



# Call Handling as a Service

## PROJECT OVERVIEW

The Call Handling as a Service (Hosted Controller) project provides a scalable call handling solution that interconnects with the State of Tennessee’s nationally recognized Next Generation 911 (NG911) network, NetTN. This is an optional service, available to any PSAP wanting to migrate to the solution.

## HOW IT WORKS

The NG911 Internet Protocol selective routers (IPSRs) route a 911 call to the hosted customer premise equipment (CPE) and the hosted CPE then queries ALI and delivers the call and ALI data to the correct PSAP telecommunicator position.

The diagrams below illustrate the difference in configurations between PSAPs with traditional on-site CPE and PSAPs using the Call Handling as a Service solution. With the on-site CPE, all call handling equipment is located in the PSAP; however, with call handling as a service, redundant controllers are located in the AT&T data centers and minimal equipment is needed in the PSAP.

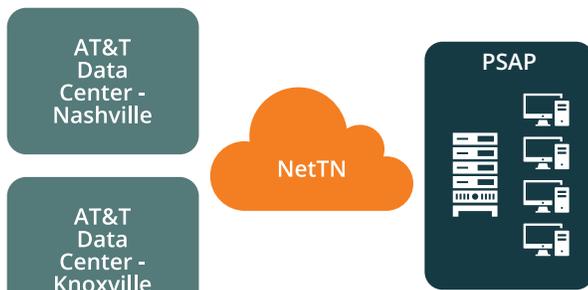


Diagram 1: On-Site CPE

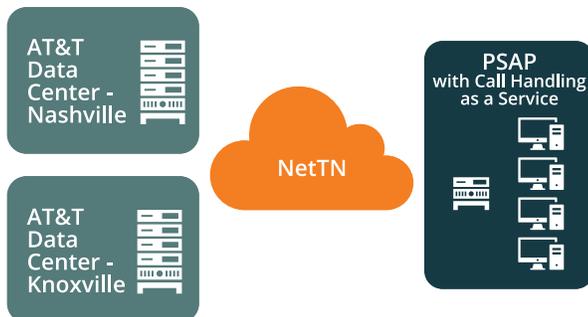


Diagram 2: Call Handling as a Service

## WHAT IT OFFERS

The AT&T Call Handling as a Service solution is an i3 compliant solution that provides consistency and enables efficiencies for PSAPs that migrate to the service. The CPE equipment is hosted in AT&T data centers and is monitored and maintained as a part of the service.

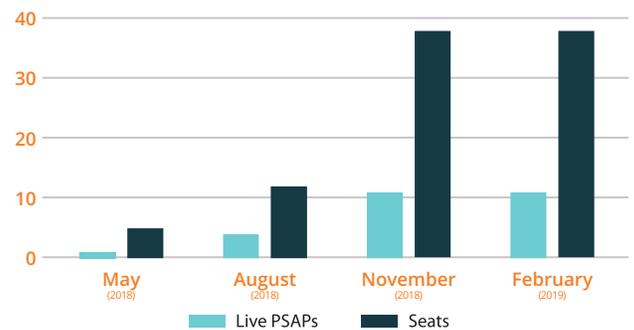
## WHO IS IMPACTED

The Call Handling as a Service solution is an optional service and is available to any PSAP seeking to migrate from an on-site to a hosted services solution.

## CURRENT STATUS – FEBRUARY UPDATES

Eleven PSAPs went live with CHaaS service in 2018 for a current total of 38 seats. Between November and February, no additional PSAPs went live with service. This was expected as the holiday season brings vendor maintenance moratoriums and vacations which impact new project work and activations. Discussions are taking place with numerous locations, and 12 additional PSAPs with 66 combined seats are planning to initiate or progress with activity in the first half of 2019.

### Call Handling as a Service - Quarterly Statistics



## NEXT STEPS

If you are interested in the service and would like more information, contact the TECB Director of Technology, Eddie Burchell at 615.210.3807 or [Eddie.Burchell@tn.gov](mailto:Eddie.Burchell@tn.gov).