

## Software general Requirement

Application software should run on existing hardware and system software (list enclosed). General requirement of the application software as mentioned below:-

S.NO.	Descriptions
1.	Virtual PBX Integration
2.	Supporting Multi-user environment
3.	Ability to use common call input screen for Medial, Police & Fire
4.	Ability to automatically check for duplicate calls
5.	Caller Archived Maintained (whenever same caller call then its information automatically display on screen)
6.	Inbound / Outbound Calling
7.	Automatic generation of custom caller IDs
8.	Full-featured advanced call distribution (ACD)
9.	Unlimited call queues
10.	Ability to forward information, Call return, Call out (VOIP/PSTN)
11.	Conference bridges
12.	Ability to view queues, calls & agents status
13.	Time based, real-time statistics
14.	One-click call monitoring
15.	Customizable fields, functionality
16.	Powerful / Customizable reporting with graphical representation
17.	Real-time queue and agent data reports
18.	Data Import / Export
19	Compatibility to log calls with GIS with GPRS integration.
20	AVLT integration under MDA application Computer added Trai protocol equivalent to AMCDS for communication.
21	Agent application medical Protocol for physician application
22	Business continuity plan compliant [ so that services should not hamper]
23	Single record for an event [end to end], integrated with audio and data.
24	Medical dispatch agent application integrated with SMS.
25	Patient care record
26	Fleet management system integrated with medical dispatch agent application.
27	Single application to administer all users of the ERS system.

