus needs to be given to ProQA.

### **ProQA Start-up and Operation**

- 1) ProQA must open with fields Location and Callback preloaded.
- 2) When available, ProQA must open with the CAD ID of the call-taker and CAD incident number having been passed from CAD.
- 3) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 4) ProQA must be visually accessible - The window must be large enough to view all print sizes or operate as a full screen.
- 5) Workstation must operate with minimal speed degradation. ProQA should load in under 3 seconds.
- 6) Minimal hesitation between fields and screens. Call-taker should not be forced to wait for the computer to catch up or buffer keystrokes that may be in error.

### **Passage of Data**

- 1) Abort Function: Call-taker may choose to abort ProQA - CAD should regain focus with abort message/text or abort code.
- 2) Initial Dispatch: Call-taker selection of Send within ProQA, CAD should retrieve the Dispatch Determinant from ProQA.
- 3) Reconfigure: change in scene status within ProQA will update CAD with a new dispatch code, CAD should retrieve the Dispatch Determinant from ProQA.

**Program Focus - CAD vs. ProQA**

- 1) Vertical Dispatch - Return to CAD for unit response assignment. ProQA case in pending, or non-focused window. Upon Completion of unit assignment return to ProQA for remaining Key Questions and PDIs or PAIs.
- 2) Horizontal Dispatch - Remain focused in ProQA, send Dispatch Code to CAD and notify dispatcher of event.
- 3) ProQA completion by call-taker, return to CAD for next case and place ProQA in wait state.