

Alcatel-Lucent Enterprise Services – Customized Applications

Integrated Control Center System (ICCS) for Railway and Subway Networks



ICCS is a centralized control solution created for and dedicated to railways and subway environments. It enhances security through call management and centralization of all voice communications along the railways and subway lines. An intelligent routing system tracks all calls, identifies them, applies priority rules based on the emergency degree, manages waiting lines and broadcasts audio messages. An agent interface allows the visualization of all calls in progress and offers specific functionalities to answer them in the best conditions.

Customer Benefits

- Enhanced passengers comfort and security thanks to optimized treatment of emergency and information calls
- Enhanced agent reactivity through a dedicated interface centralizing call management and specific features for emergency calls
- Improved control through complete communications tracking and supervision

Agent Desktop centralizing all types of voice communications

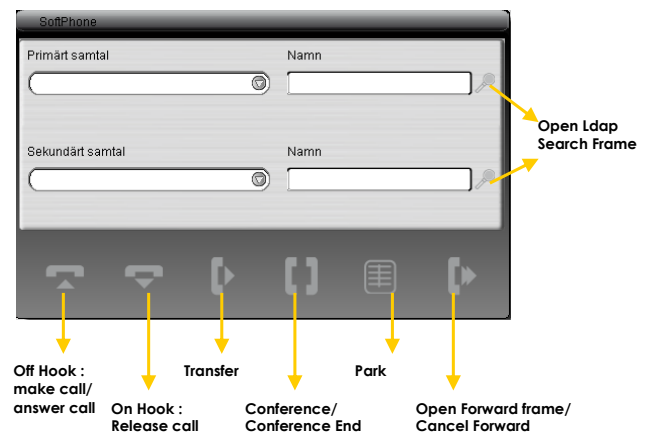


Features

Intelligent and reliable routing system

- Calls handling based on priority criteria defined together with the customer. In this specific case, call source and emergency degree define the priority (elevator calls have priority over tunnel calls; station emergency interphone calls have priority over information interphones calls, etc.)
- No lost calls thanks to the possibility to overflow calls to a predefined number or group
- High Availability: routing server redundancy
- Backup on physical sets: in case of network downtime (hence ICCS downtime), all calls are routed towards a predefined group of physical sets

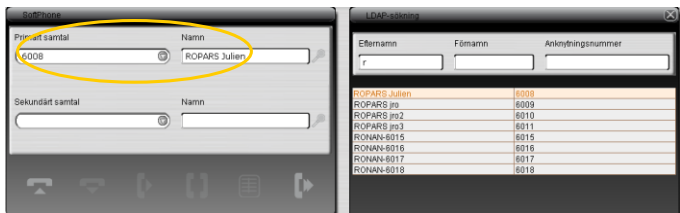
- User-friendly, multiple-window interface
- Standard telephony features: call, hang up, conferencing, call park



- Specific features:
 - Emergency/information call answer
 - Interphone control
 - Audio or predefined messages broadcast to selected broadcast zones
 - Conferencing features to communicate with field teams
 - Call transfer towards emergency services (fire brigade, ambulance)



- Emergency Call Key: automatic emergency call taking for the highest priority calls
- External directory coupling (LDAP type) allowing number recognition, call by name, search (by name and/or first name, and/or number)



Interconnection with video surveillance system for industrial environments (SCADA)

- Allows the voice and video synchronization once the agents hang up or the call is transferred

Waiting queue: real-time visualization of call priority, waiting time and call parameters

Tid sedan samtalet ankom	Telefonnummer	Namn	Samtalstyp	Parkerat av	Samtal pågår med	Ringsignal pågår
00:03:43	6010	ROPARS jro2	Private			
00:04:11	6005	V-H	Emergency		ROPARS Julien	
00:03:29	6005	V-H	Emergency		ROPARS Julien	
00:03:51	6009	ROPARS jro	Information		ROPARS Julien	

- Enhanced priority visualizing thanks to a predefined color code
- Real-time call parameters visible to all agents (caller, call localization, type, agent taking the call)
- Call parking visible in real-time
- Waiting message broadcast depending on defined priorities

Call history save

- Call supervision, tracking and saving for all communications passing through the ICCS server (calls in communication, waiting, routed, hung up)
- Complete call and call parameters tracking: source, caller ID, priority
- Possibility to export saved data to a CSV file (visible with Microsoft Excel)

Multi-language

- Agent language choice through a simple configuration

For further information

For further information concerning this solution, please contact your local Business Partner or the Alcatel-Lucent Professional Services team:

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www.alcatel-lucent.com/enterprise/services

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