



Enhance Your E911 Response

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Collaboration TSA



Agenda

1. RedSky Technologies at-a-Glance
2. Find/Route/Notify Process
3. FCC Regulations
4. RedSky & Cisco Agreement
5. RedSky Demo
6. Resources
7. Questions
8. Appendix – Ryan's slides

RedSky Technologies at-a-Glance

Based out of the Everbridge Chicago Office

20+ years as the leader in 9-1-1 enterprise location management

Supports Cisco (UCM/CER/HCS/BroadWorks /Cisco Webex), Genesys, Microsoft, Mitel, Ribbon, Atos Unify, Avaya and any other Multi-Line Telephone System (MLTS)

North American Solution that reaches every PSAP in the US and Canada

- PUBLIC SAFETY ANSWERING POINT

Offers 100% compliance with US federal rules and regulations





In case of an emergency, knowing the exact location of the caller immediately, saves more lives.

What is “Enhanced 911” aka E911?

- E911, is an emergency service that provides location information to emergency responders (PSAPs) when a call is made to 911 in North America.

Regulatory Overview: Kari's Law

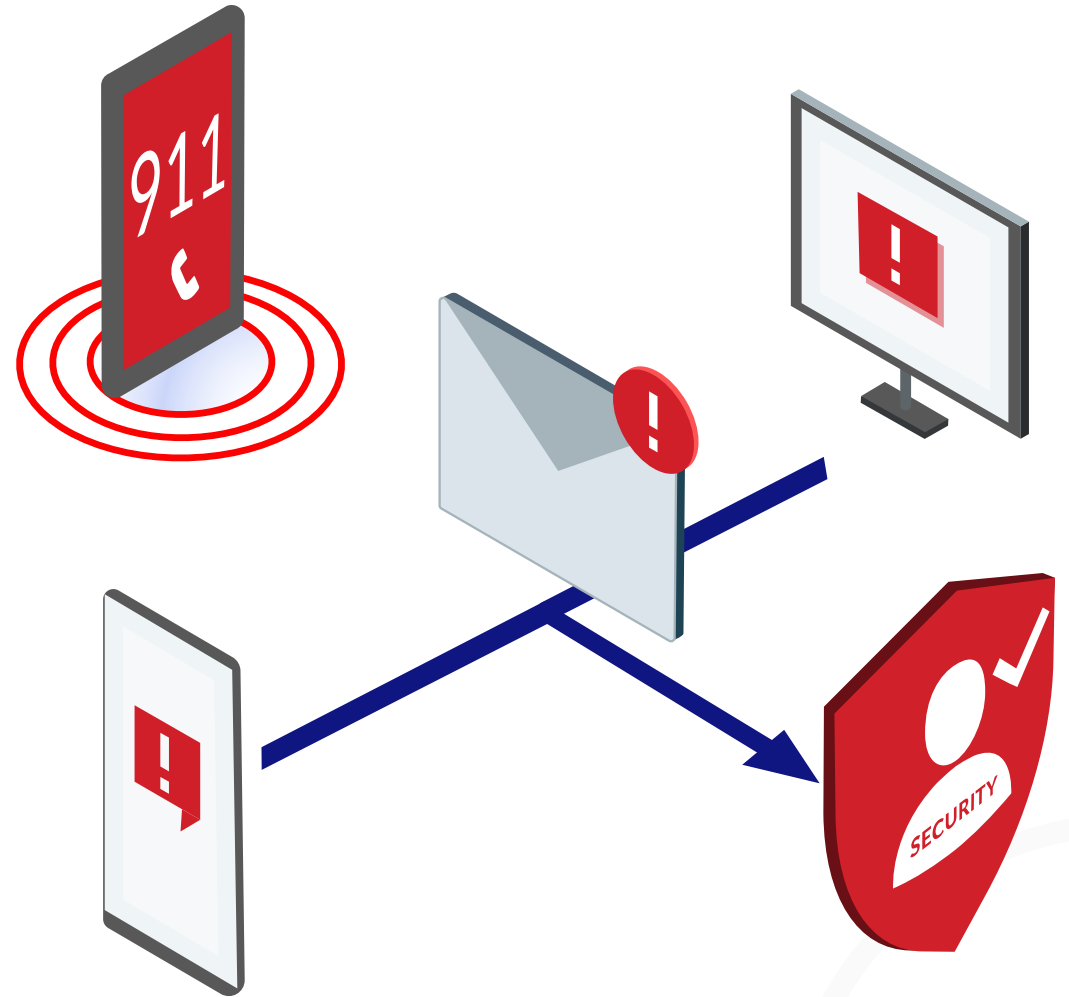
DIRECT DIAL

- All phones must be able to direct dial 9-1-1
- No prefix (9), etc.

EMERGENCY NOTIFICATIONS

- All 911 calls must provide notification to relevant personnel
- Include caller number and civic address; Should include “dispatchable location.”

Compliance is PAST DUE: February 16, 2020



Regulatory Overview: RAY BAUM's Act

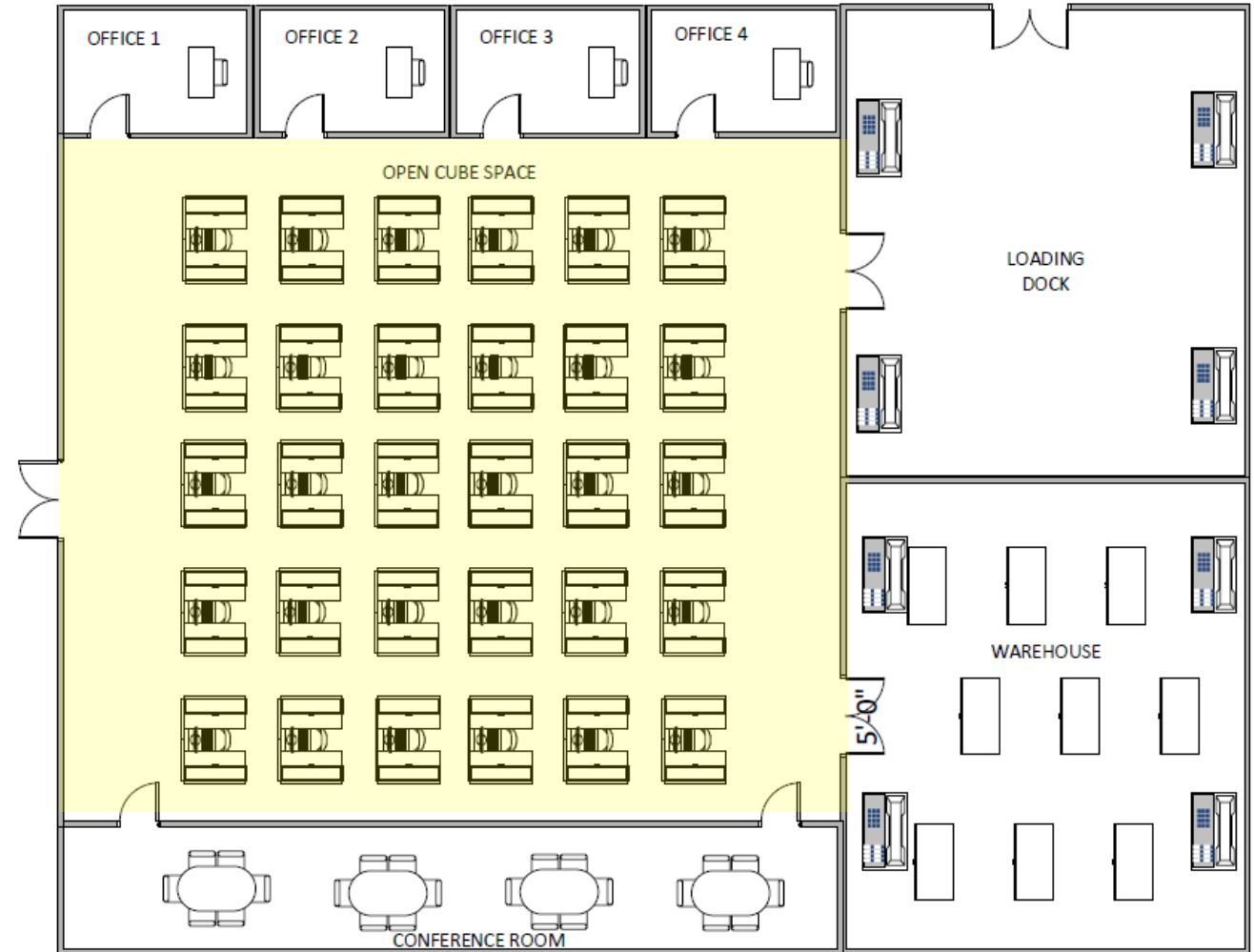
DISPATCHABLE LOCATION

- All 911 calls must have a “dispatchable location.”
- Section 506 of Ray Baum's Act defines “dispatchable location” as information such as:
 - Street Address
 - Floor
 - Room # or Zone



Dispatchable Location 'Defined'

- Civic Address + Floor, Room/Zone
- Open line of sight?
 - One dispatchable location is sufficient
- Obstructed line of sight?
 - Multiple dispatchable locations



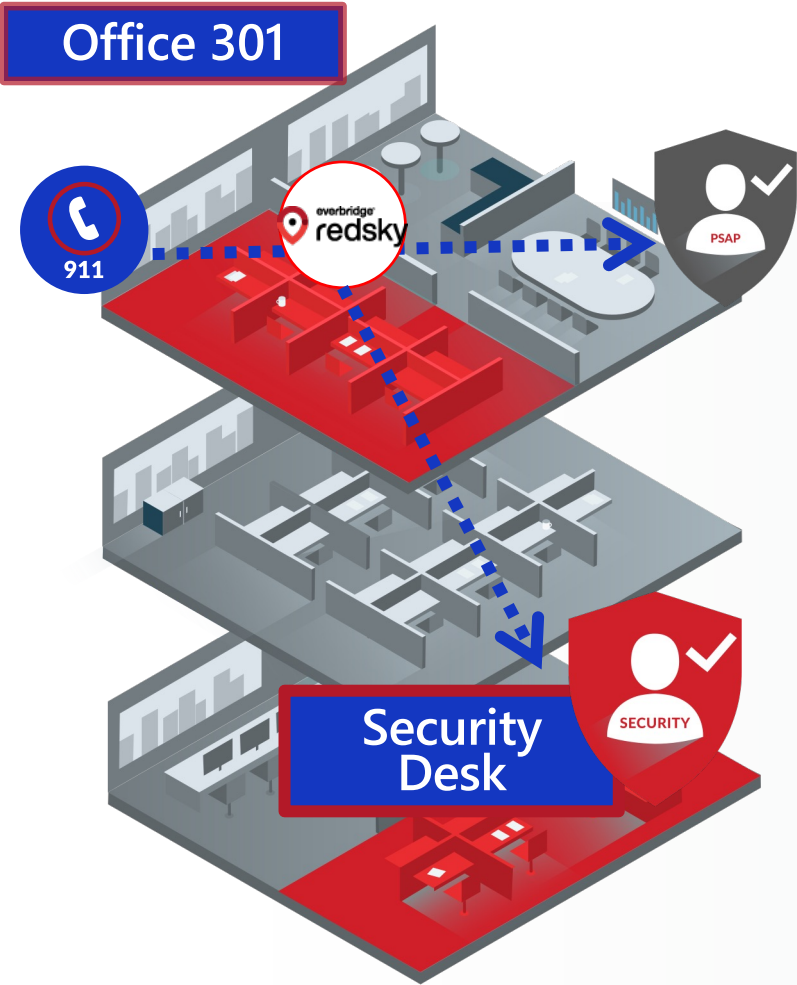
Enterprise Requirements for 911



FIND



ROUTE



NOTIFY



Kari's Law

COMPLIANCE



RAY BAUM's Act

COMPLIANCE

MyE911®

Hello, Ryan!

Welcome to MyE911.



We have your current location as:

Location Type: **Personal Location**

Location Name: **Home**

Location Address: **671 Lincoln Ave, Winnetka, IL 60093**

Location Information: **Front Door**

Organization Name: **RedSky MN Demo**

The location information above will be used by E911 Services to dispatch emergency responders to your current location should you happen to make a 911 call using this device.

If you'd like to update your current location, please search for a location below and select it or create a new location and set it as current.

Let's find you...

Add Location and Set as Current

Start entering in an address or name of location here

What is it? A desktop application that allows users to manage their E911 location

Who Uses It? Customers with remote and/or hybrid workers using softphones

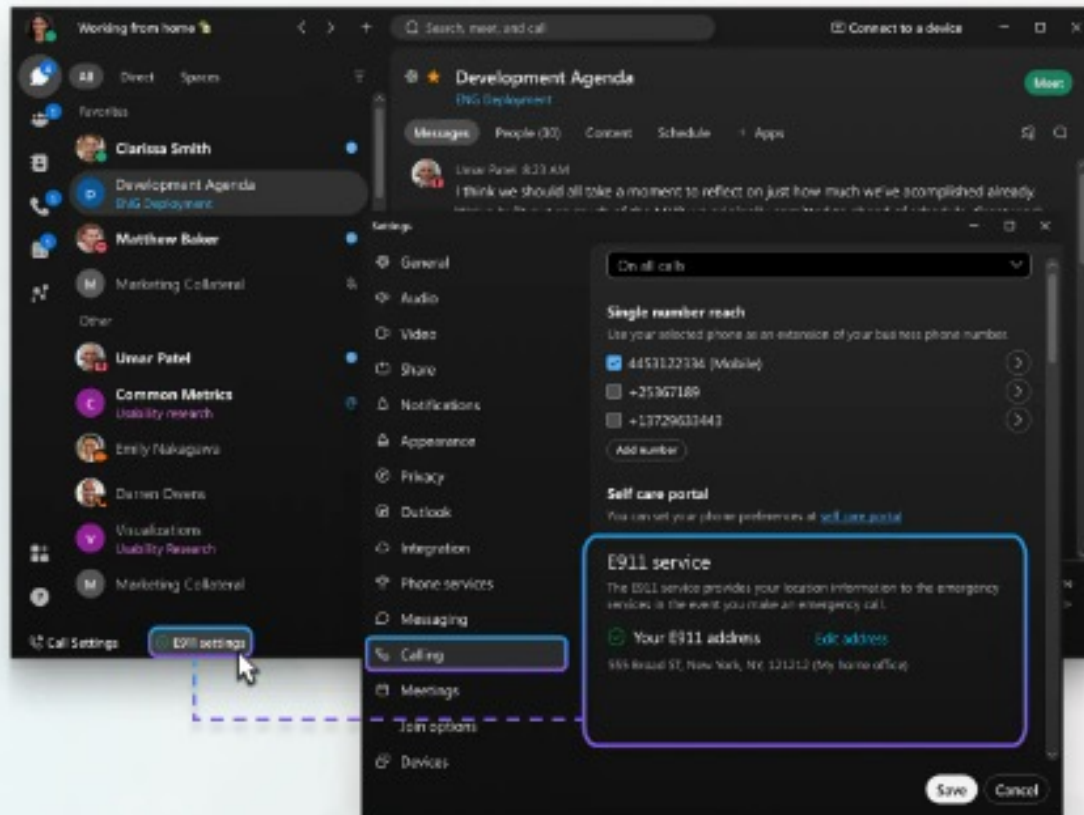
When is it used? The client will prompt users to set their location when they connect to an unknown network

What is the ROI?

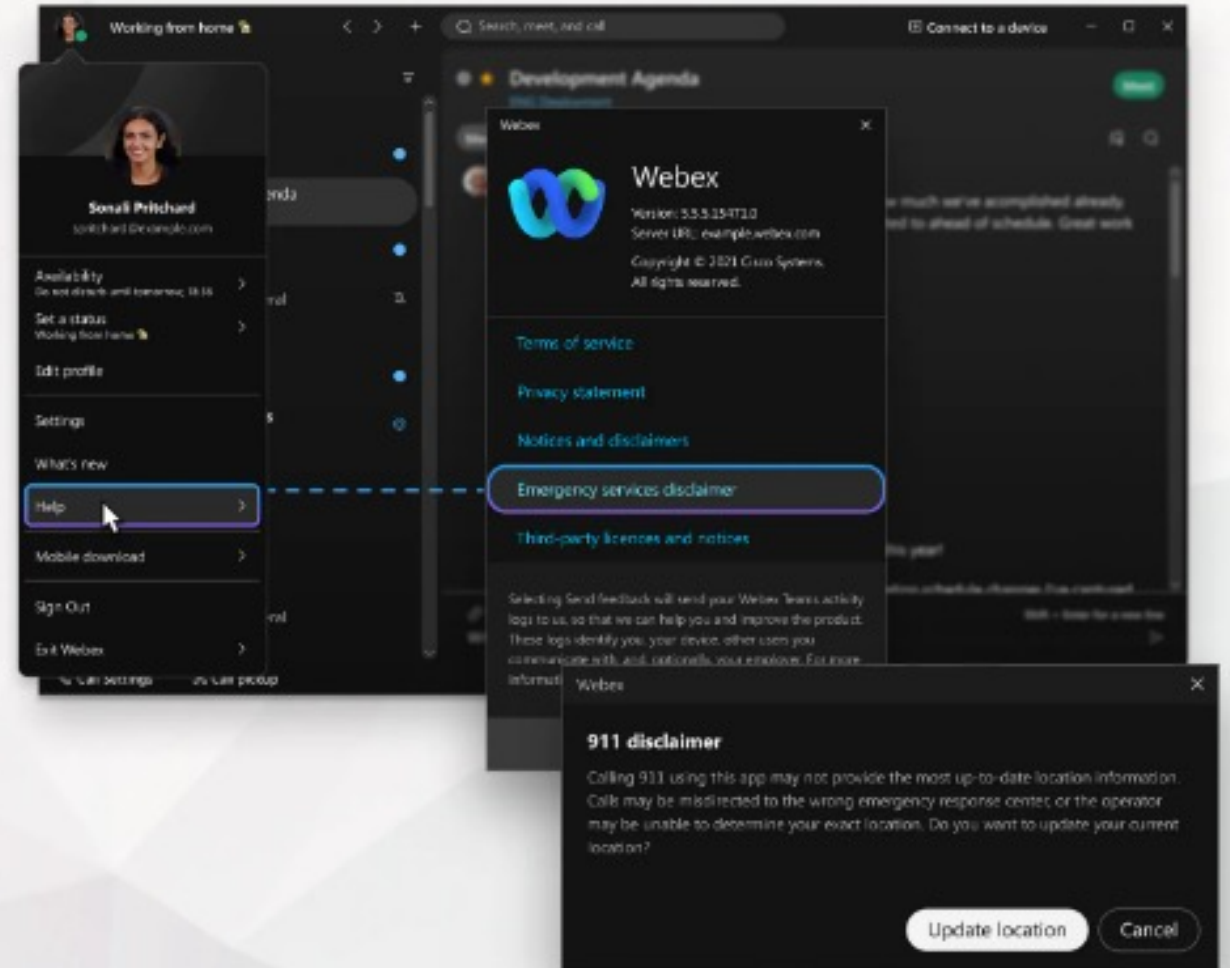
- Compliance with Ray Baum Act
- Employee safety, ensures emergency calls route correctly wherever the end user is working

Webex App | Update E911 Location

Enhanced 911 Service



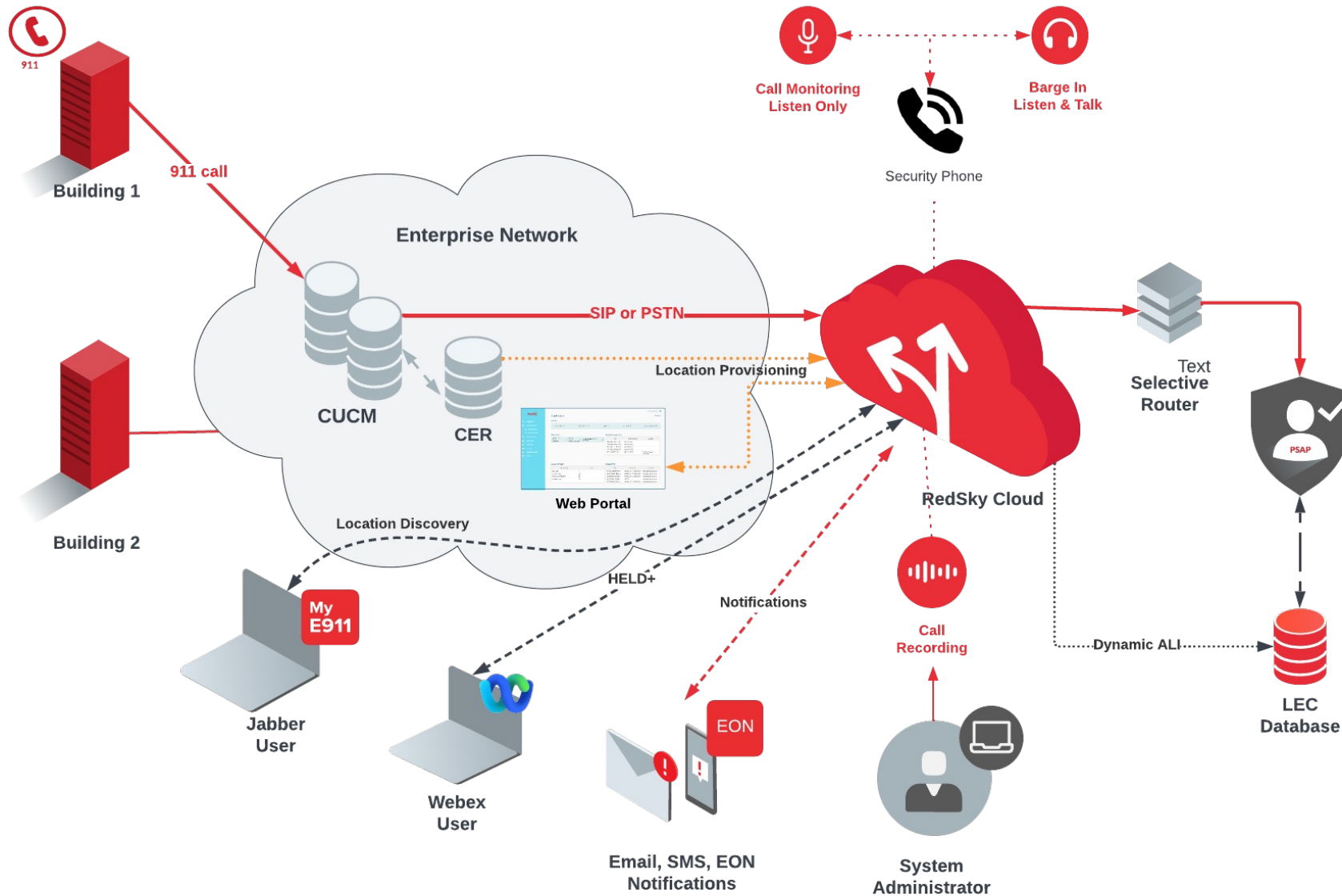
Manual 911 Service



[Webex App | Update your location for emergency services](#)

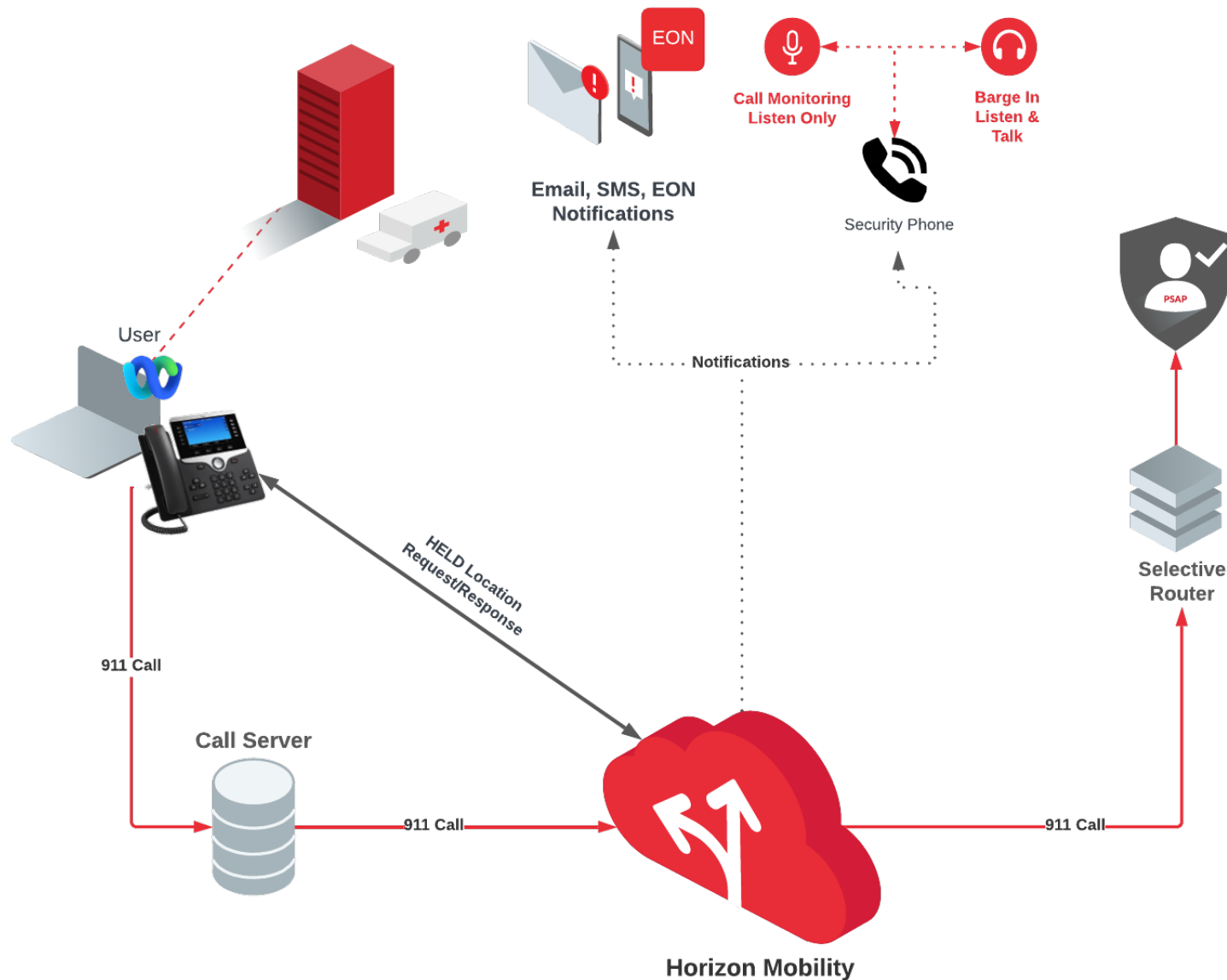
RedSky with CER

CUCM
UCM Cloud
Dedicated Instance
HCS

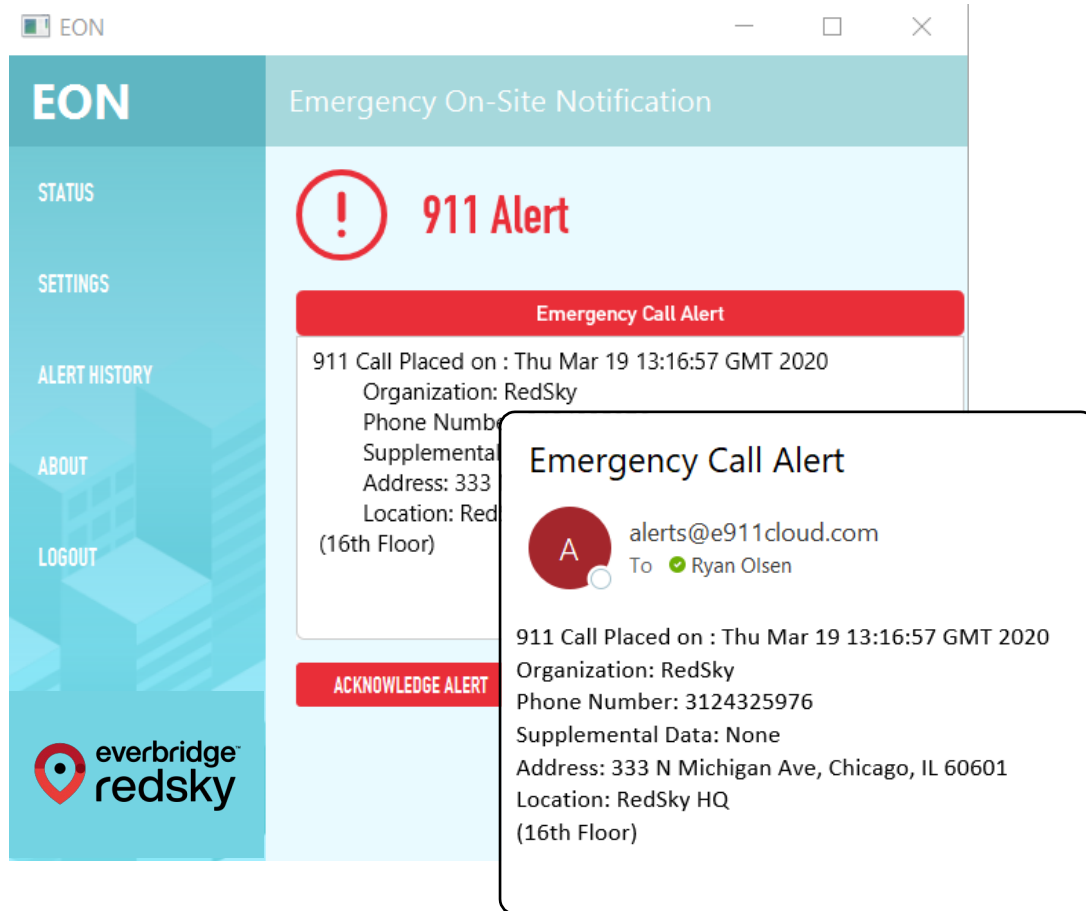


RedSky Horizon Mobility

Webex Calling
Broadcloud
Broadworks



Enhanced Notification



Silent Monitoring

When a 9-1-1 call is dialed, we will “bridge-in” in mute mode, any 10-digit phone number(s) you want to listen in to the call.

Barge-In

When a 9-1-1 call is dialed, we will “bridge-in” in mute mode, any 10-digit phone number(s) you want to participate in the call; bridged participant will need to enter a code to intervene in call.

Recording

Calls to 9-1-1 will be recorded in our cloud and stored for 30 days.

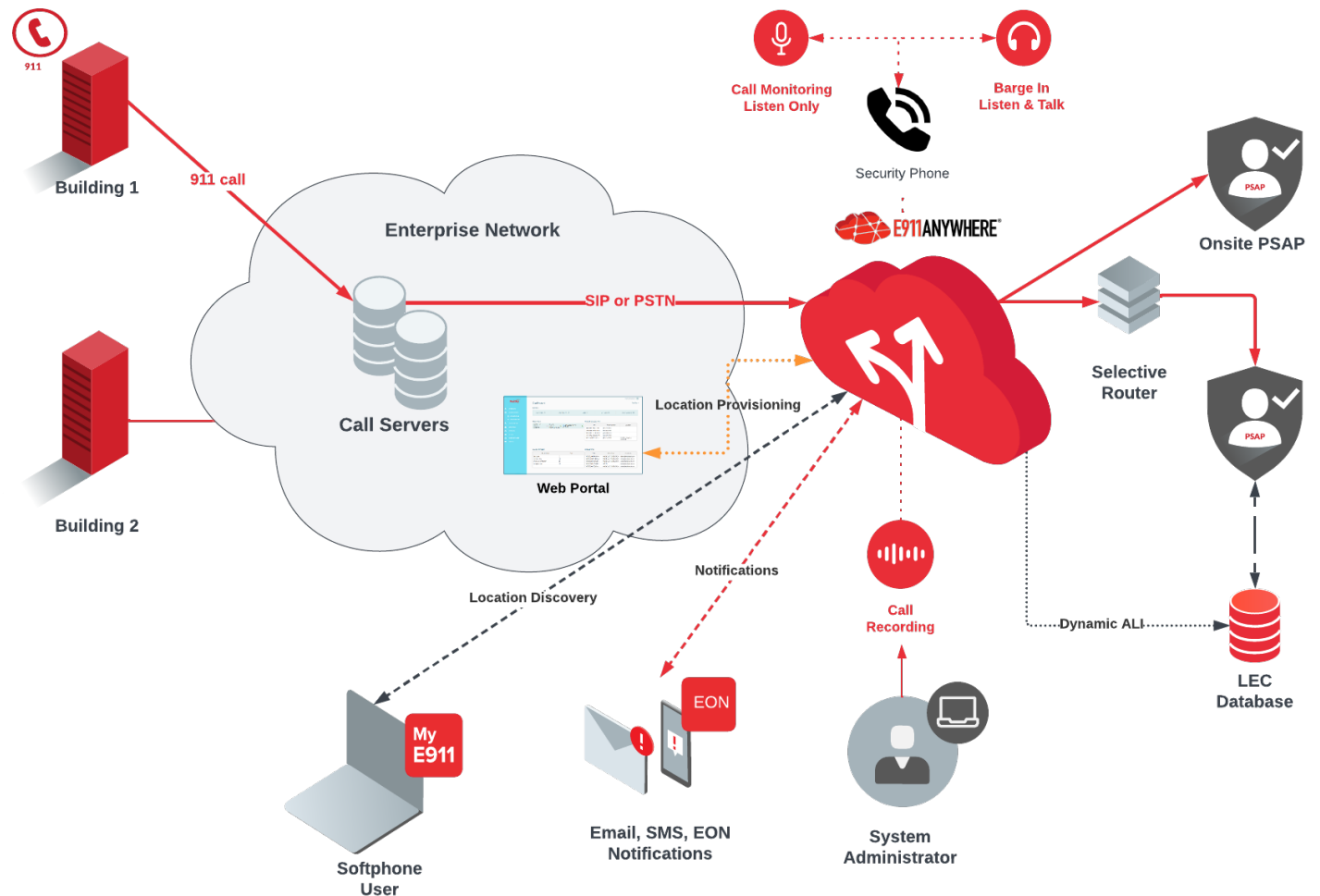
What is it? A routing solution to compliment E911 Anywhere

Who Uses It? Customers with campus police/security that need a dynamic solution for hybrid workers.

When is it used? Ideal for campus environments where the customer wants emergency calls to route to campus police/security instead of the county PSAP

What is the ROI? Saves administrators time by eliminating the need for complex routing rules

Horizon Prime



Cisco & RedSky Working Together

What was Announced

Cisco will include RedSky for all **US Based Customers** on Webex Calling, Webex DI, Webex Multitenant, Webex Calling w/CCE & UCM Cloud Calling Platforms

RedSky Services:

1. Horizon Mobility
2. E911 Anywhere
3. Emergency Response Center (ERC) – Calls that route the ERC will incur a charge by Cisco.

RedSky Software Products:

1. MyE911
2. EON (Emergency On-Site Notification) Screen Pop, Email & Text

Partner Training Options

RedSky Portal Training for Webex Calling

- ✓ Free Partner Recorded Training
- ✓ [RedSky Horizon Mobility Onboarding Training](https://7498015.fs1.hubspotusercontent-na1.net/hubfs/7498015/RedSky Portal Training for Webex Calling (1).mp4)
- ✓ No access to RedSky Support

Partner Onboarding

SP-REDSKY-MRC
RS-HM-ONBOARD

- ✓ Partner training for navigation and configuration
- ✓ Builds and tests provisioning interfaces for Programmatic Data Loading
- ✓ Provides ongoing support during the Annual Subscription

[https://7498015.fs1.hubspotusercontent-na1.net/hubfs/7498015/RedSky Portal Training for Webex Calling \(1\).mp4](https://7498015.fs1.hubspotusercontent-na1.net/hubfs/7498015/RedSky Portal Training for Webex Calling (1).mp4)

Customer Add-On Options

Deployment Support

SP-REDSKY-DS

- ✓ Customer level guidance assigning Dispatchable Locations
- ✓ Collecting and uploading wiremap and device data
- ✓ Guidance on testing 9-1-1 device location

Enhanced Notification

SP-REDSKY-MRC

RS-HM-ENH-NOTIFY

- ✓ Call Monitoring – Listen only
- ✓ Call Barge – Talk and listen
- ✓ Call Recording

Horizon Prime

SP-REDSKY

SP-RS-HRZN-PRIME

- ✓ Now available for Webex Calling
- ✓ Empower your own On-site responders, reducing response time
- ✓ Allows business, military, and education entities with first responders on location to act as their own PSAP.

E911 Customer Account Setup

BOT in Webex: E911Account@webex.bot
(type: support)

Complete – E911 Account Request Form

- Customer Name:
- Customer Org ID:
- Administrator Name:
- Administrator Email ID:
- Partner Name:
- Partner Admin Name:
- Partner Admin Email Id:
- Approx Number of Webex Calling Users:
- ☐ Dedicated Instance or UCMC or UCM-G Deployed
- Webex Calling or UCMC Subscription ID:

E911 Customer Account Setup @webex.bot Wednesday, 1:50 PM

E911 Account Request Form

Customer Name

Customer Organization ID

Administrator Name

Administrator Email Id

Your partner needs to be on-boarded to help you with Enhanced Emergency Calling. If your partner is not on-boarded the support team will contact the Partner Admin and help them on-boarded. This activity may take time, please plan accordingly

Partner Name

Partner Administrator Name

Partner Administrator Email Id

0 × ⇅

☐ Dedicated Instance or UCMC or UCMC-G Deployed

Webex Calling or UCMC Subscription ID

Submit

Welcome Email

From: no-reply@e911cloud.com

Date: April 28, 2022 at 12:51:46 PM EDT

To: XXXXXXXX@XXXXXX.com

Subject: Your Organization Administrator account has been created



Hello, from RedSky Technologies!

Congrats, Joe! You can now access our admin portal! Please click on the following link, which will take you to the portal's login page, where you can click on the 'Forgot/Reset Password' link, to set your password and log in: <https://wxc.e911cloud.com>

Once logged in, we strongly suggest that you navigate to the 'Manuals' page to view or download the necessary documentation to help using the portal.

Please contact support for any questions you may have.

RedSky Support

<https://www.redskye911.com/>
877-REDSKY-1

How are Support Cases Handled?

01

All Support Calls goes to Cisco TAC.

02

Cisco TAC will escalate support cases to RedSky Support teams to address the issue.

03

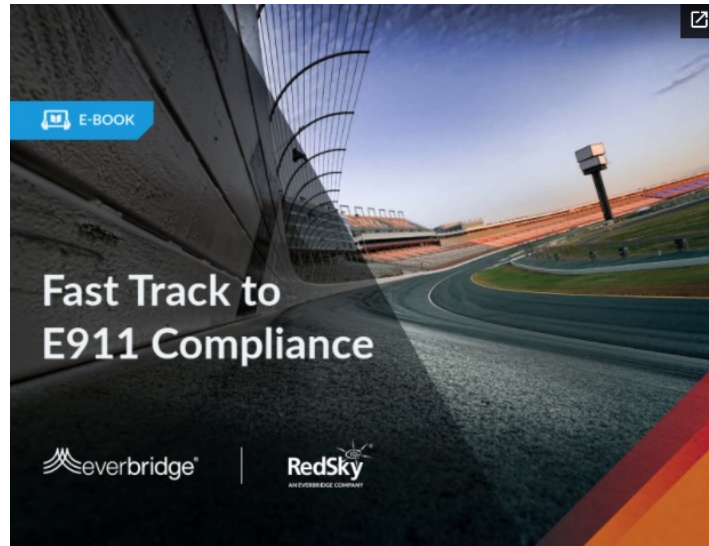
RedSky Support team to work with Cisco TAC to close case.

Resources

RedSky Resources to Get Started Today!



Fast Track to E911 Compliance Handbook



<https://www.everbridge.com/products/e911/>

E911 Compliance Assessment



redsky.e911.com/compliance-assessment

E911 Made Easy Checklist



<https://www.everbridge.com/products/e911/>

RedSky Service Provider Channel Team:



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***Thank
You!***